

How to configure caller recognition and screen-pop for:

Lime CRM

Contact replication method: HTTP REST Screen pop method: Generated URI

Prerequisites

The caller recognition requires access to the Lime REST API. For authorization, an API key can be requested via:

- Your Lime sales representative
- An email to info@lime.tech
- Or simply call +46 270 48 00

Notes

For outbound dialing click the telephone icon left of a phone number.

×		
Company	chnologies AB	
Overview	F History 1	RR Persons 1
Company name Lime Technologi	ies AB	
Telephone 0462704800		
Active custome	r	



Configuraton steps

1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Lime CRM, as shown below.



2) For your specific API URL, enter your Lime API key, Server, Database and click 'Next'. The API URL is formed https://<server>.lime-crm.com/<database>/api/v1/ so usually the server is the subdomain and the database follows the domain.

Application	n pop-up installati	on					×
Please ente	er your Lime A	PI key, server a	and database na	me 📠			
API key							
Server							
Database							
					Back	Next	Cancel



3) The 'Show Contact Web' and 'Show Contact Windows' scripts are preconfigured. If you only use Lime CRM in the browser or with the Windows client, you can choose to only keep the relevant script (and rename to just 'Show Contact').

🖓 Application pop-up installation	Х
Which actions do you want to perform? Keep both screen pop scripts, or delete the one that is not relevant if you use Lime CRM only with a browser or with the Windows client.	
Show Contact Web Open the automatically generated URL to the caller's CRM page in the browser.	Ŵ
Show Contact Windows Open the automatically generated LimeLink to the CRM caller's page in the Windows client.	Ŵ
→ Add a new script Choose from a list of predefined scripts or create a custom script	
Back Next Cance	el

4) Check the configuration summary and click 'Finish' to add the integration with the application.

C Application pop-up installation	×
Summary	
Application	
Lime CRM	
Recognition	
Recognition from Lime	
Scripts	
Show Contact Web: Open webpage \$(PopUpUri) Show Contact Windows: Open application \$(PopUpLimeLink)	
	Back Finish Cancel