

How to configure caller recognition and screen-pop for:

Microsoft Outlook

Supported versions: Microsoft Outlook 2010 and newer

Contact replication method: Outlook addressbook

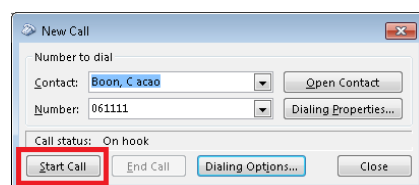
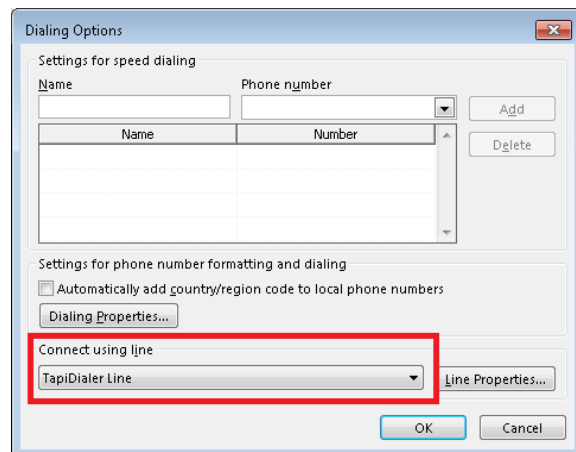
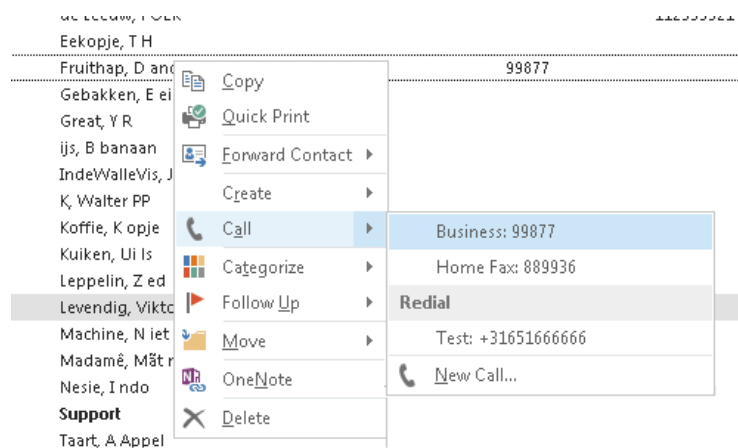
Screen pop method: COM/OLE

Prerequisites

The Recognition Tool uses an Outlook Exporter which connects via the COM/OLE interface.

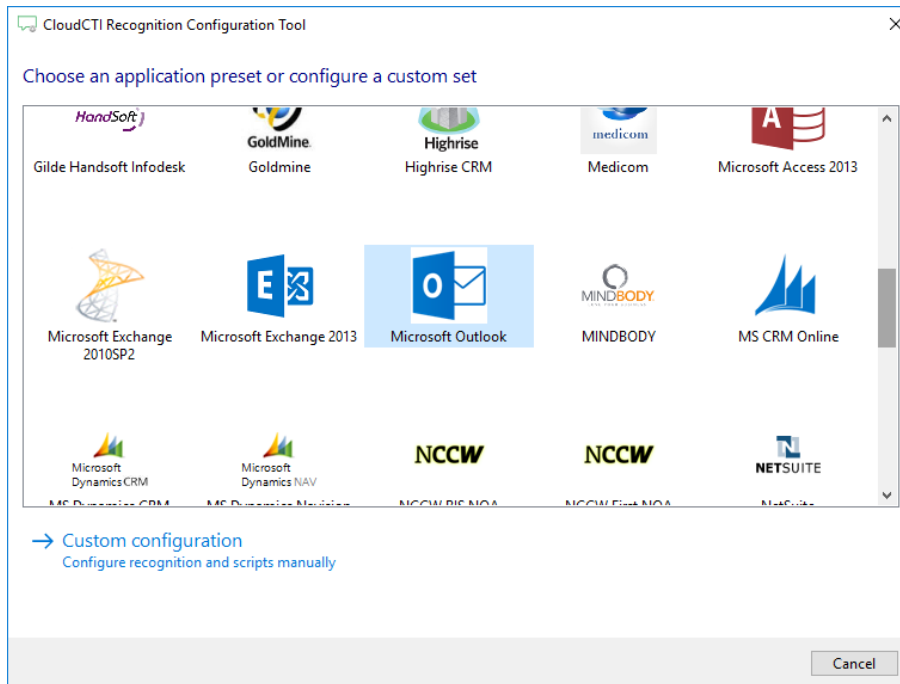
Notes

Dial from Outlook via TAPI is possible with the installed TapiDialer Service Provider.

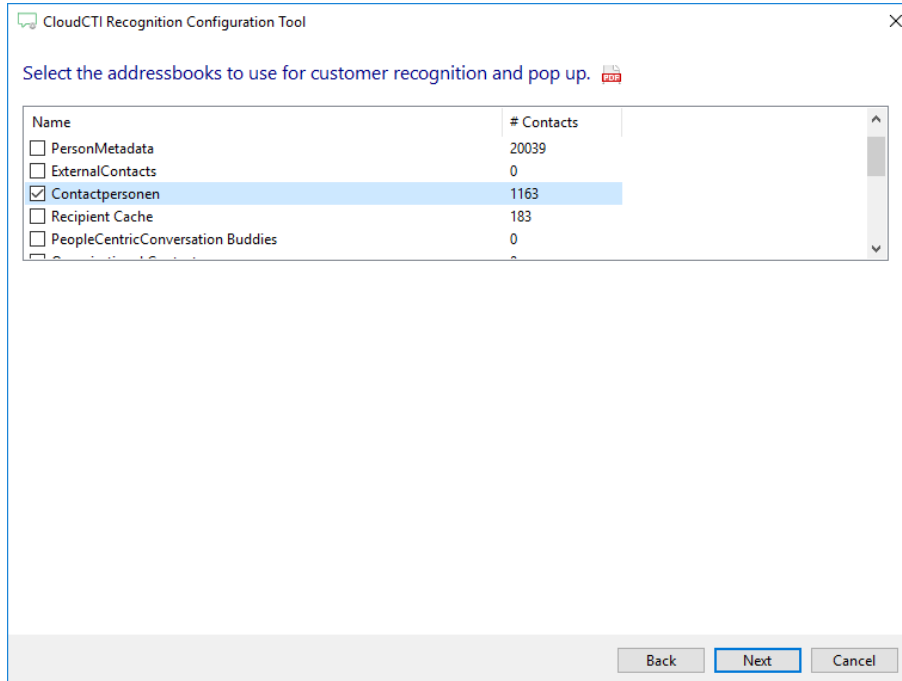


Configuration steps

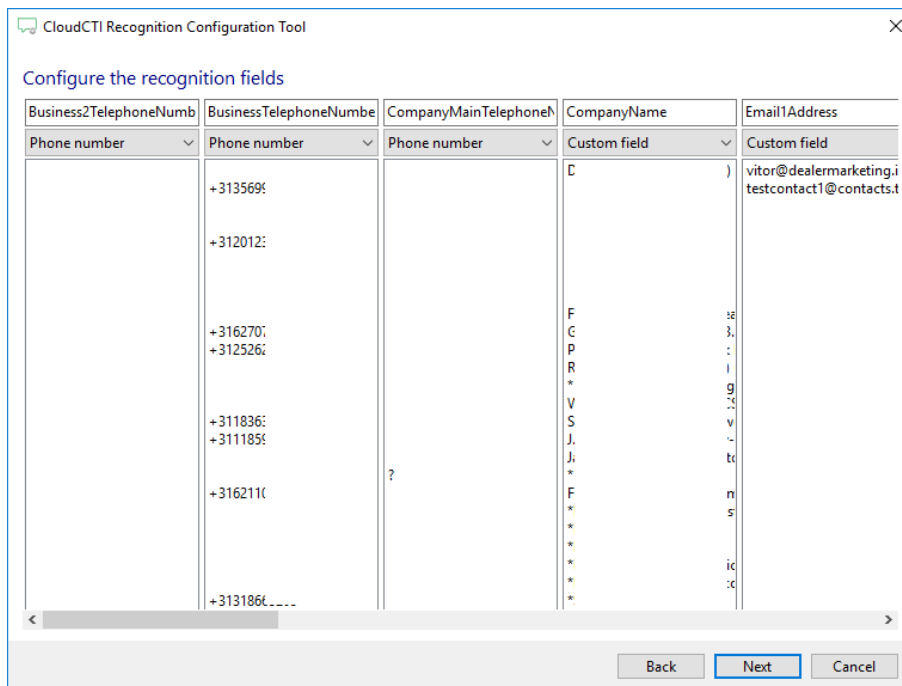
- 1) Start by clicking 'add recognition' in the [Recognition Configuration Tool](#) (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Outlook', as shown below.



- 2) Check the address books to recognize and press 'Next'. In most cases you will use a shared public folder, so anyone can recognize and pop up the contact card.



- 3) The CTI Wizard automatically detected phone number columns. The content of these columns will be indexed for matching the phone number of an incoming call. Click 'next' to continue



4) Choose which fields to display in the call notification on an incoming call.

CloudCTI Recognition Configuration Tool

Client call notification

Configure the information you want the client to show when a caller is recognized from this set

Incoming call
 Name: FullName
 Number: Caller number
 Source: Application name

* Windows allows a maximum of 255 characters

Add recognition field Add call field

Back Next Cancel

5) Check the configuration summary and click finish to add the recognition from Microsoft Outlook

CloudCTI Recognition Configuration Tool

Summary

Application
Microsoft Outlook

Recognition
Recognition from Outlook

Scripts
Show Contact:

Back Finish Cancel