

How to configure caller recognition and screen-pop for:

MindSCOPE CURA

Contact replication method: None Screen pop method: URL

Notes

For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Configuration steps

1) Start by clicking 'add recognition' in the <u>Recognition Configuration Tool</u> (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'MindSCOPE CURA', as shown below.

| Frechdeck | | | | GoldMine. | Highrise | - |
|-------------------------------|----------------------------|---------------------------------|----------------------------|--------------------------|---------------------------|---|
| Treshuesk | Freshservice | Fuse5 | Gilde Handsoft Infodesk | Goldmine | Highrise CRM | |
| HubSpot | Inzcrm | | medicom | A | Microsoft Dynamici 365 | |
| HubSpot | In2CRM | Infusionsoft | Medicom | Microsoft Access 2013 | Microsoft Dynamics 365 | |
| | E | 0 | MINDBODY | | Microsoft Dynamics CRM | |
| Microsoft Exchange 2010SP2 | Microsoft Exchange 2013 | Microso <mark>ft</mark> Outlook | MINDBODY | MindSCOPE CURA | MS Dynamics CRM | |
| Microsoft Dynamics NAV | NCCW | NCCW | NETSUITE | J. | pv | |



2) No further configuration is necessary for this application.

| Application pop-up installation | × |
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| /indSCOPE CURA info page | |
| ou do not need to configure a recognition data source. The script only requires the caller's number. | |
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| Back | xt Cancel |

3) Provide the pop up URL for your MindSCOPE CURA account.

| CloudCTI Recognitio | on Configuration Tool | > | | |
|-----------------------|--|-------------|--|--|
| Provide the script | name and the required parameters | | | |
| Provide the pop up UF | RL for your CURA account. | | | |
| Script name | Show in MindSCOPE CURA | | | |
| Parameters | | | | |
| CURA pop up URL | https://INSTANCE.mindscope.com/ACCOUNT | | | |
| | | | | |
| | | | | |
| Automatically exec | ute this script | | | |
| Test script | | Next Cancel | | |

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4) You can change or add additional scripts, press 'Next' to continue.

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| Which actions do you want to perform? The 'Show in MindSCOPE CURA' script is preconfigured for MindSCOPE CURA. Optionally, you can add extra scripts to the inco | oming call notificati |
| Show in MindSCOPE CURA Show the caller using the MindSCOPE CURA pop up application | ۵ |
| → Add a new script Choose from a list of predefined scripts or create a custom script | |
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| Back | Cancel |

5) Check the configuration summary and click finish to add the recognition from MindSCOPE CURA.

| G Application pop-up installation | × |
|------------------------------------|--------------------|
| Summary | |
| Application | |
| MindSCOPE CURA | |
| Recognition | |
| No recognition has been configured | |
| Scripts | |
| Show in MindSCOPE CURA: | |
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| | Back Finish Cancel |