How to configure caller recognition and screen-pop for:

NCCW BIS NOA

Supported versions: NCCW BIS / BIS NOA
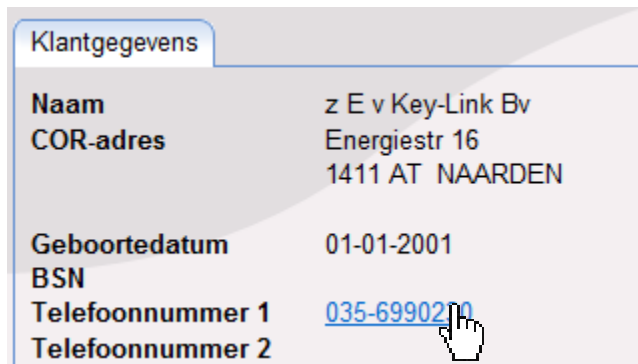Contact replication method: Export download via NCCW
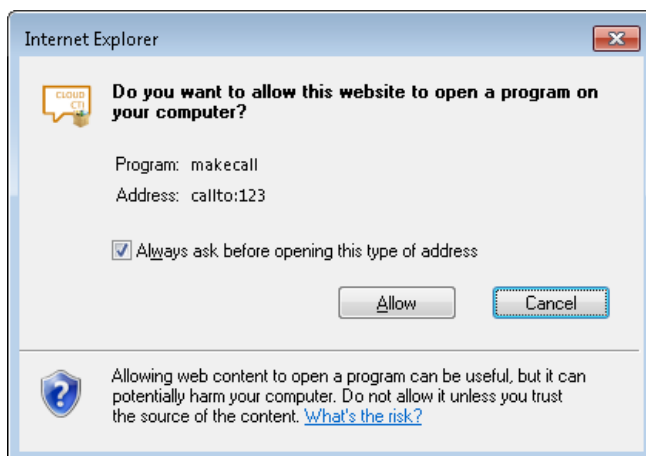Screen pop method: URL

Prerequisites

To use click-to-dial and popup in BIS / BIS NOA, it's required to enable a CTI module. Contact NCCW for advice and pricing information.

Notes

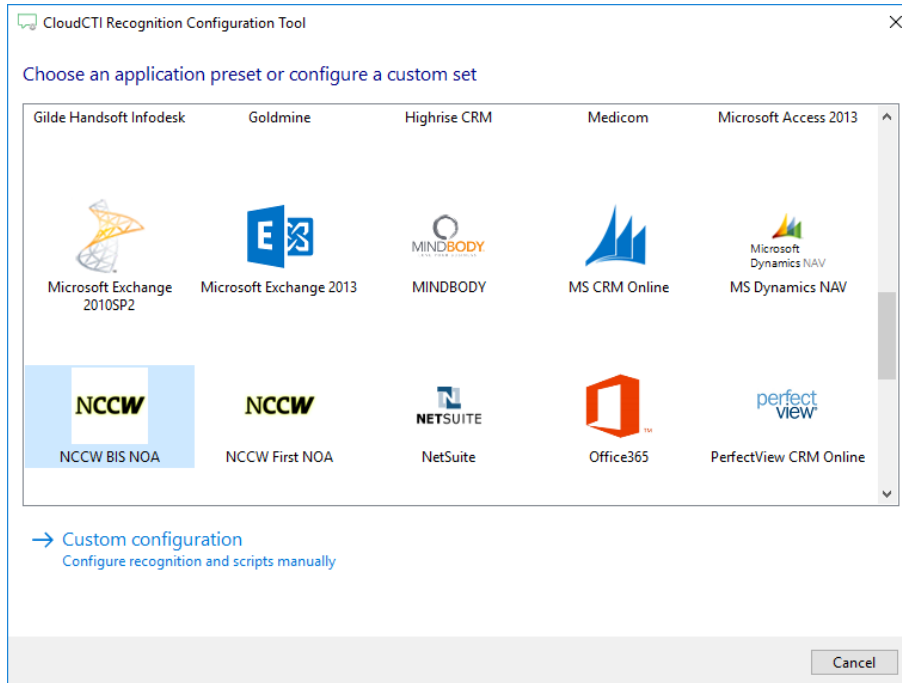Just click on a telephone number hyperlink to start dialing.

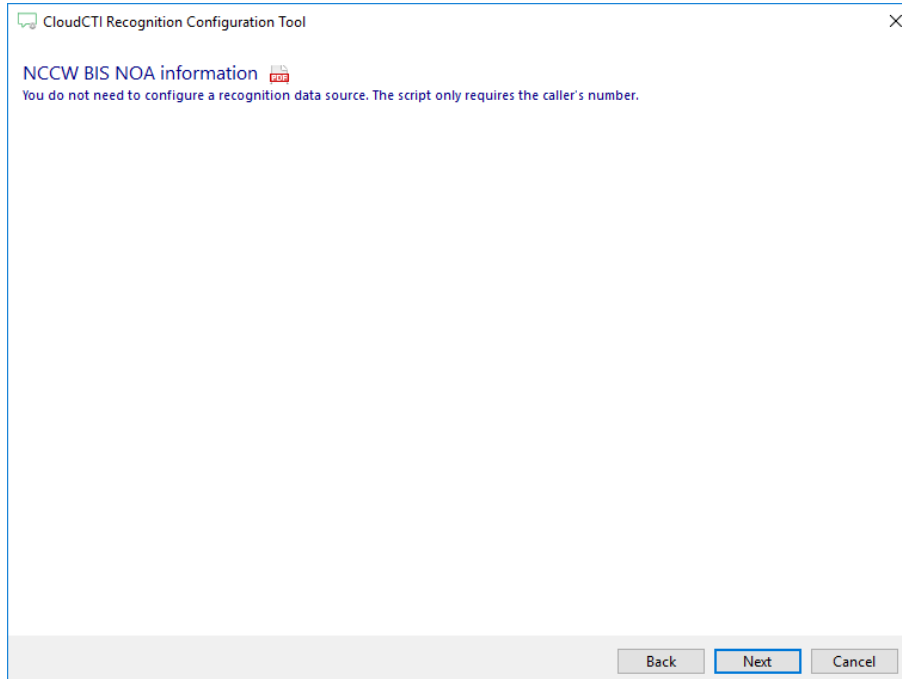At first run, the user's approval might be required. Uncheck the option "Always ask…" and press "Allow"
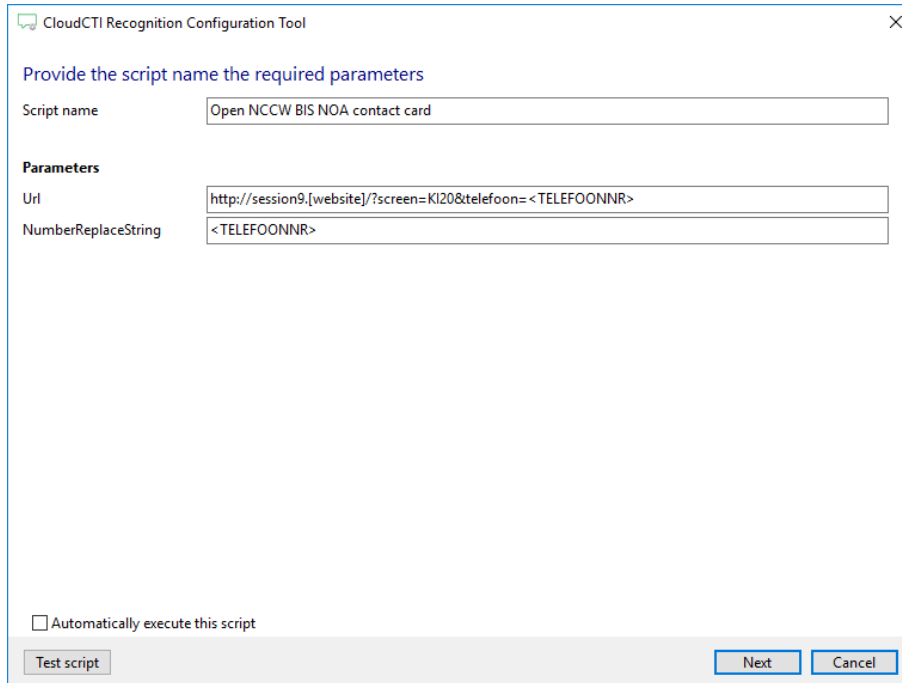
Configuration steps

1) Start by clicking 'add recognition' in the Recognition Configuration Tool. From the list of applications, choose 'NCCW BIS NOA', as shown below.

2) NCCW BIS NOA doesn't require a database export. Instead, a URL is called (automatically) using the caller's phone number to perform a screen pop.

3) By default, the popup is configured to open the contact card based on phone number. Change [website] as provided by NCCW. The verb '<TELEFOONNR>' will be replaced with the phone number of the calling customer. You can optionally select 'Automatically execute this script'. Click 'next' to continue.

CloudCTI Recognition Configuration Tool   ✕

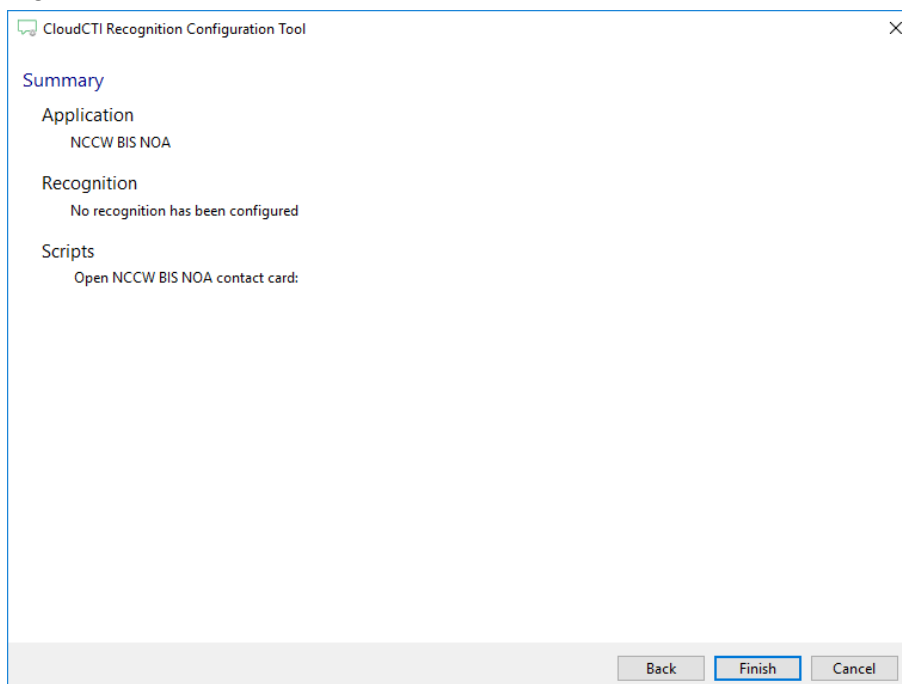Provide the script name the required parameters

Script name   Open NCCW BIS NOA contact card

Parameters

Url   http://session9.[website]/?screen=KI20&telefoon=<TELEFOONNR>

NumberReplaceString   <TELEFOONNR>

☐ Automatically execute this script

Test script   Next   Cancel

4) Check the configuration summary and click finish to add the recognition from NCCW BIS NOA.

CloudCTI Recognition Configuration Tool   ✕

Summary

Application
    NCCW BIS NOA

Recognition
    No recognition has been configured

Scripts
    Open NCCW BIS NOA contact card:

Back   Finish   Cancel