

How to configure caller recognition and screen-pop for:

NCCW FIRST NOA

Supported versions: NCCW FIRST / FIRST NOA

Contact replication method: Export download via NCCW

Screen pop method: URL

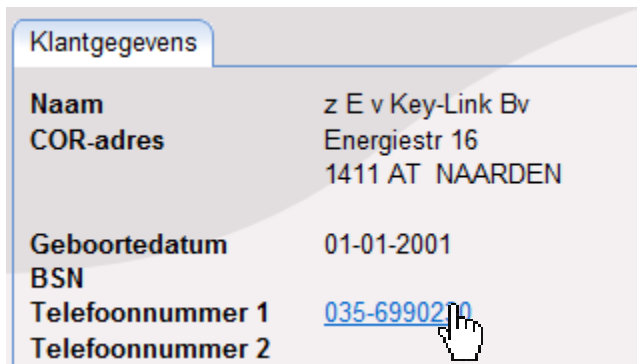
Prerequisites

To use click-to-dial and popup in FIRST / FIRST NOA, it's required to enable a CTI module.

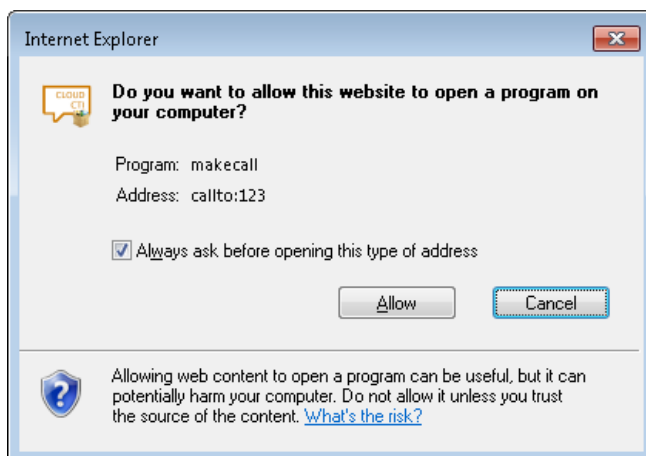
Contact NCCW for advice and pricing information.

Notes

Just click on a telephone number hyperlink to start dialing.

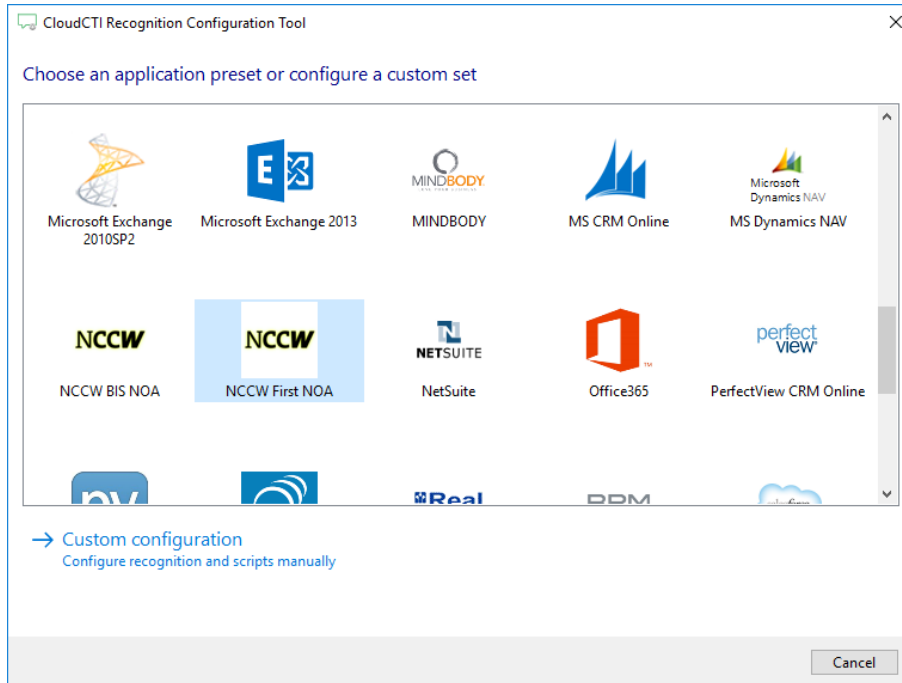


At first run, the user's approval might be required. Uncheck the option "Always ask..." and press "Allow"

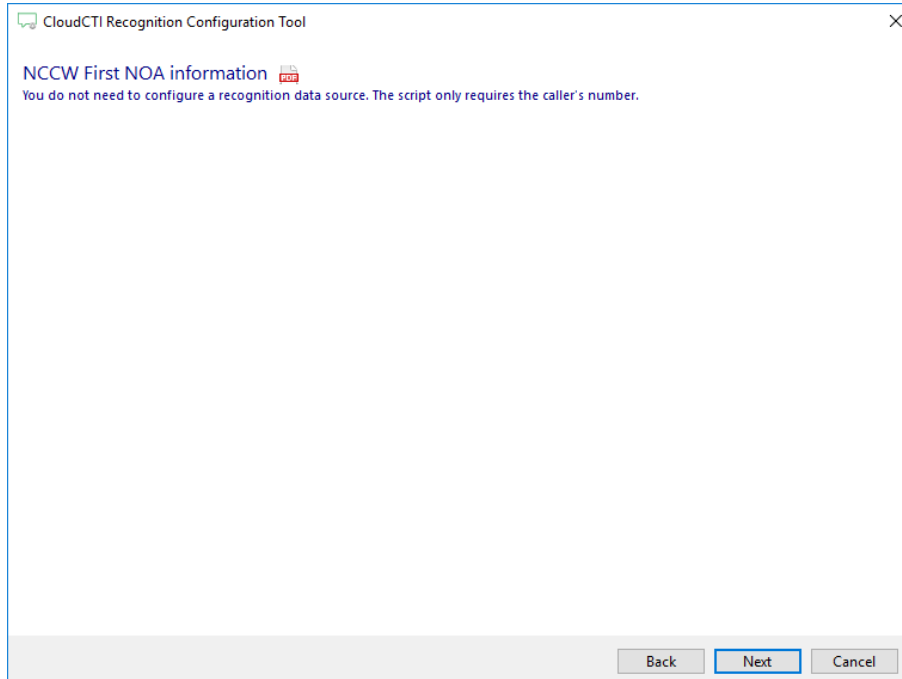


Configuration steps

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



- 2) NCCW FIRST 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.

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