

How to configure caller recognition and screen-pop for:

Nanny4All

Contact replication method: Proprietary API

Screen pop method: Generated URL

Prerequisites

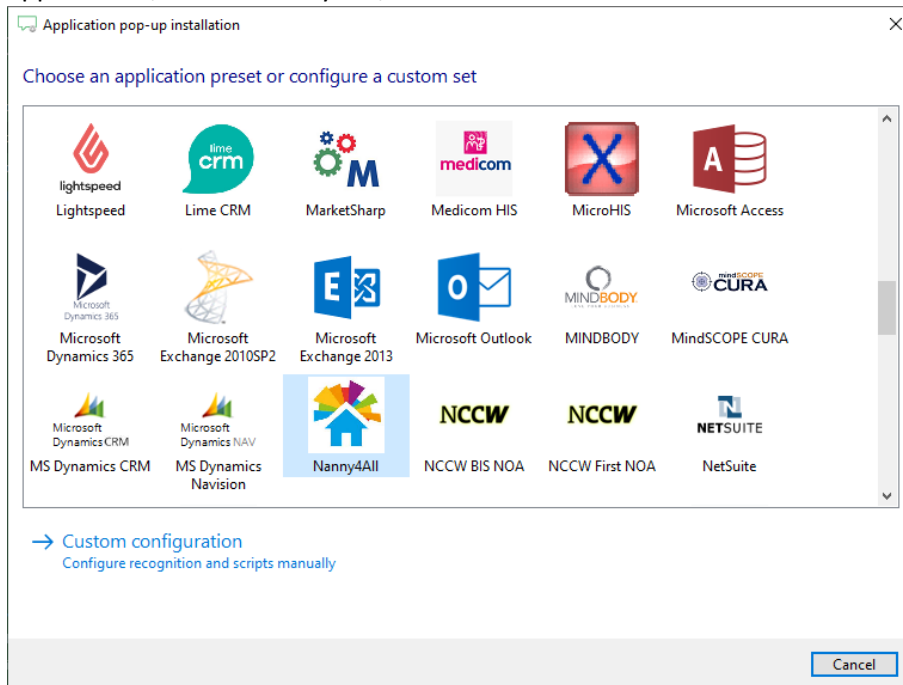
The caller recognition and screen pop require access to the Nanny4All web-api. The authorization must be made available using an account with API access. This account can be created specifically for that purpose.

Notes

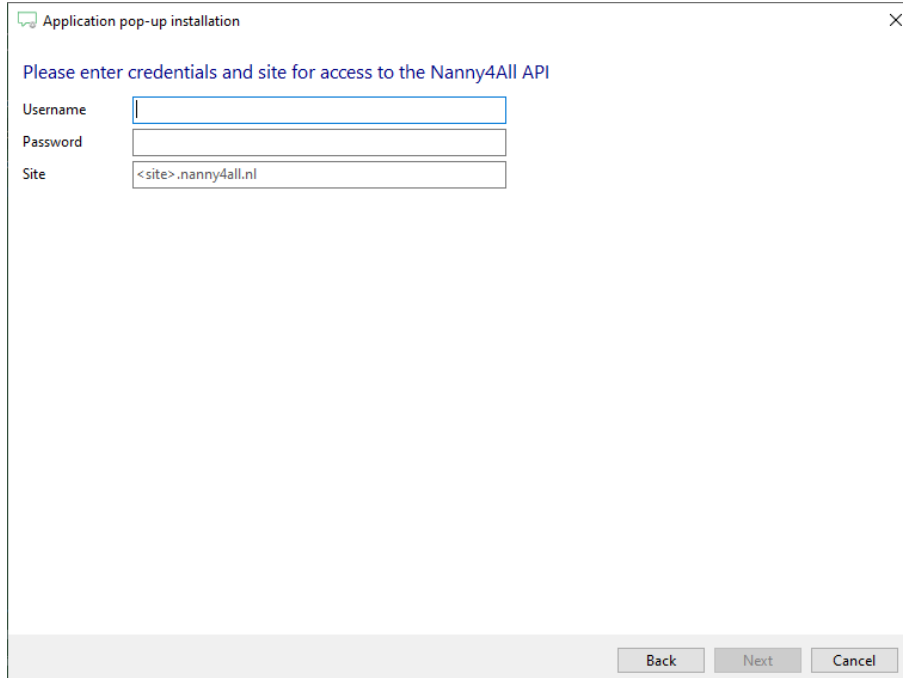
Phone numbers can be dialed if they are tel: hyperlinks or they can be dialed by highlighting them and using the hotkey.

Configuraton steps

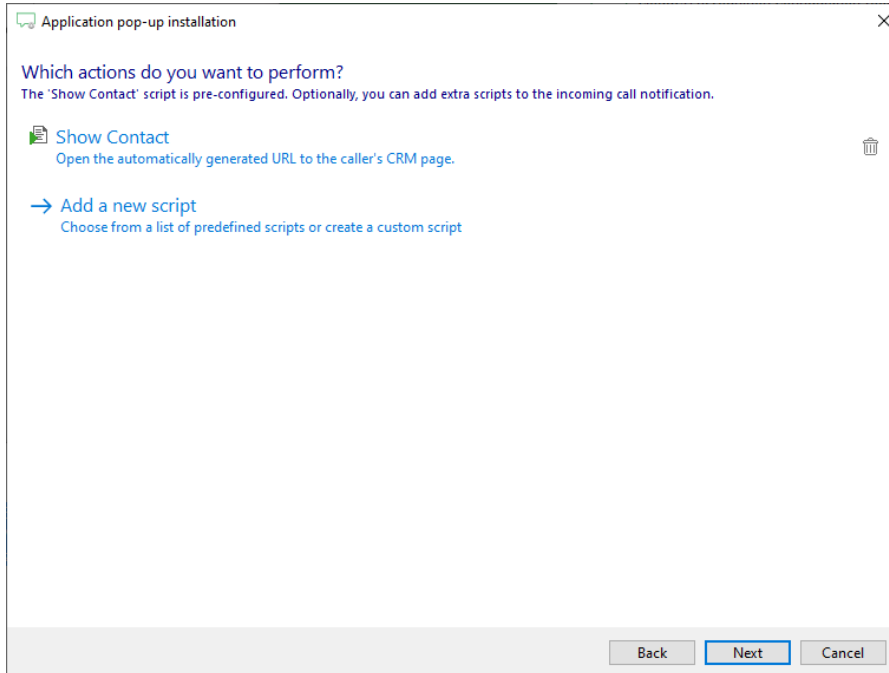
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Nanny4All, as shown below.



- 2) Enter the credentials and the site location and press 'Next'.



- 3) The 'Show Contact' Script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.



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

