How to configure caller recognition and screen-pop for:

Open Dental

Contact replication method: REST API Screen pop method: Open Contact in Open Dental

Prerequisites

The integration with Open Dental can only be completed if you have the following configurations made inside Open Dental.

- Installed and activated eServices inside Open Dental. See Open Dental's documentation for how to do this: <u>https://www.opendental.com/manual/econnector.html</u>
- Activated FHIR inside Open Dental. See Open Dental's documentation on how to start this: <u>https://www.opendental.com/manual/fhir.html</u>. To complete this step, an API Key is required. In order to receive one, please contact us at <u>info@cloudcti.nl</u>.

Notes

With the Open Dental integration, the client will open a new window of Open Dental and show details of the caller. For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.



Configuration steps

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



2) Click 'Connect' and enter the API key you received from us. in order to authenticate the Recognition Configuration Tool. Click 'next' to continue.

Application	pop-up installation	×		
Please enter your Open Dental API key 🛗				
API key				
		Back Next Cancel		



On an incoming call the client will open Open Dental with the caller's Id as the argument, showing the details of the caller. Enter the path where Open Dental is installed. Replace
[DRIVE]\OpenDental.exe with the correct drive/folder location.
Example:[DRIVE]\ OpenDental.exe becomes C:\Program Files (x86)\Open

Dental\OpenDental.exe. After you have configured the 'Show Contact' script click 'next' to continue.

Q Application pop-up installation			×
Configure the application yo Please enter the path where Open I	OU Want to start Dental is installed. Replace [DRIVE] with the correct drive/folder location.	
Script name	Show Conta	ct	
Program	[DRIVE]\Ope	[DRIVE]\OpenDental.exe	
Arguments	PatNum=\$(PatNum=\$(Id) Module=Family	
Click on a recognition field to add Id Phone Name Organization Email Address City Country	it to the arguments	Click on a call field to add it to the arguments Caller number Device number Device number Ddi number Ddi name Start time Application name	
Restore the default program and ar	guments		
Test script		Ne	t Cancel



4) After you have configured the 'Show Contact' script you can add more scripts if desired or click 'next' to continue.

Supplication pop-up installation	×
Which actions do you want to perform? The Open Dental 'Show Contact' script needs to be configured. Optionally, you can add extra scripts to the incoming call notification.	
Show Contact Open Open Dental and show the caller's info.	ŵ
→ Add a new script Choose from a list of predefined scripts or create a custom script	
Back Next Can	:el

5) Check the configuration summary and click finish to add the Open Dental integration.

S Application pop-up installation	×
Summary	
Application	
OpenDental	
Recognition	
Recognition from OpenDental	
Scripts	
Show Contact: Open application C:\Program Files (x86)\Open Dental\OpenDental.exe	2
	Back Finish Cancel