

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.

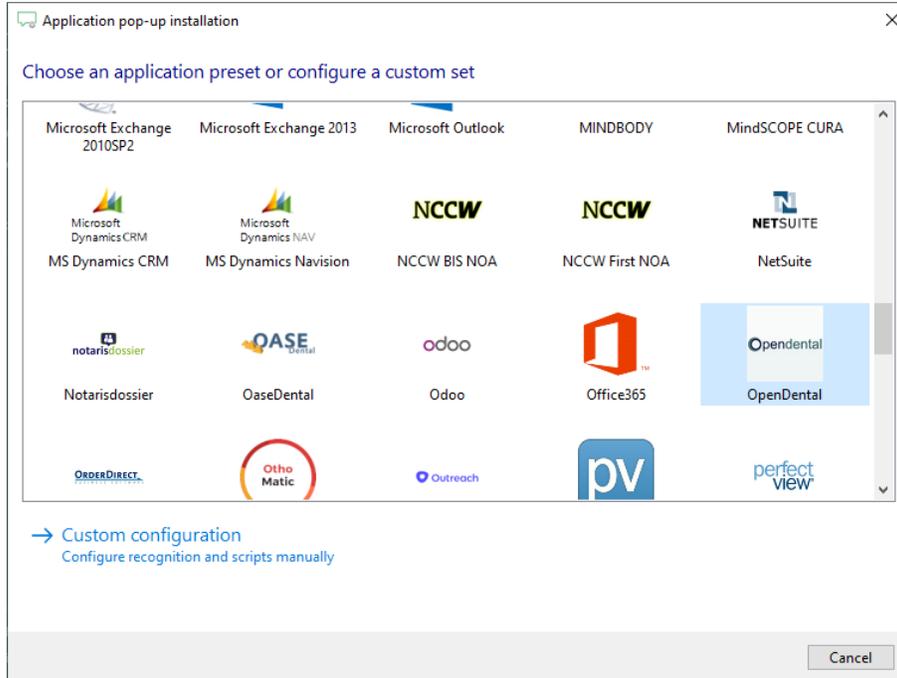
- Installed and activated eServices inside Open Dental. See Open Dental's documentation for how to do this: <https://www.opendental.com/manual/econnector.html>
- Activated FHIR inside Open Dental. See Open Dental's documentation on how to start this: <https://www.opendental.com/manual/fhir.html>. To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

### Notes

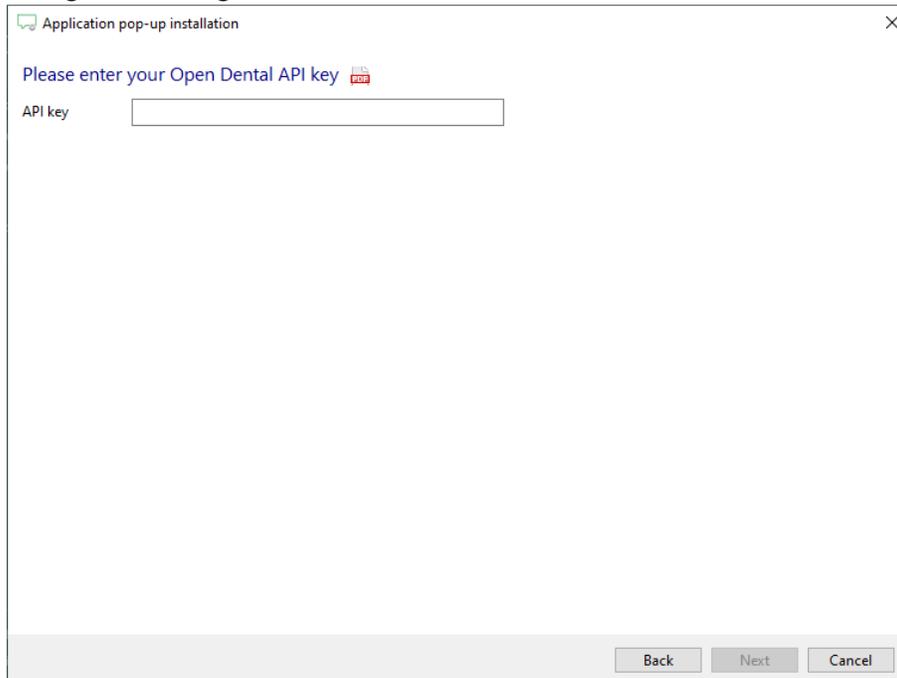
With the Open Dental integration, the client will open a new window of Open Dental and show details of the caller. For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

## Configuration steps

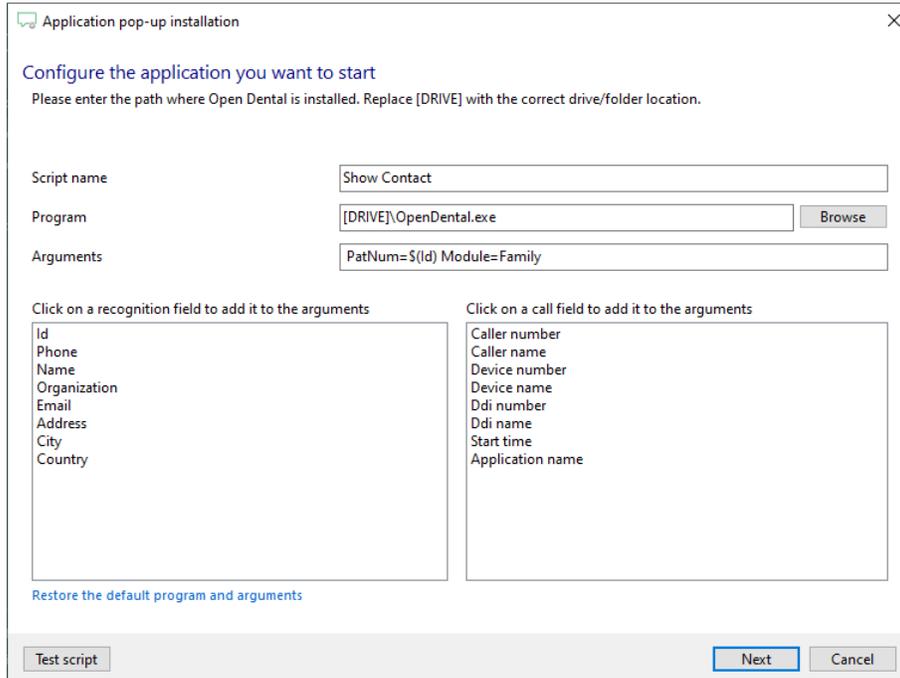
- 1) Start by clicking 'add application' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'OpenDental', as shown below.



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



- 3) 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.



Application pop-up installation

Configure the application you want to start  
Please enter the path where Open Dental is installed. Replace [DRIVE] with the correct drive/folder location.

Script name: Show Contact

Program: [DRIVE]\OpenDental.exe

Arguments: PatNum=\${(Id) Module=Family

Click on a recognition field to add it to the arguments

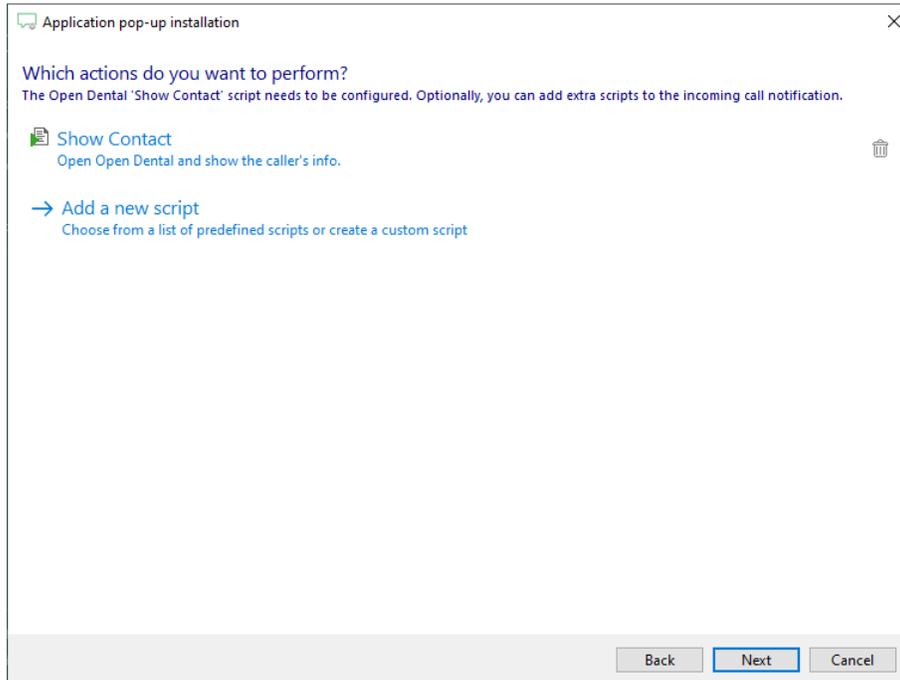
- Id
- Phone
- Name
- Organization
- Email
- Address
- City
- Country

Click on a call field to add it to the arguments

- Caller number
- Caller name
- Device number
- Device name
- Ddi number
- Ddi name
- Start time
- Application name

[Restore the default program and arguments](#)

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



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

