

How to configure caller recognition and screen-pop for:

## OrderDirect

Supported versions: OrderDirect  
Contact replication method: None  
Screen pop method: TAPI

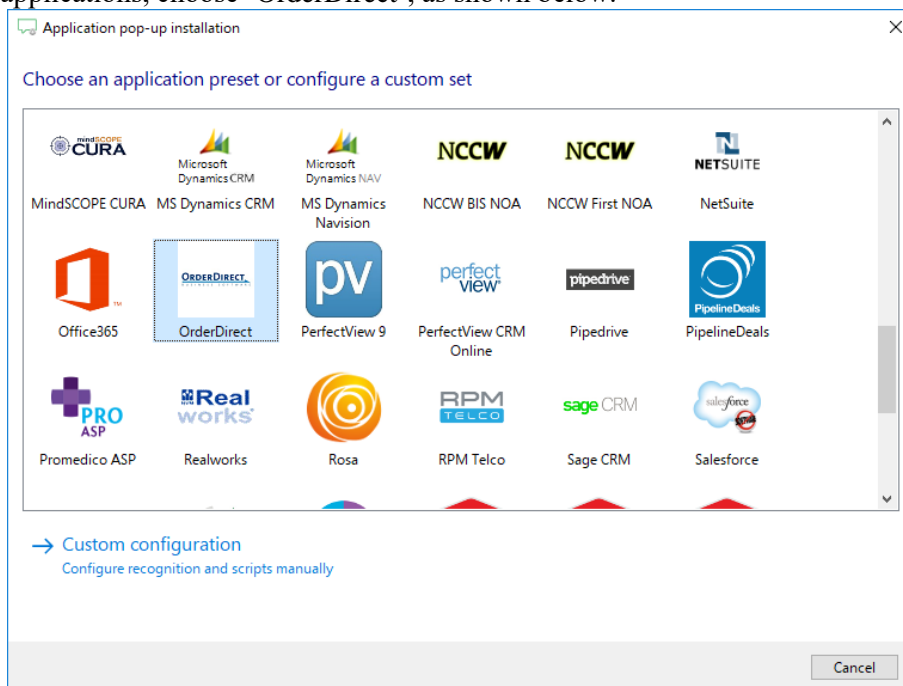
### Prerequisites

To use the TAPI integration OrderDirect requires the purchase of the module 'Koppeling met telefooncentrale', see: <https://www.order-direct.nl/producten/modules/koppeling-met-telefooncentrale/340> NL. To configure the click-to-dial feature and incoming call notification, please select the 'TapiDialer Line' as your TAPI device.

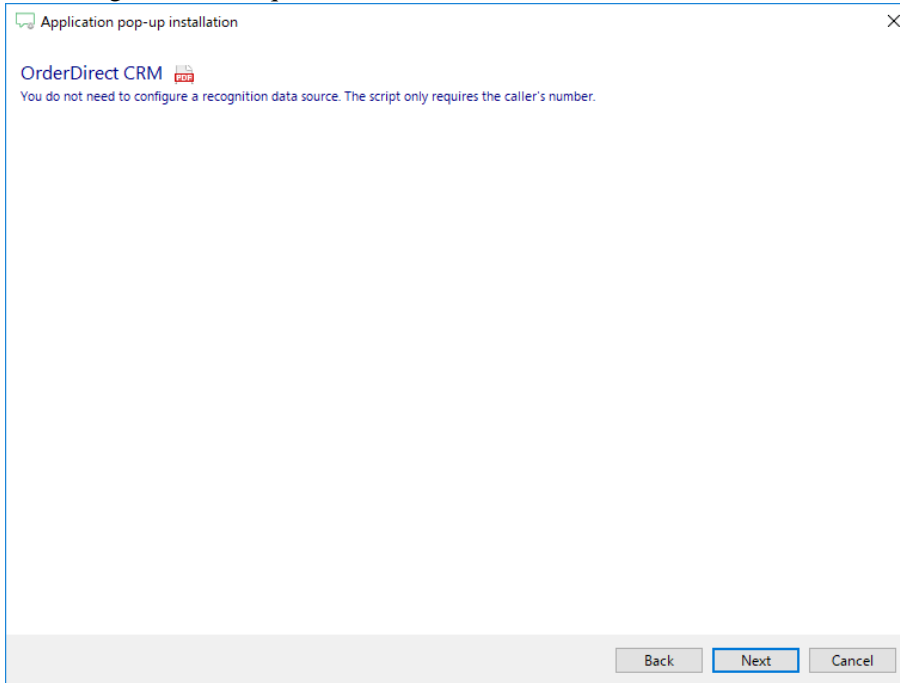
### Notes

### Configuration steps

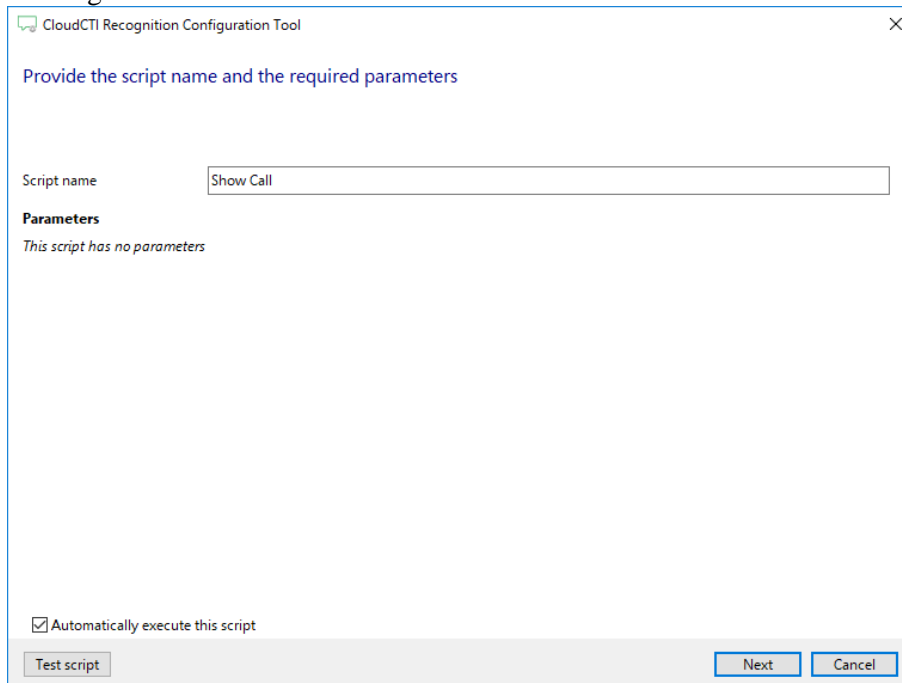
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose 'OrderDirect', as shown below.



2) No configuration is required here. Click 'Next' to continue.

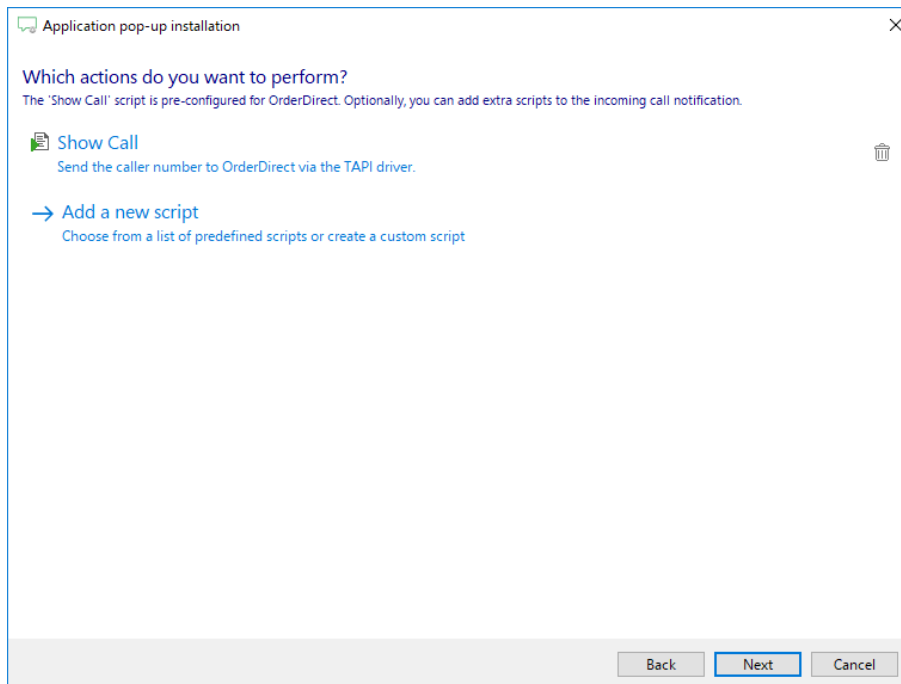


- 3) The OrderDirect 'Show Call' script uses TAPI to signal the incoming call and has no further parameters. Optionally, you can choose not to always execute the script on an incoming call by deselecting the checkbox 'Automatically execute this script'. The script is triggered manually by clicking the 'Show Call' button on the notification.



The screenshot shows a dialog box titled "CloudCTI Recognition Configuration Tool". The main heading is "Provide the script name and the required parameters". There is a text input field for "Script name" containing the text "Show Call". Below this is a section titled "Parameters" with the text "This script has no parameters". At the bottom, there is a checkbox labeled "Automatically execute this script" which is checked. There are three buttons at the bottom: "Test script", "Next", and "Cancel".

- 4) Optionally, additional scripts may be configured for the incoming call notification. Otherwise, click 'Next' to continue.



The screenshot shows a dialog box titled "Application pop-up installation". The main heading is "Which actions do you want to perform?". Below this is a sub-heading "The 'Show Call' script is pre-configured for OrderDirect. Optionally, you can add extra scripts to the incoming call notification." There is a list of actions: "Show Call" with a sub-description "Send the caller number to OrderDirect via the TAPI driver." and "Add a new script" with a sub-description "Choose from a list of predefined scripts or create a custom script". There are three buttons at the bottom: "Back", "Next", and "Cancel".

5) Check the configuration summary and click finish to add the integration with OrderDirect.

