CRM
INFO

How to configure caller recognition and screen-pop for:

Oxolutions

Contact replication method: None
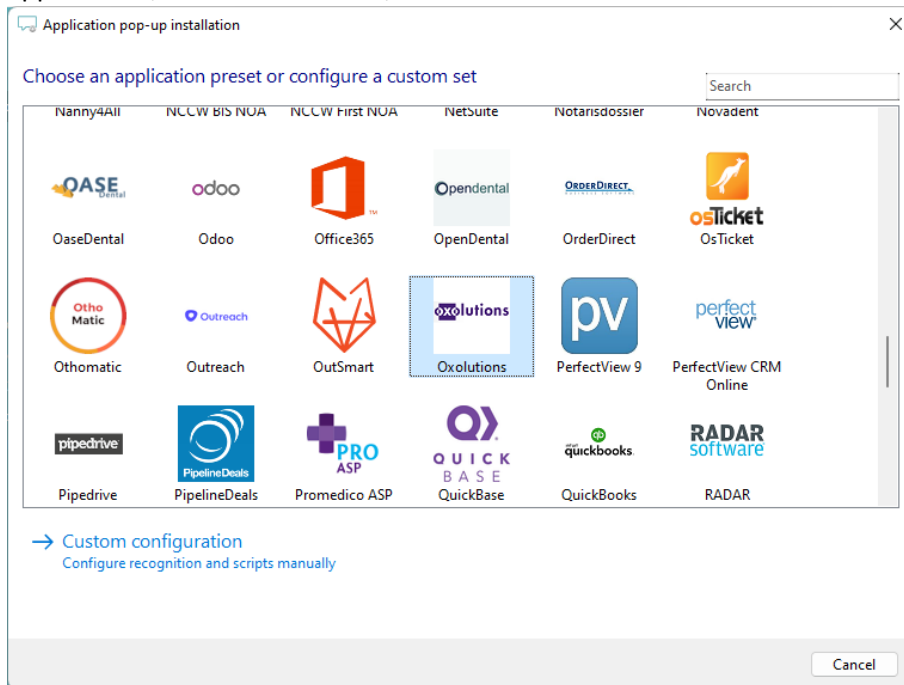Screen pop method: Phone API

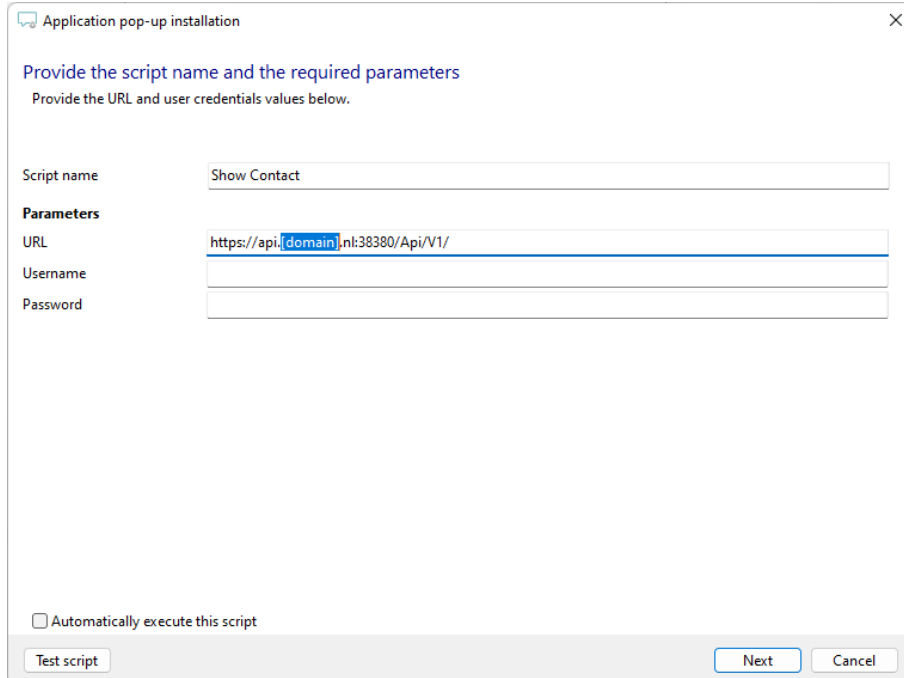## Prerequisites

API URL and API user credentials.

Notes

The integration uses the Oxolutions phone API to signal call events. If supported by the telephony platform, all processing can be performed automatically from the backend systems.
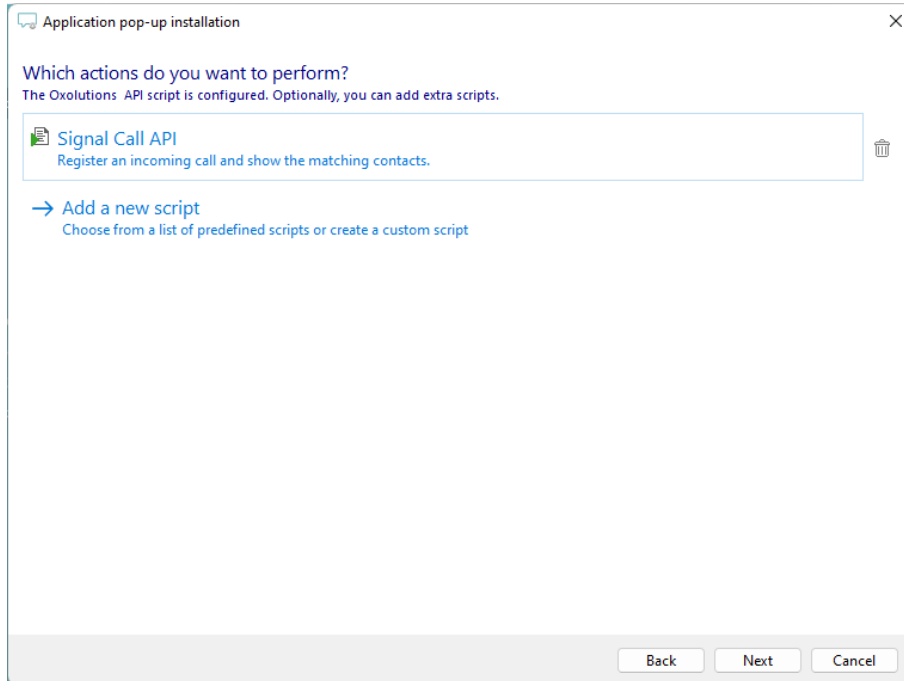
Configuraton steps

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

2) Replace the [domain] part of the preconfigured URL and fill in the API user credentials.

3) The 'Signal Call API' Script is preconfigured. Optionally, you can add extra scripts or click 'Next' to continue.

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