

How to configure caller recognition and screen-pop for:

Pharmacom

Contact replication method: None

Screen pop method: Pharmacom API

Notes

With the Pharmacom API the caller number of the incoming call is directly send to Pharmacom. This is communicated through a one way connection. No phone numbers, or any other patient information will be accessed from outside.

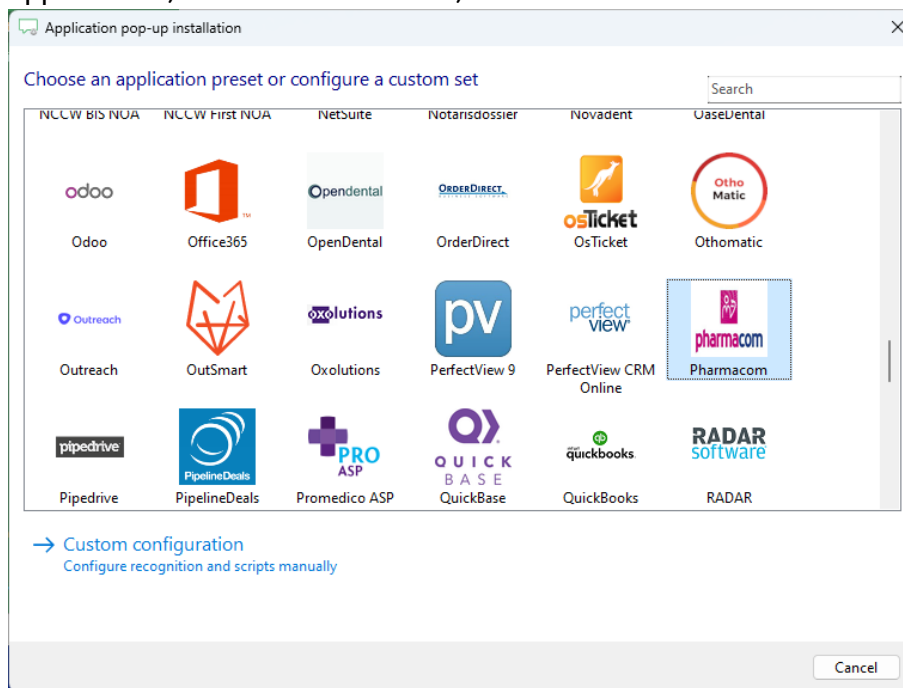
Outbound dialing can be done by simply clicking hyperlinked phone numbers (i.e. <tel://> URLs).

Prerequisites

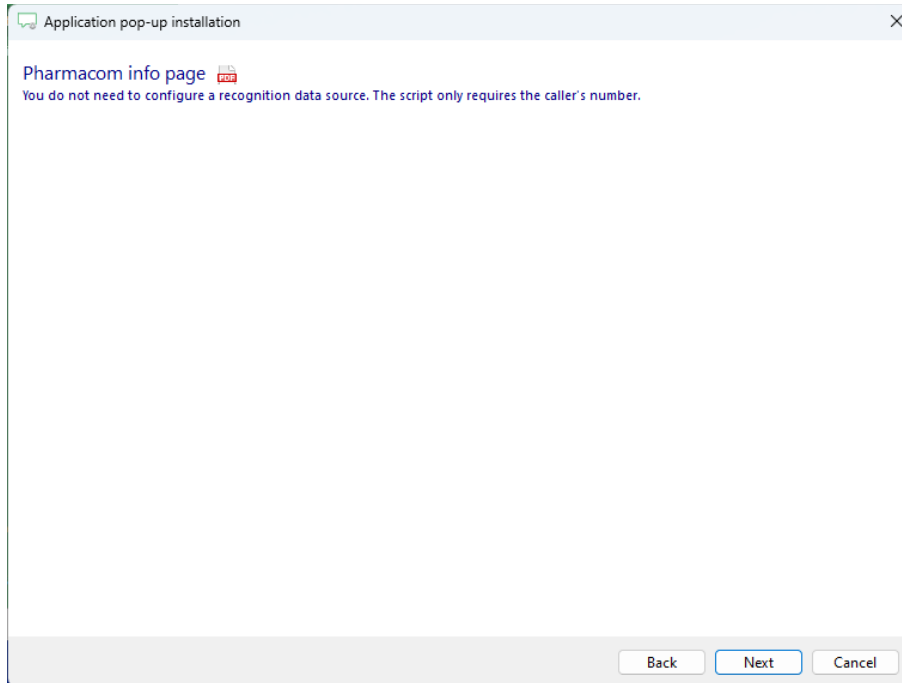
Access to the API requires an API key, provided by PharmaPartners. Please send your requests to consultancyhz@pharmapartners.nl

Configuration steps


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



- 2) The integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.



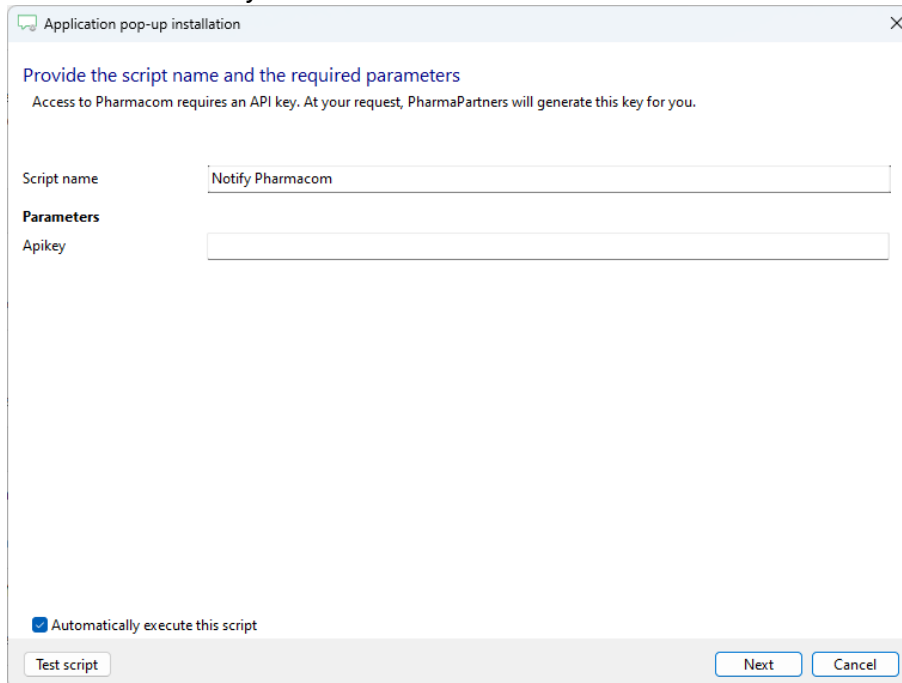
Application pop-up installation

Pharmacom info page 

You do not need to configure a recognition data source. The script only requires the caller's number.

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- 3) Provide the API key.



Application pop-up installation

Provide the script name and the required parameters

Access to Pharmacom requires an API key. At your request, PharmaPartners will generate this key for you.

Script name

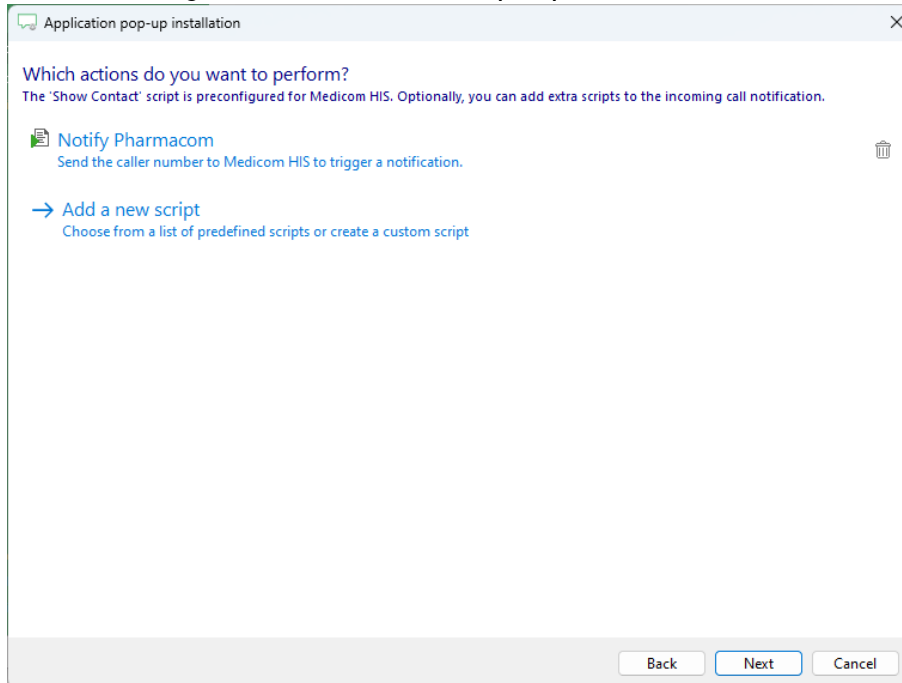
Parameters

Apikey

Automatically execute this script

Test script Next Cancel

4) You can change or add additional scripts, press 'Next' to continue.



5) Check the configuration summary and click 'Finish' to add the integration.

