

How to configure caller recognition and screen-pop for:

Pipedrive

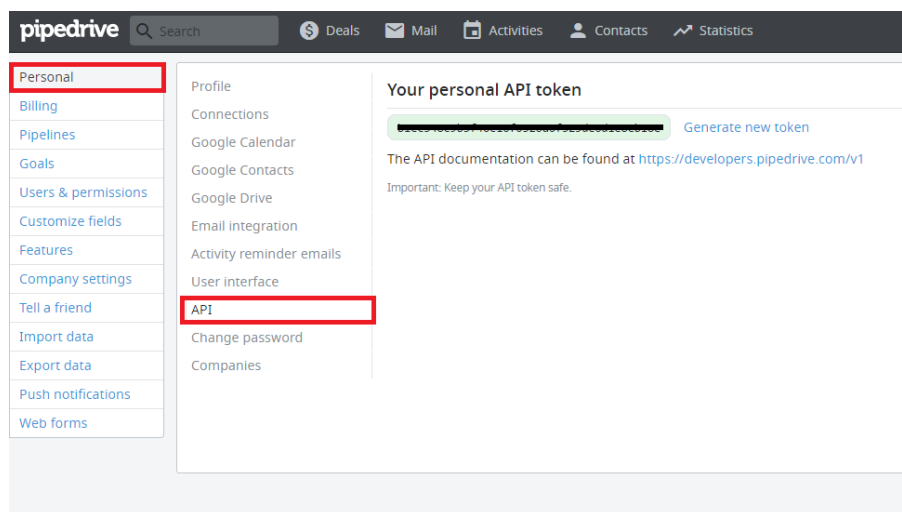
Supported versions: Pipedrive API v1

Contact replication method: API

Screen pop method: URL

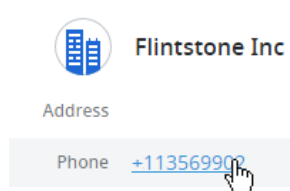
Prerequisites

To recognize calling customers, you'll have to make connection to the Pipedrive API using an API key. If you have an account and are an admin then go to the admin/api section of Pipedrive. Go to "Settings > Personal > API" and copy the API key.



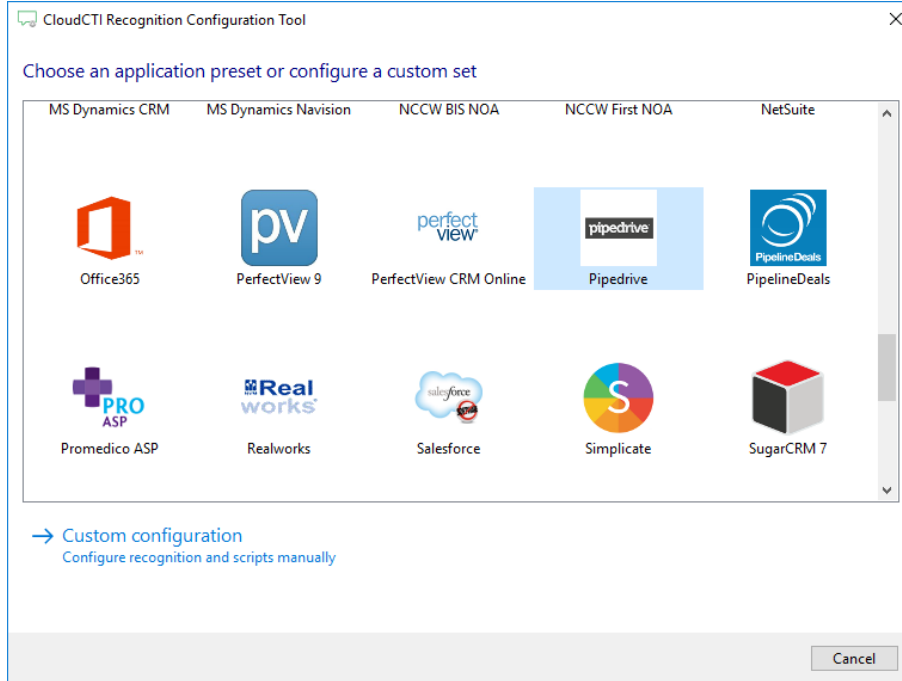
Notes

Click on phone numbers displayed as hyperlink to dial, or select a phone number and use the dial hotkey (PAUSE)

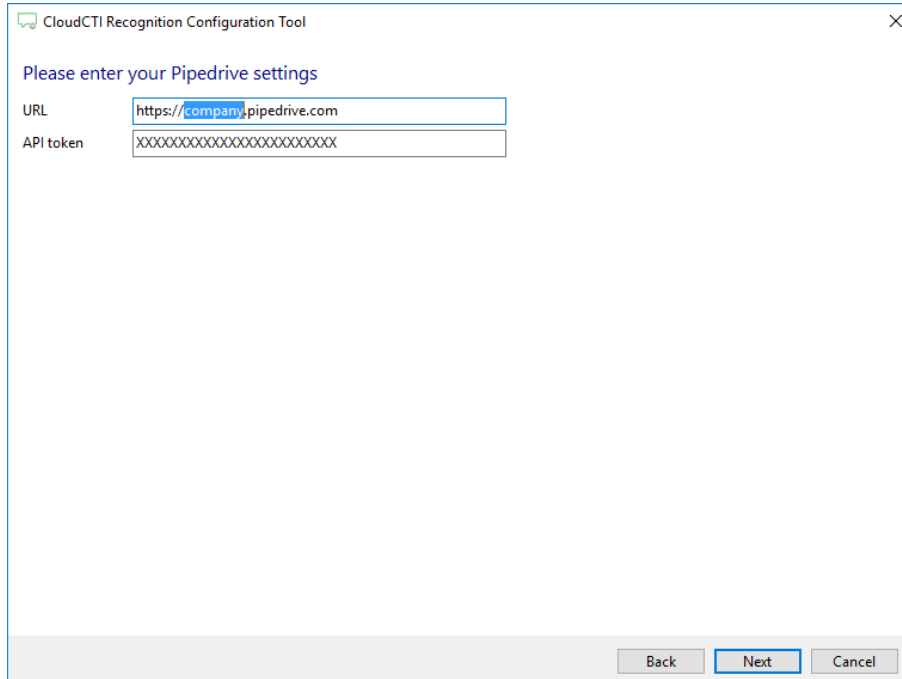


Configuration steps

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



- 2) Enter your Pipedrive API key to access the data from your account



3) Choose which fields to display in the call notification on an incoming call.

CloudCTI Recognition Configuration Tool

Client call notification

Configure the information you want the client to show when a caller is recognized from this set

Incoming call
 Contact name: DisplayName
 Number: Caller number
 Source: Application name

* Windows allows a maximum of 255 characters

4) Check the configuration summary and click finish to add the recognition from Pipedrive

CloudCTI Recognition Configuration Tool

Summary

Application
Pipedrive

Recognition
Recognition from Pipedrive

Scripts
Show Contact: Open webpage S(PopUpUri)