

How to configure caller recognition and screen-pop for:

## Promedico ASP

Supported versions: Promedico ASP

Contact replication method: TXT/CSV file, scheduled export via mailmerge

Screen pop method: keystrokes

### Prerequisites

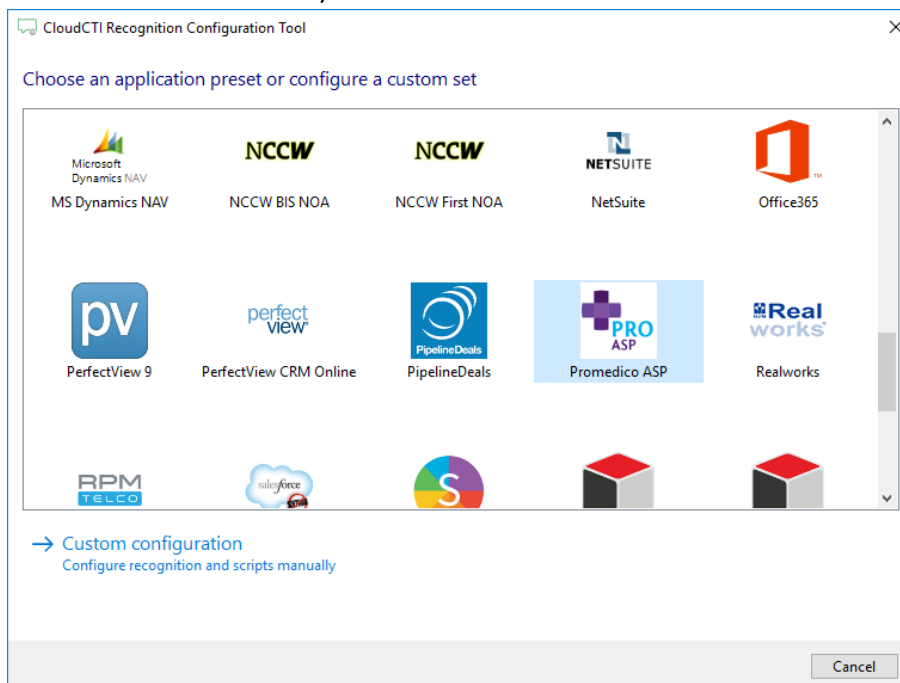
For caller recognition and pop-up a TXT/CSV export from Promedico ASP is required. In Promedico ASP you can create a mailmerge job to export all patient data into a TXT/CSV file. The job takes approximately one day. The mailmerge csv export file that is created by the job must be saved to a file location on the PC on which Recognition Tool is installed, so that the "Recognition Update Service" can periodically read the file and update recognition.

### Notes

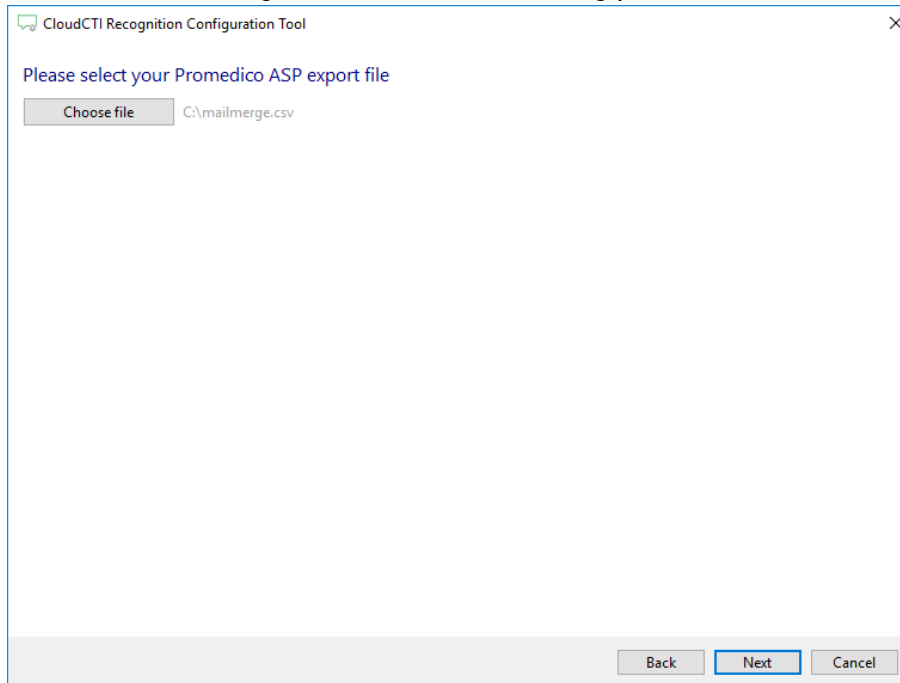
For outbound dialing, select a phone number and use the dial hotkey.

### 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 'Promedico ASP', as shown below.

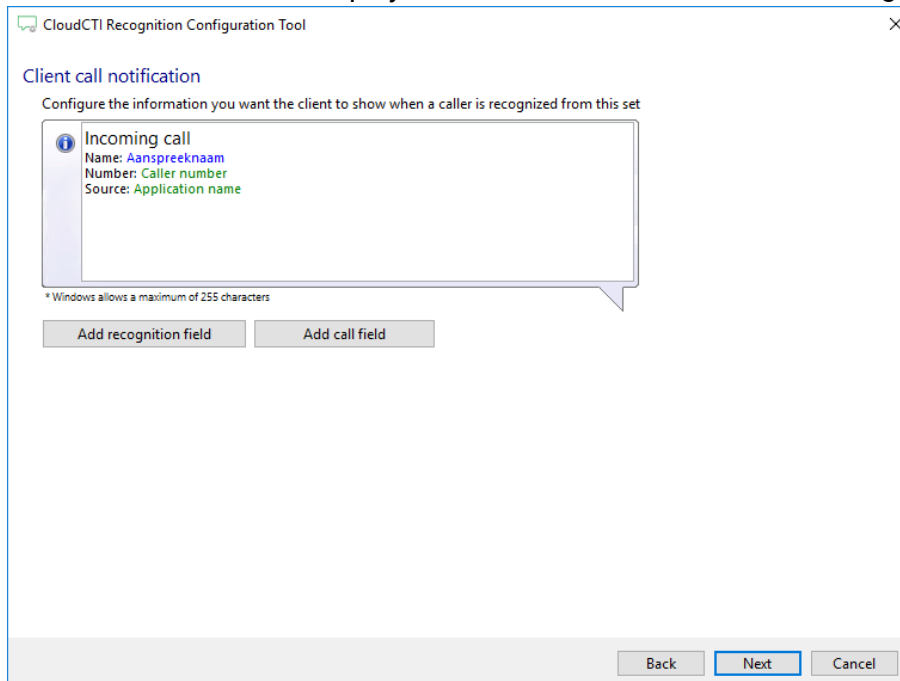


## 2) Select the mail merge TXT/CSV file containing patient data



The screenshot shows a window titled "CloudCTI Recognition Configuration Tool". Inside, the text "Please select your Promedico ASP export file" is displayed. Below this text is a "Choose file" button and a text field containing the file path "C:\mailmerge.csv". At the bottom of the window, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

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



The screenshot shows the same "CloudCTI Recognition Configuration Tool" window, but at a different step. The title is "Client call notification" and the instruction is "Configure the information you want the client to show when a caller is recognized from this set". Below this is a large text area containing the following information:

- Incoming call
- Name: Aanspreeknaam
- Number: Caller number
- Source: Application name

Below the text area, there is a note: "\* Windows allows a maximum of 255 characters". At the bottom of the text area, there are two buttons: "Add recognition field" and "Add call field". At the bottom of the window, there are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

- 4) By default, the popup is configured to open the “Promedico Huisartsen Informatie” window.

CloudCTI Recognition Configuration Tool

Choose how the script can find the application  
Opens a patient file based on the retrieved contact information.

Script name: Opens file for a patient

☐ Search all running applications and match on a part of the application path

☐ Start the application if it is not active (full path required)

☒ Search all running applications and match on a part of the visible application name

Promedico Huisartsen Informatie

Choose from a list of active applications

[Restore the default search parameters](#)

Test script Next Cancel

- 5) The script automates user actions to perform a search on postal code and house number to display all patients on the address. Test the script using the “Test script” link at the bottom-left.

CloudCTI Recognition Configuration Tool

Configure which actions need to be performed after the application is activated  
Use the virtual keyboard below to specify the required actions

United States

The actions you have configured so far

Pause 500 Ctrl + Q Pause 500 P Pause 250 K Pause 1000 Pause 1000 Pause 1000 Tab Recognition Postcode Tab Recognition Huisnummer Tab Tab Tab Tab Tab Tab Enter

Test script Back Next Cancel

- 6) Check the configuration summary and click finish to add the recognition from Promedico ASP

