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
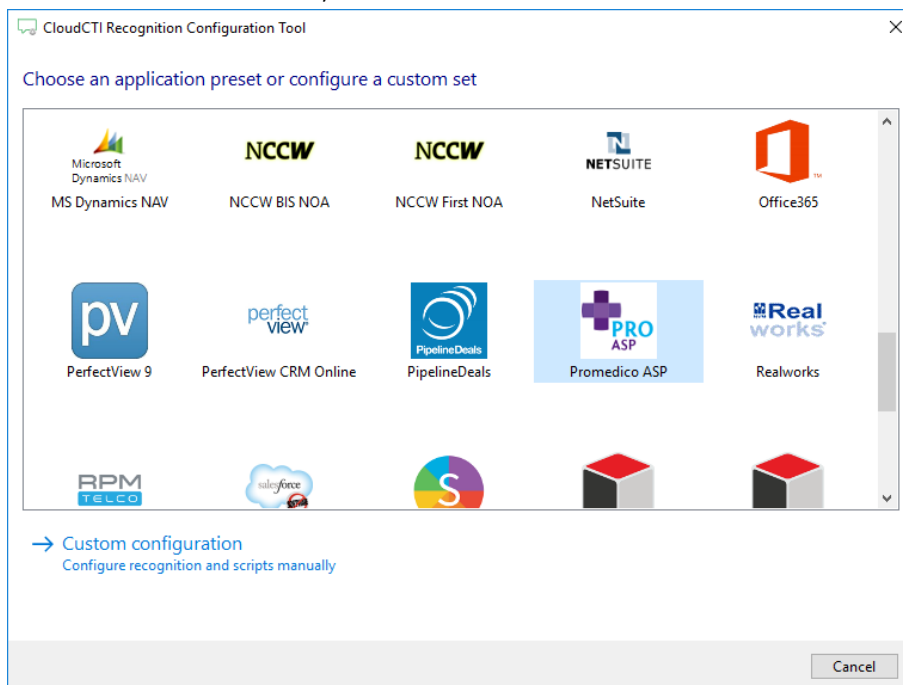Screen pop method: keystrokes

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.
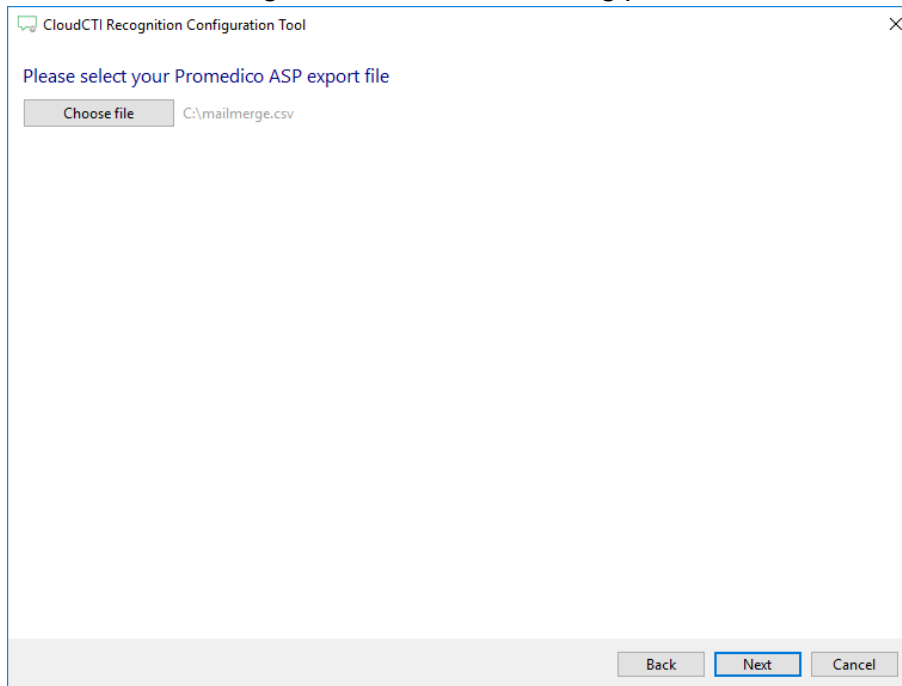
Notes

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

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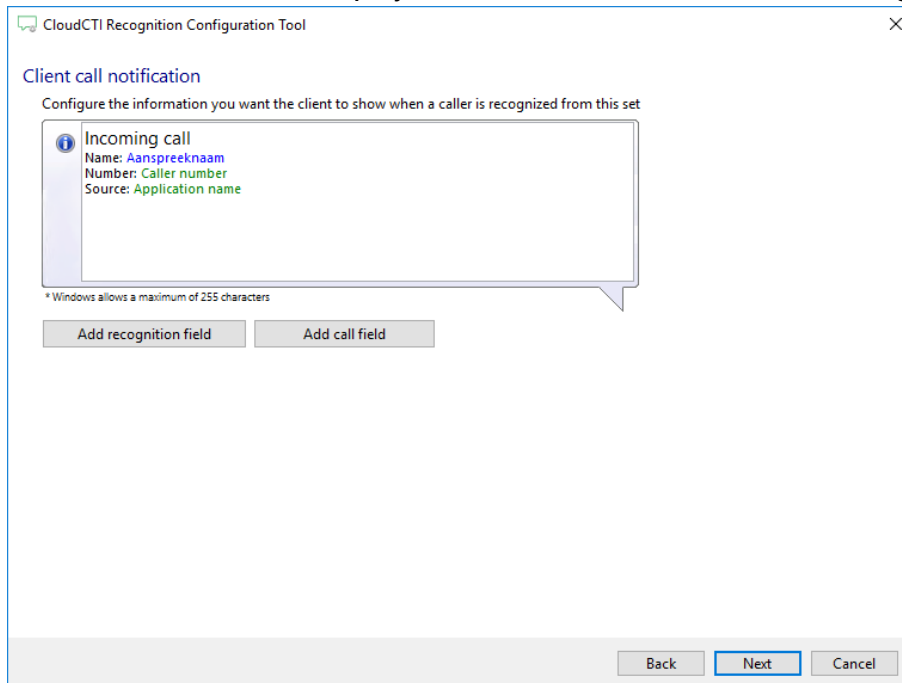
1)	Start by clicking 'add recognition' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Promedico ASP', as shown below.

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

CloudCTI Recognition Configuration Tool ✕

Please select your Promedico ASP export file

| Choose file | C:\mailmerge.csv |

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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
Name: Aanspreeknaam
Number: Caller number
Source: Application name

* Windows allows a maximum of 255 characters

| Add recognition field | Add call field |

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4) By default, the popup is configured to open the "Promedico Huisartsen Informatie" window.
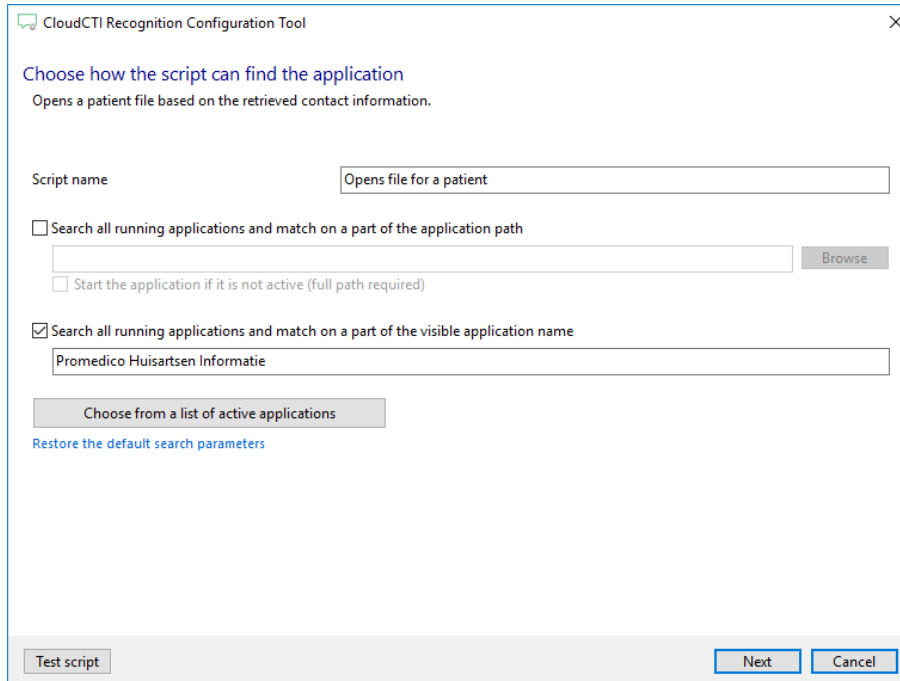
5) The script automates user actions to perform a search on postal code and house number to display all patients on the address. Test the script using the "Test script" link at the bottom-left.
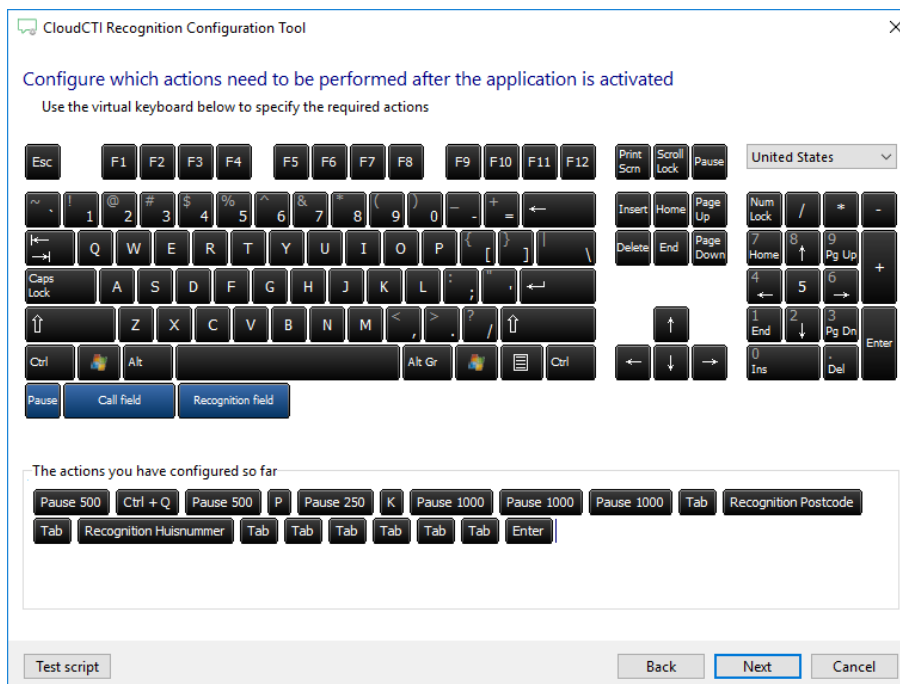
6) Check the configuration summary and click finish to add the recognition from Promedico ASP

CloudCTI Recognition Configuration Tool   ✕

Summary

Application
Promedico ASP

Recognition
Recognition from import file C:\Temp\EXPORTS\mailmerge.csv

Scripts
Opens file for a patient: Perform an action in application with caption Promedico Huisartsen Informatie [+ 20 keystrokes]

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