

How to configure caller recognition and screen-pop for:

ROBIN

Contact replication method: None Screen pop method: ROBIN API

Prerequisites

With the integration, a button labeled 'Register in ROBIN' will be available in the call notification. The underlying script passes the caller number and the called extension to ROBIN. ROBIN can only register the call if the extension has been configured with the user, see https://developers.robinhq.com/docs/api-features/phone/.

For access to the API the script requires an API key. This can be found by browser to your settings and the open the email settings. It will show your ROBIN support mail address of the form <APIKey>@robinhq.com. The unique first part is your API key.



Configuraton steps

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



2) Fill in your ROBIN API key.

🤜 Application pop-up installation		×
Provide the scri Provide the APIkey	pt name and the required parameters below. The APIKey is the first part of your ROBIN support email address "(APIKey)@robinhq.com".	
Script name	Register in ROBIN	
Parameters		
APIKey		
Automatically e	xecute this script	
Test script	Next	Cancel



3) After you have configured the script you can add more scripts if desired or click 'next' to continue.



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

C Application pop-up installation	×
Summary	
Application	
ROBIN	
Recognition	
No recognition has been configured	
Scripts	
Register in ROBIN:	
	Back Finish Cancel