How to configure caller recognition and screen-pop for:

RPM Telco

Contact replication method: RPM API
Screen pop method: URL

Prerequisites

To replicate contacts via the RPM API, you'll require an API Key.
Go to "Setup > Integrations > API" and add a new API key.
The API key is formatted as GUID "xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx".


Notes

For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

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 'RPM Telco', as shown below.
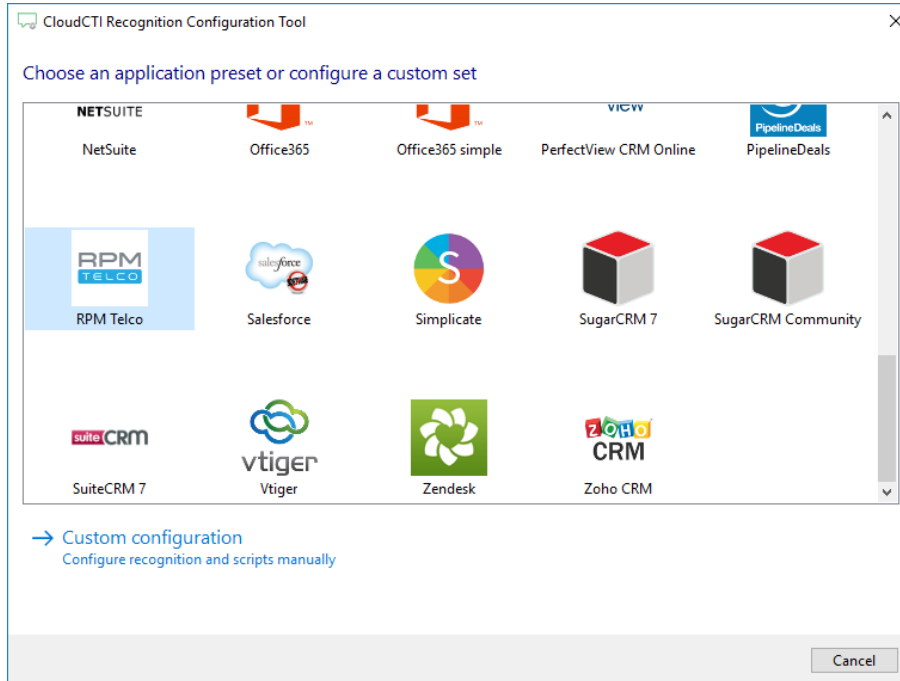
2) Enter the API Key to connect via the RPM API.
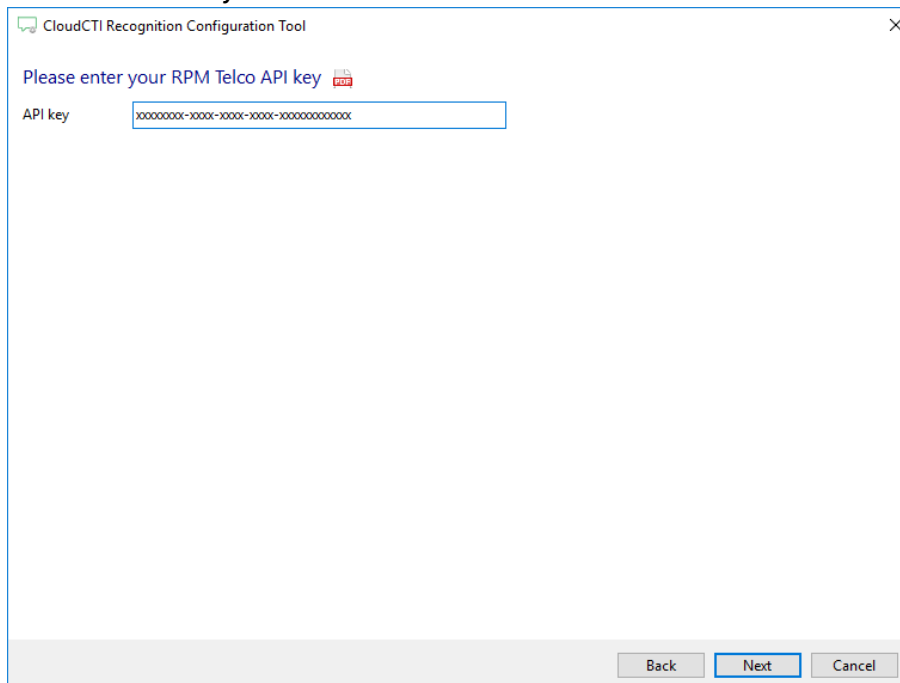
3) Choose which fields to display in the call notification on an incoming call.

4) Check the configuration summary and click finish to add the recognition from RPM Telco.