

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-xxxxxxxxxxxxxx".

Integration

✈ Email integration

↔ API

↔ Webhooks

📄 Offline forms

API

System keys

+ Add a key

Key	User	Role	Added	Used		
XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXXXX		System Manager	Apr 5, 2017 1:21 AM	64	Remove	Disable

Device keys

None

History

Calls yesterday	0
Calls today	8
Daily limit	5,000
Remaining	4,992

API help site

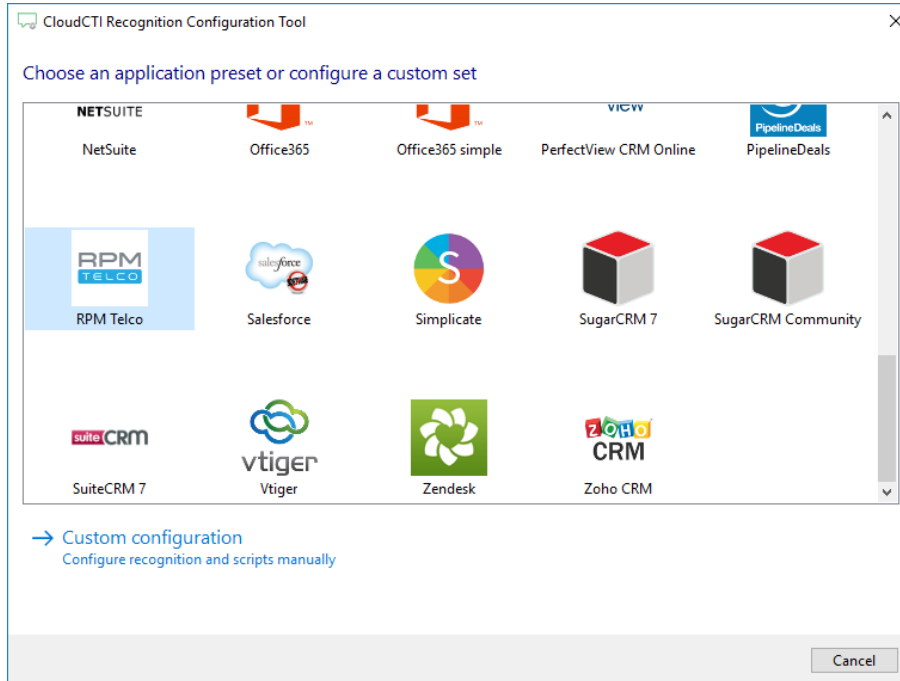
- List of process IDs
- List of view IDs
- List of Action Type IDs

Notes

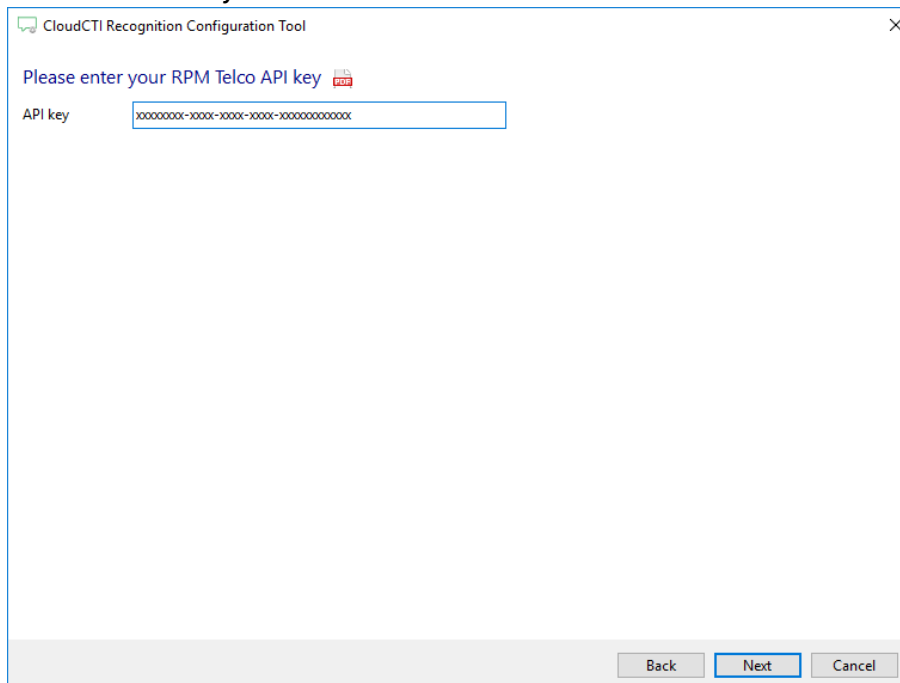
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

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.

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 RPM Telco.

CloudCTI Recognition Configuration Tool

Summary

Application
RPM Telco

Recognition
Recognition from RPM Telco

Scripts
Show Contact: Open webpage \$(PopUpUri)