How to configure caller recognition and screen-pop for:

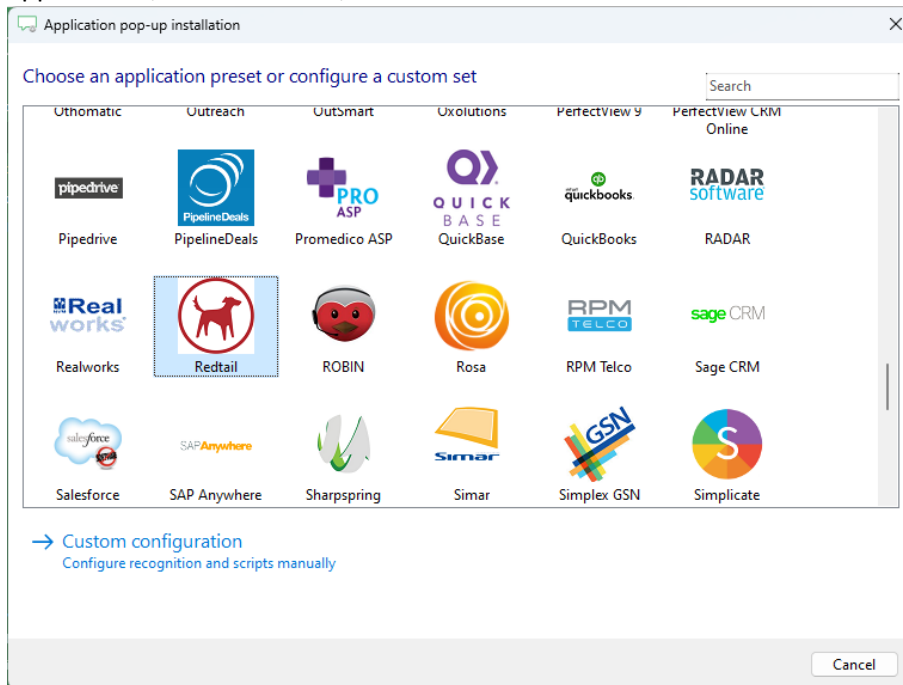# Redtail

Contact replication method: REST API
Screen pop method: Generated URL

Prerequisites

The Redtail API is used for contact data replication. To enable this, you need an API Key. If you don't already have one, you can contact the Redtail Sales team to request one.

Configuraton steps

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

2) To authorize access to the API, enter your Redtail API key, username and password.

3) After successful authorization the wizard shows the first records. Verify the column types and click 'Next'

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

5) The 'Show Contact' script is pre-configured. You can add extra scripts or replace the 'Show Contact' script.
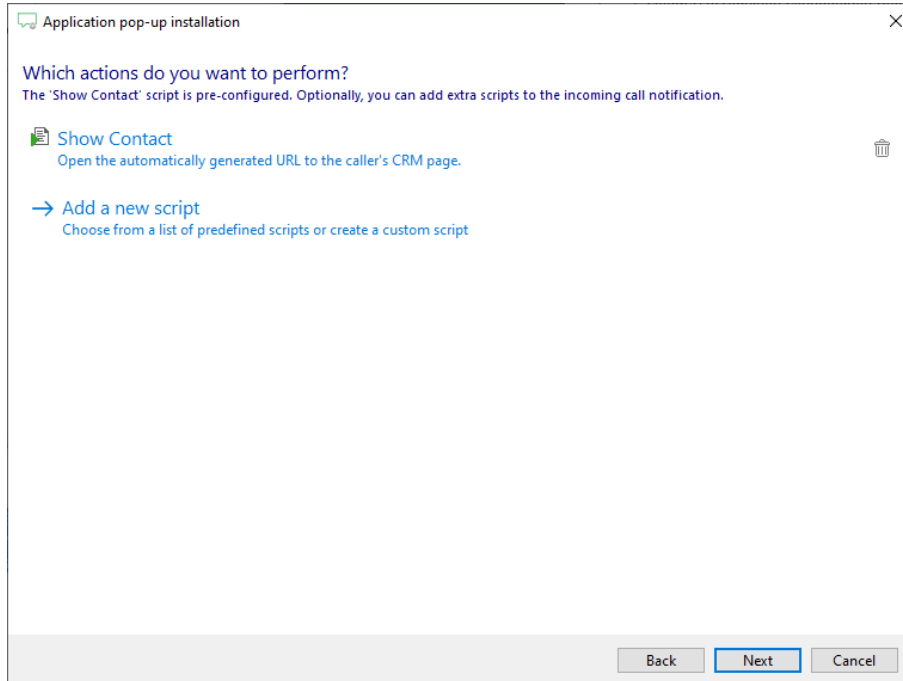
6) Check the configuration summary and click 'Finish' to add the integration with the application.