

How to configure caller recognition and screen-pop for:

ScibuCRM

Contact replication method: None

Screen pop method: Phone number matching in ScibuCRM webpage

Prerequisites

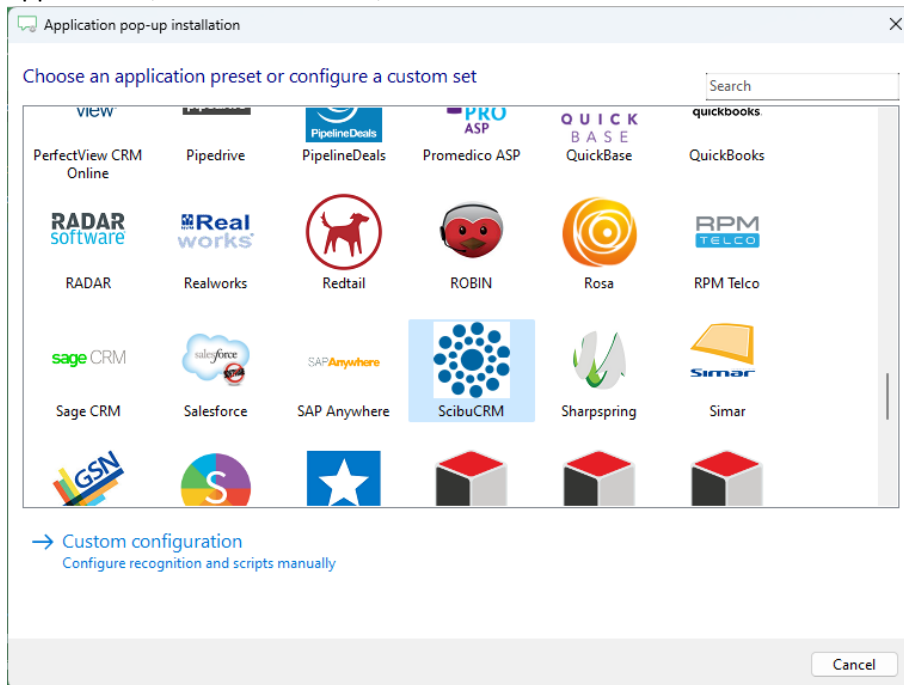
The integration works via a webpage to your ScibuCRM. The configuration requires your organization specific subdomain.

Notes

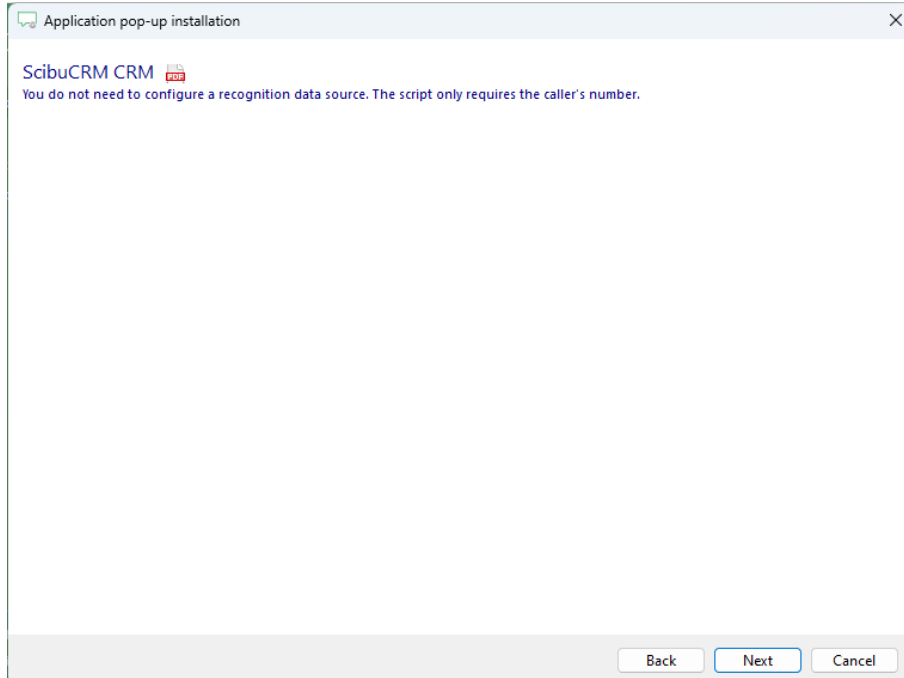
Phone number are hyperlinked via the tel: protocol.

Configuraton steps

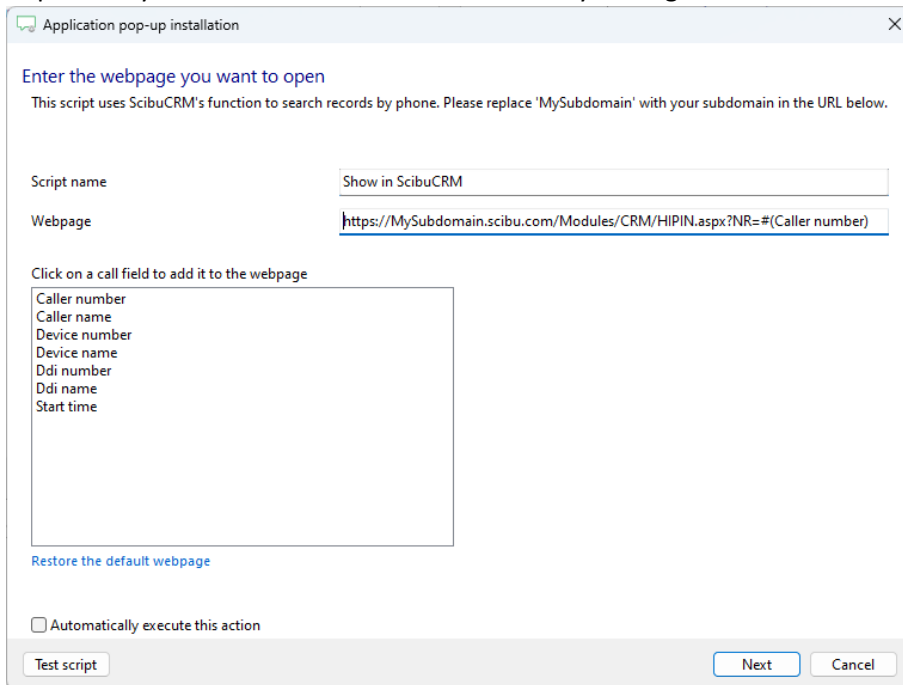
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose ScibuCRM, as shown below.



- 2) No configuration is required here. Click 'Next' to continue.



3) Replace 'MySubdomain' with the subdomain of your organization.



Application pop-up installation

Enter the webpage you want to open
This script uses ScibuCRM's function to search records by phone. Please replace 'MySubdomain' with your subdomain in the URL below.

Script name: Show in ScibuCRM

Webpage: [https://MySubdomain.scibu.com/Modules/CRM/HIPIN.aspx?NR=#\(Caller number\)](https://MySubdomain.scibu.com/Modules/CRM/HIPIN.aspx?NR=#(Caller number))

Click on a call field to add it to the webpage

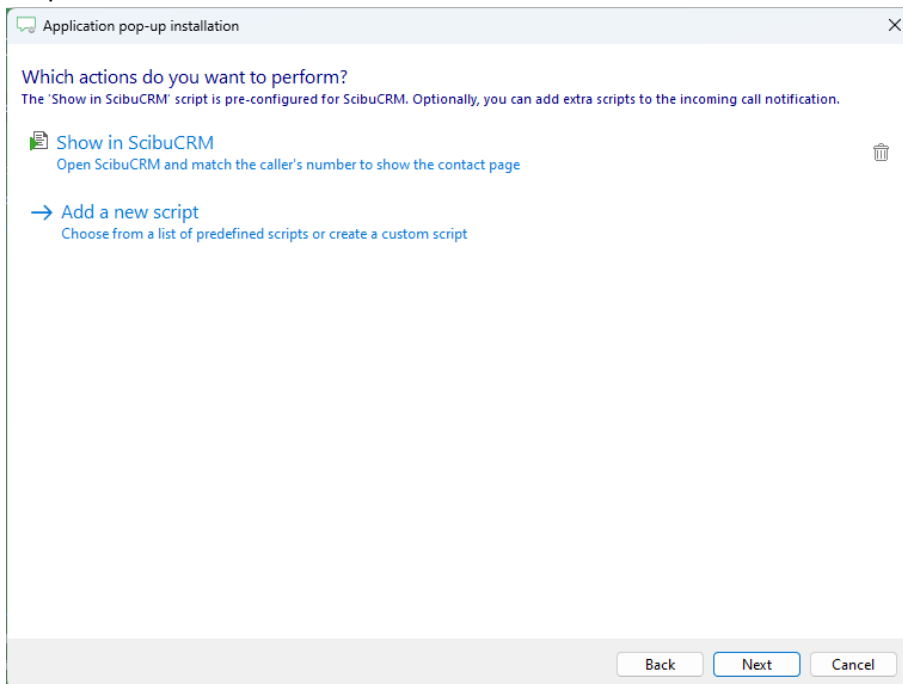
- Caller number
- Caller name
- Device number
- Device name
- Ddi number
- Ddi name
- Start time

[Restore the default webpage](#)

Automatically execute this action

Test script Next Cancel

4) The 'Show In ScibuCRM' script is preconfigured. You can add extra scripts or replace the default script.



Application pop-up installation

Which actions do you want to perform?
The 'Show in ScibuCRM' script is pre-configured for ScibuCRM. Optionally, you can add extra scripts to the incoming call notification.

- Show in ScibuCRM
Open ScibuCRM and match the caller's number to show the contact page
- Add a new script
Choose from a list of predefined scripts or create a custom script

Back Next Cancel

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

