

How to configure caller recognition and screen-pop for:

Simplex

Contact replication method: None

Screen pop method: Simplex API

Minimal supported version: Simplex 2018.E.01

Notes

With the Simplex integration, CloudCTI will trigger the incoming call notification within Simplex. This will cause the phone icon in the ribbon to start bouncing, giving access to the caller's records and appointment schedule. For more info, see: <http://simplex.host4kb.com/article/AA-00894/70/Koppelingen/Inkomende-telefoon-koppeling.html>

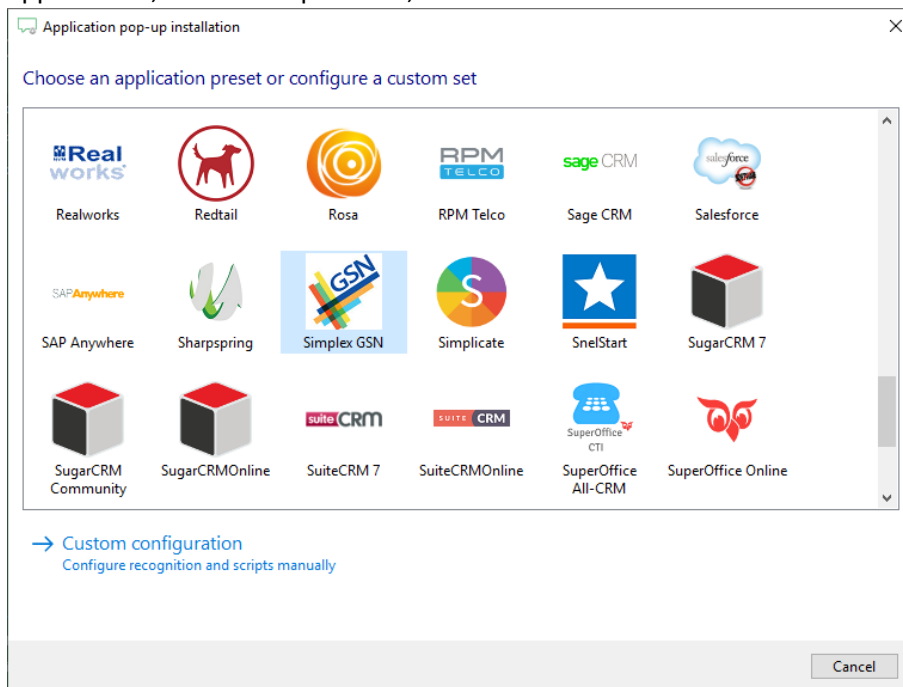
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Prerequisites

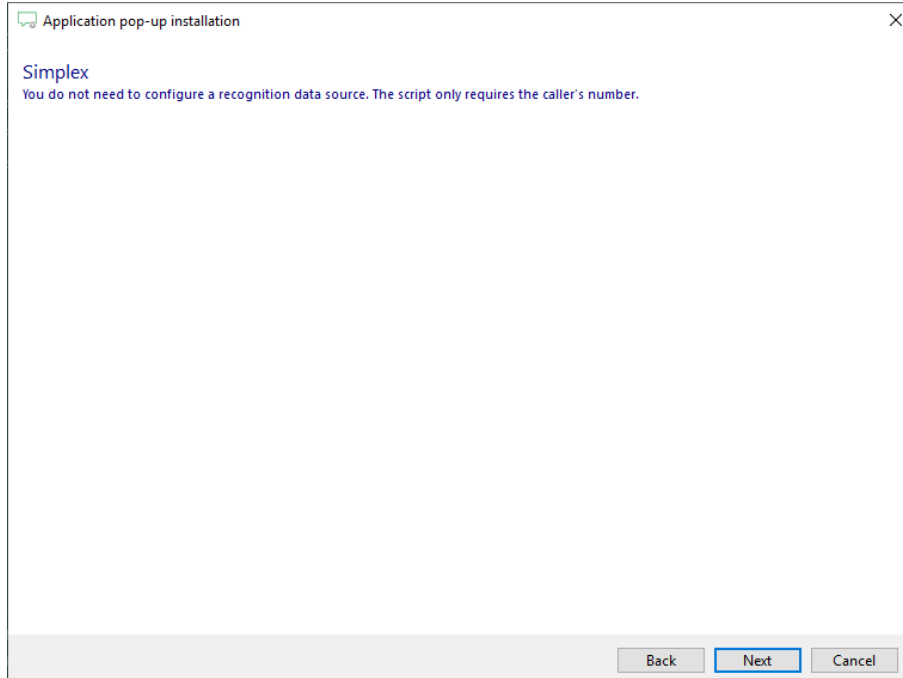
To use the API ensure all users have access to [Simplex]\\VerstuurTel.exe. I.e., locate your Simplex folder and verify the file 'verstuurtel.exe' is present (the character cases are ignored). Then, verify the Simplex folder is the same for all users. This often means they must have the same network drive mappings.

Configuraton steps

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



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



- 3) The VerstuurTel application requires only the caller number as parameter. Please browse to its location to set the correct path. Optionally, you can choose not to automatically execute the script on an incoming call by deselecting the checkbox 'Automatically execute this script'. The script can then be triggered manually by clicking the 'Show in Simplex' button on the notification.

The screenshot shows a dialog box titled "Application pop-up installation". The main heading is "Configure the application you want to start". Below this, a note says: "Please adjust the path to the VerstuurTel.exe application. By default, this program is located on your Simplex server in the main Simplex folder." There are three input fields: "Script name" with the value "Signal Simplex", "Program" with the value "[Simplex]\VerstuurTel.exe" and a "Browse" button to its right, and "Arguments" with the value "#(Caller number)". Below these fields is a section titled "Click on a call field to add it to the arguments" containing a list of call fields: "Caller number", "Caller name", "Device number", "Device name", "Ddi number", "Ddi name", and "Start time". At the bottom, there is a link "Restore the default program and arguments", a checked checkbox "Automatically execute this action", and three buttons: "Test script", "Next", and "Cancel".

- 4) The 'Signal Simplex' script has been preconfigured. You can add additional scripts if required. Click 'Next' to continue.

The screenshot shows the same dialog box, now at the "Which actions do you want to perform?" step. A note states: "The 'Show in Simplex' script is pre-configured for Simplex. Optionally, you can add extra scripts to the incoming call notification." There is a list of actions, with "Signal Simplex" selected and highlighted. Below it, the description reads: "Trigger Simplex with the caller number using the VerstuurTel.exe application". To the right of this list is a trash icon. Below the list is a link "Add a new script" with the subtext "Choose from a list of predefined scripts or create a custom script". At the bottom, there are three buttons: "Back", "Next", and "Cancel".

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

