

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>

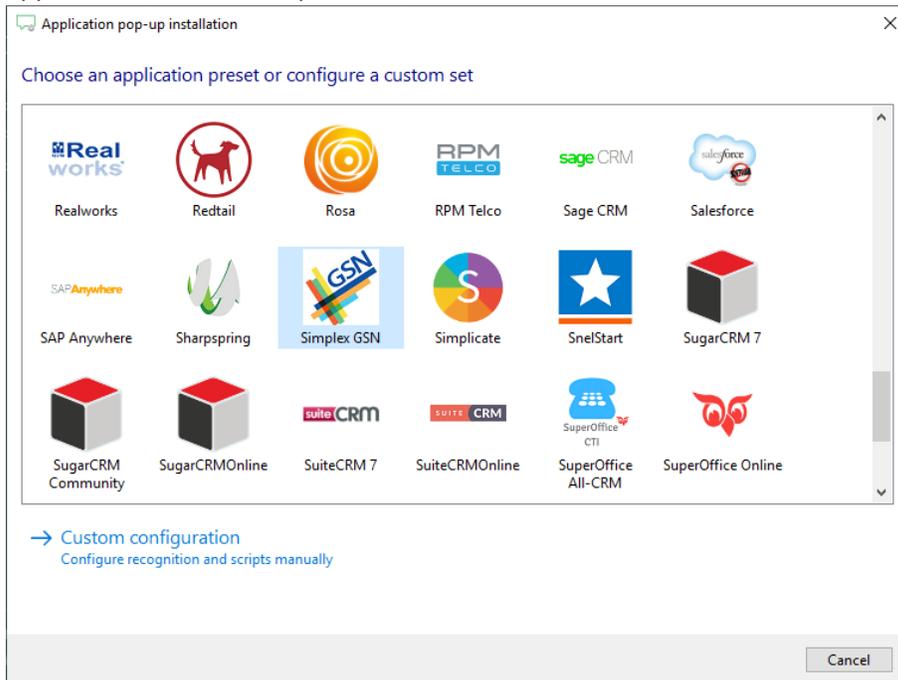
For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Prerequisites

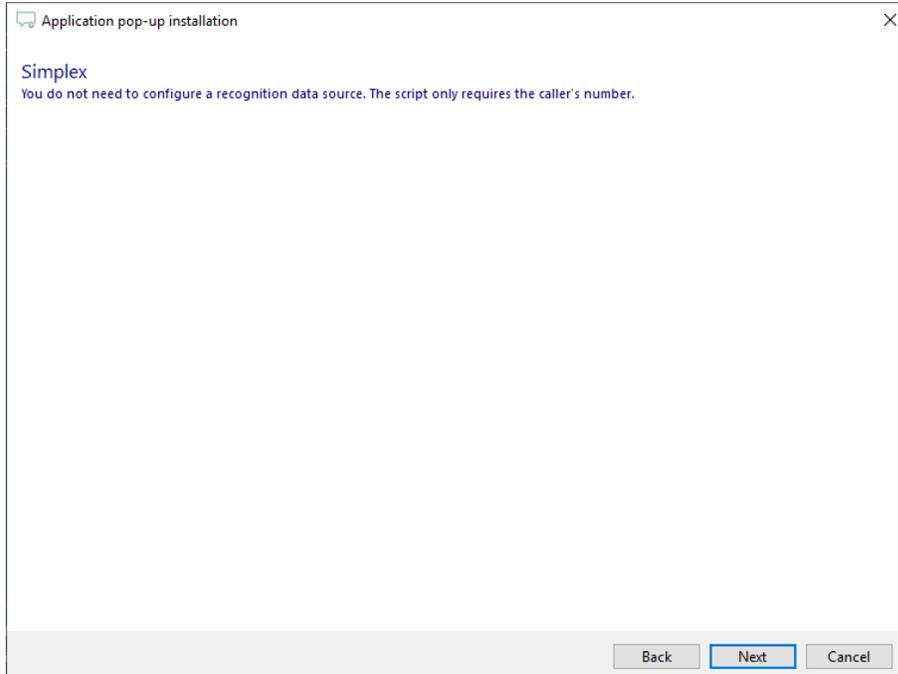
To use the API ensure all users have access to [Simplex]\\VerstuurTel.exe. I.e., locate your Simplex folder and verify the file 'verstuurtel.exe' is present (the character cases are ignored). Then, verify the Simplex folder is the same for all users. This often means they must have the same network drive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

Configuraton steps

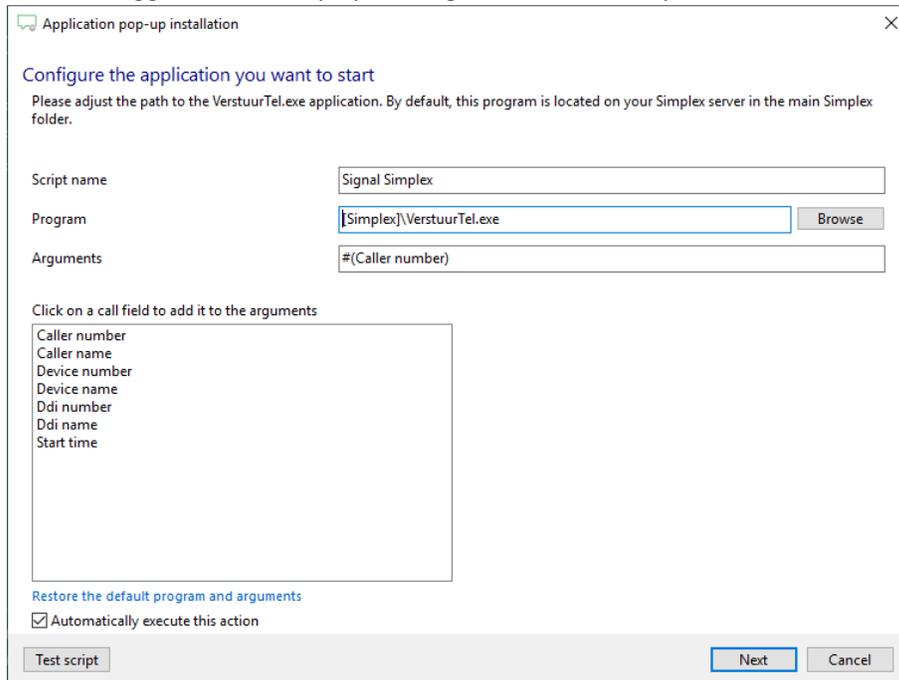
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Simplex GSN, as shown below.



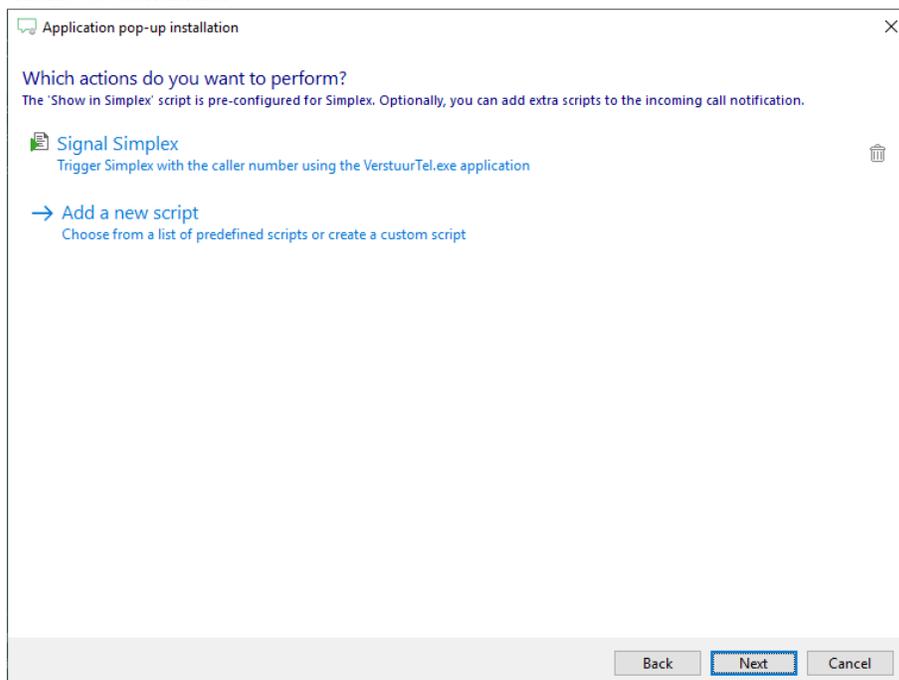
- 2) No configuration is required here. Click 'Next' to continue.



- 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.



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



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

