

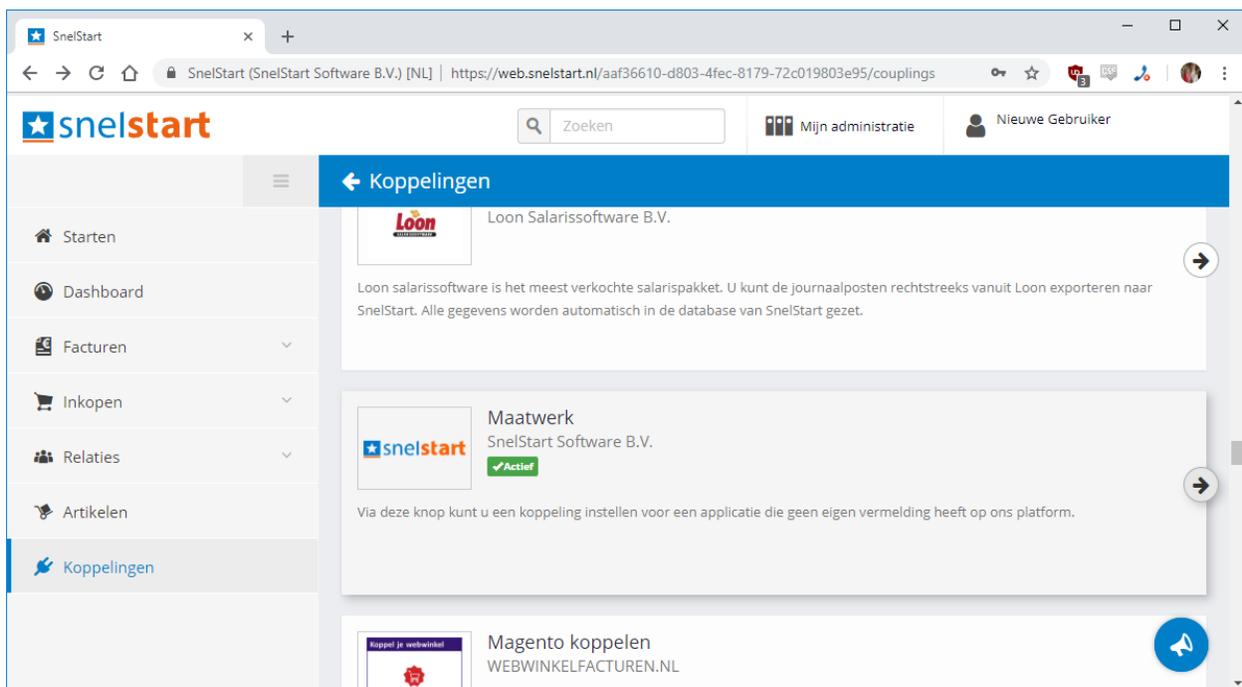
How to configure caller recognition and screen-pop for:

SnelStart

Screen pop method: URL

Prerequisites

Obtain a SnelStart key by going to <https://web.snelstart.nl>. Log in on your account and open the administration to which you want to connect. Click on “Koppelingen”. Click on “Maatwerk SnelStart Software B.V.” and choose “Koppeling instellen”. You have now received the key needed to configure caller recognition and screen-pop.

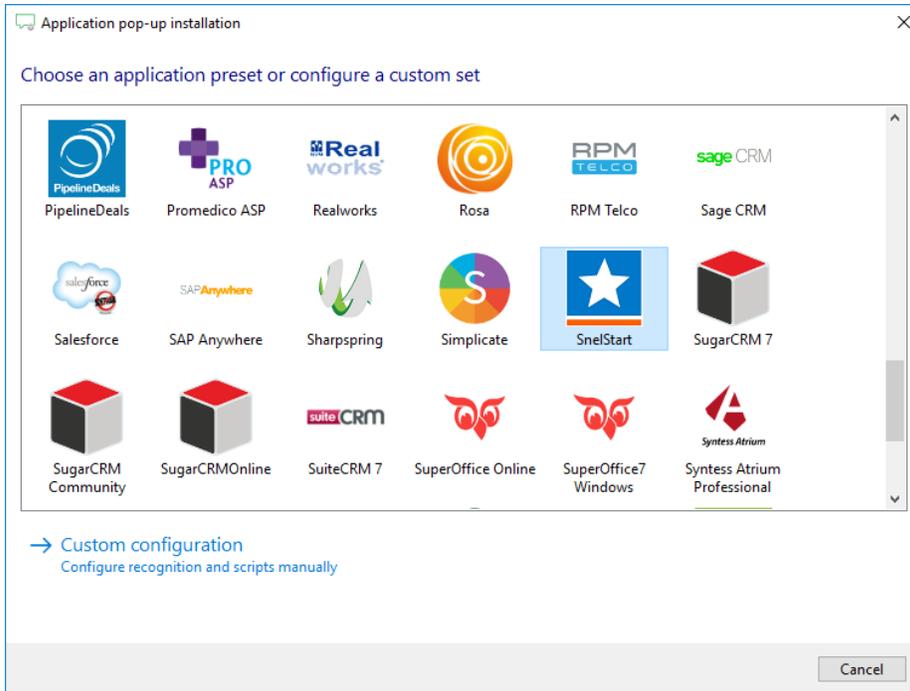


Notes

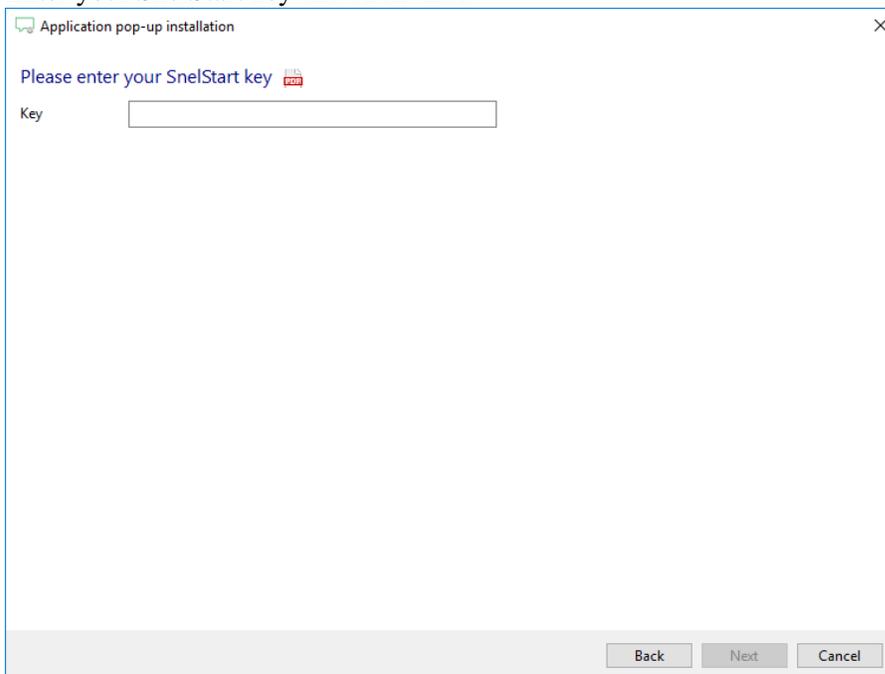
For outbound dialing, simply click the hyperlinked phone numbers (which use the ‘tel’ protocol). With incoming calls, if the caller is recognized, the screen pop script opens the SnelStart page of the caller in a new browser tab. By SnelStart’s design it is necessary to sign in for each separate browser tab. This user experience may be enhanced later, or a password manager such as [LastPass](#) can be used.

Configuration steps

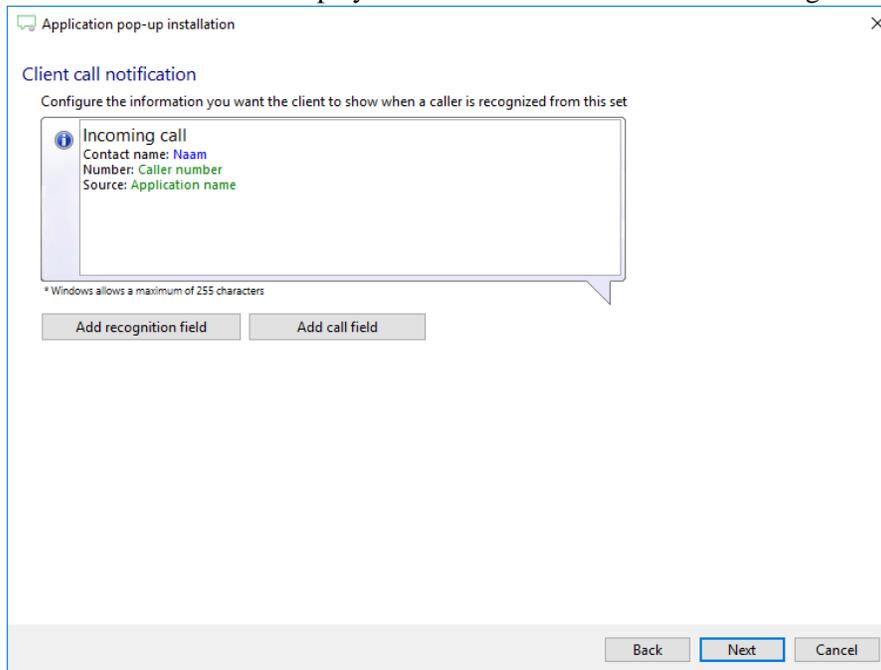
- 1) Start by clicking 'add application' in the [Recognition Configuration Tool](#) (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'SnelStart', as shown below.



- 2) Enter your SnelStart key and click 'next'.



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



Application pop-up installation

Client call notification

Configure the information you want the client to show when a caller is recognized from this set

Incoming call

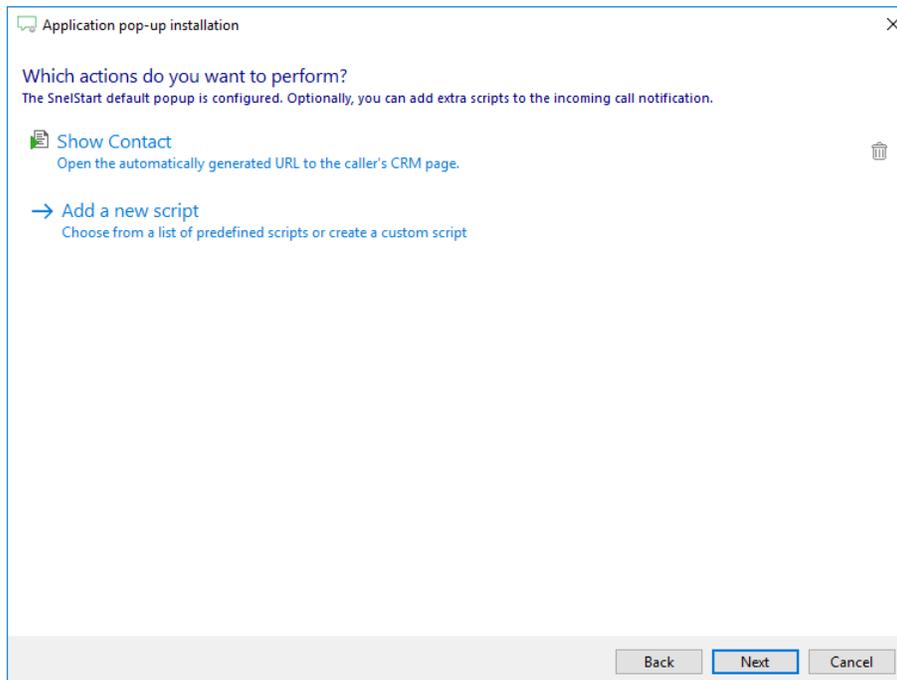
Contact name: **Naam**

Number: **Caller number**

Source: **Application name**

* Windows allows a maximum of 255 characters

4) After you have configured the default script you can add more scripts if desired or click 'next' to continue.



Application pop-up installation

Which actions do you want to perform?

The SnelStart default popup is configured. Optionally, you can add extra scripts to the incoming call notification.

 **Show Contact**
Open the automatically generated URL to the caller's CRM page. 

→ **Add a new script**
Choose from a list of predefined scripts or create a custom script

5) Check the configuration summary and click finish to add the recognition from SnelStart.

