

How to configure caller recognition and screen-pop for:

SugarCRM Online

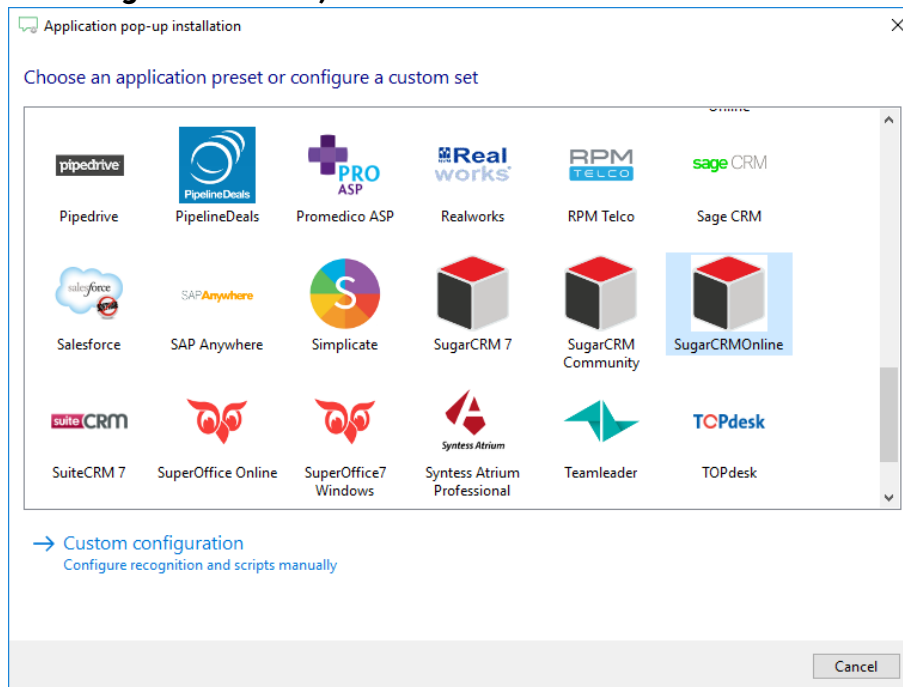
Supported versions: Online

Contact replication method: SugarCRM REST API

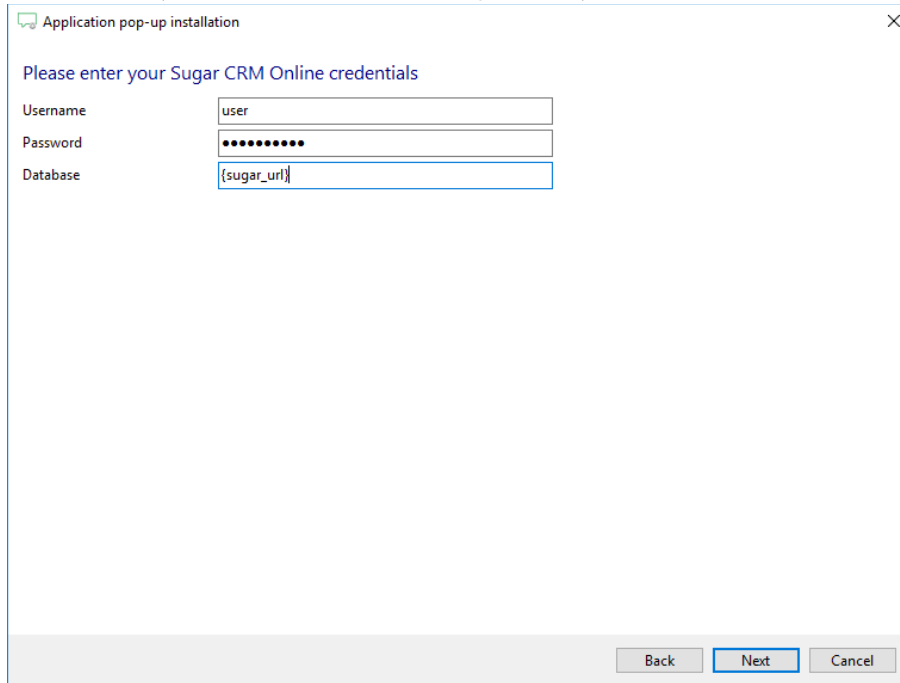
Screen pop method: URL

Configuration steps

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



2) Enter your Sugar CRM Online credentials and subdomain URL to access the user data from your account (formatted as https://{sugar_url}/).



Application pop-up installation

Please enter your Sugar CRM Online credentials

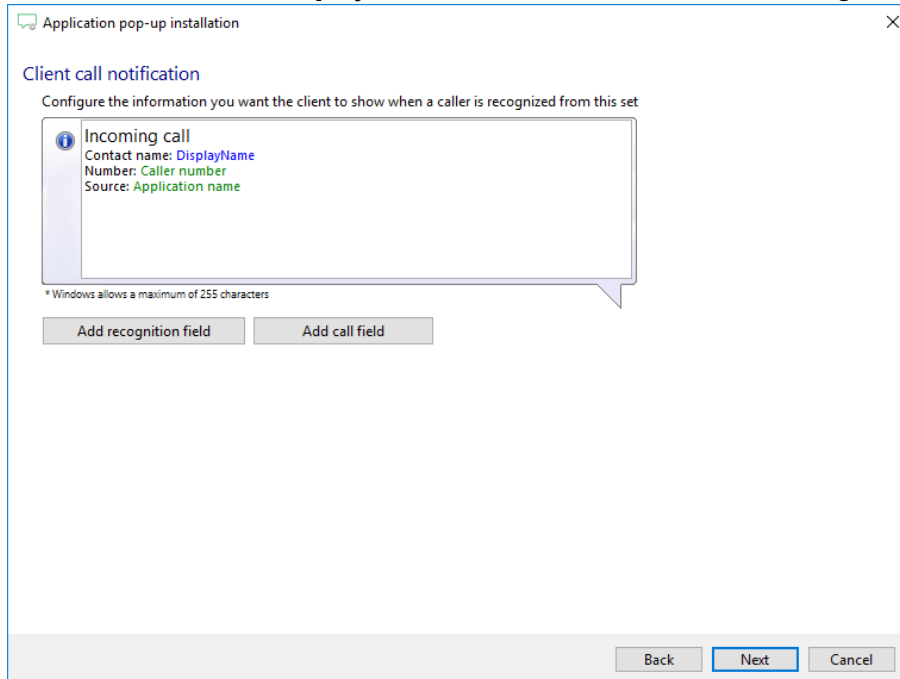
Username:

Password:

Database:

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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: DisplayName

Number: Caller number

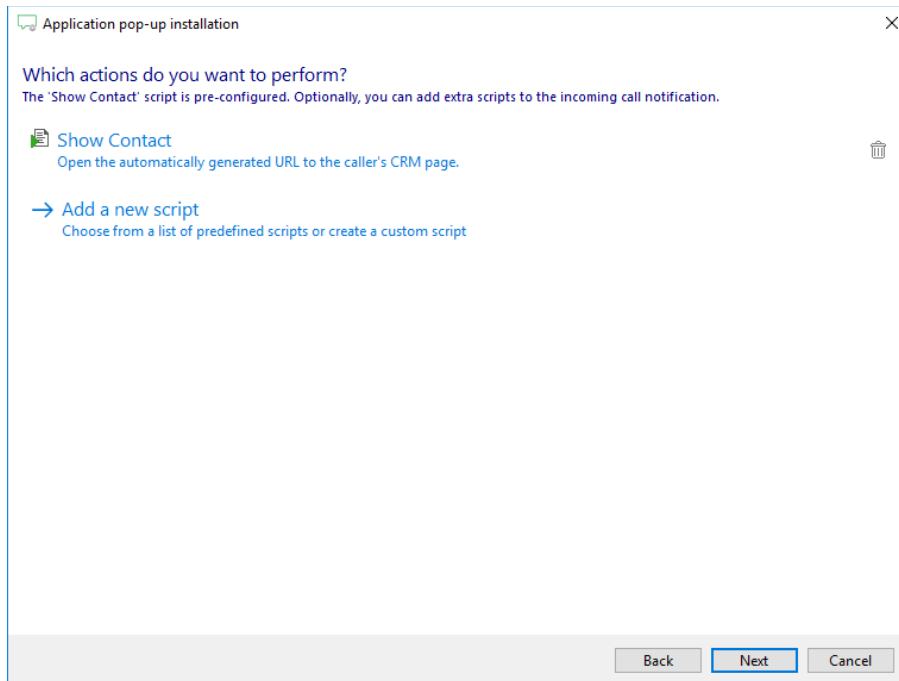
Source: Application name

* Windows allows a maximum of 255 characters

Add recognition field Add call field

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



- 5) Check the configuration summary and click finish to add the recognition from Sugar CRM Online.

