CRM INFO

How to configure caller recognition and screen-pop for:

SuperOffice-AllCRM

Contact replication method: None Screen pop method: AllCRM executable

Prerequisites

AllCRM provides service and extra features for the SuperOffice integration. For more info see <u>this leaflet</u>. If you wish to use their service, please fill contact them using this webform on their site: <u>https://www.all-crm.nl/allcrm/Page.aspx?Url=4</u>

Configuration steps

1) Start by clicking 'add recognition' in the Recognition Configuration Tool. From the list of applications, choose 'SuperOffice All-CRM', as shown below.





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

Q Application pop-up installation	×
SuperOffice with All-CRM info page You do not need to configure a recognition data source. The script only requires the caller's n	umber.
	Back Next Cancel

3) All the All-CRM script settings have been pre-configured. Here you can verify if they all apply for your situation, i.e. specifically check whether the path to the All-CRM executable is correct.

🧔 Application pop-up installation		×
Configure the application you want to	o start	
Please adjust the path to the All-CRM CallPicku C:\allcrm\AC-XelionInterface\AC-CTI-SO-Callf	up application. By default, this program is located on under Pickup\.	
Script name	Show in SuperOffice	
Program	C:\allcrm\AC-XelionInterface\AC-CTI-SO-CallPickup\AC-CTI-SO-CallP Browse	
Arguments	"phone: #(Caller number);;"	
Click on a call field to add it to the arguments Caller number Caller name Device number Device name Ddi number Ddi name Start time		
Test script	Next Cancel	



4) After you have configured the script you can configure additional scripts or click 'next' to continue.



5) Check the configuration summary and click finish the integration with SuperOffice All-CRM

C Application pop-up installation	×
Summary	
Application	
SuperOffice All-CRM	
Recognition	
No recognition has been configured	
Scripts	
Show in SuperOffice: Open application C:\allcrm\AC-XelionInterface\AC-CTI-SO-CallPickup\AC-CTI-SO-CallPickup.exe	
Back Finish Canc	el