How to configure caller recognition and screen-pop for:

SuperOffice Online

Supported versions: SuperOffice Online
Contact replication method: Text export
Screen pop method: SuperOffice Web Tools

Prerequisites

The SuperOffice Online integration requires a text export for caller recognition. To pop-up company details, SuperOffice Web Tools software needs to be installed on the user's desktop.

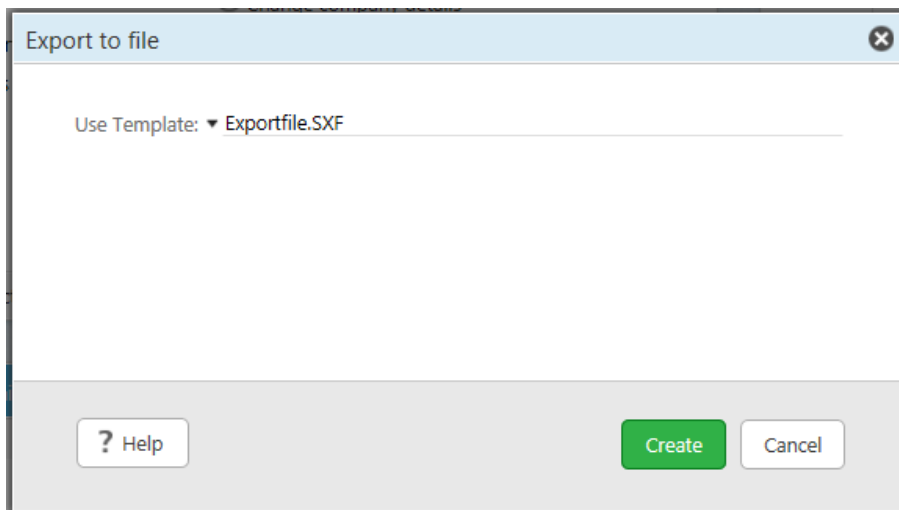## Create a CSV export using SuperOffice Online import/export

In SuperOffice Online, create a new selection of Companies/Contacts for example called "CloudCTI Export", add an empty filter to display all contacts.
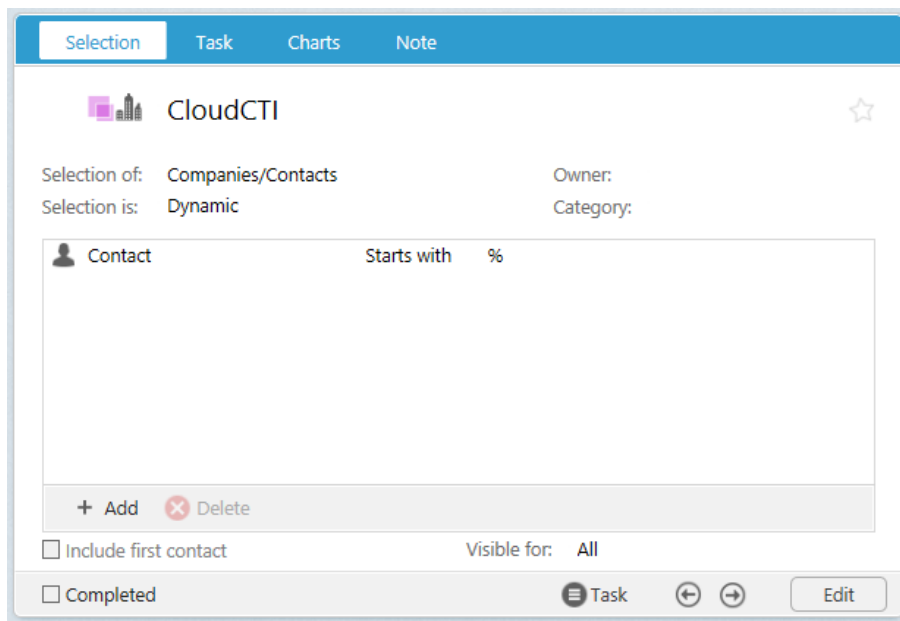
Next, via tab "Task" you can export the data to a txt file
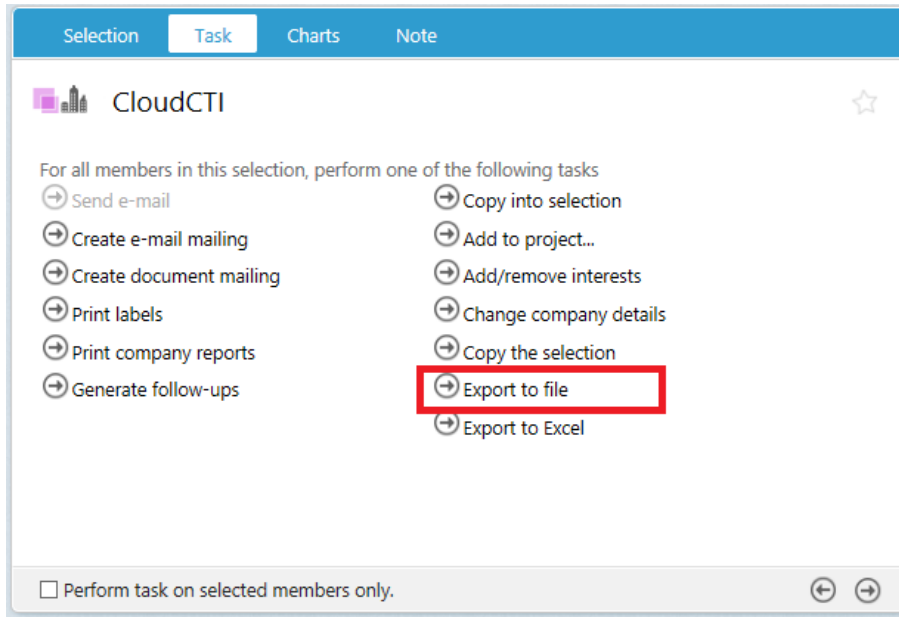
The layout of the export is determined by an SFX file

By default the Exportfile.SXF layout produces a tab-separated text file. If you use another (custom) layout, make sure the export file contains at least the following fields:
ContactID, Company, Firstname, Lastname, Phone, PersonID, Private phone ,Mobile phone

The Recognition service is not authorized to access the file on other computers. Therefor it is required to store the text file at a fixed location on your PC. If you have an updated text file, you can override the existing text file on this file location.

Install SuperOffice Web Tools

On first logon to SuperOffice Online, a welcome dialog is displayed to the user. If SuperOffice Web Tools is not yet installed, the startup wizard will prompt to install it.
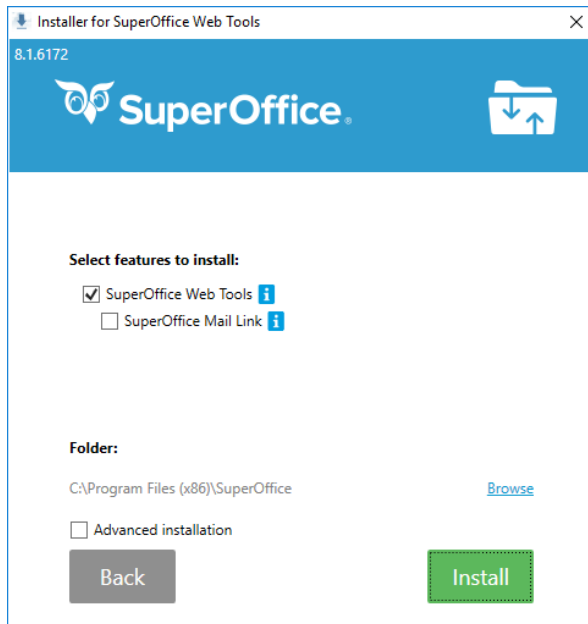
Notes

Dial from SuperOffice Online by selecting a phone number and press the hotkey (PAUSE)

The administrator can enable click to dial in SuperOffice via "Settings and maintenance > Preferences" type "phone-link" and set the template string to tel:%p
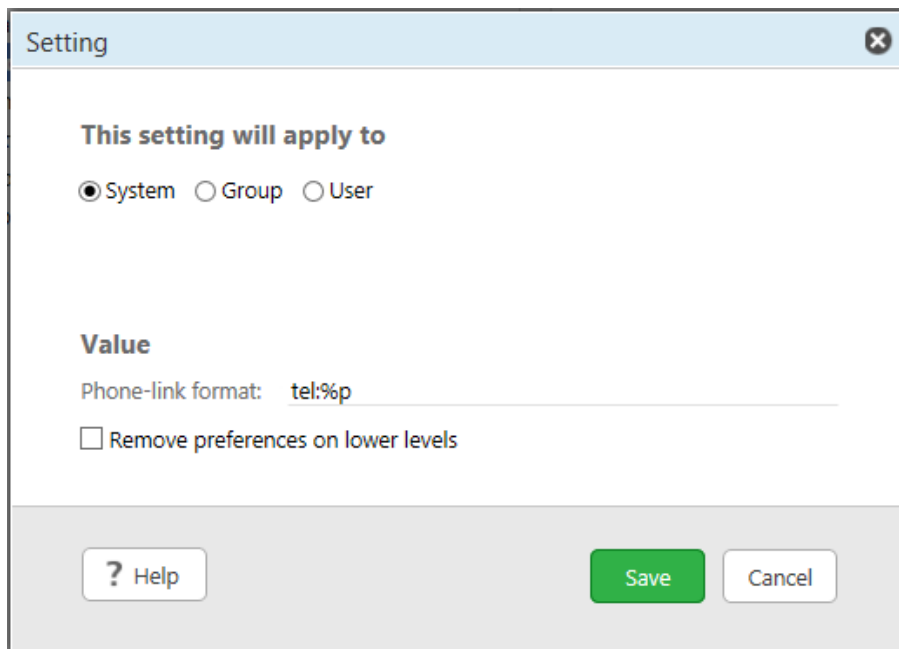
Configuration steps

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 'SuperOffice Online', as shown below.
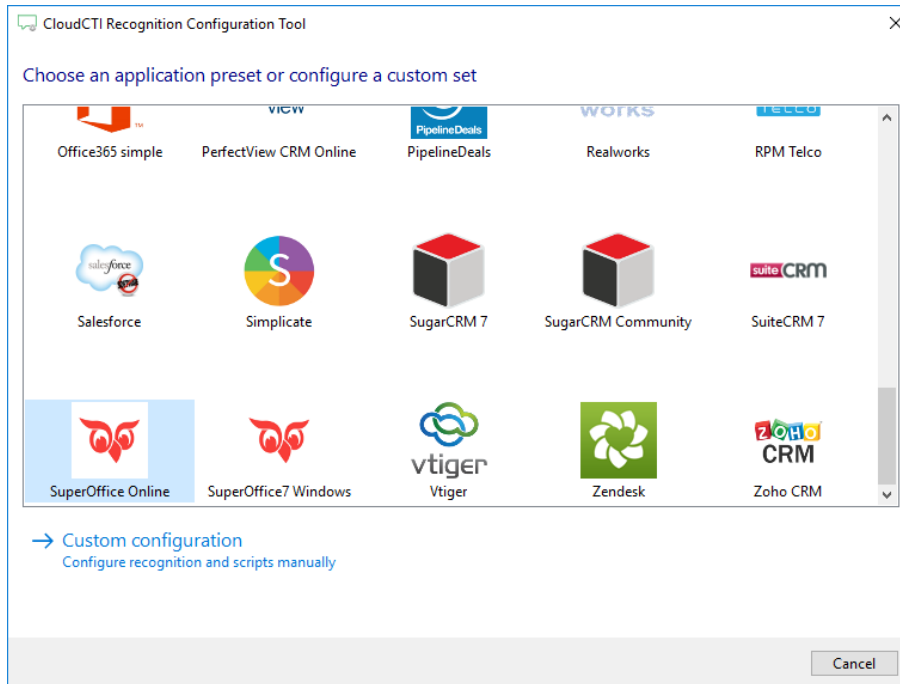
2) Select the SuperOffice Online export text file (see Prerequisites for more information).

3) The CTI Wizard automatically detected phone number columns. The content of these columns will be indexed for matching the phone number of an incoming call. Click 'next' to continue

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

5) URI that calls the SuperOffice Web Tools application with required recognition fields.

6) You can configure and add additional scripts
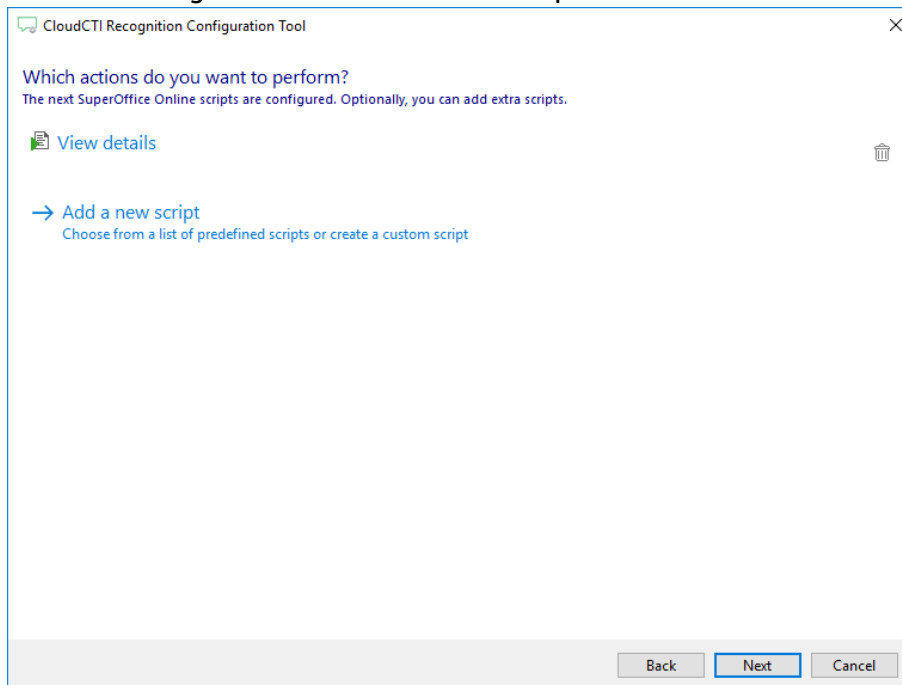
7) Check the configuration summary and click finish to add the recognition from SuperOffice Online