

How to configure caller recognition and screen-pop for:

TOPdesk

Supported versions: TOPdesk 7.x (SaaS)

Contact replication method: TOPdesk API

Screen pop method: Uri

Prerequisites

The TOPdesk integration uses the API for contact data replication. This requires some configuration in TOPdesk as described on <https://developers.topdesk.com/tutorial.html>

[Check authentication settings](#)

Make sure you can login via either TOPdesk or LDAP Authentication. (Operator's Section)
Kerberos or SAML Single Sign-on are not possible.

Login Settings **Operator's Section**

The screenshot shows the configuration interface for the Operator's Section. On the left is a navigation sidebar with a 'Save' button and icons for refresh and edit. The sidebar menu includes: Overview, Technical Settings, Functional Settings (with sub-items: Worcade, General, Login Settings, and General), Operator's Section (highlighted), and Self Service Desk. The main content area is titled 'Operator's Section' and contains three sections: 'Authentication method' with checkboxes for TOPdesk Authentication (checked), LDAP Authentication (checked), and SAML Single Sign On (unchecked); 'TOPdesk Authentication' with checkboxes for Password mandatory on Operator card (checked) and Password resetting (checked), and a text input for 'Minimum Operator's Section password length' set to 5; and 'Functionality' with a checked checkbox for 'Allow authentication parameters in the URL'.

[Create a user that will call the API](#)


For every application/app/purpose it is recommended to create a separate user (operator or person), so that in the future you can distinguish between purposes, apps and when debugging.

[Create a permission group that allows the use of the API](#)

Create a separate permission group that only allows the use of the API.

Settings

Imports and exports

	Read	Write	Create	Delete	Archive	Create Selection
Apply to all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Customized Imports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Mail Import	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Standard import	<input type="checkbox"/>					
Export and print lists			<input type="checkbox"/>			
REST API	<input checked="" type="checkbox"/>					
Reservations Overview API 	<input type="checkbox"/>					
DataDict	<input type="checkbox"/>					

Remote folders (WebDAV)

General

Link the user to the permission groups

Link the newly created permission group and other groups to the API user. The permissions/rights for the other modules can come from other permission groups.

Notes

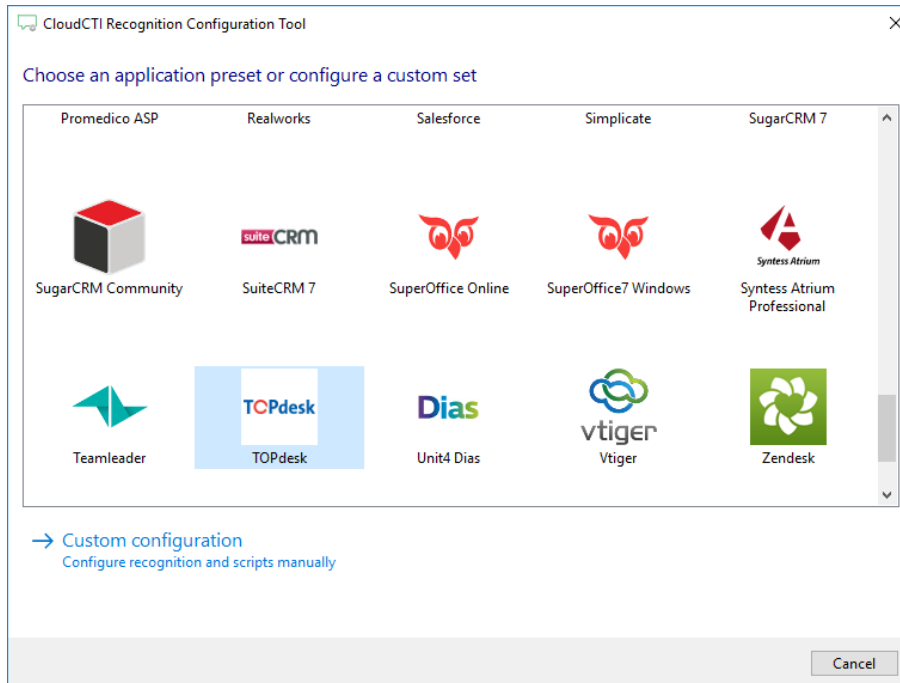
Dial from TOPdesk by selecting any phone number and press the hotkey (PAUSE)

Contact Details

Telephone	<input type="text" value="+1 555 111 0000"/>
Mobile Number	<input type="text" value="+31612345678"/>
Fax Number	<input type="text"/>
Email	<input type="text"/>

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 'TOPdesk', as shown below.



- 2) Enter your TOPdesk URL and user credentials (linked to the API permission group) to access the data from your account. The URL can refer to a machine in your network or your hosted SaaS solution.

The screenshot shows the 'CloudCTI Recognition Configuration Tool' window with the 'Please enter your TOPdesk details' form. The form has three input fields: 'URL' with the value 'https://yourdomain.topdesk.net', 'Username' with the value 'user', and 'Password' with a masked password represented by dots. At the bottom right, there are 'Next' and 'Cancel' buttons.

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

CloudCTI Recognition Configuration Tool

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

Back Next Cancel

4) Check the configuration summary and click finish to add the recognition from TOPdesk

CloudCTI Recognition Configuration Tool

Summary

Application
TOPdesk

Recognition
Recognition from Topdesk

Scripts
Show Contact: Open webpage S(PopUpUri)

Back Finish Cancel