

How to configure caller recognition and screen-pop for:

## Tigerpaw

Contact replication method: ODBC

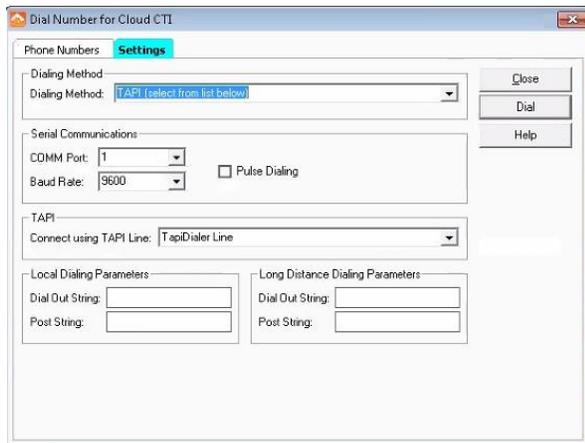
Screen pop method: Keystroke emulation

### Notes

For the caller recognition all the phone numbers in the Tigerpaw database are stored in a 'cache'. The numbers are automatically replicated in a standard format and indexed so the caller number can be matched quickly on an incoming call. By default, the contact and/or account names are shown in the notification and these are cached with the numbers.

The recognition synchronization service, installed with the Recognition Configuration Tool, only reads from the database and typically updates the numbers once per day. The performance is optimal if the tool is installed on the database server.

For outbound dialing Tigerpaw supports click-to-dial using TAPI. A TAPI service provider is part of the client installation and will automatically be available in Tigerpaw under the generic name 'TapiDialer Line', see screenshot below.

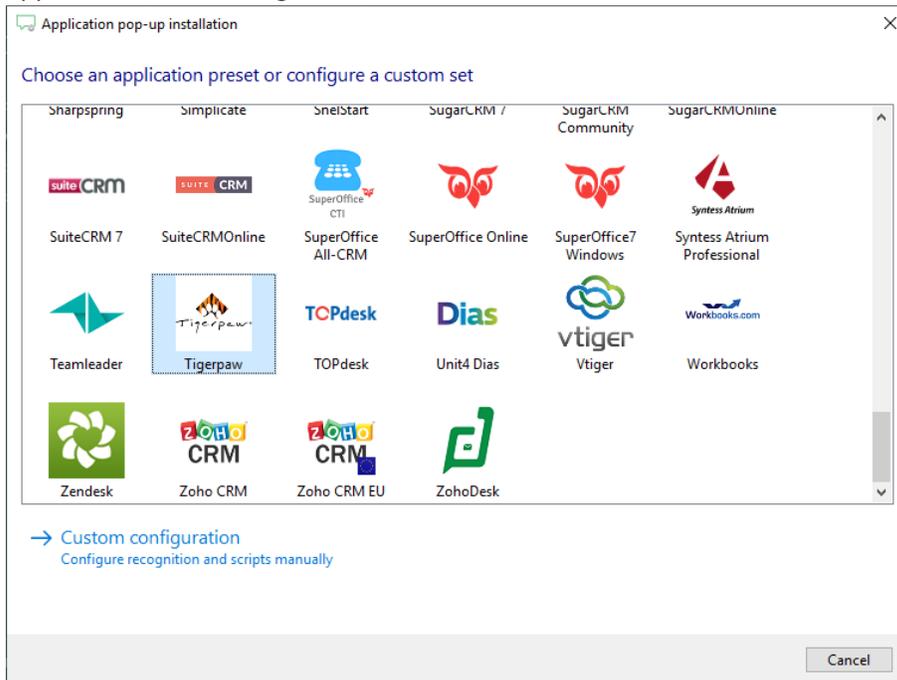


### Prerequisites

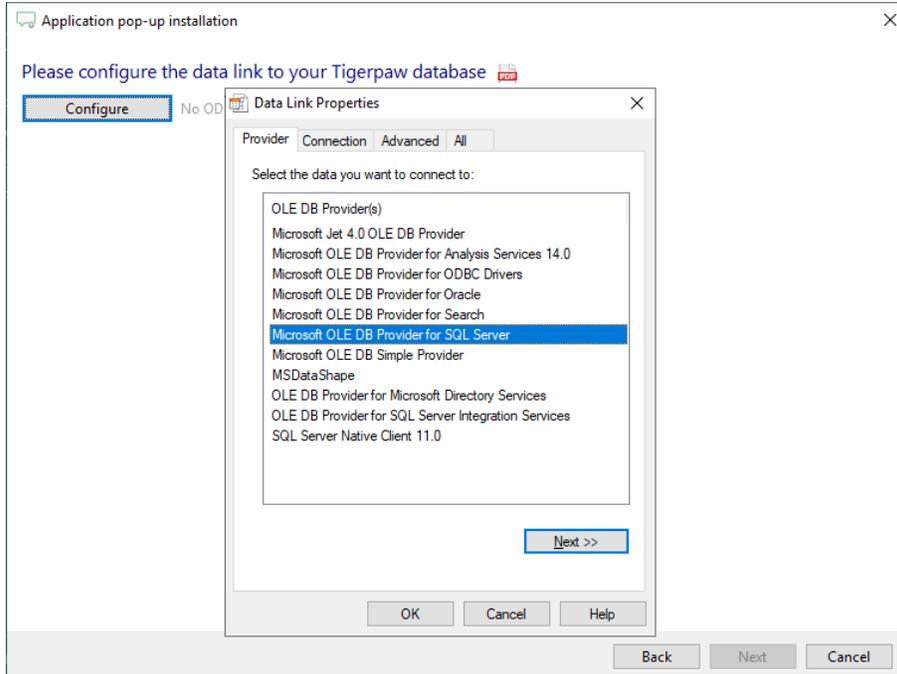
Locate your Tigerpaw database and ensure you have a valid SQL server login with a user with read permission. For a detailed description on how to set up the ODBC connection, see the [ODBC Contact Replication Manual](#).

## Configuraton steps

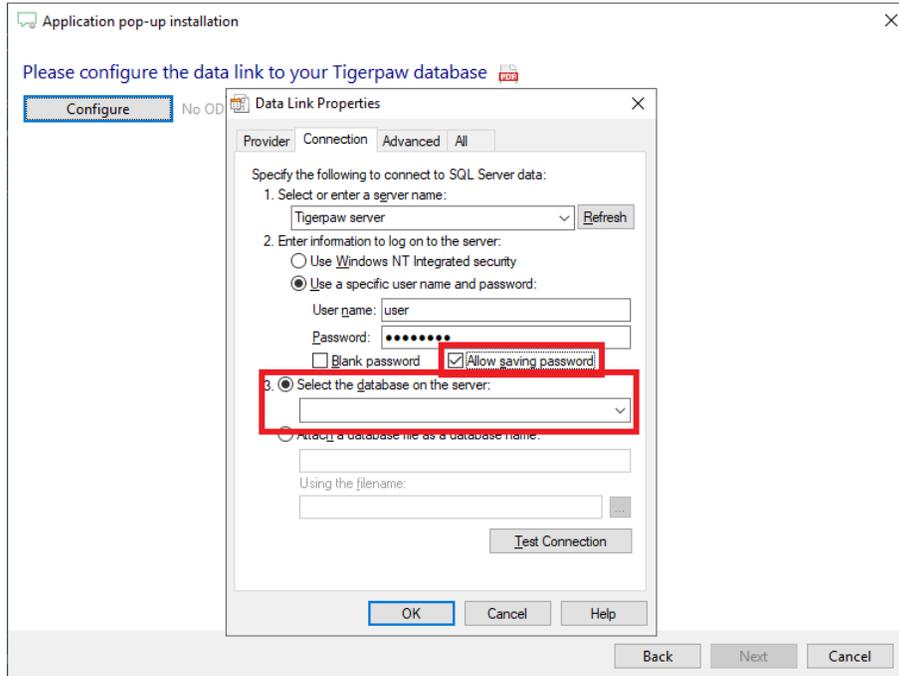
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose TigerPaw, as shown below.



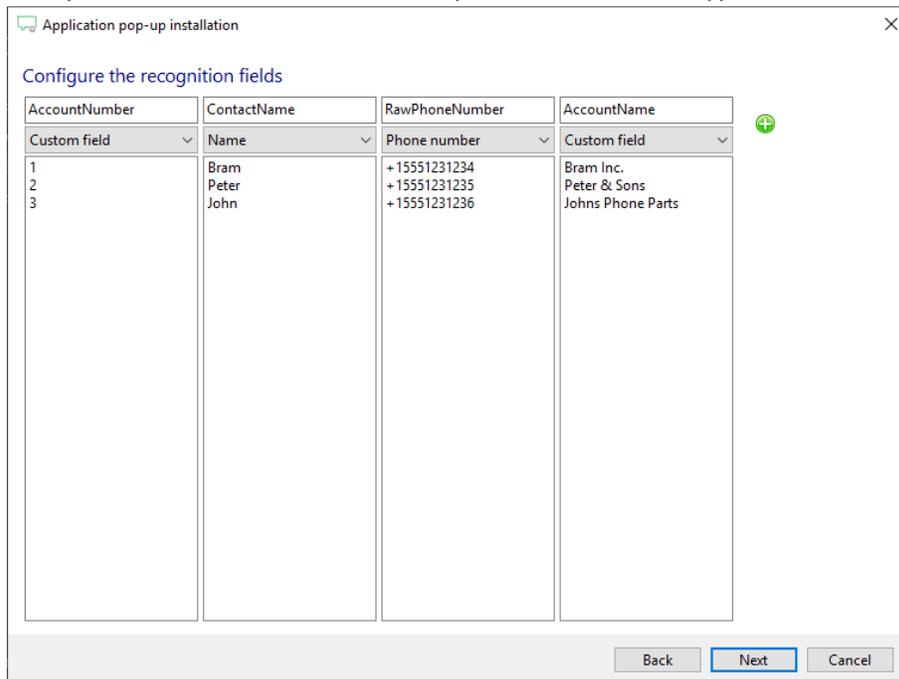
- 2) Configure the ODBC settings to your Tigerpaw MS SQL server.



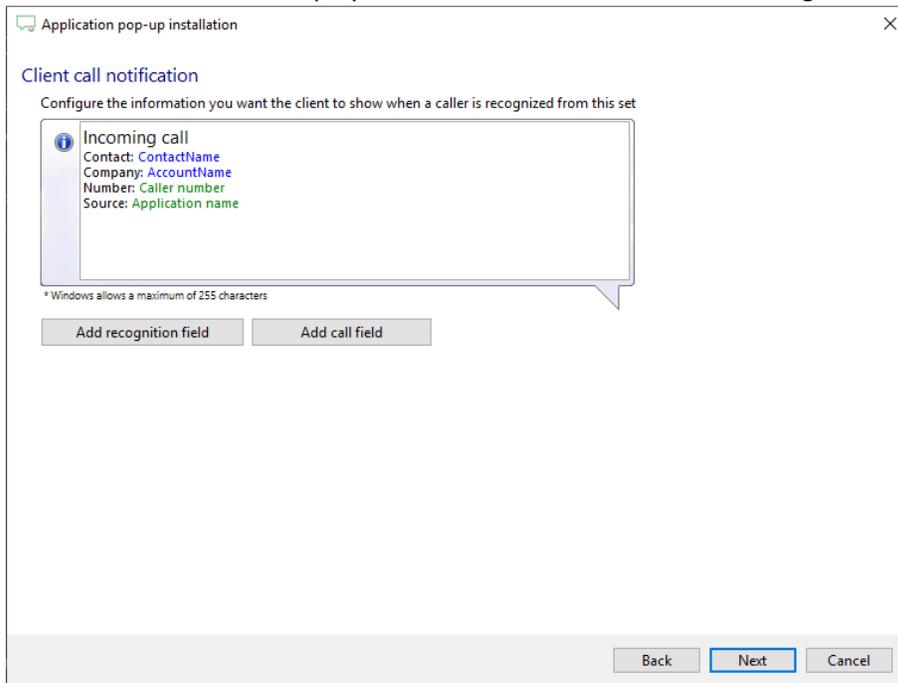
In the second Data Link Properties screen, do not forget to check the 'Allow saving password' option and to select the Tigerpaw database!



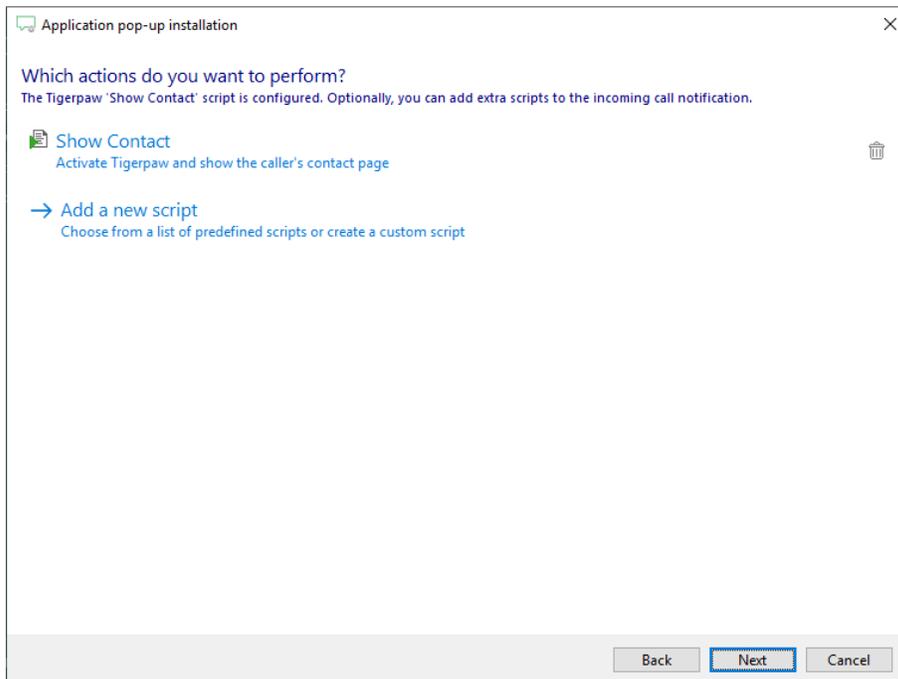
3) Verify the first records found and the preselected column types. Click 'Next' to continue.



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



5) The 'Show Contact' script has been preconfigured. You can add additional scripts if required. Click 'Next' to continue.



6) Check the configuration summary and click 'Finish' to add the integration with Tigerpaw.

