How to configure caller recognition and screen-pop for:

Trengo

Contact replication method: API
Screen pop method: Generated URL

Prerequisites
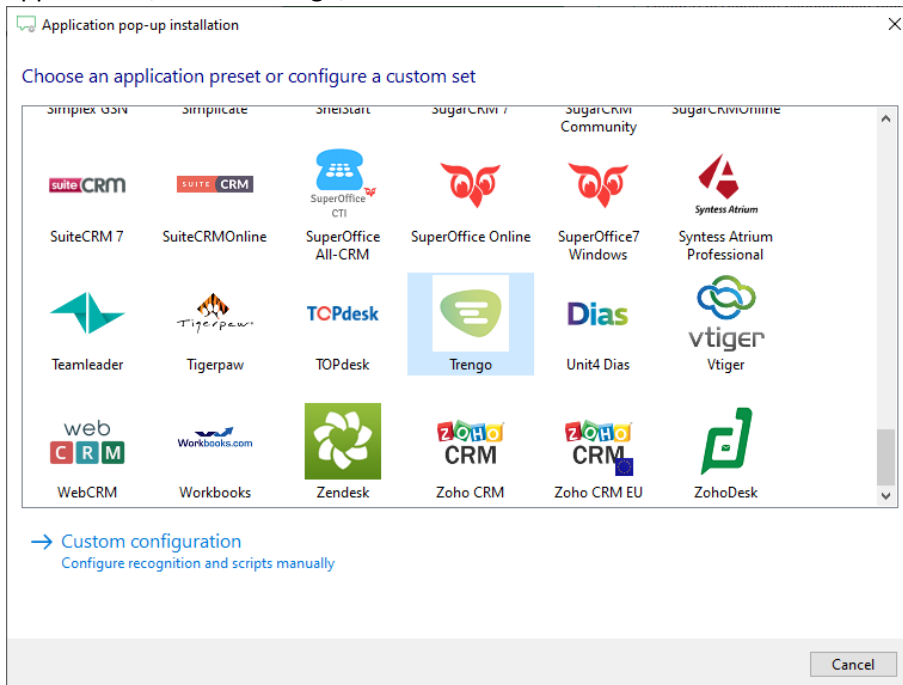
The caller recognition requires access to the Trengo REST API. For authorization, an API Token can be generated here: https://app.trengo.eu/admin/developers/rest.
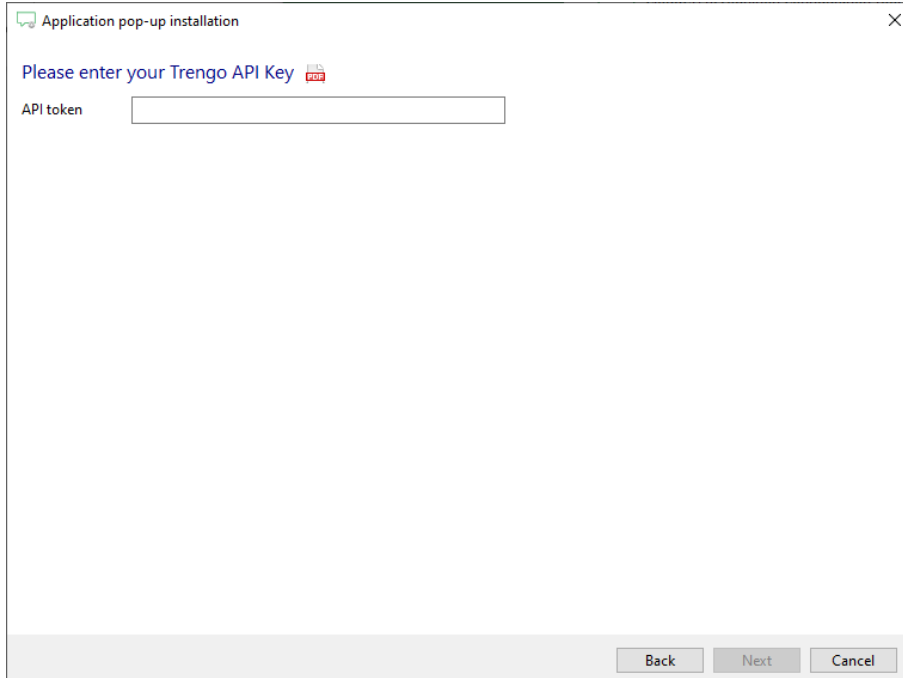
Notes

For outbound dialing, highlight a contact's number and press the hotkey.
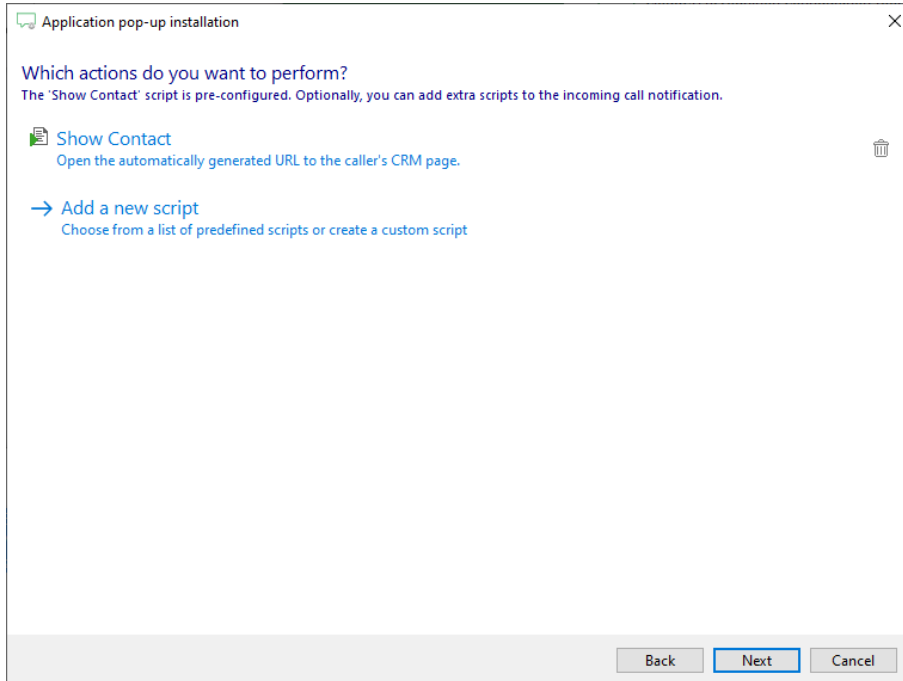
Configuraton steps

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

2) Enter your Trengo API token and click 'Next'.

3) The 'Show Contact' Script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.

Application pop-up installation   ✕

Which actions do you want to perform?
The 'Show Contact' script is pre-configured. Optionally, you can add extra scripts to the incoming call notification.

📄 Show Contact   🗑
      Open the automatically generated URL to the caller's CRM page.

→ Add a new script
      Choose from a list of predefined scripts or create a custom script

Back   Next   Cancel

4) Check the configuration summary and click 'Finish' to add the integration with the application.

Application pop-up installation   ✕

Summary

Application
    Trengo

Recognition
    Recognition from Trengo

Scripts
    Show Contact: Open webpage $(PopUpUri)

Back   Finish   Cancel