



How to configure caller recognition and screen-pop for:

## Tribe CRM

Contact replication method: REST API

Screen pop method: Generated URL

### Prerequisites

The integration requires access to the API. During the configuration you will be asked to sign in with a valid Tribe CRM account.

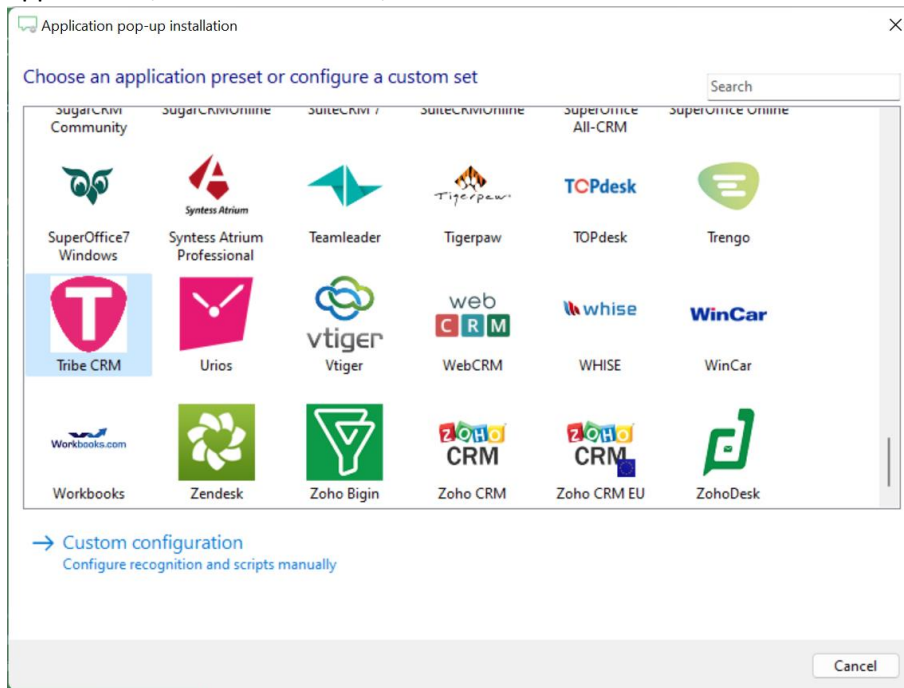
When using screen pop, an authenticated Tribe CRM browser window is required to open the contact page.

### Notes

Phone numbers on a contact page can be dialed by clicking them.

## Configuration steps

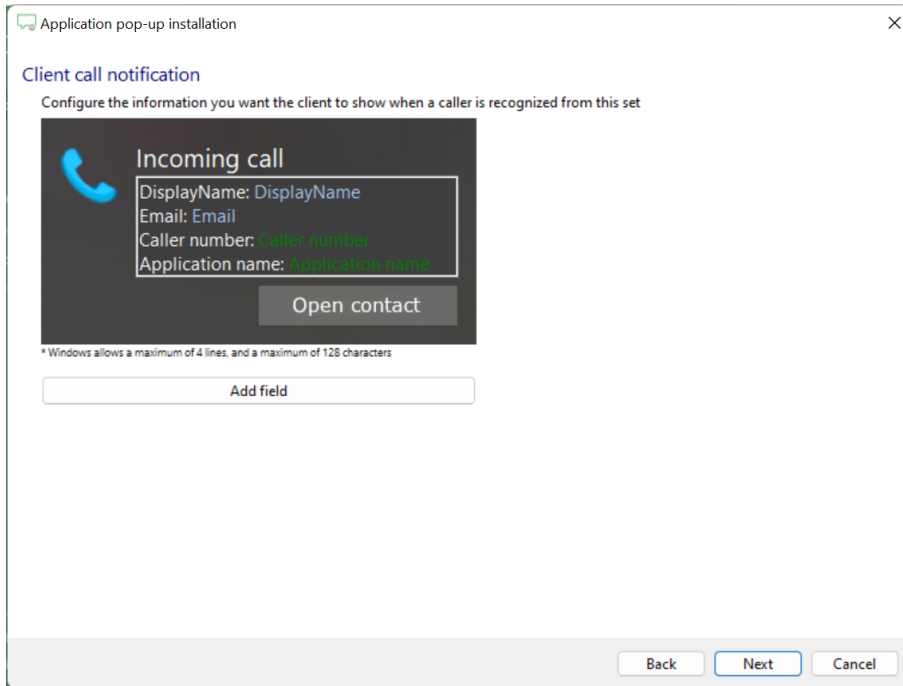
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Tribe CRM, as shown below.



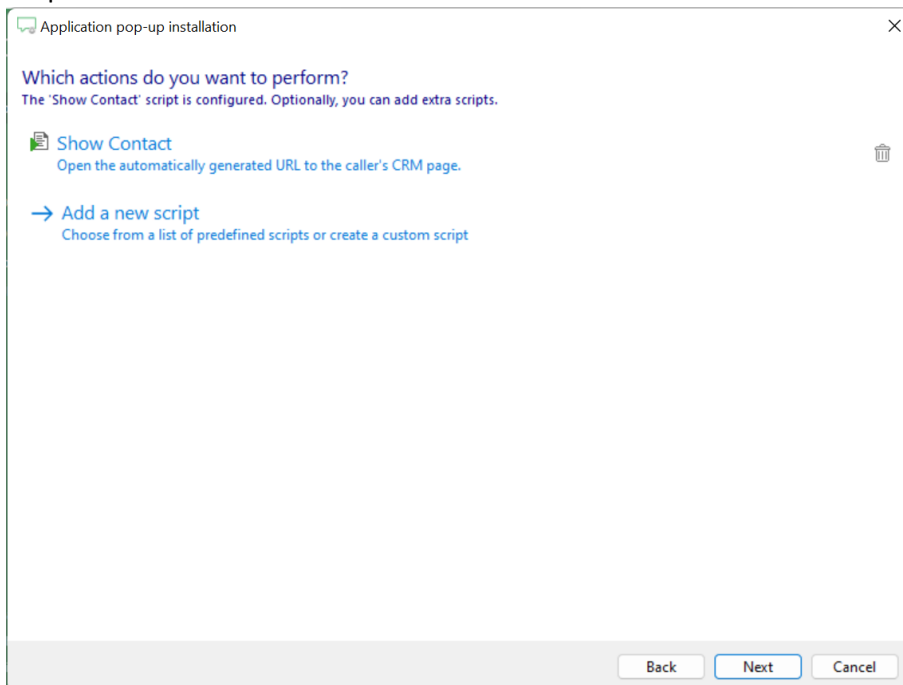
- 2) Authorize access to the API.



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



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



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

