

How to configure caller recognition and screen-pop for:

Urios

Contact replication method: None

Screen pop method: Phone Helper tool

Prerequisites

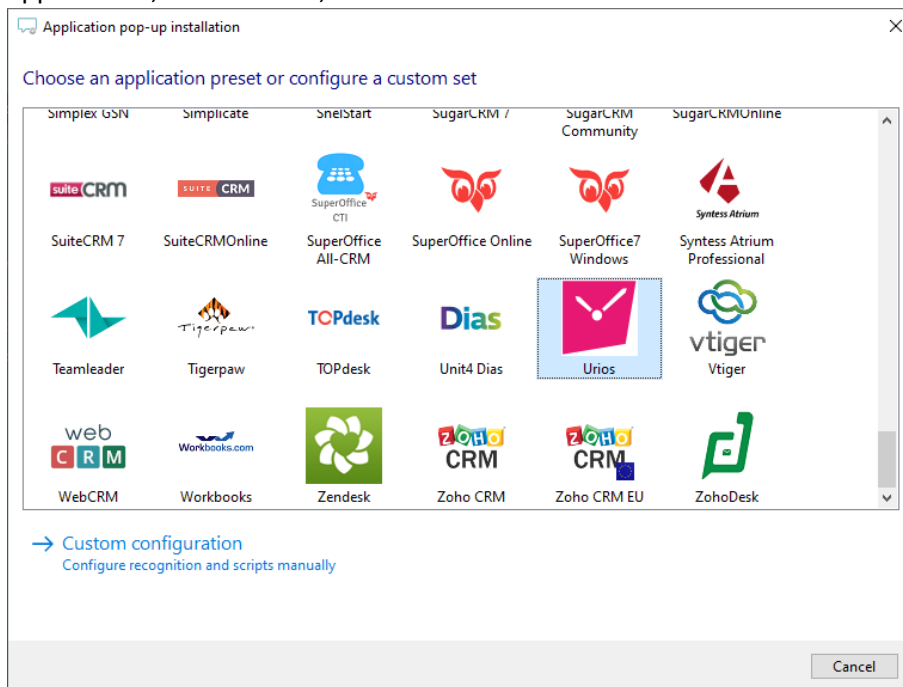
None

Notes

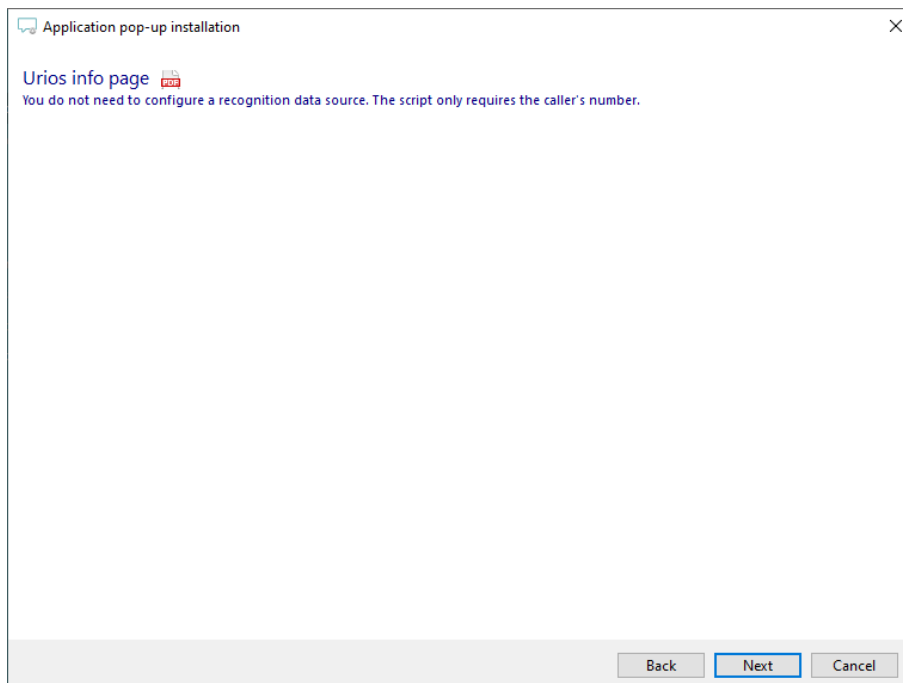
For outbound dialing, configure Urios to use tel: URLs (browse to “Koppelingen > VoIP”, choose “Gebruik standaardapplicatie” and restart Urios).

Configuraton steps

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



- 2) The integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.



- 3) Verify the path to the UriosPhoneHelper.exe application. By default, this program is located in c:\Program Files (x86)\UriosClient\Urios.

The screenshot shows a window titled "Application pop-up installation". It contains the following elements:

- Section:** "Configure the application you want to start"
- Text:** "Please adjust the path to the UriosPhoneHelper.exe application. By default, this program is located in [Program Files (x86)]\UriosClient\Urios, but this may vary occasionally. Optionally, you can choose to run this script only manually to trigger the notification within Urios."
- Script name:** A text box containing "Show in Urios".
- Program:** A text box containing "C:\Program Files (x86)\UriosClient\Urios\UriosPhoneHelper.exe" with a "Browse" button to its right.
- Arguments:** A text box containing "#(Caller number)".
- Call fields:** A section titled "Click on a call field to add it to the arguments" with a list of fields: "Caller number", "Caller name", "Device number", "Device name", "Ddi number", "Ddi name", and "Start time".
- Buttons:** "Test script", "Next", and "Cancel".
- Checkboxes:** "Restore the default program and arguments" (unchecked) and "Automatically execute this action" (checked).

- 4) You can change or add additional scripts, press 'Next' to continue.

The screenshot shows a window titled "Application pop-up installation". It contains the following elements:

- Section:** "Which actions do you want to perform?"
- Text:** "The 'Show in Urios' script has been pre-configured. Optionally, you can add extra scripts."
- Script List:** A list of scripts with a trash icon to the right of each item:
 - Show in Urios:** "Show the caller using the UriosPhoneHelper.exe application"
 - Add a new script:** "Choose from a list of predefined scripts or create a custom script"
- Buttons:** "Back", "Next", and "Cancel".

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

