

How to configure caller recognition and screen-pop for:

WHISE

Contact replication method: None Screen pop method: WHISE telephony notification

Prerequisites

The WHISE integration requires the activation of the CloudCTI app in the WHISE marketplace, see <u>Marketplace (whise.eu)</u>. Send a request to <u>support@cloudcti.nl</u> with your office name and id, and these telephony provider details:

telephony provider name : contact name : contact email address : contact phone number :

You can find your office id by clicking the top right triangle in the WHISE dashboard, see screenshot:



Notes

For outbound dialing, highlight a phone number and press the hotkey.



Configuraton steps

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

Surcentin /	Satechinoniale	All-CRM	superonice online	Windows	Professional	
	Tigerpeur	TCPdesk	9	\sim	Vtiger	
Teamleader	Tigerpaw	TOPdesk	Trengo	Urios	Vtiger	
web CRM	W whise	Workbooks.com	2	CRM		
WebCRM	WHISE	Workbooks	Zendesk	Zoho CRM	Zoho CRM EU	
ZohoDesk						
Custom co	onfiguration					
Configure re	cognition and scripts m	anually				

2) Provide your WHISE Office Id.

🤜 Application pop-u	up installation	×
Provide the scrip	ot name and the required parameters	
Provide your WHISE	Office ld for the WHISE telephony API.	
Script name	Notify WHISE	
Parameters		
Office Id		
Automatically ex	ecute this script	
Test script		Next Cancel



3) The script has been configured. Optionally, you can add additional scripts, press 'Next' to continue.

Replication pop-up installation			×
Which actions do you want to perform? The 'Register in WHISE' script is configured. Optionally, you can add extra scripts.			
Notify WHISE Notify WHISE about the incoming call.			Î
→ 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	
WHISE	
Recognition	
No recognition has been configured	
Scripts	
Notify WHISE:	
	Back Finish Cancel