

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 [Marketplace \(whise.eu\)](#). Send a request to support@cloudcti.nl with your office name and id, and these telephony provider details:

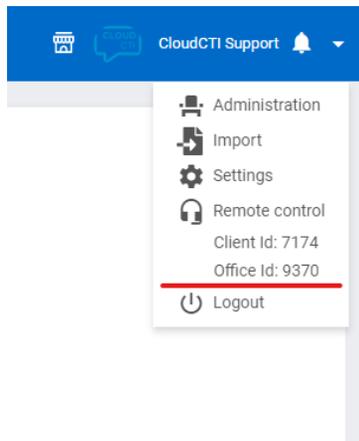
telephony provider name :

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

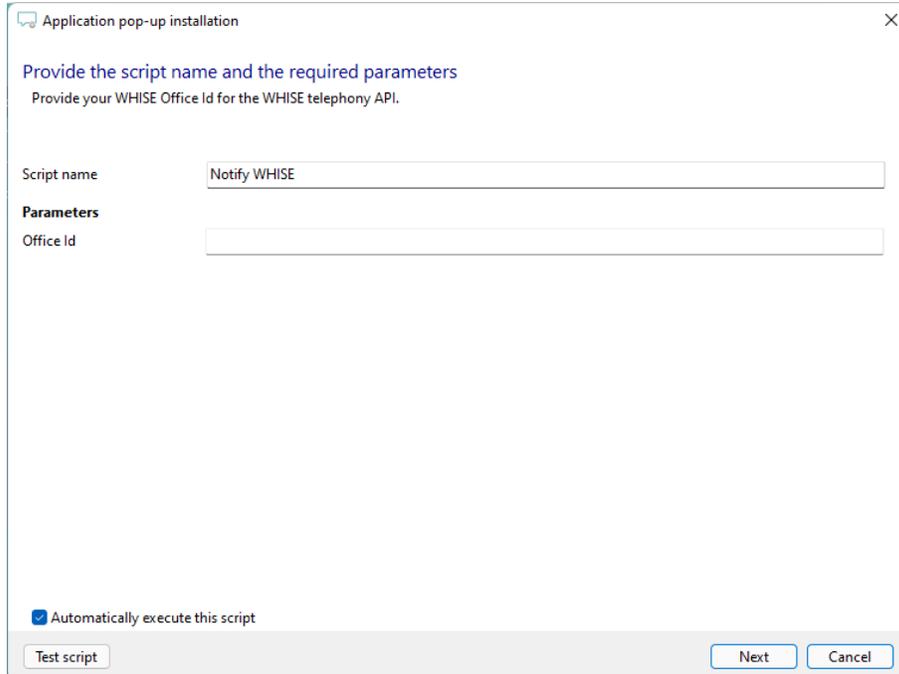
For outbound dialing, highlight a phone number and press the hotkey.

Configuraton steps

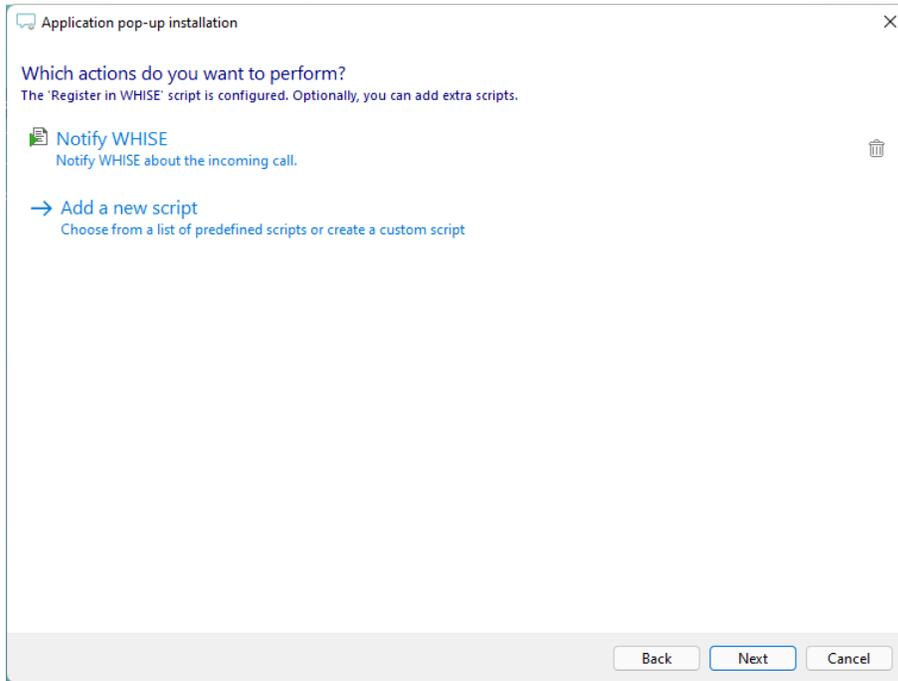
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose WHISE, as shown below.



- 2) Provide your WHISE Office Id.



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



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

