How to configure caller recognition and screen-pop for:

WebCRM

Contact replication method: REST API
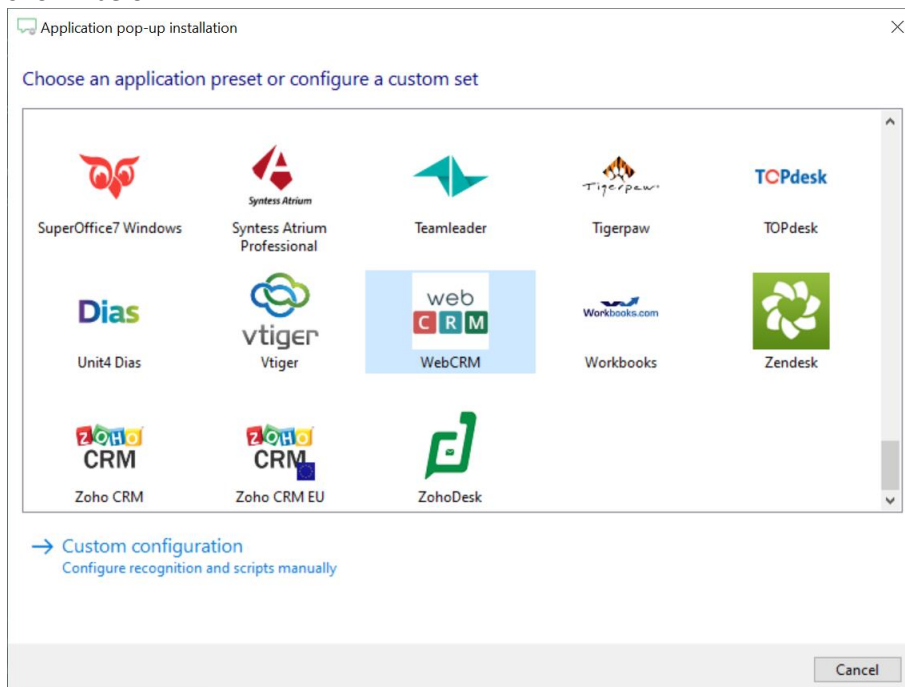Screen pop method: Open Contact in web page

Prerequisites

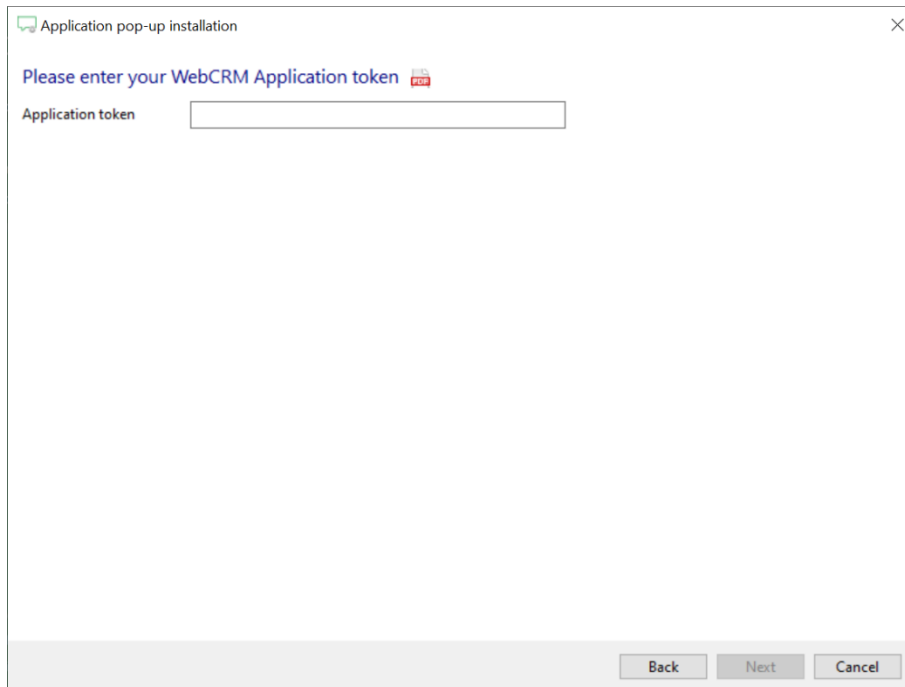Retrieve the Application token from WebCRM:
1. Log in to WebCRM
2. Click "Configuration" in the top right corner
3. Click "Integration" in the menu on the top of the page
4. Click "API" in the integration menu
5. Create an Application token on this page. Make sure read access to companies and contacts has been given and the API token is active
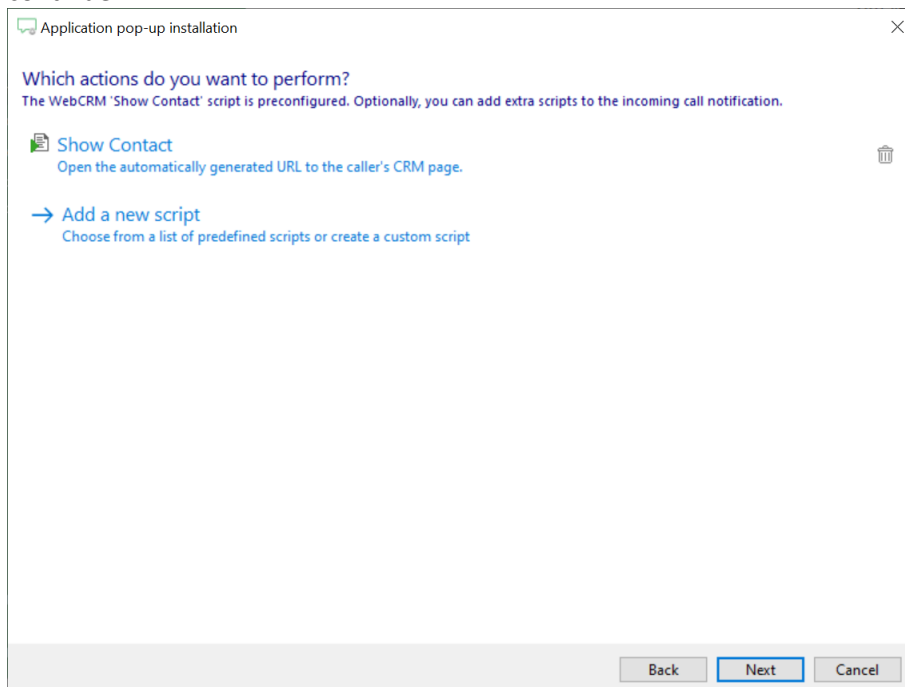
Configuration steps

1) Start by clicking 'add application' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'WebCRM', as shown below.

2) Enter your Application Token in order to authenticate the Recognition Configuration Tool. Click 'Next' to continue.

3) The 'Show Contact' is preconfigured. It is possible to add more scripts if desired or click 'next' to continue.

4) Check the configuration summary and click finish to add the WebCRM integration.

Application pop-up installation ✕

Summary

Application
WebCRM

Recognition
Recognition from webCRM

Scripts
Show Contact: Open webpage $(PopUpUri)

Back | Finish | Cancel