

How to configure caller recognition and screen-pop for:

Zendesk

Supported versions: Online
Contact replication method: Zendesk API
Screen pop method: URL

Prerequisites

User account with access to the Zendesk API. The following roles allow access to the API:

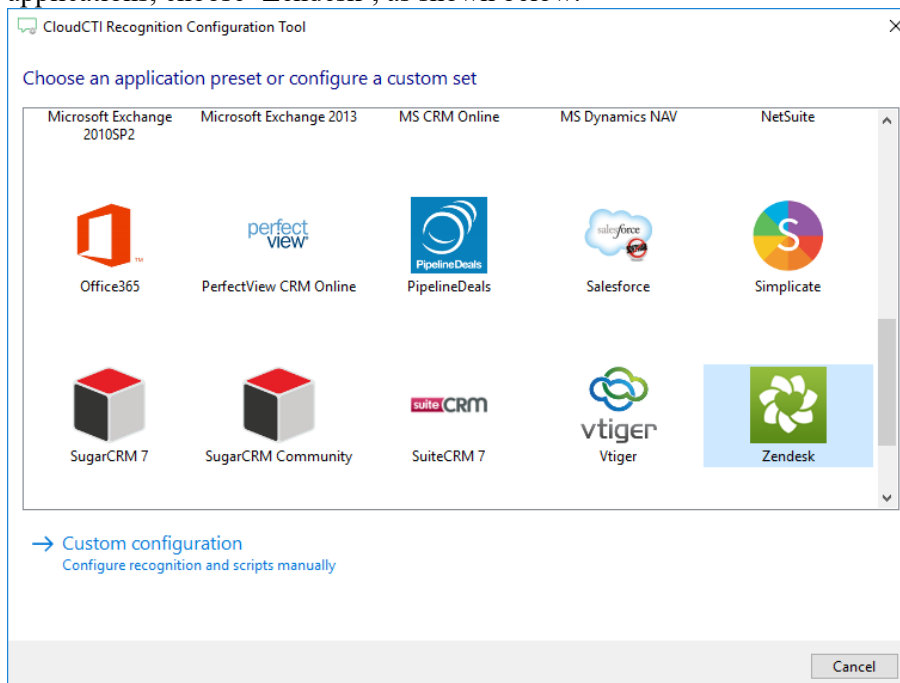
- Administrator
- Advisor
- Staff
- Team leader

Notes

For outbound dialing, simply select a phone number and press <Pause> (default hotkey) to dial.

Configuration steps

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



- 2) Enter your Zendesk credentials and password/API key and subdomain URL to access the user data from your account.

Application pop-up installation

Please enter your Zendesk details Help

Username

URL

Password

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- 3) Check the configuration summary and click finish to add the recognition from Zendesk.

Application pop-up installation

Summary

Application
Zendesk

Recognition
Recognition from Zendesk Legacy

Scripts
Show Contact: Open webpage \${PopUpUri}

Back Finish Cancel