How to configure caller recognition and screen-pop for:

Zoho Bigin

Contact replication method: REST API
Screen pop method: Generated URL

Prerequisites

A user with sufficient privileges to authorize read access to contacts, users and accounts.
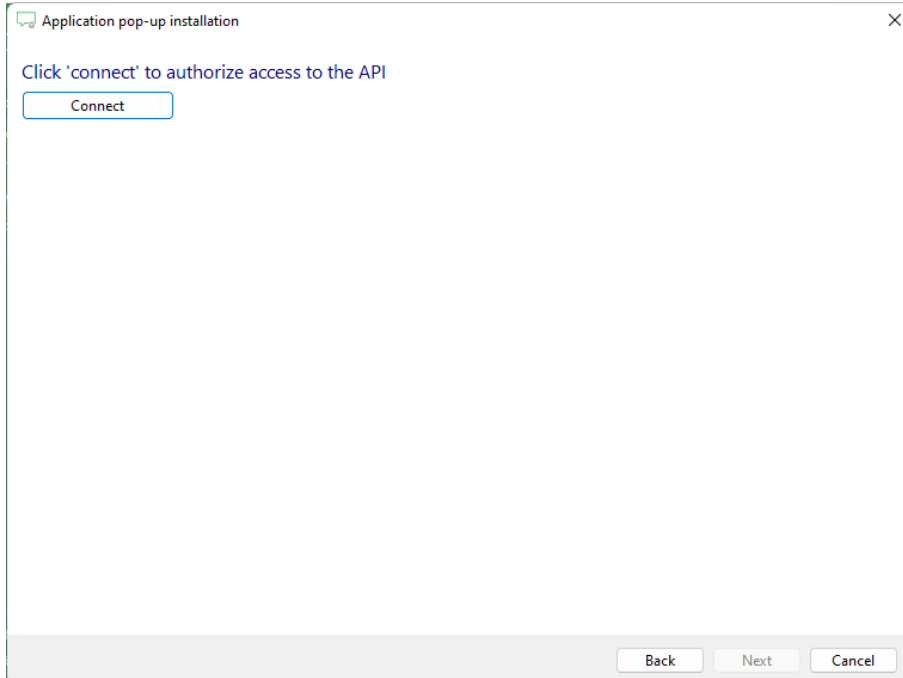
Notes

For outbound dialing, highlight a phone number and press the hotkey (PAUSE by default).

Configuraton steps

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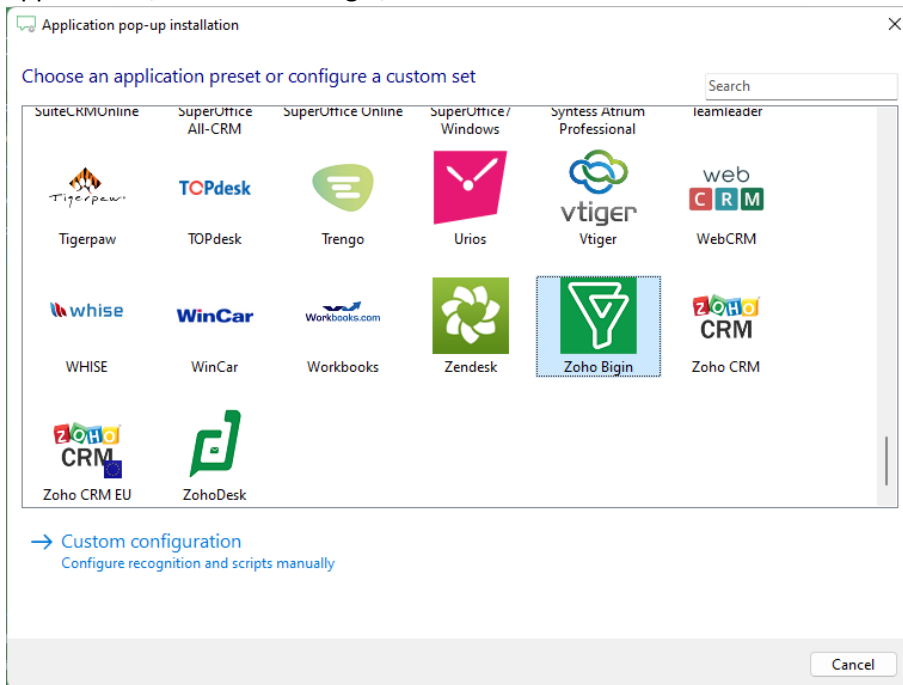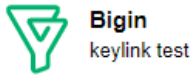

2) Authorize access to the API.

3) Sign in to Zoho Bigin in your browser and click 'accept' to authorize access.

4) Choose which fields to display in the call notification on an incoming call.

5) The 'Show Contact' script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.
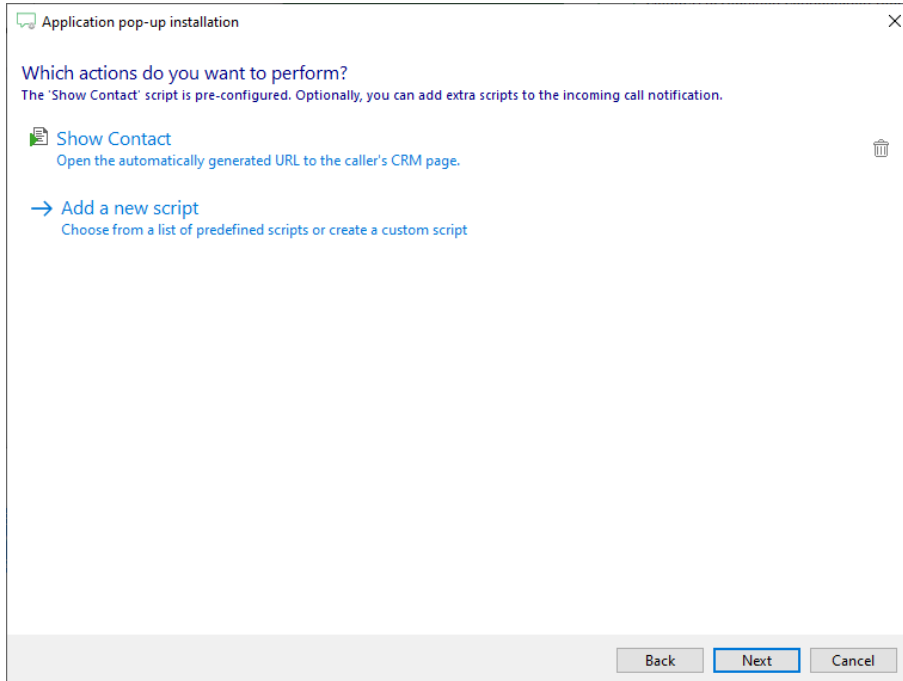
6) Check the configuration summary and click 'Finish' to add the integration with the application.