

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.

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Tigerpaw	TOPdesk	Trengo	Urios	Vtiger	WebCRM	
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WHISE	WinCar	Workbooks	Zendesk	Zoho Bigin	Zoho CRM	
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Zoho CRM EU	ZohoDesk					
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2) Authorize access to the API.

G Application pop-up installation		×
Click 'connect' to authorize access to the API		
Connect		
	Back Next	Cancel



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



By clicking the "Accept" button you allow CloudCTI to access data in your Zoho account.



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

	×
Client call notification Configure the information you want the client to show when a caller is recognized from this set	
Contact name: Name Organization: Organization Number: a the number Source: method name Open contact	
* Windows allows a maximum of 4 lines, and a maximum of 128 characters Add field	
Back	Cancel



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.

🤜 Application pop-up installation	×
Summary	
Application	
Zoho Bigin	
Recognition	
Recognition from Zoho Bigin	
Scripts	
Show Contact: Open webpage \$(PopUpUrī)	
	Back Finish Cancel