

How to configure caller recognition and screen-pop for:

osTicket

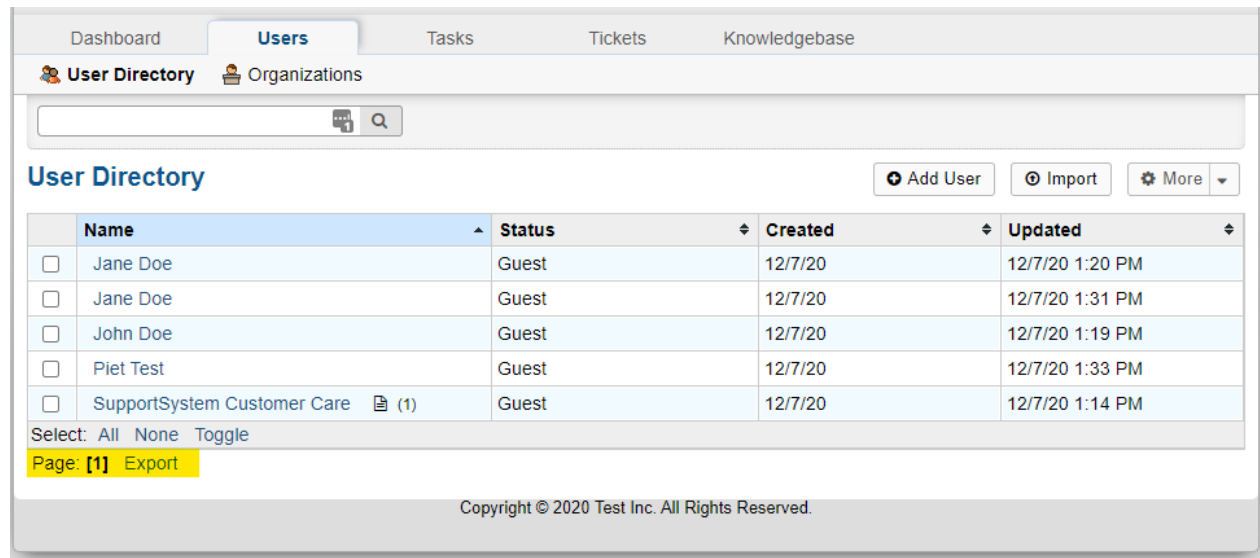
Contact replication method: Text export (csv)

Screen pop method: URL

Version: Cloud hosted edition

Prerequisites

The caller recognition requires exports from users and organizations. On the users tab, click 'User Directory' and then 'Export' on the bottom left. Repeat for organizations.



The screenshot shows the 'Users' tab in the osTicket interface. The 'User Directory' section is active, displaying a table of users. The table has columns for Name, Status, Created, and Updated. Below the table, there are options to 'Add User', 'Import', and 'More'. At the bottom left, there is a 'Page: [1] Export' button.

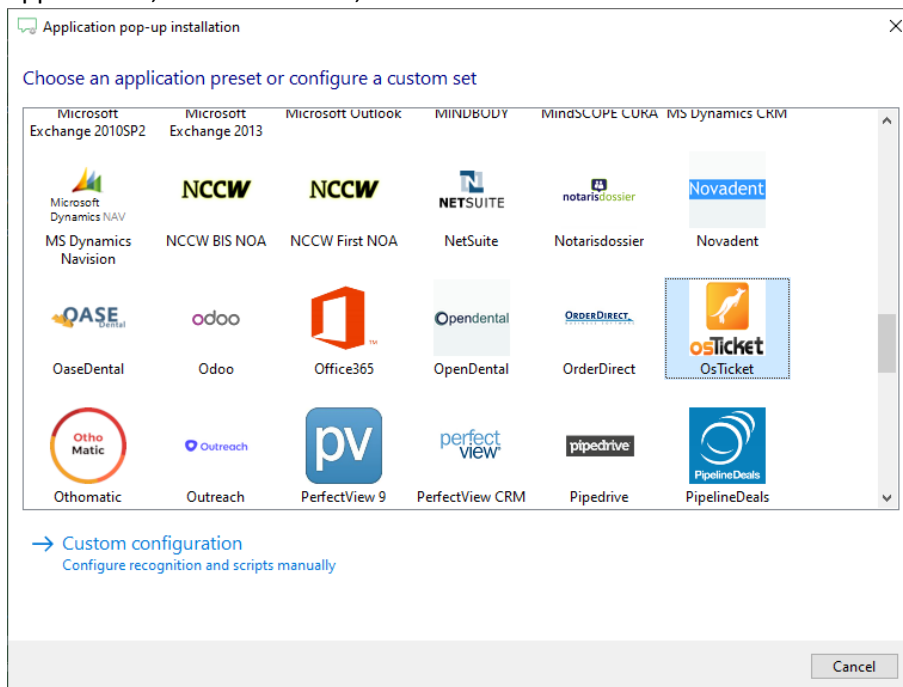
	Name	Status	Created	Updated
<input type="checkbox"/>	Jane Doe	Guest	12/7/20	12/7/20 1:20 PM
<input type="checkbox"/>	Jane Doe	Guest	12/7/20	12/7/20 1:31 PM
<input type="checkbox"/>	John Doe	Guest	12/7/20	12/7/20 1:19 PM
<input type="checkbox"/>	Piet Test	Guest	12/7/20	12/7/20 1:33 PM
<input type="checkbox"/>	SupportSystem Customer Care (1)	Guest	12/7/20	12/7/20 1:14 PM

It is best to rename the export file to a general name like 'users.csv'. When updating, the synchronization service will automatically detect changes made to the file. This way it will not be necessary to reconfigure the filename for the integration each time a new export file is downloaded.

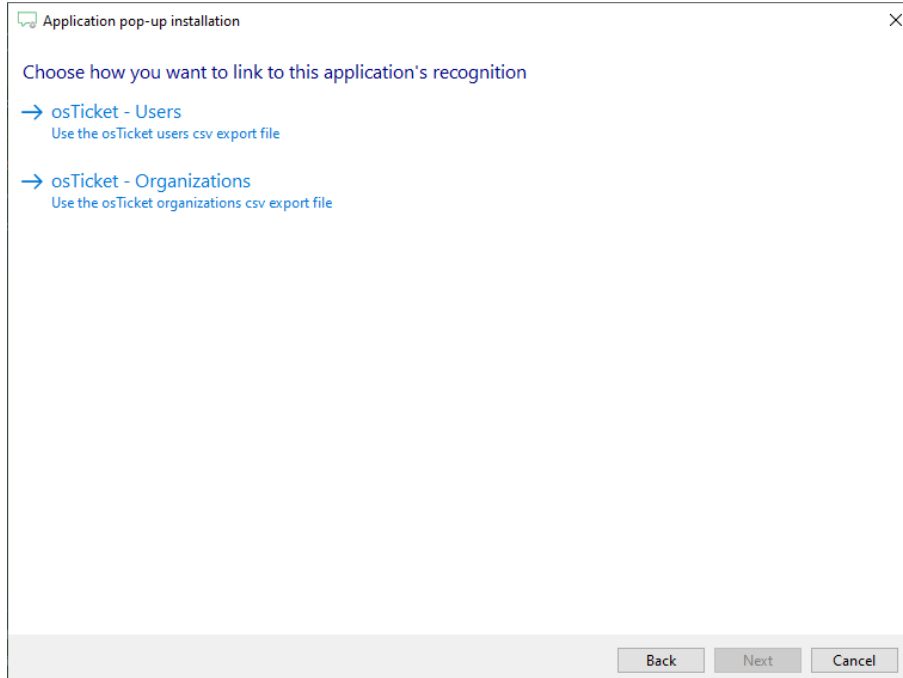
The pre-configured settings in the wizard are slightly different for the user and organization export files. Therefore, they both need to be added separately. When completed, the caller recognition and screen pop will be available for both.

Configuraton steps

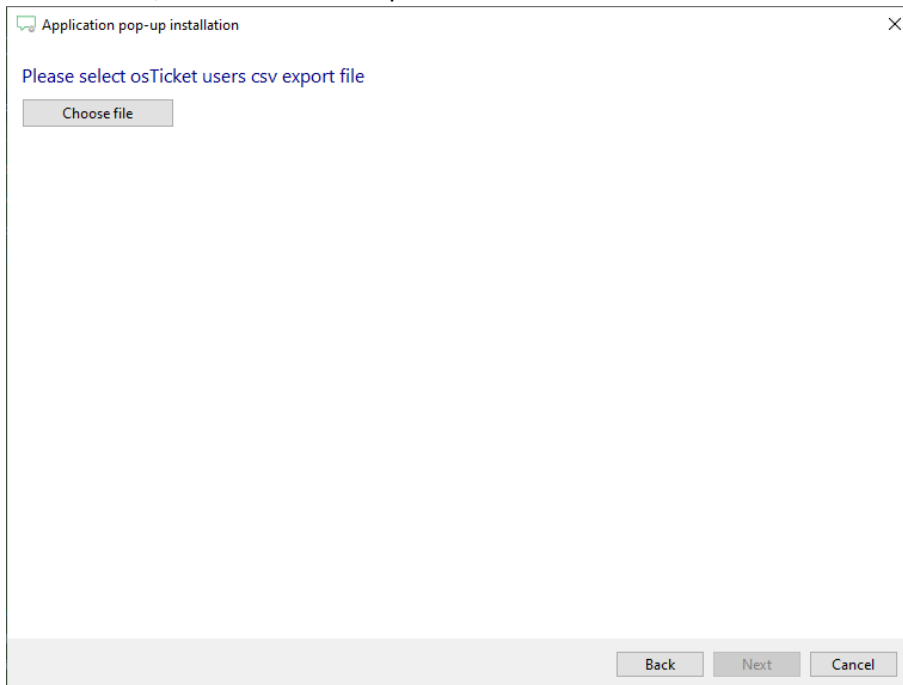
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose osTicket, as shown below.



- 2) Choose the type of export file you would like to use, users or organizations.



a. For users, select the users export file.



Application pop-up installation

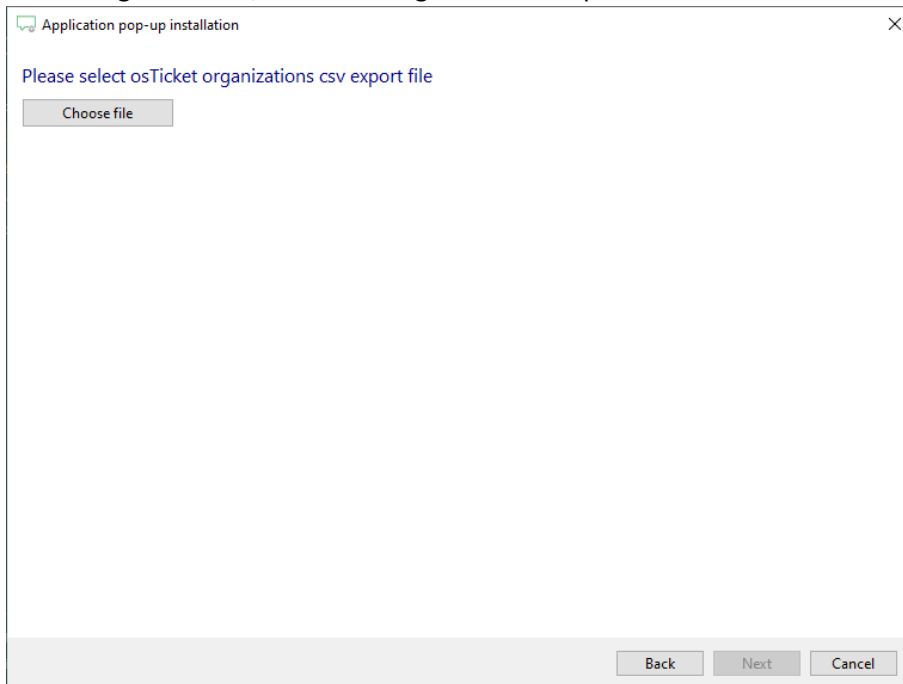
Please select osTicket users csv export file

Choose file

Back Next Cancel

This screenshot shows a dialog box titled "Application pop-up installation" with a close button (X) in the top right corner. The main text reads "Please select osTicket users csv export file". Below this text is a "Choose file" button. At the bottom of the dialog, there are three buttons: "Back", "Next", and "Cancel".

b. For organizations, select the organizations export file.



Application pop-up installation

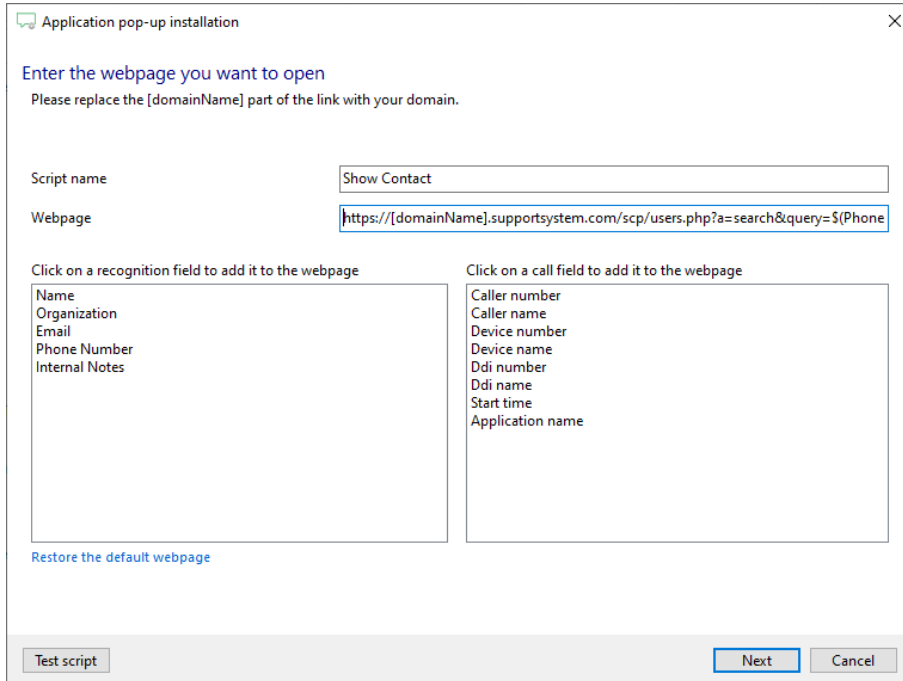
Please select osTicket organizations csv export file

Choose file

Back Next Cancel

This screenshot shows a dialog box titled "Application pop-up installation" with a close button (X) in the top right corner. The main text reads "Please select osTicket organizations csv export file". Below this text is a "Choose file" button. At the bottom of the dialog, there are three buttons: "Back", "Next", and "Cancel".

- 3) The URL's for users and organizations differ only slightly. For both types you will need to replace [domainName] with you own custom domain.



Application pop-up installation

Enter the webpage you want to open
Please replace the [domainName] part of the link with your domain.

Script name: Show Contact

Webpage: [https://\[domainName\].supportsystem.com/scp/users.php?a=search&query=\\${Phone}](https://[domainName].supportsystem.com/scp/users.php?a=search&query=${Phone})

Click on a recognition field to add it to the webpage

- Name
- Organization
- Email
- Phone Number
- Internal Notes

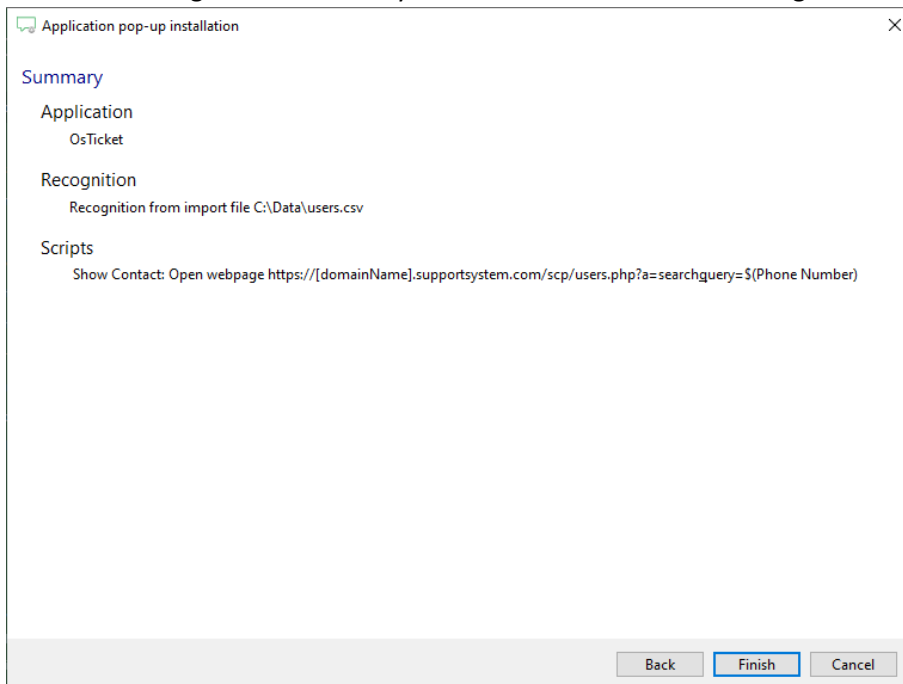
Click on a call field to add it to the webpage

- Caller number
- Caller name
- Device number
- Device name
- Ddi number
- Ddi name
- Start time
- Application name

Restore the default webpage

Test script Next Cancel

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



Application pop-up installation

Summary

Application: OsTicket

Recognition: Recognition from import file C:\Data\users.csv

Scripts: Show Contact: Open webpage [https://\[domainName\].supportsystem.com/scp/users.php?a=search&query=\\${Phone}](https://[domainName].supportsystem.com/scp/users.php?a=search&query=${Phone})

Back Finish Cancel