

How to configure caller recognition and screen-pop for:

weclapp

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

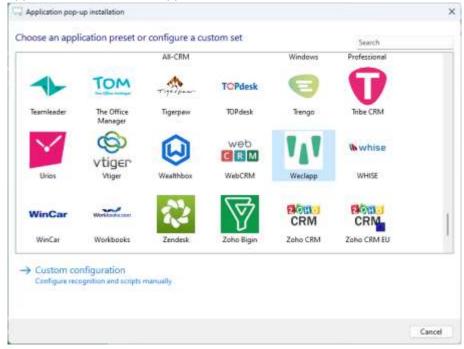
Prerequisites

The integration requires access to the API. To authorize, configure an API token in your weclapp account under My settings > API.tokens/Export files/Subscription levels.



Configuraton steps

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



2) Authorize access to the API.

Application pop-up	installation		×
	weclapp access token and your weclapp	URL 😁	
Authentication token Domain	https:// <domain>.weclapp.com</domain>	-	
		Back	Next Cancel



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

-	the information you want the client to show when a caller is	recognized from this set	
•	Incoming call		
~	Contact name: Name Organization: Organization Number: Source:		
	Open contact		
* Windows allo	eet a maximum of 2 lines, and a maximum of 128 characters		
	Add field		

4) The 'Show Contact' script is preconfigured. You can add extra scripts or replace the 'Show Contact' script.

C Application pop-up installation	×
Which actions do you want to perform? The Show Contact' script is pre-configured. Optionally, you can add extra scripts to the incoming call notification.	
Show Contact Open the automatically generated URL to the caller's CRM page.	Û
→ Add a new script Choose from a list of predefined scripts or create a custom script	
Back Next	Cancel



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

Application pop-up installation	×
Summary	
Application	
Weclapp	
Recognition	
Recognition from WeClapp	
Scripts	
Show Contact: Open webpage \$(PopUpUri)	
	Back Finish Cancel