How to configure caller recognition and screen-pop for:

Microsoft Exchange 2013

Supported versions: Exchange 2013
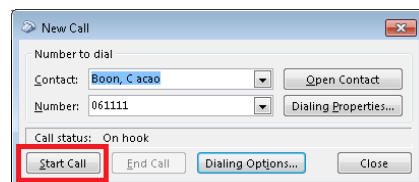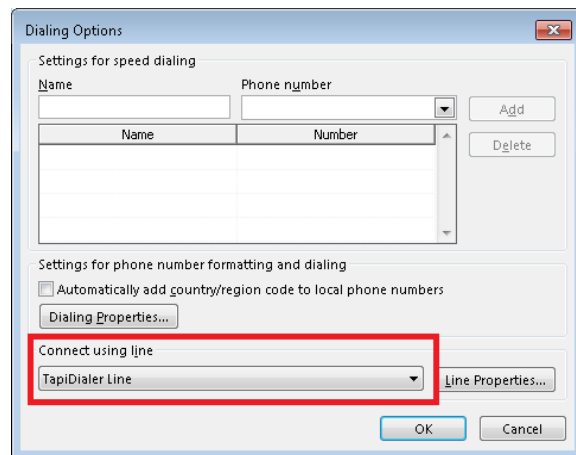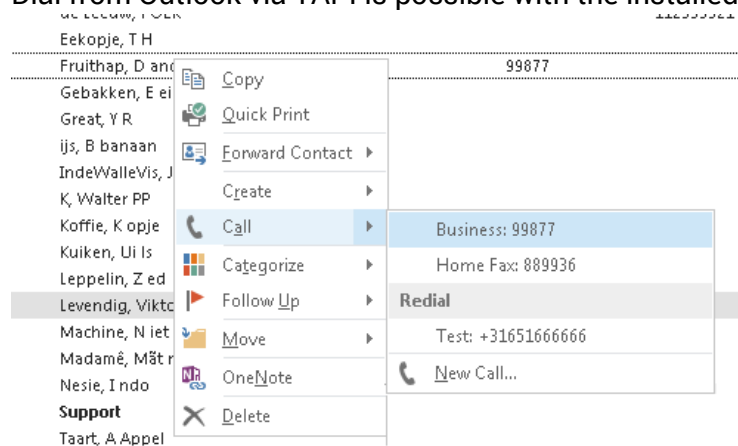Contact replication method: Exchange Web Services
Screen pop method: COM/OLE

Prerequisites

The Microsoft Exchange 2013 integration uses access Exchange web services for data replication, therefore an EWS URL is required.
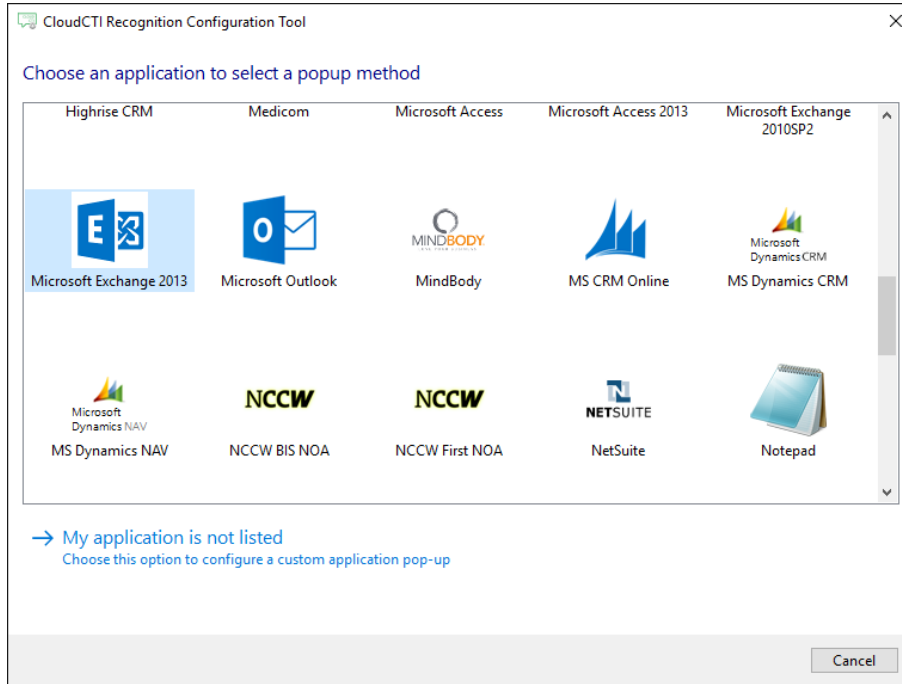
Notes

Dial from Outlook via TAPI is possible with the installed TapiDialer Service Provider.
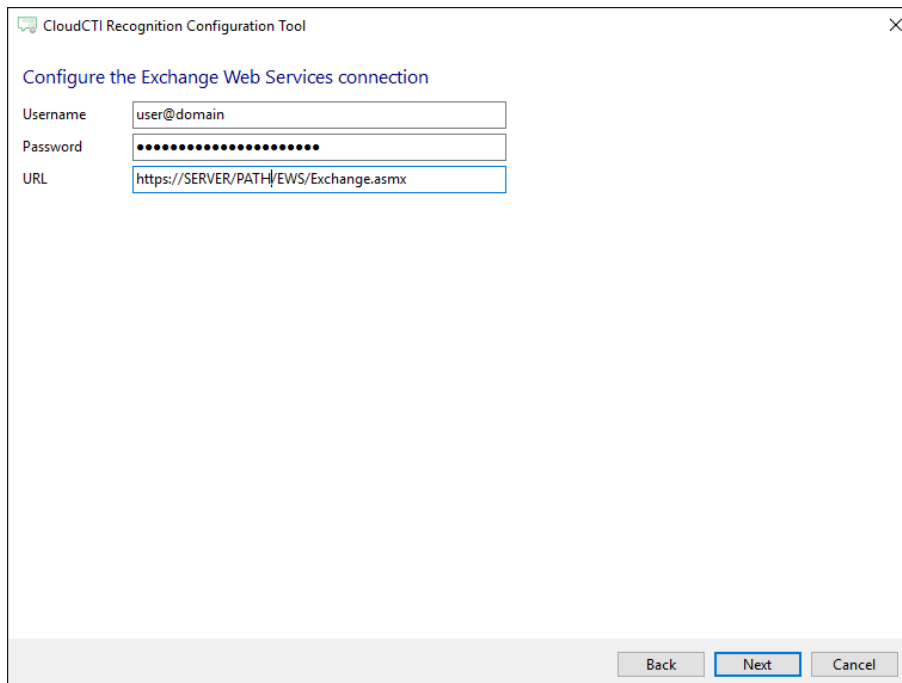
Configuration steps

1) Start by clicking 'add recognition' in the Recognition Configuration Tool (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Microsoft Exchange 2013', as shown below.

2) Enter your Exchange 2013 server URL and credentials to access the contacts from your account

3) Check the configuration summary and click finish to add the recognition from Microsoft Exchange 2013

CloudCTI Recognition Configuration Tool   ✕

Summary

Application
Microsoft Exchange 2013

Recognition
Recognition from Exchange Web Services

Scripts
Show Contact:

Back   Finish   Cancel