

How to configure caller recognition and screen-pop for:

Simar

Contact replication method: None

Screen pop method: signal TAPI incoming call event

Prerequisites

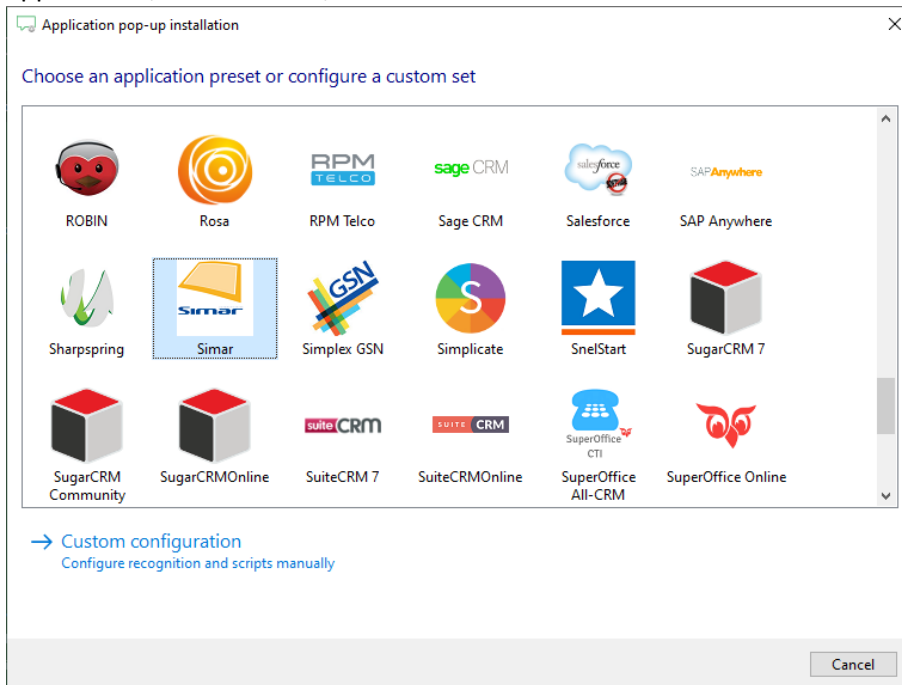
The TAPI Dialer TSP should be installed. This automatically installed with the client software. Then within Simar the telephony module should be activated and the 'TapiDialer Line' selected in Simar's telephony settings (see Simar menu | Algemeen | Telefonie instellen). More info can be found in Simar's manual "Handleiding Telefoonintegratie.pdf".

Notes

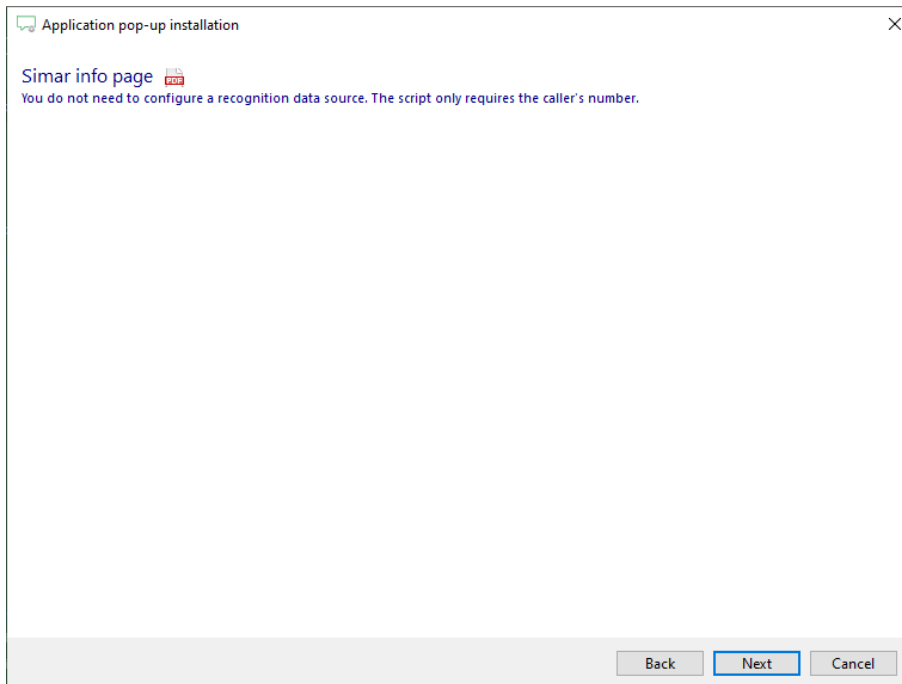
On an incoming call, the screen pop script triggers an incoming call event with the caller number with the TAPI Dialer TSP. This TSP (Telephony Service Provider) is mainly intended for outbound dialing. With the trigger from the script, it also supports incoming call events for screen pop purposes.

Configuraton steps

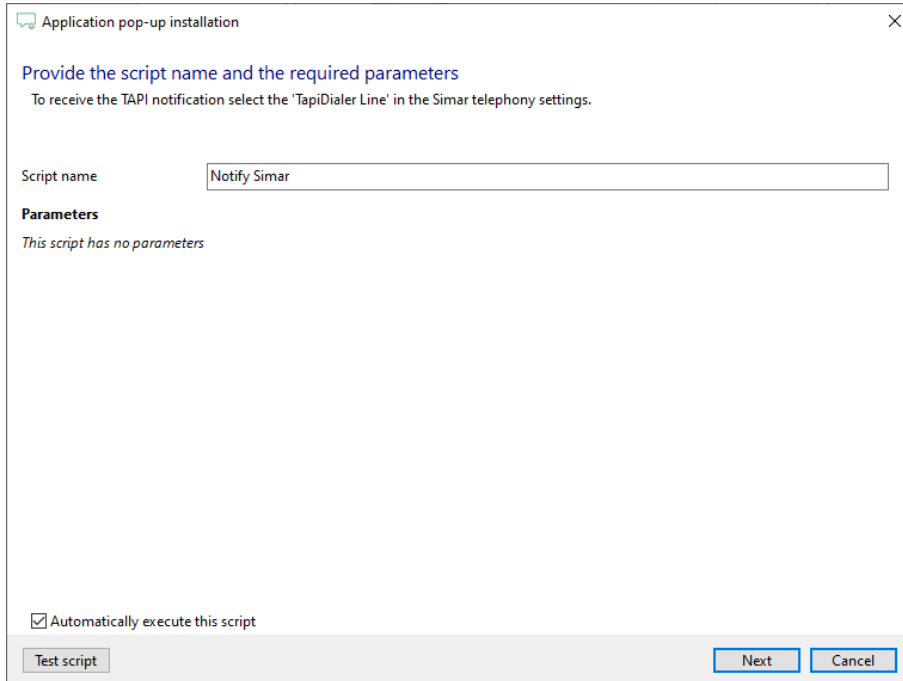
- 1) Start by clicking 'Add application' in the Recognition Configuration Tool. From the list of applications, choose Simar, as shown below.



- 2) The integration works with only the caller's number and therefore does not require any recognition. Click 'next' to continue.



- 3) The script does not require any parameters. Make sure the TapiDialer Line is configured in Simar's telephony settings.



Application pop-up installation

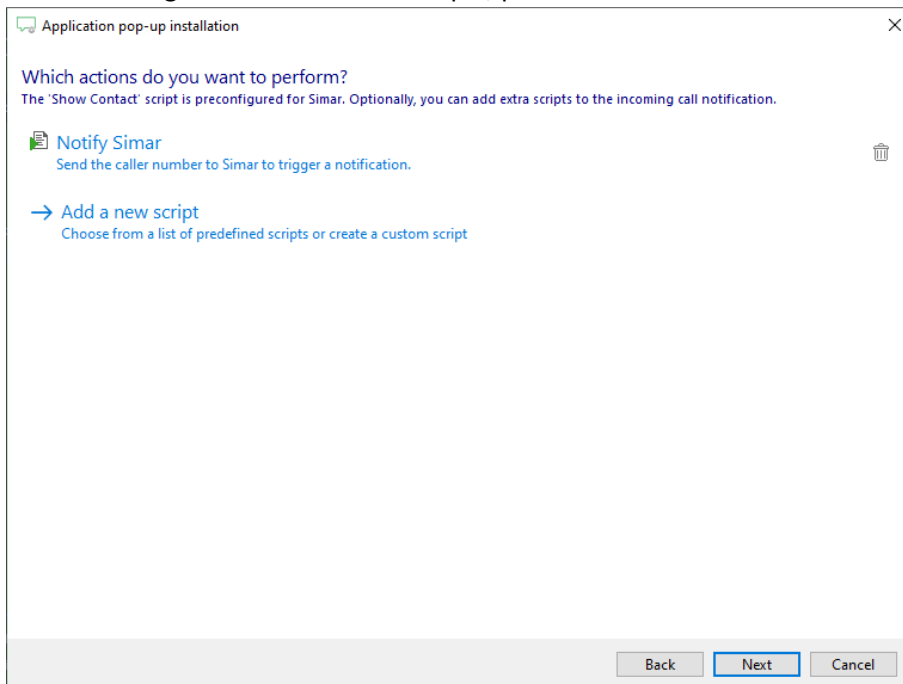
Provide the script name and the required parameters
To receive the TAPI notification select the 'TapiDialer Line' in the Simar telephony settings.

Script name

Parameters
This script has no parameters



Automatically execute this script

- 4) You can change or add additional scripts, press 'Next' to continue.



Application pop-up installation

Which actions do you want to perform?
The 'Show Contact' script is preconfigured for Simar. Optionally, you can add extra scripts to the incoming call notification.

-  **Notify Simar**
Send the caller number to Simar to trigger a notification. 
- **Add a new script**
Choose from a list of predefined scripts or create a custom script

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

