



How to configure caller recognition and screen-pop for:

Zoho Desk

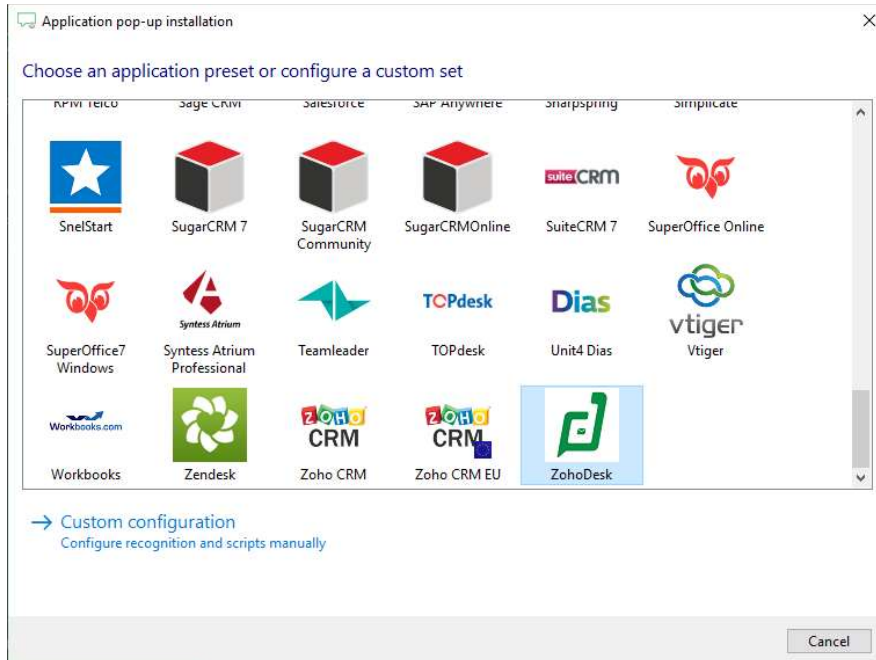
Supported versions: Zoho Desk
Contact replication method: REST API
Screen pop method: Uri

Prerequisites

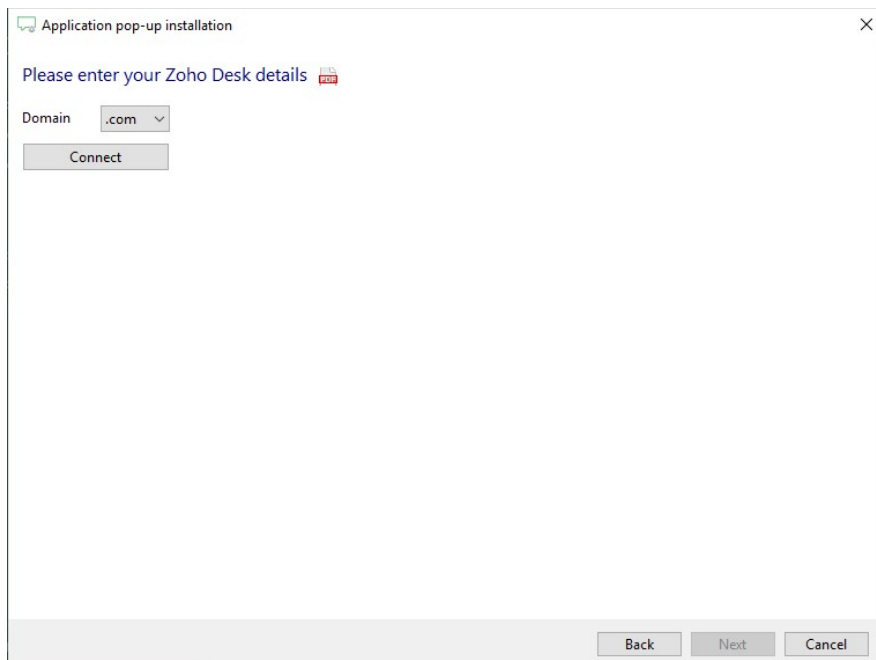
The Zoho Desk API is used for contact data replication. To enable this, the Recognition Update service must be authorized via OAuth 2.0 to access Zoho Desk.

Configuration steps

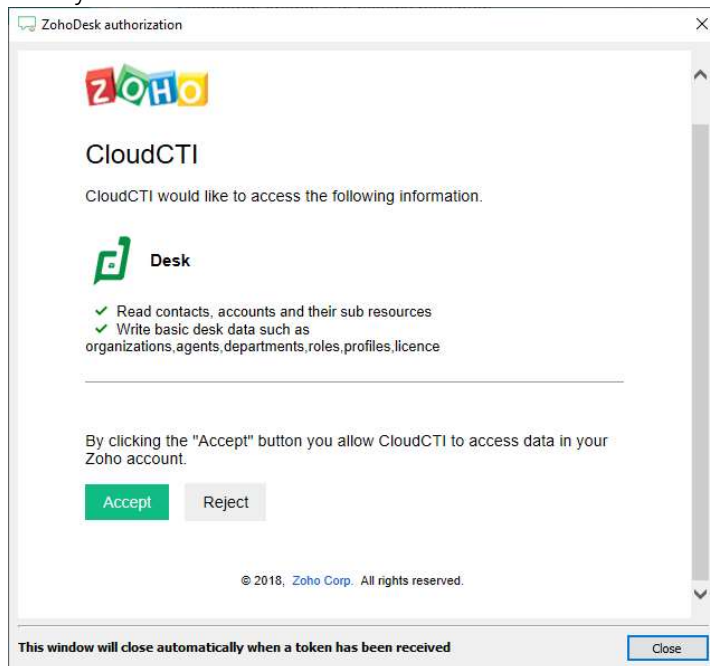
- 1) Start by clicking 'add recognition' in the [Recognition Configuration Tool](#) (this is done automatically if no configuration has yet been configured). From the list of applications, choose 'Zoho Desk', as shown below.



- 2) Connect to Zoho Desk to authorize CloudCTI . Choose which domain you're using and press "Connect".



- 3) Enter your Zoho Desk credentials to access the data from your account and click "Accept".



- 4) Check the configuration summary and click finish to add the recognition from Zoho Desk.

