

Phone Manager

Mitel Phone Manager - Application Support

APRIL 2019

DOCUMENT RELEASE 5.2

APPLICATION SUPPORT



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2 Application Support Plugins

Overview

Phone Manager Professional License contains plugins available that are able to directly integrate with a range of well known CRM and PIM applications. The plugins generally provide deeper, more seamless integration than other methods as they leverage the APIs of the specific application.

Features

There are 4 features that the plugins can provide. Depending on the application that is being integrated with, only some features may be available with varying levels of support and there may need to be integration work performed by the application vendor or administrator of the system. See the application integration document for the specific plugin for details.

- **Dial out directly from the application:** For example having a dial button next to a telephone number field.
- **Screen popping:** Searching the application for contacts that have matching caller ids and displaying the record.
- **Call history:** Creating a call history phone call activity in the application with the call details.
- **Calendar and DND synchronization:** Controlling the DND state of the extension based upon calendar entries in the application.

 If multiple features are required then a new application support set up is needed for each one. E.g. screen pop and call history are required, an application plugin needs adding and configuring for each one.

Configuration

 If the configuration of the CRM application is changed from using the standard fields, field types or formatting or it is customized then this may affect the operation of the product plugin.

 If the CRM installation path is required by the plugin this may vary based on whether the machine is 32bit or 64bit. The default location of c:\program file (x86) may need to be changed.

To configure a plugin for one of the application support features:

1. From the Application Support Configuration section.
2. Click on the **New** button.
3. From the list of **Applications** select the application to integrate with.
4. This will then change configuration on the right hand side to show the specific configuration required for this plugin. See the relevant integration document for details.
5. Select the **Feature** to enable either:
 - Screen pop
 - Call history
 - Calendar / DND sync
6. Multiple features can be enabled for each plugin by repeating the process from step 1.
7. Select the event trigger that will cause the feature to be acted on (this is not applicable to Calendar / DND sync).
 - Direction: inbound, outbound or both.
 - State: call ringing, call answered, call cleared, call cleared only when answered or user controlled (i.e. via a toolbar button).

- Type: external, internal or both.
8. Click on **Save**.

3 Goldmine

Overview

This describes the features that are available when integrating with Goldmine.

Supported Versions

The following Goldmine versions are supported.

Version	Supported
Goldmine v2018.1 (SQL)	
Goldmine v2017.1 (SQL)	
Goldmine v2016.1 (SQL)	
Goldmine v2015.1 (SQL)	
Goldmine v2014.2 (SQL)	
Goldmine v2013.1 (SQL)	
Goldmine v9.2 (SQL)	
Goldmine v8.0 (SQL)	
Goldmine v7.0 (SQL)	

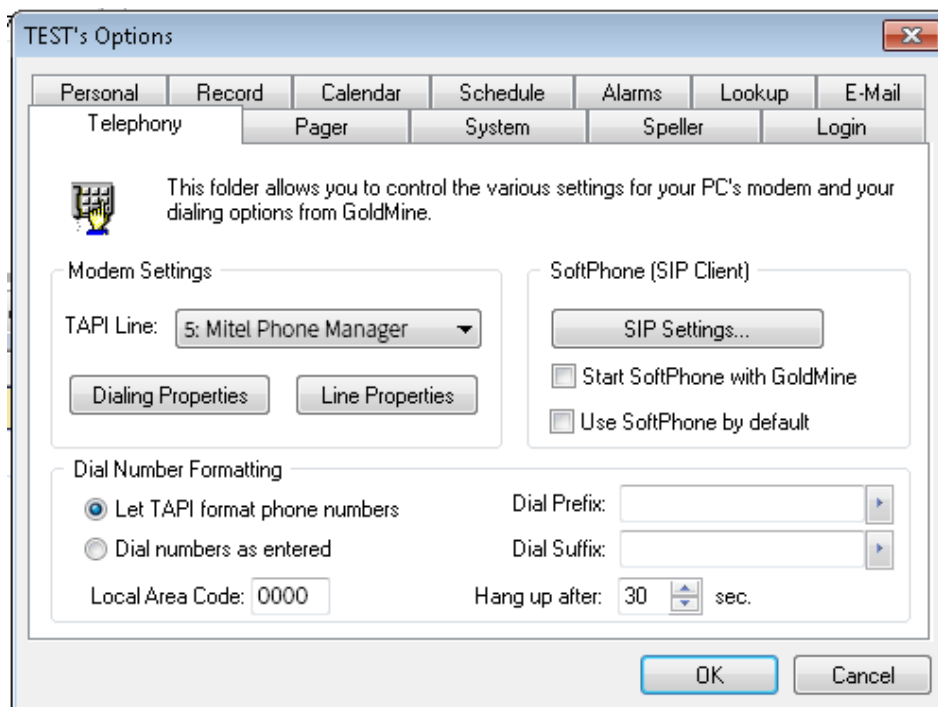
Features

Integration supports the features listed below:

- [Click to dial - TAPI](#)
- [Click to dial - GM+](#)
- [Screen pop for contacts](#)
- [Automatic call history entry](#)
- [Calendar & DND synchronization](#)

[Click to dial - TAPI](#)

Goldmine supports dialing out directly from a Contact using the highlight and dial feature or using TAPI. To configure this within Goldmine from the *Tools -> Options* menu select the Telephony tab as shown.



Then select the Phone Manager TAPI option from the TAPI Line drop down box in the Modem Settings. Contacts can then be dialed by either right clicking on the Phone description field (i.e. Phone 1, Phone 2 or Phone 3) and selecting Dial or clicking on the button from the toolbar menu – this dials the Phone 1.

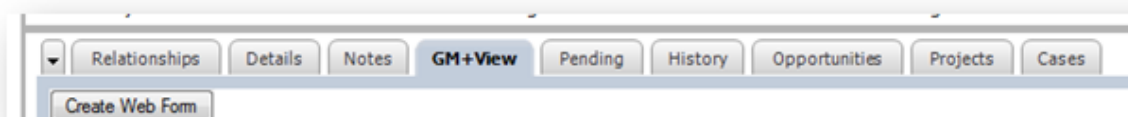
 See the Phone Manager User Guide for TAPI requirements

Click to dial - GM+

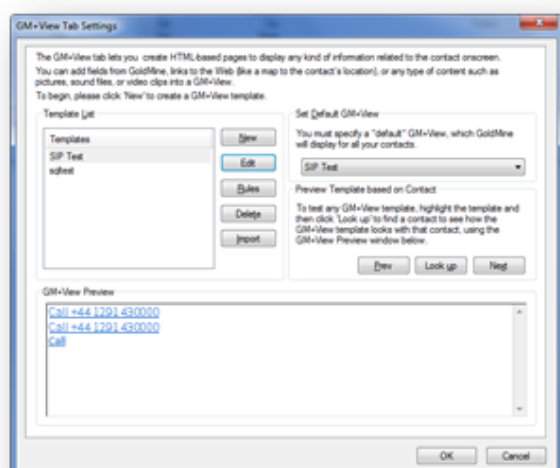
Goldmine supports dialing out directly using a GM+ View that converts the telephone numbers into clickable hyperlinks that call the number when selected.

When using Goldmine and TAPI for outbound dialing Goldmine displays additional dialogue boxes that "pop-up" within the Goldmine user interface, these additional dialogue boxes cannot be disabled within Goldmine. Using the GM+ View does not cause these boxes to be displayed or have any of the limitations of using TAPI, including unable to use in a multi-user environment.

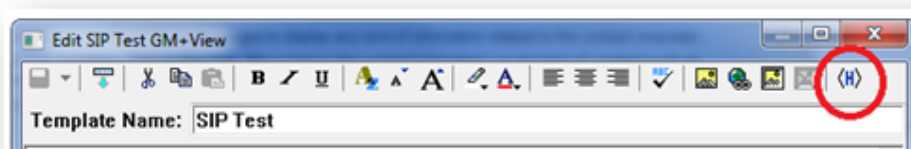
GM+ Views once created change their content based upon the currently selected contact within Goldmine making it ideal for creating hyperlinks. GM+ View tab will need to be enabled by a Goldmine system administrator for clients, and can only be edited / created by a Goldmine Administrator.



The GM+ View tab can have multiple "Templates" associated with it, this allows the user to select which information they wish to see. These templates can be static or rules based. A full explanation of templates is NOT covered by this document.



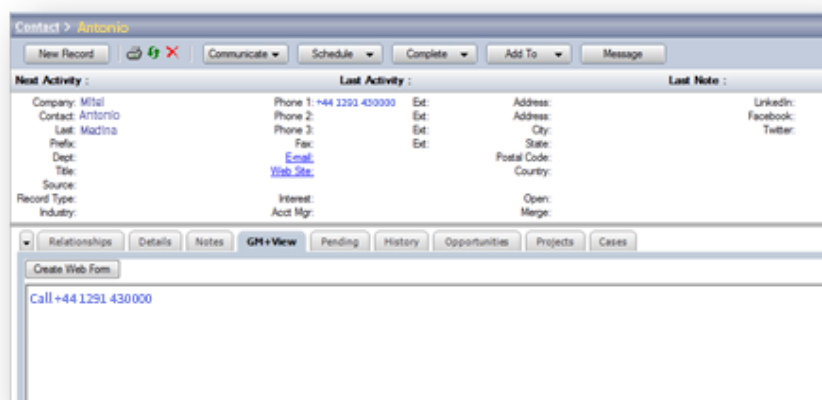
When creating a template you will be provided with the Goldmine template editor, the first step should be to click the HTML editor button to change it to its HTML editing view (Highlighted in red in the image below).



The following HTML snippet can be pasted into the editor:

```
<a href="sip://&lt;&lt;&amp;phone1&gt;&gt;">Call &lt;&lt;&amp;phone1&gt;&gt;</a>
```

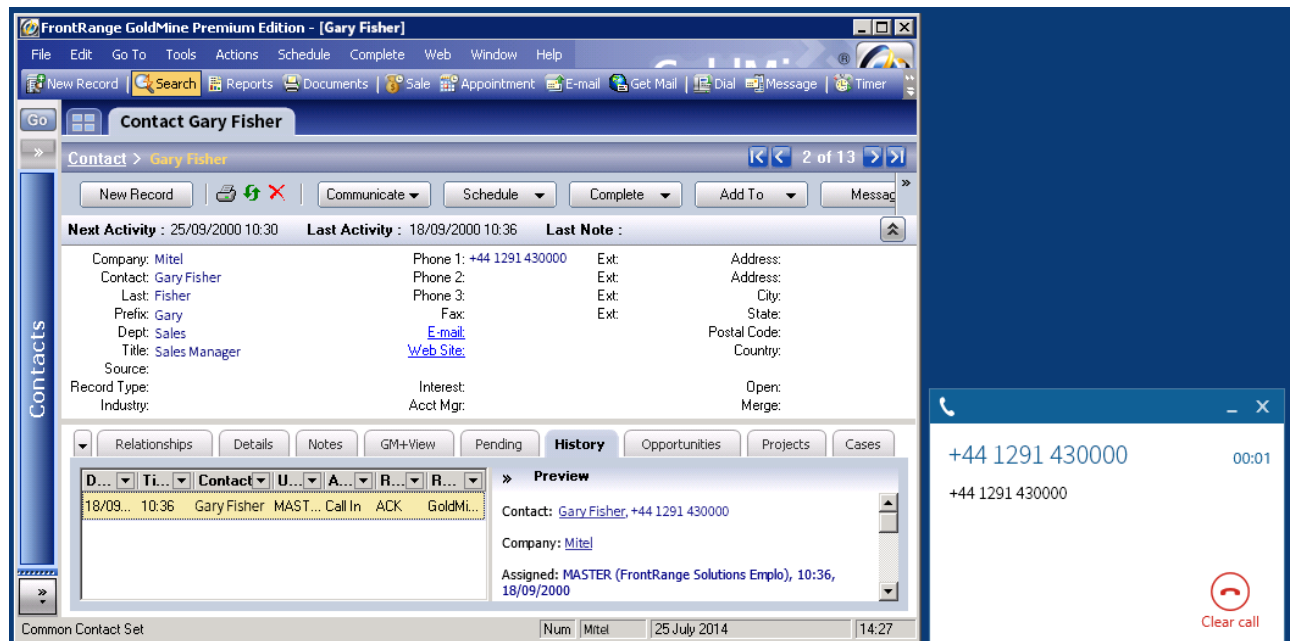
This snippet when viewed via the GM+ View in Goldmine will provide a SIP URI link containing the phone number contained in the Phone1 field of the current contact, and will dynamically change based on the selected contact. Addition entries can be added to the GM+ View template containing Phone2, Phone3 fields from Goldmine by editing the above examples substituting phone1 with either phone2 or phone3. If a phone field has no number then a blank call entry will be shown.



Screen pop for contacts

The Goldmine contacts can be screen popped directly within Goldmine when an incoming call is received using the

caller id or from an outgoing call using the dialled number. The telephone number is then used to find any matching contacts that have this number. For example an inbound call is received from 02071975186 as shown on the toaster. The plugin performs a search on the contacts to find any records that have matching telephone numbers. A match was found and the contact record was automatically displayed.



If multiple matches are found then the first Contact found with this telephone number will be displayed.

Contact fields

The range of telephone numbers that are to be searched for can be configured. By default the common telephone number fields are pre selected.

Field Name	Enabled?
Account Number	
Phone 1	
Phone 2	
Fax Number	
All Telephone Fields	

Telephone number formats

Goldmine does not provide a standard format for storing telephone numbers within the system by default. The plugin supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 been searched for.

UK & International Telephone Formats			
08001831234	(0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234

The default formats for the US are shown below. This is based on the number 9876543210 been searched for.

US Telephone Formats			
9876543210	987.654.3210	+1 (987) 654-3210	19876543210
987-654-3210	(987) 654-3210	1-987.654.3210	1-987-654-3210
1(987) 654-3210	(987)654-3210		

Automatic call history entry

Phone Manager can work with the History within Goldmine and can have *Call Completed* entries automatically created for calls made or received by the User when a match has been found to an entry in their contacts. The contact to associate with this is found using the caller id received or dialled number.

The notes section of the call entry is populated with the information shown.

Completed Outgoing Call

Contact: Sarah Short Activity: Call Out User: Mitel ☐ Private

Reference: Unanswered Call

Opportunity / Project: (none) New Or Case: (none) New

Code: Result: Date: 12/06/2014 Time: 12:12 Duration: 00:00:00 Success: Successful

Notes:

Phone number: +44 1291 430000
DDI:
DDI Name:
Direction: Outbound Account Code:

OK Cancel

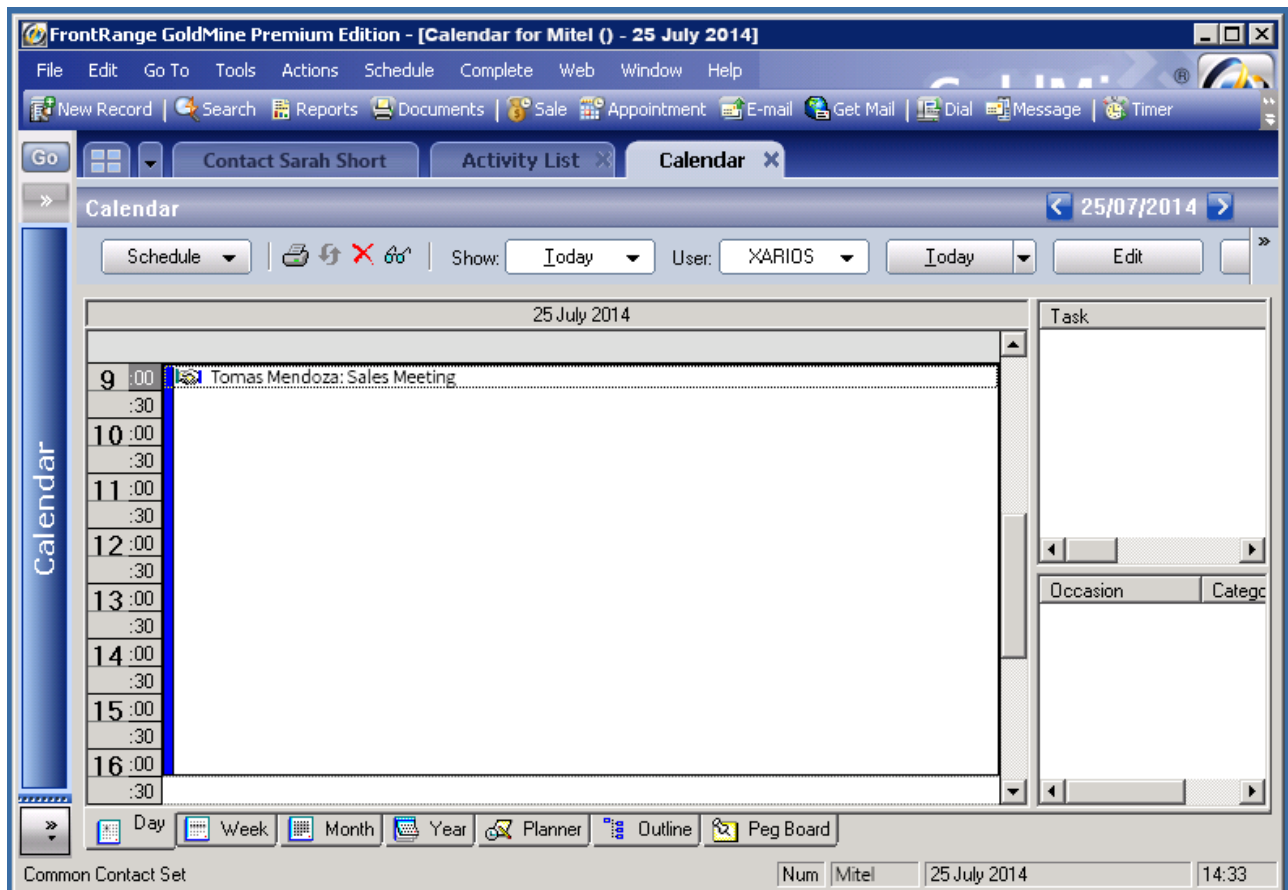
Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialled number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received on.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a call recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a

browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording id when the call has been answered.

Calendar & DND synchronization

The calendar within Goldmine can be synchronized with the DND status of the extension of the User. For example when there is an appointment in the calendar and this is due the extension can be automatically placed into DND with the DND text set to the *Reference* field of the appointment. When the appointment ends, the extension will be automatically removed from DND.

For example the *Appointment* entry below will place the Users extension into DND between 09:00 and 16.30 with the DND text set to "Sales Meeting".



Configuration

The integration needs to be configured for the correct version of Goldmine that is running. From the *Version* tab select the relevant entry from the drop down list.



Settings Fields

Version Goldmine v2013.1 (SQL) ▼

4 Maximizer

Overview

This describes the features that are available when integrating with Maximizer.

Supported Versions

Version	Supported
2015 (v13.0) Desktop Client	

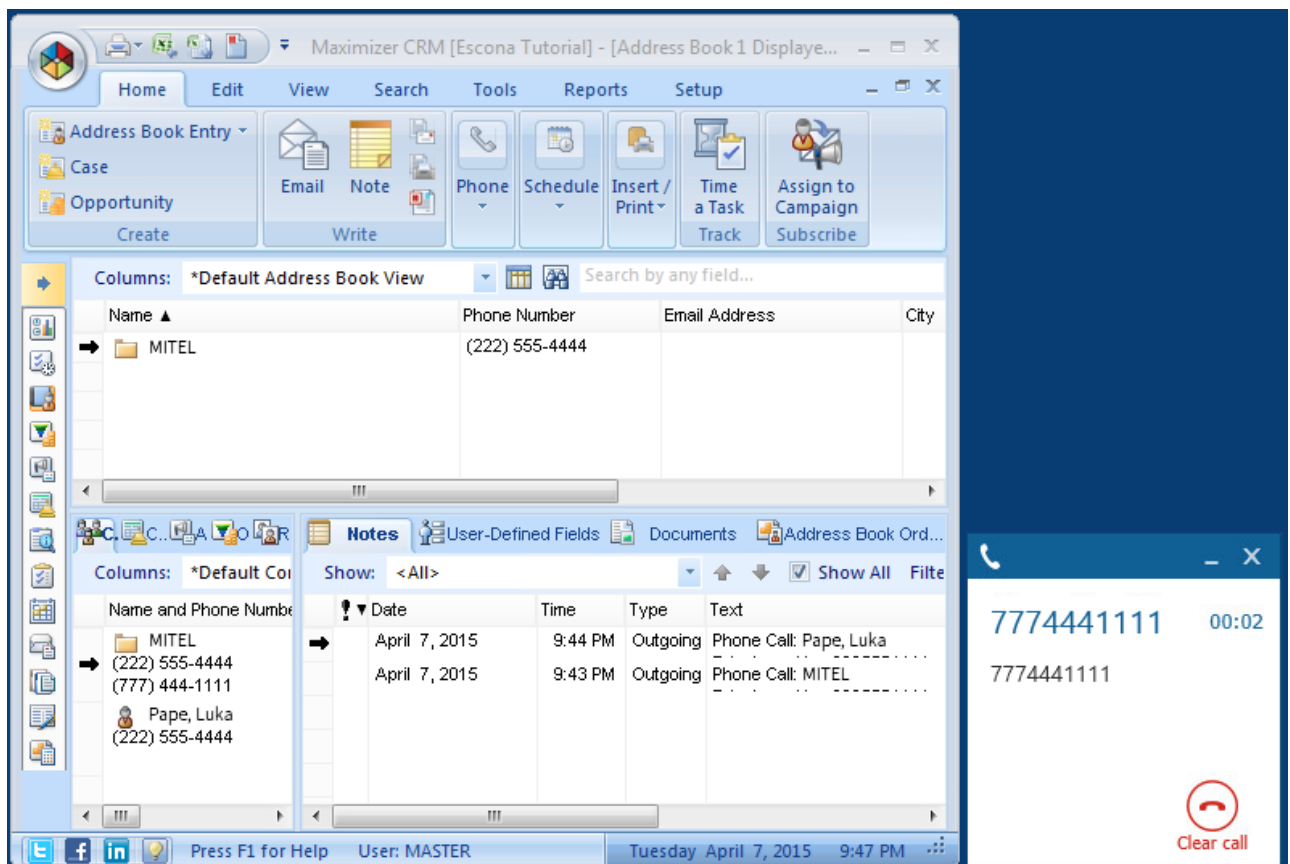
Features

Integration with Maximizer supports the features listed below:

- [Screen pop](#)
- [Automatic call history entry](#)

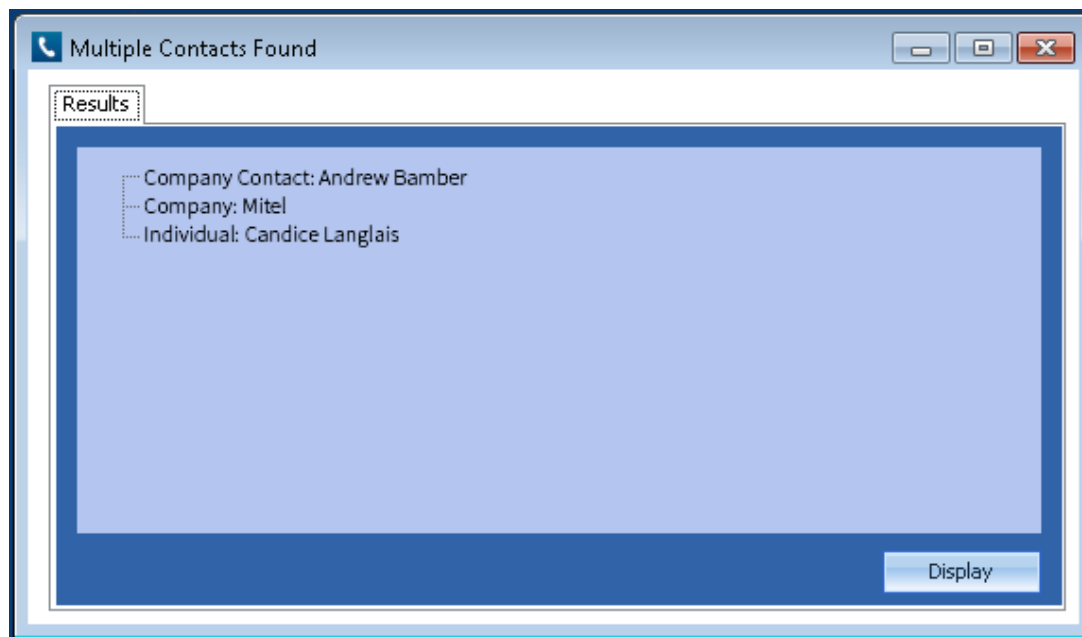
Screen pop

Company, *Individual* and *Company Contact* records can be screen popped directly within Maximizer when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching records that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have this telephone number. A matching *Company* entity was found and the associated record was automatically displayed within Maximizer.



The screenshot shows the Maximizer CRM interface. The main window is titled 'Maximizer CRM [Escona Tutorial] - [Address Book 1 Displaye...'. The 'Address Book Entry' view is active, showing a list of records with columns: Name, Phone Number, Email Address, and City. A record for 'MITEL' with phone number '(222) 555-4444' is selected. The 'Notes' pane is open, showing a list of calls for 'MITEL' and 'Pape, Luka'. A 'Screen Pop' window is overlaid on the right, displaying the number '7774441111' and a 'Clear call' button.

If multiple matches are found then the *Multiple Matches* window is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found three matching records, a *Company Contact*, *Company* and *Individual* record that have this telephone number.



The correct record can then be highlighted and then clicking on the *Display* button will open this associated record.

Automatic call history entry

The plugin supports the ability to be able to automatically create a Maximizer "Phone Call" Note. The record to associate this with is found using the caller id received or the number dialled.

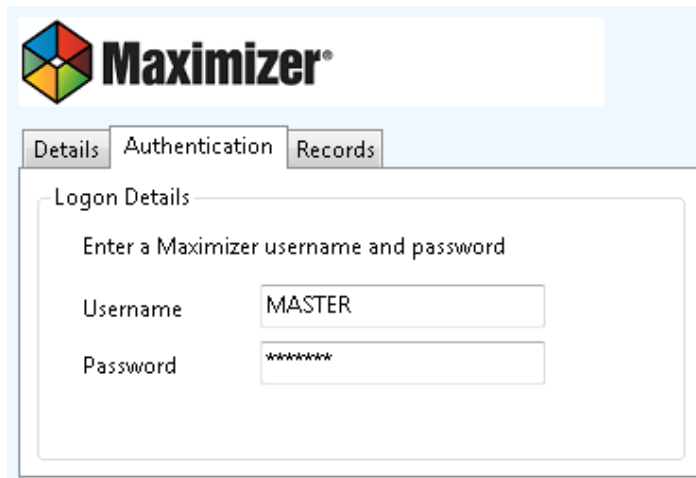
The record is automatically created with the information relating to the call entered into the relevant fields.

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialled number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received on.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a call recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording id when the call has been answered.

Configuration

Authentication

The database authentication details used to connect to the Maximizer database are configured on the *Authentication* tab.

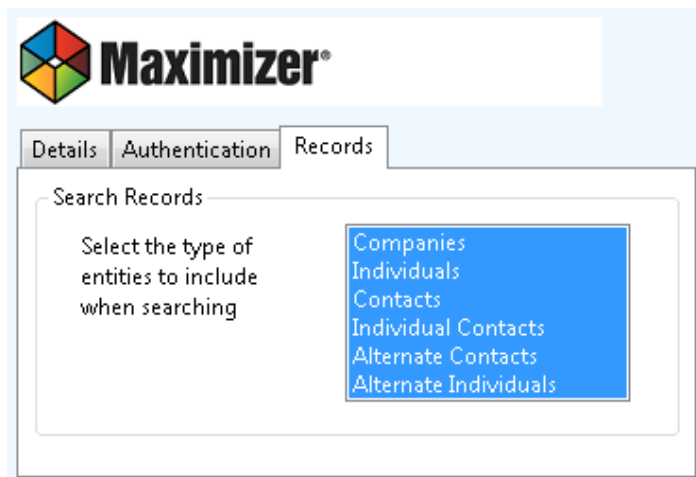


The screenshot shows the Maximizer web interface with the 'Authentication' tab selected. The 'Logon Details' section contains a prompt 'Enter a Maximizer username and password' and two input fields: 'Username' with the value 'MASTER' and 'Password' with masked characters '*****'.

Enter a valid Maximizer **Username** and **Password** into the relevant fields.

Records

The type of records to include when performing a search can be controlled on the *Records* tab.



The screenshot shows the Maximizer web interface with the 'Records' tab selected. The 'Search Records' section contains a prompt 'Select the type of entities to include when searching' and a list box with the following options: Companies, Individuals, Contacts, Individual Contacts, Alternate Contacts, and Alternate Individuals. The 'Companies' option is currently selected.

5 Microsoft Dynamics CRM

Overview

This describes the features that are available when integrating with Microsoft Dynamics CRM.

Supported Versions

The following Microsoft Dynamics CRM versions are supported.

Version	On-premise deployment	Internet-facing deployment (IFD)	Microsoft Online
v5 (2011)			
v6 (2013)			
v7 (2015)			
v8 (2016)			
Dynamics 365 (2016)	n/a	n/a	

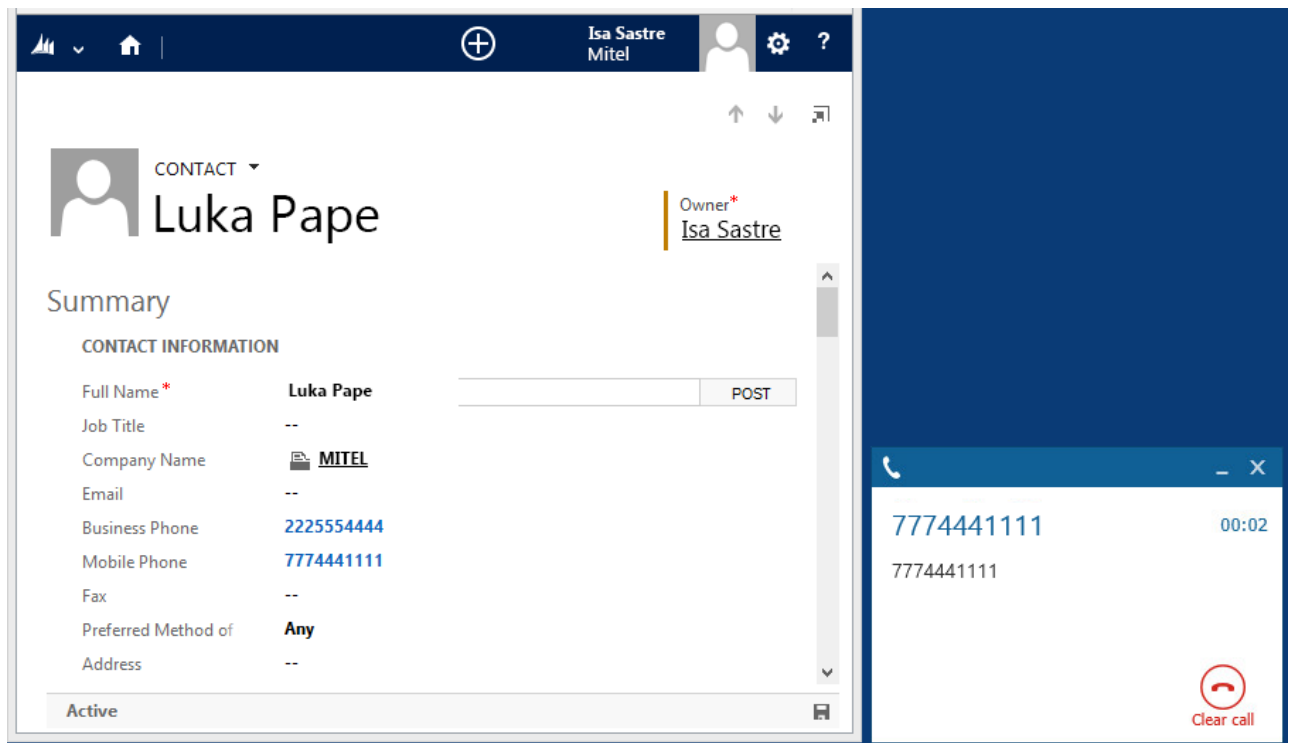
Features

Integration with Microsoft Dynamics CRM supports the features listed below:

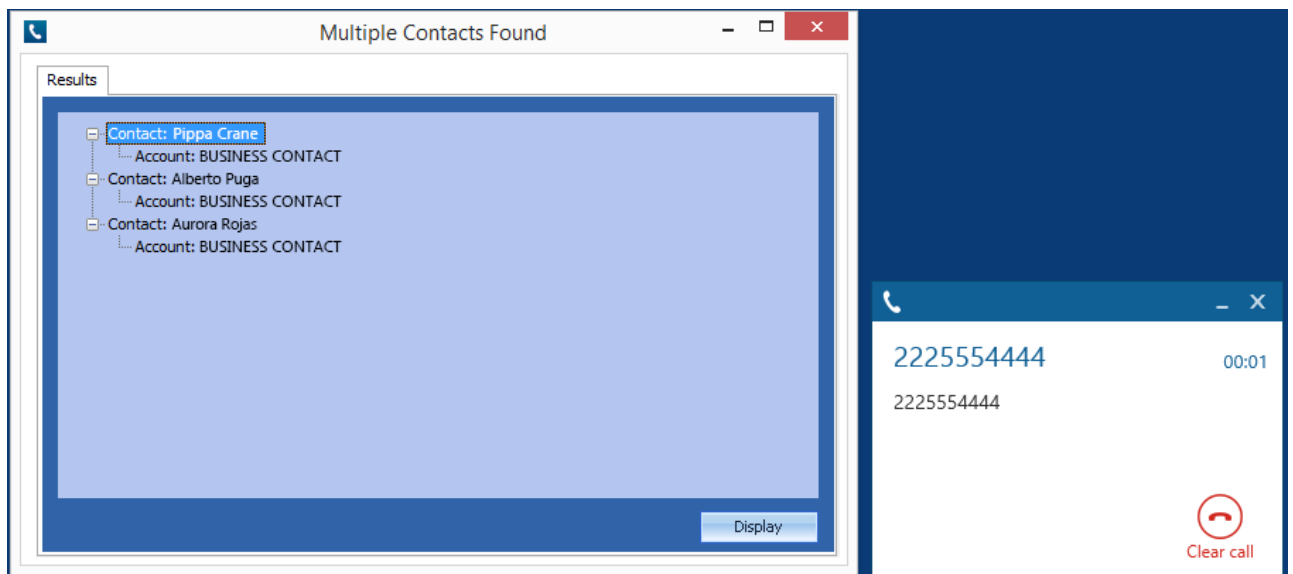
- [Screen pop for contacts](#)
- [Automatic call history entry](#)
- [Calendar & DND synchronization](#)

Screen pop

CRM *Contact*, *Account* and/or *Lead* entities can be screen popped directly within CRM when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching entities that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* entity was found and the record was automatically displayed using the Users default browser.



If multiple matches are found then the *Multiple Contacts Found* is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found three matching *Contact* entities that have this telephone number. This also will then show the any related entities, in this example the *Account* the contact is associated with.

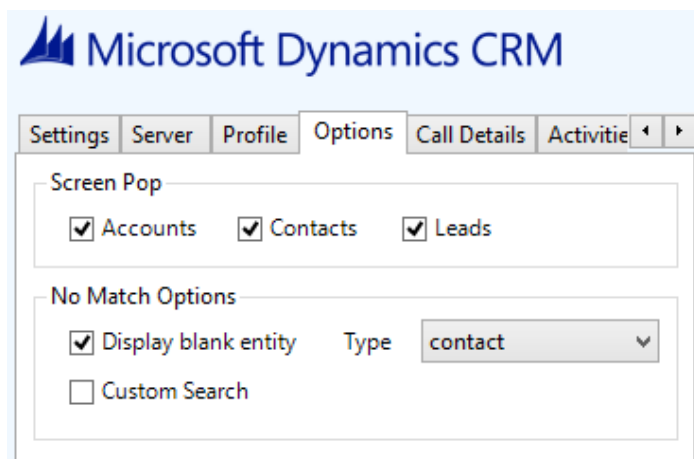


The correct Entity can then be highlighted and then clicking on the *Display* button will open this record.

 The plugin will only search for *Accounts* and *Contacts* that are in the *Active* state. If any records have been *Deactivated* then they will not be displayed.

Entity and matching options

Configuration options are available on the plugin that allow the type of *Entities* to be used in the searching to be set. For example it can be configured so that only the *Contact* Entities are searched. These options are set on the *Options* tab



Microsoft Dynamics CRM

Settings Server Profile Options Call Details Activities

Screen Pop

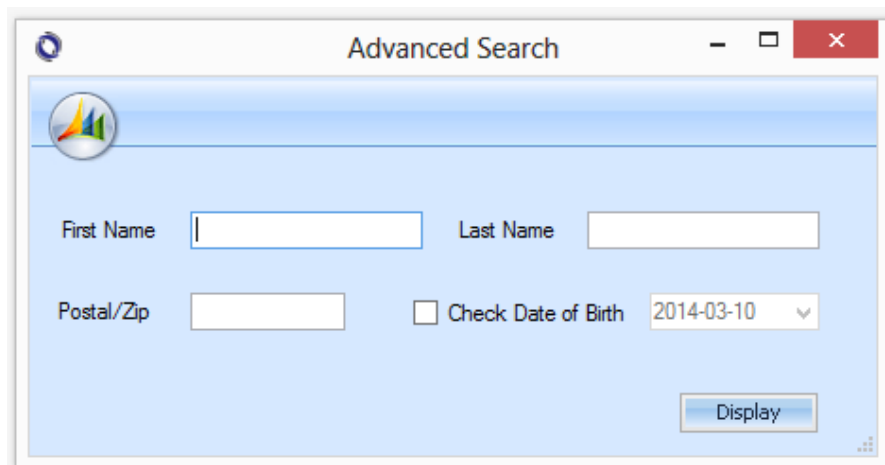
☒ Accounts ☒ Contacts ☒ Leads

No Match Options

☒ Display blank entity Type: contact

☐ Custom Search

If no match is found then the *Custom Search* option can be selected and this will display a form to allow the user to enter the first name, last name, date of birth or post code and these values will then be used to try and find any matching records.



Advanced Search

First Name: Last Name:

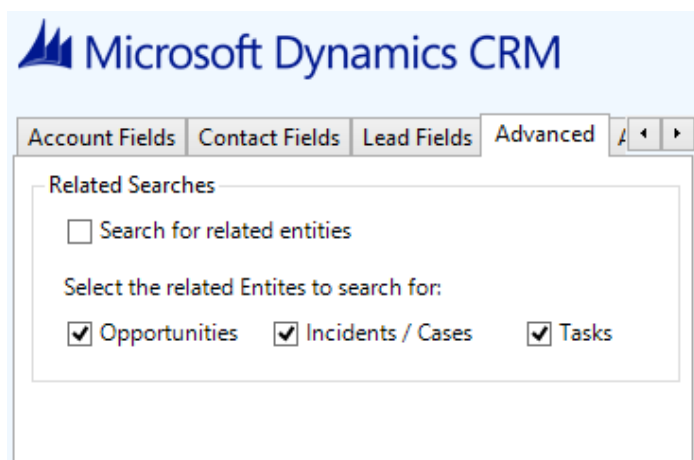
Postal/Zip: ☐ Check Date of Birth: 2014-03-10

Display

If still no match is found when searching for an Entity than a blank form can be automatically displayed to create a New Entity. The Type of Entity, *Contact*, *Account* or *Lead* that is created can be set here.

Advanced options

The *Advanced* tab allows control over if related Entities of a matching *Contact*, *Account* or *Lead* are shown in the *Multiple Contacts Found* window.



Microsoft Dynamics CRM

Account Fields Contact Fields Lead Fields Advanced

Related Searches

☐ Search for related entities

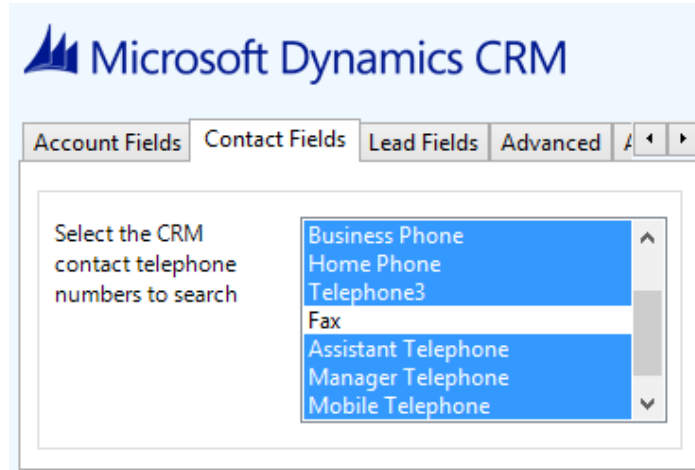
Select the related Entities to search for:

☒ Opportunities ☒ Incidents / Cases ☒ Tasks

Any related Entities that have their *statecode* as *Open* (for Opportunities & Tasks) or *Active* (for Incidents/Cases) will then be displayed in the *Multiple Contacts Found* window. Selecting these related matches in the *Multiple Contacts Found* window and clicking *Display* will then pop this record.

Search fields

The range of telephone numbers that are to be searched for can be configured for each of the *Contact*, *Account* or *Lead* Entities individually. By default the common telephone number fields are listed on the *Leads Fields*, *Contacts Fields* or *Account Fields* tab.



These are the default field name and descriptions and may be different if they have been customized. Contact your Microsoft Dynamics CRM administrator for details.

Contact Entities

Field name	Field description	Enabled?
Business Phone	telephone1	
Home Phone	telephone2	
Telephone3	telephone3	
Fax	fax	
Assistant Telephone	assistantphone	
Manager Telephone	managerphone	
Mobile Telephone	mobilephone	
Pager	pager	
Primary Address Phone 1	address1_telephone1	
Primary Address Phone 2	address1_telephone2	
Primary Address Phone 3	address1_telephone3	

Account Entities

Field name	Field description	Enabled?
Main Phone	telephone1	

Other Phone	telephone2	
Fax	fax	

Lead Entities

Field name	Field description	Enabled?
Business Phone	telephone1	
Home Phone	telephone2	
Other Phone	telephone3	
Fax	fax	
Mobile Phone	mobilephone	
Pager	pager	

Telephone number formats

Microsoft Dynamics CRM does not provide a standard format for storing telephone numbers within the system by default. The plugin supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 been searched for.

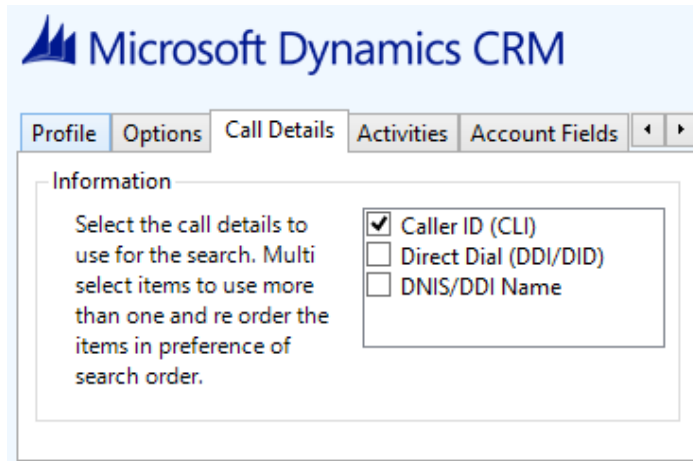
UK & International Telephone Formats			
08001831234	(0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234

The default formats for the US are shown below. This is based on the number 9876543210 been searched for.

US Telephone Formats			
9876543210	987.654.3210	+1 (987) 654-3210	19876543210
987-654-3210	(987) 654-3210	1-987.654.3210	1-987-654-3210
1(987) 654-3210			

Call details

The call information that is used to search for matching records can be configured. By default the dialed number or the caller id are used to search with, depending on the call direction, but other call details can be configured. There are options for the direct dial number or the direct dial name (or DNIS) as shown.



Microsoft Dynamics CRM

Profile Options **Call Details** Activities Account Fields

Information

Select the call details to use for the search. Multi select items to use more than one and re order the items in preference of search order.

- ☒ Caller ID (CLI)
- ☐ Direct Dial (DDI/DID)
- ☐ DNIS/DDI Name

 Caller ID represents either the caller ID for inbound calls or the dialed number for outbound calls.

The configuration box lets you select multiple different types of call detail with the details to be used having the check box next to each one selected. The order of the searching can also be configured by dragging and dropping the entry and ordering the list accordingly.

When multiple call details are used the searching will stop as soon as a match is found with the first call detail.

Automatic call history entry

The plugin supports the ability to be able to automatically create and display a Microsoft Dynamics CRM Phone Call Activity entity. The Entity to associate this with is found using the caller id received or the number dialed, and if multiple matches are found then the *Multiple Contacts Found* window is shown as for the [screen popping](#). The telephone numbers used to search are set in the [screen popping](#) section.

The Activity record is automatically created with the information relating to the call entered into the description field and the related entities are linked as shown.

MARK COMPLETE
 CLOSE PHONE CALL
 CONVERT TO
 DELETE
 ...

PHONE CALL ▾

Outbound Answered

Priority
Normal

Due
7/23/2014 11:11 AM

Status*
Open

Owner*
Sergio Araya

Subject*
Outbound Answered

Call From*
 Sergio Araya

Call To*
Sergio Araya

Phone Number
+44 1291 430000

Direction
Outgoing

Description

Phone number: +44 1291 430000
DDI:
DDI Name:
Direction: Outbound
Account Code:
Trunk: 94308
Transferring Extension:

Call Recording: <http://callrecorder/default.aspx?recid=1574601>

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they not known until the call is cleared.
Call Recording	If integrating with a Xarios Call Recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder only create the recording id when the call has been answered.

The plugin configuration has several options that can be set to determine how the record is created.

The screenshot shows the Microsoft Dynamics CRM interface with the 'Activities' tab selected. Within this tab, the 'Call Activity Record' section contains two checkboxes: 'Complete Activity Record' (unchecked) and 'Display Activity Record' (checked).

Complete Activity Record: This will set the status of the Activity to be Completed.

Display Activity Record: This will display the Activity form, if this is not set then the record will be created without the user seeing the form.

Calendar & DND synchronization

The calendar within Microsoft Dynamics CRM can be synchronized with the DND status of the extension of the User. For example when there is an appointment in the calendar and this is due to start the extension can be automatically placed into extensionDND with the DND text set to the *Subject* field of the appointment. When the appointment ends, the extension will be automatically removed from DND.

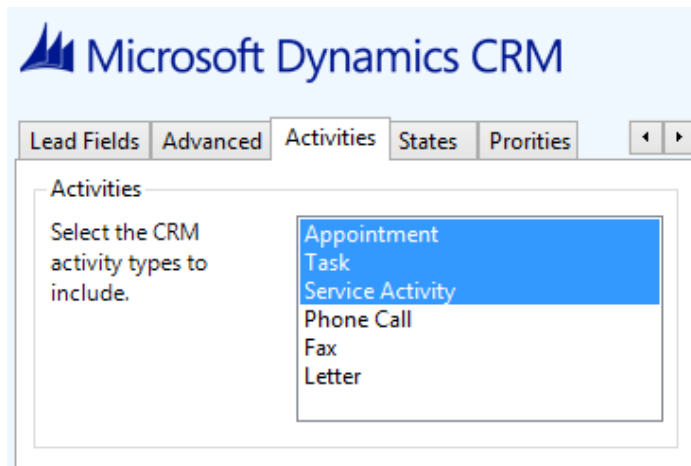
There are several options to be able to control the types of Activities that cause the extension to go into DND. The *Priorities* tab allows Activities with a specific priority to be included or excluded.

The screenshot shows the Microsoft Dynamics CRM interface with the 'Priorities' tab selected. The 'Activity Priorities' section includes a label 'Select the CRM activity priorities to include.' and a list box containing three options: 'Low', 'Normal', and 'High'. The 'Normal' option is currently selected.

The States tab allows only Activities with specific states to be included or excluded.

The screenshot shows the Microsoft Dynamics CRM interface with the 'States' tab selected. The 'Activity States' section includes a label 'Select the CRM activity states to include.' and a list box containing four options: 'Busy', 'Out of Office', 'Free', and 'Tentative'. The 'Out of Office' option is currently selected.

The Activities tab allows specific types of Activities to be included or excluded.

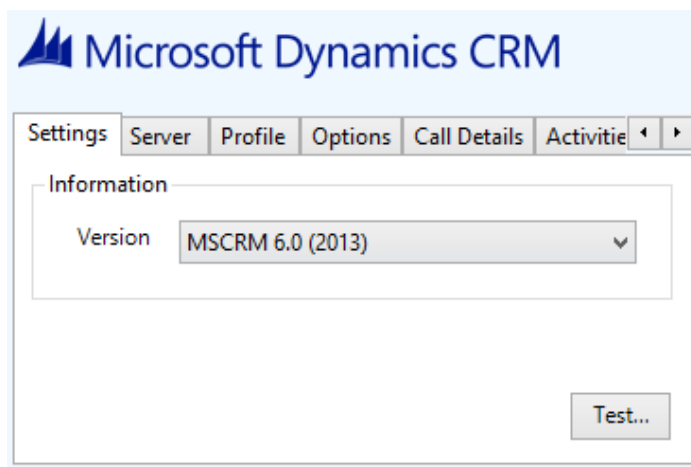


Configuration

For any of the features there needs to be some basic configuration that needs to be performed to authenticate and allow access to Dynamics CRM.

Settings and versions

The correct version of Dynamics CRM that is used needs to be selected from the Version drop down on the *Settings* tab.



Server connection

The specific connection details to the CRM server need to be set on the *Server* tab.

Microsoft Dynamics CRM

Settings | **Server** | Profile | Options | Call Details | Activities

Server Details

Discovery Server:

☒ Does this server use SSL?

Organisation Name:

Enter the friendly organisation name (found at the top right hand corner of the page in CRM).

Discovery Server: This is the URL of the Microsoft Dynamics CRM discovery server. This is normally the same as the CRM server. Contact your administrator for details on what this should be.

For the Microsoft hosted version use the following based upon the organization location.

Location	Discovery Server
North America	crm.dynamics.com
North America 2	crm9.dynamics.com
Europe, Middle East and Africa (EMEA)	crm4.dynamics.com
Asia Pacific Area (APAC)	crm5.dynamics.com
Oceania	crm6.dynamics.com
Japan (JPN)	crm7.dynamics.com
South America	crm2.dynamics.com

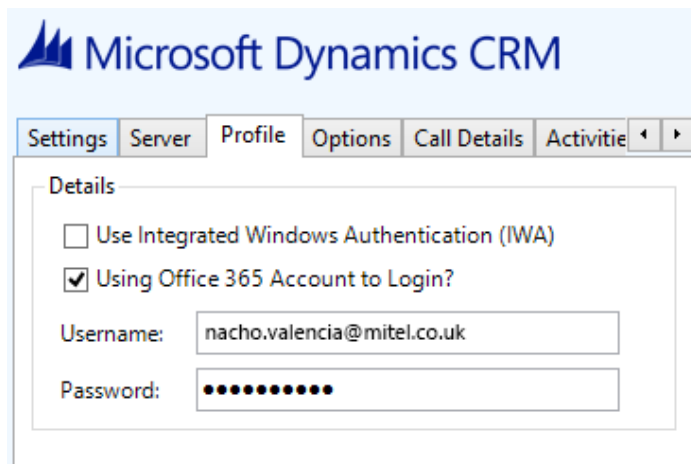
Does this server use SSL: If SSL/HTTPS connection is required to connect to the CRM system enable this option.

Organization Name: This should be set to the organization name configured for the company that will be used to integrate with. This should match the exact name shown in the top right hand corner of the CRM web page when you are logged in.



Authentication and profile details

The Profile tab enables the security credentials used to access Microsoft Dynamics CRM to be configured.



The screenshot shows the Microsoft Dynamics CRM interface. At the top is the Microsoft Dynamics CRM logo. Below it is a navigation bar with tabs: Settings, Server, Profile, Options, Call Details, and Activities. The 'Profile' tab is selected. Below the tabs is a 'Details' section with the following options:

- ☐ Use Integrated Windows Authentication (IWA)
- ☒ Using Office 365 Account to Login?

Below these options are two input fields:

Username:

Password:

Use Integrated Windows Authentication: If this is set then the username, password and domain details from user who is logged on the computer will be used.

 Using Integrated Windows Authentication is NOT supported when using IFD and claims based authentication.

Depending on the configuration of Microsoft Dynamics CRM and how it is accessed will determine what options are required.

6 Microsoft Dynamics NAV

Overview

This describes the features that are available when integrating with Microsoft Dynamics NAV.

Supported Versions

The following Microsoft Dynamics NAV versions are supported.

Version	Client	Supported
v4.0 SP2	Classic Client	
v5.00	Classic Client	
v6.00 (2009)	Classic Client	
v6.00 (2009 R2)	RoleTailored Client	
v7.00 (2013)	Web Client	
v7.00 (2013 R2)	RoleTailored Client	
v9.00 (2016)	Web Client	
v9.00 (2016)	RoleTailored Client	
v10.00 (2017)	Web Client	
v10.00 (2017)	RoleTailored Client	

Features

Integration with Microsoft Dynamics NAV supports the features listed below:

- [Screen pop](#)

Screen pop

Microsoft Dynamics NAV *Contact* or *Customer* cards can be screen popped directly within NAV when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching entities that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* was found and the card was automatically displayed within the NAV client.

This example shows the RoleTailored Client.

View - Contact Card - CT000145 - Roberto Rivero

Home | **Actions** | **Navigate** | **Report** | **Mitel**

Manage | **Process** | **Report**

CT000145 - Roberto Rivero

General

No.:	CT000145	Post Code:	
Type:	Person	Country/Region ...	
Company N...:	CT000142	Search Name:	ROBERTO RIV...
Company N...:	Mitel	Phone No.:	222 555 4444
Name:	Roberto Rive...	Salesperson Code:	
Address:		Salutation Code:	UNISEX
Address 2:		Last Date Modifi...	04/08/2014
City:		Date of Last Inter...	
County:		Last Date Attemp...	
		Next To-do Date:	

Links

Link Address	Descrip

Notes

[Click here to create a new note.](#)

Close

Call Log

7774441111	00:02
7774441111	

Clear call

This example shows the Microsoft Dynamics NAV web client, the matching contact is shown using the Users default browser settings.

View - Contact Card - CT000145 - Matthieu Gagnon

Home | **Actions** | **Navigate** | **Report** | **General** | **Lines** | **Manage**

Close | **Edit** | **Delete** | **Apply Template...** | **Sales Quotes** | **Statistics** | **Contact Cover Sheet**

Manage | **Process** | **Report**

CT000145 - Matthieu Gagnon

General

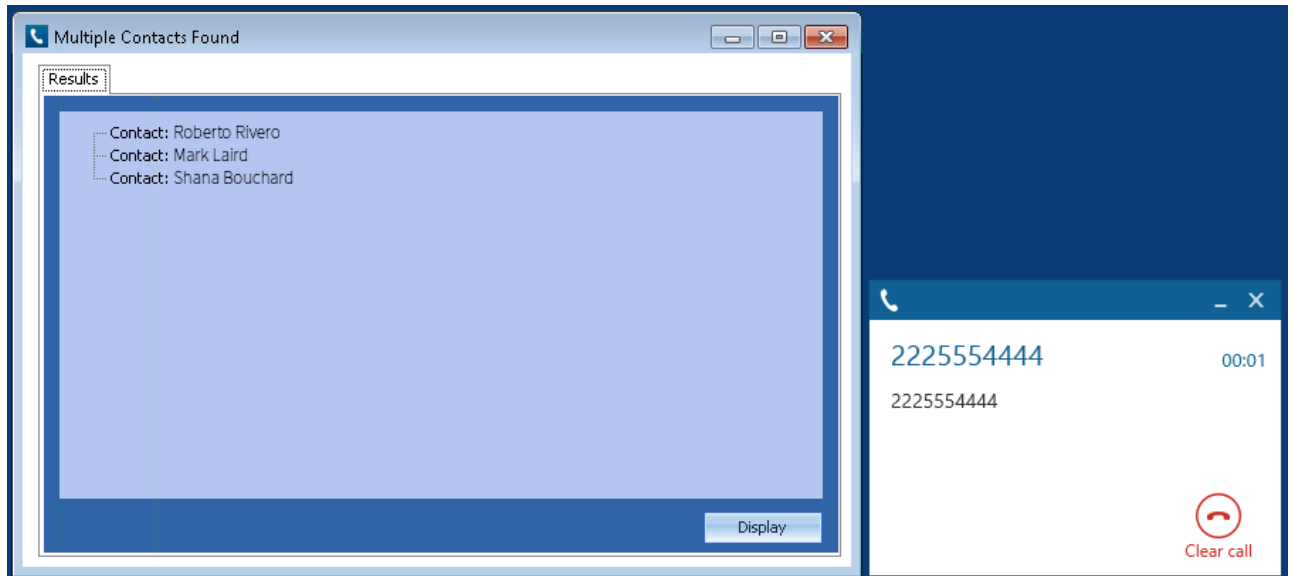
No.	CT000145	Country/Region Code	
Type	Person	Search Name	MATTHIEU GAGNON
Company No.	CT000142	Phone No.	222 555 4444
Company Name	MOTO GP	Salesperson Code	
Name	Matthieu Gagnon	Salutation Code	UNISEX
Address		Last Date Modified	04/08/2014
Address 2		Date of Last Interaction	
City		Last Date Attempted	
County		Next To-do Date	
Post Code			

Lines

Communication

Phone No.	222 555 4444	E-Mail	
Mobile Phone No.	777 444 1111	Home Page	

If multiple matches are found then the *Multiple Contacts Found* is shown and enables the User to select the correct card to be displayed. For example a call is made to 2225554444 and this has found three matching *Contacts* that have this telephone number.

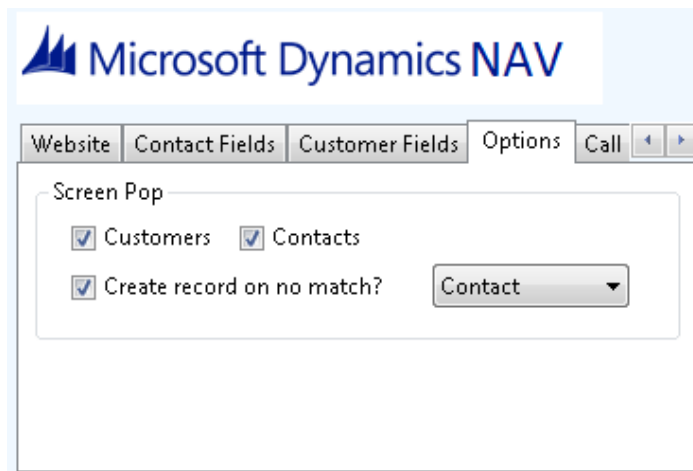


The correct entry can then be highlighted and then clicking on the *Display* button will open this card.

Entity and matching options

Configuration options are available on the plugin that allow the type of *cards* to be used in the searching to be set. For example it can be configured so that only the *Customer* or *Contact* Entities are searched. These options are set on the *Options* tab.

Selecting the *Create record on no match?* will create and open a new card of the type that has been selected.



If no match is found then no records will be displayed.

The Web client supports creating a blank contact if there is no match on a call, however, the RTC client does not.

Search fields

The range of telephone numbers that are to be searched for can be configured for each of the *Contact* or *Customer* cards individually. By default the common telephone number fields are listed on the *Contact Fields* and *Customer Fields* tab.

These are the default field names and may be different if they have been customized. Contact your Microsoft Dynamics NAV administrator for details.

Contacts

Field Description	Field name	Enabled?
-------------------	------------	----------

Phone Number	Phone No_	
Mobile Phone Number	Mobile Phone No_	
Fax Number	Fax No_	
Telex Number	Telex No_	
Pager Number	Pager	

Customers

Field Description	Field name	Enabled?
Phone Number	Phone No_	

Telephone number formats

Microsoft Dynamics NAV does not provide a standard format for storing telephone numbers within the system by default. The plugin supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 been searched for.

UK & International Telephone Formats			
08001831234	(0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234

The default formats for the US are shown below. This is based on the number 9876543210 been searched for.

US Telephone Formats			
9876543210	987.654.3210	+1 (987) 654-3210	19876543210
987-654-3210	(987) 654-3210	1-987.654.3210	1-987-654-3210
1(987) 654-3210			

Microsoft Dynamics NAV stores the country code and area code parts of each telephone number separately from the main number. From the *Formats* tab the country and area codes can be set to be appended to the telephone number when a search is made.

Call details

The call information that is used to search for matching records can be configured. By default the dialed number or the caller id are used to search with, depending on the call direction, but other call details can be configured. There are options for the direct dial number or the direct dial name (or DNIS) as shown.

Caller ID represents either the caller ID for inbound calls or the dialed number for outbound calls.

The configuration box lets you select multiple different types of call detail with the details to be used having the check box next to each one selected. The order of the searching can also be configured by dragging and dropping the entry and ordering the list accordingly.

When multiple call details are used the searching will stop as soon as a match is found with the first call detail.

This field name must be the same with both *Contacts* and *Customers*.

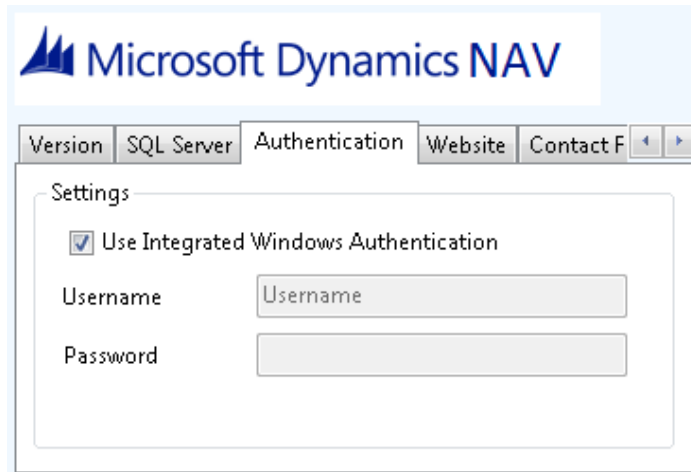
Configuration

The integration needs to be configured for the correct version of Microsoft Dynamics NAV that is running.

From the *Version* tab select the relevant entry from the drop down list. Then select the correct *Server Type* for the type of NAV server that will be used, this can either be *SQL Server* or *Navision* and depends the on the version of the NAV selected.

Authentication

The *Authentication* tab enables the security credentials used to access Microsoft Dynamics NAV to be configured. Select the *Use Integrated Windows Authentication* option if the username, password and domain details from user who is logged on the computer will be used.

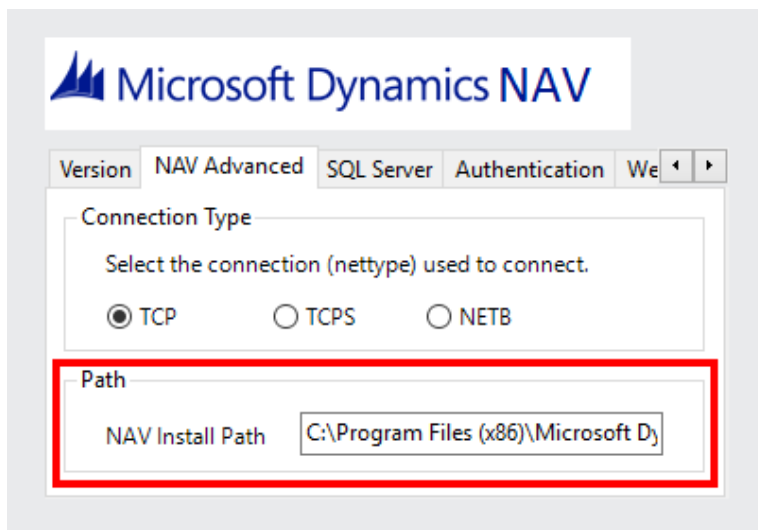


Depending on the configuration of Microsoft Dynamics NAV and how it is accessed will determine what options are required. For example if a different user account is used to access NAV than what is currently logged into the computer then they will need to be manually entered.

Advanced

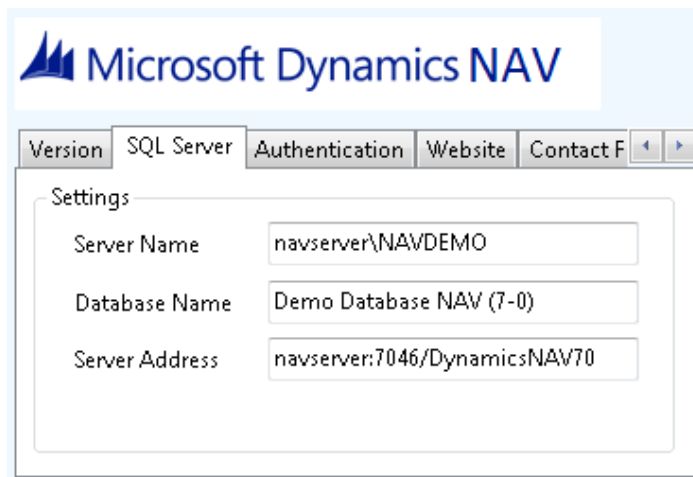
You may need to edit the default path to Dynamics NAV in the Phone Manager plugin when using Phone Manager in the following scenarios

- Phone Manager is running on a 32 Bit PC
- Phone Manager is running on a 64 Bit PC and using a 64 Bit version of the Dynamics NAV Client



SQL Server connection

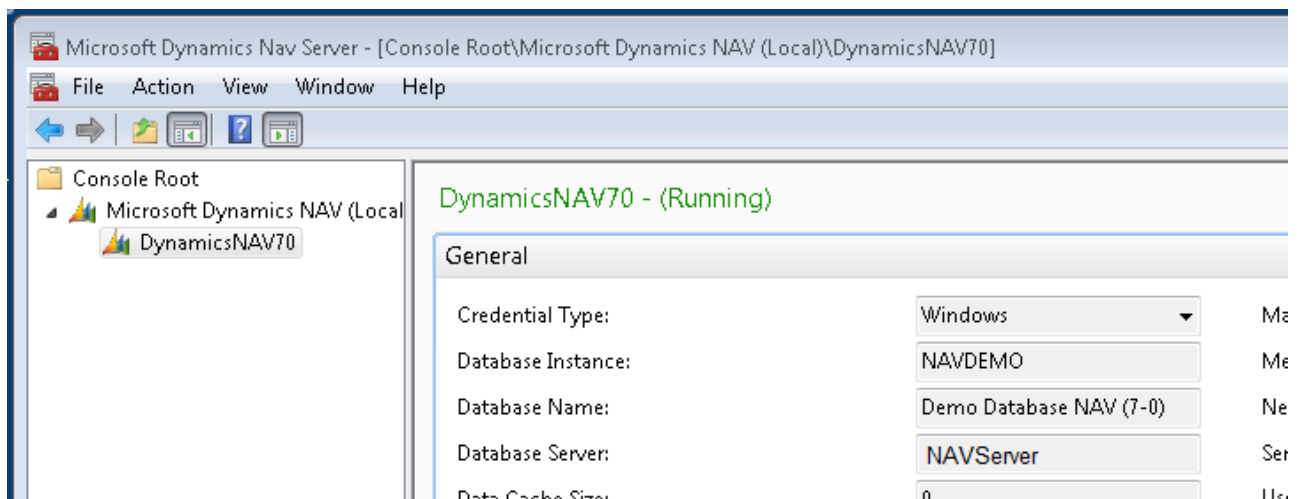
If the *Server Type* has been configured as *SQL Server* then the connection details for the SQL Server needs to be entered.



The *Server Name* is the hostname of the SQL Server database, this should also contain any instance names if been used, for example:

- navserver\NAVDEMO

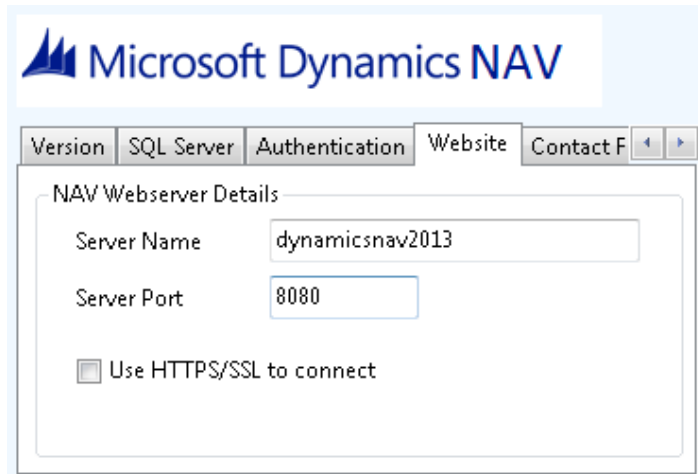
This will connect to the *NAVDEMO* database instance on the server with the hostname of *navserver*. This correct value for this can be found using the *Microsoft Dynamics NAV Administration* tool.



The *Database Name* option is the name of the SQL Server database to connect to and can also be found using the *Microsoft Dynamics NAV Administration* tool.

Web server

The *Website* tab enables the web server details to be configured for the Microsoft Dynamics NAV Web client connection.



The screenshot shows the Microsoft Dynamics NAV application window. The title bar reads "Microsoft Dynamics NAV". Below the title bar is a tabbed interface with five tabs: "Version", "SQL Server", "Authentication", "Website", and "Contact F". The "Website" tab is currently selected. Inside the "Website" tab, there is a section titled "NAV Webserver Details". This section contains two text input fields: "Server Name" with the value "dynamicsnav2013" and "Server Port" with the value "8080". Below these fields is a checkbox labeled "Use HTTPS/SSL to connect", which is currently unchecked.

Enter the *Server Name* of the Microsoft Dynamics NAV web server and the *Server Port* to connect with, the default is 8080. If the connection to the web server is using a secure HTTP connection then check the *User HTTPS/SSL to connect* option.

7 Microsoft Internet Explorer

Overview

This describes the features that are available when integrating with Microsoft Internet Explorer.

Supported Versions

Version	Supported
v9	
v10	 ¹
v11	 ¹

¹ Metro style not supported

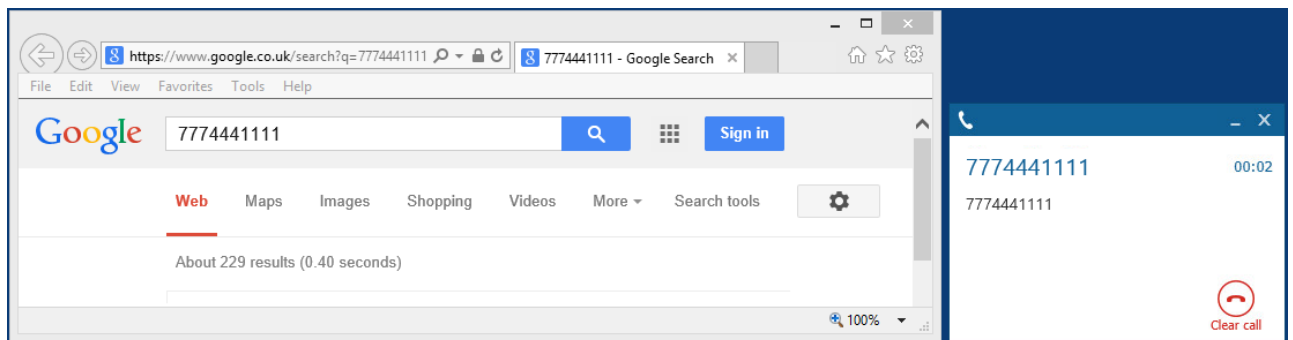
Features

Integration with Microsoft Internet Explorer supports the features listed below:

- [Screen pop](#)

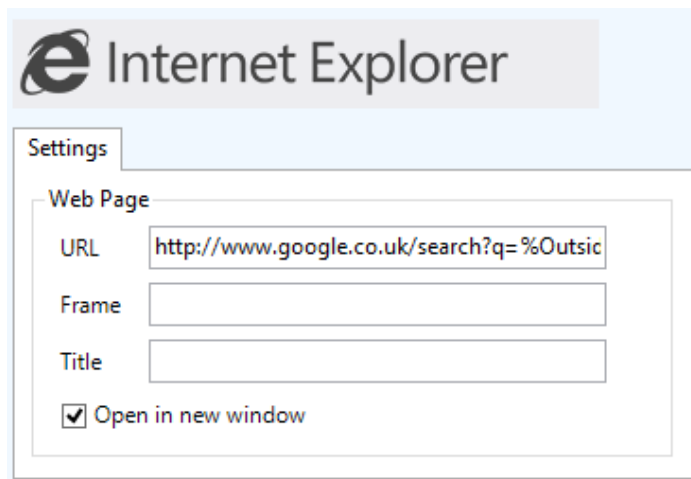
Screen pop

Microsoft Internet Explorer can be screen popped directly when an incoming call is received or an outgoing call is made and the call detail information can then be used to embed into the URL. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin was configured to screen pop using the URL "<http://www.google.co.uk/search?q=%OutsideNumber%>" and this then replaced the placeholder %OutsideNumber% with the outside number - for incoming calls this is the caller id.



Settings

The configuration options for the plugin on the *Settings* tab allow the URL configuration options to be set.



URL: This is the URL that will be popped. This can include any of the supported [placeholders](#) listed below.

Frame: The plugin can update a specific web frame with the configured URL, enter the name of the frame here.

Title: The plugin can update a web page that is currently open, enter the HTML title of the page here.

Open in new window: Enable this option to open a new Microsoft Internet Explorer window if there is not one open or if there is one open the create a new tab for each pop.

Placeholders

The list of supported place holders are shown below. These should be enclosed in % chars in the URL configuration.

Detail	Description
CallID	This is a variable-length string of characters (0-9, @, #, *, P, F, or X) the phone system assigns to each call. This ID serves as a reference identifier so that multiple simultaneous calls can be tracked through the system. The same ID is assigned to a call until the call is terminated, even if the call transfers between devices. Maximum length is currently seven characters.
OutsideNumber	The caller ID or dialed number.
ActualCLI	The unformatted caller ID or dialed number received directly from the PBX.
DDI	The inbound DDI/DID number.
DDI4	The last 4 digits of the inbound DDI/DID number.
DDIName	The DNIS associated with the DDI/DID number.
AccountCode	The last account code that was entered against the call.
Extension	The extension number associated with Phone Manager.
AgentID	The agent id number associated with Phone Manager.
Trunk	The outside trunk number that the call used.
SpeedDialName	The system speed dial name associated with the outside number.
HuntGroup	The hunt group that the call came in on.
HuntGroupName	The name of the hunt group that the call came in on.
Display	The DNIS or DDI/DID outside number associated with the trunk used for

	the call (i.e. was is normally shown on the top line of the keyset display).
TransferredFrom	The number of the device the call was transferred from.
TransferredFromName	The name of the device the call was transferred from.
LastRedirectionExtension	The number of the last device that redirected (forwarded, deflected, transferred, or recalled) the call, if applicable; otherwise, this is blank.
LastRedirectionExtensionName	The name of the last device that redirected (forwarded, deflected, transferred, or recalled) the call, if applicable; otherwise, this is blank.
TransferringExtension	The number of the device that the call was transferred to the. This may be blank if the transferred call is a conference call.
TransferringExtensionDescription	The name of the device that the call was transferred to the. This may be blank if the transferred call is a conference call.
ContactField1	The contact field 1 match for the matching contact record.
ContactField2	The contact field 2 match for the matching contact record.
ContactField3	The contact field 3 match for the matching contact record.
ContactField4	The contact field 4 match for the matching contact record.
ContactField5	The contact field 5 match for the matching contact record.
ContactField6	The contact field 6 match for the matching contact record.
ContactField7	The contact field 7 match for the matching contact record.
ContactField8	The contact field 8 match for the matching contact record.
ContactField9	The contact field 9 match for the matching contact record.
ContactField10	The contact field 10 match for the matching contact record.
CallRecorderRecID	The call recording record ID that can be used to identify the specific recording for this call.
CallRecorderServerID	The call recording server ID that the call was recorded on for this call.
DiallerCampaign	The name of the Phone Manager Outbound campaign if this is a dialer call.
DiallerField1	The Phone Manager Outbound dialer field 1 for this campaign record if this is a dialer call.
DiallerField2	The Phone Manager Outbound dialer field 2 for this campaign record if this is a dialer call.
DiallerField3	The Phone Manager Outbound dialer field 3 for this campaign record if this is a dialer call.
DiallerField4	The Phone Manager Outbound dialer field 4 for this campaign record if this is a dialer call.
DiallerField5	The Phone Manager Outbound dialer field 5 for this campaign record if this is a dialer call.
DiallerField6	The Phone Manager Outbound dialer field 6 for this campaign record if this is a dialer call.
DiallerField7	The Phone Manager Outbound dialer field 7 for this campaign record if this is a dialer call.
DiallerField8	The Phone Manager Outbound dialer field 8 for this campaign record if

	this is a dialer call.
DiallerField9	The Phone Manager Outbound dialer field 9 for this campaign record if this is a dialer call.
DiallerField10	The Phone Manager Outbound dialer field 10 for this campaign record if this is a dialer call.

8 Microsoft Office 365

Overview

This document describes the features that are available when integrating Phone Manager with Office 365®.

Supported Versions

Office 365® is an online product and has no concept of a version numbering scheme, Phone Manager integration was tested against the version running in November 2015.

Features

Integration with Microsoft® Office 365® supports the features listed below:

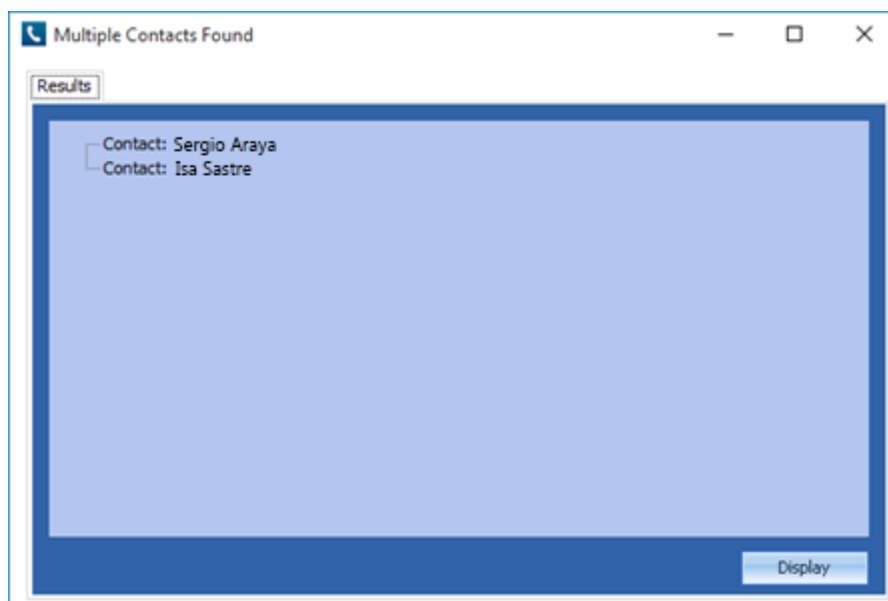
- [Screen pop for contacts](#)
- [Calendar / DND Synchronization](#)
- [Call History Entry](#)

Screen pop for contacts

Office 365® personal contacts can be screen popped when an incoming call is received using the caller id from the inbound call or the dialled number on an outbound call. For example, an inbound call is received from 07718402534, if a contact exists then it is displayed through the users default web browser:



If multiple matches are found then the Multiple Contact Found dialog is shown.



When searching all the telephone fields with a contact supported by Office 365© are searched for a matching record. The plugin supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 being searched for.

UK & International Telephone Formats			
08001831234	+44 (0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234
0800 1831234	0800-1831234	(0800)1831234	(0800)-1831234
(080)018-31234	0800 183 1234		

The default formats for the US are shown below. This is based on the number 9876543210 being searched for.

US Telephone Formats			
9876543210	19876543210	987-654-3210	1-987-654-3210
987.654.3210	1-987.654.3210	(987) 654-3210	1(987) 654-3210
+1 (987) 654-3210	(987)654-3210		

Calendar & DND synchronization

The personal calendar within Office 365© can be synchronized with the DND status of the extension of the User. For example, when there is an appointment in the calendar and this is due the extension can be automatically placed into DND with the DND text set to the subject of the appointment. When the appointment ends, the extension will be automatically removed from DND.

Busy states The busy status of the appointment can be used to filter what type of appointments will be used to automatically change the DND status.

Show as

Free

Free

Working elsewhere

Tentative

✓ Busy

Away

From the Busy Options tab check each entry to include this type of busy status.



Connection

Busy Options

Settings

Status

Show these types of appointment

☐ Busy

☒ Away

☒ Tentative

☒ Free

☒ Working Elsewhere

☐ Private Events

CallHistory Entry

Phone Manager can work with the notes field within an Office 365® Contact and can have Phone call entries automatically created for calls made or received by the User when a match has been found to an entry in their Office 365® contacts. The contact to associate with this is found using the caller id received or dialled. If multiple matches are found then the Search Results window is shown as for the screen pop.

JB

Tomas Mendoza

Contact

Notes

CLI : +44 1291 430000

Call Direction : Outbound

Call Status : Answered

Start Time : 18/12/2015 15:15:57

End Time : 01/01/0001 00:00:00

Call Recording : <http://mitelrecorder/default.aspx?recid=2390716>

Configuration

The integration to Office 365© requires the users individual User Id and password.

A screenshot of the "Connection" tab in a settings window. The window has three tabs: "Connection", "Busy Options", and "Settings". The "Connection" tab is active. It contains two input fields: "Office 365 User ID" with the text "gary.fisher@mitel.onmicrosof" and "Password" with a masked password represented by ten black dots.

There is also an option to show the default contacts page when there is no contact match:

A screenshot of the "Settings" tab in the same settings window. It contains a checkbox labeled "Open Default Contacts Page on 'No' Match". Below the checkbox is a "Test" button.

There is also a 'Test' button which will test whether the configured user credentials are correct.

Multi-Factor Authentication

If multi-factor authentication has been enabled on a user's account, an 'Application Password' must be created for Phone Manager to use. Once created, the application password must be used along with the user's existing username.

9 Microsoft Outlook

Overview

This describes the features that are available when integrating with Microsoft® Outlook®.

Supported Versions

The following Microsoft® Outlook® versions are supported.

Version	Supported
Outlook® 2010 32bit	 ¹
Outlook® 2010 64bit	 ¹
Outlook® 2013 32bit	 ¹
Outlook® 2013 64bit	 ¹
Outlook® 2016 32bit	 ¹
Outlook® 2016 64bit	 ¹
Business Contact Manager for Outlook®	

¹ Desktop client for Microsoft® Windows

Features

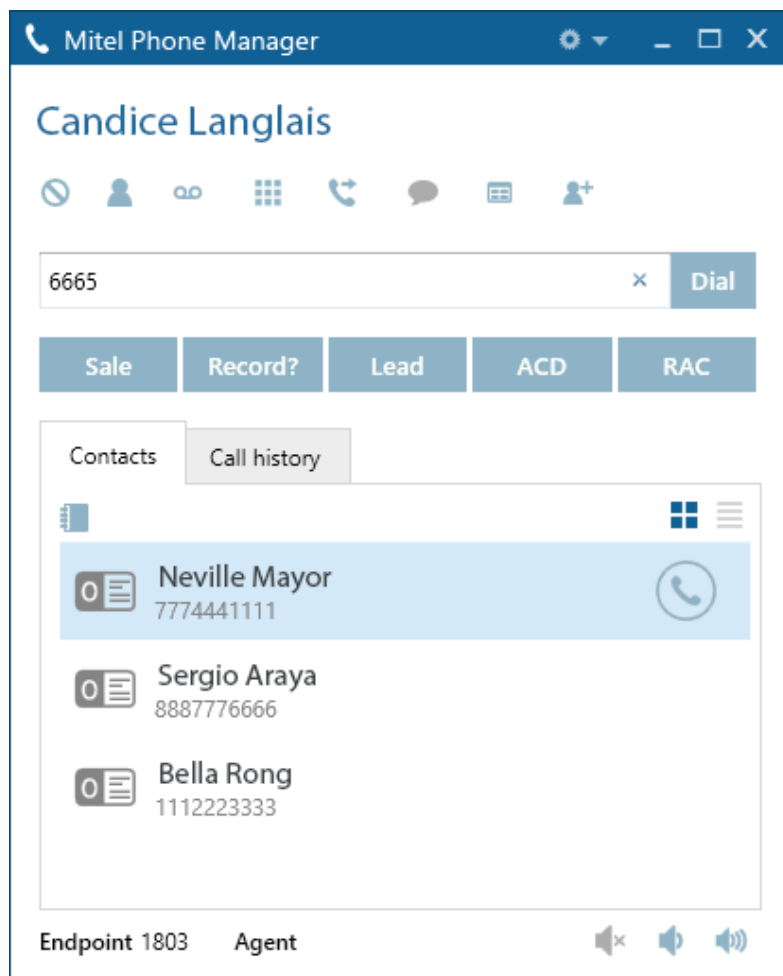
Integration with Microsoft® Outlook® supports the features listed below:

- [Directory import for contacts](#)
- [Click to dial](#)
- [Meet-Me conference creation](#)
- [Screen pop for contacts](#)
- [Automatic journal entry](#)
- [Calendar & DND synchronization](#)
- [Business Contact Manager for Outlook](#)

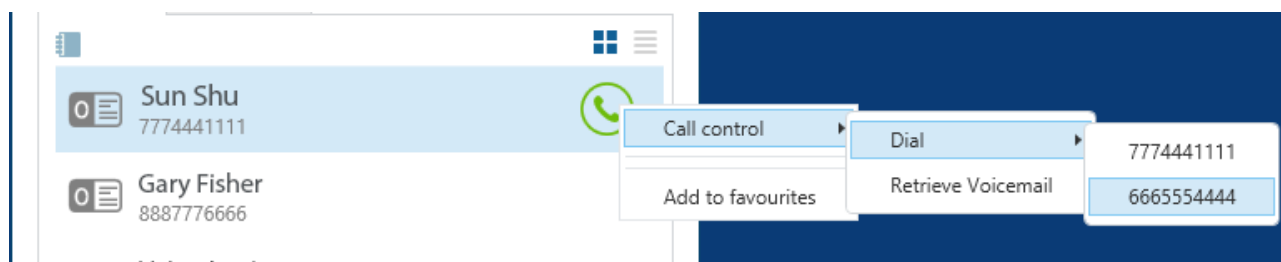
Directory import for contacts

Users can enable their Outlook® personal contacts to be linked into Phone Manager. This enables the contact to be searched for using the *Home*, *Telephone* or *Mobile/Cell* numbers as well as the *first*, *middle*, *last* or *company name* fields directly from within Phone Manager. As there can be other types of contacts shown in the Phone Manager

contacts window, Outlook® contacts are shown with a  icon next to them.



Once found they can then be dialed using any of the numbers associated with the contact. Clicking on the dial icon will call the main number but any number can be selected by right clicking and selecting the relevant number to call.

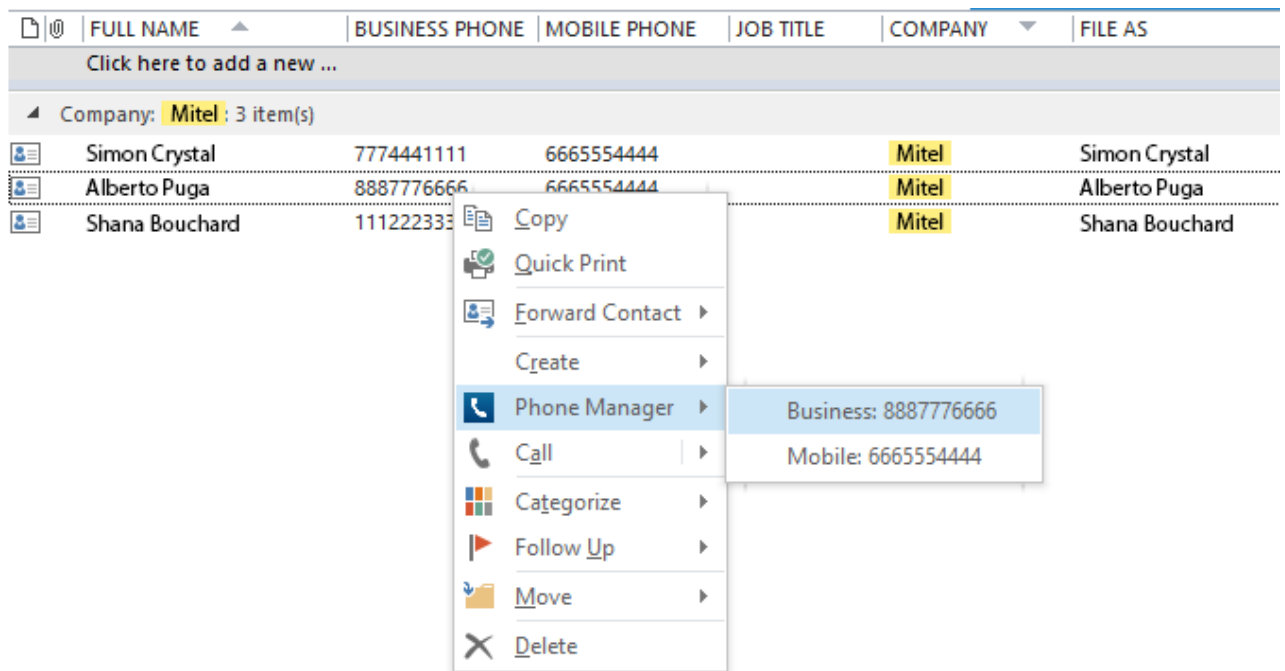


Frequently accessed contacts can be pinned to the Users favorites directory, by right clicking on the contact entry and selecting *Add to favorites*, so that they permanently appear on the contacts tab.

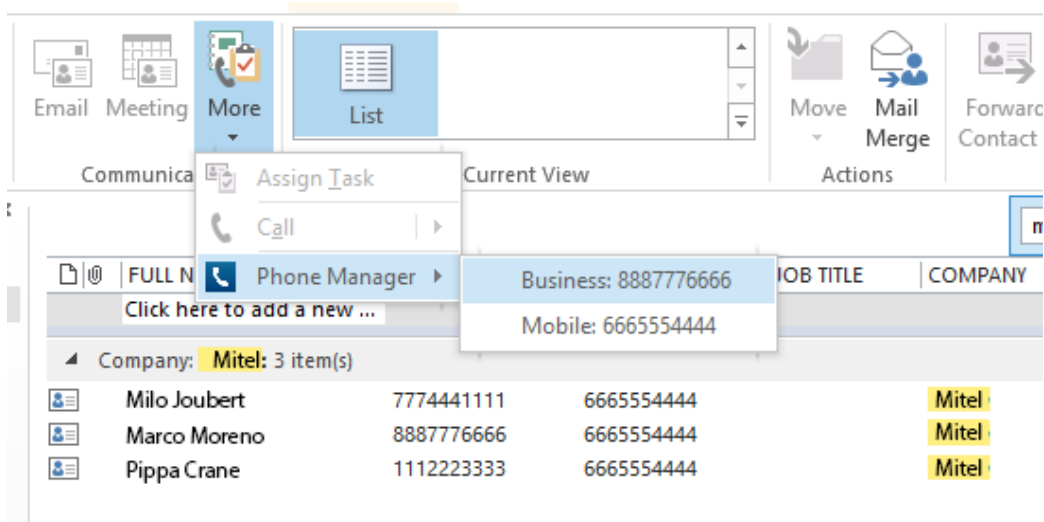
 Only contacts in the users personal folder are available for directory searching and adding to favorites.

Click to dial

Calling a contact directly from Outlook® is supported when using the Phone Manager Outlook® Add-In. This is installed by default with each Phone Manager client and adds new entries to the contacts screen within Outlook®. When the contact list is open a User can right click on a contact and select the *Phone Manager* menu and then select the number to call.



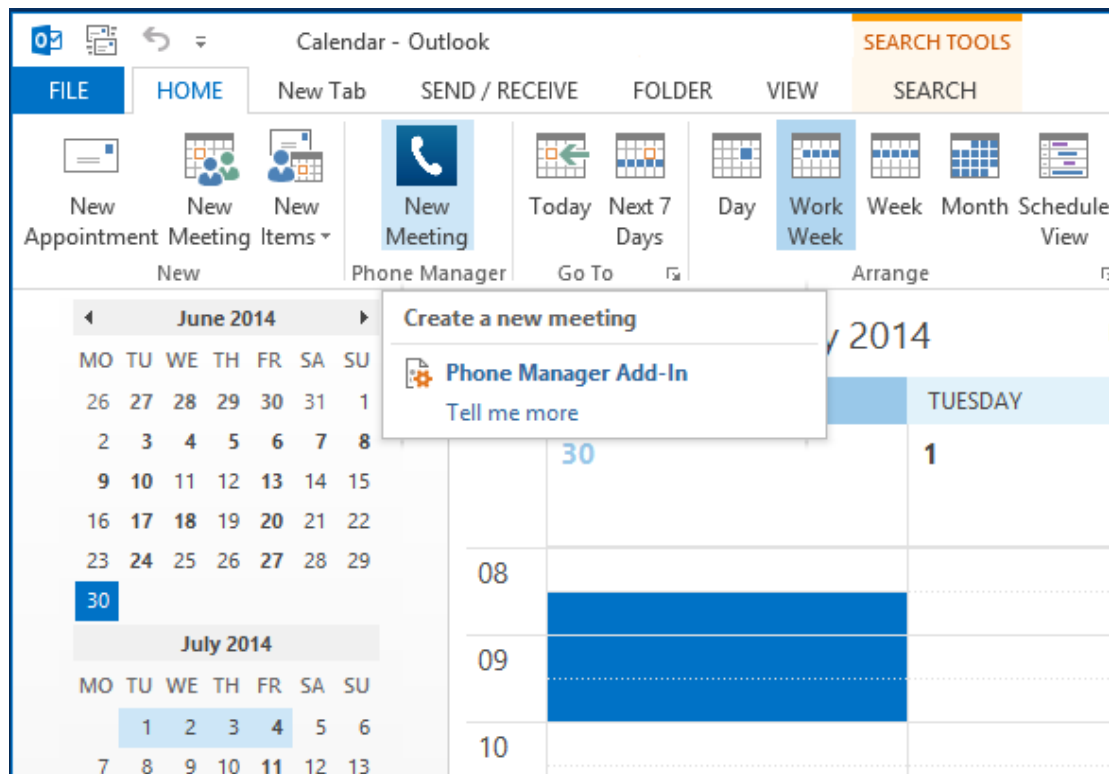
When in the contact list or contact details view at the top the ribbon bar can also be used. From the *Communicate* ribbon, select *More* and then *Phone Manager*.



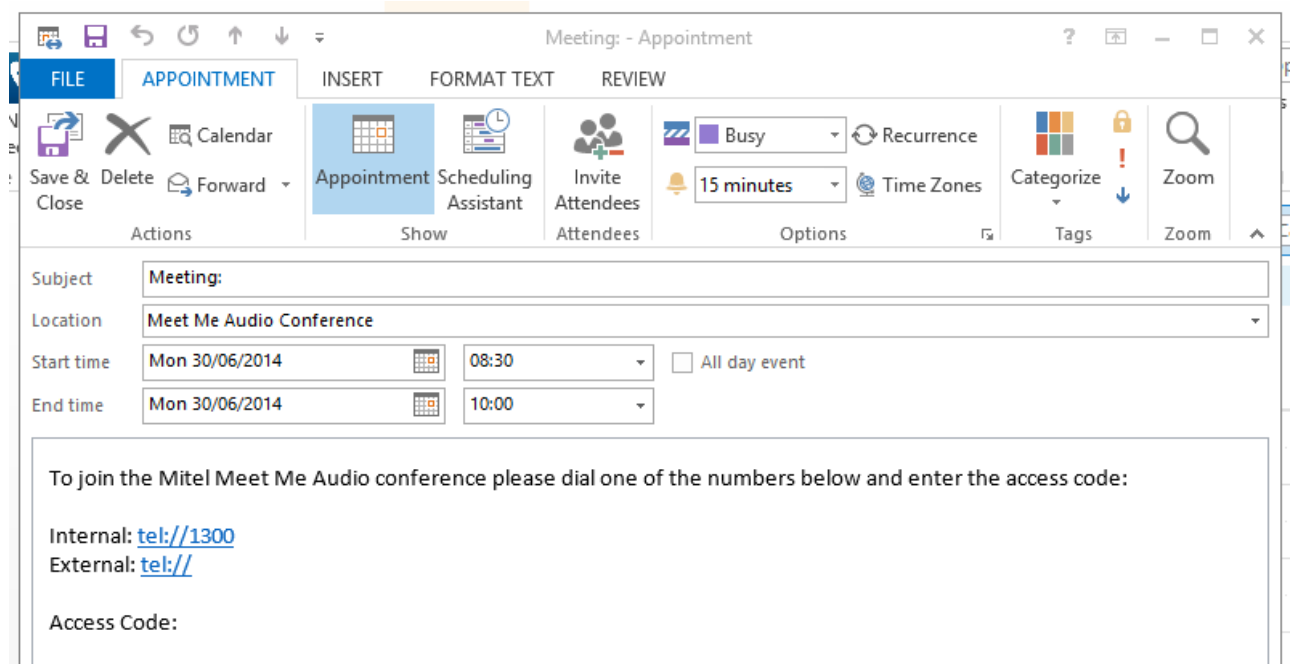
 This requires Phone Manager to be running in the same Windows session as Outlook®.

Meet-Me conference creation

Creating a new Meet-Me conference appointment directly from Outlook® is supported when using the Phone Manager Outlook® Add-In. This is installed by default with each Phone Manager client and adds new entries to the calendar screen within Outlook®.

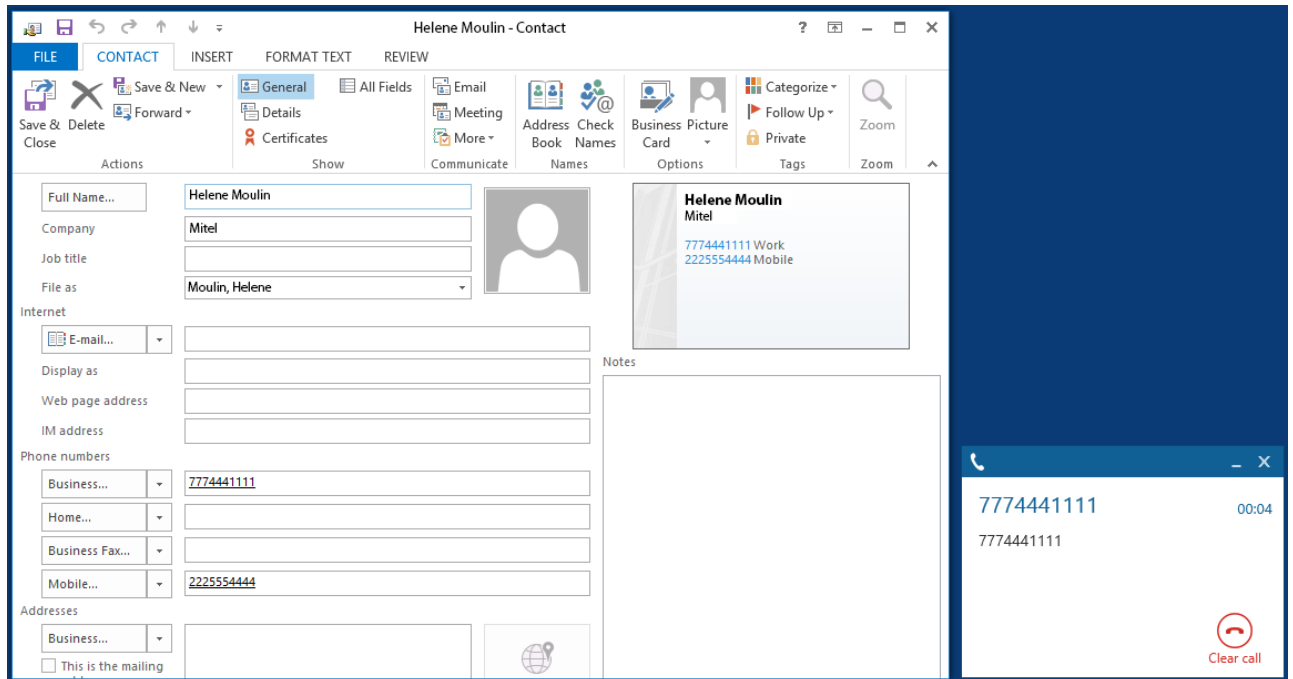


When selected, a new appointment is displayed that is pre populated with the telephone number and access code to dial into a Meet-Me conference.

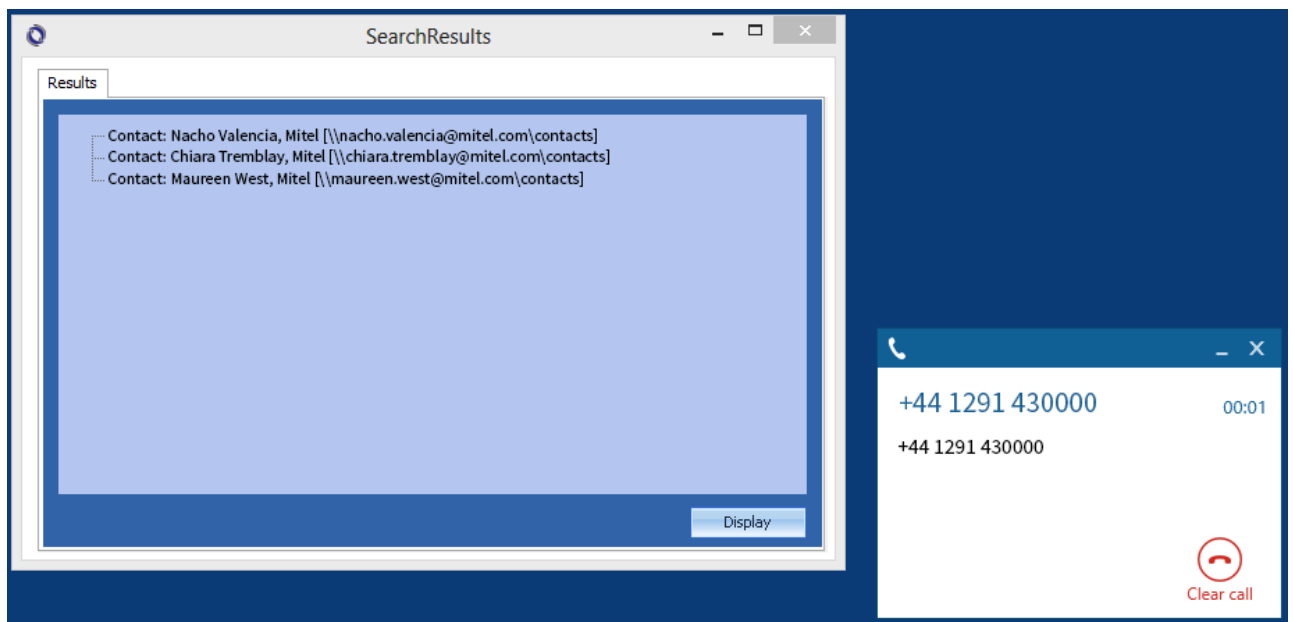


Screen pop for contacts

The Users local or public contacts can be screen popped directly within Outlook® when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching contacts that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin has then performed a search on the Outlook® contacts to find any records that have matching telephone numbers. A match was found and the Outlook® contact records was automatically displayed.



If multiple matches are found then the *Search Results* window is shown and enables the User to select the correct contact to be displayed. For example a call is made to 222555444 and this has found three contacts that have this telephone number.



Double clicking on the relevant contact or highlighting and clicking on the *Display* button will show the required Outlook® contact.

Contact folders

The Users local Outlook® contact folder is used when trying to find any matching contacts (**Default**). Additional Outlook® Public folders can be added to the search from the *Contacts* tab in the configuration.

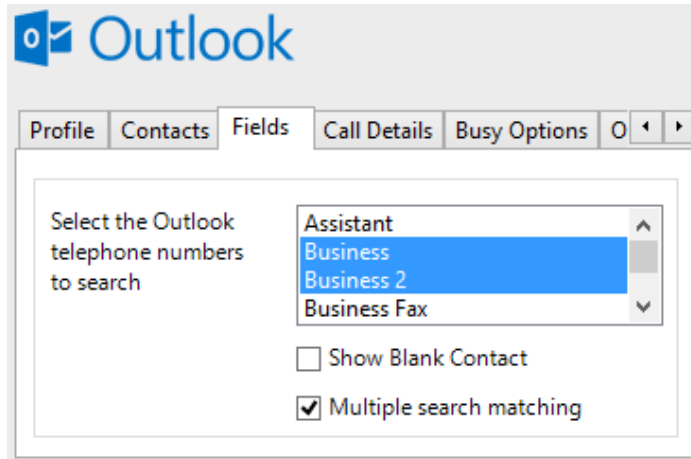
To enable public folders to be searched check the *Search Public Contact Folders* option and then click on the *Refresh* button. This will list all of the available public folders for this User and then the appropriate options can then be selected.

 Using public folder searching may require additional time to perform the search and could delay any matches

from being found.

Contact fields

The telephone number fields that are to be searched can be configured for the contacts from the *Fields* tab in the configuration.



The list shows all of the available telephone number fields and if they are enabled for searched by default. These are the default field names and descriptions and may be different from the ones shown in Outlook®.

Outlook Description	Outlook Field Name	Enabled?
Assistant	AssistantTelephoneNumber	
Business	BusinessTelephoneNumber	
Business 2	Business2TelephoneNumber	
Business Fax	BusinessFaxNumber	
Callback	CallbackTelephoneNumber	
Car	CarTelephoneNumber	
Company	CompanyMainTelephoneNumber	
Home	HomeTelephoneNumber	
Home 2	Home2TelephoneNumber	
Home Fax	HomeFaxNumber	
ISDN	ISDNNumber	
Mobile	MobileTelephoneNumber	
Other Fax	OtherFaxNumber	
Pager	PagerNumber	
Primary	PrimaryTelephoneNumber	
Radio	RadioTelephoneNumber	
Telex	TelexNumber	
TTY/TDD	TTYTDDTelephoneNumber	

Unmatched Contacts

If no matches are found then a blank contact can be shown with the outside number pre populated into the *Business* telephone field. Check the *Show Blank Contact* option to enable this, or uncheck (**Default**) to not do anything when no match is found to a call.

Multiple search matching

When more than one contact is matched and the *Multiple search matching* option is checked (**Default**) the *Search Results* window is displayed to the User to allow them to select the relevant contact. If this option is not checked then the first match found will be used and any further searching will be stopped. This can be useful when using public folders to reduce the time taken to perform the search.

Telephone number formats

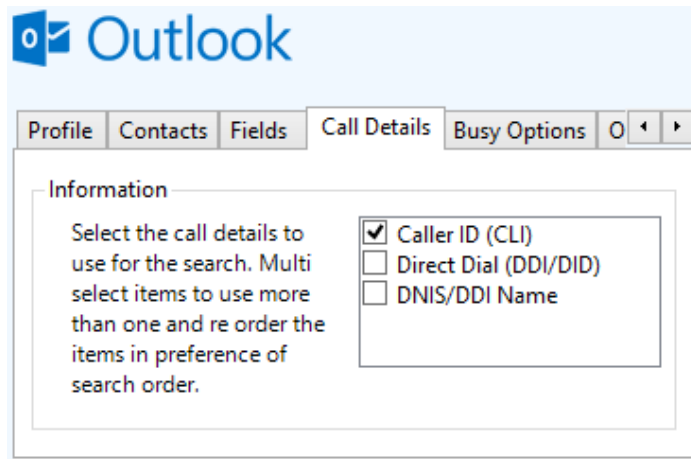
Outlook® does not provide a standard format for storing telephone numbers within the system by default. Depending on the region where the client is running then different formats will be used:

UK & International Telephone Formats			
08001831234	+44 (0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234
0800 1831234	0800-1831234	(0800)1831234	(0800)-1831234
(080)018-31234	0800 183 1234		

US Telephone Formats			
9876543210	19876543210	987-654-3210	1-987-654-3210
987.654.3210	1-987.654.3210	(987) 654-3210	1(987) 654-3210
+1 (987) 654-3210			

Call details

The call information that is used to search for matching records can be configured. By default the dialed number or the caller id are used to search depending on the call direction, but other call details can be configured. There are options for the direct dial number (DDI/DID) or the direct dial name (DNIS).



Automatic journal entry

Phone Manager can work with the Journal within Outlook® and can have *Phone call* entries automatically created for calls made or received by the User when a match has been found to an entry in their Outlook® contacts. The contact to associate with this is found using the caller id received or dialed. If multiple matches are found then the *Search Results* window is shown as for the [screen pop](#).

The body of the journal item is populated with the information below and the start and duration of the call.

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.

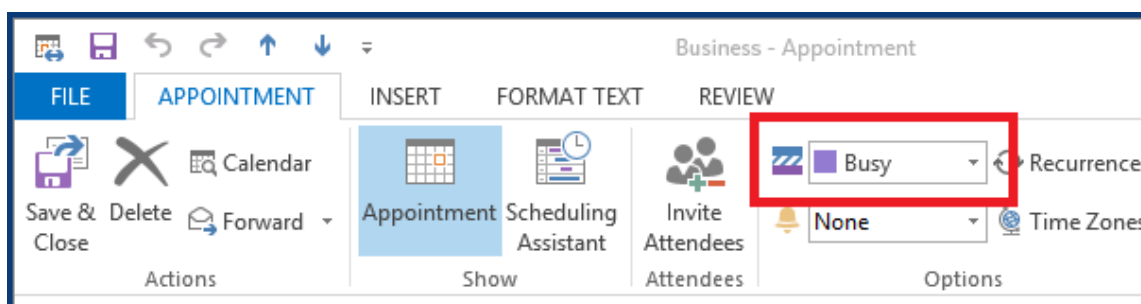
Trunk	For external calls the outside network trunk number that the call was made or received.
Transferring Extension	The device that the call was transferred from.
Contact	The Outlook® contact name in the <i>last name, first name</i> format.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a Xarios Call Recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder only creates the recording id when the call has been answered.

Calendar & DND synchronization

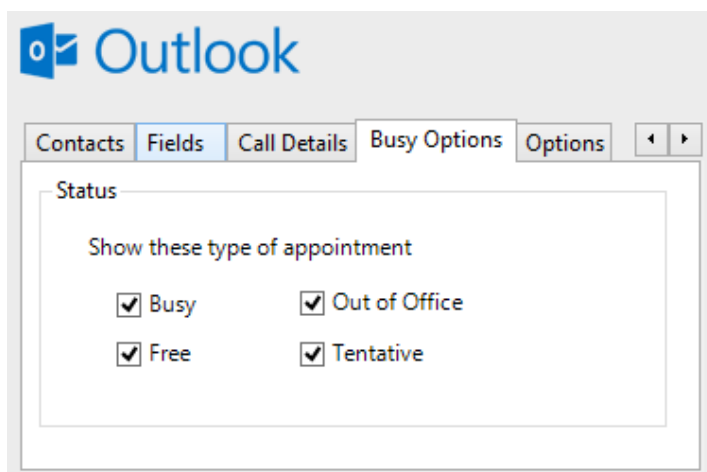
The calendar within Outlook® can be synchronized with the DND status of the extension of the User. For example, when there is an appointment in the calendar and this is due, the extension can be automatically placed into DND with the DND text set to the subject of the appointment. When the appointment ends, the extension will be automatically removed from DND.

Busy states

The busy status of the appointment can be used to filter what type of appointments will be used to automatically change the DND status.

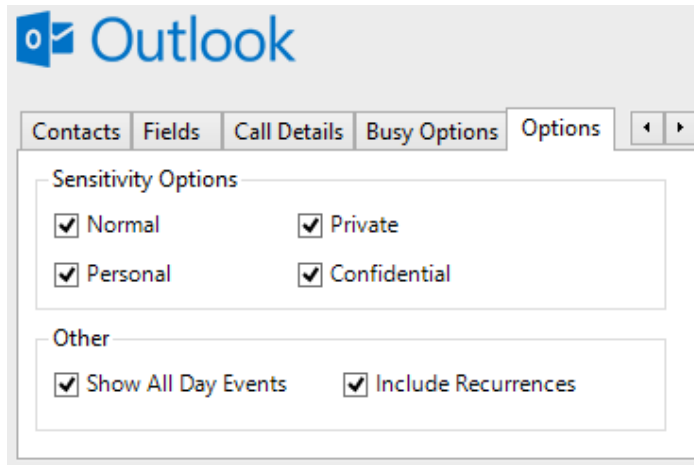


From the *Busy Options* tab, check each entry to include this type of busy status.



Sensitivity options

The sensitivity type of the appointment can be used to filter what type of appointments will be used to automatically change the DND status. From the *Options* tab, check each of the *Sensitivity Options* to include this type.



Other options

There are other options that can be used to filter the type of appointments to include. Check the *Show All Day Events* include all day events. Check the *Include Recurrences* to include appointments that are recurring.

Business Contact Manager for Outlook

Phone Manager supports integration with contacts stored within Business Contact Manager for Outlook in the same way as for contacts that are stored within [Public Folders](#).

 Business Contact Manager contacts are not available for directory searching and adding to favorites.

10 NetSuite CRM+

Overview

This describes the features that are available when integrating with NetSuite CRM+ hosted in the Cloud.

Supported Versions

The integration uses NetSuite v2014.1 web services. Although NetSuite tries to maintain backwards compatibility when they upgrade their cloud platform this is never guaranteed. This version of the plugin has been tested on the latest version that was available upon release.

Features

Integration with NetSuite CRM+ supports the features listed below:

- [Click to dial](#)
- [Screen pop for customer and contacts records](#)
- [Automatic call history entry](#)

Click to dial

When a record is displayed any telephone numbers will be shown as hyperlinks and clicking the link will call the number selected.

The screenshot shows the NetSuite CRM+ interface. At the top is the NetSuite logo and a search bar. Below is a navigation bar with icons for Home, Favorites, and a menu with options: Activities, Payments, Box Files, and Transaction. The main content area shows a 'Contact' record for 'Paloma Salamanca' with the company 'MITEL'. There are buttons for 'Edit', 'Back', and 'Actions'. Below this is a section titled 'Primary Information' with tabs for 'CONTACT' and 'COMMENTS'. The 'CONTACT' tab is active, showing 'Paloma Salamanca'. Below that is a section for 'Email | Phone | Address'. Under the 'PHONE' tab, the 'MAIN PHONE' field is highlighted with a red box and contains the number '(777) 444-1111'. The 'HOME PHONE' field is empty.

See the [Click to dial configuration section for details](#).

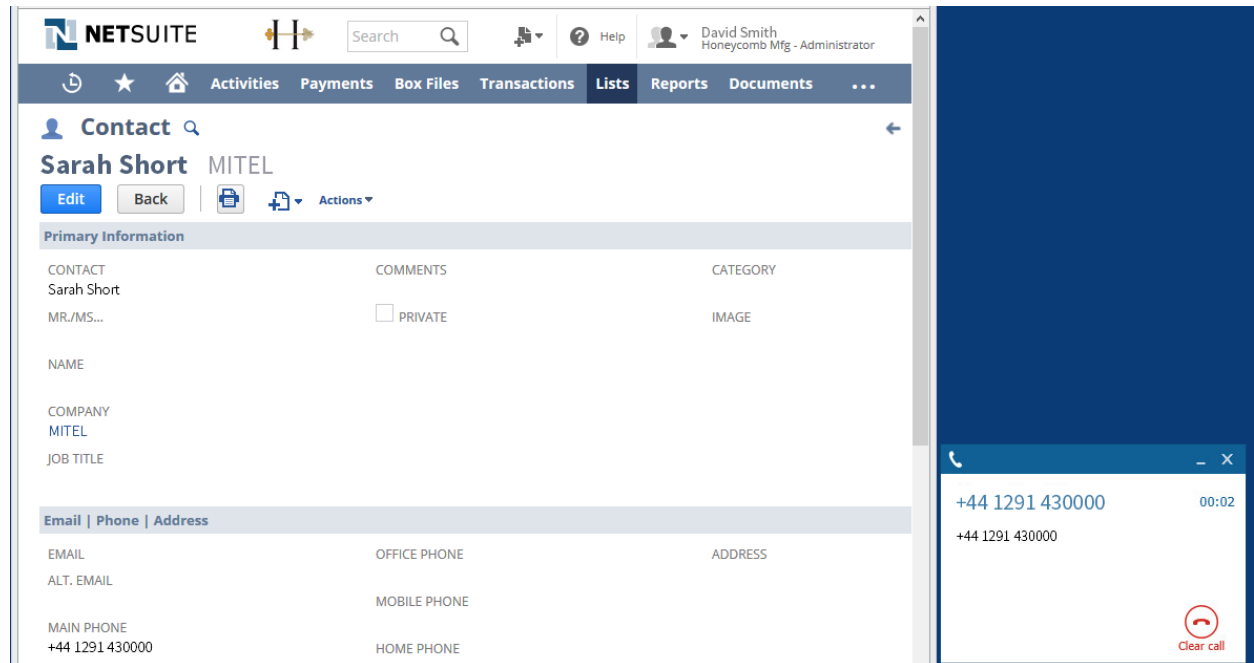
This requires Phone Manager to be running in the same Windows session as NetSuite.

If the screen popping feature is also been used then this should only be configured for Inbound Calls, so as not to screen pop on outbound.

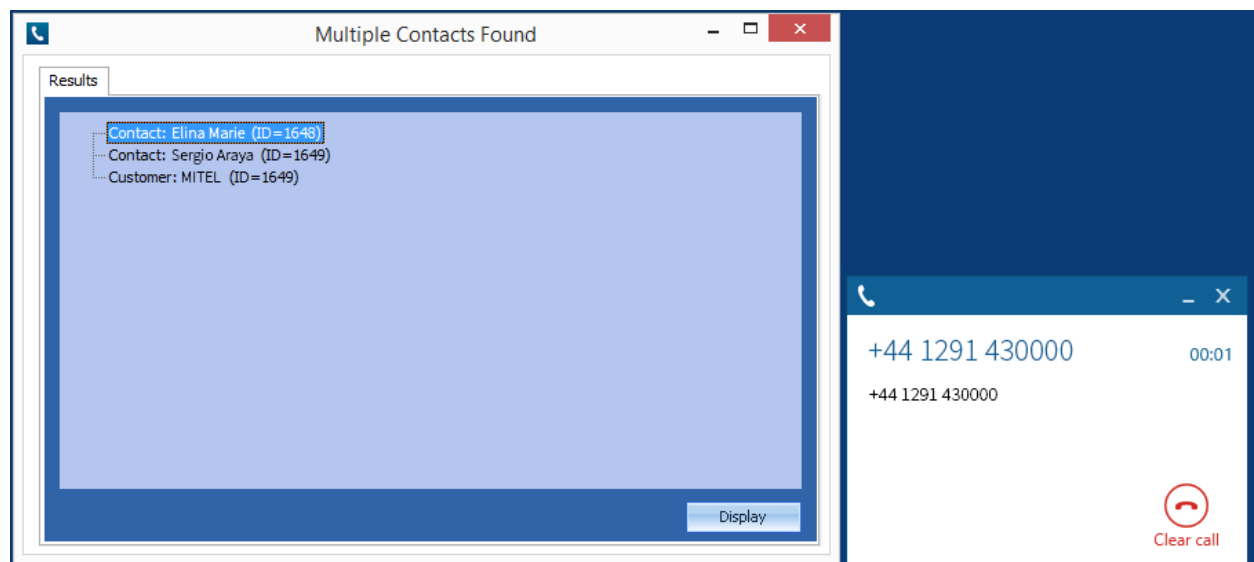
Screen pop

CRM *Contact* and/or *Customer* records can be screen popped directly within CRM when an incoming call is received using the caller id or from an outgoing call using the dialled number. The telephone number is then used to find any

matching records that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* record was found and the record was automatically displayed using the Users default browser.



If multiple matches are found then the *Multiple Contacts Found* is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found 2 matching *Contact* records and 1 matching *Customer* record that have this telephone number.



The correct record can then be highlighted and then clicking on the *Display* button or double clicking the entry will open this record.

 The plugin will only search for records that are in the *Active* state. If any records have been marked as *In Active* then they will not be displayed.

Record and matching options

Configuration options are available on the plugin that allow the type of *Records* to be used in the searching to be set. For example it can be configured so that only the *Contact* records are searched. These options are set on the *Options* tab.

The screenshot shows the NetSuite interface with the 'Options' tab selected. Under the 'Screen Pop' section, both 'Customers' and 'Contacts' are checked. Under the 'New Record' section, 'Display blank record on no match' is checked, and the 'Type' dropdown is set to 'Contact'.

If no match is found when searching than a blank form can be automatically displayed to create a new record. The record type, *Contact* or *Customer* that is created can be set here.

Automatic call history entry

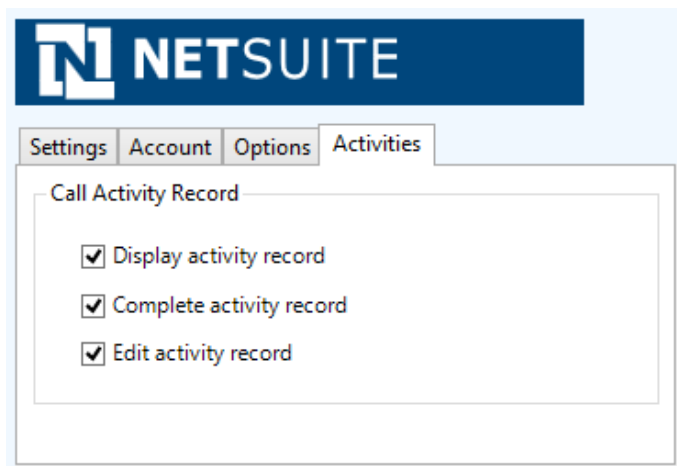
The plugin supports the ability to be able to automatically create and display a NetSuite Phone Call Activity entity. The record to associate this with is found using the caller id received or the number dialed, and if multiple matches are found then the *Multiple Contacts Found* window is shown as for the [screen popping](#).

 For the Call History entry to be created, the 'Company' field needs to be populated in the target contact.

The Activity record is automatically created with the information relating to the call entered into the relevant fields.

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received on.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a call recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording id when the call has been answered.

The plugin configuration has several options that can be set to determine how the record is created.



NETSUITE

Settings Account Options **Activities**

Call Activity Record

- ☒ Display activity record
- ☒ Complete activity record
- ☒ Edit activity record

Display activity record: This will display the *Activity* form, if this is not set then the record will be created without the user seeing the form.

Complete activity record: This will set the status of the *Activity* to be Completed.

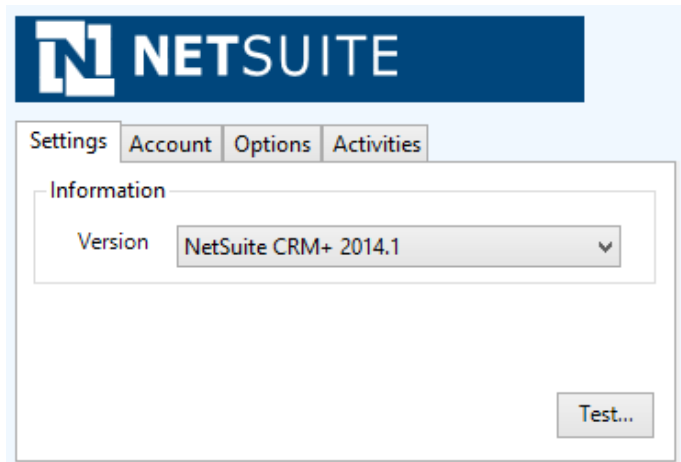
Edit activity record: This will open the *Activity* record in edit mode.

Configuration

For any of the features there needs to be some basic configuration that needs to be performed to authenticate and allow access to Dynamics CRM.

Settings and versions

The supported version of NetSuite can be seen on the *Settings* tab.



NETSUITE

Settings Account Options Activities

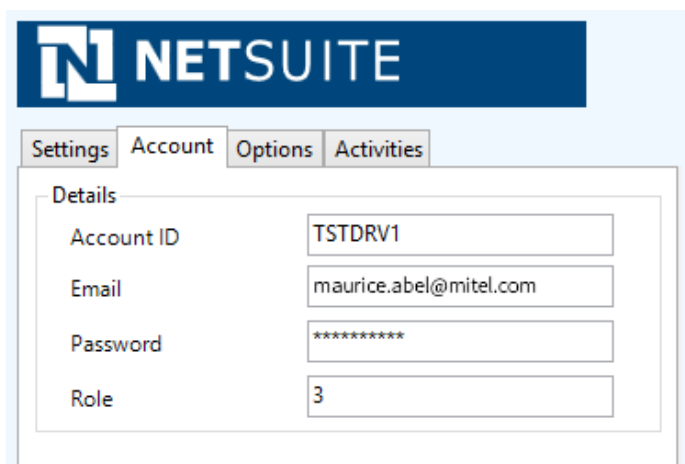
Information

Version NetSuite CRM+ 2014.1 ▼

Test...

Account details

The specific account details need to be set on the *Account* tab.



NETSUITE

Settings Account Options Activities

Details

Account ID: TSTD RV1

Email: maurice.abel@mitel.com

Password: *****

Role: 3

Account ID: This is the NetSuite CRM Account ID. This can be found from the within NetSuite. From the Setup menu select Integration -> Manage Integration -> Web Services Preferences .

Web Services Preferences

Save Cancel Reset

ACCOUNT ID
TSTD RV1

Email: The email account used to login to NetSuite for this user.

Password: The password used to access NetSuite for this user.

Role: The role to use to connect to NetSuite for this user. This needs to be to the Internal ID of the specific role. To find the relevant ID, set the Show Internal IDs preference and the internal ID can be found by going to Setup > Users/Roles > Manage Roles.

NetSuite Configuration

Web services

The integration uses the NetSuite CRM Web Services for the screen pop and phone call activity features. The Web Services are enabled from within NetSuite and can only be performed by a NetSuite Administrator.

Select *Setup -> Company -> Enable Features*. In the *SuiteCloud* tab, scroll down to the *SuiteTalk (Web Services)* section and enable the *Web Services* check box.

Each User that is connecting to NetSuite needs to have the Web Services permission set against their role. To assign the Web Services permission to a role:

1. Select *Setup -> Users/Roles -> Manage Roles*.
2. Click either *Edit* or *Customize* next to the role.
3. From the *Permissions* tab select *Setup*.
4. Add the *Web Services* permission with the *Full* level.

Click to dial

To enable the click to dial feature from the telephony integration option needs to be enabled.

1. Select *Setup -> Company -> Enable Features*.
2. In the *SuiteCloud* tab, scroll down to the *Integration (Add-ons)* section
3. Enable the *Telephony Integration* check box.
4. For each user, select *Settings -> Set Preferences*.
5. Select the *Telephony* tab.
6. Set the *Telephony Option* to be **CTI**.

7. Enter "tel://{phone}" into the *CTI URL* section.

NETSUITE 

   **Activities** **Payments** **Box Files** **Transactions** **Lists** **Reports**

Set Preferences

General Appearance Transactions Analytics Activities Alerts **Telephony** Reports

TELEPHONY OPTION

TAPI DEVICE

CTI URL

BRIEF TO DIAL OUT

11 Sage CRM

Overview

This describes the features that are available when integrating with Sage CRM.

Supported Versions

The following Sage CRM versions are supported.

Version	Supported
v5.7 - v7.0	
v7.1	
v7.2	
v7.3	

Editions	Supported
Sage CRM Professional Edition (Cloud)	
Sage CRM On-Premise Edition	
Sage CRM Essentials Edition (Cloud)	

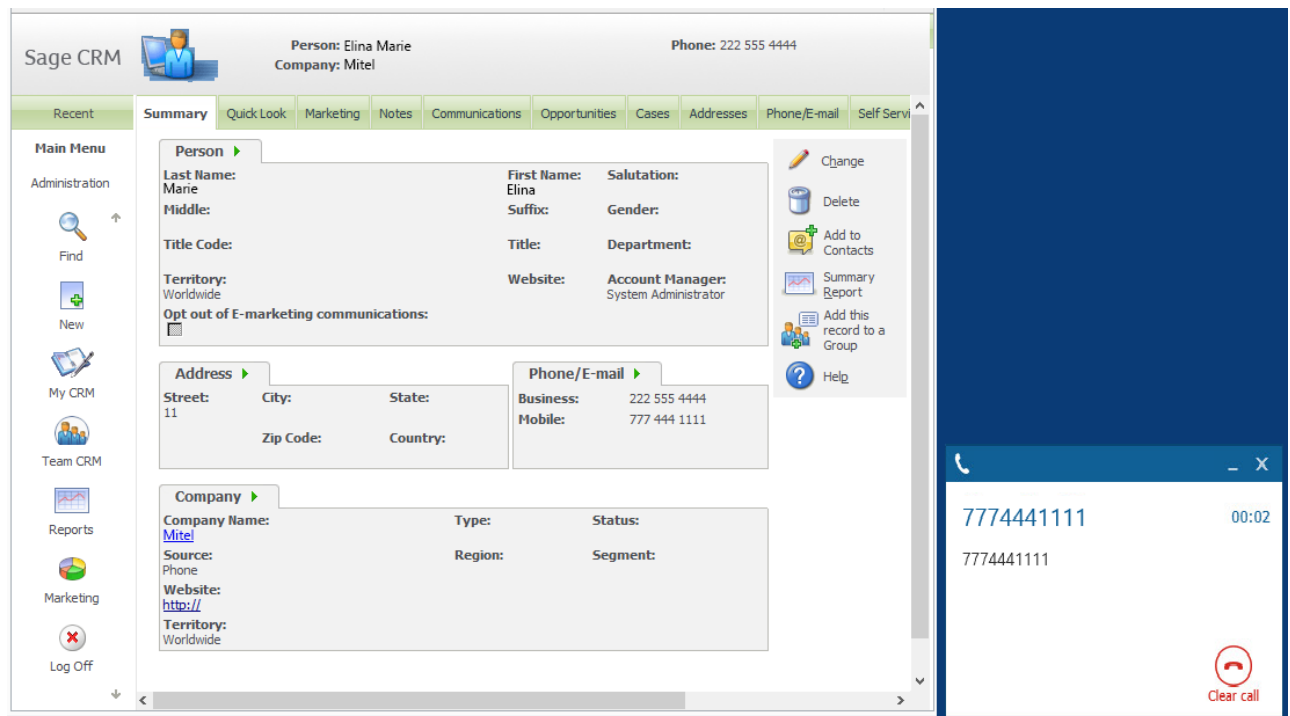
Features

Integration with Sage CRM supports the features listed below:

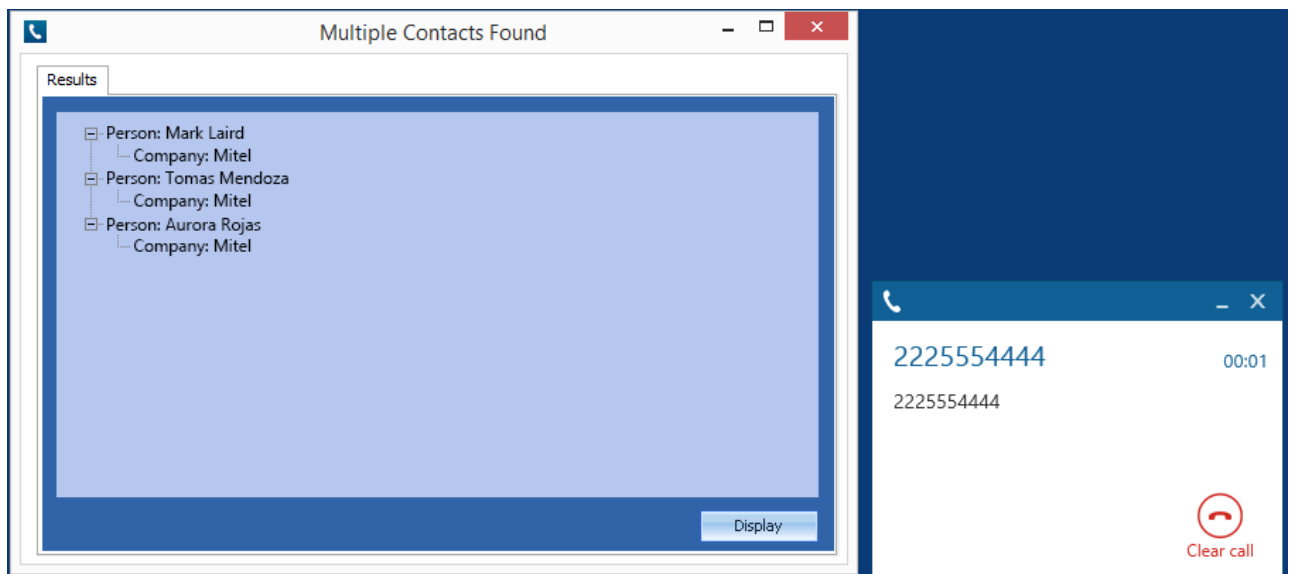
- [Screen pop for contacts](#)

Screen pop

CRM *Person*, *Company* and/or *Lead* entities can be screen popped directly within CRM when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching entities that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Person* entity was found and the record was automatically displayed using the Users default browser.



If multiple matches are found then the *Multiple Contacts Found* is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found three matching *Person* entities that have this telephone number.

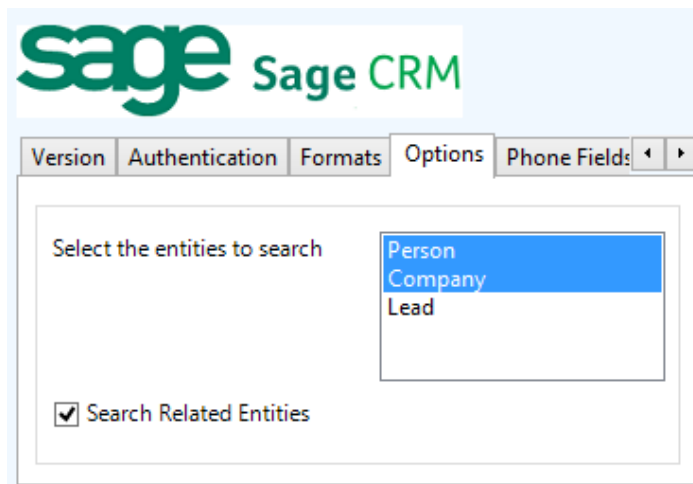


The correct Entity can then be highlighted and then clicking on the *Display* button will open this record.

Entity and matching options

Configuration options are available on the plugin that allow the type of *Entities* to be used in the searching to be set. For example it can be configured so that only the *Person* and *Company* Entities are searched. These options are set on the *Options* tab.

Selecting the *Search Related Entities* option will enable any matching records that have a related entity to be displayed on the *Multiple Contacts Found* window.

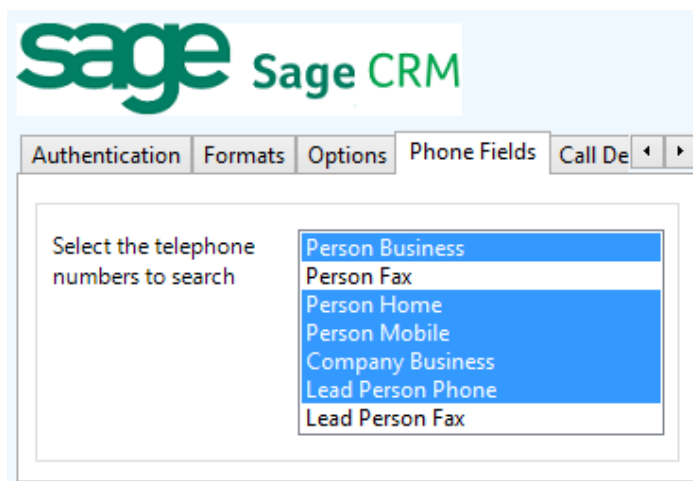


The screenshot shows the Sage CRM interface with the 'Options' tab selected. Under the 'Phone Fields' section, there is a list of entities to search: Person, Company, and Lead. The 'Search Related Entities' checkbox is checked.

 If no match is found then no records will be displayed.

Search fields

The range of telephone numbers that are to be searched for can be configured for each of the *Person*, *Company* or *Lead* Entities individually. By default the common telephone number fields are listed on the *PhoneFields* tab.



The screenshot shows the Sage CRM interface with the 'Phone Fields' tab selected. Under the 'Select the telephone numbers to search' section, there is a list of fields: Person Business, Person Fax, Person Home, Person Mobile, Company Business, Lead Person Phone, and Lead Person Fax.

These are the default field names and may be different if they have been customized. Contact your Sage CRM administrator for details.

Contact Entities

Entity Type	Field name	Enabled?
Person	Business	
Person	Fax	
Person	Home	
Person	Mobile	
Company	Business	
Lead	Person Phone	

Lead	Person Fax	
Lead	Alternate Phone	

Telephone number formats

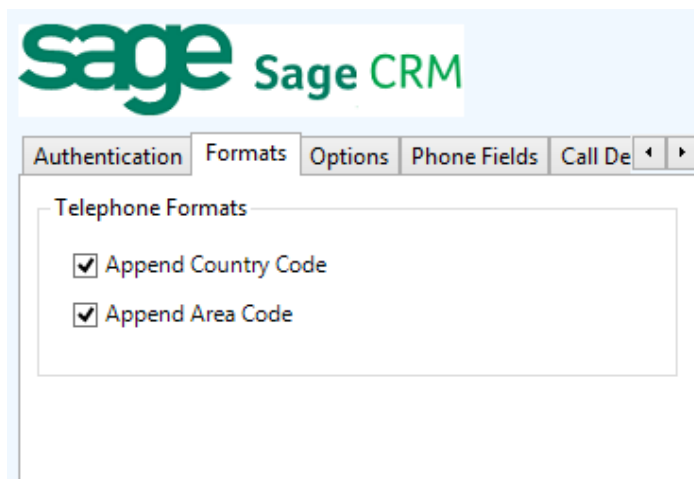
Sage CRM does not provide a standard format for storing telephone numbers within the system by default. The plugin supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 been searched for.

UK & International Telephone Formats			
08001831234	(0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234

The default formats for the US are shown below. This is based on the number 9876543210 been searched for.

US Telephone Formats			
9876543210	987.654.3210	+1 (987) 654-3210	19876543210
987-654-3210	(987) 654-3210	1-987.654.3210	1-987-654-3210
1(987) 654-3210			

Sage CRM stores the country code and area code parts of each telephone number separately from the main number. From the *Formats* tab the country and area codes can be set to be appended to the telephone number when a search is made.



For example if the number, 01611234567 is stored within Sage CRM as:

- Country Code: 44
- Area Code: 0161
- Number: 1234567

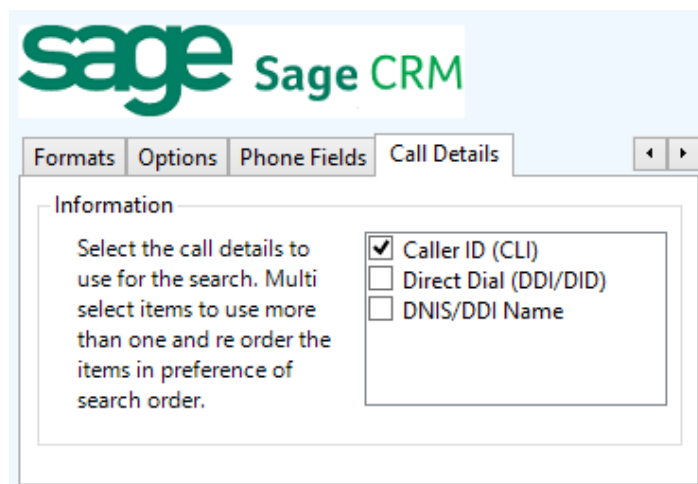
The following telephone numbers would be searched for:

- If the Append Country Code and Append Area Code are not set: 1234567
- If the Append Country Code is set and Append Area Code is not set: 441234567
- If the Append Country Code is not set and Append Area Code is set: 01611234567

- If both the Append Country Code and Append Area Code are set: 4401611234567

Call details

The call information that is used to search for matching records can be configured. By default the dialed number or the caller id are used to search with, depending on the call direction, but other call details can be configured. There are options for the direct dial number or the direct dial name (or DNIS) as shown.



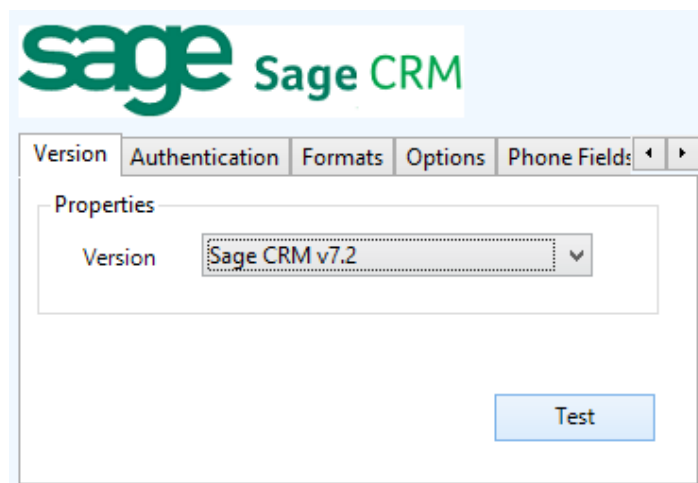
 Caller ID represents either the caller ID for inbound calls or the dialed number for outbound calls.

The configuration box lets you select multiple different types of call detail with the details to be used having the check box next to each one selected. The order of the searching can also be configured by dragging and dropping the entry and ordering the list accordingly.

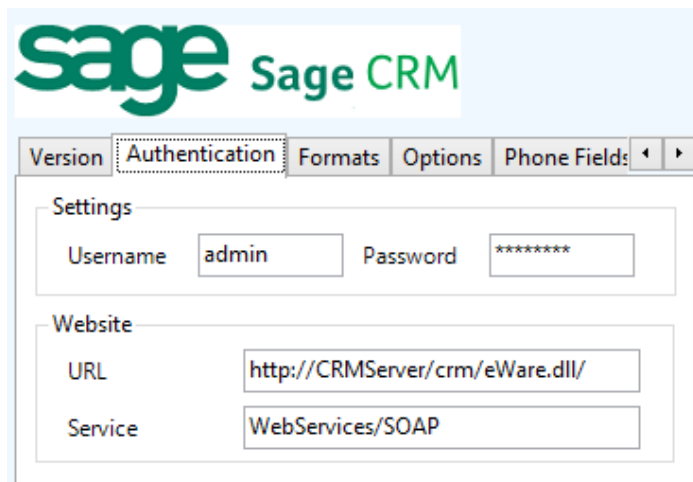
When multiple call details are used the searching will stop as soon as a match is found with the first call detail.

Configuration

The integration needs to be configured for the correct version of Sage CRM that is running. From the *Version* tab select the relevant entry from the drop down list.



The authentication and server connection details to the CRM server need to be set on the *Authentication* tab.



A valid Sage CRM username and password that has the web service option enabled is required to be configured into the *Username* and *Password* fields. To enable a user for web services, from Sage CRM:

1. Select Administration -> Users -> Users
2. Select Change action button
3. In Security panel set Allow Web Service Access field to True

 Only one web service user can login with the same ID at any given time. If a user tries to login as another application, an error will be displayed informing the user that they should first log out. However, it is possible to login to the desktop or from a device with the same ID while a Web Service application is running.

The plugin uses the Sage CRM web services to integrate and this needs to be enabled on the Sage CRM server. This can be enabled from within Sage CRM:

1. Select Administration -> System -> Web Services
2. Select Change action button
3. Check the enable web service option

The web service URL can then be configured into the *URL* section. For example if the server name is called *mycrmserver* then enter:

- <http://mycrmserver/crm/eWare.dll/>

Troubleshooting

When integrating with Sage CRM v7.1+ the plugin uses the PhoneLink table within Sage CRM and this needs to be made available through the Sage CRM web service. If this is not enabled this error will be shown in the log files:

```
System.Web.Services.Protocols.SoapHeaderException:
Request Failed. Entity 'phonelink' is not Web Service enabled.
```

To enable this follow this procedure:

1. Log in to Sage CRM SQL Server
2. Select Sage CRM database
3. Click on the New Query button
4. Run:
 - `update Custom_Tables set bord_WebServiceTable='Y' where Bord_Caption='phonelink'`
5. Run the IISRESET command
6. Login to the Sage CRM system.

12 Salesforce

Overview

This describes the features that are available when integrating with Salesforce.

Supported Versions

The following Salesforce versions are supported.

Edition	Supported
Contact Manager	
Group	
Professional	 £
Enterprise	
Performance	

£ - Additional Salesforce fees may apply

Features

Integration with Salesforce supports the features listed below:

- [Screen pop for contacts](#)
- [Automatic call history entry](#)

Screen pop

CRM *Contact*, *Account* and/or *Lead* entities can be screen popped directly within Salesforce when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching entities that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* entity was found and the record was automatically displayed using the Users default browser.

The screenshot shows the Salesforce.com interface. The top navigation bar includes 'Setup', 'Developer Console', 'Help', and 'Logout'. The main navigation bar has 'Home', 'Accounts', 'Contacts', 'Cases', 'Solutions', 'Reports', and 'Dashboards'. The 'Contacts' tab is selected, showing a list of contacts. The 'Contact Detail' for 'Luks Pape' is displayed, including fields for 'Contact Owner', 'Name', 'Account Name', 'Title', 'Department', 'Birthdate', 'Reports To', 'Lead Source', 'Mailing Address', 'Languages', 'Created By', 'Last Modified By', 'Phone', 'Home Phone', 'Mobile', 'Other Phone', 'Fax', 'Assistant', 'Asst. Phone', and 'Other Address'. A call log on the right shows a call to '7774441111' with a duration of '00:02' and a 'Clear call' button.

If multiple matches are found then the *Multiple Contacts Found* window is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found one matching *Account* entity and three matching *Contact* entities that have this telephone number.

The screenshot shows the 'Multiple Contacts Found' window. The 'Results' section lists the following entities: 'Account: Mitel', 'Contact: Deborah Green', 'Contact: Xu Zheng', and 'Contact: Bastien Beaumont'. A 'Display' button is located at the bottom right of the results list. On the right side, a call log shows a call to '2225554444' with a duration of '00:01' and a 'Clear call' button.

The correct entity can then be highlighted and then clicking on the *Display* button will open this record.

Entity and matching options

Configuration options are available on the plugin that allow the type of *Entities* to be used in the searching to be set. For example it can be configured so that only the *Contact* entities are searched. These options are set on the *Options* tab

salesforce.com

Profile Security **Options** Activities Browser

Screen Pop

☒ Accounts ☒ Contacts ☒ Leads

New Entity

☐ Display blank entity on no match

Type **Contact**

If no match is found when searching for an Entity than a blank form can be automatically displayed to create a New Entity. The Type of Entity, *Contact*, *Account* or *Lead* that is created can be set here.

Search fields

The range of telephone numbers that are to be searched are not configurable. All Salesforce fields that are have the *phone* type will be used.

Step 1. Choose the field type Step 1

Specify the type of information that the custom field will contain.

Data Type	
☒ None Selected	Select one of the data types below.
☐ Auto Number	A system-generated sequence number that uses a display format you define. The number is automatically incremented for each new record.
☐ Formula	A read-only field that derives its value from a formula expression you define. The formula field is updated when any of the source fields change.
☐ Roll-Up Summary	A read-only field that displays the sum, minimum, or maximum value of a field in a related list or the record count of all records listed in a related list.
☐ Lookup Relationship	Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list.
☐ Checkbox	Allows users to select a True (checked) or False (unchecked) value.
☐ Currency	Allows users to enter a dollar or other currency amount and automatically formats the field as a currency amount. This can be useful if you export data to Excel or another spreadsheet.
☐ Date	Allows users to enter a date or pick a date from a popup calendar.
☐ Date/Time	Allows users to enter a date and time, or pick a date from a popup calendar. When users click a date in the popup, that date and the current time are entered into the Date/Time field.
☐ Email	Allows users to enter an email address, which is validated to ensure proper format. If this field is specified for a contact or lead, users can choose the address when clicking Send an Email. Note that custom email addresses cannot be used for mass emails.
☐ Geolocation	(Beta) Allows users to define locations.
☐ Number	Allows users to enter any number. Leading zeros are removed.
☐ Percent	Allows users to enter a percentage number, for example, '10' and automatically adds the percent sign to the number.
☐ Phone	Allows users to enter any phone number. Automatically formats it as a phone number.
☐ Picklist	Allows users to select a value from a list you define.
☐ Picklist (Multi-Select)	Allows users to select multiple values from a list you define.
☐ Text	Allows users to enter any combination of letters and numbers.

Next Cancel

The format of the telephone number does not make any difference as any type of format is supported. The number dialled/received is used for the searching.

Automatic call history entry

The plugin supports the ability to be able to automatically create and display a Salesforce Phone Task entity. The Entity to associate this with is found using the caller id received or the number dialed, and if multiple matches are found then the *Multiple Contacts Found* window is shown as for the [screen popping](#). The telephone numbers used to search are set in the [screen popping](#) section.

The Activity record is automatically created with the information relating to the call entered into the *Comments* field and the related entities are linked as shown.

The screenshot displays the Salesforce.com 'Task Edit' page for an inbound call. The task is assigned to Dorian Geroux, has a status of 'In Progress', and is due on 25/07/2014. The subject is 'Inbound call from 7774441111'. The phone number is 7774441111 and the priority is Normal. The description includes start and end times and a call recording URL. The interface also shows a sidebar with search and recent items, and a top navigation bar with links like Home, Accounts, Contacts, etc.

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they not known until the call is cleared.
Call Recording	If integrating with a Xarios Call Recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder only create the recording id when the call has been answered.

The plugin configuration has several options that can be set to determine how the record is created.

The screenshot shows the Salesforce.com interface with the 'Activities' tab selected. A modal window titled 'Task Information (for call history records)' is displayed. It contains the following fields:

- Status:** A dropdown menu currently set to 'In Progress'.
- Priority:** A dropdown menu currently set to 'Normal'.
- Display activity record:** A checked checkbox.
- Use Start and End times only:** An unchecked checkbox.

Status: This allows the type of *Status* for the task to be configured. Valid options are: *Not Started*, *In Progress*, *Completed*, *Waiting on someone else*, *Deferred*.

Priority: This will set the priority of the Task to be *High*, *Normal* or *Low*.

Display activity record: If this is set then the Task will be displayed when it's created in a new browser window.

Use Start and End times only: If this is set then only the start and end time will be populated into the *Comments* section for a call history entry.

Configuration

For any of the features there needs to be some basic configuration that needs to be performed to authenticate and allow access to Salesforce.

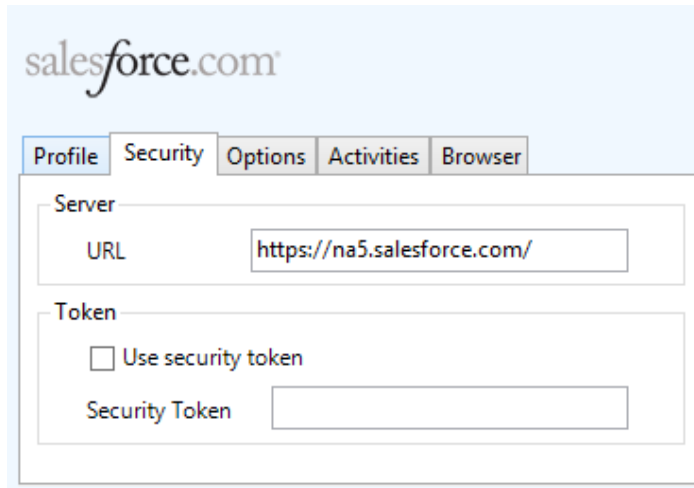
User authentication

The plugin requires a valid Salesforce username and password to be entered. These are the details that will be used for searching and creating history records. Ensure that the user has the appropriate permissions within Salesforce to do this. As a minimum they need to have the *API Enabled* flag set on their *Profile*.

CollaborationFolder		Products	
Members			
Contacts		Solutions	
Content		Tasks	
Contracts			
Administrative Permissions			
API Enabled	☒	Manage Mobile Configurations	☐
Assign Permission Sets	☐	Manage Package Licenses	☐
Author Apex	☐	Manage Password Policies	☐
Bulk API Hard Delete	☐	Manage Profiles and Permission	☐

Security

The Security tab enables the type of access and location of the Salesforce services to be set.



salesforce.com

Profile Security Options Activities Browser

Server

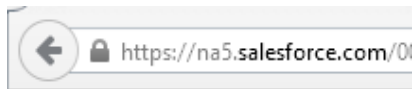
URL

Token

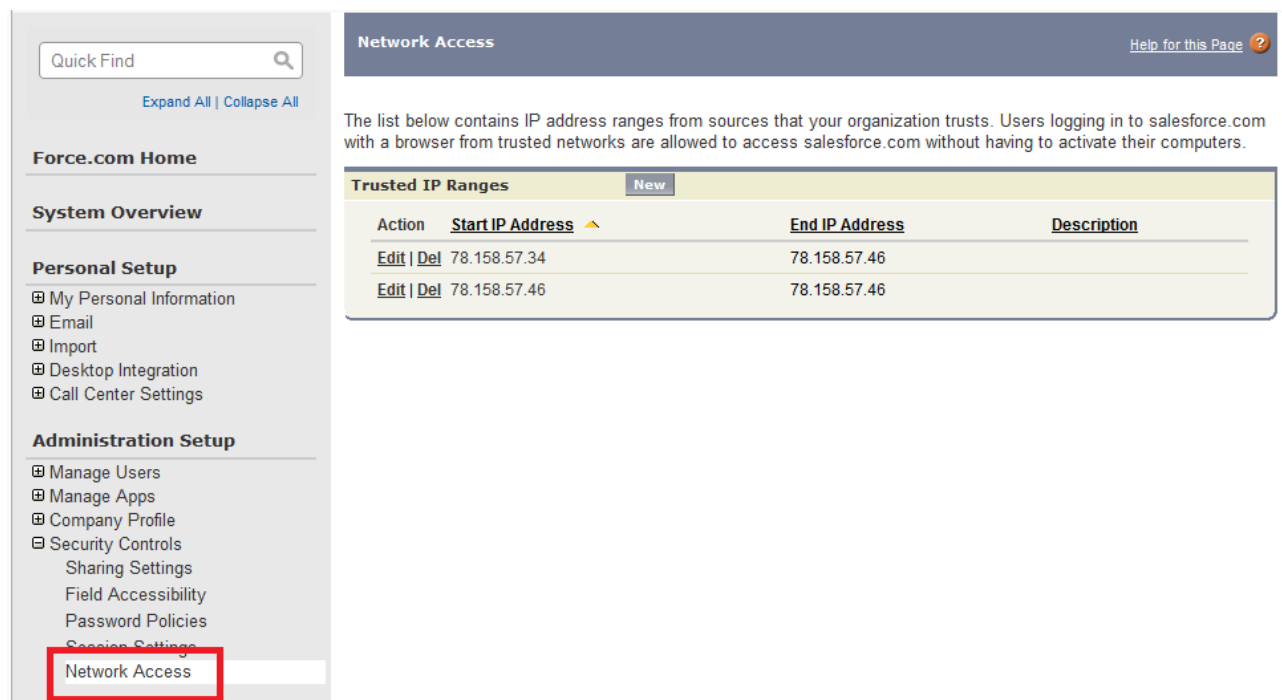
☐ Use security token

Security Token

Server -> URL: This should be set to Salesforce server that your organization uses. This can be found by looking at the URL that is displayed in the address bar of the web browser once you have logged into Salesforce.



Token: Depending on the security configuration of Salesforce and how it is accessed will dictate what options are required. To connect to the Salesforce API requires that the public IP address that the user is connecting from is configured in the *Administration Setup -> Network Access* section under *Trusted IP Ranges*.



Quick Find

[Expand All](#) | [Collapse All](#)

Force.com Home

System Overview

Personal Setup

- My Personal Information
- Email
- Import
- Desktop Integration
- Call Center Settings

Administration Setup

- Manage Users
- Manage Apps
- Company Profile
- Security Controls
 - Sharing Settings
 - Field Accessibility
 - Password Policies
 - Session Settings
 - Network Access**

Network Access [Help for this Page](#)

The list below contains IP address ranges from sources that your organization trusts. Users logging in to salesforce.com with a browser from trusted networks are allowed to access salesforce.com without having to activate their computers.

Trusted IP Ranges			
Action	Start IP Address	End IP Address	Description
Edit Del	78.158.57.34	78.158.57.46	
Edit Del	78.158.57.46	78.158.57.46	

If this cannot be configured, for example if you have remote workers whose IP address changes all the time. Then the Security Token option will need to be enabled.

To create a Security Token from the *Personal Setup -> My Personal Information -> Reset My Security Token* section of Salesforce.com, select the *Reset Security Token* button. This will send an email to the associated user with their Security Token.

Quick Find

[Expand All](#) | [Collapse All](#)

Force.com Home

System Overview

Personal Setup

- My Personal Information
 - Personal Information
 - Change My Password
 - Reset My Security Token
- My Groups
 - Change My Display
 - Grant Login Access
 - Calendar Sharing

Reset Security Token [Help for this Page](#)

Clicking the button below invalidates your existing token. After resetting your token, you will have to use the new token in all API applications.

When accessing salesforce.com from outside of your company's trusted networks, you must add a security token to your password to log in to the API or a desktop client such as Connect for Outlook, Connect Offline, Connect for Office, Connect for Lotus Notes, or the Data Loader.

Your security token is tied to your password and subject to any password policies your administrators have configured. Whenever your password is reset, your security token is also reset.

For security reasons, your security token is delivered to the email address associated with your account. To reset and send your security token, click the button below.

Reset Security Token

The email will contain the token and will look similar to the one shown below:

- y67lBpMdiBY02RkbDWqwhCEX

This value then needs to be entered into the Security Token section.

13 SalesLogix

Overview

This describes the features that are available when integrating with SalesLogix.

Supported Versions

The following SalesLogix versions are supported.

Version	Supported
Version 7.0	✓ *^
Version 7.1	✓ *^
Version 7.2	✓ ^
Version 7.5 SP2	✓ ^

* - Click to dial feature is not supported

^ - Requires the Windows LAN client

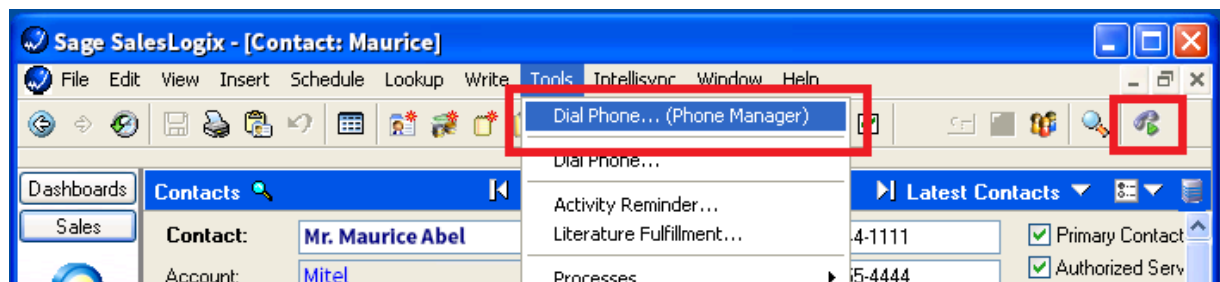
Features

Integration with SalesLogix supports the features listed below:

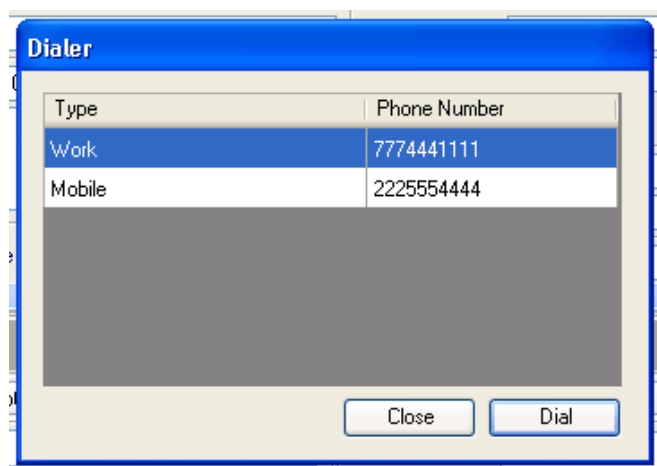
- [Click to dial](#)
- [Screen pop](#)
- [Automatic call history entry](#)
- [Calendar & DND synchronization](#)

Click to dial

When a record is displayed a new telephone icon is shown on the toolbar and a *Dial Phone* entry is added to the SalesLogix *Tools* menu.



When the telephone icon is clicked a new window is displayed that shows all of the telephone numbers that are available for this record.



Selecting any of the rows and clicking *Dial* or double clicking the row will cause the selected number to be called.

This requires Phone Manager to be running in the same Windows session as SalesLogix.

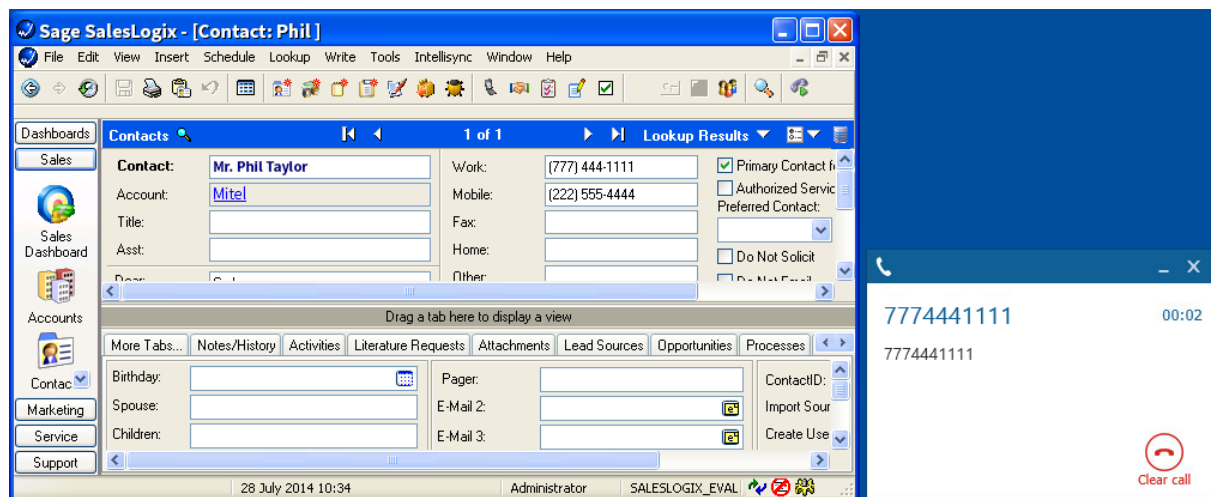
If the screen popping feature is also been used then this should only be configured for Inbound Calls, so as not to screen pop on outbound.

This direct dial out replaces the built in TAPI based "Dialer" feature within SalesLogix and should not be used at the same time.

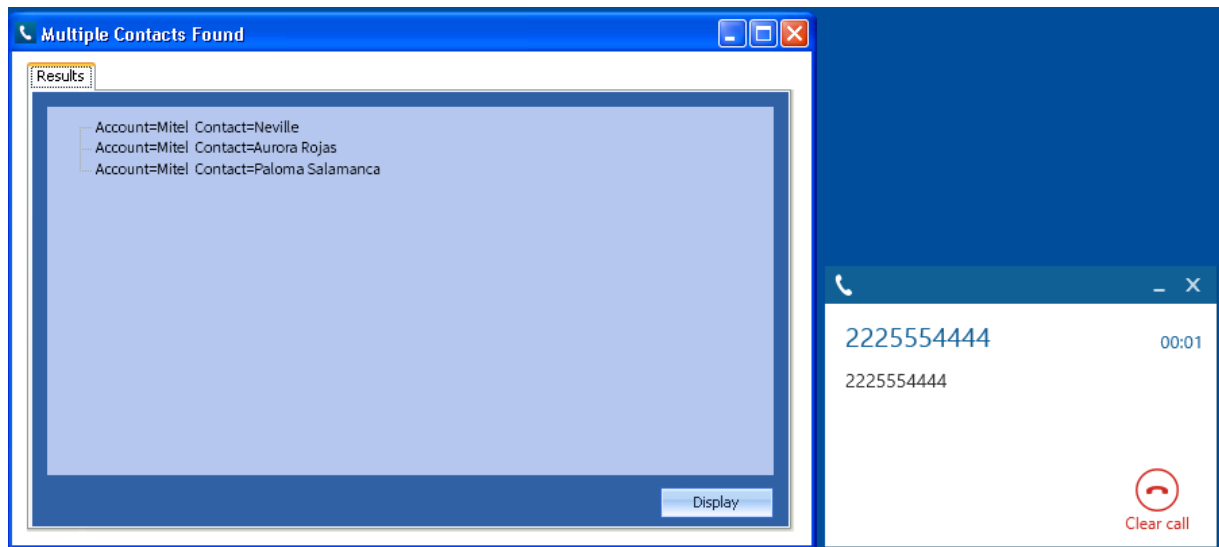
The SalesLogix bundle is available on request and needs to be installed by your SalesLogix administrator (see the [SalesLogix Bundle](#) section for details)

Screen pop

CRM *Contact*, *Account* and/or *Lead* entities can be screen popped directly within SalesLogix when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching entities that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* entity was found and the record was automatically displayed with SalesLogix.



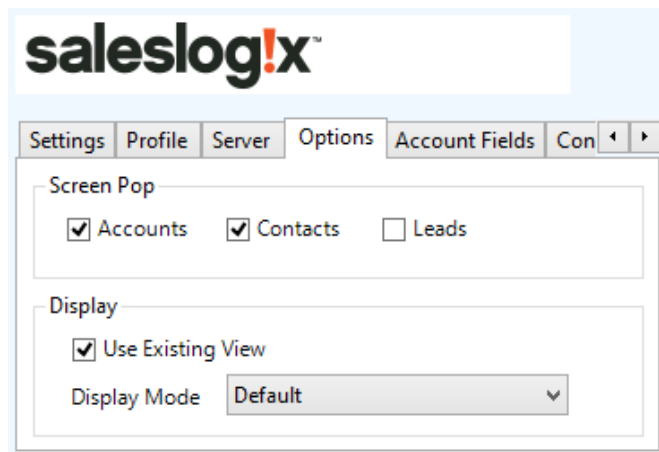
If multiple matches are found then the *Multiple Contacts Found* window is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found three matching *Contact* entities that have this telephone number.



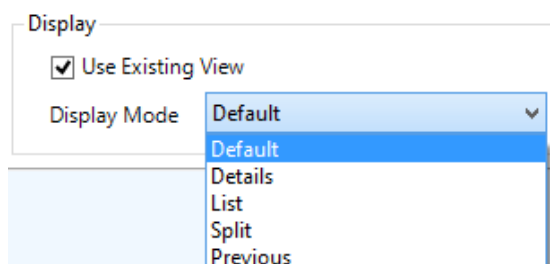
The correct entity can then be highlighted and then clicking on the *Display* button will open this record.

Entity and matching options

Configuration options are available on the plugin that allow the type of records to be used in the searching to be set. For example it can be configured so that only the *Contact* entities are searched. These options are set on the *Options* tab.



When SalesLogix is screen popped the display mode for how any matching records are shown can be configured as shown.



Selecting the *Use Existing View* option will use the current view settings. These settings are equivalent to the options available in the *View* menu within SalesLogix.

Search fields

The range of telephone numbers that are to be searched for can be configured for each of the *Contact*, *Account* or *Lead* records individually. By default the common telephone number fields are listed in the *Leads Fields*, *Contacts Fields* or *Account Fields* tab.

saleslog!x™

Options Account Fields Contact Fields Lead Fields Ad

Select the CRM account telephone numbers to search

- Main
- Alternate
- Fax
- Toll Free
- Toll Free 2
- Other Phone 1
- Other Phone 2

Contact Entities

Field name	Enabled?
Work	
Mobile	
Fax	
Home	
Other	
Pager	
User Field 1	
User Field 2	
User Field 3	
User Field 4	
User Field 5	
User Field 6	
User Field 7	
User Field 8	
User Field 9	
User Field 10	

Account Entities

Field name	Enabled?
Main	

Alternate	
Fax	
Toll Free	
Toll Free 2	
Other Phone 1	
Other Phone 2	
Other Phone 3	
User Field 1	
User Field 2	
User Field 3	
User Field 4	
User Field 5	
User Field 6	
User Field 7	
User Field 8	
User Field 9	
User Field 10	

Lead Entities

Field name	Enabled?
Work	
Home	
Mobile	
Fax	
Toll Free	
User Field 1	
User Field 2	
User Field 3	

User Field 4	
User Field 5	
User Field 6	
User Field 7	
User Field 8	
User Field 9	
User Field 10	

Telephone number formats

SalesLogix does not provide a standard format for storing telephone numbers within the system by default. The plugin supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 been searched for.

UK & International Telephone Formats			
08001831234	(0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234

The default formats for the US are shown below. This is based on the number 9876543210 been searched for.

US Telephone Formats			
9876543210	987.654.3210	+1 (987) 654-3210	19876543210
987-654-3210	(987) 654-3210	1-987.654.3210	1-987-654-3210
1(987) 654-3210			

Automatic call history entry

The plugin supports the ability to be able to automatically create and display a SalesLogix Phone Call activity. The record to associate this with is found using the caller id received or the number dialed, and if multiple matches are found then the *Multiple Contacts Found* window is shown as for the [screen popping](#). The telephone numbers used to search are set in the [screen popping](#) section.

The activity record is automatically created with the information relating to the call entered into the *Notes* field and the related records are linked as shown.

Complete Phone Call For Nacho Valencia

Completed: 28/07/2014 11:05

Scheduled: 28/07/2014 11:05

Duration: 60 minutes

☐ Timeless

Users Resources

Result:

Follow-Up: Meeting... Phone Call... To-Do... ☒ Carry Over Notes

Contact: Sastre, Isa

Opportunity:

Account: Mitel

Ticket:

Regarding: Inbound call from 2225554444

Notes...

Start Time : 28/07/2014 11:05:50
 End Time : 28/08/2014 12:05:50
 Result:
 Call Recording : http://mitelrecorder/default.aspx?recID=123456

Priority:

Category:

Leader: Process Manager

Scheduled by Administrator on 28/07/2014 11:05:52

OK

Cancel

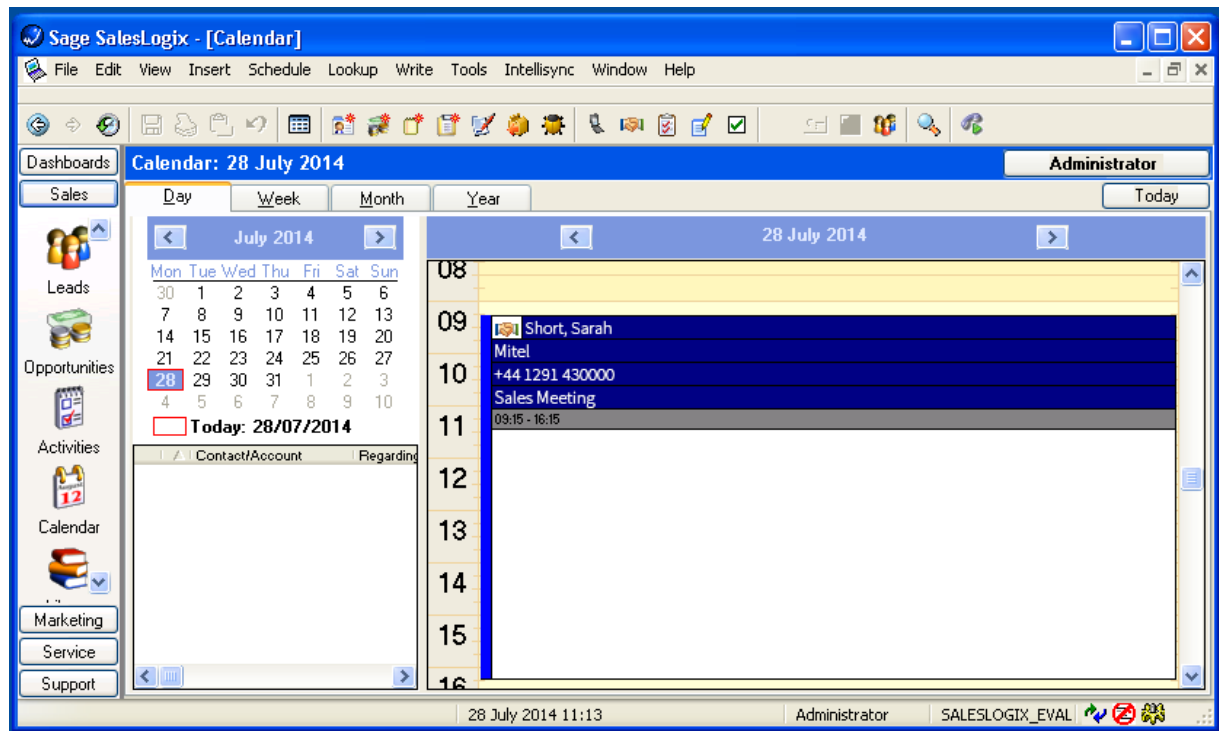
Help

Start Time	The date and time when the call was started.
End Time	The date and time when the call was ended.
Result	The account code entered on the call.
Call Recording	If integrating with a Xarios Call Recorder then this can contain a URL link to the call recording is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording when the call has been answered.

Calendar & DND synchronization

The calendar within SalesLogix can be synchronized with the DND status of the extension of the User. For example when there is a meeting in the calendar and this is due the extension can be automatically placed into DND with the DND text set to the *Regarding* field of the appointment. When the appointment ends, the extension will be automatically removed from DND.

For example the *Meeting* entry below will place the Users extension into DND between 09:00 and 16.30 with the DND text set to "Sales meeting".

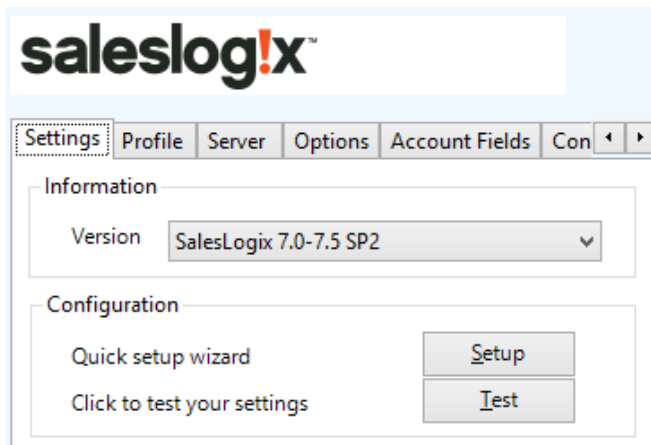


Configuration

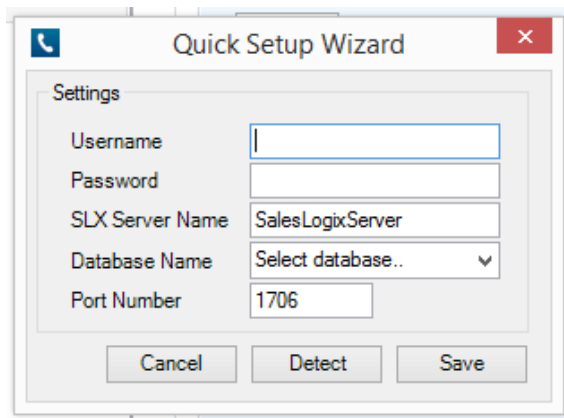
For any of the features there needs to be some basic configuration that needs to be performed to authenticate and allow access to SalesLogix.

Wizard

The *Settings* tab provides a *Quick Setup Wizard* to enable these to be easily configured.



Click on the *Setup* button to start the wizard.

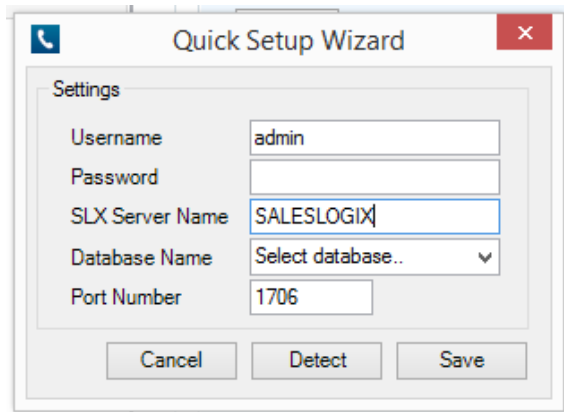


The 'Quick Setup Wizard' dialog box is shown with the following fields:

- Username: [Empty text box]
- Password: [Empty text box]
- SLX Server Name: SalesLogixServer
- Database Name: Select database.. (dropdown menu)
- Port Number: 1706

Buttons at the bottom: Cancel, Detect, Save.

Ensure that SalesLogix is open and then click on *Detect* and this will complete the form automatically.

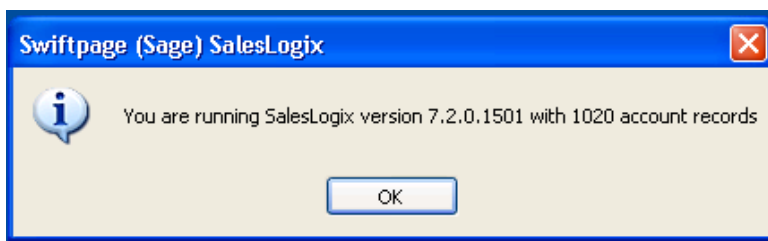


The 'Quick Setup Wizard' dialog box is shown with the following fields populated:

- Username: admin
- Password: [Empty text box]
- SLX Server Name: SALESLOGIX
- Database Name: Select database.. (dropdown menu)
- Port Number: 1706

Buttons at the bottom: Cancel, Detect, Save.

Select the *Database Name* for the SalesLogix database to use and then click *Save*. From the *Settings* tab click on the *Test* button to validate the details and a confirmation message will be displayed if the configuration is successful.



The 'Swiftpage (Sage) SalesLogix' message box displays the following information:

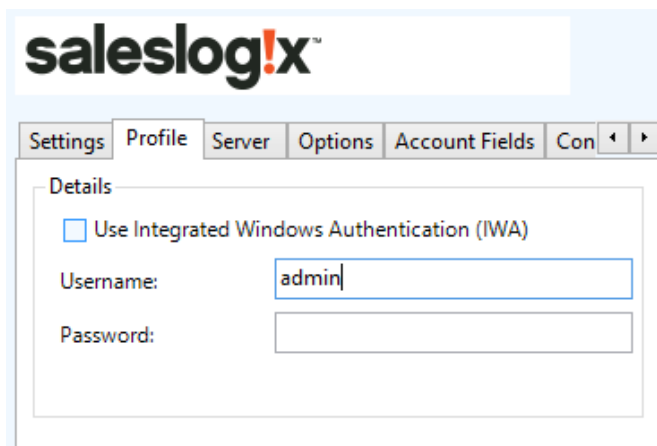
- You are running SalesLogix version 7.2.0.1501 with 1020 account records

Button: OK

If this fails then more options can be configured on the other tabs.

Authentication profile

The Profile tab enables the security credentials used to access SalesLogix to be configured.



The 'saleslogix' application window is shown with the 'Profile' tab selected. The 'Details' section contains the following options:

- ☐ Use Integrated Windows Authentication (IWA)
- Username: admin
- Password: [Empty text box]

Other tabs visible: Settings, Server, Options, Account Fields, Con.

Use Integrated Windows Authentication: If this is set then the username, password and domain details from user who is logged on the computer will be used.

Depending on the configuration of Sage SalesLogix and how it is accessed will dictate what options are required. For example if a different user account is used to access SalesLogix than what is currently logged into the computer then they will need to be manually entered.

Server details

The *Server* tab enables the server details and database that is to be used to be configured.

The screenshot shows the SalesLogix configuration window with the 'Server' tab selected. The window has a title bar with the SalesLogix logo. Below the title bar are tabs: Settings, Profile, Server (selected), Options, Account Fields, and Con. The main area is titled 'SalesLogix' and contains the following fields:

- SLX Server Name:** A text box containing 'SalesLogixServer'.
- Database Name:** A dropdown menu showing 'Select database..'.
- Use advanced settings:** An unchecked checkbox.

SLX Server Name: The server name or IP address of the computer hosting the SalesLogix database.

Database Name: The name of the SalesLogix database to use.

Advanced Settings: Enables the Advanced and Extended tabs for extra configuration options.

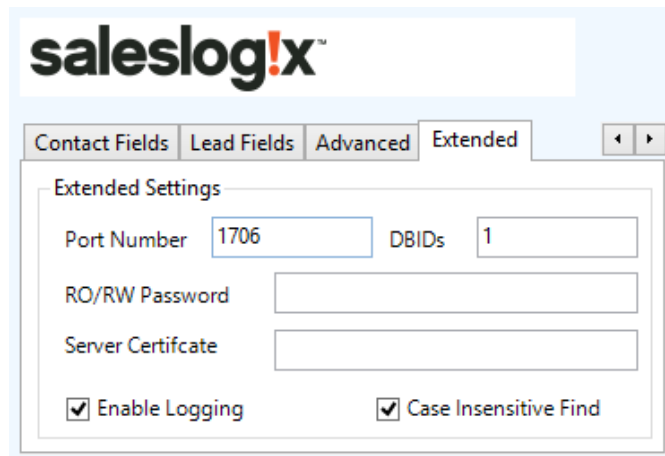
Advanced options

The *Advanced* and *Extended* tab enables more advanced options to be configured.

 These options are not normally required to be changed, contact your SalesLogix administrator for details.

The screenshot shows the SalesLogix configuration window with the 'Advanced' tab selected. The window has a title bar with the SalesLogix logo. Below the title bar are tabs: Contact Fields, Lead Fields, Advanced (selected), and Extended. The main area is titled 'Advanced Settings' and contains the following fields:

- Connect Timeout:** A text box containing '0'.
- Locale Identifier:** A text box containing '0'.
- Location:** A text box.
- Mode:** A dropdown menu showing 'ReadWrite'.
- Persist Security Info:** A text box containing 'True'.



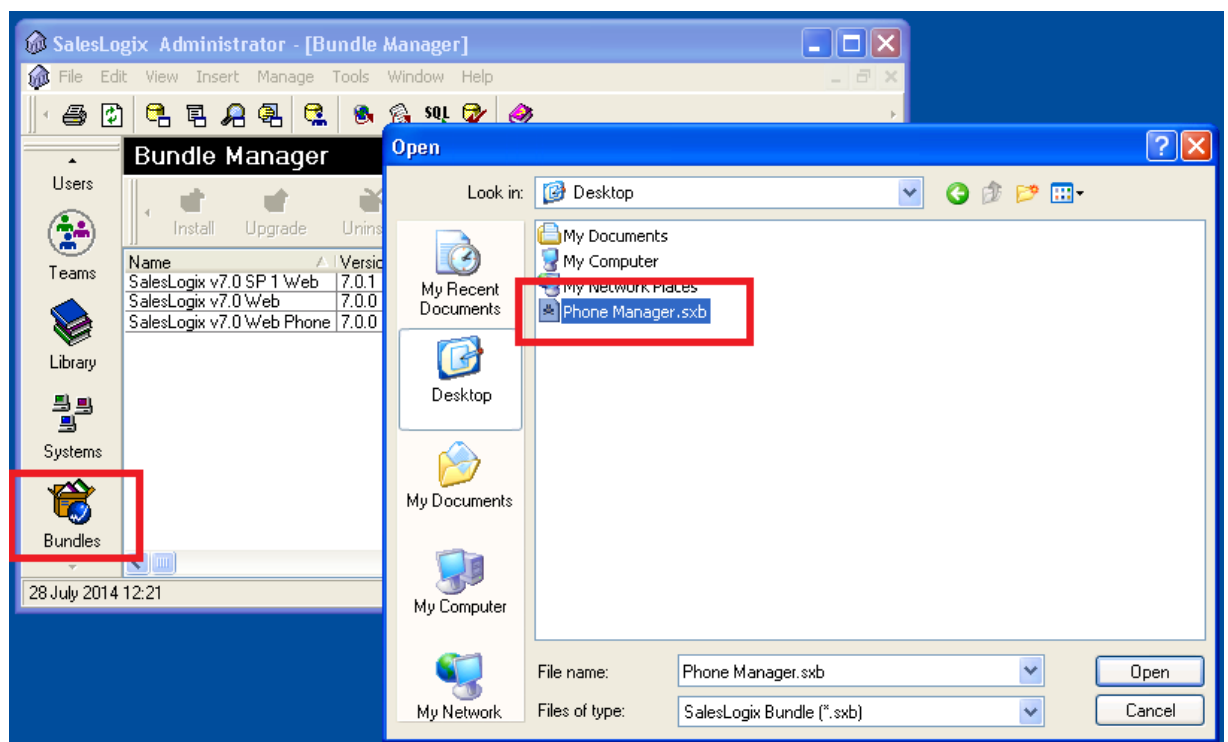
The image shows the 'Extended Settings' window in the SalesLogix Administrator. It has tabs for 'Contact Fields', 'Lead Fields', 'Advanced', and 'Extended'. The 'Extended' tab is selected. The window contains the following fields and options:

- Port Number:** 1706
- DBIDs:** 1
- RO/RW Password:** (empty text box)
- Server Certificate:** (empty text box)
- ☒ **Enable Logging**
- ☒ **Case Insensitive Find**

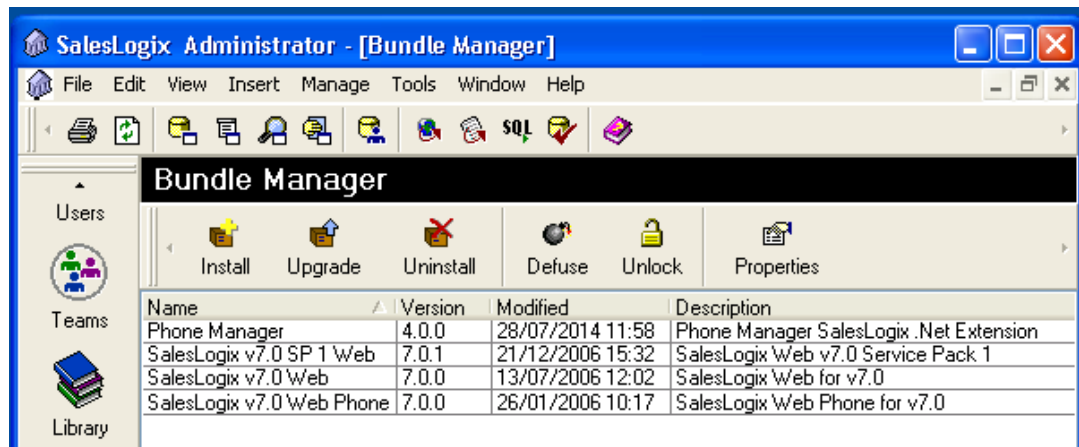
Sales Logix Bundle

SalesLogix allows for 3rd party integration components to be installed into the SalesLogix environment to provide additional features. To install the SalesLogix bundle the following steps need to be performed.

1. Run the SalesLogix Administrator Program.
2. Click the Bundles button.
3. Click the Install button.
4. Locate and select the Phone Manager Bundle.



5. Click OK on the Choose Actions To Install window.
6. If prompted select to allow the plugin to be released and select the group to release to.
7. The Phone Manager Bundle should then be displayed in the list.



8. Close SalesLogix Administrator Program.
9. Installation is complete, open SalesLogix.

14 SugarCRM

Overview

This describes the features that are available when integrating with SugarCRM.

Supported Versions

Version	On-premise deployment	Cloud
v6.4 - v7.9		

 The integration uses SugarCRM Web Services v4.1. Although SugarCRM tries to maintain backwards compatibility when they upgrade their cloud platform this is never guaranteed. This version of the plugin has been tested on the latest version that was available upon release.

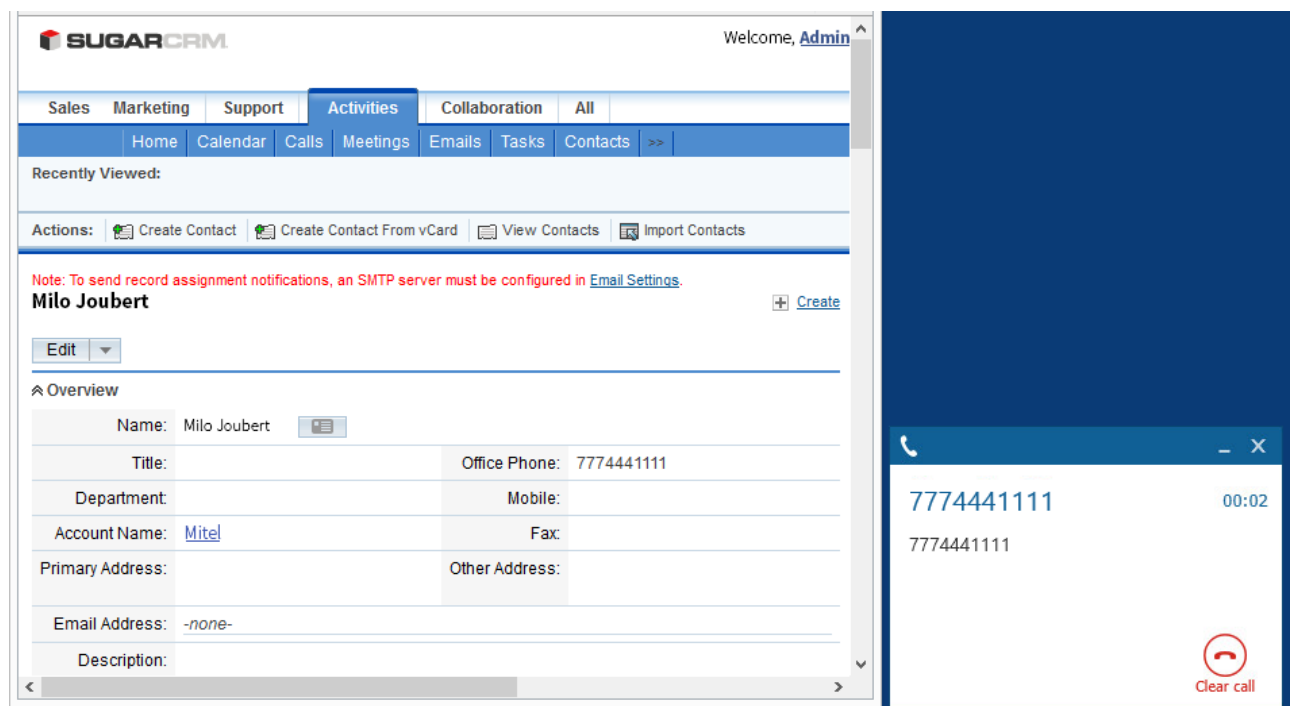
Features

Integration with SugarCRM supports the features listed below:

- [Screen pop for account, customer and lead records](#)
- [Automatic call activity entry](#)

Screen pop

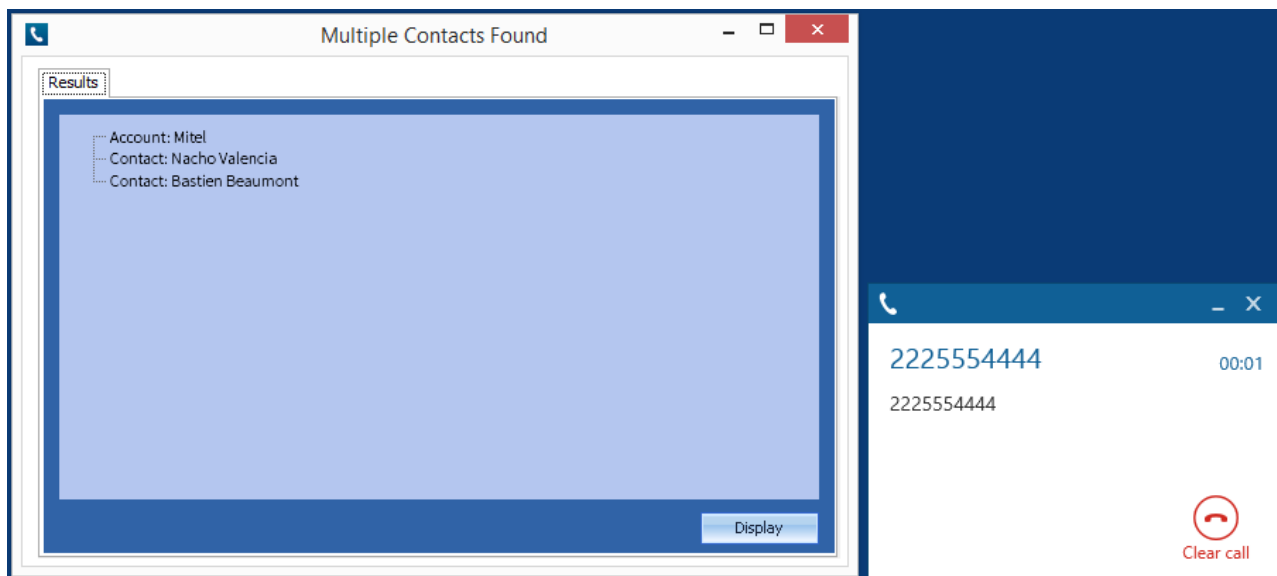
CRM *Account*, *Contact* and/or *Lead* records can be screen popped directly within CRM when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching records that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* record was found and the record was automatically displayed using the Users default browser.



The screenshot displays the SugarCRM web interface. The top navigation bar includes tabs for Sales, Marketing, Support, Activities (selected), Collaboration, and All. Below this is a sub-navigation bar with Home, Calendar, Calls, Meetings, Emails, Tasks, and Contacts. The main content area shows a 'Recently Viewed' section with actions like 'Create Contact', 'Create Contact From vCard', 'View Contacts', and 'Import Contacts'. A note indicates that an SMTP server must be configured for record assignment notifications. The contact record for 'Milo Joubert' is displayed, showing fields for Name, Title, Department, Account Name (Mitel), Primary Address, Email Address (-none-), and Description. An 'Overview' section is also visible. On the right side, a call toaster overlay is shown with the phone number 7774441111 and a duration of 00:02. A 'Clear call' button is located at the bottom right of the toaster.

If multiple matches are found then the *Multiple Contacts Found* is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found 2 matching *Contact* records and

1 matching *Account* record that have this telephone number.

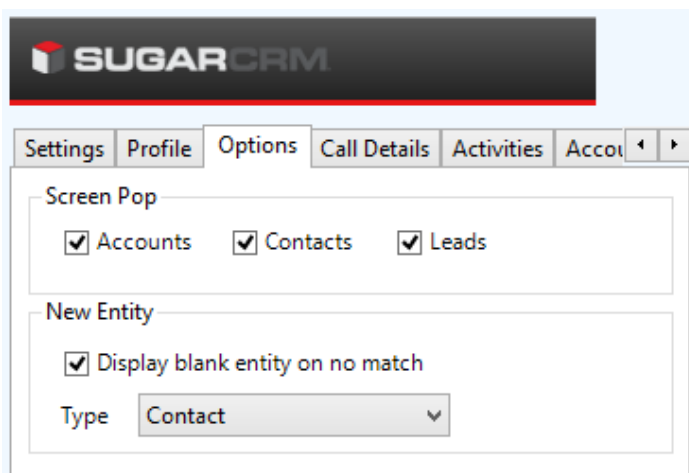


The correct record can then be highlighted and then clicking on the *Display* button or double clicking the entry will open this record.

 The plugin will only search for records that have not been *Deleted*. If any records have been marked as *Deleted* then they will not be displayed.

Record and matching options

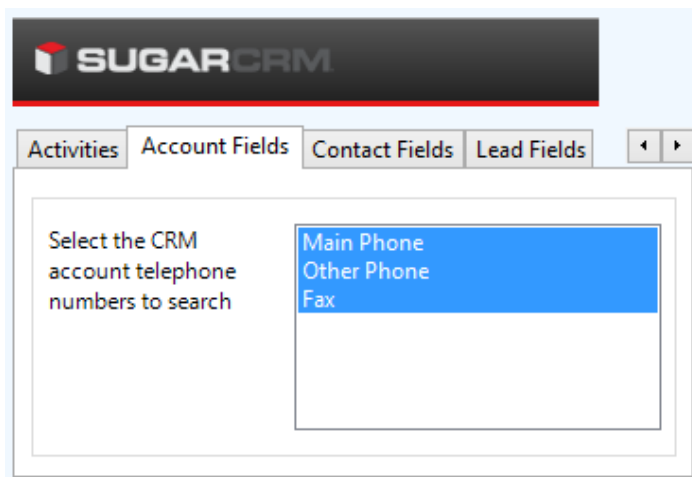
Configuration options are available on the plugin that allow the type of *Records* to be used in the searching to be set. For example it can be configured so that only the *Contact* records are searched. These options are set on the *Options* tab.



If no match is found when searching than a blank form can be automatically displayed to create a new record. The record type, *Account*, *Contact* or *Customer* that is created can be set here.

Search fields

The range of telephone numbers that are to be searched for can be configured for each of the *Contact*, *Account* or *Lead* records individually. By default the common telephone number fields are listed on the *Leads Fields*, *Contacts Fields* or *Account Fields* tab.



These are the default field name and descriptions and may be different if they have been customized. Contact your SugarCRM administrator for details.

Contact Records

Field name	Field description	Enabled?
Business Phone	phone_work	
Home Phone	phone_home	
Other Phone	phone_other	
Fax	phone_fax	
Mobile Telephone	phone_mobile	
Assistant phone	assistant_phone	

Account Records

Field name	Field description	Enabled?
Main Phone	phone_office	
Other Phone	phone_alterate	
Fax	phone_fax	

Lead Records

Field name	Field description	Enabled?
Business Phone	phone_work	
Home Phone	phone_home	

Other Phone	phone_other	
Fax	phone_fax	
Mobile Telephone	phone_mobile	
Assistant phone	assistant_phone	

Telephone number formats

SugarCRM does not provide a standard format for storing telephone numbers within the system by default. The plugin supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 been searched for.

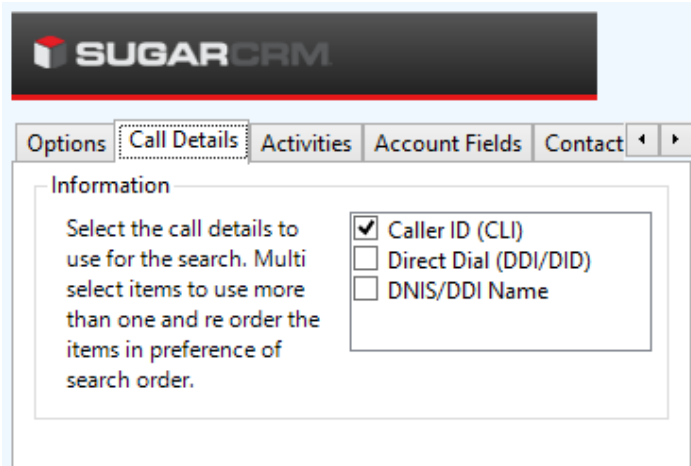
UK & International Telephone Formats			
08001831234	(0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234

The default formats for the US are shown below. This is based on the number 9876543210 been searched for.

US Telephone Formats			
9876543210	987.654.3210	+1 (987) 654-3210	19876543210
987-654-3210	(987) 654-3210	1-987.654.3210	1-987-654-3210
1(987) 654-3210	(987)654-3210		

Call details

The call information that is used to search for matching records can be configured. By default the dialed number or the caller id are used to search with, depending on the call direction, but other call details can be configured. There are options for the direct dial number or the direct dial name (or DNIS) as shown.



SUGARCRM

Options **Call Details** Activities Account Fields Contact

Information

Select the call details to use for the search. Multi select items to use more than one and re order the items in preference of search order.

☒ Caller ID (CLI)
☐ Direct Dial (DDI/DID)
☐ DNIS/DDI Name

 Caller ID represents either the caller ID for inbound calls or the dialed number for outbound calls.

The configuration box lets you select multiple different types of call detail with the details to be used having the check box next to each one selected. The order of the searching can also be configured by dragging and dropping the entry and ordering the list accordingly.

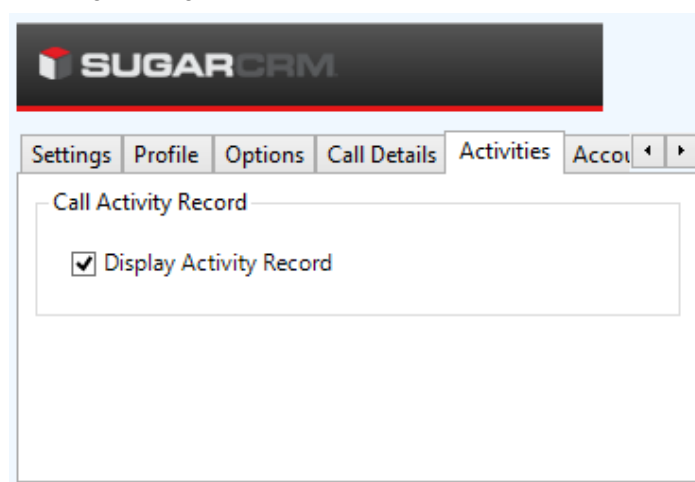
Automatic call history entry

The plugin supports the ability to be able to automatically create and display a SugarCRM Call Activity. The record to associate this with is found using the caller id received or the number dialed, and if multiple matches are found then the *Multiple Contacts Found* window is shown as for the [screen popping](#).

The Activity record is automatically created with the information relating to the call entered into the relevant fields.

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received on.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a call recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording id when the call has been answered.

The plugin configuration has several options that can be set to determine how the record is created.



The screenshot shows the SugarCRM interface with the 'Call Details' tab selected. Under the 'Call Activity Record' section, the checkbox 'Display Activity Record' is checked.

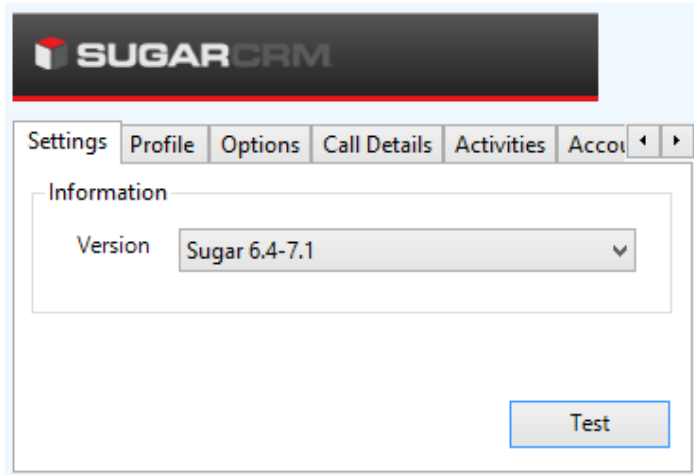
Display activity record: This will display the *Activity* form, if this is not set then the record will be created without the user seeing the form.

Configuration

For any of the features there needs to be some basic configuration that needs to be performed to authenticate and allow access to Sugar CRM.

Settings and versions

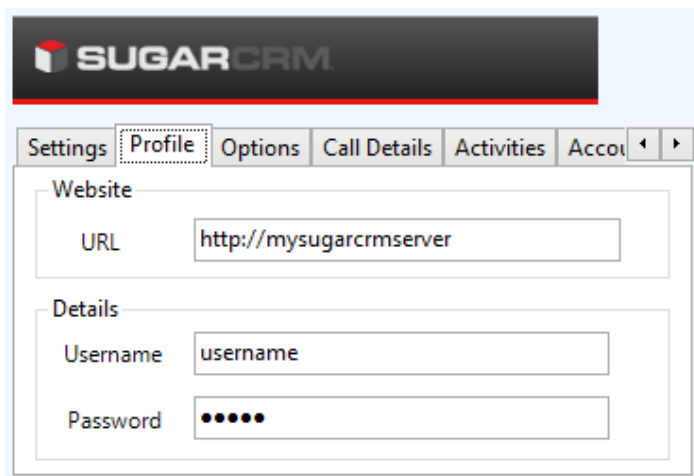
The supported version of SugarCRM can be seen on the *Settings* tab.



The screenshot shows the SugarCRM interface with the 'Settings' tab selected. The 'Information' section contains a 'Version' dropdown menu currently set to 'Sugar 6.4-7.1'. A 'Test' button is located at the bottom right of the form.

Profile details

The specific account details that will be used to connect to SugarCRM need to be set on the *Profile* tab.



The screenshot shows the SugarCRM interface with the 'Profile' tab selected. The 'Website' section has a 'URL' field with the value 'http://mysugarcrmserver'. The 'Details' section has a 'Username' field with the value 'username' and a 'Password' field with masked characters (dots).

URL: This is the URL to the SugarCRM server.

Username: The username of the account used to login to SugarCRM for this user.

Password: The password used to access SugarCRM for this user.

15 Swiftpage Act!

Overview

This describes the features that are available when integrating with Swift Page Act!.

Supported Versions

The following Act! versions are supported.

Version	Supported
v19 (2017)	✓
v18 (2016)	✓
v17 (2015)	✓
v16 (2014)	✓
v15 (2013)	✓

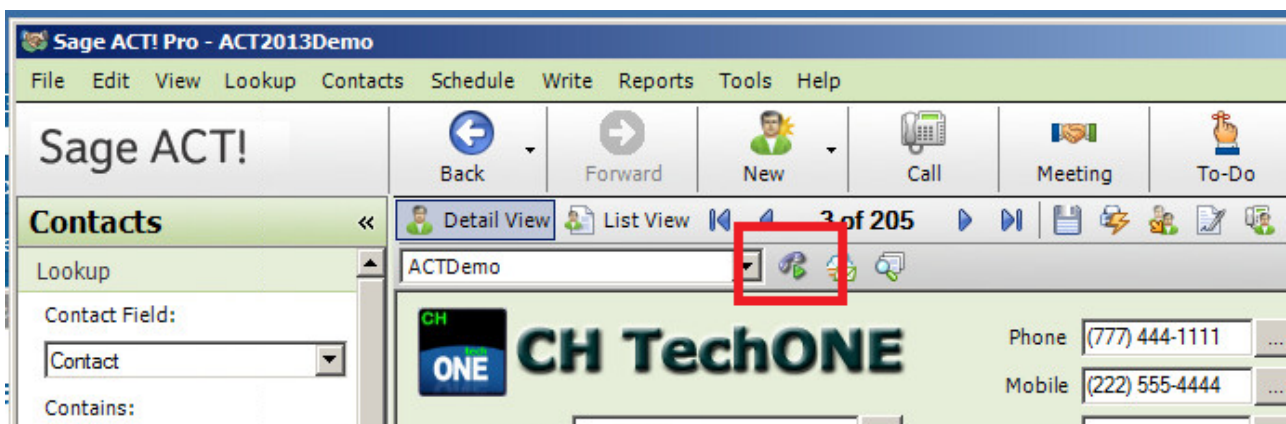
Features

Integration with Act! supports the features listed below:

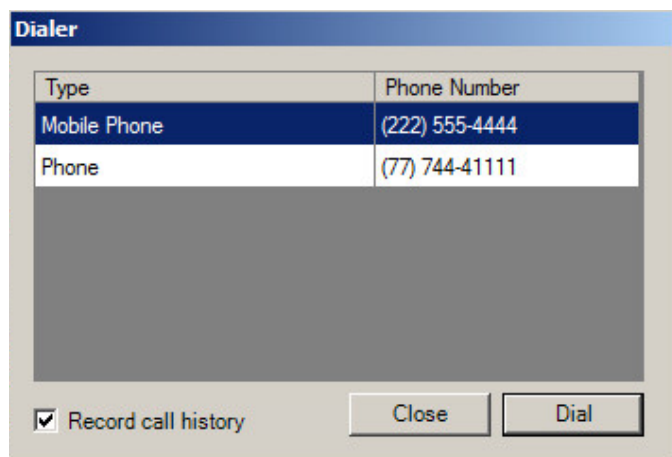
- [Click to dial](#)
- [Screen pop for contacts](#)
- [Automatic call history entry](#)
- [Calendar & DND synchronization](#)

Click to dial

When a Contact record is displayed a new telephone icon is shown on the toolbar.



When the telephone icon is clicked a new window is displayed that shows all of the telephone numbers that are available for this contact.



Selecting any of the rows and clicking *Dial* or double clicking the row will cause the selected number to be called.

This requires Phone Manager to be running in the same Windows session as Act!.

When an outbound call is made using this method a call history record can be created and opened once the Dial command has been selected. To enable this select the *Record call history* option on the form.

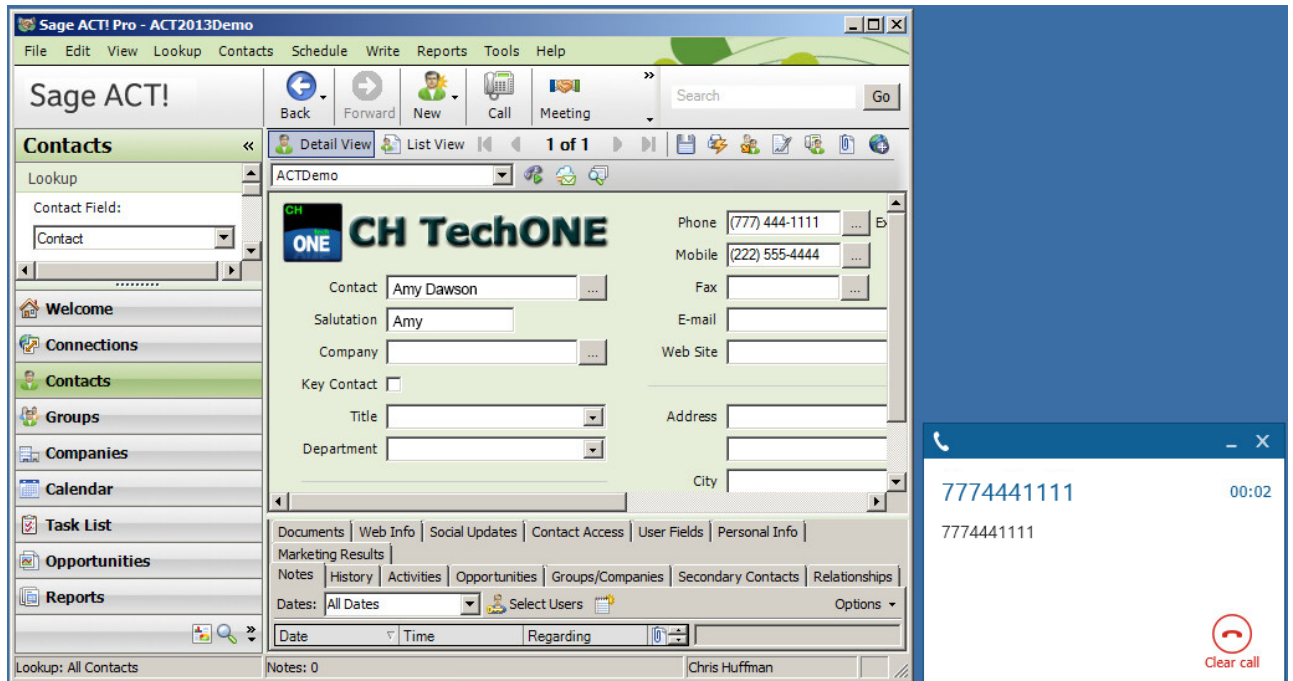
If the screen popping feature is also been used then this should only be configured for Inbound Calls, so as not to screen pop on outbound.

This direct dial out replaces the built in TAPI based "Dialer" feature within Act! and should not be used at the same time. To disable the built in "Dialer" feature, from the menu bar select Tools -> Preferences -> Communication -> Dialer Preferences and un check the Use dialer option.

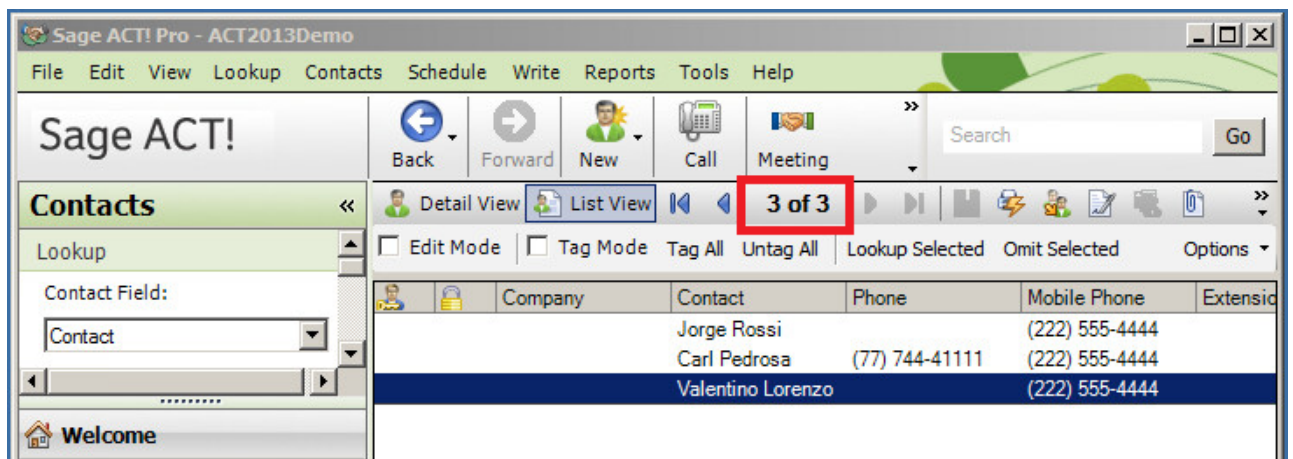
Screen pop for contacts

The Act! contacts can be screen popped directly within Act! when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching contacts that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search on the contacts to find any records that have matching telephone numbers. A match was found and the contact record was automatically displayed.

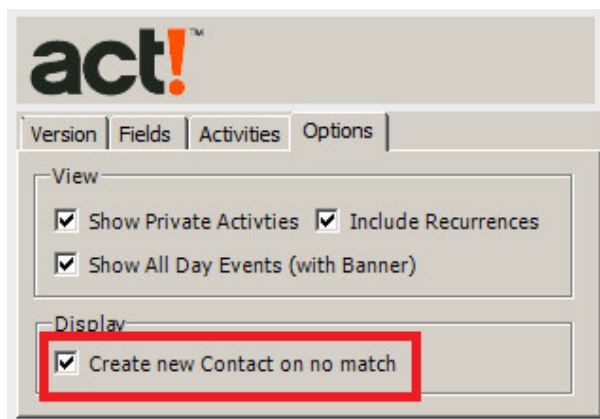
Only 'telephonefield' types are supported when searching for telephone numbers in contacts! If the field type is not set correctly in ACT! it will not screen pop



If multiple matches are found then the current Act! view be filtered down for the relevant matches. For example a call is made to 222555444 and this has found three contacts that have this telephone number.



If no matches are found then there is a setting on the Options tab to enable a new *Contact* record to be created. The Phone field is set to the number received and this *Contact* is then displayed.



Contact fields

The range of telephone numbers that are to be searched for can be configured. By default the common telephone

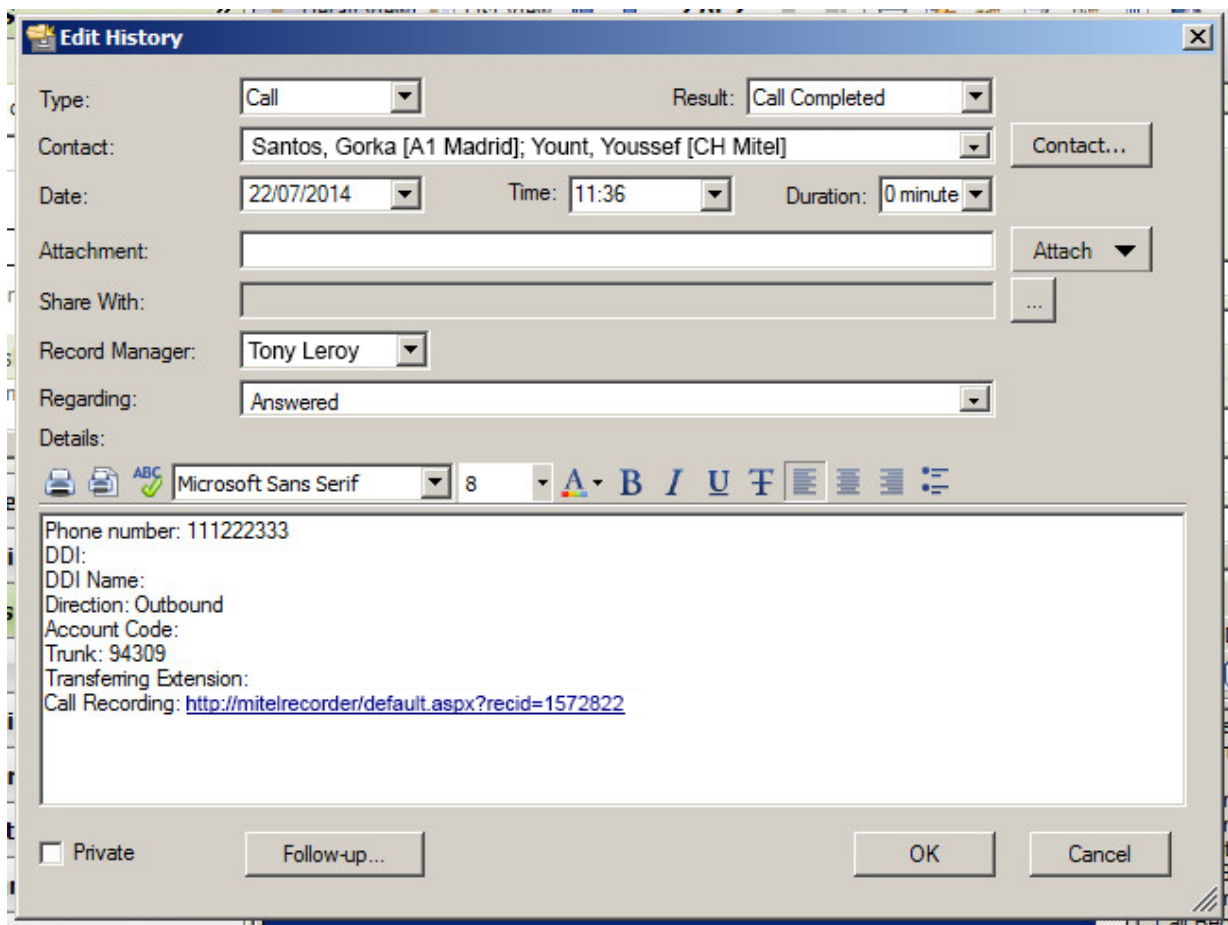
number fields are pre selected.

Act! Description	Act! Field Name	Enabled?
Business Phone	BUSINESS_PHONE	
Mobile Phone	MOBILE_PHONE	
Alternate Phone	ALTERNATE_PHONE	
Fax Phone	FAX_PHONE	
Home Phone	HOME_PHONE	
Pager Phone	PAGER_PHONE	

Automatic call history entry

Phone Manager can work with the History within Act! and can have *Call* entries automatically created for calls made or received by the User when a match has been found to an entry in their Act! contacts. The contact to associate with this is found using the caller id received or dialed number.

The body of the call entry is populated with the information shown.



Edit History

Type: Result:

Contact:

Date: Time: Duration:

Attachment:

Share With:

Record Manager:

Regarding:

Details:

Phone number: 111222333
DDI:
DDI Name:
Direction: Outbound
Account Code:
Trunk: 94309
Transferring Extension:
Call Recording: <http://mitelrecorder/default.aspx?recid=1572822>

☐ Private

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received on.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a Xarios Call Recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording id when the call has been answered.

Calendar & DND synchronization

The calendar within Act! can be synchronized with the DND status of the extension of the User. For example when there is an appointment in the calendar and this is due the extension can be automatically placed into DND with the DND text set to the *Regarding* field of the appointment. When the appointment ends, the extension will be automatically removed from DND.

For example the *Scheduled Activity* entry below will place the Users extension into DND between 09:00 and 13.30 with the DND text set to "Sales Meeting".

Schedule Activity

Options ▾

General | Details | Recurrence

Activity Type: Meeting Start Date: 22/07/2014 Start Time: 09:00 Duration: 4 hours 30 min

End Date: 22/07/2014 End Time: 13:30 ☐ Use Banner

Schedule With: Tony, Marcel [CH TechONE]; Scott, Marco [CH TechONE] Contacts ▾

☐ Send invitation e-mail

Associate With: CH TechONE [CMP] ...

Regarding: Sales Meeting

Location:

Priority: Low Colour: [black] Ring Alarm: No alarm Schedule For...

☐ Private OK Cancel

There are options to be able to select the type of *Activities* that trigger the DND change and these are configured on the *Activities* tab.

act!

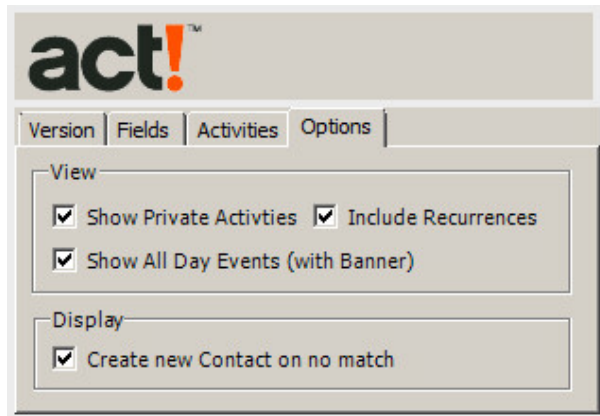
Version | Fields | Activities | Options

Status

Select the Act activity types to include

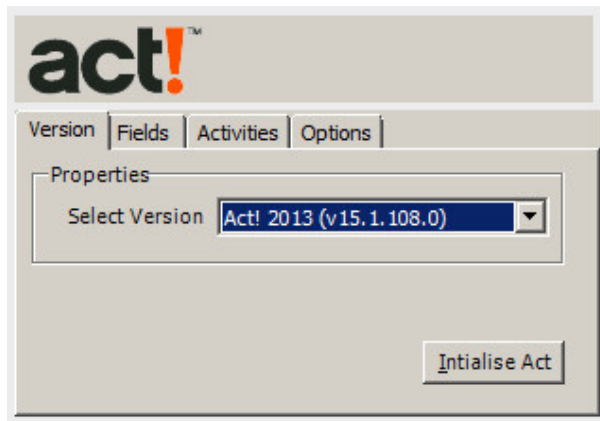
- Call
- Meeting
- To-do
- Personal Activity
- Vacation

The *Options* tab has settings to control if private activities, recurring activities and all day events will be acted upon.



Configuration

The integration needs to be configured for the correct version of Act! that is running. From the *Version* tab select the relevant entry from the drop down list.



Once this has been selected the plugin needs to be initialized with the Act! application. This is performed by clicking on the *Initialize Act* button.

 Act! will need to be closed before this can be done.

The plugin uses the Act! plugin framework and when you click *Initialize Act* the required files are copied into the Act! plugin folder. If this is not successful then the current user may not have the permissions to be able to copy files to this location. By default this is:

C:\Program Files\ACT\Act for Windows\Plugins

16 TigerPaw

Overview

This describes the features that are available when integrating with TigerPaw.

Supported Versions

Version	Supported
16.1.07	✓
15.2.02	✓
14.1.20	✓

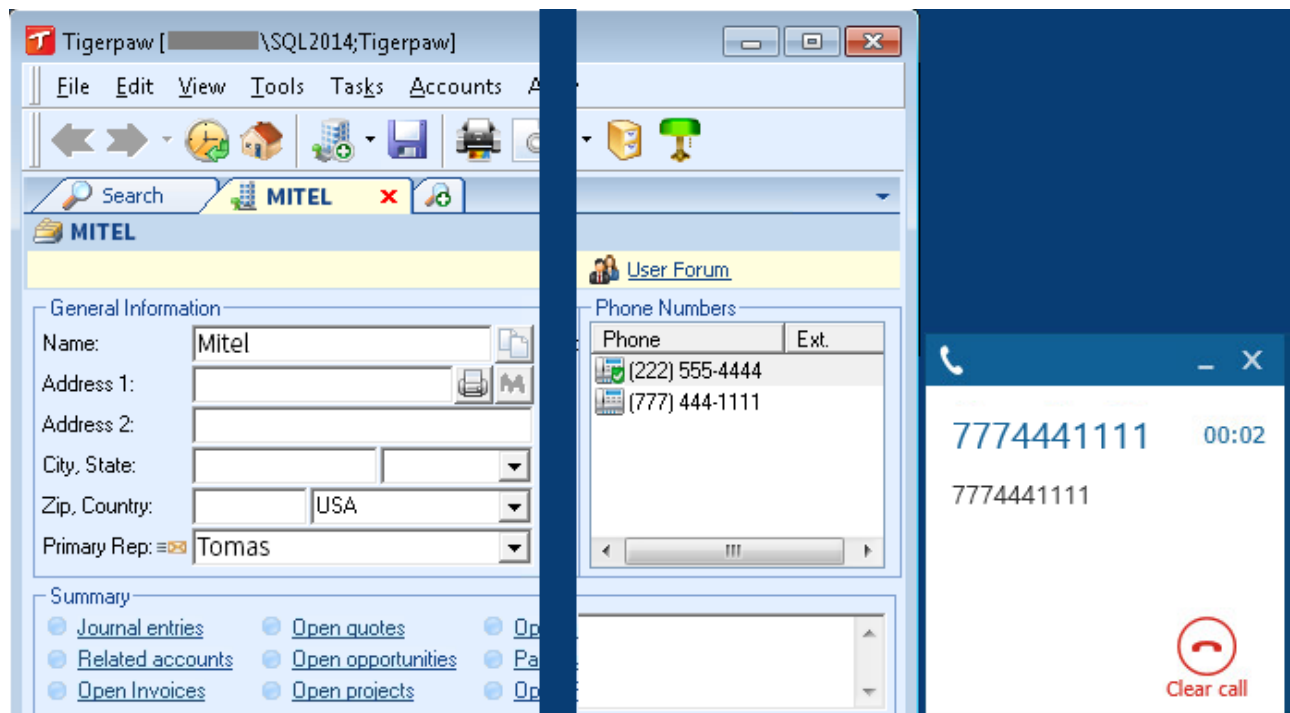
Features

Integration with TigerPaw supports the features listed below:

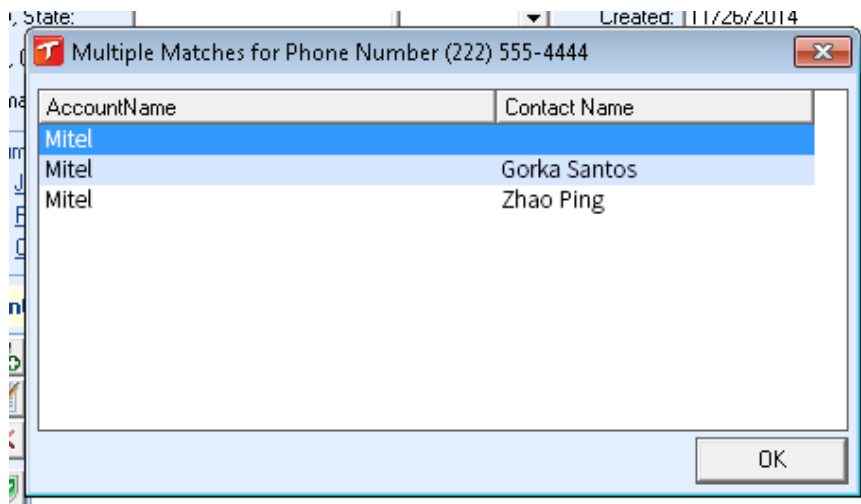
- [Screen pop for accounts](#)
- [Automatic call history entry](#)
- [Calendar & DND synchronization](#)

Screen pop

Account records can be screen popped directly within TigerPaw when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching *Accounts* or *Contacts* that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have this telephone number. A matching *Contact* entity was found and the associated *Account* record was automatically displayed within TigerPaw.



If multiple matches are found then the *Multiple Matches* window is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found three matching records, an *Account*, and 2 *Contacts* that have this telephone number.



The correct record can then be highlighted and then clicking on the *Display* button will open this associated *Account* record.

Even though the telephone numbers for a *Contact* record can be searched for only their associated *Account* can be screen popped.

Automatic call history entry

The plugin supports the ability to be able to automatically create and display a TigerPaw Phone Call Task. The *Account* to associate this with is found using the caller id received or the number dialed.

If there are multiple *Accounts* and/or *Contacts* with the same telephone number then the first *Account* retrieved will be associated with the task.

The Activity record is automatically created with the information relating to the call entered into the relevant fields.

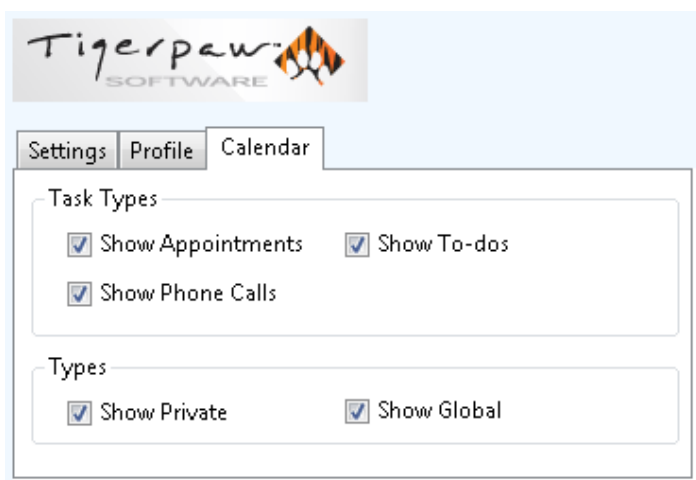
Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received on.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a call recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording id when the call has been answered.

Calendar & DND synchronization

The calendar within TigerPaw can be synchronized with the DND status of the extension of the User. For example when there is an appointment in the calendar and this is due the extension can be automatically placed into DND with the DND text set to the subject of the appointment. When the appointment ends, the extension will be automatically removed from DND.

Calendar

The type of *Tasks* that can be included in the synchronization can be configured on the *Calendar* tab.



The screenshot shows the TigerPaw Software settings window with the 'Calendar' tab selected. The 'Task Types' section contains three checked checkboxes: 'Show Appointments', 'Show To-dos', and 'Show Phone Calls'. The 'Types' section contains two checked checkboxes: 'Show Private' and 'Show Global'.

Show Appointments: This enables *Appointment* task to be included in the synchronization.

Show To-dos: This enables *To-do* tasks to be included in the synchronization.

Show Phone Calls: This enables *Phone Calls* tasks to be included in the synchronization.

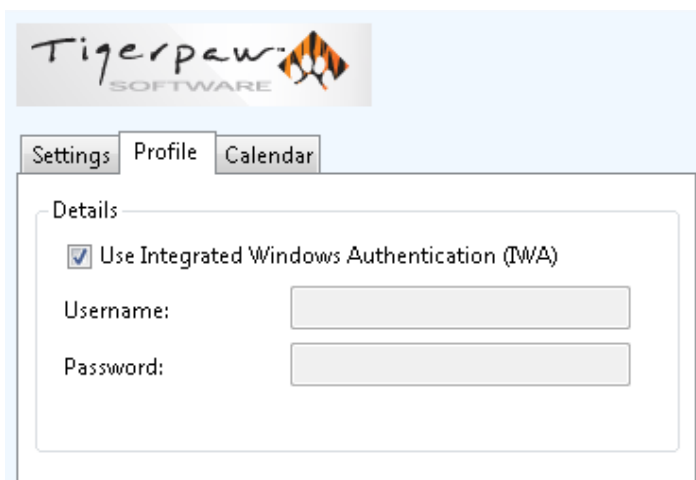
Show Private: This enables *Private* tasks to be included in the synchronization.

Show Global: This enables *Global* tasks to be included in the synchronization.

Configuration

Profile

The database authentication details used to connect to the TigerPaw database are configured on the *Profile* tab.



The screenshot shows the TigerPaw Software settings window with the 'Profile' tab selected. The 'Details' section has a checked checkbox for 'Use Integrated Windows Authentication (IWA)'. Below this, there are input fields for 'Username:' and 'Password:'.

Select **Use Integrated Windows Authentication (IWA)** to use the login details of the current user, or enter the **Username** and **Password** details into the relevant fields.

17 Zendesk

Overview

Zendesk is an online ticket/customer support CRM; this Document describes the features that are available when integrating Phone Manager with Zendesk. Zendesk by default only supports one 'Phone' field for storing a telephone number; this is the field that is searched when attempting to find a contact.

Supported Versions

As Zendesk is an online product they have no concept of a version numbering scheme. Phone Manager integration was tested against the Zendesk V2 API.

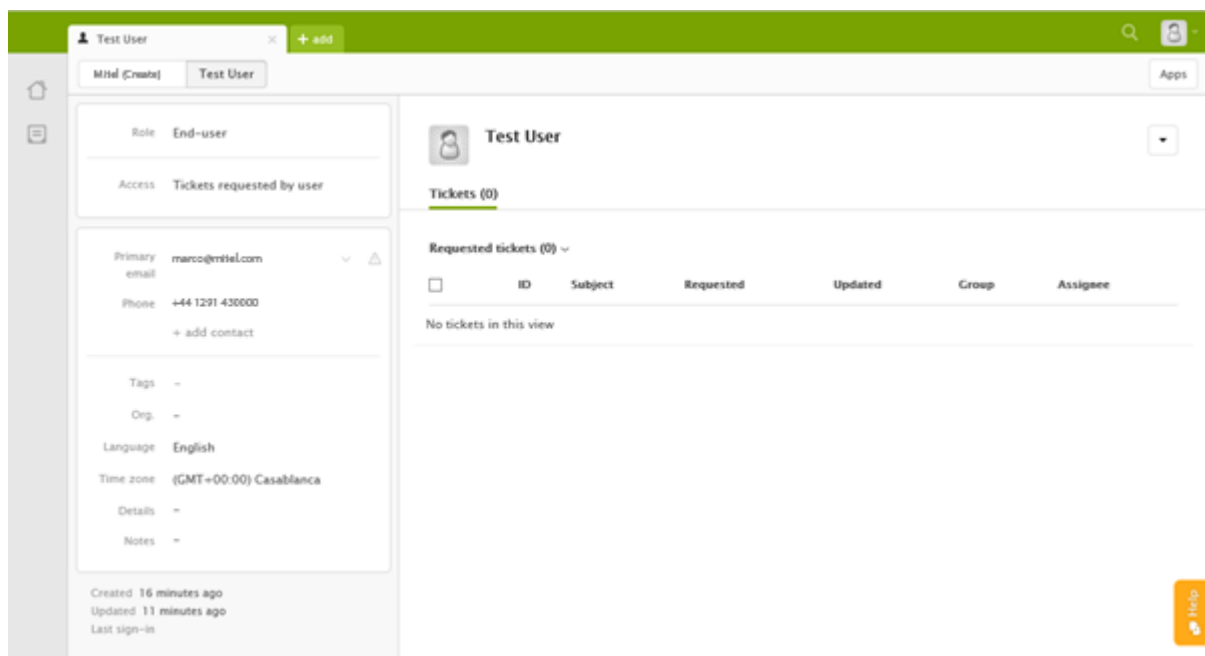
Features

Integration with Zendesk supports the features listed below:

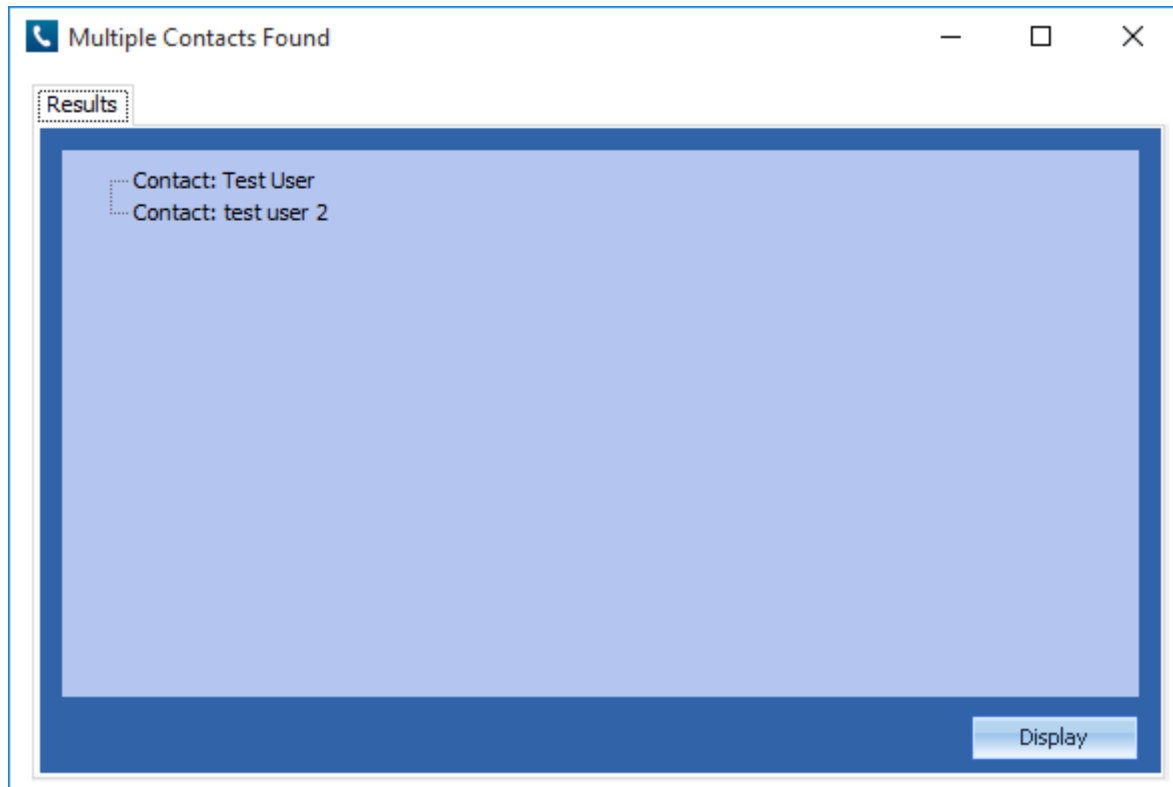
- [Screen pop for contacts/open tickets](#)

Screen pop

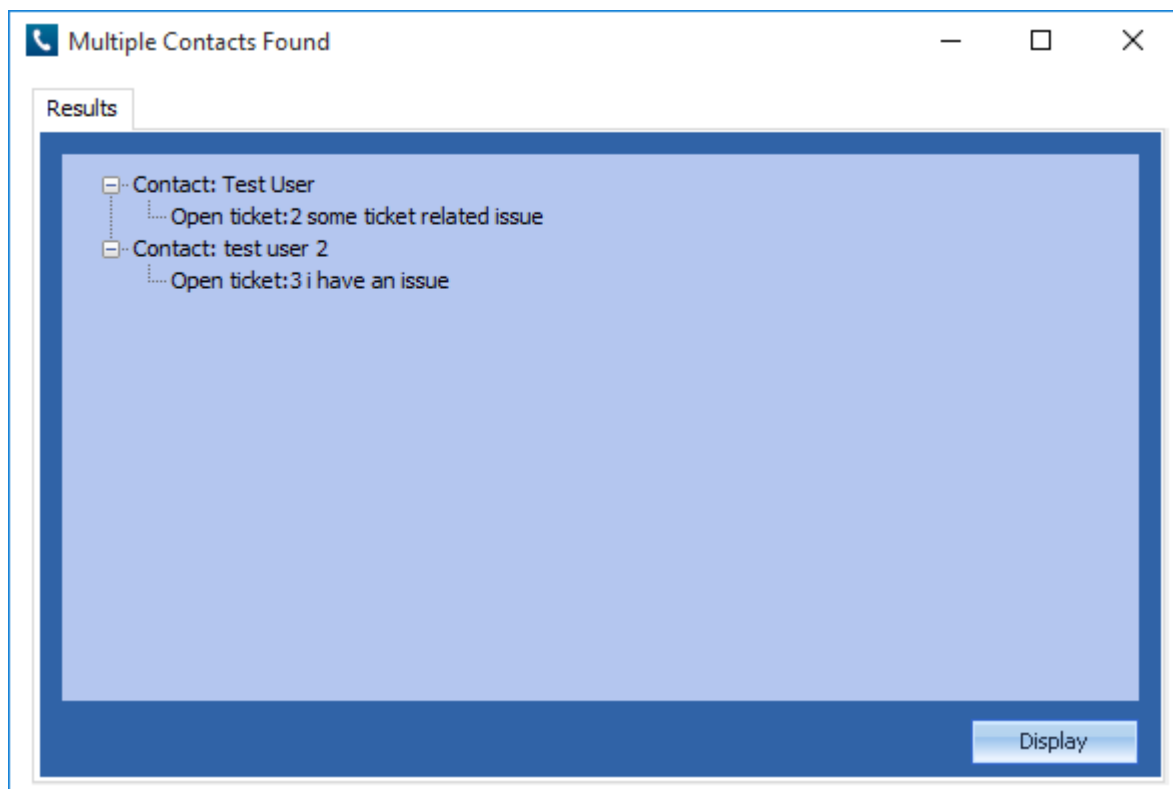
'end-user' people or their open tickets can be screen popped when an incoming call is received using the caller id (CLI) from the inbound call or the dialled number on an outbound call. For example an inbound call is received from 07718402534, if there are no tickets currently open for this 'end-user' then their user profile is displayed.



If multiple matches are found then the Multiple Contact Found dialog is shown:



The Multiple Contact Found dialog will also be shown if the 'Search Open tickets on Contact Match' setting is enabled in the Phone Manager Plugin. The dialog will allow the selection of the specific ticket item to display:



Configuration

The integration requires the Zendesk URL and authentication credentials for the user. User password or authentication token can be used; these are setup on the Zendesk administration by your administrator in the settings/channel/API section of the Zendesk configuration.



Zendesk Connection

Settings

Connection Information

Zendesk URL

yourcompany.zendesk.com

☐ Use Auth Token

Zendesk User ID

user@yourcompany.com

Password

The option to search for tickets and whether to open the screen pop in a new browser window or in the same logged in session as selected in the setting tab of the integration, there is also a 'Test' button which will test whether the configured URL and user credentials are correct.



Zendesk Connection

Settings

☒ Search Open Tickets on Contact Match

☒ Open Match In New Browser

Test

18 Zoho CRM

Overview

This describes the features that are available when integrating with Zoho CRM.

Supported Versions

Version	Cloud
2019	
2014	

 The integration uses Zoho CRM Web Services v2019 or v2014. Although Zoho CRM tries to maintain backwards compatibility when they upgrade their cloud platform this is never guaranteed. This version of the plugin has been tested on the latest version that was available upon release.

Limitations

The Zoho CRM API limits the number of API requests for a company on a per day limit. When searching over multiple modules there will be a separate API request for each module.

 Your version of Zoho will determine how many queries you are allowed per day. If you go over that number Zoho will return an error when sending the query. You will then not be able to make any more queries that day so the screen pop will not work.

To increase performance it is recommended that you store your telephone numbers in an unformatted string i.e. 08001831234 and turn off the Advanced Searching option, see the [Advanced](#) section for details.

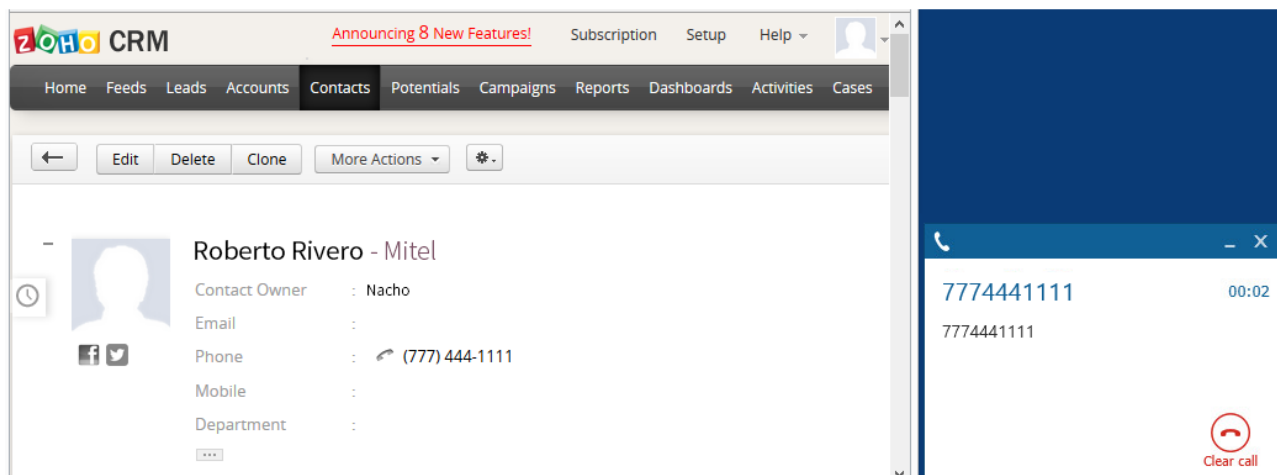
Features

Integration with Zoho CRM supports the features listed below:

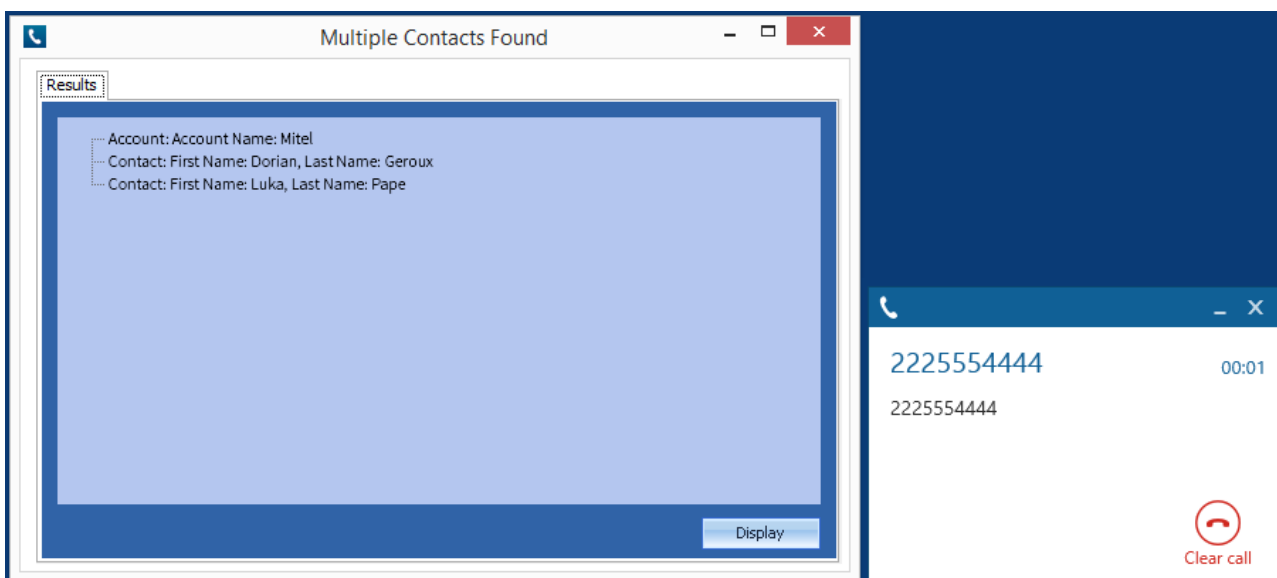
- [Screen pop for contacts, accounts and leads](#)
- [Automatic call history entry](#)

Screen pop

CRM *Contact*, *Account* and/or *Lead* entities can be screen popped directly within CRM when an incoming call is received using the caller id or from an outgoing call using the dialed number. The telephone number is then used to find any matching entities that have this number. For example an inbound call is received from 7774441111 as shown on the toaster. The plugin performs a search to find any records that have matching telephone numbers. A matching *Contact* entity was found and the record was automatically displayed using the Users default browser.



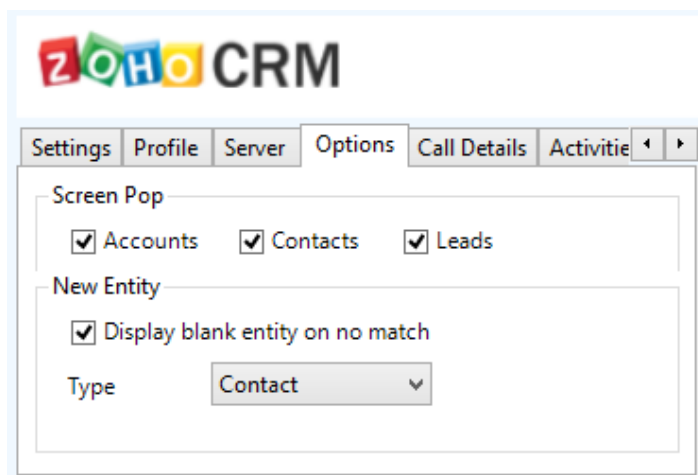
If multiple matches are found then the *Multiple Contacts Found* is shown and enables the User to select the correct record to be displayed. For example a call is made to 222555444 and this has found three matching entities, a *Account*, *Contact* and *Lead*, that have this telephone number.



The correct Entity can then be highlighted and then clicking on the *Display* button will open this record.

Entity and matching options

Configuration options are available on the plugin that allow the type of *Entities* to be used in the searching to be set. For example it can be configured so that only the *Contact* Entities are searched. These options are set on the *Options* tab



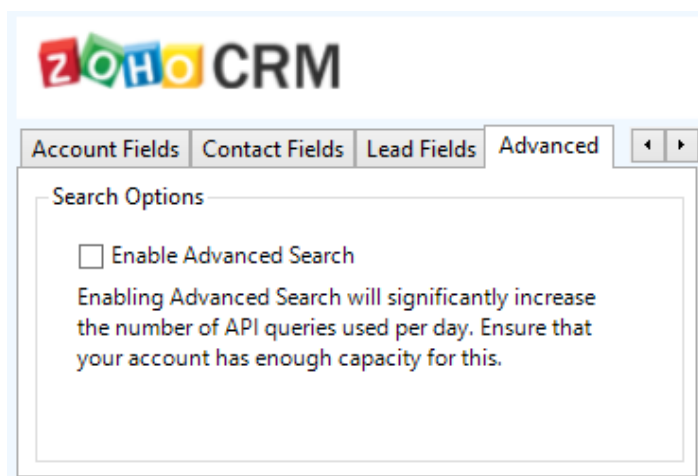
The screenshot shows the Zoho CRM interface with the 'Options' tab selected. Under the 'Screen Pop' section, there are three checked checkboxes: 'Accounts', 'Contacts', and 'Leads'. Under the 'New Entity' section, there is a checked checkbox for 'Display blank entity on no match' and a dropdown menu for 'Type' currently set to 'Contact'.

If no match is found when searching for an Entity than a blank form can be automatically displayed to create a New Entity. The Type of Entity, *Contact*, *Account* or *Lead* that is created can be set here.

Advanced options

The *Advanced* tab control how matching contacts are searched for.

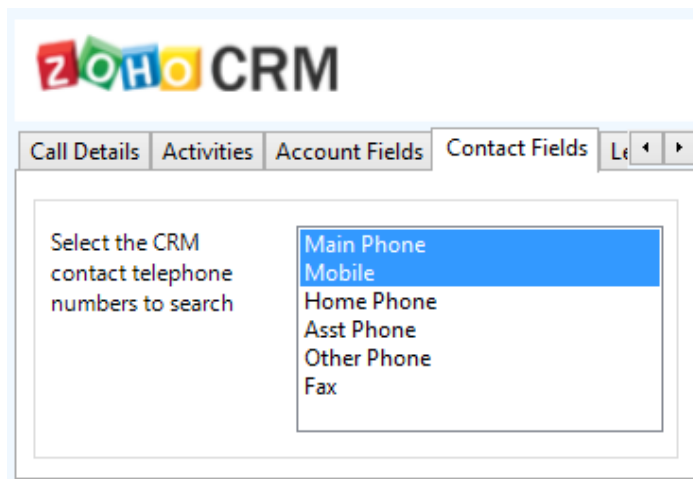
 Zoho CRM limits the number of calls to its API, and only lets you search for 1 phone number at a time. Zoho CRM free edition you may only send 250 queries per company per day, meaning if you are searching for the number 9876543210 in the US, and only searching for the Main Telephone number and only on the Contacts module, this search will generate 9 queries.



The screenshot shows the Zoho CRM interface with the 'Advanced' tab selected. Under the 'Search Options' section, there is an unchecked checkbox for 'Enable Advanced Search'. Below this checkbox, a warning message states: 'Enabling Advanced Search will significantly increase the number of API queries used per day. Ensure that your account has enough capacity for this.'

Search fields

The range of telephone numbers that are to be searched for can be configured for each of the *Contact*, *Account* or *Lead* Entities individually. By default the common telephone number fields are listed on the *Leads Fields*, *Contacts Fields* or *Account Fields* tab.



These are the default field name and descriptions and may be different if they have been customized. Contact your Zoho CRM administrator for details.

Contact Entities

Field name	Field description	Enabled?
Main Phone	Phone	
Mobile	Mobile	
Home Phone	Home Phone	
Asst Phone	Asst Phone	
Other Phone	Other Phone	
Fax	Fax	

Account Entities

Field name	Field description	Enabled?
Phone	Phone	
Fax	Fax	

Lead Entities

Field name	Field description	Enabled?
Phone	Phone	
Mobile	Mobile	
Fax	Fax	

Telephone number formats

Zoho CRM does not provide a standard format for storing telephone numbers within the system by default. The plugin

supports searching for multiple different formats dependent on the region (UK or US) where the client is running. The default formats for the UK and International are shown below. This is based on the number 08001831234 been searched for.

UK & International Telephone Formats			
08001831234	(0123) 4567890	44 (08001)831234	+44 (080)0183 1234
08001 831234	08001-831234	(08001)831234	(08001)-831234
080 018 31234	080-018-31234	080 0183 1234	080-0183-1234

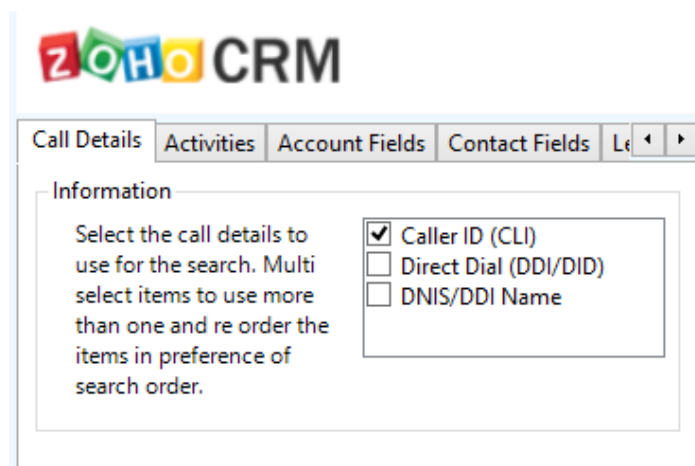
The default formats for the US are shown below. This is based on the number 9876543210 been searched for.

US Telephone Formats			
9876543210	987.654.3210	+1 (987) 654-3210	19876543210
987-654-3210	(987) 654-3210	1-987.654.3210	1-987-654-3210
1(987) 654-3210	(987)654-3210		

 Zoho CRM limits the number of calls to its API, and only lets you search for 1 phone number at a time. Zoho CRM free addition you may only send 250 queries per company per day, meaning if you are searching for the number 9876543210 in the US, and only searching for the Main Telephone number and only on the Contacts module, this search will generate 9 queries. To increase performance and reduce queries you can disable the telephone format searching as described in [Advanced](#) section.

Call details

The call information that is used to search for matching records can be configured. By default the dialed number or the caller id are used to search with, depending on the call direction, but other call details can configured. There are options for the direct dial number or the direct dial name (or DNIS) as shown.



 Caller ID represents either the caller ID for inbound calls or the dialed number for outbound calls.

The configuration box lets you select multiple different types of call detail with the details to be used having the check box next to each one selected. The order of the searching can also be configured by dragging and dropping the entry and ordering the list accordingly.

When multiple call details are used the searching will stop as soon as a match is found with the first call detail.

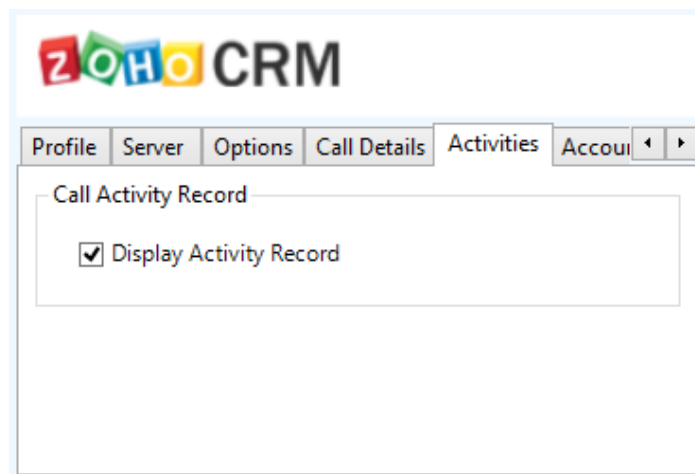
Automatic call history entry

The plugin supports the ability to be able to automatically create and display a Zoho CRM Phone Call Activity entity. The Entity to associate this with is found using the caller id received or the number dialed, and if multiple matches are found then the *Multiple Contacts Found* window is shown as for the [screen popping](#). The telephone numbers used to search are set in the [screen popping](#) section.

The Activity record is automatically created with the information relating to the call entered into the relevant fields.

Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialed number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction of the call.
Account Code	The account codes that was set on the call.
Trunk	For external calls the outside network trunk number that the call was made or received on.
Transferring Extension	The device that the call was transferred from.
Duration	The duration of the call. The call event trigger must have been set to Call End as they are not known until the call is cleared.
Call Recording	If integrating with a call recorder then this can contain a URL link to the call recording (this is not a clickable hyperlink but can be copied and pasted into a browser). The call event trigger must have been set to at least Call Answered as the call recorder will only create the recording id when the call has been answered.

The plugin configuration has options that can be set to determine how the record is created.



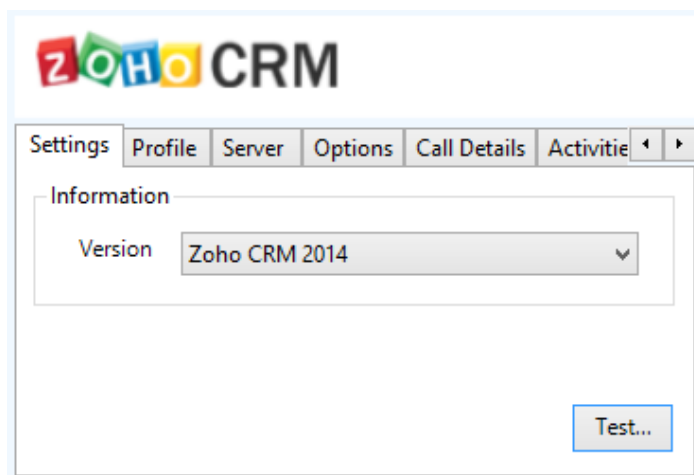
Display Activity Record: This will display the Activity form, if this is not set then the record will be created without the user seeing the form.

Configuration

For any of the features there needs to be some basic configuration that needs to be performed to authenticate and allow access to Zoho CRM.

Settings and versions

The correct version of Zoho CRM that is used needs to be selected from the Version drop down on the *Settings* tab.



ZOHO CRM

Settings Profile Server Options Call Details Activities

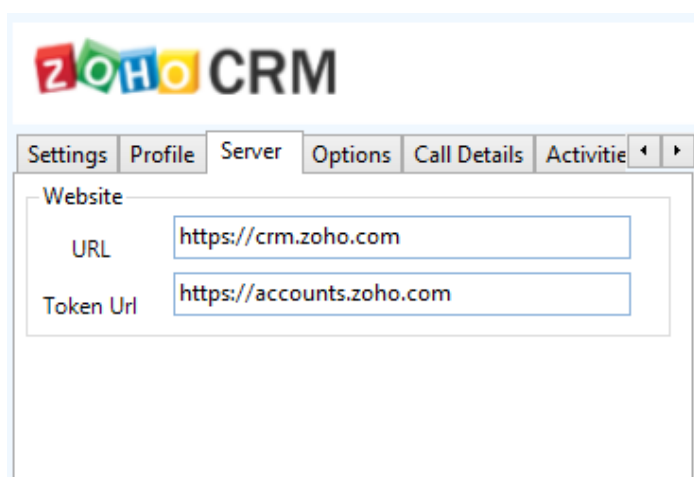
Information

Version: Zoho CRM 2014

Test...

Server connection

The specific connection details to the CRM server need to be set on the *Server* tab.



ZOHO CRM

Settings Profile Server Options Call Details Activities

Website

URL:

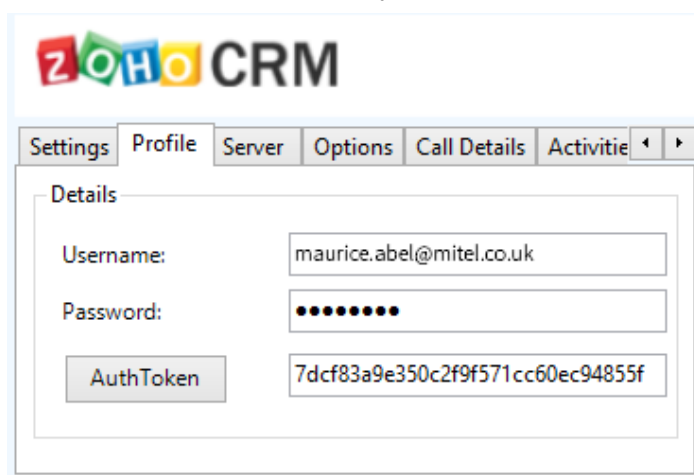
Token Url:

URL: This is the URL of the Zoho CRM server. Contact your administrator for details on what this should be. Leave this as <https://crm.zoho.com> for the hosted version.

Token URL: This is the URL of the Zoho CRM accounts server. Contact your administrator for details on what this should be. Leave this as <https://accounts.zoho.com> for the hosted version.

Authentication and profile details

The Profile tab enables the security credentials used to access Zoho CRM to be configured.



ZOHO CRM

Settings Profile Server Options Call Details Activities

Details

Username:

Password:

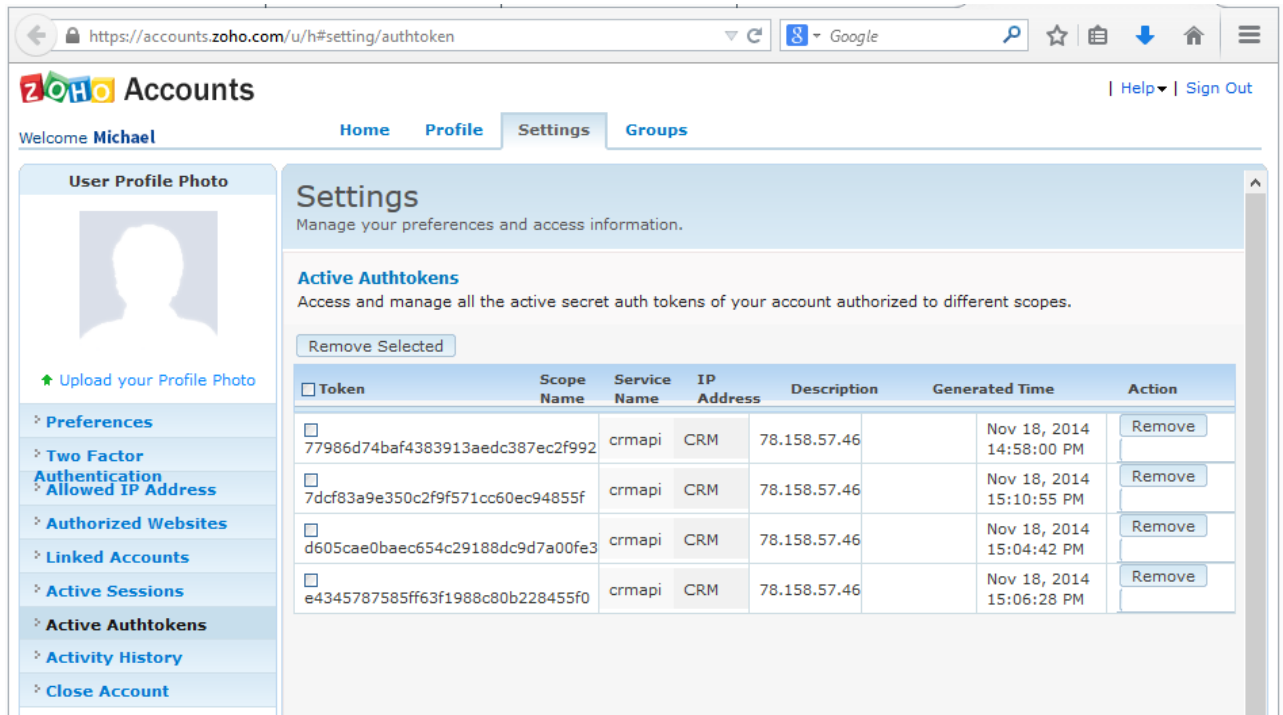
AuthToken:

Username: This is the Zoho CRM username.

Password: This is the Zoho CRM password for this user.

Auth Token: This button generates an authentication token to log into Zoho CRM. You only need to generate this once. If you already have an authentication token you may enter it in here. The token is generated by Zoho based on your Zoho Username and password.

Your Zoho CRM administrator can manage AuthTokens through the settings page under Active AuthTokens setting shown.



The screenshot shows the Zoho Accounts Settings page. The left sidebar contains a user profile section with a photo placeholder and a list of settings: Preferences, Two Factor Authentication, Allowed IP Address, Authorized Websites, Linked Accounts, Active Sessions, Active Authtokens (selected), Activity History, and Close Account. The main content area is titled 'Settings' and 'Active Authtokens'. It includes a 'Remove Selected' button and a table of active tokens.

☐ Token	Scope Name	Service Name	IP Address	Description	Generated Time	Action
☐ 77986d74baf4383913aedc387ec2f992	crmapi	CRM	78.158.57.46		Nov 18, 2014 14:58:00 PM	<button>Remove</button>
☐ 7dcf83a9e350c2f9f571cc60ec94855f	crmapi	CRM	78.158.57.46		Nov 18, 2014 15:10:55 PM	<button>Remove</button>
☐ d605cae0baec654c29188dc9d7a00fe3	crmapi	CRM	78.158.57.46		Nov 18, 2014 15:04:42 PM	<button>Remove</button>
☐ e4345787585ff63f1988c80b228455f0	crmapi	CRM	78.158.57.46		Nov 18, 2014 15:06:28 PM	<button>Remove</button>

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