

Phone Manager Application Support

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DOCUMENT RELEASE 4.2

APPLICATION SUPPORT



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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

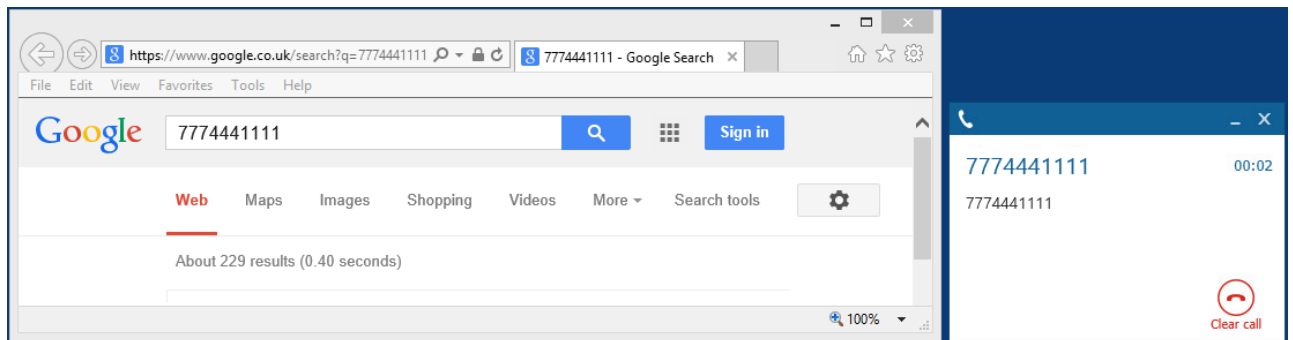
Features

Integration with Microsoft Internet Explorer supports the features listed below:

- [Screen pop](#)

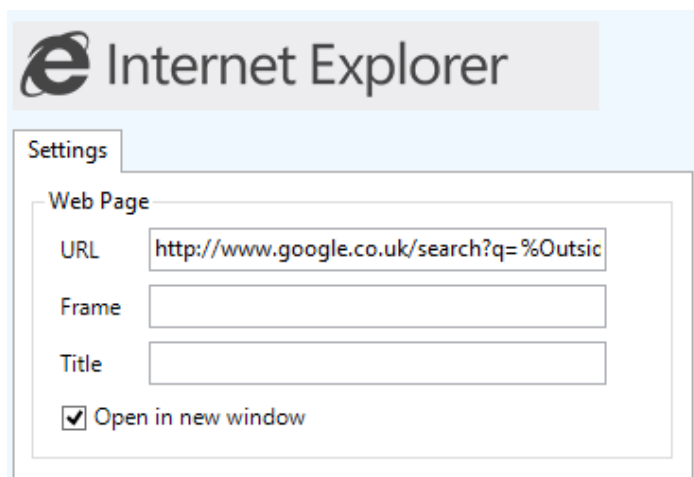
Screen pop

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 dialled number.
ActualCLI	The unformatted caller ID or dialled 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 Campaign Manager campaign if this is a dialler call.
DiallerField1	The Campaign Manager dialler field 1 for this campaign record if this is a dialler call.
DiallerField2	The Campaign Manager dialler field 2 for this campaign record if this is a dialler call.
DiallerField3	The Campaign Manager dialler field 3 for this campaign record if this is a dialler call.
DiallerField4	The Campaign Manager dialler field 4 for this campaign record if this is a dialler call.
DiallerField5	The Campaign Manager dialler field 5 for this campaign record if this is a dialler call.
DiallerField6	The Campaign Manager dialler field 6 for this campaign record if this is a dialler call.
DiallerField7	The Campaign Manager dialler field 7 for this campaign record if this is a dialler call.
DiallerField8	The Campaign Manager dialler field 8 for this campaign record if this is a dialler call.

DiallerField9	The Campaign Manager dialler field 9 for this campaign record if this is a dialler call.
DiallerField10	The Campaign Manager dialler field 10 for this campaign record if this is a dialler call.