

Phone Manager Application Support

APRIL 2016

DOCUMENT RELEASE 4.3

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

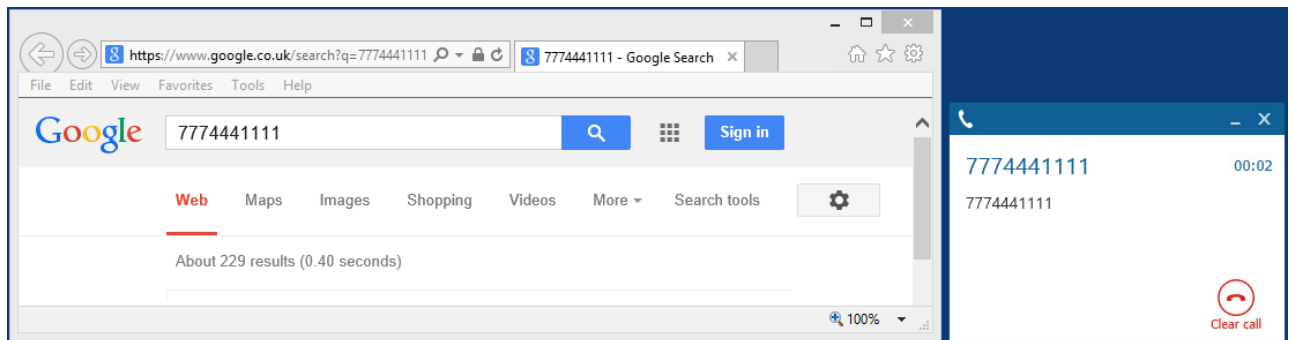
Features

Integration with Microsoft Internet Explorer supports the features listed below:

- [Screen pop](#)

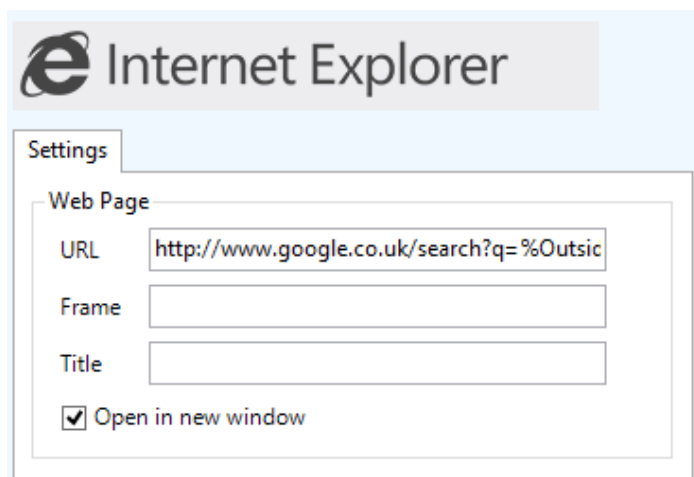
Screen pop

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 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 Campaign Manager campaign if this is a dialer call. |
| DiallerField1 | The Campaign Manager dialer field 1 for this campaign record if this is a dialer call. |
| DiallerField2 | The Campaign Manager dialer field 2 for this campaign record if this is a dialer call. |
| DiallerField3 | The Campaign Manager dialer field 3 for this campaign record if this is a dialer call. |
| DiallerField4 | The Campaign Manager dialer field 4 for this campaign record if this is a dialer call. |
| DiallerField5 | The Campaign Manager dialer field 5 for this campaign record if this is a dialer call. |
| DiallerField6 | The Campaign Manager dialer field 6 for this campaign record if this is a dialer call. |
| DiallerField7 | The Campaign Manager dialer field 7 for this campaign record if this is a dialer call. |
| DiallerField8 | The Campaign Manager dialer field 8 for this campaign record if this is a dialer call. |

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