

Phone Manager Application Support

APRIL 2016

DOCUMENT RELEASE 4.3

APPLICATION SUPPORT



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TigerPaw

Overview

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

Supported Versions

Version	Supported
14.1.20	✓
15.2.02	✓

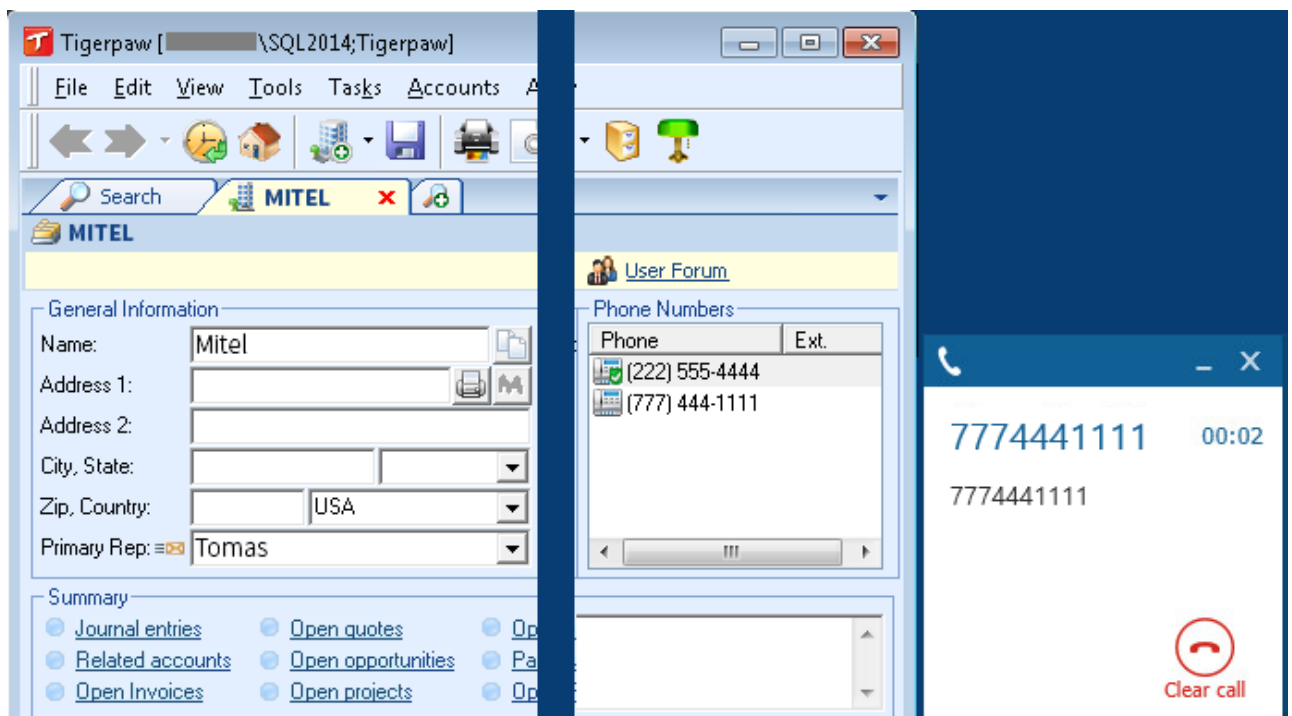
Features

Integration with TigerPaw supports the features listed below:

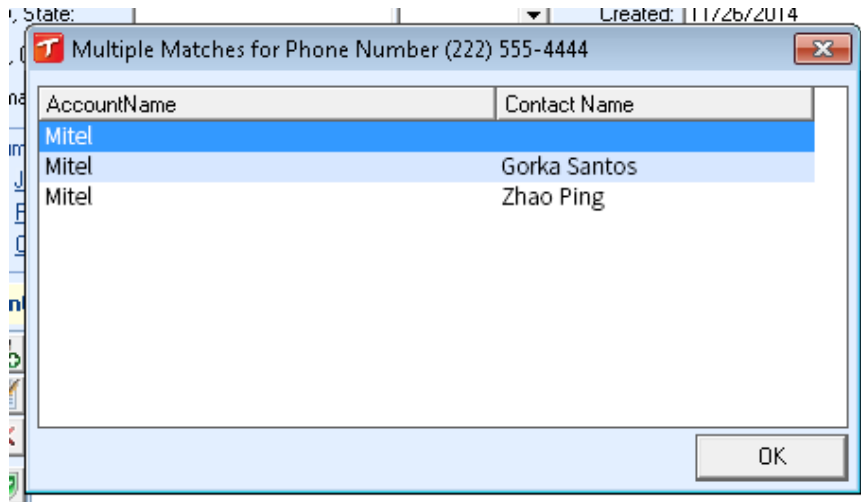
- [Screen pop for accounts](#)
- [Automatic call history entry](#)
- [Calendar & DND synchronisation](#)

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 dialled 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 dialled.

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.

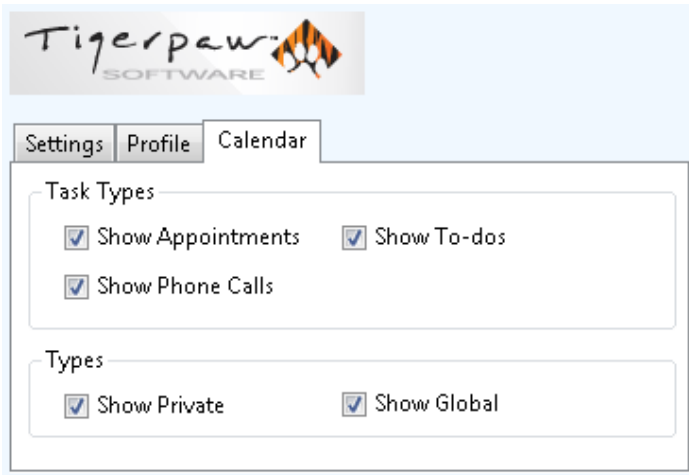
Phone number	For inbound calls this is the caller ID and for outbound calls this is the dialled number.
DDI/DID	For external inbound calls only, the DDI/DID number that the call came in on.
DDI/DID Name	For external inbound calls only, the DNIS of the DDI/DID that the call came in on.
Direction	The direction 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 synchronisation

The calendar within TigerPaw can be synchronised 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 synchronisation can be configured on the *Calendar* tab.



The screenshot shows the TigerPaw Software interface 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 synchronisation.

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

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

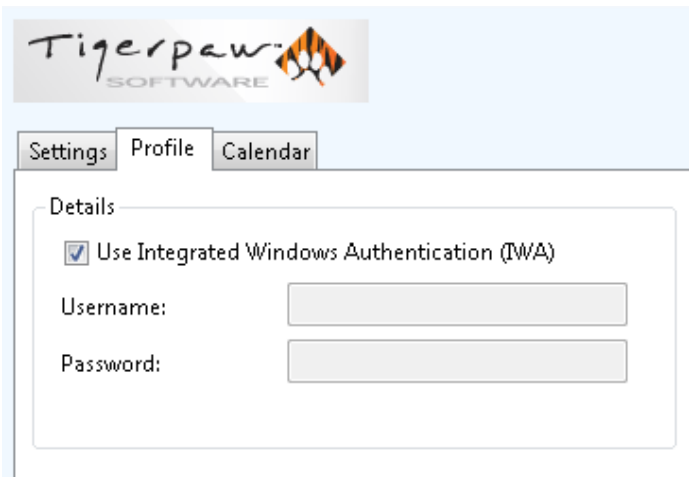
Show Private: This enables *Private* tasks to be included in the synchronisation.

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

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 interface with the 'Profile' tab selected. The 'Details' section has a checked checkbox for 'Use Integrated Windows Authentication (IWA)'. Below this are two input fields: '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.