



# Screen Pops Admin

*Screenpops allow you to configure and customize notifications for inbound call occurrences within the comm.land desktop window.*

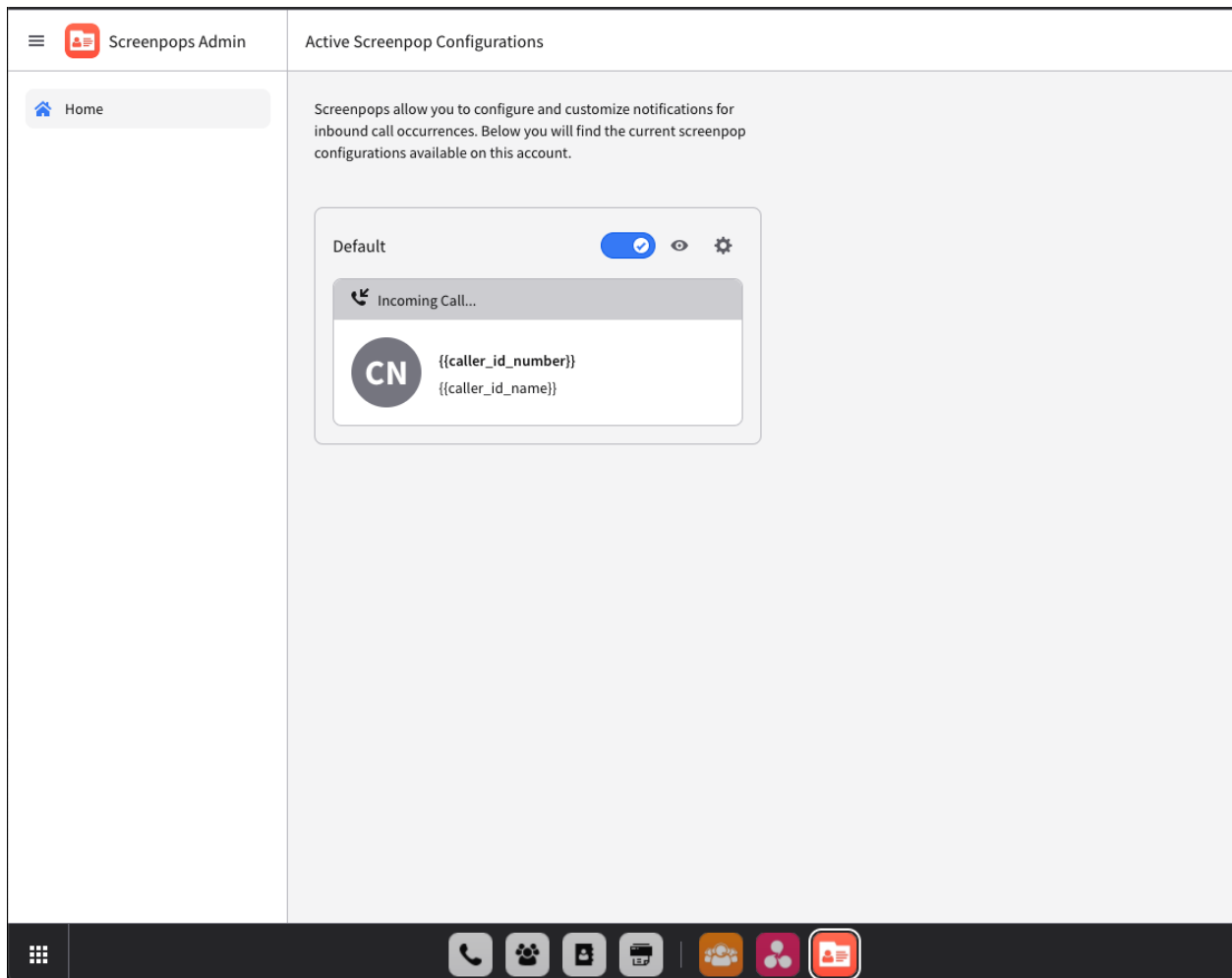
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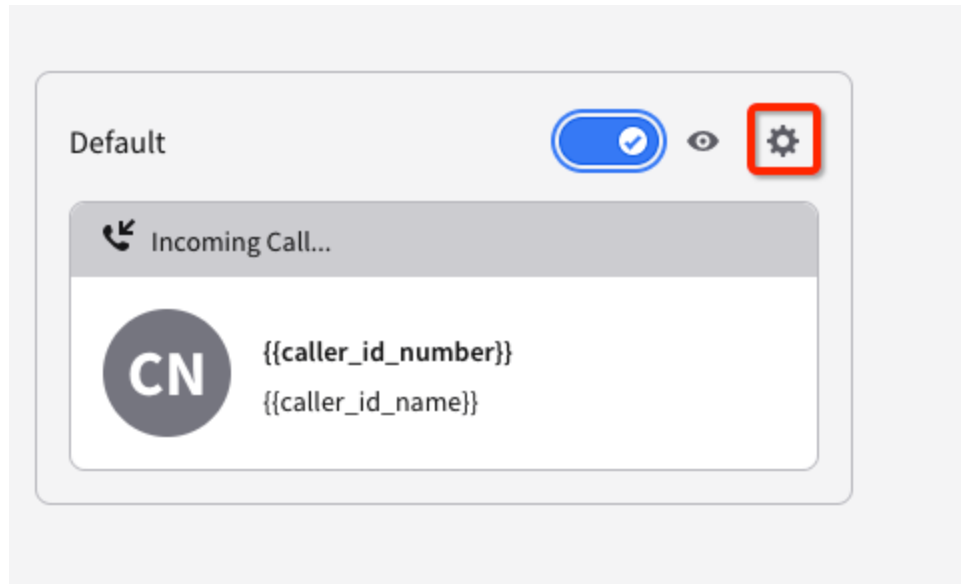
Screenpops Admin - A brand NEW! app

## How to set up Screen pops



### NOTE:

Screen pops are OFF by default on Comm.land, an Admin must login to Comm.land and setup Screenpops in order for them to work account wide. Per user configuration will be coming, but is not present in this first release.



## Step 1

Slide the toggle to enable, then to customize, select the gear icon

You will then be presented with options on how you wish to setup Screenpops.

## What kind of screenpop would you like to configure?

Control how the default screenpop presents itself during an incoming call as well as its behavior during active calls. Select the desired behavior below.



### Notification

This screenpop will serve as a notification for the duration of the incoming call offer. Once the call is answered or the offer terminated, this screenpop will disappear on its own.



### Temporary

This screenpop will serve as an incoming call notification, but will also remain visible for a temporary duration—defaults to the duration of the call.



### Persistent

This screenpop will remain on screen until it is manually closed, regardless of the state of the call.

Next

## Step 2

Select the option preferred by account, then select Next

## Do you want to add any custom information?

Along with the default Caller Name and Caller Number, you can add custom parameters to show additional caller information. If you're happy with the default configuration, you can proceed with this default screenpop and always revisit later if/when you want add more custom information. This step is optional.

Caller Number

Caller ID Name

+ Custom Parameter

+ Custom Parameter

+ Custom Parameter

Below is a visual representation of this screenpop's current configuration.

Incoming Call...

CN

{{caller\_id\_number}}

{{caller\_id\_name}}

You will then have the ability to select the way in which the Screenpop is displayed. Various built in system data points are available. You also will have the ability to to add custom parameters to tie in with various other systems.

## Editing Custom Parameter



Name this custom parameter (Optional)

Custom

40 character max

7/40

☐

Render the name above as a label for this parameter inside the screenpop

Parameter options

System Data

Add dynamic Link

Fetch external data

Using available tokens on the system, you can craft a link that ties directly to your CRM or other 3rd party service. Simply enter the desired link text, and configure the custom url parameters to make your dynamic link functional.

Link text

Custom URL

Insert macro



http://company\_name.com/accounts/<<account\_name>>/contacts/<<caller\_id\_name>>

Cancel



Delete parameter

Save changes

After tweaking how you wish Screenpops to be displayed, you will be able to review it all, before confirmation.

Please review your default screenpop's configuration.

### 1. Behavior + Visibility

#### Screenpop Behavior

##### Notification

This screenpop will serve as a notification for the duration of the incoming call offer. Once the call is answered or the offer terminated, this screenpop will disappear on its own.

#### Post-call extension time

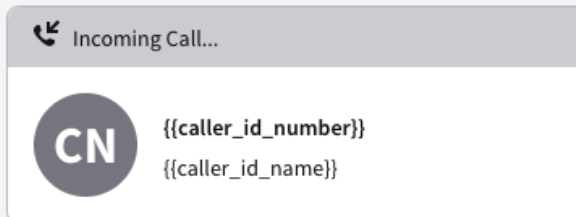
0 seconds

### 2. Details + Custom Parameters

#### Additional Custom Parameters

 No

#### Current Configuration

[Previous](#)[Confirm](#)

Once you confirm, screenpops will be configured and working across the account for comm.land users.

