# Efficy

Available

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Client Integration - VoIPcube client mandatory

## Introduction

The end-user will get a pop-up on inbound calls. The pop-up provides deeplink to the CRM system

## Configuration

To configure the Efficy integration we need 2 bits of information

- Domain of the efficy environment
- API key

#### Domain

Ask the customer for the domain they use to log into Efficy. This is visible in the URL bar

Strip the https:// and /crm. In this example the domain would be dstny.efficytest.cloud.

### **API Key**

The Efficy administrator needs to create and API Key for the integration. This can be done in the Efficy Designer https://{Domain}/designer

| CLick on the keys > API keys |  |  |  |  |
|------------------------------|--|--|--|--|
| 📩 🛃 🛃 🌆                      |  |  |  |  |
| Content Managemen            |  |  |  |  |
| Look-up Tables               |  |  |  |  |
| References                   |  |  |  |  |
| Translations                 |  |  |  |  |
|                              |  |  |  |  |
| API Keys                     |  |  |  |  |
| Apsis integration            |  |  |  |  |
| Flexmail Accounts            |  |  |  |  |
| Workflows                    |  |  |  |  |
| Synchronization Profiles     |  |  |  |  |
| WebHooks                     |  |  |  |  |
| Digital Signing              |  |  |  |  |
| External providers           |  |  |  |  |
| Scheduled scripts            |  |  |  |  |

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• Click the + top-right



- Enter the following information
  - Name = VoIPcube
  - User Account = Account of choosing by customer (minimal rights = contact read + search)
  - Expiry date = Up to the customer. (Have the customer set a reminder on the expiry date)
  - Allowed API's = \*
  - Allowed API's = \* or 18.192.184.52 if the customer wants to use whitelisting
  - Allowed Path = empty, so that every path is allowed

|                              | S Edit API Key - Google Chrome                   | - 0  | ~ |
|------------------------------|--|--|---|
|                              | dstny.efficytest.cloud/designer/configedit?page= | ApiKeyEdit.htm&entity=ApiKey&key=0&action=RefreshOpener()          |   |
|                              | 🔎 Edit API Key                                   |  | 1 |
|                              | Name   | Is active  |   |
|                              | VoIPcube   |  |   |
|                              | API key  |  |   |
|                              | F65A21717E23431A886DB614DF66D7A7                 | enerate new  |   |
|                              | User Account                                     | 7  |   |
|                              | Administrator                                    | •  |   |
| - ···                        | Expiry date                                      |  |   |
| Clic                         | K OK and save the                                | e newly generated API k  | e |
| 0                            | Allowed APIS                                     | oints  |   |
| Image: Normal Science (1998) | /oIPcube F65A2                                   | 17   |   |
| · ·                          |  | se * to whitelist all IP addresses. Your current IP is "10.3.54.7" |   |
|                              | Allowed paths                                    |  |   |
|                              | cloud/getstats;files/img/resize                  | Only for /node and /rest APIs. Leave empty to allow all.           |   |

## Assignment

• Assign the integration to the customer and enter the Domain and API Key

| Assign Integration: Efficy  |  |
|---|--|
| Label   |  |
| Parameters<br>Constant Parameters<br>Domain<br>dstny.efficytest.cloud |  |
| ApiKey  |  |
| ✓ Is Default  |  |

## Example

On inbound calls the matches are shown in a Pop-up which has a deeplink to the CRM.