


Topdesk

Available

 Client Integration - VoIPcube client mandatory

Introduction

User will get a pop-up on inbound calls with the matched contacts and the 5 most recent tickets. A deeplink is provided. You can also create a ticket from the pop-up.

Limitation

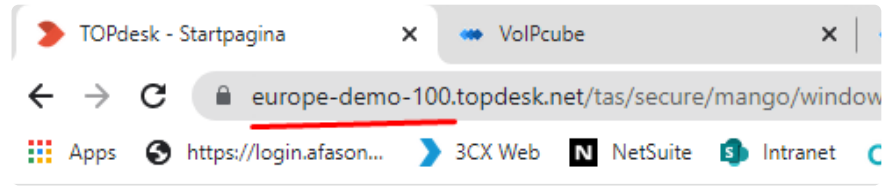
Matches will only be found with an 'exact match'. A search is made on the national and international variants (06xxx + +316xxx)

Numbers with spaces, dashes, or other special characters are not matched.

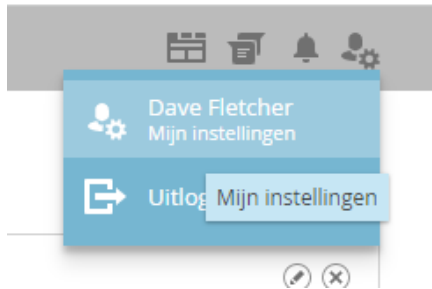
Configuration

A topdesk account is needed for configuration. Ideally this is a topdesk account created specifically for VoIPcube. But it can be anyone's account.

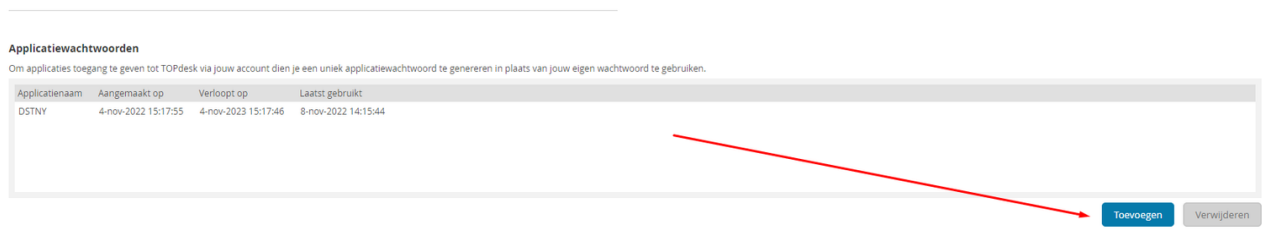
- Retrieve the **Topdesk host**. This can be found in the URL before `.topdesk`



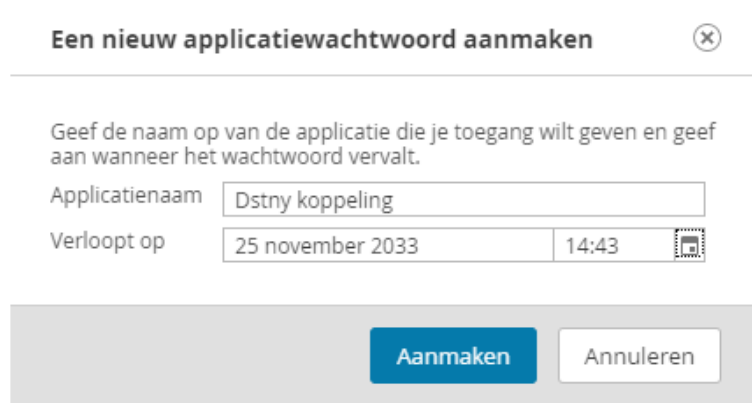
- Get the username of the topdesk account and log in to this account
- Go to **Settings**



- At the bottom of the page you can find Application Passwords. Click on add



- Give a name and expiry date (far in the future)



- Note down the application password:

