

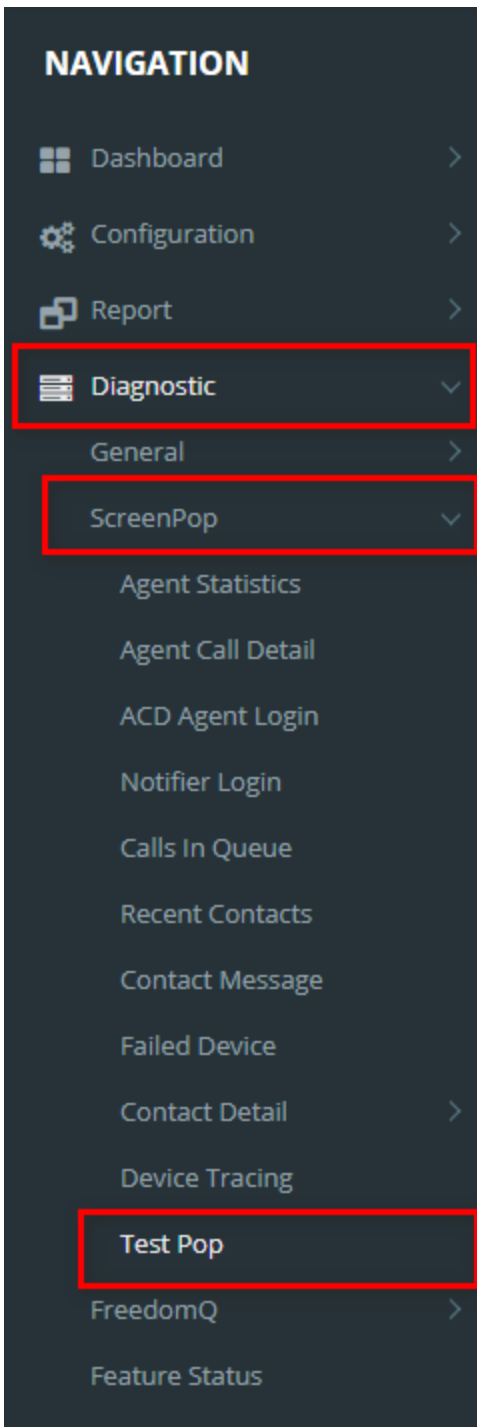
How to test the screen pop

This page helps the user to send a screen pop message with IVR data to Notifier/Web Notifier.

Option 1: Send a screen pop message with IVR data to Notifier/Web Notifier from Web Application.

Step-by-step guide

1. Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
From the Linkscope Web application, you click to **Diagnostic ? ScreenPop ? Test Pop**



2. At this page, you enter **Phone Number**, **DNIS**, **VDN**, **Extension**, **IVR Data** (Phone number, and Extension are the required fields). Then click the **Send screen pop** button.

- Phone Number: Caller ID which initiated the call. This should be the caller's phone number

- DNIS: The internal number which caller will call to

- VDN: Agent VDN or Agent Queue number

- Extension: Agent extension which will answer the call

- IVR Data: Formatted data which IVR will insert to Primas CX server when the caller interacts with IVR. The data format is data_key1; data_value1; data_key2; data_value2

- Monitor checkbox: When users check **Monitor** and click **Save** button, the monitor function tells system to monitor every call. If there is a call which the caller ID is the "Phone Number", the system will insert sample data from "IVR data" for that call to display data on the screen pop.

Home > Diagnostic > ScreenPop > Test Pop

Test Pop

Phone Number	714-274-7474	?
DNIS	20075	?
VDN	20034	?
Extension	40012	?
IVR Data	MRN;MRN Value;FirstName;First Name;LastName;Last Name;DOB;2011-02-02;CustomerId;Customer Id;Address;Address;Language;English;DNIS;20017	

Send screen pop Monitor ☒ Save

If you are using the **Windows Notifier**, at that time, the screen pop will be opened at Notifier of the agent's desktop with the IVR data.

LinkScope Demo Page

/epson/MSD.aspx&MRN=MRN%20value&FirstName=First%20Name&LastName=Last%20Name&DOB=2011-02-02&CustomerId=Customer%20Id&Address

No contact detection.

Client CRM:

MRN=MRN Value
 FirstName=First Name
 LastName=Last Name
 DOB=2011-02-02
 CustomerId=Customer Id
 Address=Address
 Language=English
 DNIS=20017
 Skillset=Complaint
 DNISName=20075 Name
 Isid=1004\$ST\$

If you are using the **Web Notifier**, there will the pop-up with the IVR.

Address	1215 4th Ave. Suite 800 Seattle, WA 98101
AdPhCh	1
ANI	0902888531
ClinicName	Orcas Island Clinic
CustomerId	H6999999
DNIS	2065206256
DNISName	Orcas Island Clinic
DOB	01021979
FirstName	John
insurance	confirmed
IsCaller	0
Language	English
LastName	Smith
Skillset	Patient English
SvcCtr	S 320011 E 4011068
Verified	1
Isid	28140

After sending the screen pop successfully, the **Send disconnect** button will be displayed. You click on it to Linkscope send the disconnect message to Notifier.

Home > Diagnostic > ScreenPop > Test Pop

Test Pop

Phone Number	714-274-7474	?
DNIS	20075	?
VDN	20034	?
Extension	40012	?
IVR Data	MRN;MRN Value;FirstName;First Name;LastName;Last Name;DOB;2011-02-02;CustomerId;Customer Id;Address;Address;Language;English;DNIS;20017	?


Monitor ☒

After sending the disconnect message successfully, this button will be disabled.

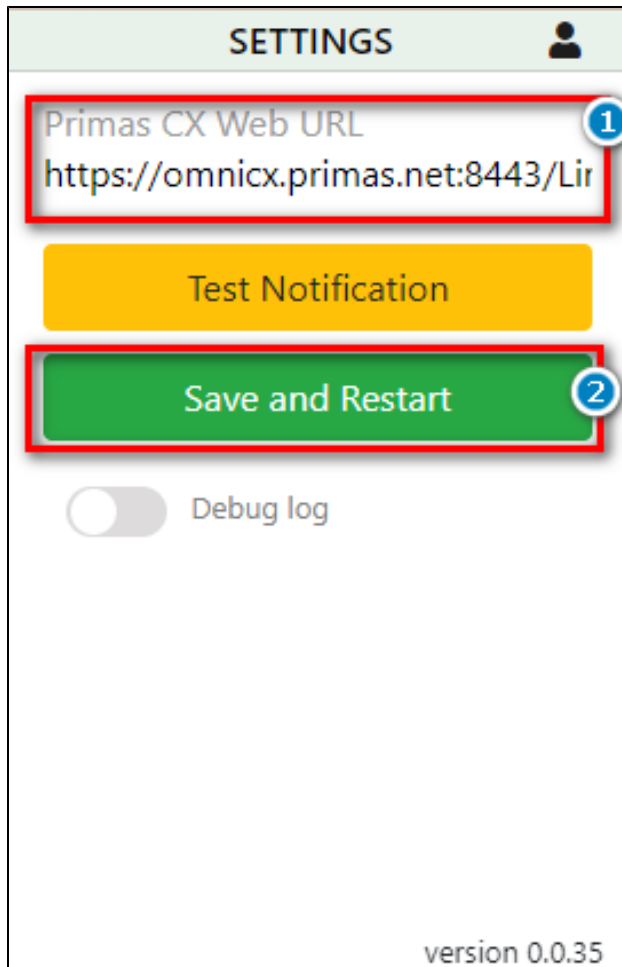
Option 2: Send a screen pop message from Primas Web Notifier.

Step-by-step guide

Step 1: Login to Primas Web Notifier

Click on Primas Web Notifier  at the top-right corner of the web browser toolbar, it will display the login screen.


- From Primas Web Notifier, enter the URL of the Primas CX web app **(1)**.
- Click the "Save and Restart" button **(2)**.




Next, log in to Primas Web Notifier by entering Extension for 3 boxes: Username, Password, Extension (They are the required fields) and click Sign In or press Enter key.

- Username **(1)**.
- Password **(2)**.
- Extension: Agent extension **(3)**.

USER





Username

40203

1

Password

.....

2

Extension

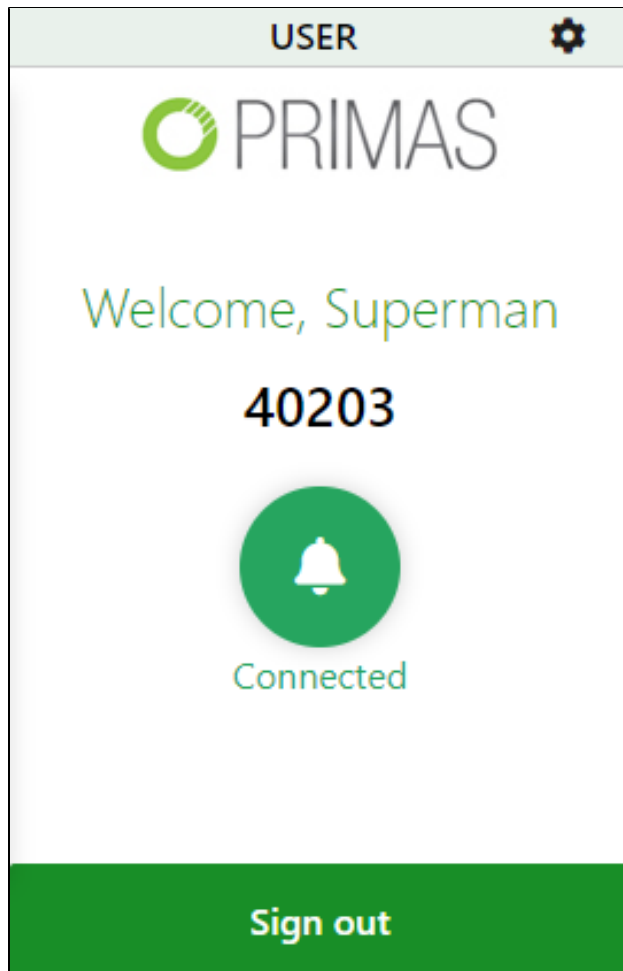
40203

3

☐ Remember me

Sign in

Primas Web Notifier when login success.




Step 2: Send Test Popup

From Primas Web Notifier, Click  navigate to Setting.

- Click the icon at the top-right corner of the "Send Test Popup" button.

SETTINGS




Primas CX Web URL

https://omnicx.primas.net:8443/Lir

Test Notification

Send Test Popup



Save and Restart


☐

Debug log

version 0.0.35

- Enter Phone Number (1), Extension (2) (Phone number and Extension are the required fields). Then click the **Send Test Popup** button.

SETTINGS



Send Test Popup

datatype;verification;ANI;0902888531;CustomerId;H6999999;DOB;01021979;FirstName;

Phone number *

123456789

1

Extension *

40203


2


DNIS


VDN


version 0.0.35


- The demo popup will be shown on the agent desktop. This mean the Web Notifier was connect successfully to the Primas CX system.


 Demo Screen Pop









**Patient Verified**

**Not Patient**

**Address/Phone Current**

**Insurance Confirmed**

First Name

John

Medical Record Number

H6999999

Date of Birth

01/02/1979

Phone Number

090-288-8531

Race

Not available

Latinx

Not available

Address

1215 4th Ave., Suite
800, Seattle, WA 98101

Last Name

Smith

Clinic Name

Orcas Island Clinic

Service Center

S 320011 E 4011068

Dialed Number

206-520-6256

Ethnicity


Not available

Language

English


Skill

Not available


Version 2.1.18.16663

After sending the screen pop successfully, the Send disconnected button will be displayed. You click on it to send the disconnect message to Notifier.

SETTINGS



Primas CX Web URL
<https://omnicx.primas.net:8443/Lir>

Test Notification

Send disconnected

▼

Save and Restart


☐

 Debug log

version 0.0.35

After sending the disconnect message successfully, the system will notify the successful disconnect, and this button change to the "Send Test Popup" button.

SETTINGS




Primas CX Web URL


https://omnicx.primas.net:8443/Lir


Test Notification

Send Test Popup



Save and Restart

 Debug log

 Send disconnect successfully!

Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)