Allstate Eagent Pop Up Integration

https://eagent.allstate.com/account/login.aspx?phone=%callerid%

- 1. Click on Tools Preferences
- 2. Click on CRM on the left
- 3. click on the Call Popup tab

4. You can paste the link into one of the three spaces. This will determine how the link pops up on your computer. You can decide if you want it to pop up as soon as your phone rings (top option) or when you answer a call (middle option). The third option pops up eAgent when you hang up the phone. Also, be sure to check the "Enable for inbound calls" checkbox for the option you choose. This can be easily changed.

General Contacts	There are two ways to integrate with third party GRM systems. Thirst aption gives full integration with all mayor CRM systems like: Selesforce, SugarCRM, Zoho, Microsoft Dynamics, Sulforn, Zendick, These are sume of the included features: call popula and logging, automatic contact sync, dick to dial, search, CDR upload etc
Phone Wideo	CRM Call Popup NOTE: Popups do not work for local calls. In URL field, the following macros can be used: %callerid% (remote phone number), %callerid_name% (remote party name), %exit% (ocal extension), %iduration% (duration of the call), %callerid% (urigue call id), %direction% (nbound or outbound), %uqueue_number% and %igueue_name%. Queue information is available only in call center editions.
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CRM	URL
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