

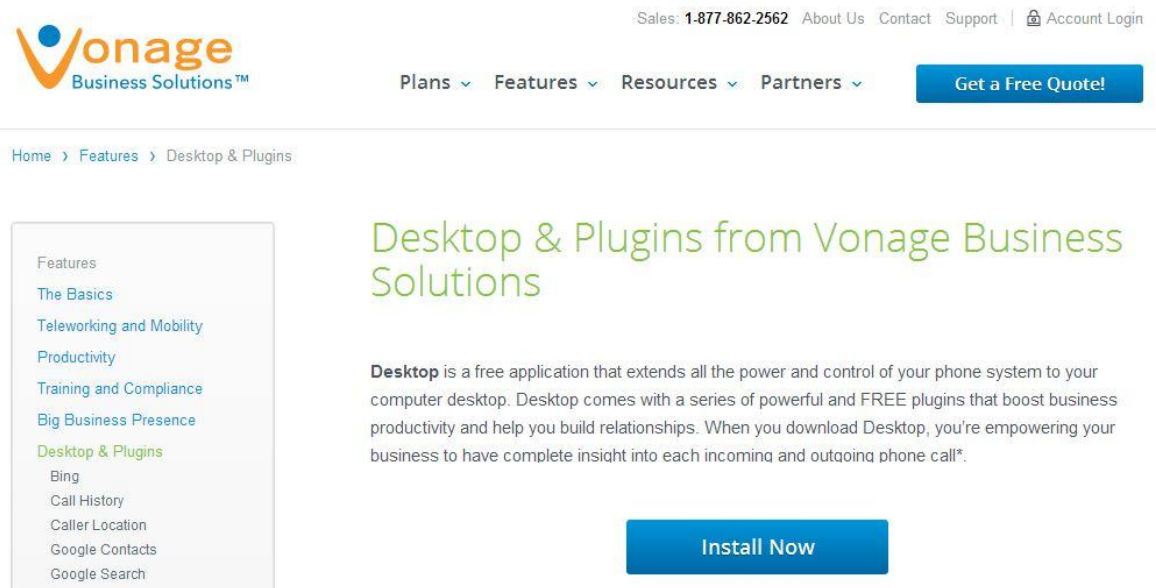
Integrating Vocalocity Desktop Application with IRSLogics

Download the Vocalocity desktop application and install it on your computer. Once Vocalocity has been installed, install the **Web Launch** plugin through which the call information will be sent to Logics.

Step 1, Download Vocalocity desktop application

Go to <http://www.vocalocity.com/features/desktop/> as shown below.

Figure 1-1

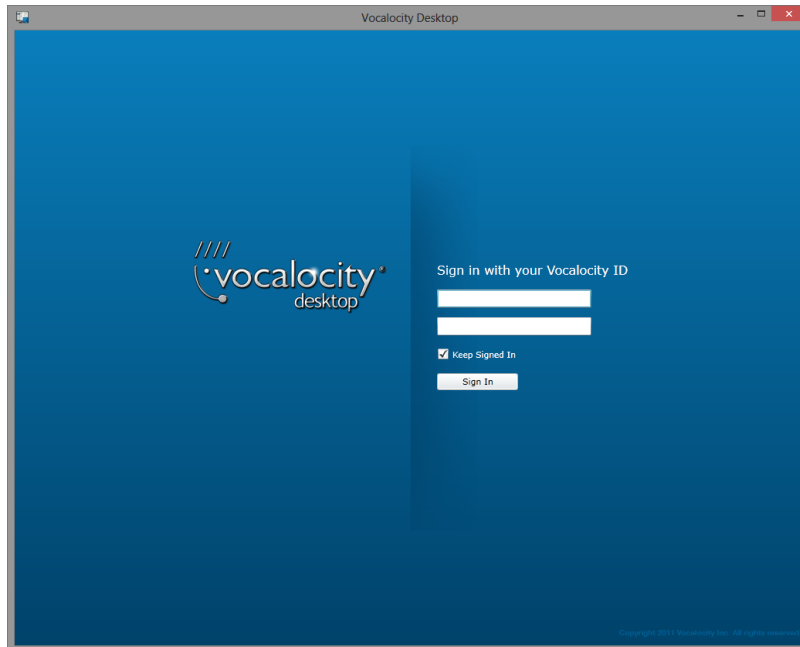


If you can't see the **Install Now**, don't worry, that means you still need to install **Microsoft SilverLight**. As soon as you see the Install Now button click on it and the installation process will begin.

Step 2 - Login to Vocalocity Desktop Application

After installing the desktop application it should open automatically, but if not, you may need to open it manually.

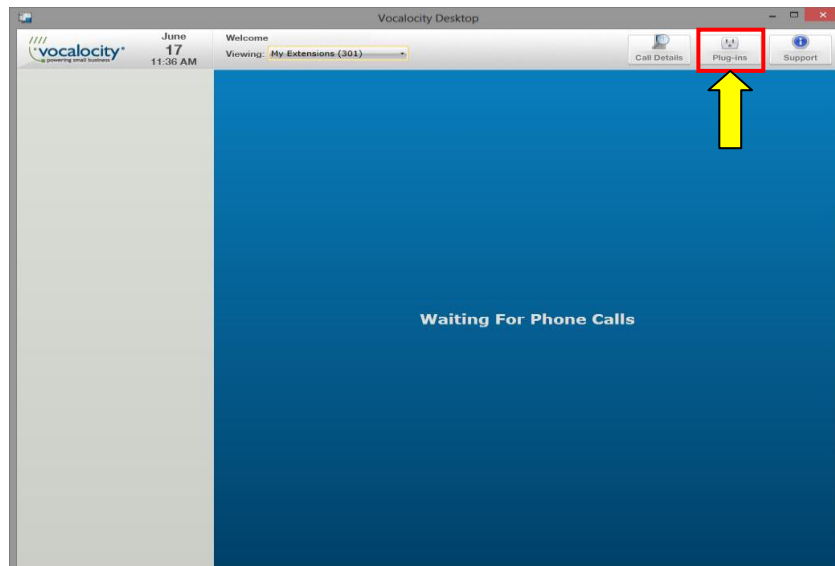
Figure 2-1



Step 3 - Install and Configure the Plugin

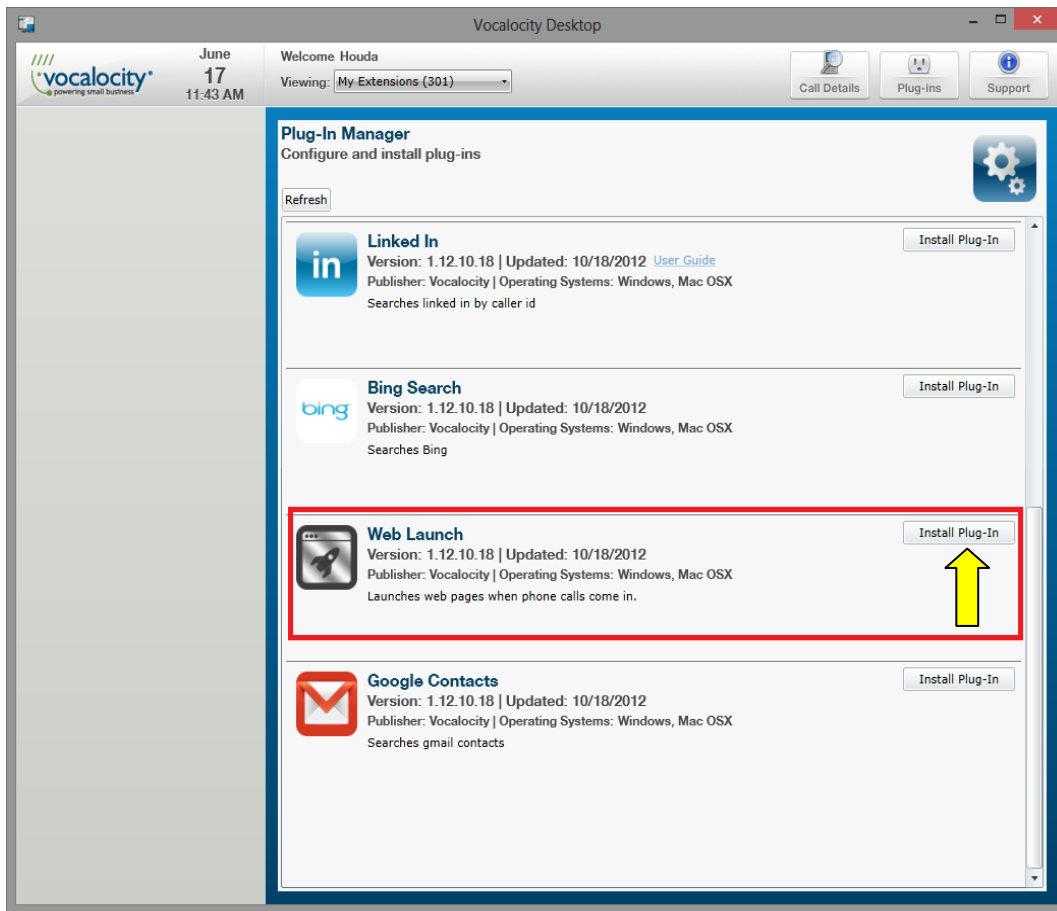
Enter your username and password to begin.

Figure 3-1



As you can see in Figure 3-1 the application is waiting for call but it has not been connected to Logics. Please go ahead and click on **Plug-Ins** icon in the upper right of the application window, and you will see Figure 3-2.

Figure 3-2



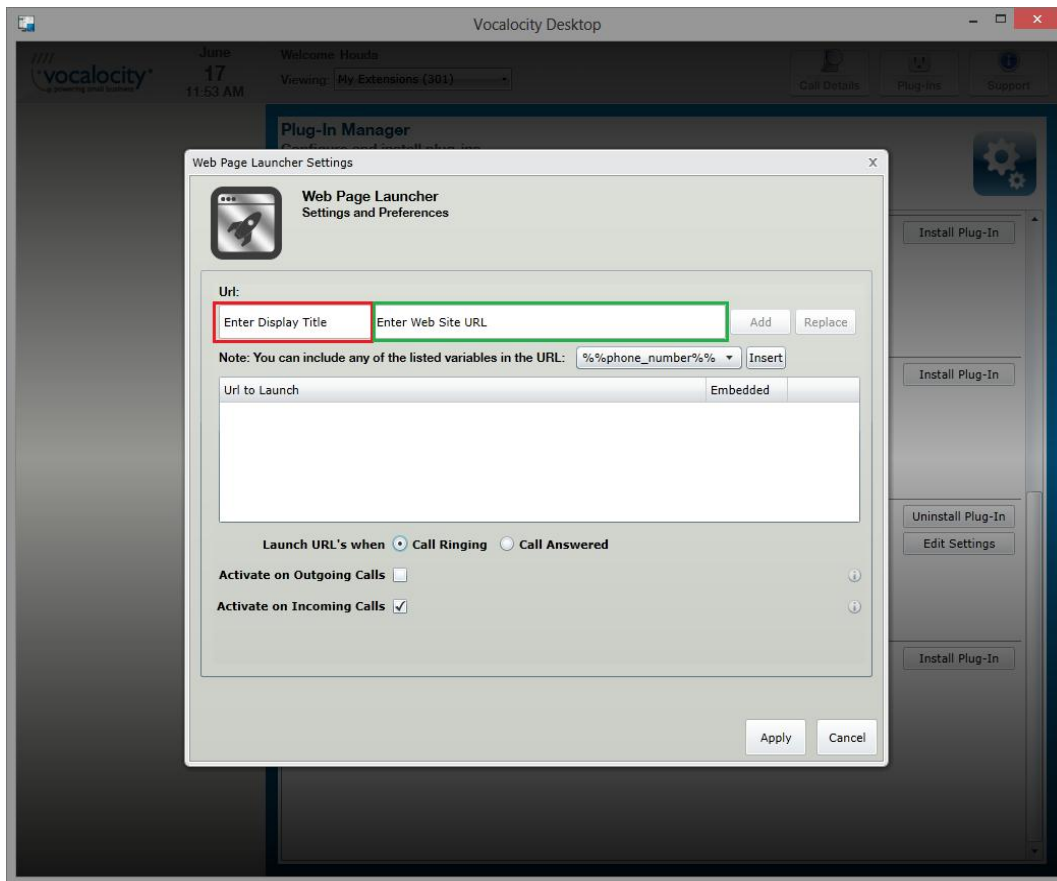
Scroll down to find the **Web Launch** plugin, and click on **Install Plug-In**.

Figure 3-3



Now that you have installed the plugin, click on **Edit Settings** to see Figure 3-4.

Figure 3-4



Here you will see two boxes: **Enter Web Site URL** and **Enter Display Title** in red and green squares above. Enter IRSLogics as the title (red box).

Insert the following text into the green box:

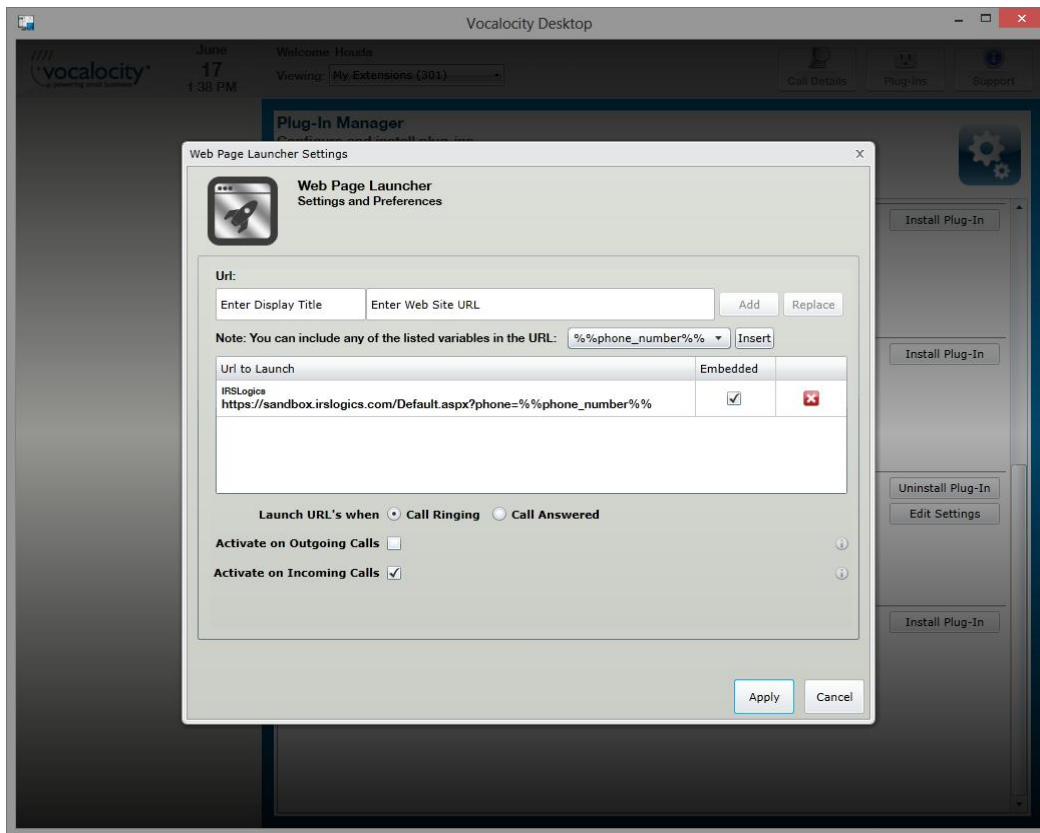
<https://Your Subdomain.irslogics.com/Default.aspx?phone=>

Then select **%%phone_number%%** from the drop down box and click **Insert**. Your URL should look like the following:

https://Your Subdomain.irslogics.com/Default.aspx?phone=%%phone_number%%

Now click on **Add** to insert the URL in the **URL to Launch** list and leave all the other options as default. Your plugin page should look like Figure 3-5

Figure 3-5



Click on **Apply** button to apply this to the plugin.

Now you have configured your plugin, so click on **Call Details** on the top of the page and wait for a new phone call.

When a new call comes in, the Web Page Launcher will pop open the case if the phone number matches one in your system. If not, it will open a new profile page for you. Please keep in mind that you will need to be logged into logics first, or the Launcher will send you to the login page.