

# Horizon

## Integrator CRM EMIS Add-in Guide



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# Introduction

This page will guide you through configuration and basic use of the Horizon Integrator EMIS Web Add-in. It is expected that you are already familiar with the Address Book, Call History and Preview window, and the basic concepts of integration and screen popping using the Add-ins. See the 'User Guide' for these topics.

EMIS Web and the database used to store your data should already be installed and working normally before proceeding with this integration.

Horizon Integrator must also be installed already with the initial configuration completed. If this is not the case, please see the 'Technical Installation Guide' or consult your system administrator

## Information you will need

- EMIS Web address
- Username
- Password



# Configuration

Right-click the Horizon Integrator tray icon in the system tray menu and then left-click the 'Configuration' option from the menu that pops up, this will open the 'configuration' screen. In the 'Integration' area, click the 'Add new' button, select 'EMIS Web' from the 'Type' dropdown box and then click the 'Set' button.

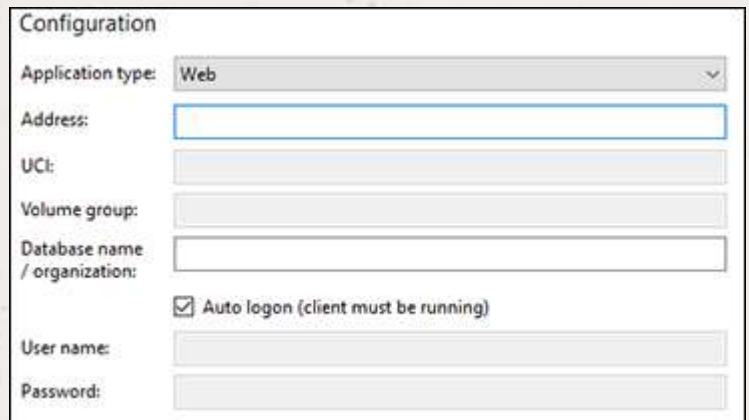
On the 'Configuration' group, select Web from the 'Application type'.

The 'Address' is the IP address or name of the computer that EMIS Web uses.

The 'Database name / Organization' is normally a five-digit number but must be verified with your EMIS Web maintainer.

If you are likely to always have EMIS Web running, you can tick the 'Auto logon' option and the integration will use the open instance of EMIS Web when a call comes in. If you don't tend to keep it running all day, you'll need to leave the 'Auto logon' option unticked and enter your 'User name' and 'Password' so that our software can access your EMIS Web data when a call comes in.

Click the 'Save' button to store the information you've entered and apply the configuration.



The screenshot shows a 'Configuration' dialog box with the following fields and options:


- Application type:** A dropdown menu with 'Web' selected.
- Address:** A text input field.
- UCI:** A text input field.
- Volume group:** A text input field.
- Database name / organization:** A text input field.
- Auto logon (client must be running):** A checkbox that is checked.
- User name:** A text input field.
- Password:** A text input field.

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# Testing

To test if the configuration worked, enter a phone number from your EMIS Web account into the 'Telephone' box in the 'Integration test' area and click the 'Search' button. The results will be displayed after a few seconds.

The test area results should look similar to the results showing in the image here. If the test does not work, go to the 'Log' page of configuration and turn on logging, then do the test again and see if there are any errors in the log.



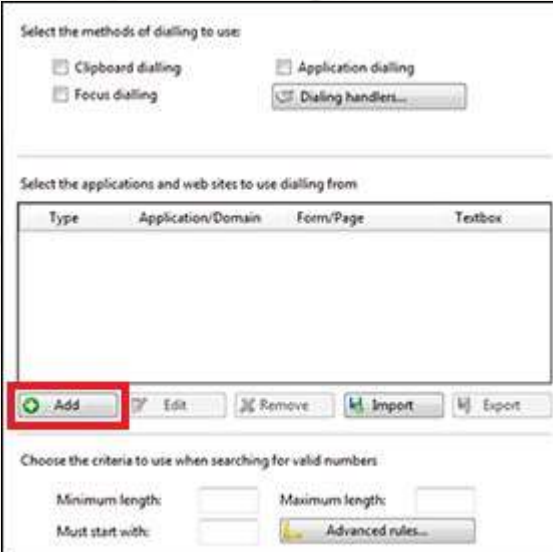
The screenshot shows a web form titled "Integration test". It contains a "Telephone:" label followed by a text input field containing "02930500225" and a "Search" button. Below this is a "Result:" label followed by a text area containing the following JSON-like data: `{ "Id": "OCT000152", "ContactType": "Contact", "CompanyNames": "Acme, Inc.", "ContactNames": "Joe Cartwright", "Telephone.Mains": "02930500225", "Address.Business": " ", "Picture": "OCT000152" }`. At the bottom, there is an "Actions:" label followed by a "Show contact" button.



# Dialling Configuration

To dial out from within EMIS Web, dialling needs to be configured correctly.

Right-click the Horizon Integrator tray icon in the system tray menu and then left-click the 'Configuration' option from the menu that pops up, this will open the 'configuration' screen. In the 'General' group, click on the 'Dialling' option.



The screenshot shows the 'Dialling Configuration' window. It has two main sections. The top section, 'Select the methods of dialling to use:', contains four checkboxes: 'Clipboard dialling', 'Application dialling', 'Focus dialling', and 'Dialling handlers...'. The bottom section, 'Select the applications and web sites to use dialling from:', features a table with columns 'Type', 'Application/Domain', 'Form/Page', and 'Textbox'. Below the table are buttons for 'Add', 'Edit', 'Remove', 'Import', and 'Export'. The 'Add' button is highlighted with a red rectangle. At the bottom, there is a section 'Choose the criteria to use when searching for valid numbers' with fields for 'Minimum length:', 'Maximum length:', and 'Must start with:', along with an 'Advanced rules...' button.

Please see the following link to make sure that the web dialling feature is enabled before progressing: <http://integrator.unlimitedhorizon.co.uk/help/help.php?item=1119&lang=uk>

You can refine the criteria used to identify telephone numbers. Enter the appropriate number of digits into the 'Minimum length' and 'Maximum length' text boxes and specify a prefix that identifies telephone numbers (if there is one) by entering it in the 'Must start with' box.

If you would like to be able to dial directly when you are entering new information in EMIS Web, for example on the new contact page, we need to carry out some further configuration. Click the 'Add' button to start the Dialling wizard.



The screenshot shows the 'Set up application dialling' wizard. It asks 'Select the type of application that you want to dial from:' and lists six radio button options: 'I have written the application myself or someone can customize it as required', 'The application runs inside a web browser' (which is selected), 'I want to dial from a Microsoft application', 'The application contains 'dial' buttons or uses TAPI for dialling', 'Any other type of standard Windows application', and 'None of the above choices work'. At the bottom right are 'Back' and 'Next' buttons.

The first question in the wizard asks you about the type of application you want to dial from. Select the 'The application runs inside a web browser' option. Click the 'Next' button.

We've already covered converting identified numbers into hyperlinks so select the 'Text boxes' option on the second screen of the wizard and click the 'Next' button.



Open your EMIS Web account in Internet Explorer and find the text box you want to dial out from, it needs to have a number in it already so add a temporary one if you need to. Copy or make a note of the telephone number currently displayed in the text box and leave the web page open.

Back in the wizard, paste or type the number into the 'Number to search for' box and click the 'Detect' button.



The wizard will search the current web page for the telephone number you entered and, once found, display the details. Click 'Next' and then 'Close'.

You can add as many textboxes as you like, just start the process by clicking the 'Add' button and working your way through again.

Click 'Save' to store your settings and you're ready to go.

Now, a clickable icon is placed at the end of any textboxes you have configured and you just click on it to dial the number in the textbox.