

CCC - Outlook Screenpop not functioning

PROBLEM

You have configured the enterprise to use Microsoft Outlook Contact Information, but the screenpop is not working.

RESOLUTION

A fix to this component in 6.0.0.1 changed the default location for the plugin files. In order to re-point them correctly:

1. Open **YourSite Explorer**.
2. Navigate to the **Enterprise Server** section.
3. Click on the **Screenpop** tab.
4. Ensure that the **Launch an application or Web page when agents answer ACD calls** box is checked.
5. Navigate **away** from the **Display caller-specific Microsoft Outlook Contact information and create journal entries** option.
6. Navigate **back** to the **Display caller-specific Microsoft Outlook Contact information and create journal entries** option.
7. Click **Save** at the top of YourSite Explorer.

NOTE: This feature is being discontinued in our 7.0 release.

APPLIES TO

CCM 6.0.0.1 and newer.

Keywords: ccc outlook screenpop

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