

Custom Connector

The service can connect to a proxy service for matching with unsupported CRM systems. It requires you to provide a proxy service. CRM Connect configuration is a professional service.

The provider (Dstny) needs

- URL : *the address used to access the instance*
- Username & Password
- Token (*a string of letters and numbers created by the custom connector*)

Custom Connector looks up numbers from a custom URL. They keyword "<number>" in the URL will be replaced with the number searched for.

Example URL: <https://my-internal-system.com/lookup?number=<number>>

The number searched for is normally an E.164 notation phone number. The service will also use this same URL when a user is searching for contacts in free-form text. In this case the "number" parameter will be the free-

form text the user is searching for.

If a username and password are specified, they are used as Basic Authentication. If a token is specified, it is sent as a

Bearer token in the Authentication HTTP header.

The URL is expected to return a UTF-8 encoded JSON list (array) of matching items in a specific format, which is shown below. All fields are optional, but it will affect what the user sees in the service. You can have any number of

links (displayed as buttons) and extra fields in the "more" field. The "picture" field is expected to be a DATAURI image. It is empty in the example below because of size.

```
{
  "name": "Firstname Lastname",
  "address": {
    "street": "My street",
    "zip": "123 45",
    "city": "New York",
    "country": "USA"
  },
  "department": "Test department",
  "company": "Test company",
  "email": "hello@test.com",
  "phone": "+123456789",
  "id": 666,
  "links": [
    {
      "name": "Open in my CRM",
      "url": "https://my-crm.com/person/666"
    }
  ],
  "more": {
    "Is very cute": "Yes"
  },
  "picture": ""
}
```

