How to configure IQXCallerNotification application

The follow is a guide to installing and configuring the IQXCallerNotification application to connect to the Synety VOIP system.

1) Add the following scripts to your IQX database:

```
CREATE FUNCTION "pears"."IncomingCallerIDLookup"(
    IN @IncomingNumber CHAR(100))
RETURNS CHAR(100)
BEGIN
    DECLARE @Who CHAR(2);
    DECLARE @WhoID CHAR(20);
    DECLARE @PersonName CHAR(30);
    DECLARE @CompanyName CHAR(60);



    SELECT FIRST "phone"."who", "phone"."whoid" INTO @Who, @WhoID FROM
"pears"."phone" WHERE "pears"."phone"."numberdigits" =  @IncomingNumber
ORDER BY "pears"."phone"."whoid";

   CASE
        WHEN @Who = 'C' THEN
                SELECT "company"."name" INTO @CompanyName FROM
"pears"."company" WHERE "pears"."company"."companyid" = @WhoID;
                RETURN @CompanyName;
        WHEN @Who = 'CP' THEN
                SELECT "person"."name", company.name INTO @PersonName,
@CompanyName FROM "pears"."employment" KEY JOIN ("pears"."person" ,
pears.company) WHERE "pears"."employment"."employmentid" = @WhoID;
                RETURN string(@PersonName,' (',@CompanyName,')');
        WHEN @Who = 'P' THEN
                SELECT "person"."name" INTO @PersonName FROM
"pears"."person" WHERE "pears"."person"."personid" = @WhoID;
                RETURN @PersonName;
        ELSE
                RETURN 'Unkown Caller';
    END CASE;
```

```
END;
```

```
CREATE FUNCTION "pears"."GetNotificationToken" (
    IN @StaffName CHAR(25))
RETURNS CHAR(120)
BEGIN
    DECLARE @AccountID CHAR(20);
    DECLARE @NotificationToken CHAR(20);
    SELECT AccountID, NotificationToken INTO @AccountID, @NotificationToken
    FROM StaffSynety
    WHERE StaffID = (SELECT StaffID FROM staff WHERE userid = @StaffName);

    IF @AccountID = NULL THEN
        RETURN NULL;
    ELSE
        RETURN string(@AccountID, '|', @NotificationToken);
    ENDIF;
END;
```

2) Add the following files to either your IQX main program folder or create your own folder and add the files to that.

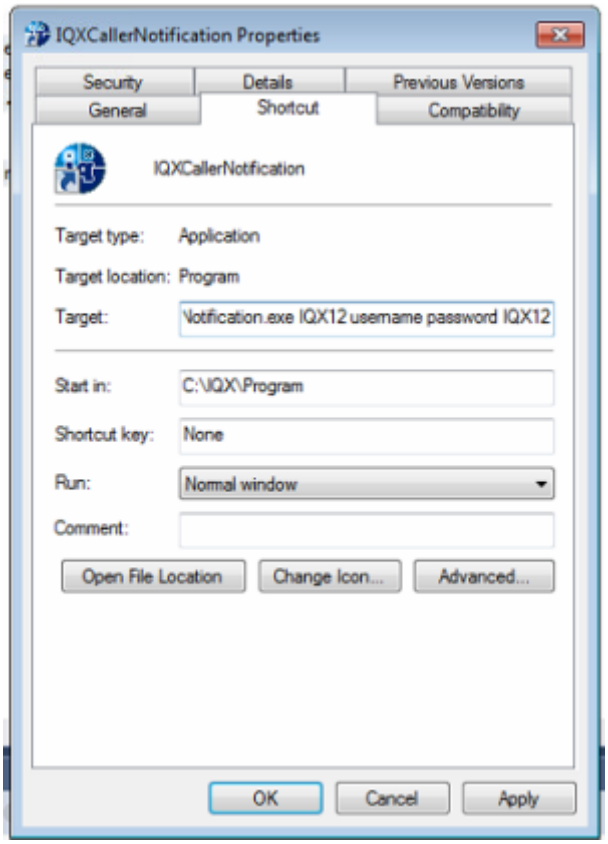
```
1) IQXCallerNotification.exe
2) IQXCallerNotification.exe.config
3) Microsoft.AspNet.SignalR.Client.dll
4) Newtonsoft.Json.dll
5) DDE_run.exe
6) iAnywhere.Data.SQLAnywhere.v4.0.dll
```

3) Create a shortcut to point to the IQXCallerNotification.exe file and add it to your Startup folder.

4) Got to the properties of your shortcut and at the end of the Target file add the following details:

```
1) Database Engine Name
2) Username
3) Password
4) Database Name (Optional)
```

Example:



Error Reporting

Any error that occurs is written to the IQXCallerNotification.err file and it can be found in the same folder as the files above.

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