How does GMPOP work?

GMPop works with GoldMine and any phone system/utility that can pass a phone number to an EXE file. That's right, it doesn't matter what vendor/brand/type your phone system is, if there's a utility running in windows that your phone system vendor provided and if that utility can launch a program based on an event (like an incoming or outgoing call being placed) then you can use GmPop to quickly and simply integrate your GoldMine contact database with your phone workflow.

Setup

Here are some detailed setup steps for some verified-compatible phone vendors

ShoreTel EasyPop

In the EasyPop settings window, enter the Path to the GMPop Executable file and the default arguments:

Here's a copy-paste value for the arguments line: *%CallingNr%|||1||*

AllWorx Interact

In Allworx Settings, add a GoldMine action like the following screenshot:
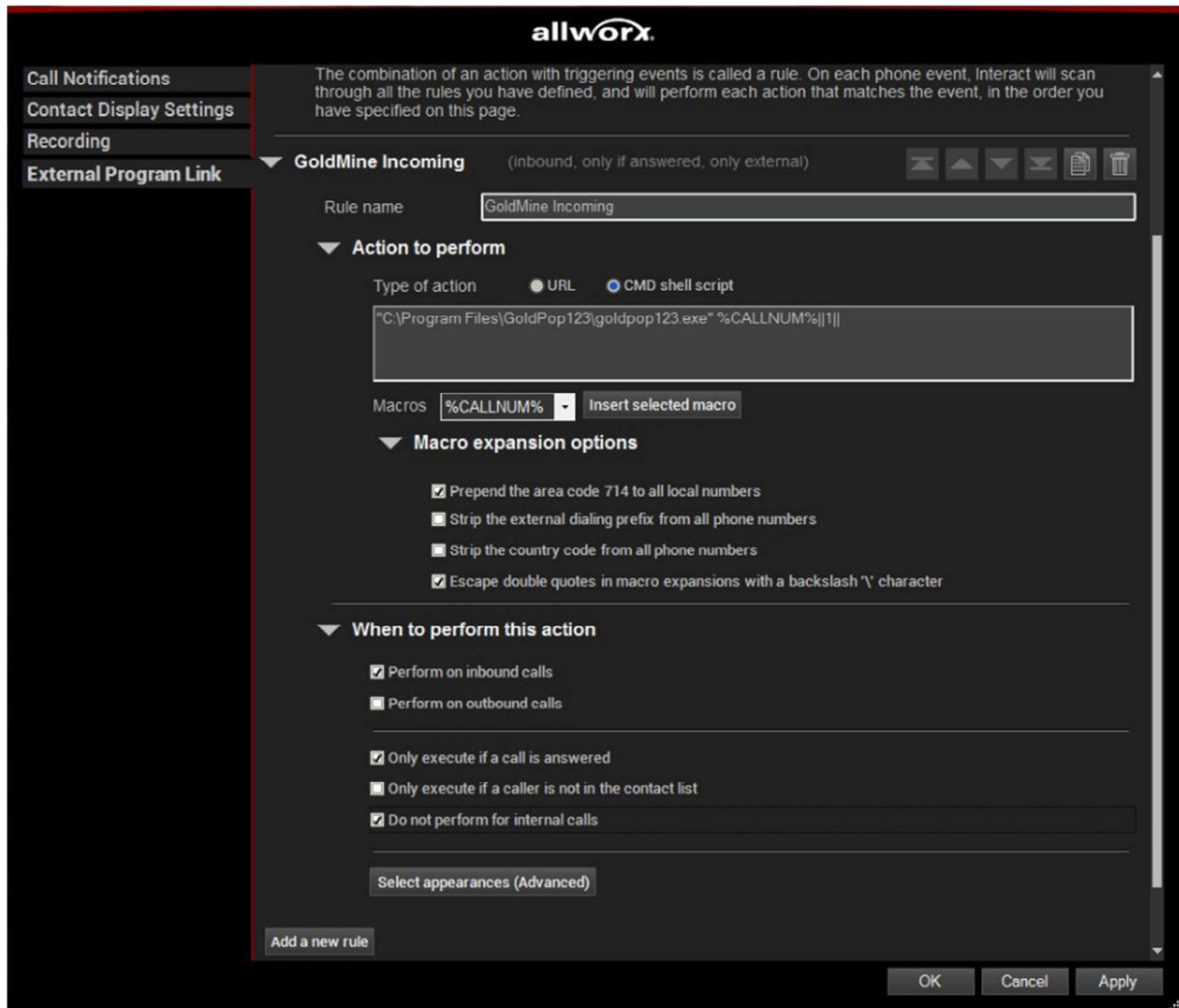
Here's a copy-paste value for the **CMD Shell Script**:

"c:\program files (x86)\gmpop\gmpop.exe" %CALLNUM%||1||

Using GMPOP

When your phone system utility launches GMPop, the number passed will be checked against your GoldMine database. By default, GMPop checks the primary contact's phone1, phone2, phone3, fax and the phone and fax numbers of additional contacts as well.
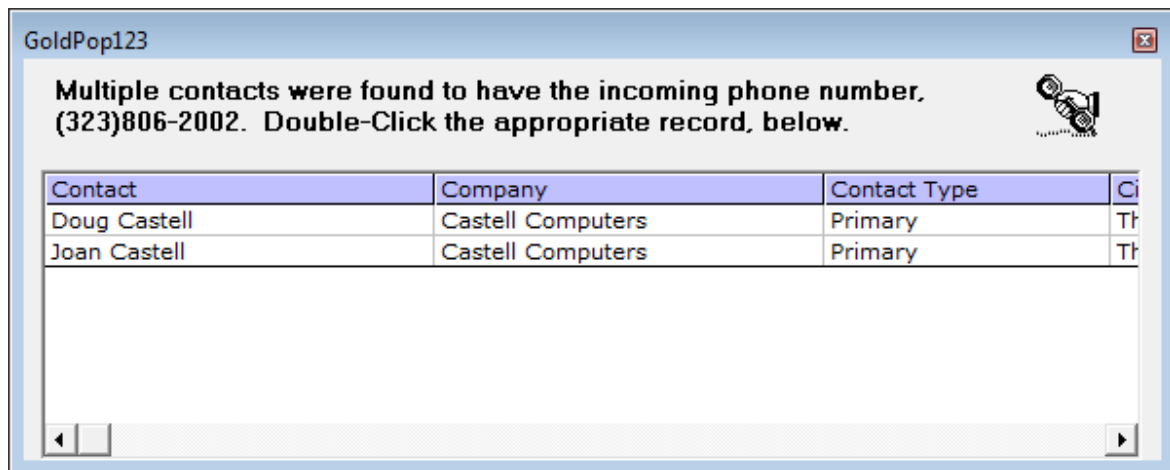
Found numbers

Singleton
If the incoming number is in GoldMine (whether in phone1, phone2, additional contact phone number – wherever) it'll just switch GoldMine to that contact record without any fanfare or alerting.
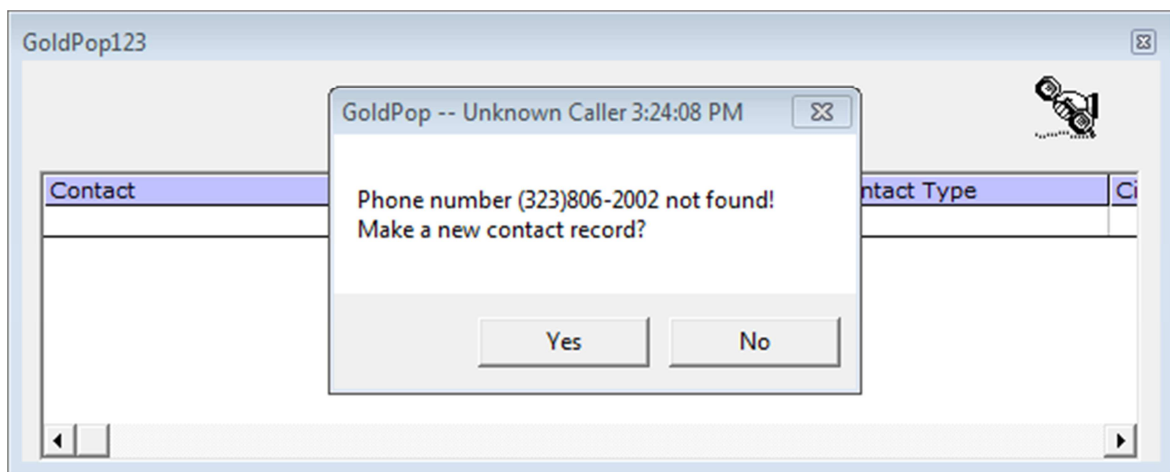
Multi-match
If the number is on multiple contact records, it'll pop up this window:

Unknown Numbers
If the number is not in GoldMine at all, it pops up a window with this question:

If you say yes, it makes a basic contact record like this:

If you say no, it just does nothing and it's up to the user to then talk to the person on the phone and make (or not) a contact in GoldMine as they see fit.