



NowCert Integration

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Introduction

Lightspeed partners create critical links; connecting our product solutions with our clients. Lightspeed Voice has integrated with NowCerts in an effort to provide call pop ups, call detail records available right inside of NowCerts.

Configuration

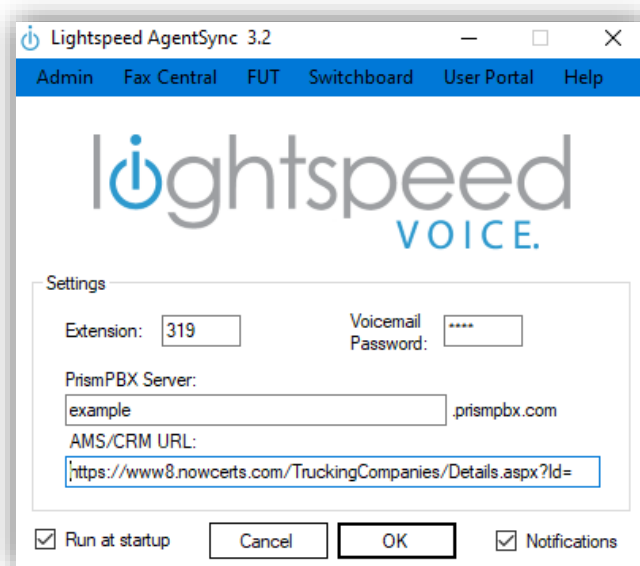
AgentSync Installation

Users will need Lightspeed Voice's AgentSync installed which is available here:

<http://www.lightspeedvoice.com/download>

This can also be installed and configured by Lightspeed Voice's Client Success Team.

Once installed the extension/voicemail password will need to be entered as well as the URL from NowCerts that will want to get from the browser bar when signed into NowCerts but it will look something like this:



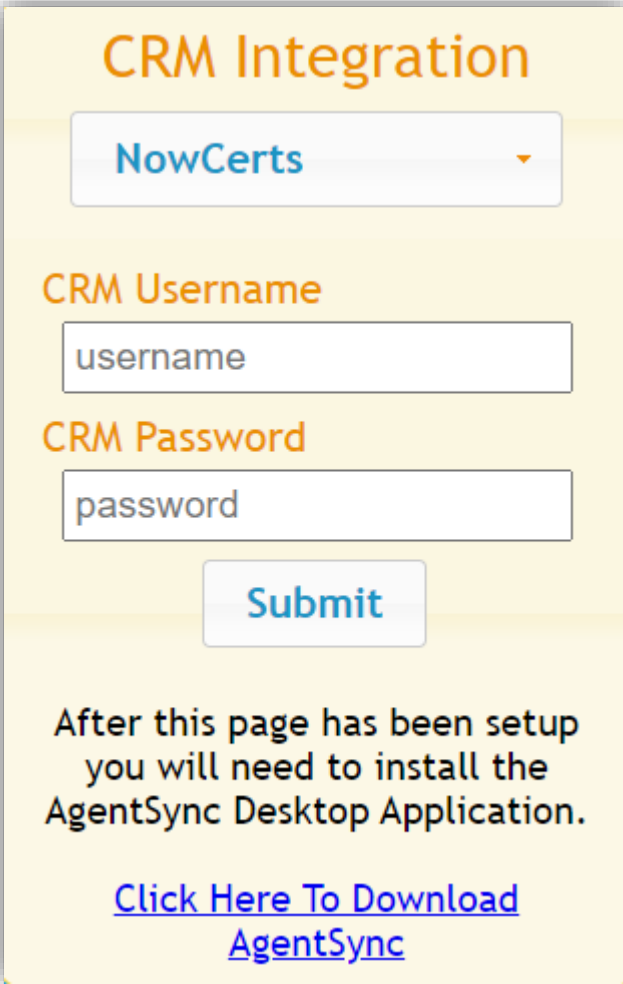
<https://www8.nowcerts.com/TruckingCompanies/Details.aspx?Id=>

PrismPBX CRM Setup

Users will need to visit the CRM page on their PrismPBX server, this would be something like:

example.prismpbx.com/crm

Before configuring the CRM portion it will ask them to sign in using their extension and voicemail password. Once signed in select “NowCerts” in the drop-down menu. When they do it will then prompt them for their NowCerts login credentials.



The image shows a web form titled "CRM Integration" with a yellow background. At the top, there is a dropdown menu with "NowCerts" selected. Below this are two input fields: "CRM Username" with the placeholder text "username" and "CRM Password" with the placeholder text "password". A "Submit" button is located below the password field. At the bottom of the form, there is a text block that reads: "After this page has been setup you will need to install the AgentSync Desktop Application." followed by a blue hyperlink that says "Click Here To Download AgentSync".

CRM Integration

NowCerts

CRM Username

username

CRM Password

password

Submit

After this page has been setup
you will need to install the
AgentSync Desktop Application.

[Click Here To Download AgentSync](#)

Troubleshooting

If you're having issues with call pops ensure that AgentSync is running. You can verify it's running by using the "Show hidden icons" in the taskbar of Windows, if you see an icon like the one highlighted on the right and it says AgentSync Connected it is running. If you're having trouble with calls logging in

NowCerts you may need to repeat the steps for the PrismPBX setup portion of this setup guide. If AgentSync is running and you have followed the PrismPBX setup portion again, and you're still having issues, please give us a call!

