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# contactSearch

Defines which contacts the integration returns from an external CRM when users search for names or phone numbers before making calls or transferring interactions.

Note: When using this method, include frameworkContacts as a value for searchTargets in the settings object. For more information, see searchTargets on the settings page.

### **Parameters**

Name	Data type	Description	Notes
searchValue	String	Name or phone number that the integration searches for in the external CRM.	
onSuccess	Array of objects	Returns information about contacts when method is successful. See onSuccess array.	
onFailure	Array	Returns empty array when method fails.	

### onSuccess array

#### **PARAMETERS**

Name	Data type	Description	Notes
type	String	Type of database that the integration searches for contacts.	Value: external.
name	String	Name of the contact to search for and return from the external CRM.	
phone	Array of objects	See phone array.	
attributes	Object	Key-value pairs of custom attributes and strings that identify the information to be sent with the interaction.	

## phone array

# PARAMETERS

Name	Data type	Description	Notes
number	String	Phone number that the integration searches for and returns from the external CRM.	
label	String	Type of phone number that the integration searches for and returns from the external CRM.	

## Example

In this example, when a user searches name or phone numbers before making a call or transferring an interaction, the integration returns the contact Weather Line with the cell phone 3172222222 from an external CRM and screen pops a webpage.

```
contactSearch: function (searchValue, onSuccess, onFailure) {
    // Search the external CRM system and return results in the following format
    onSuccess ([{
        type: "external",
        name: "Weather Line",
        phone: [{
            number: "(317) 222-2222",
            label: "Cell"
        }],
        attributes: {example_urlpop: "url"}
    }]);
}
```

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