



Context to Call

Context to Call Business User Guide

BigCommerce Platform

User Guide Contents

Introduction	3
Sign-In	3
Dashboard	5
Generate Context to Call Business Embed Code	6
Step 1: Accessing the Setup - Point Management	6
Step 2: Adding Source	7
Types of Point	9
Step 3: Adding Point	10
Adding Global Point	12
Adding Local Point	13
Step 4: Points Verification.....	16
Step 5: Embed Code.....	20
Integrating Embed Code – BigCommerce.....	21

Introduction

Welcome to the Context to Call Business BigCommerce user guide! This guide will help you set up Context to Call Business Sources and Points and integrate your newly generated Embed Code on your Website effectively to enhance your business experience.

Sign-In

- **Open the Sign-In Page:** Open your web browser and go to the Context to Call Business Sign-In page.
- **Enter Email Address:** In the appropriate field, enter the email address associated with your account.
- **Provide Password:** Enter your account password in the designated password field. Be sure to use the correct combination of uppercase and lowercase letters, numbers, and special characters.
- **Remember Me:** Sign-in forms offer a "Remember Me" option. Selecting this option will keep you signed in on that device/browser for an extended period.
- **Click "Sign In":** Once you've entered your credentials, click the "Sign In" button to proceed.



Welcome to
Context to Call




Fig 1- Login

Sign In

Email Address *

Password *

  I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)

Remember me

[Forgot Password?](#)

Don't have an account? [Sign Up](#)

Dashboard

- **Access Your Account:** Upon successful authentication, you will be granted access to your Context to Call Business account and directed to your account dashboard page.

The dashboard interface features a blue sidebar on the left with navigation options: Dashboard, Setup, Reports, Billing, Support, and Context to Call Manual. The main content area is titled 'Overview' and includes a date range selector for 'Jan 01, 2023 - Jan 31, 2023', a 'Select Point' dropdown, a 'Clear' button, and a 'Refresh' button. The dashboard is divided into three columns: Call Logs, SMS Logs, and Email Logs. Each column contains a summary of activity with a 'Total' indicator showing 0. Below each summary is a pie chart labeled 'No Record Available'. The footer contains copyright information for Context to Call LLC and links to Terms & Conditions and Privacy Policy.

Welcome Alley Wills

Dashboard

Overview

Jan 01, 2023 - Jan 31, 2023 Select Point Clear Refresh

Call Logs

Completed - 0

Failed - 0

Canceled - 0

Total 0

Call Activity

No Record Available

SMS Logs

Completed - 0

Failed - 0

Canceled - 0

Queued - 0

Total 0

SMS Activity

No Record Available

Email Logs

Sent - 0

Failed - 0

Total 0

Email Activity

No Record Available

Support Context to Call Manual

Copyright © 2023 Context To Call LLC. All rights reserved. Context to Call Terms & Conditions Privacy Policy

Fig 2 - Dashboard

Generate Context to Call Business Embed Code

Step 1: Accessing the Setup - Point Management

- Click on the “Setup” option located on the navigation menu.

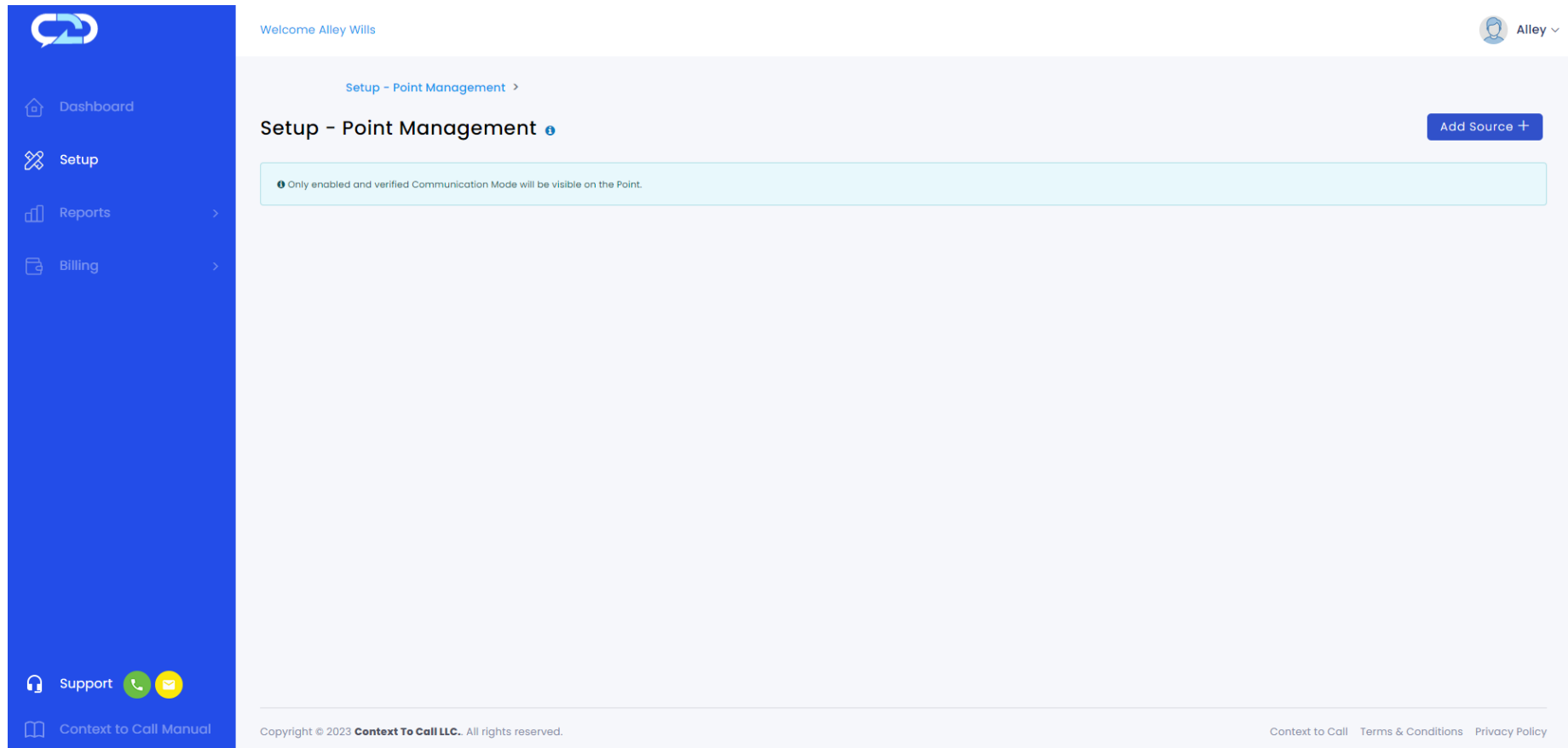


Fig 3 – Setup - Point Management

Step 2: Adding Source

Source contains the points added under it. Source name refers to the website name.

Example - If you have a website called "www.amazon.com", you can name your source as Flipkart.

- Click on the 'Add Source' button.

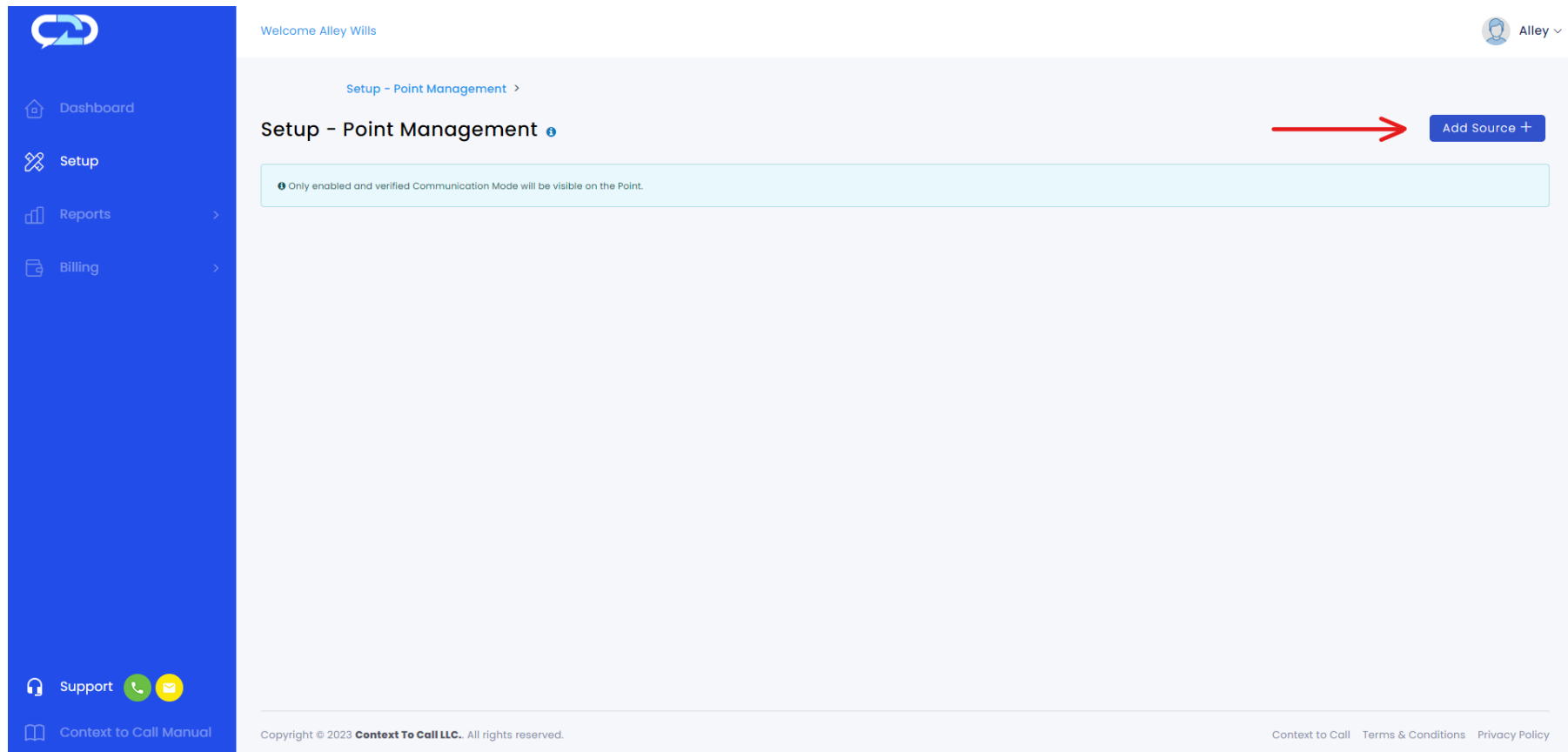
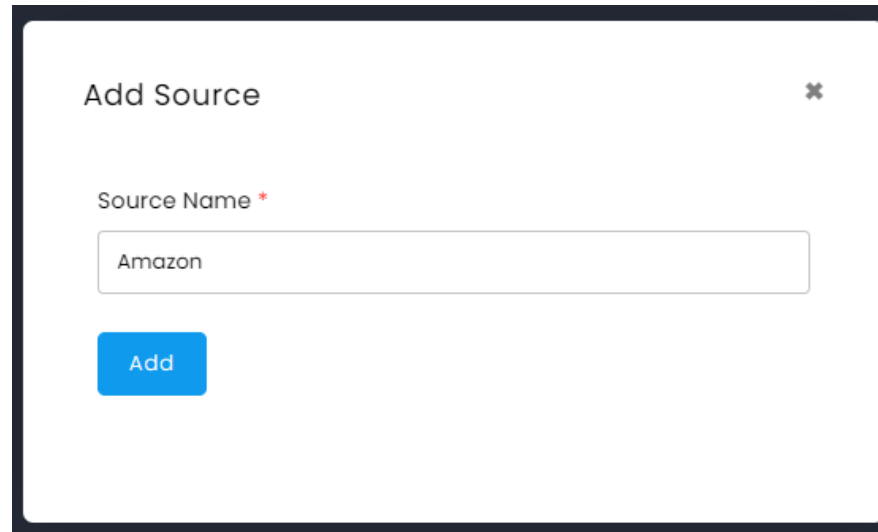


Fig 4 – Add Source

- Enter the Source Name and click on the 'Add' button.



The screenshot shows a dialog box titled "Add Source" with a close button (✕) in the top right corner. Below the title, there is a label "Source Name" followed by a red asterisk (*). A text input field contains the word "Amazon". Below the input field is a blue button labeled "Add".

Fig 5 – Add Source

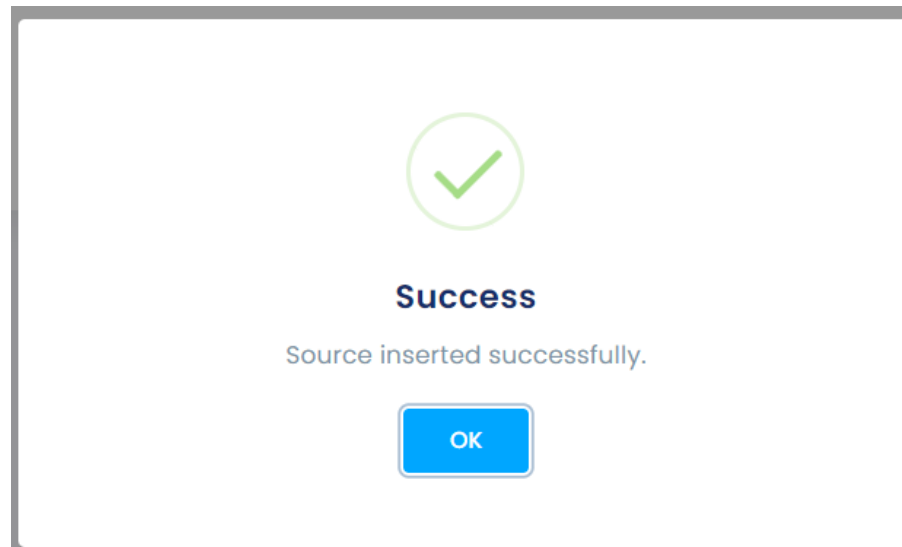


Fig 6 – Source Inserted

Types of Point

Global Points and Local Points

The Context to Call Business user can add Global Point or Local Point once at a time while adding a point by enabling/disabling the toggle button for their website domain or limited to a specific website page URL.

- 1) **Global Point** – It is used for creating communication points that are related to a specific Website Domain. Domain Name main part of the address, such as "example" in "example.com".

The Context to Call Business users can place communication points anywhere on their website which will be visible where they have placed the point on their website. The Context to Call user must provide a domain name of their website under the “Website Domain” textbox.

The communication point will function only if the domain name provided by the Context to Call Business user matches the domain name of where the Global Points are placed.

- 2) **Local Point** – It is used for creating a communication point for the specific Page of the website. The domain is the main part of the URL that identifies the website, and the path indicates the specific location of the page within the website's directory structure.

It may include folders, subfolders, and the page filename. For example, "/page" is the path in the URL "https://www.example.com/page".

The Context to Call Business users can create communication points for different pages of their website by providing the Page URL under the “Website's Page URL” textbox.

The communication point will function only if the Page URL provided by the Context to Call Business user matches the Page URL where the Local Points are placed.

Step 3: Adding Point

- Source inserted in the previous step is visible under Setup - Point Management.

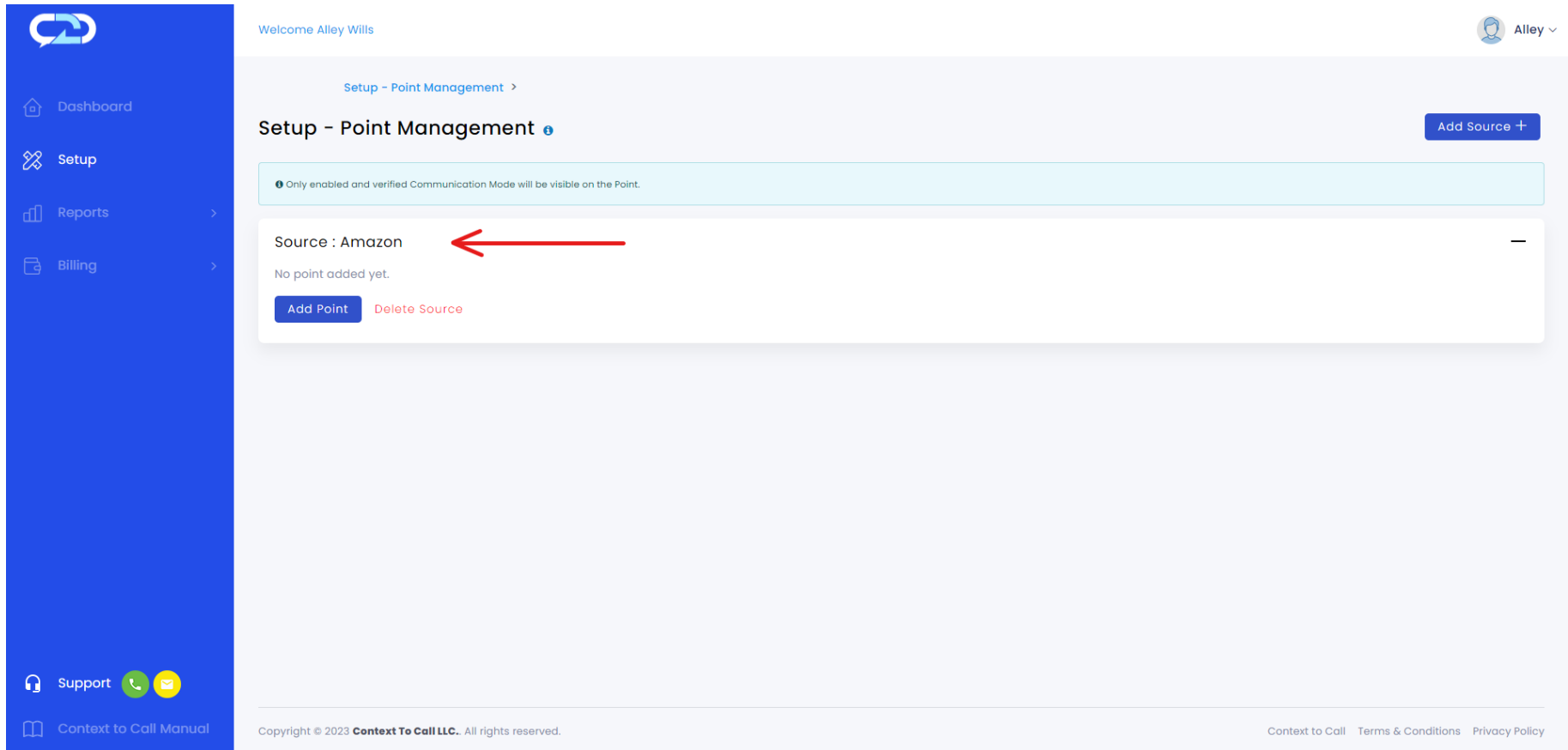


Fig 7 – Source: Setup - Point Management

- Click on the 'Add Point' button.

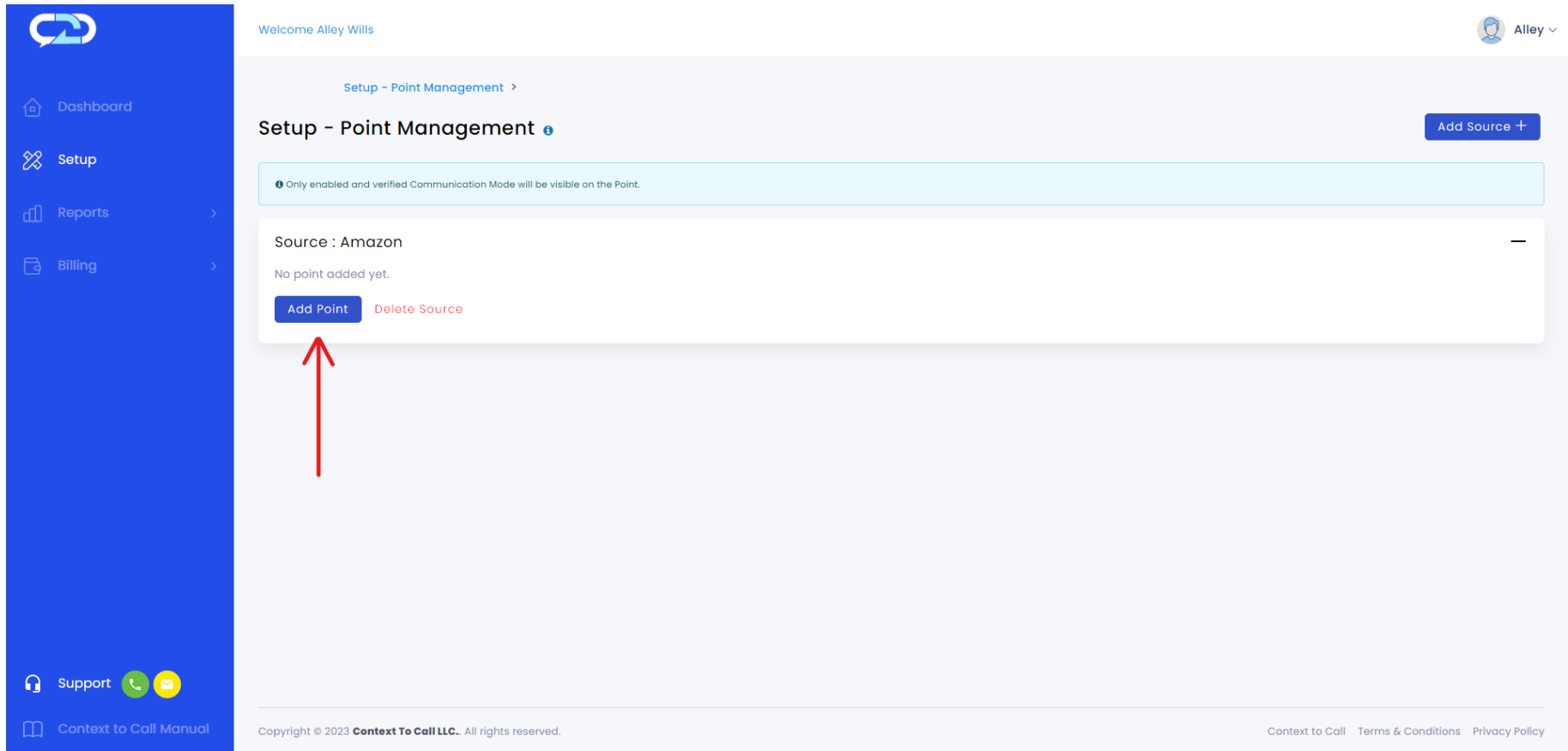
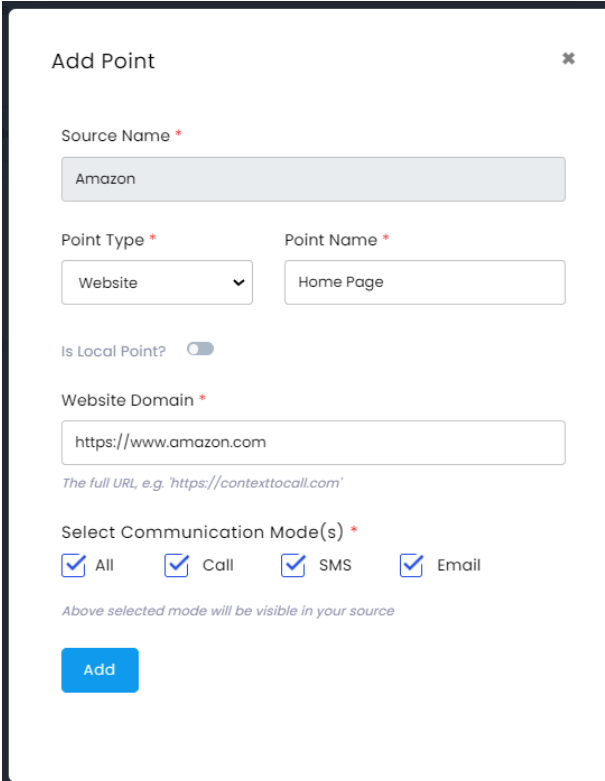


Fig 8 – Source: Add Point Button

Adding Global Point

- Source under which you want to add the Point will Auto-Populate in the Source Name field.
- Select 'Point Type' as 'Website' from the dropdown.
- Enter the 'Point Name' for your reference. Ex., If you want to place an Icon on your website's Home Page.
- Disable the 'Is Local Point?' toggle button to make the point a Global Point.
- Enter the Website Domain in the 'Website Domain' textbox.
- Select the 'Communication Modes' you want to place on your website.
- Click on the 'Add' button to add the point.



The screenshot shows a form titled "Add Point" with a close button in the top right corner. The form contains the following fields and options:

- Source Name ***: A text input field containing "Amazon".
- Point Type ***: A dropdown menu with "Website" selected.
- Point Name ***: A text input field containing "Home Page".
- Is Local Point?**: A toggle switch that is currently turned off.
- Website Domain ***: A text input field containing "https://www.amazon.com". Below this field is a small note: "The full URL, e.g. 'https://contexttocall.com'".
- Select Communication Mode(s) ***: Four checkboxes are checked: "All", "Call", "SMS", and "Email". Below these is a note: "Above selected mode will be visible in your source".
- Add**: A blue button at the bottom of the form.

Fig 9 – Add Point: Global Point

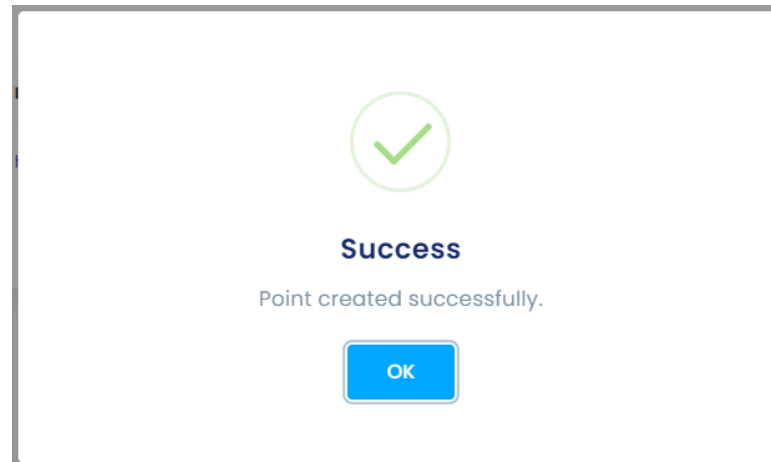


Fig 10 – Global Point Added

Adding Local Point


- Source Name will auto-populate for you.
- Select 'Point Type' as 'Website' from the dropdown.
- Enter the 'Point Name' for your reference. Ex., If you want to place icons on your website's Contact Us page.
- Enable the 'Is Local Point?' toggle button to make the point a Local Point.
- Enter the Website Page URL in the 'Website's Page URL' textbox. Ex., If you want to limit the Icons to a specific page of your website i.e. "www.amazon.com/contactus".
- Select the 'Communication Modes' you want to place on your website.
- Click on the 'Add' button to add the point.

Add Point ✕

Source Name *
Amazon

Point Type *
Website

Point Name *
Contact Us

Is Local Point? 

Website's Page URL *
https://www.amazon.com/contactus
The full URL, e.g. 'https://contextocall.com'

Select Communication Mode(s) *
 All Call SMS Email
Above selected mode will be visible in your source

Add

Fig 11 – Add Point: Local Point

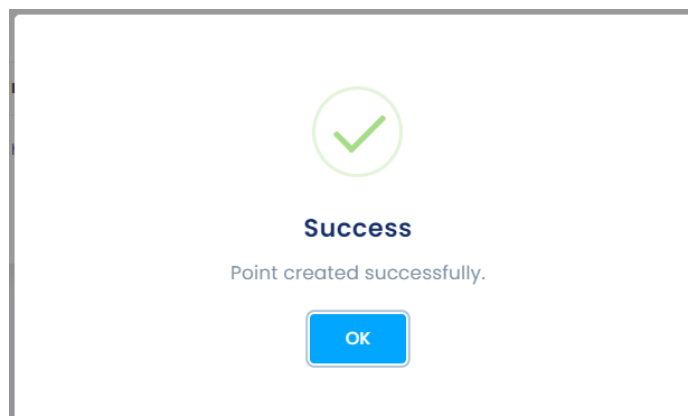


Fig 12 – Local Point Added

- You can see added points under the Setup - Point Management section.

Welcome Alley Wills

Setup - Point Management >

Setup - Point Management

Only enabled and verified Communication Mode will be visible on the Point.

Source : Amazon

Point Name	Status	Destination		Call	SMS	Email	
Contact Us	<input checked="" type="checkbox"/>	https://www.amazon.com/contactus	← Local Point	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	View <input type="checkbox"/>
Home Page	<input checked="" type="checkbox"/>	https://www.amazon.com	← Global Point	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	View <input type="checkbox"/>

[Add Point](#) [Delete Source](#)

Support

Context to Call Manual

Copyright © 2023 Context To Call LLC. All rights reserved. Context to Call Terms & Conditions Privacy Policy

Fig 13 – Points Added under Source

Step 4: Points Verification

- Click on the 'View' button to view the 'Point Details' under Setup - Point Management.

The screenshot displays the 'Setup - Point Management' interface. On the left is a blue sidebar with navigation options: Dashboard, Setup, Reports, and Billing. The main content area shows a header with 'Welcome Alley Wills' and a user profile 'Alley'. Below the header is a breadcrumb 'Setup - Point Management' and an 'Add Source +' button. A light blue notification bar states: 'Only enabled and verified Communication Mode will be visible on the Point.' The main section is titled 'Source : Amazon' and contains a table with the following data:

Point Name	Status	Destination	Call	SMS	Email	
Contact Us	<input checked="" type="checkbox"/>	https://www.amazon.com/contactus	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	View <input type="checkbox"/>
Home Page	<input checked="" type="checkbox"/>	https://www.amazon.com	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	View <input type="checkbox"/>

At the bottom of the table area are buttons for 'Add Point' and 'Delete Source'. A red arrow points to the 'View' button in the 'Home Page' row.

Fig 14 – Points View Button

- Under the Point Info. tab, click on the 'Edit' button to verify the Call/SMS/Email.

The screenshot displays the 'Point Info.' tab within the 'Setup - Point Management > Point Details' section. The interface includes a blue sidebar with navigation options: Dashboard, Setup, Reports, Billing, Support, and Context to Call Manual. The main content area shows the following details:

Point Name	Home Page	Edit
Website URL	https://www.amazon.com	
Is Local Point?	No	
Status	● Active	
Icons	<input checked="" type="checkbox"/> Call Verify	<input checked="" type="checkbox"/> SMS Verify
		<input checked="" type="checkbox"/> Email Verify

Two red arrows highlight the 'Point Info.' tab and the 'Edit' button. The footer contains copyright information for Context to Call LLC and links to Terms & Conditions and Privacy Policy.

Fig 15 – Point info: Edit Button

- Click on the 'Verify' button located below the 'Call', 'SMS', and 'Email' label to verify the communication mode individually.
- Enter your Business Contact information, where you want to receive the 'Call' & 'SMS'.
- Enter your Business Email information, where you want to receive the 'Email'.

Call **SMS** **Email**

The figure displays three separate verification screens side-by-side. The first screen, titled 'IVR Verification', has a 'Country Code' dropdown menu, an 'Enter Business number to call' input field, an 'Ext.' input field with a '0' icon, and a 'Proceed' button. The second screen, titled 'Verify Business SMS', has a 'Country Code' dropdown menu, an 'Enter Business number to SMS' input field, and a 'Proceed' button. The third screen, titled 'Verify Email', has an 'Enter Business email address' input field and a 'Proceed' button.

Fig 16 – IVR Verification Screen

- Click on the 'Proceed' button to receive the OTP to verify the 'Call', 'SMS', and 'Email' individually.
- The 'Verify' button will turn to 'Verified' and click on the 'Update' button to update the verification.

The screenshot displays the 'Point Info' page in the Context to Call interface. The page is titled 'Welcome Alley Wills' and shows the user's profile 'Alley'. The navigation menu on the left includes Dashboard, Setup, Reports, Billing, Support, and Context to Call Manual. The main content area shows the 'Point Details' for a point named 'Home Page'. The fields are as follows:

Field	Value	Verification Status
Point Name	Home Page	-
Website URL	https://www.amazon.com	-
Is Local Point?	Off	-
Status	On	-
Icons	Call, SMS, Email	Call: Verified, SMS: Verified, Email: Verified

The 'Update' button is highlighted with a red arrow, indicating the next step in the process.

Fig 17 – Point Info: Update Button

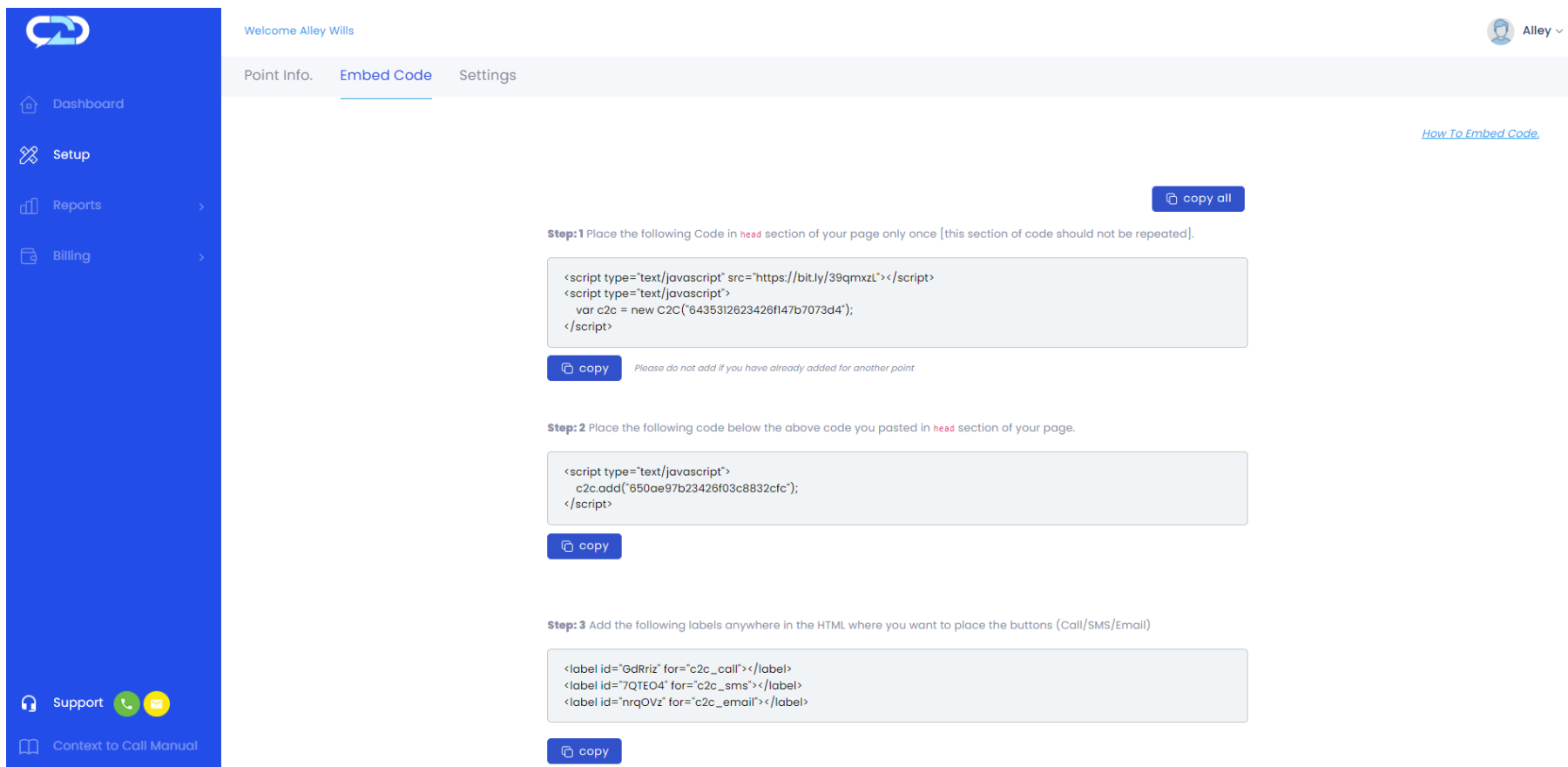
Step 5: Embed Code

- Click on the 'Embed Code' tab to view the Embed Code generated after 'Call', 'SMS', and 'Email' is verified.
- Copy and paste the generated Embed Code on your website by following the instruction mentioned.

Note:

To enable the Context to Call Business functionality (Call/SMS/Email) Icons, paste Step 1 and Step 2 of the Embed Code in the Head Section of your website.

Paste Step 3 of the Embed Code in the Body Section of your website, where you want the Icons to display on the website.



Welcome Alley Wills

Point Info. **Embed Code** Settings

[How To Embed Code.](#)

Step:1 Place the following Code in **head** section of your page only once [this section of code should not be repeated].

```
<script type="text/javascript" src="https://bit.ly/39qmxzL"></script>
<script type="text/javascript">
  var c2c = new C2C("6435312623426f147b7073d4");
</script>
```

Step:2 Place the following code below the above code you pasted in **head** section of your page.

```
<script type="text/javascript">
  c2c.adal("650ae97b23426f03c8832cfc");
</script>
```

Step:3 Add the following labels anywhere in the HTML where you want to place the buttons (Call/SMS/Email)

```
<label id="GdRriz" for="c2c_call"></label>
<label id="7QTEO4" for="c2c_sms"></label>
<label id="nrqOVz" for="c2c_email"></label>
```

Fig 18 – Embed Code

Integrating Embed Code – BigCommerce



Fig 19 – Big commerce logo

- Sign In to your BigCommerce account “https://login.bigcommerce.com/login”.
- On the left navigation menu, click on “Storefront” > “Themes”.
- Select your theme and click on the “Customize” button to open the Page Builder Tool.

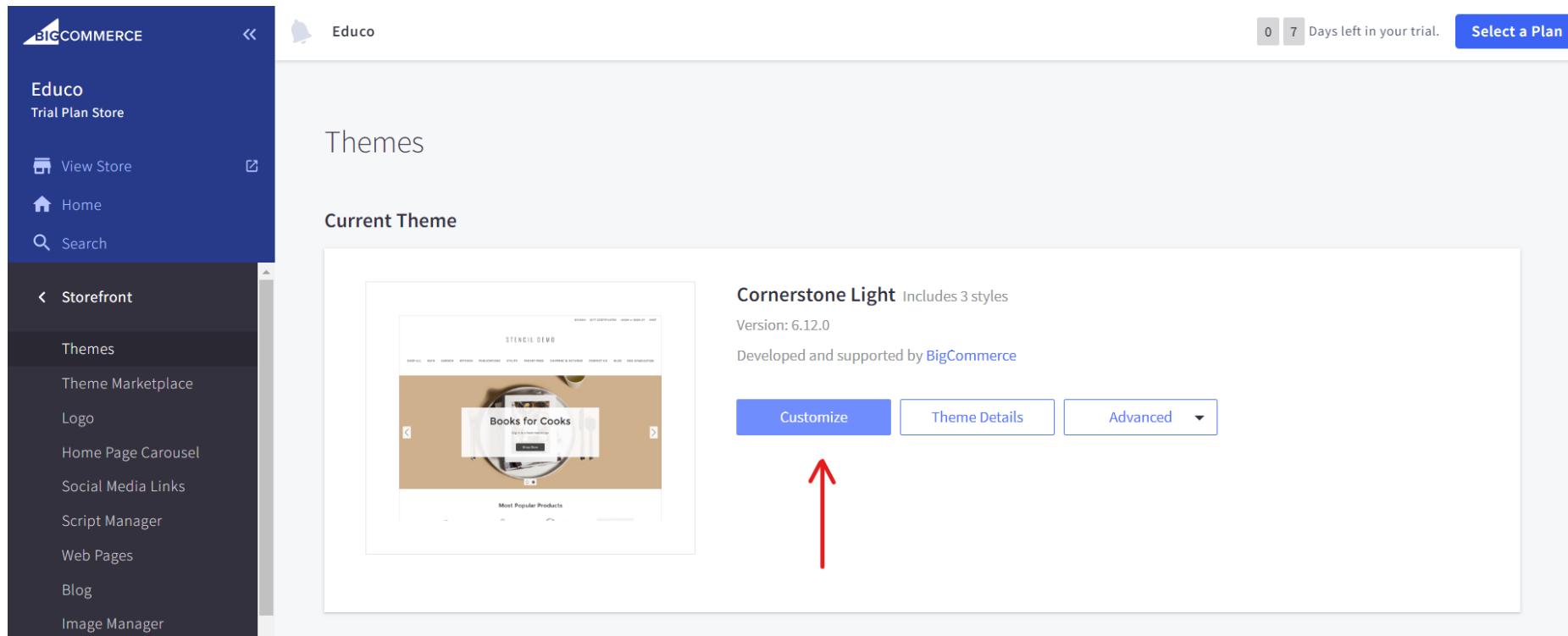


Fig 20 – BigCommerce: Customize

- Select the page from the “Page Dropdown”, you want to place the Context to Call Icon.
- Drag and drop the “HTML” on the option “Drag and drop widgets here”

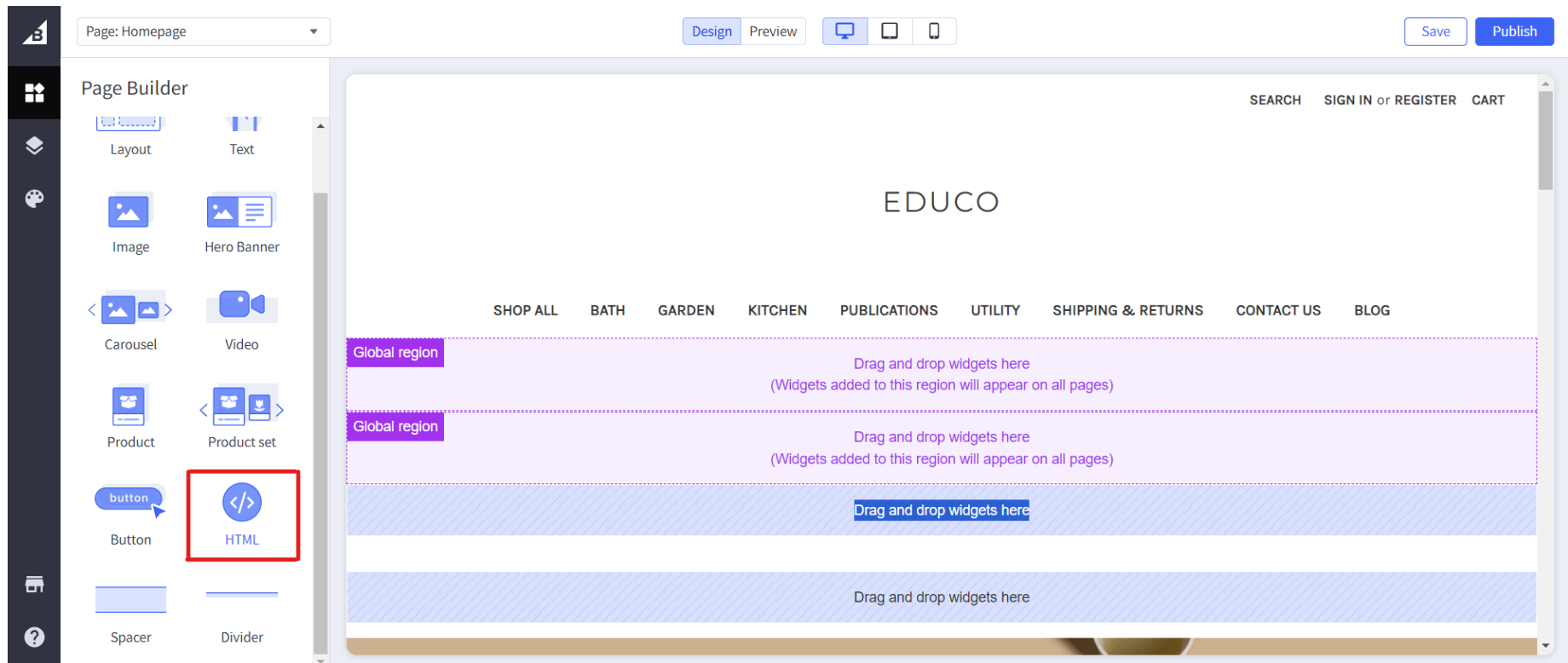


Fig 21 – BigCommerce: HTML Drag and Drop

- Paste the Context to Call Business Embed code in the HTML editor opened on the left panel.
- Click on the “Save” button to save your progress.

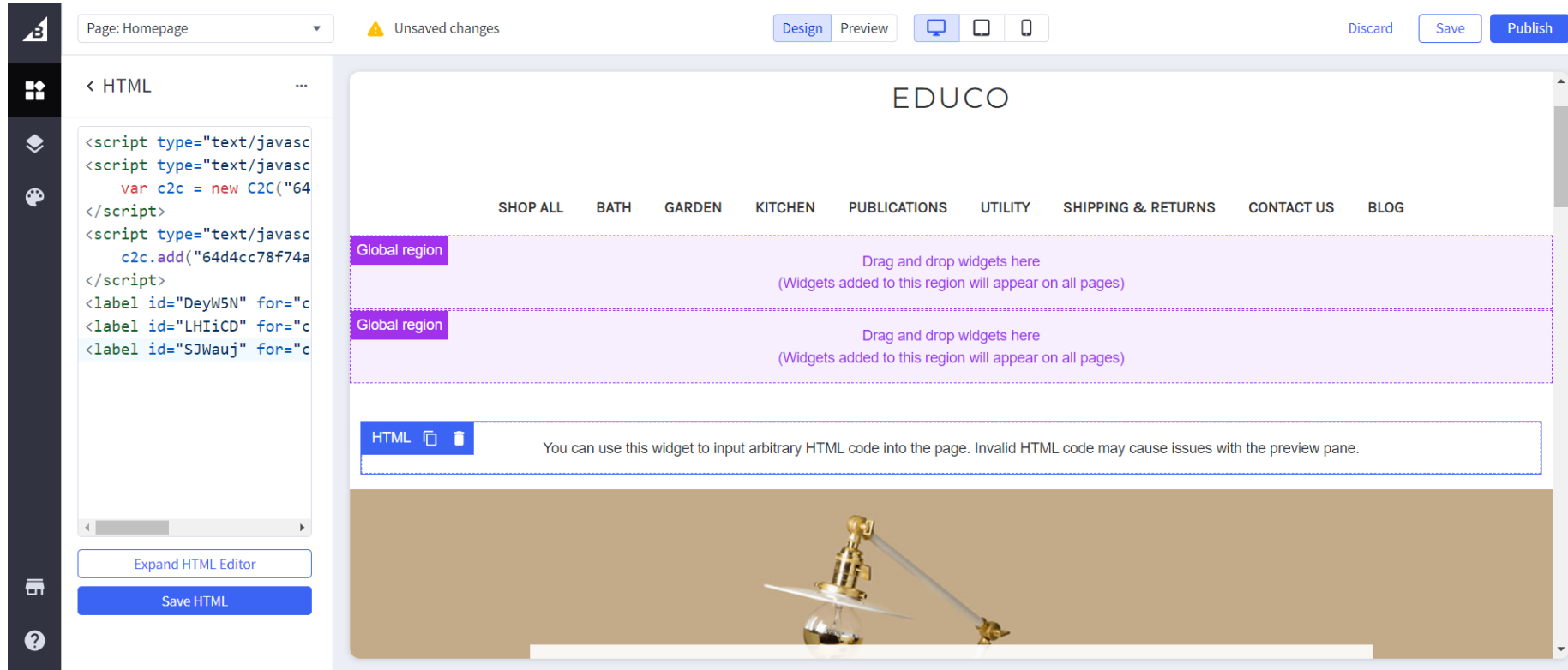


Fig 22 – BigCommerce: HTML Editor

- Click on the “Publish” button to publish the changes on your website.
- Go to the dashboard page of your account and click on “View Store” on the left menu. This will open your published website on the new window and copy the domain/page URL.

The screenshot shows the BigCommerce dashboard for a store named "C2C Business UAT Test". The top navigation bar includes the BigCommerce logo, a back arrow, the store name, a notification bell, and a trial status indicator showing "0 / 7 Days left in your trial" and a "Select a Plan" button. The left sidebar menu is expanded to show "Storefront" options, with "Themes" highlighted. A red arrow points from the "Themes" menu item to the "Current Theme" section of the main content area. The "Current Theme" section displays a preview of the "Cornerstone Light" theme, which includes 3 styles and is version 6.12.0. It is developed and supported by BigCommerce. Below the preview are three buttons: "Customize", "Theme Details", and "Advanced" with a dropdown arrow. At the bottom right of the main content area, there is an "Upload Theme" button.

Fig 23 – Dashboard: View Store

- Update the website “Domain” or “Page URL” on the Context to Call Business Webapp > Setup - Point Management > Point Info. > Website URL.

The screenshot displays the 'Point Info' settings page in the Context to Call webapp. The left sidebar contains navigation options: Dashboard, Setup, Reports, Billing, Support, and Context to Call Manual. The main content area shows the 'Point Details' for a specific point, with tabs for 'Point Info.', 'Embed Code', and 'Settings'. The 'Point Info.' tab is active, showing the following settings:

- Point Name:** Home Page (with 'Update' and 'Cancel' buttons)
- Website URL:** https://educu.mybigcommerce.com (highlighted with a red arrow)
- Is Local Point?:** Off (toggle)
- Status:** On (toggle)
- Icons:** Call (Verified), SMS (Verified), Email (Verified). Each icon has a 'Change' button below it.

At the bottom of the page, there is a copyright notice: 'Copyright © 2023 Context To Call LLC. All rights reserved.' and links for 'Context to Call', 'Terms & Conditions', and 'Privacy Policy'.

Fig 24 – Setup - Point management > Point Info.

- You can preview the changes or visit your website, the Context to Call Business Icons will display on the website.

SEARCH SIGN IN or REGISTER CART

EDUCO

SHOP ALL BATH GARDEN KITCHEN PUBLICATIONS UTILITY SHIPPING & RETURNS CONTACT US BLOG

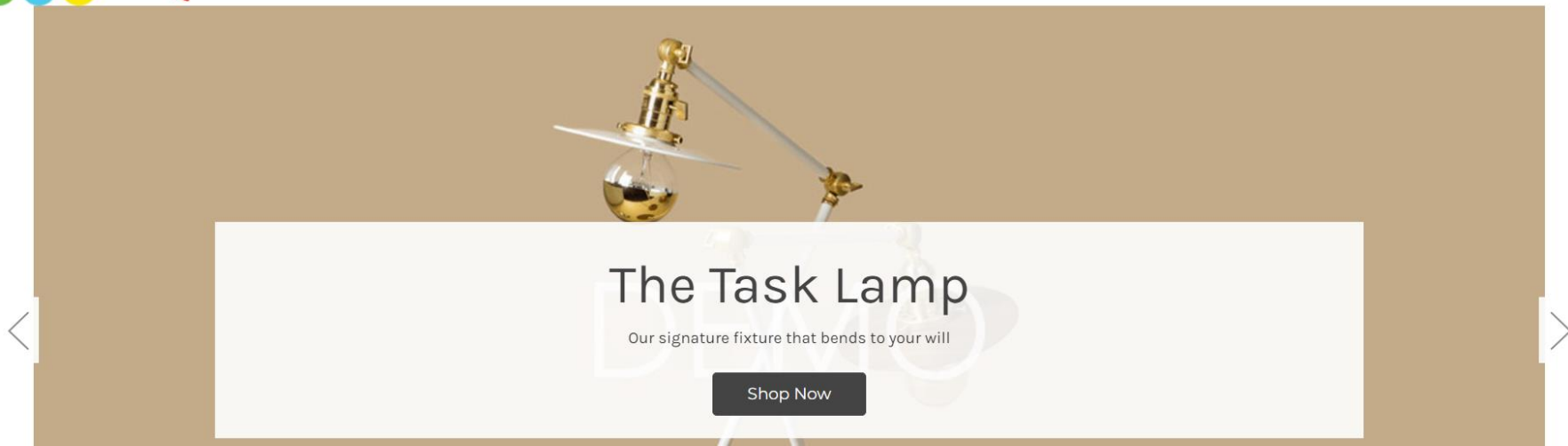


Fig 25 – BigCommerce: Context to Call Icons