



# Context To Call Business User Guide

Shopify Platform

Version-1.4

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## Introduction

Welcome to the Context To Call Business Shopify 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.
- [Refer to Fig 1]

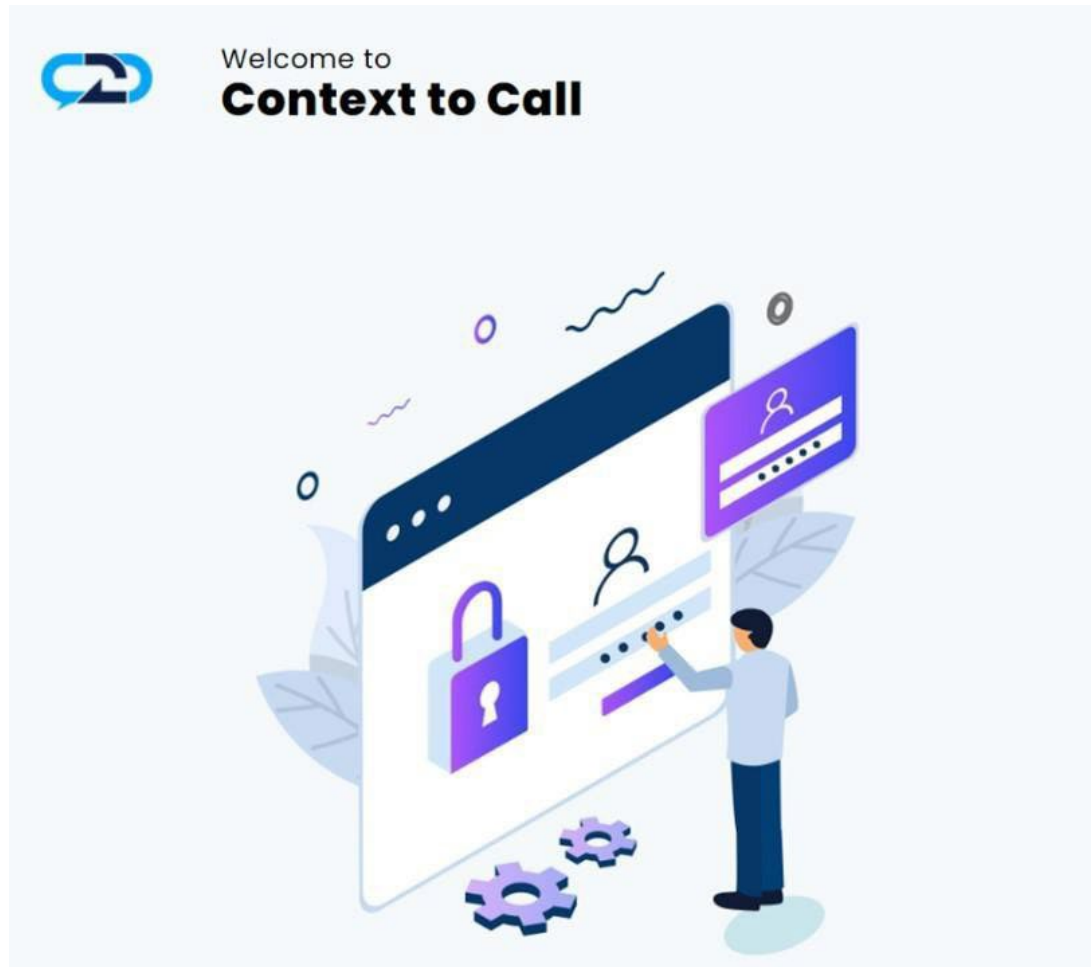


Fig 1- Login

## Sign In

Email Address \*

Password \*

☐

I'm not a robot



reCAPTCHA  
Privacy - Terms

☐ Remember me

[Forgot Password?](#)

Sign In

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. [Refer to Fig 2]

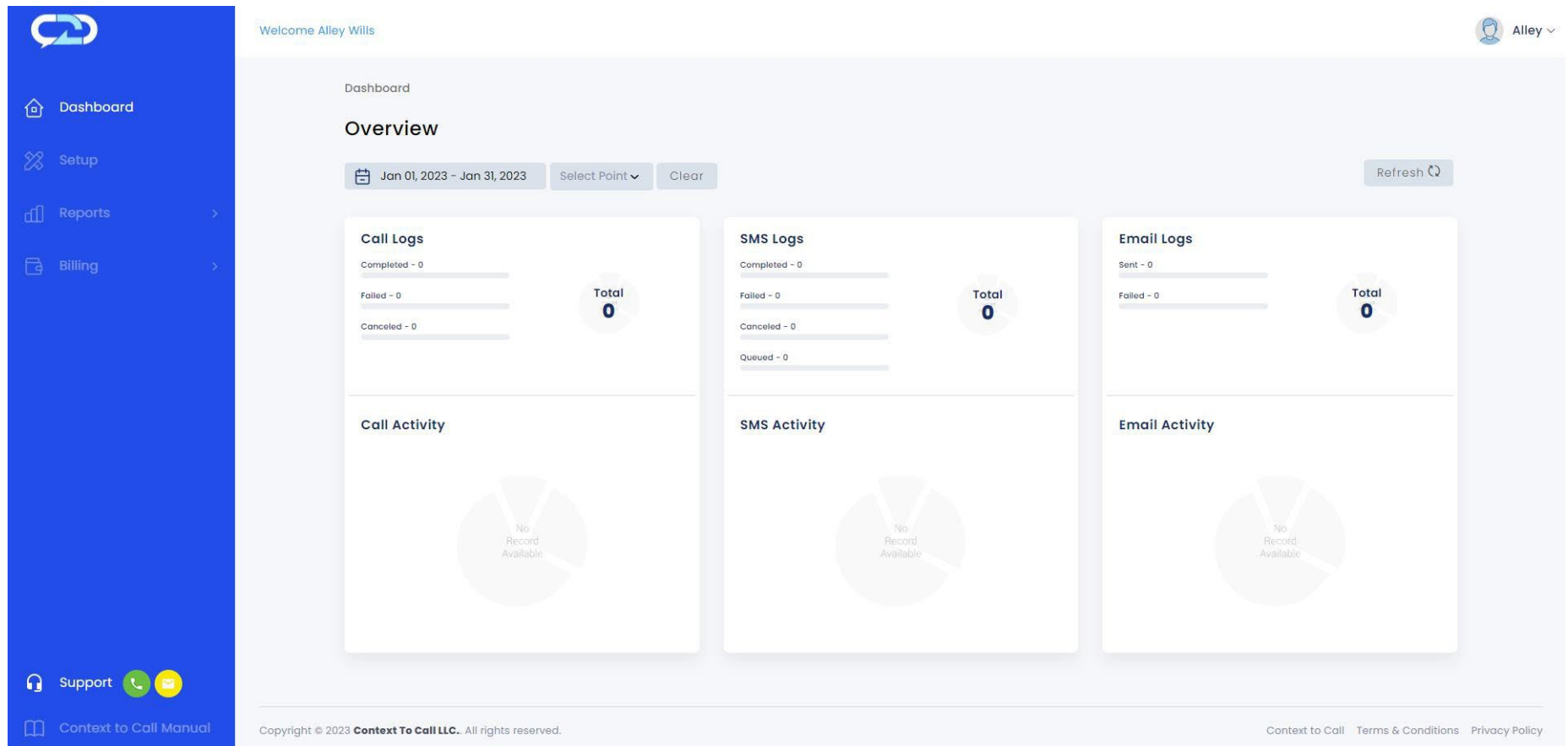


Fig 2 - Dashboard

# Generate Context To Call Business Embed Code

## Step 1: Accessing the Setup - Point Management

- Click on the “Setup” option located on the navigation menu. [Refer to Fig 3]

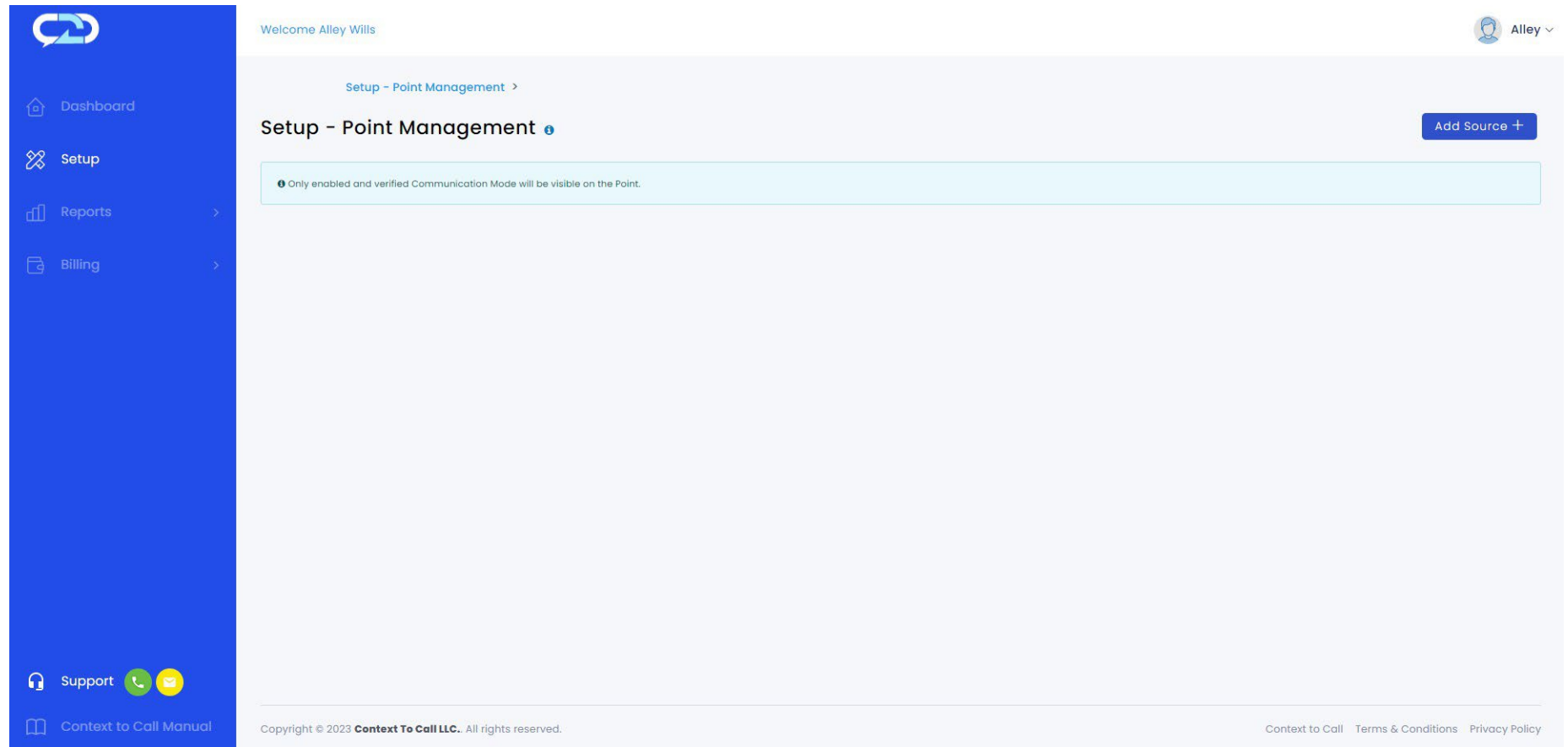


Fig 3 – Setup - Point Management

## Step 2: Adding Source

The Source contains the Points added under it. The Source name refers to the website name. [Refer to Fig 4]  
Example - If you have a website called “[www.amazon.com](http://www.amazon.com)”, you can name your Source as Amazon.

- Click on the ‘Add Source’ button.

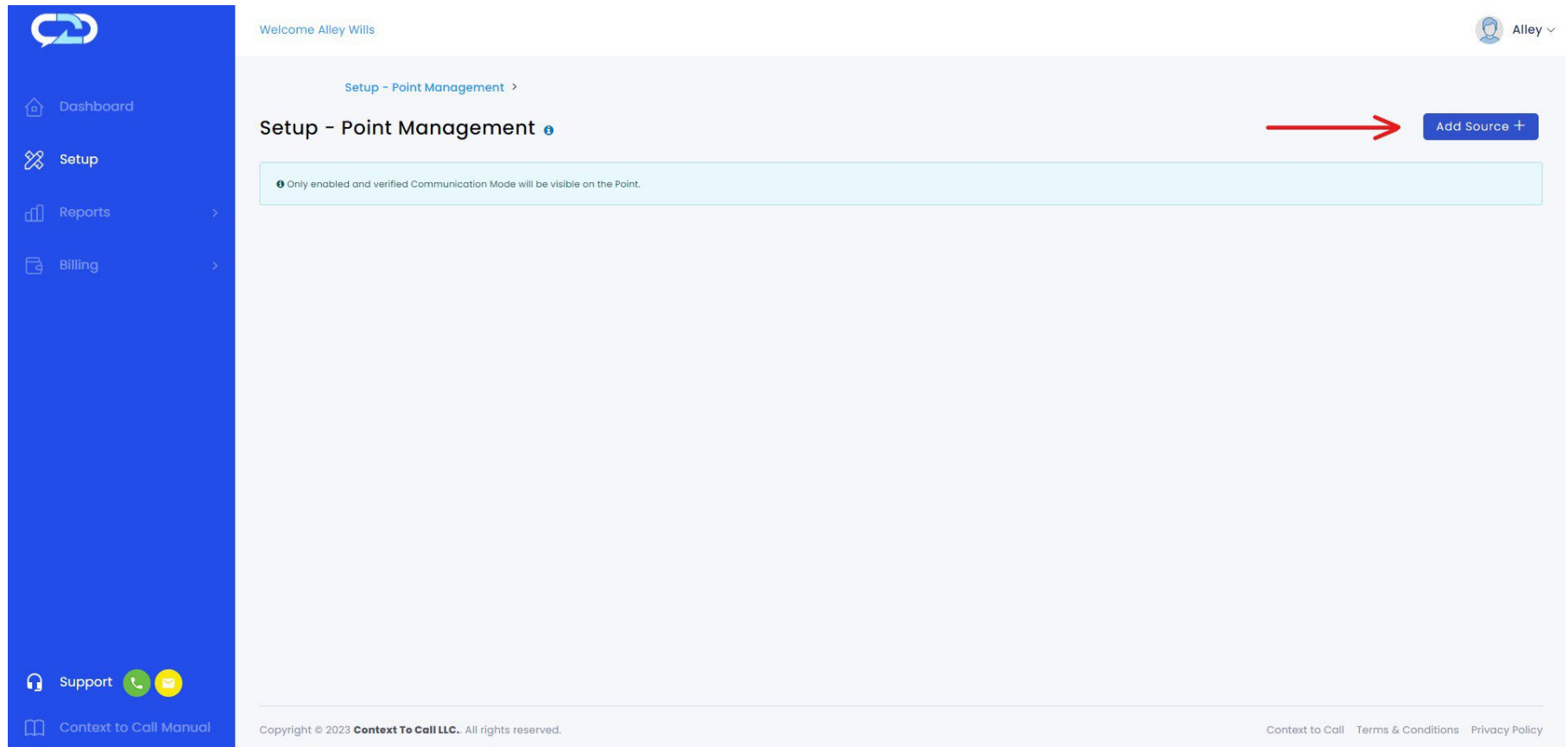
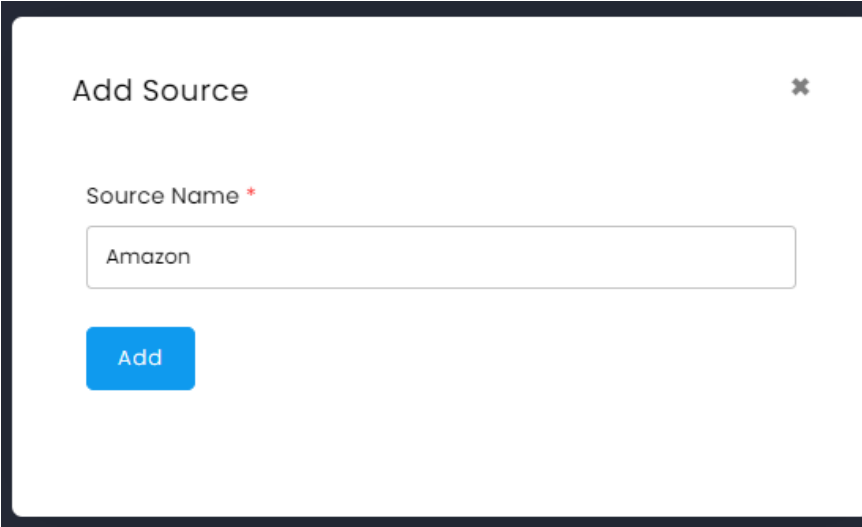


Fig 4- Add Source Button

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

A dialog box titled "Add Source" with a close button (X) in the top right corner. It contains a text input field labeled "Source Name \*" with the text "Amazon" entered. Below the input field is a blue button labeled "Add".

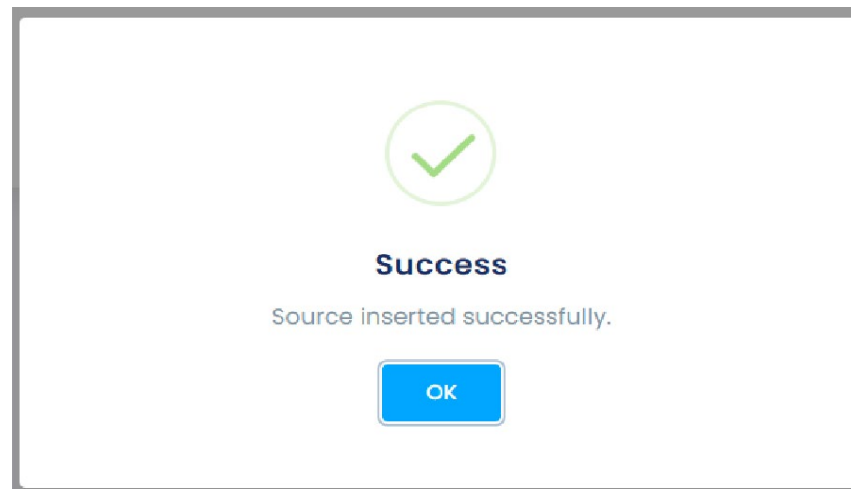
Add Source

Source Name \*

Amazon

Add

*Fig 5 - Add Source*



*Fig 6 -Source Added*



## 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

- The Source inserted in the previous step is visible under Setup - Point Management. [Refer to Fig 7]

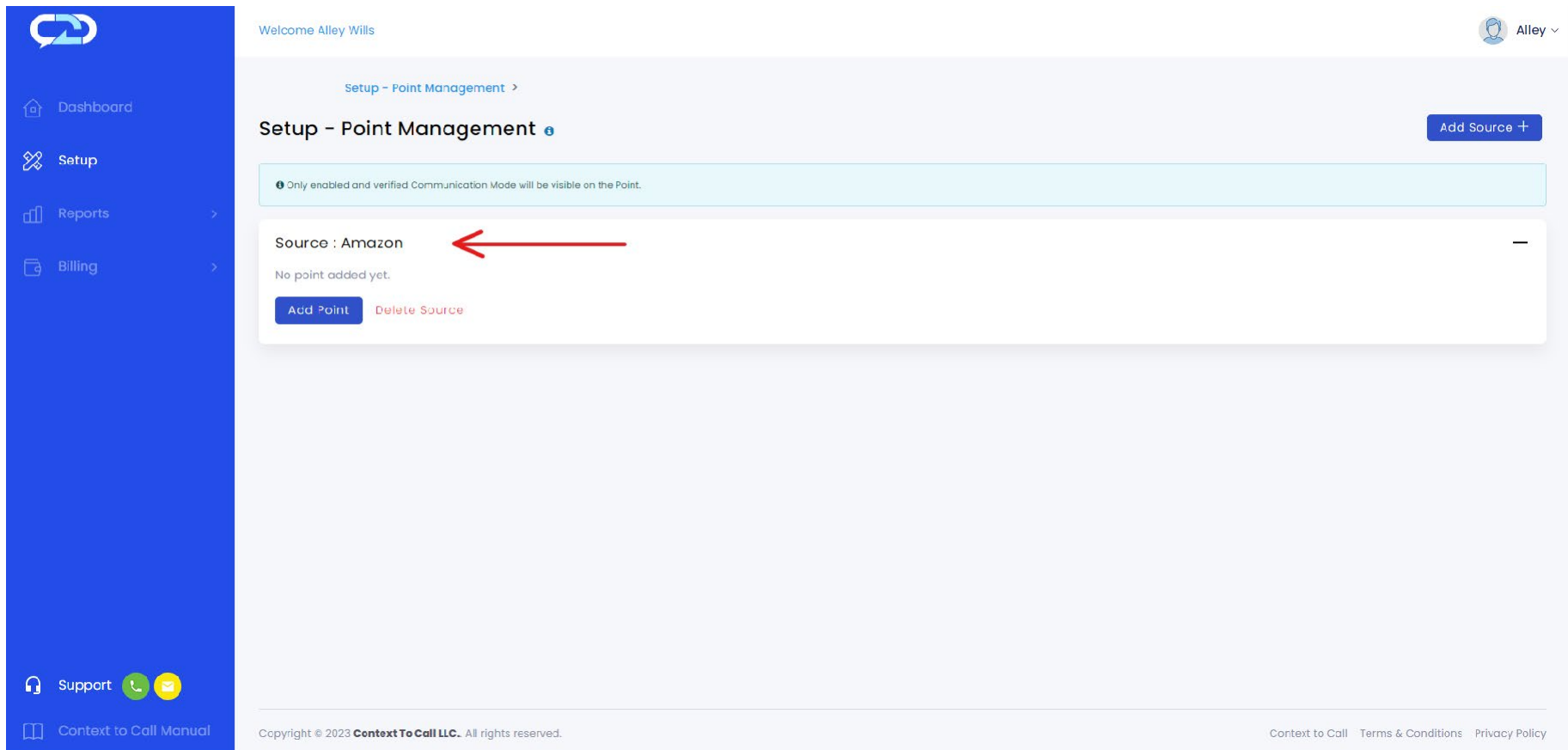


Fig 7 - Source: Setup - Point Management

- Click on the 'Add Point' button. [Refer to Fig 8]

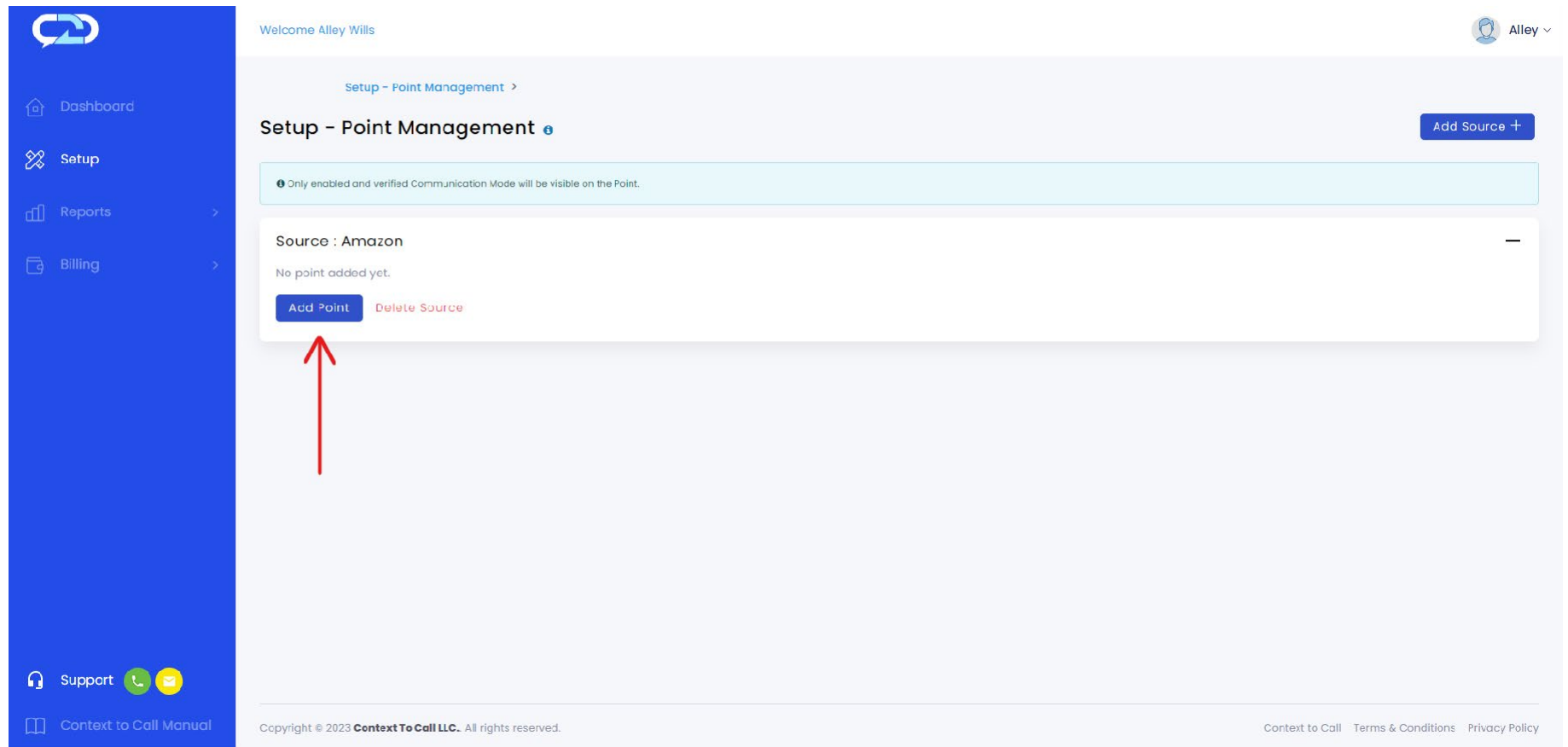


Fig 8 – Source: Add Point Button

### Creating Point: Point Details page.

- Upon clicking the 'Add point' button in the set-up page under any created source, user is navigated to point details page. [Refer to Fig - 9]
- Source under which you added the Point will Auto-Populate in the Source Name field. [Refer to Fig -9: 'Source Name' Field]

Welcome Alley Wills

Alley

Setup - Point Management > Point Details

**Step 1: Point Info.**

Source Name \* Amazon

Point Type \* Select Point Type

Point Name \* e.g. Home Page

Select Mode(s) \* ☐ All ☐ Call ☐ SMS ☐ Email

Above selected mode will be visible in your source

Add

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Fig 9 - Point Details

## Adding Global Point

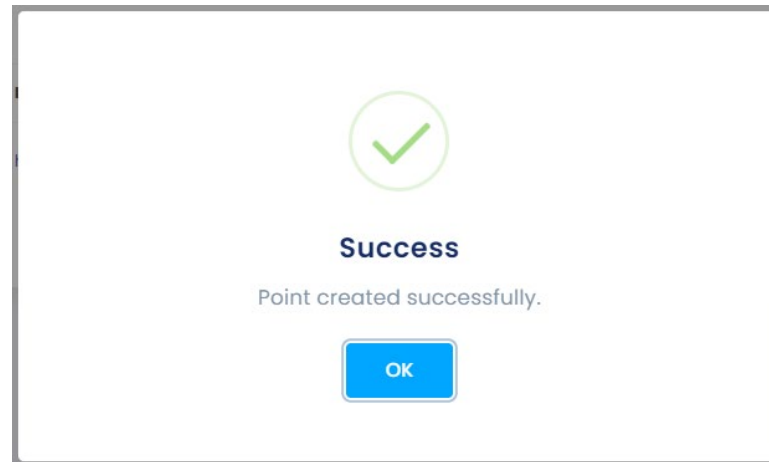
- The Source under which you want to add the Point will Auto-Populate in the Source Name field.
- Select 'Point Type' as 'Website' from the dropdown.
- Enter 'Point Name' for your reference. For example, if you want to place an Icon on your website's Home Page.
- Enable the 'Global' toggle button to 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. Refer to Fig – 10

The screenshot shows the 'Add Global Point' interface. On the left is a blue sidebar with navigation links: Dashboard, Setup, Reports, Billing, Support, and Context to Call Manual. The main content area is titled 'Welcome Alley Wills' and shows the user 'Alley'. The breadcrumb trail is 'Setup - Point Management > Point Details'. The form is titled 'Step 1: Point Info.' and contains the following fields:

- Source Name \***: A text box containing 'Amazon'.
- Point Type \***: A dropdown menu with 'Website' selected.
- Point Name \***: A text box containing 'Home Page'.
- Local/Global Point ⓘ**: A toggle switch set to 'Global'.
- Website Domain \***: A text box containing 'https://www.amazon.com'. Below this is a note: 'The full URL, e.g. 'https://contexttocall.com''.
- Select Mode(s) \***: Four checkboxes labeled 'All', 'Call', 'SMS', and 'Email', all of which are checked. Below this is a note: 'Above selected mode will be visible in your source'.

An 'Add' button is located at the bottom right of the form.


Fig 10 - Add Global Point



*Fig 11 – Global Point Added*

### Adding Local Point

- The Source Name will auto-populate for you.
- Select 'Point Type' as 'Website' from the dropdown.
- Enter 'Point Name' for your reference. Ex., if you want to place icons on your website's Contact Us page.
- Enable the 'Local' 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.
- Refer to Fig - 12.



Dashboard

Setup

Reports

Billing

Support

Context to Call Manual

Welcome Alley Wills

Alley

Setup - Point Management > Point Details

Step 1: Point Info.

Source Name \*

Amazon

Point Type \*

Website

Point Name \*

Contact Us

Local/Global Point ⓘ

Local

Website Domain \*

https://www.amazon.com/Contact Us

The full URL, e.g. 'https://contexttocall.com'

Select Mode(s) \*

☒ All

☒ Call

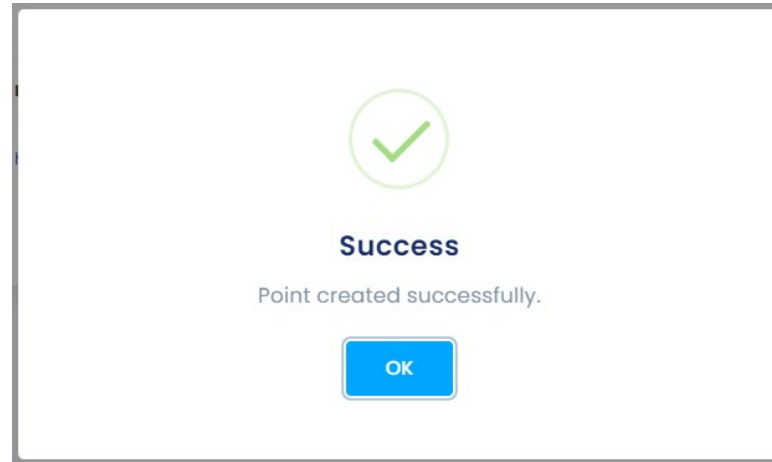
☒ SMS

☒ Email

Above selected mode will be visible in your source

Add

Fig 12 - Add Local Point



*Fig 13 - Local Point Added*



- User can view added Points under the Setup - Point Management section. [Refer to Fig .14]

The screenshot displays the 'Setup - Point Management' section of a web application. A blue sidebar on the left contains navigation links: Dashboard, Setup, Reports, Billing, Support, and Context to Call Manual. The main content area has a header with 'Welcome Alley Wills' and a user profile 'Alley'. Below the header, the 'Setup - Point Management' title is followed by an 'Add Source +' button. A light blue notification bar states: 'Only enabled and verified Communication Mode will be visible on the Point.' The main table is titled 'Source : Amazon' and lists two points:

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

Red arrows point to the 'Local Point' and 'Global Point' labels next to the 'Contact Us' and 'Home Page' rows, respectively. At the bottom of the table are 'Add Point' and 'Delete Source' buttons. The footer contains copyright information: 'Copyright © 2024 Context To Call LLC. All rights reserved.' and links for 'Context to Call', 'Terms & Conditions', and 'Privacy Policy'.

Fig 14 - Points Added under Source

## Step 4: Points Verification and Create Embed Code.

- Click on the 'Verify' button to view and edit the 'Point Details' under Setup - Point Management. [Refer to Fig – 15]

Welcome Alley Wills

Setup - Point Management >

Setup - Point Management ⓘ

Add Source +

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"/>	<a href="https://www.amazon.com/contactus">https://www.amazon.com/contactus</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Verify <input type="button" value="⌵"/>
Home Page	<input checked="" type="checkbox"/>	<a href="https://www.amazon.com">https://www.amazon.com</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Verify <input type="button" value="⌵"/>

Add Point Delete Source

Support

Context to Call Manual

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Fig 15 – Points Verify

- Upon clicking the 'Verify' button on any of the created points in the 'Setup - Point Management' page, the user is landed on the Point Details page [Refer Fig.16], which allows the user to verify and update [Refer to Fig. 16] point details and create the Embed Code.

Welcome Alley Willis

Setup - Point Management > Point Details

### Step 1: Point Info.

Point Name:

Website URL:

Local/Global Point: ☒ Global

Status: ☒ Active

Icons: ☒ Call ☒ SMS ☒ Email

### Step 2: Point Setting

#### Callback Form Fields

Call SMS Email

Name: ☒

Contact Number: ☒ Verification Required: ☐

Email Address: ☐ Verification Required: ☐

Message: ☒

Apply to All: ☐

### Step 3: Embed Code


[How To Embed Code](#)

Fig 16- Point details

**The Point Details page has three sections for generating the Embed Code after creating the source, points, and verification of the communication modes.**

**Step 1: Point Info [Refer to Fig. 17]**

- Users can Edit and Update the Point details as and when required.
- User needs to verify communications modes (Call/SMS/Email) to generate Embed Code.
- Status toggle button grants users the ability to activate or deactivate the communication point, and the communication modes (Call/SMS/Email - Icons). It can be activated or deactivated as per the admin's requirement.
- Refer to Fig – 17 to implement the above steps under step 1: Point Info option.



Welcome Alley Wills

Alley

Setup - Point Management > Point Details

Step 1: Point Info.

Point Name

Home Page

Website URL

https://www.amazon.com

Local/Global Point ⓘ

Global

Status

Active

Icons

☒ Call

Verify

☒ SMS

Verify

☒ Email

Verify

Update

Cancel

Step 2: Point Setting

Callback Form Fields

Call

SMS

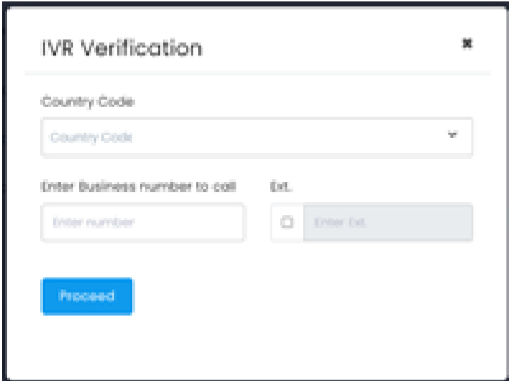
Email

Privacy - Terms

Fig 17 - Point details: Step-1

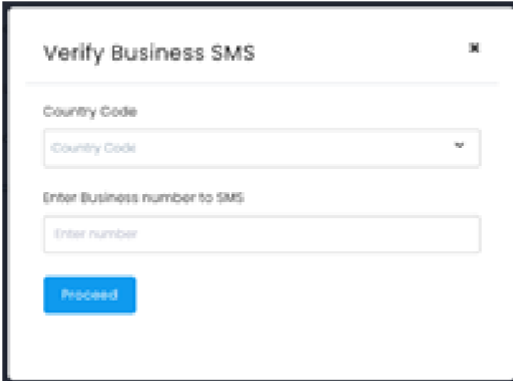
- Click on the 'Verify' button located below the 'Call', 'SMS', and 'Email' label to verify the communication mode individually. [Refer to Fig. 18]
- Enter your Business Contact information, where you want to receive the 'Call' & 'SMS'.
- Enter your Business Email information, where you want to receive the 'Email'.

### Call



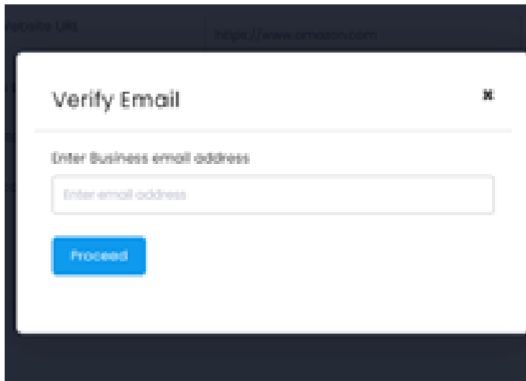
The 'Call' verification form is titled 'IVR Verification'. It features a 'Country Code' dropdown menu. Below this, there are two input fields: 'Enter Business number to call' and 'Enter Ext.'. The 'Enter Ext.' field is preceded by a small square icon. A blue 'Proceed' button is located at the bottom left of the form.

### SMS



The 'SMS' verification form is titled 'Verify Business SMS'. It includes a 'Country Code' dropdown menu and an 'Enter Business number to SMS' input field. A blue 'Proceed' button is positioned at the bottom left.

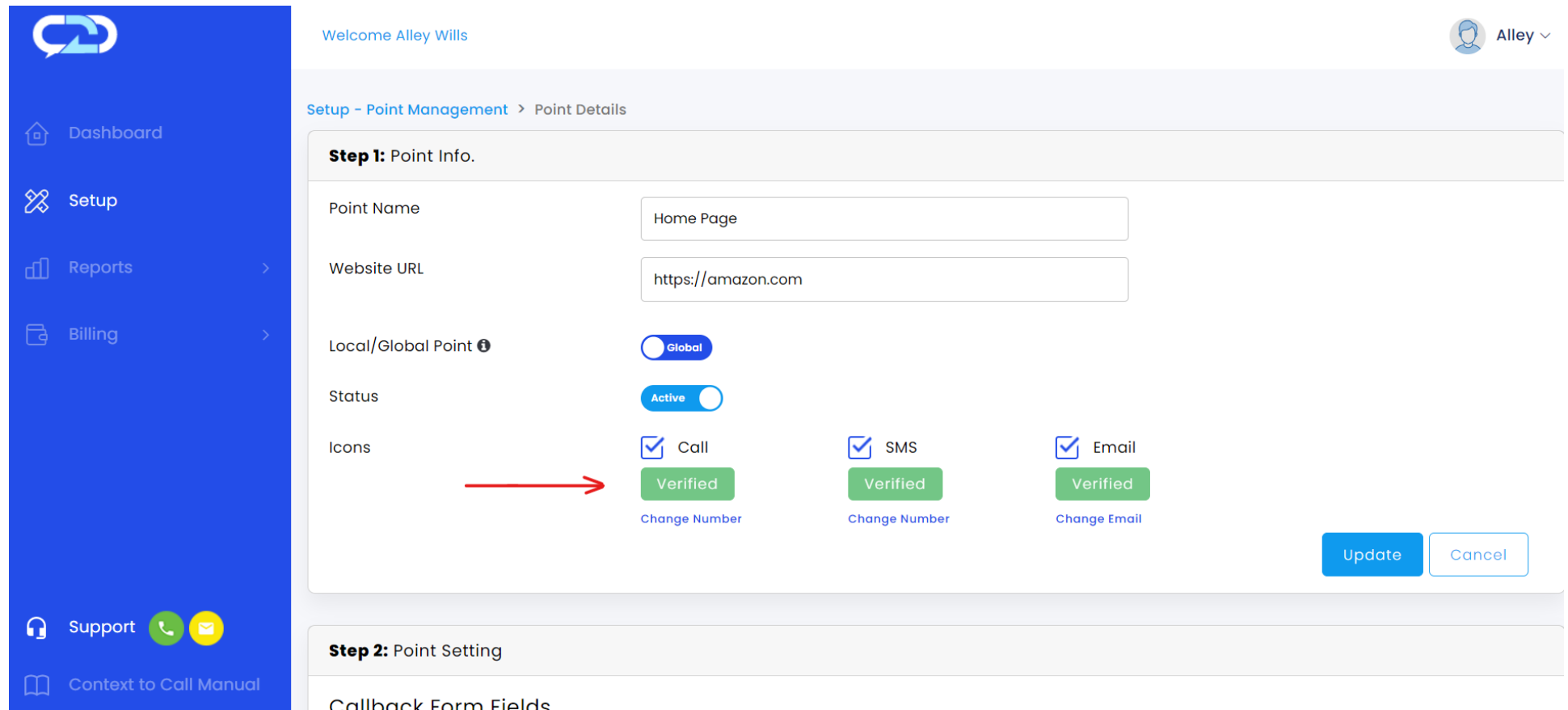
### Email



The 'Email' verification form is titled 'Verify Email'. It contains an 'Enter Business email address' input field. A blue 'Proceed' button is located at the bottom left of the form.

Fig 18 – IVR Verification Screen

- Click on the 'Proceed' button to receive the OTP to verify the 'Call', 'SMS', and 'Email' individually. [Refer Fig. 18]
- The 'Verify' button will turn to 'Verified' and click on the 'Update' button to update the verification changes. [Refer Fig. 19]



Welcome Alley Wills

Alley

Setup - Point Management > Point Details

**Step 1: Point Info.**

Point Name: Home Page

Website URL: https://amazon.com

Local/Global Point: ☒ Global

Status: ☒ Active

Icons:

- ☒ Call: Verified (Change Number)
- ☒ SMS: Verified (Change Number)
- ☒ Email: Verified (Change Email)

Update Cancel

**Step 2: Point Setting**

Callback Form Fields

Fig 19 – Point Details

## Step 2: Point Setting: Callback Form Fields. [optional]

- Once the user embeds the code on the website, the callback form appears after clicking on the Context To Call Business icon on the webpage.
- The call back form fields displayed on the webpage can be customized from the point setting section. [Refer to Fig. 21]

Welcome Alley Wills Alley ▾

**Step 2: Point Setting**

Callback Form Fields

Call SMS Email

Name ☒

Contact Number ☒ Verification Required ☐

Email Address ☐ Verification Required ☐

Message ☒

Apply to All ☐ Update

**Step 3: Embed Code**

[How To Embed Code](#)


Place the following code in `html` of your application. Preferably in `index.html`

```
<script type="text/javascript" src="undefined"></script>
<script type="text/javascript">
  createPoint("660a6fe7d9496554afbc9c09","660e1e3fd94965344cbc6d76");
</script>
```

[Privacy - Terms](#)

Fig 20 – Point details: Step 2: Point Setting







On Sale

iQOO Z9 5G (Brushed Green, 8GB RAM, 128GB Storage)

~~\$239.99~~ \$190.00

For any queries for the above items .  
QUICK CONNECT WITH US



## Call

First name

Last name

Country Code

Contact Number

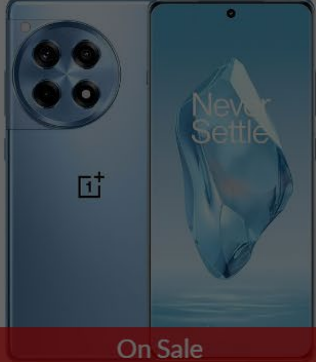
Enter Message

Enter message

☐ I agree to the [terms and conditions](#)

Connect

Powered by: [contexttocall.com](#)



On Sale

OnePlus 12R (Cool Blue, 8GB RAM, 128GB Storage)

~~\$479.99~~ \$420.00



POWERED BY 

Fig 21 - Point Details: Callback Form

### **Step 3: Embed Code**

- To integrate the desired communication point on the website, the admin needs to copy the Embed Codes in the HTML of website.
- The position of the Call/SMS/Email icons will be as per the code pasted in the HTML.
- To enable the Context To Call Business functionality, update the URL of the page in the step-1 the point info > [website] field. [Refer to Fig 22]



Dashboard

Setup

Reports

Billing

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Context to Call Manual

Welcome Alley Wills

Alley

Contact Number

Verification Required

Email Address

Verification Required

Message

Apply to All

Update

Step 3: Embed Code

[How To Embed Code](#)

Place the following code in `html` of your application. Preferably in `index.html`

```
<script type="text/javascript" src="undefined"></script>
<script type="text/javascript">
  createPoint("660a6fe7d9496554afbc9c09","660e1e3fd94965344cbc6d76");
</script>
```


copy

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Context to Call

Terms & Conditions

Privacy



Privacy - Terms

Fig 22 - Point details: Step 3: Embed Code

## Integrating Embed Code – Shopify



*Fig 23 – Shopify logo*

- Sign In to your Shopify account “https://accounts.shopify.com/lookup?rid=7e9dee92-156a-46e0-94e4-83e5964ed0cb”.
- On the left navigation menu, click on “Online Store”, click on “Themes”, and select the theme you want to make changes.
- Click on the “Customize” button to edit the selected theme.

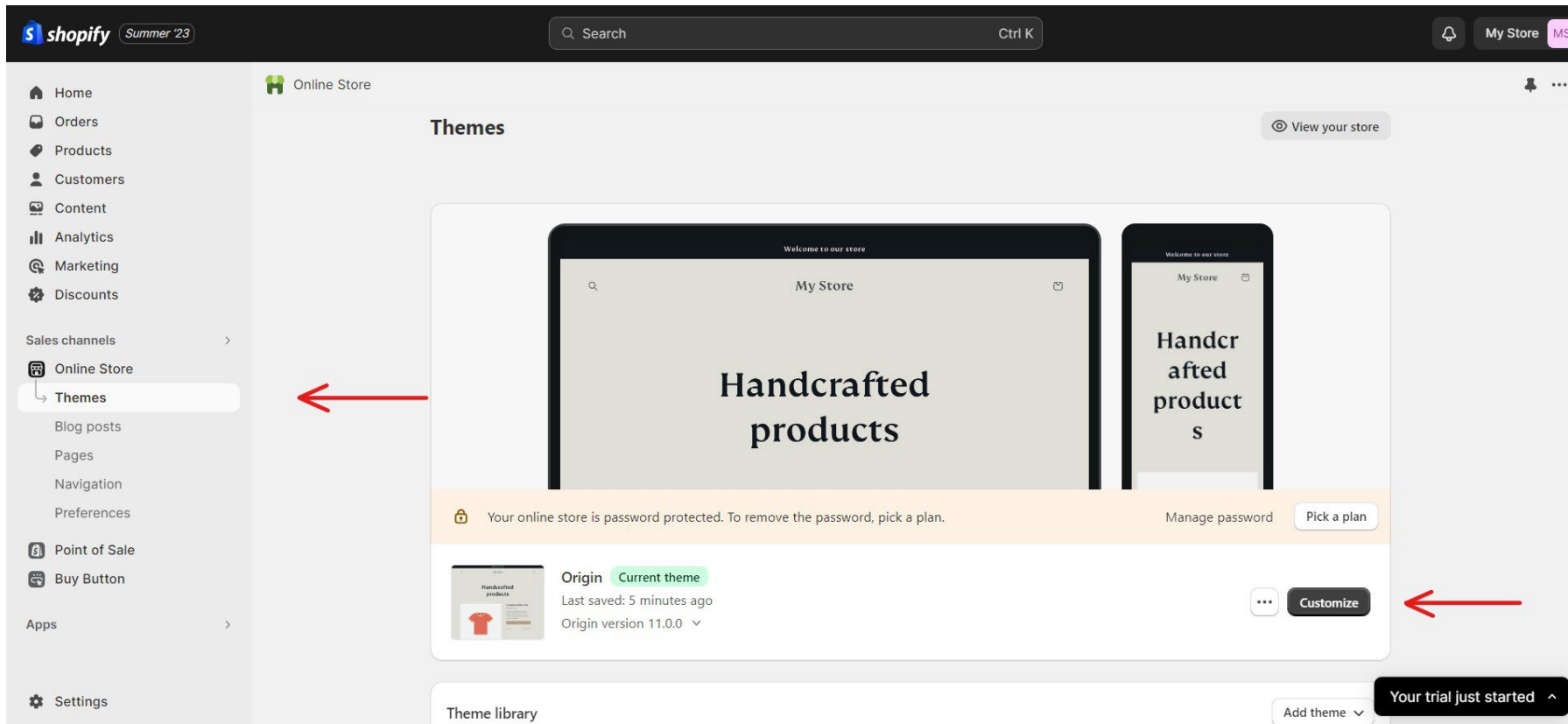


Fig 24– Shopify: Theme Selection

- Once clicked on the “Customize” button, the website editor gets open.
- Click on the “Add Section” option from the left navigation panel and select the “Custom Liquid” option. You can add the “Custom Liquid” to Header, Template, and Footer section where you want to place the Context To Call Business Icons.

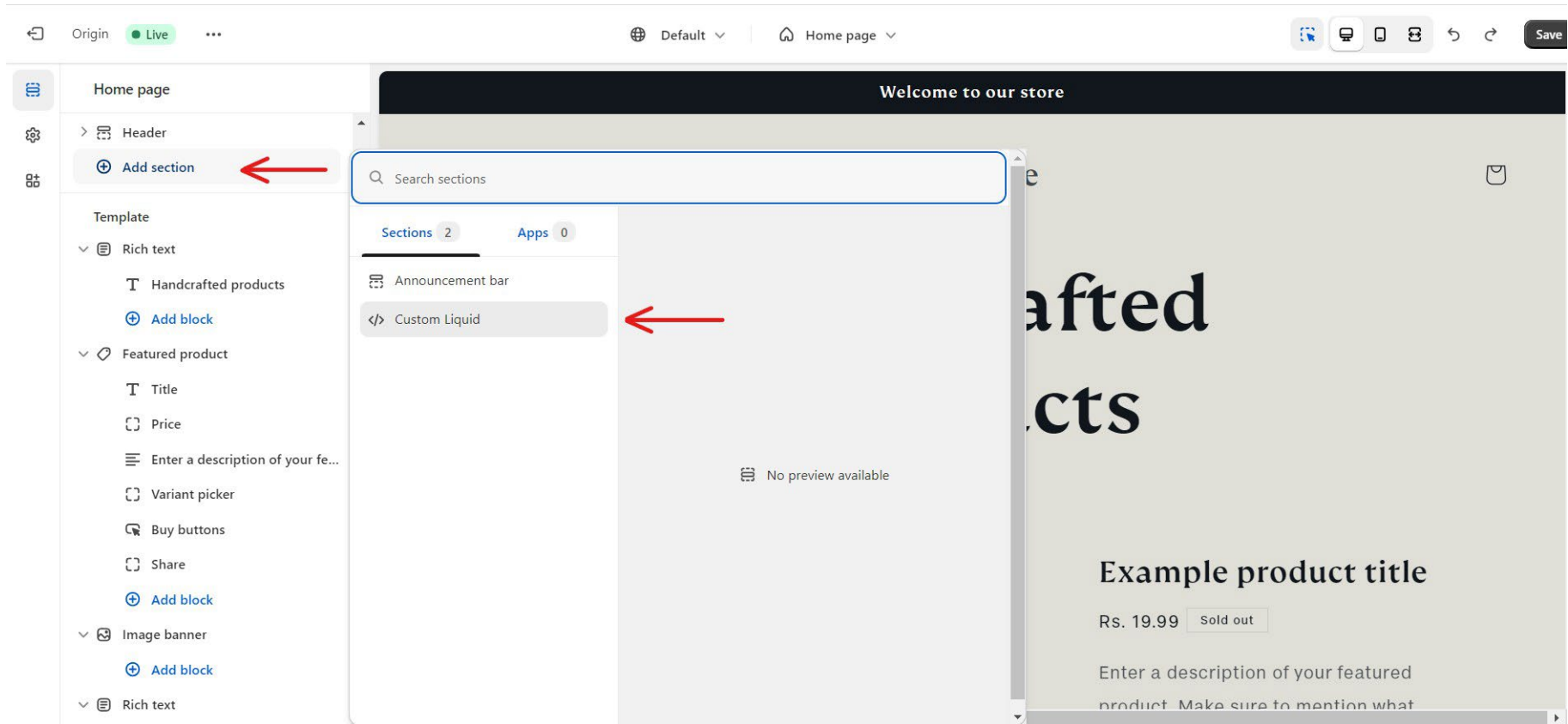


Fig 25– Shopify: Custom Liquid

- Once the Custom liquid is added, click on the “Custom Liquid” option to open the Editor Panel.
- Paste the Context To Call Business Embed code in the Custom Liquid editor.
- Click on the “Save” button to save the changes. Click on the “...” and click on “View” from the dropdown to open your website.

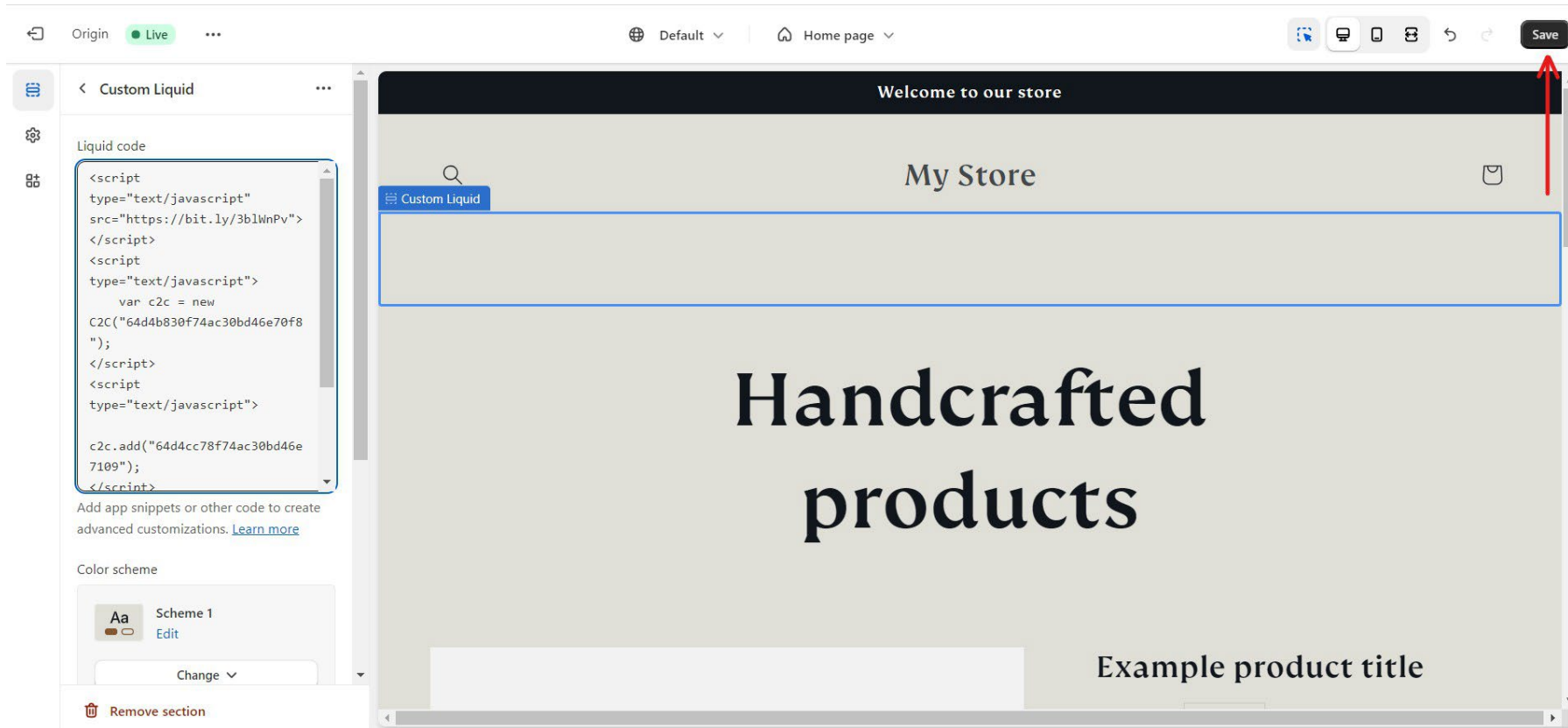


Fig 26– Shopify: Paste Embed Code and Save

- Update the website “Domain” or “Page URL” on the Context To Call Business Webapp > Point Management > Point Info. > Website URL [Refer to Fig – 17].

The screenshot shows the 'Point Management' interface with a blue sidebar on the left containing navigation links: Dashboard, Setup, Reports, Billing, Support, and Context to Call Manual. The main content area is titled 'Welcome Alley Wills' and shows a user profile 'Alley'.

**Step 1: Point Info.**

Point Name: Home Page

Website URL: <https://bikes.myshopify.com> (indicated by a red arrow)

Local/Global Point: ☒ Global

Status: ☒ Active

Icons:

- ☒ Call (Verified) [Change Number](#)
- ☒ SMS (Verified) [Change Number](#)
- ☒ Email (Verified) [Change Email](#)

[Update](#) [Cancel](#)

**Step 2: Point Setting**

Callback Form Fields

[Call](#) [SMS](#) [Email](#)

Name: ☒

Contact Number: ☒ Verification Required: ☐

Email Address: ☐ Verification Required: ☐

Message: ☒

[Apply to All](#) [Update](#)

**Step 3: Embed Code**

[How To Embed Code](#)

Place the following code in `html` of your application. Preferably in `index.html`

Fig 27-Setup - Point management > Point Info.



- You can visit your website, the Context To Call Business Icons will be displayed on the website.

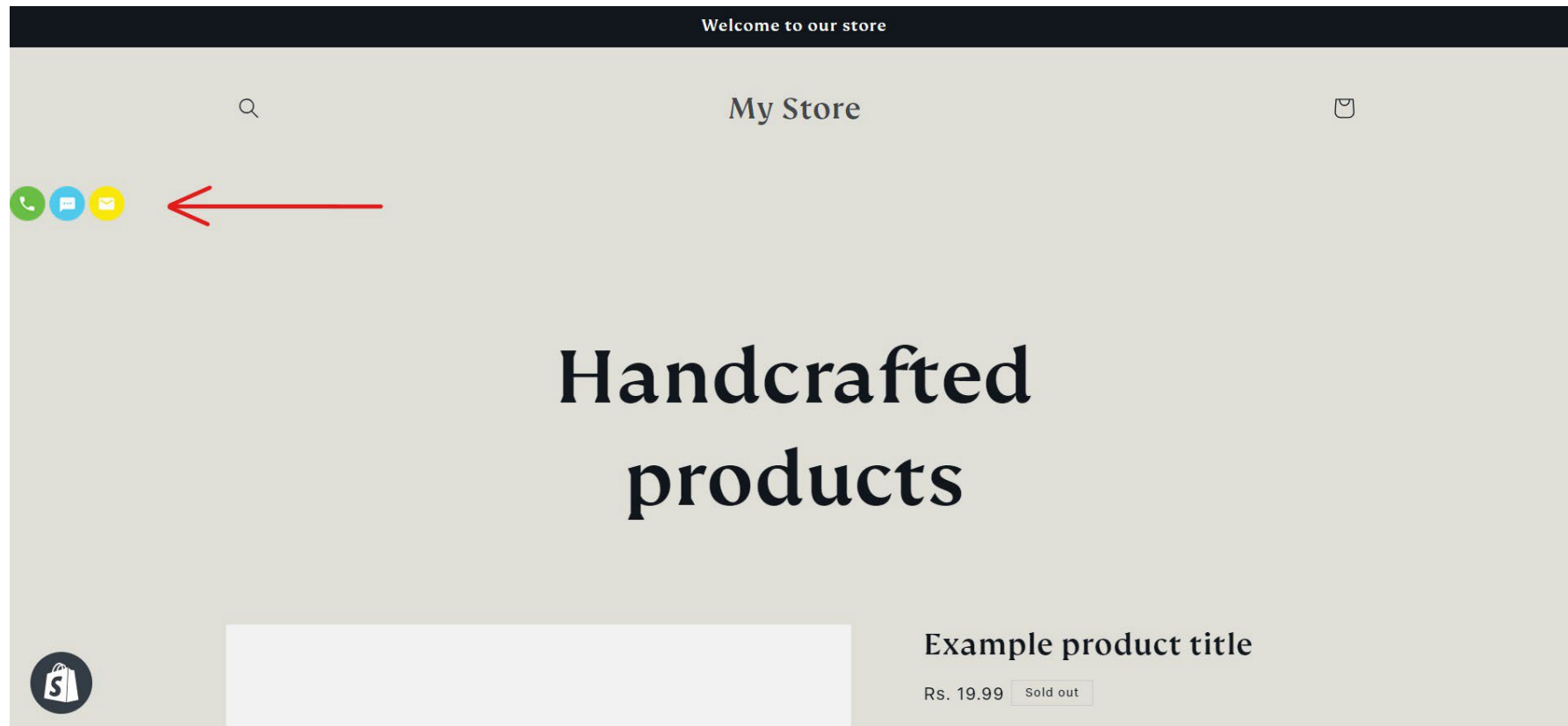


Fig 28-Shopify – Shopify: Context To Call Icons