



# Context To Call Business User Guide

Wix Platform

*Version 1.4*

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## Introduction

Welcome to the Context To Call Business Wix 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.



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. [Refer to Fig 2]

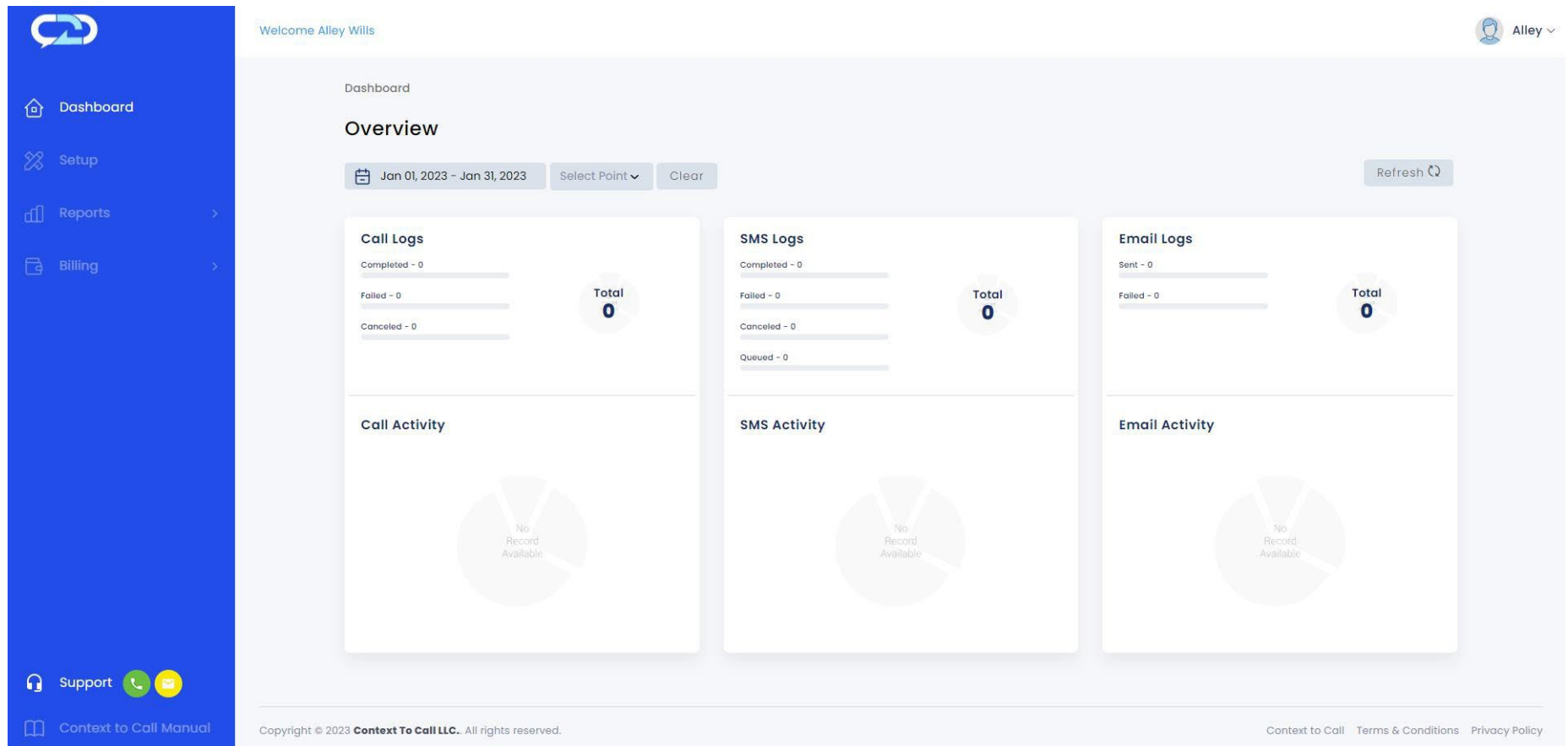


Fig 2 - Dashboard

# 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]

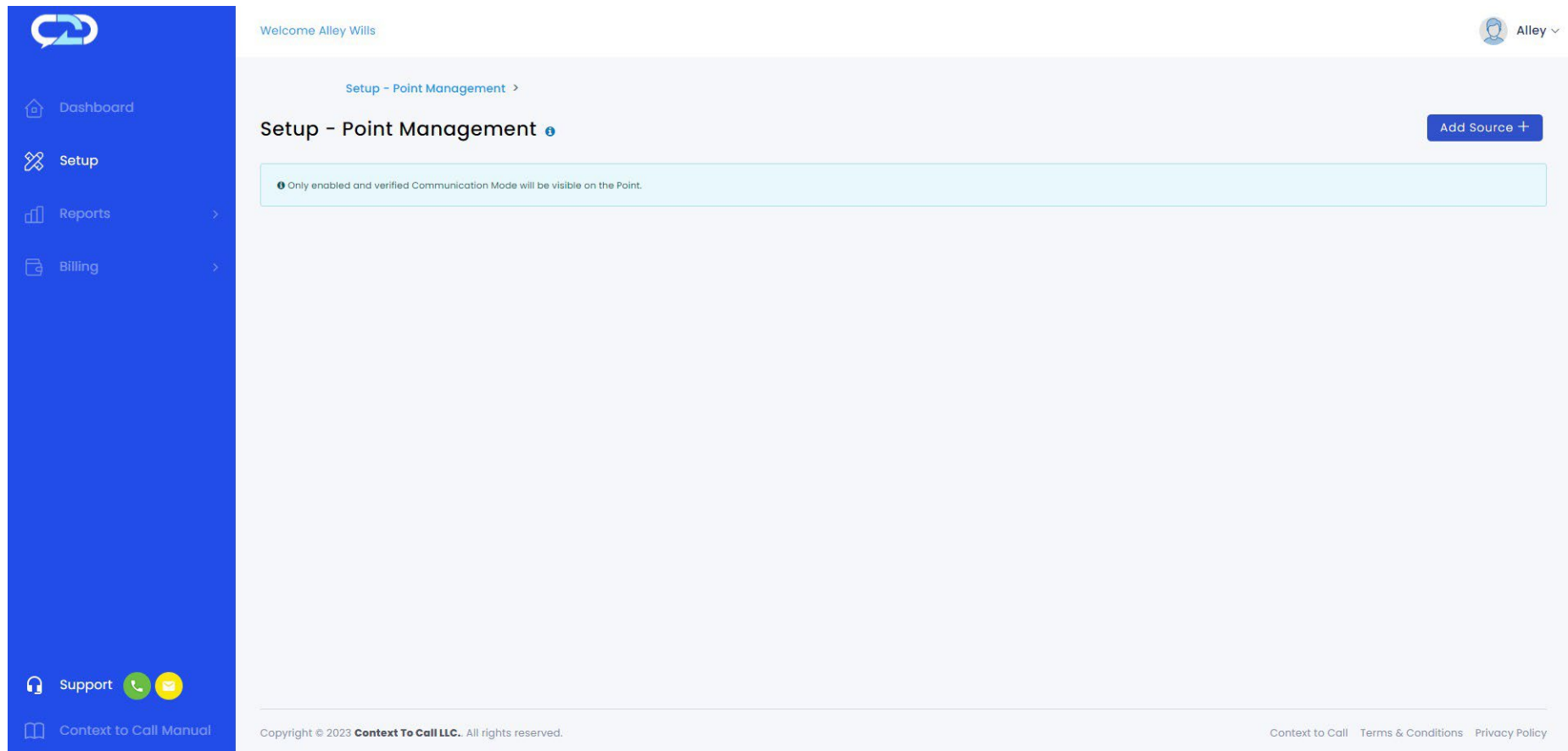


Fig 3 – Setup - Point Management

## 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.

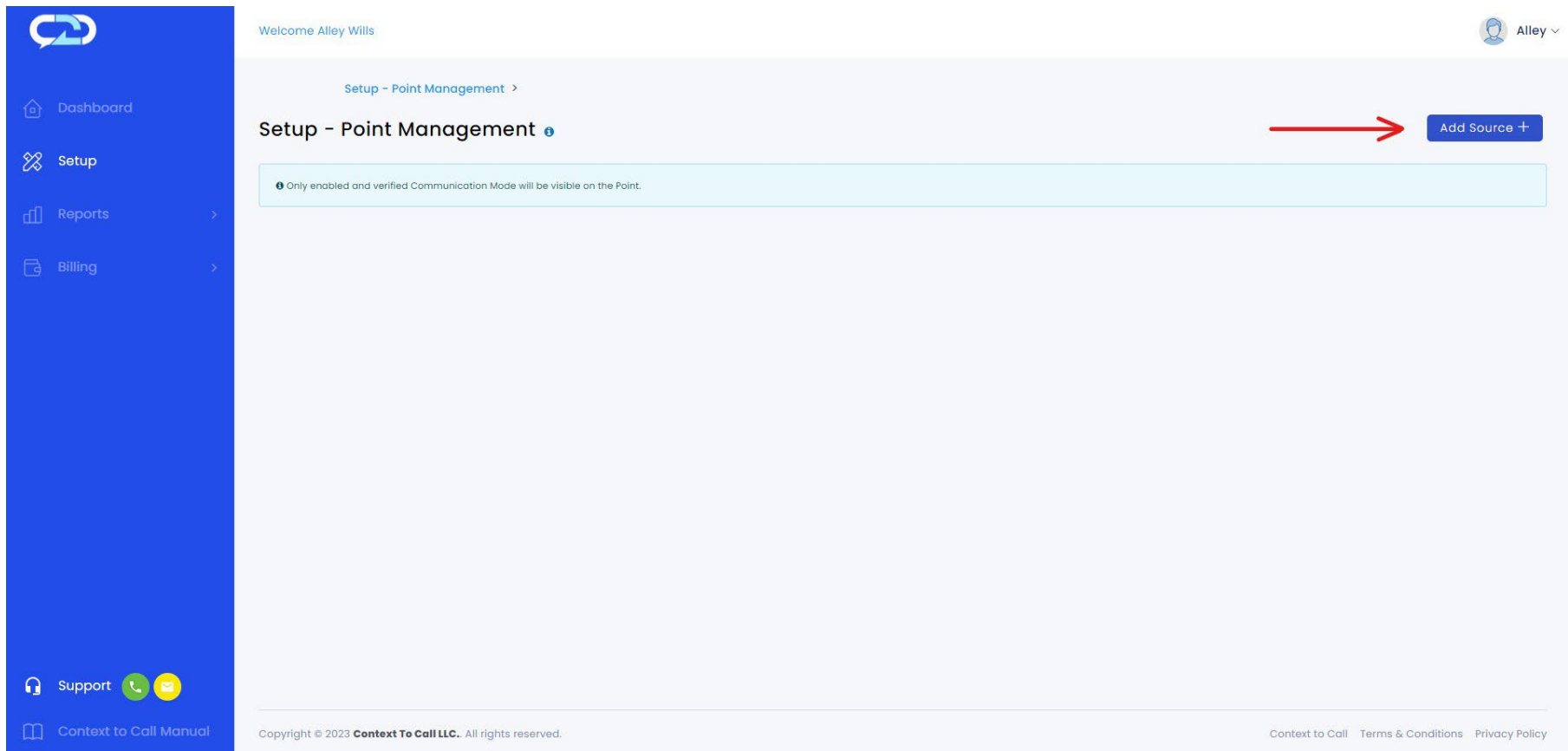
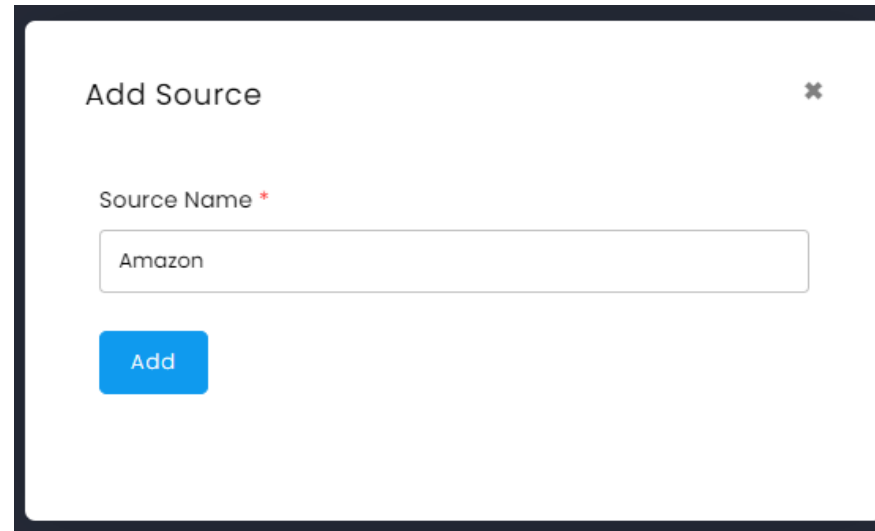


Fig 4– Add Source

- 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 word "Amazon" entered. Below the input field is a blue button labeled "Add".

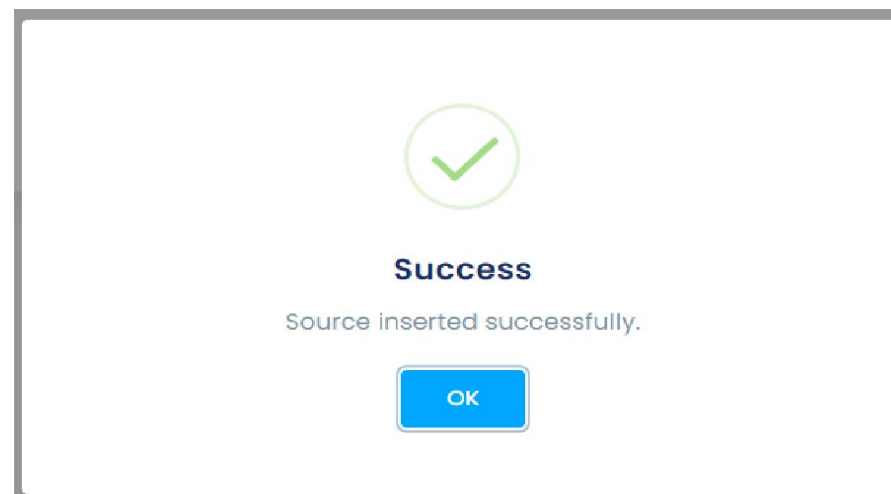
Add Source

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]

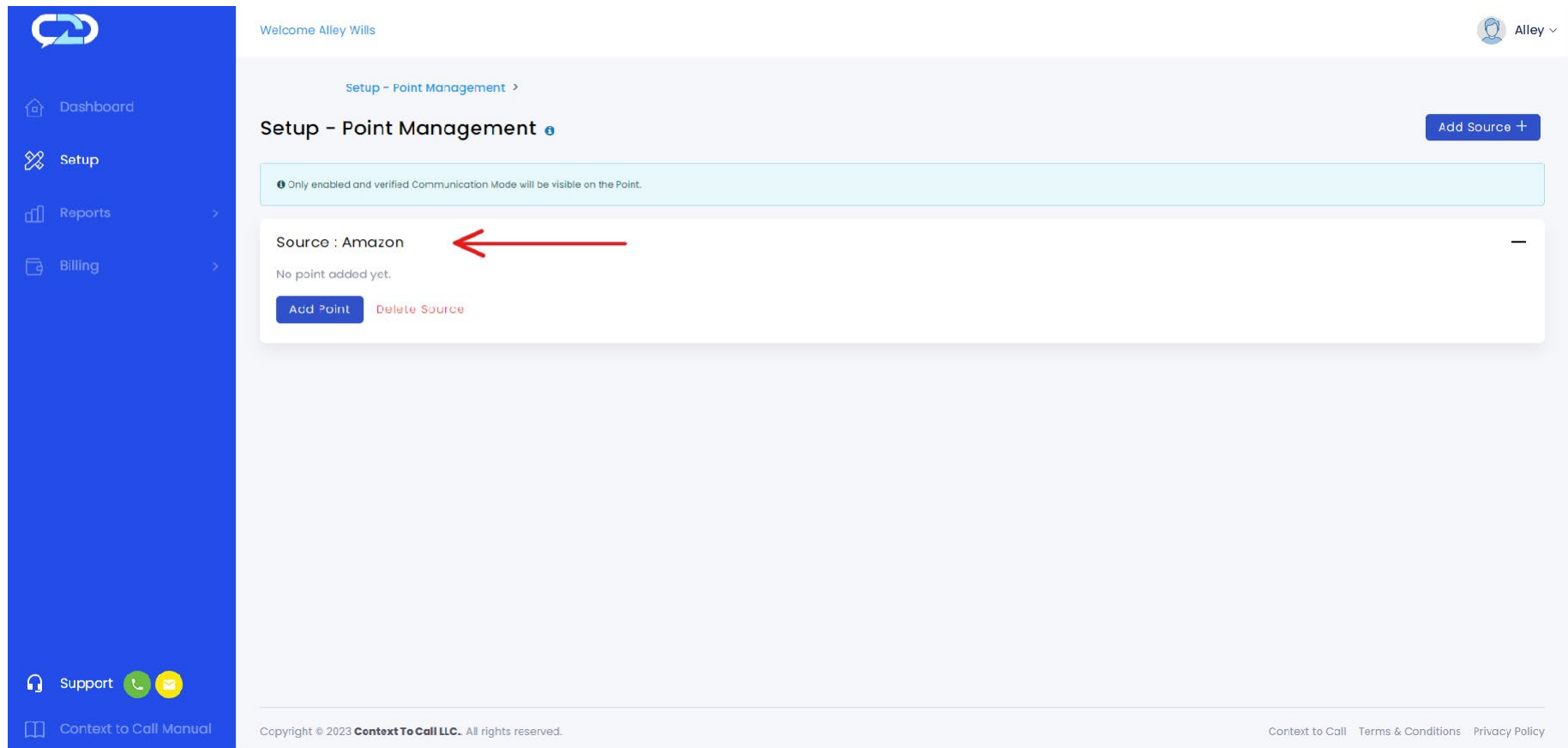


Fig 7– Source: Setup - Point Management

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

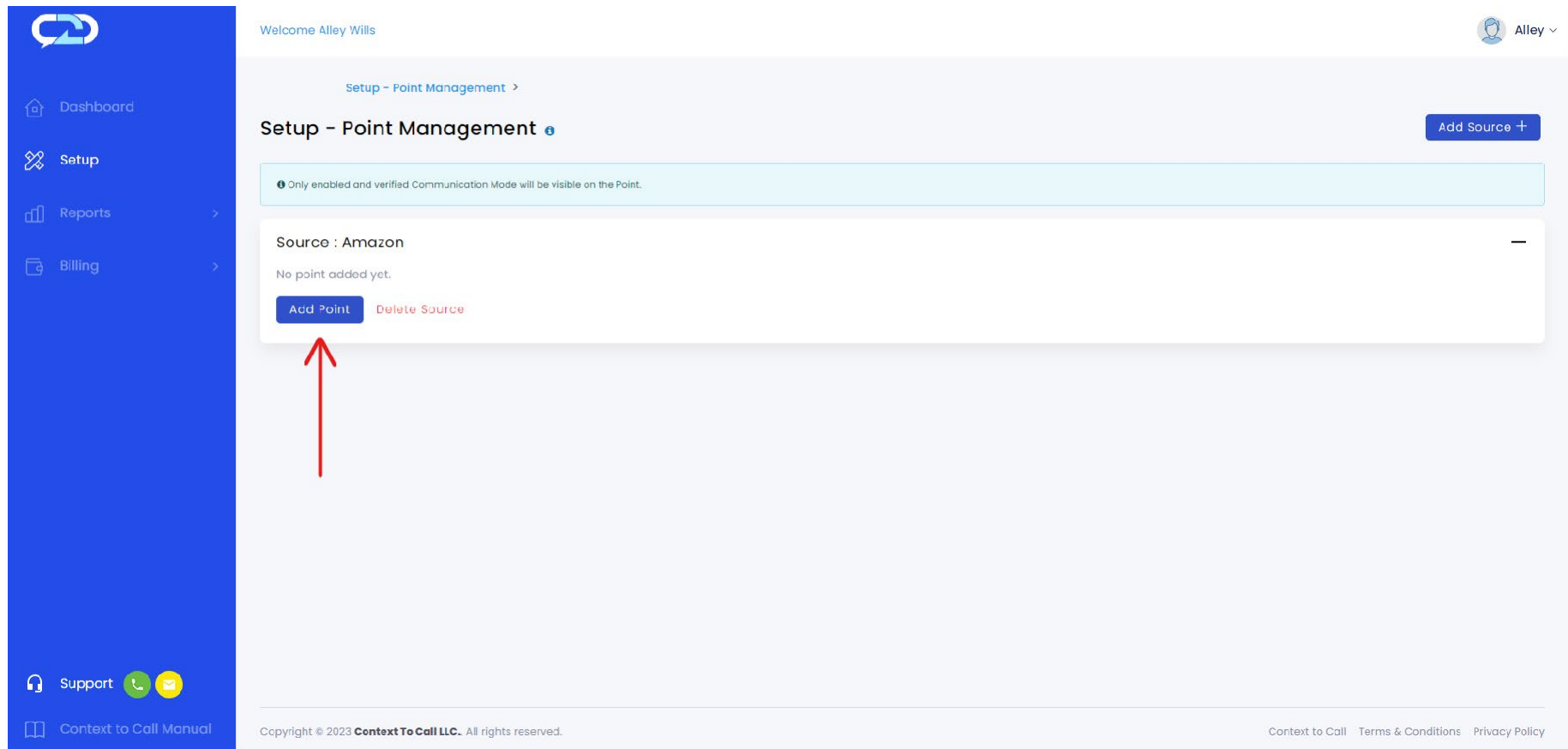


Fig 8 – Source: Add Point Button

## 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]
- The Source under which you added the Point will Auto-Populate in the Source Name field. [Refer to Fig -9: 'Source Name' Field]

The screenshot displays the 'Point Details' page within the Context to Call application. A blue sidebar on the left contains navigation links: Dashboard, Setup, Reports, Billing, and Support. The main content area features a breadcrumb trail 'Setup - Point Management > Point Details' and a user profile 'Alley'. The 'Step 1: Point Info.' section includes the following fields: 'Source Name' (pre-filled with 'Amazon'), 'Point Type' (a dropdown menu currently showing 'Select Point Type'), 'Point Name' (with a placeholder 'e.g. Home Page'), and 'Select Mode(s)' (four checkboxes for 'All', 'Call', 'SMS', and 'Email'). A note below the mode selection states, 'Above selected mode will be visible in your source'. An 'Add' button is positioned at the bottom right of the form. The footer contains copyright information for 2024 Context To Call LLC and links to Terms & Conditions and Privacy Policy.

Welcome Alley Wills

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

Welcome Alley Wills

Alley

Setup - Point Management > Point Details

**Step 1: Point Info.**

Source Name \* Amazon

Point Type \* Website

Point Name \* Home Page

Local/Global Point **Global**

Website Domain \* https://www.amazon.com

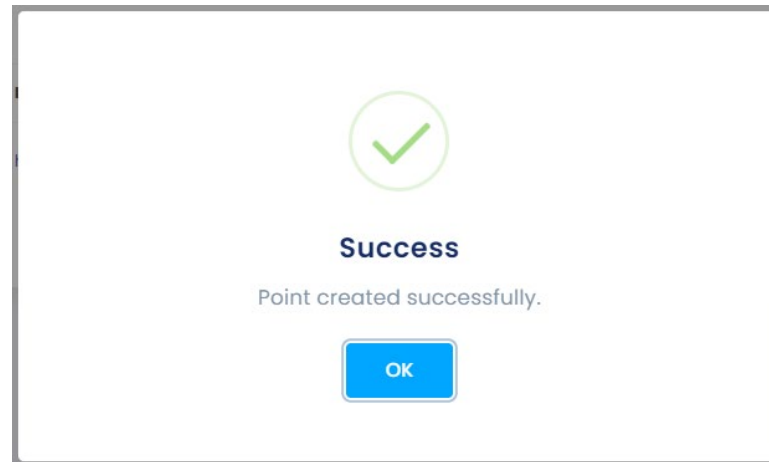
The full URL, e.g. 'https://contexttocall.com'

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

Above selected mode will be visible in your source

Add


Fig 10– Add Point: 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 Willis

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

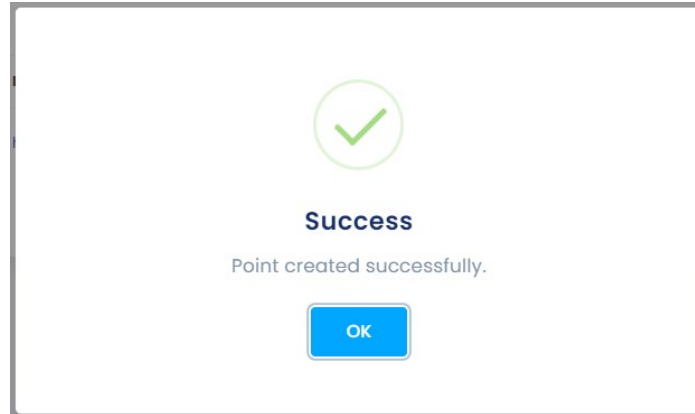
☒ SMS

☒ Email

Above selected mode will be visible in your source

Add

Fig 12 – Add Point: Local Point



*Fig 13 -Local Point Added*



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

Dashboard

Setup

Reports

Billing

Support

Context to Call Manual

Welcome Alley Willis

Alley

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>	<div>👁️ ⓘ</div>	<div>👁️ ⓘ</div>	<div>👁️ ⓘ</div>
Home Page	<input checked="" type="checkbox"/>	<a href="https://www.amazon.com">https://www.amazon.com</a>	<div>👁️ ⓘ</div>	<div>👁️ ⓘ</div>	<div>👁️ ⓘ</div>

Add Point

Delete Source

Local Point

Global Point

Verify

Verify

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Fig 14– Points Added under Source

## Step 4: Points Verification and Create Embed Cod

- Click on the 'Verify' button to view and edit the 'Point Details' under Setup - Management.

The screenshot displays the 'Setup - Point Management' interface. On the left is a blue sidebar with navigation links: Dashboard, Setup, Reports, Billing, and Support. The main content area has a header 'Welcome Alley Wills' and a user profile 'Alley'. Below the header is a breadcrumb 'Setup - Point Management >' and a title 'Setup - Point Management' with an 'Add Source +' button. A light blue banner states: 'Only enabled and verified Communication Mode will be visible on the Point.' Below this is a section for 'Source : Amazon' containing a table with columns: Point Name, Status, Destination, Call, SMS, Email, and a 'Verify' button. A red arrow points to the 'Verify' button for the 'Contact Us' point.

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

At the bottom of the table are buttons for 'Add Point' and 'Delete Source'.

Fig 15 – Points Verify Button

- 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 info: Edit Button

**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.



Dashboard

Setup

Reports

Billing

Support

Context to Call Manual

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.
- 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

IVR Verification

Country Code

Country Code

Enter Business number to call

Enter number

Ext.

Enter Ext.

Proceed

### SMS

Verify Business SMS

Country Code

Country Code

Enter Business number to SMS

Enter number

Proceed

### Email

Verify Email

Enter Business email address

Enter email address

Proceed

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]

Dashboard navigation: Dashboard, Setup, Reports, Billing, Support, Context to Call Manual.

Welcome Alley Wills

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	SMS	Email
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Verified	Verified	Verified
Change Number	Change Number	Change Email

Update Cancel

**Step 2: Point Setting**

Callback Form Fields

Fig 19 – Point Info: Update Button

## 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



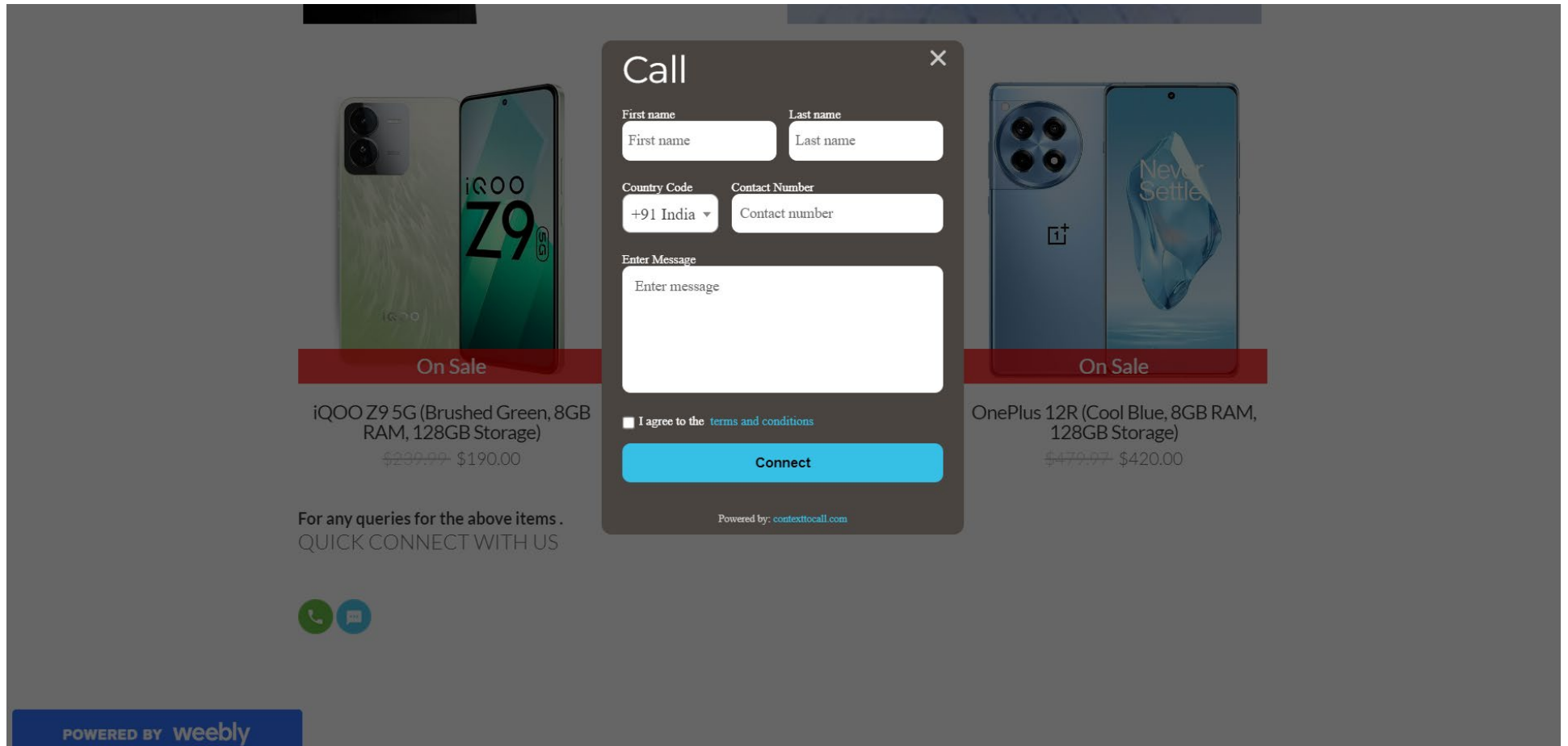





Fig 21 - Callback Form


### **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 >

 Support

 Context to Call Manual

Welcome Alley Wills

Alley

Contact Number	<input checked="" type="checkbox"/>	Verification Required	<input type="checkbox"/>
Email Address	<input type="checkbox"/>	Verification Required	<input type="checkbox"/>
Message	<input checked="" type="checkbox"/>		


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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 Privacy - Terms

Fig 22 - Point details: Step 3: Embed Code

## Integrating Embed Code – Wix



*Fig 23– Wix logo*

- Sign In to your Wix account “https://users.wix.com/signin?view=sign-up&sendEmail=true&loginCompName=SignUp\_H&referralInfo=SignUp\_H&postSignUp=https:%2F%2Fwww.wix.com%2Fnew%2Fintro%2F&postLogin=https:%2F%2Fmanage.wix.com%2Faccount%2Froute&originUrl=https:%2F%2Fwww.wix.com%2F&loginDialogContext=login&forceRender=true”.
- **Note** – A WIX premium account is needed to add the Custom code.
- Click on the dropdown next to the WIX logo on the top navigation bar and select your website.
- Click on the “Settings” button.
- Click on the “Custom code” option under Advanced.

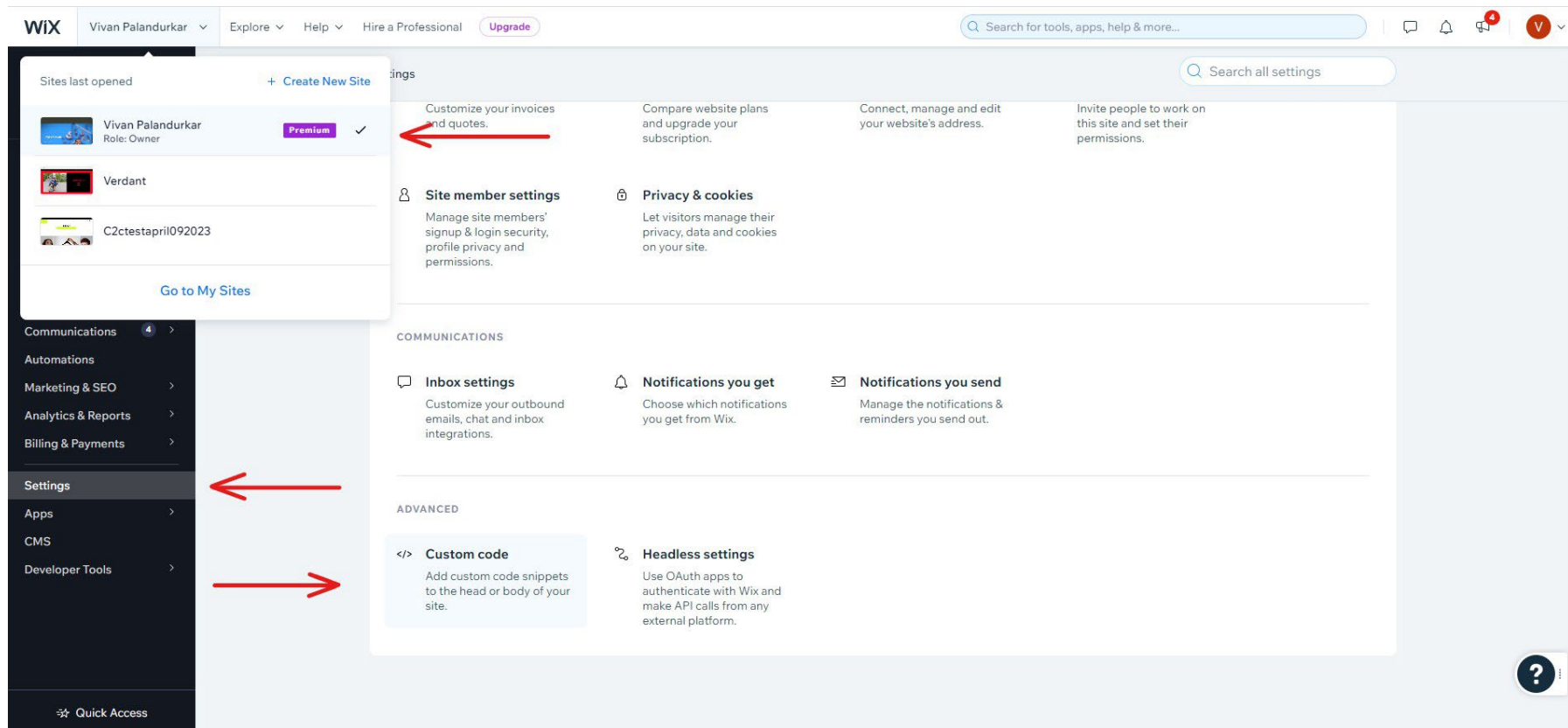


Fig 24 – Wix: Website Selection/Custom code

- Click on the “Add Code” button below the Head section.

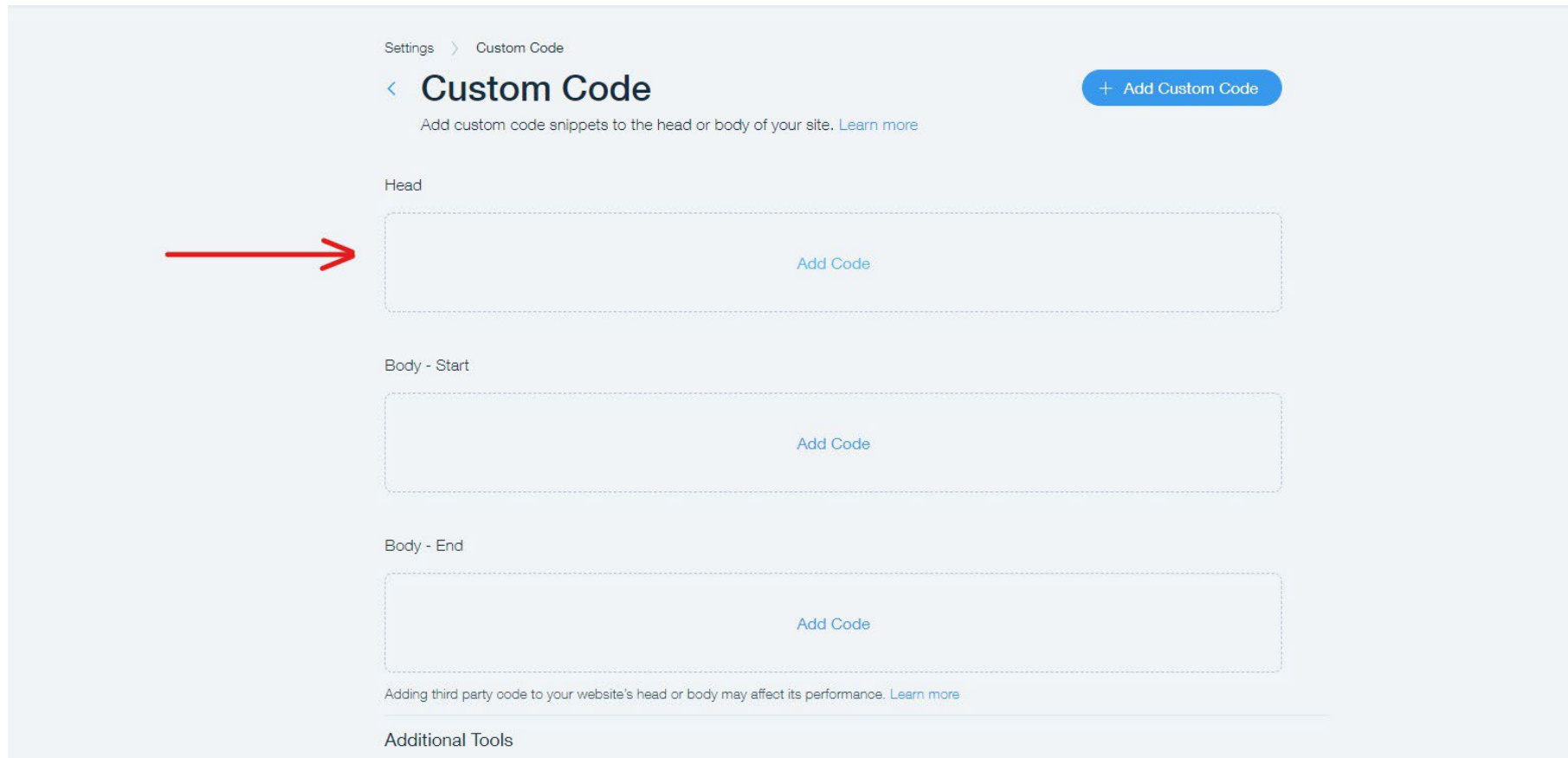


Fig 25– Wix: Add Code - Head

- Once you click on “Add Code” button, the Add Custom Code dialogue box will get open.
- Paste the Embed Code from the Context To Call Business Embed Code Page to “Paste the code snippet here:” textbox.
- You can give any name for this custom code in the “Name” textbox.
- Select any one of the radio buttons as per your choice. For “Choose specific pages” you have to select at-least one page from the dropdown
- Choose “Head” radio button on the “Place Code in:” section and click on the “Apply” button.

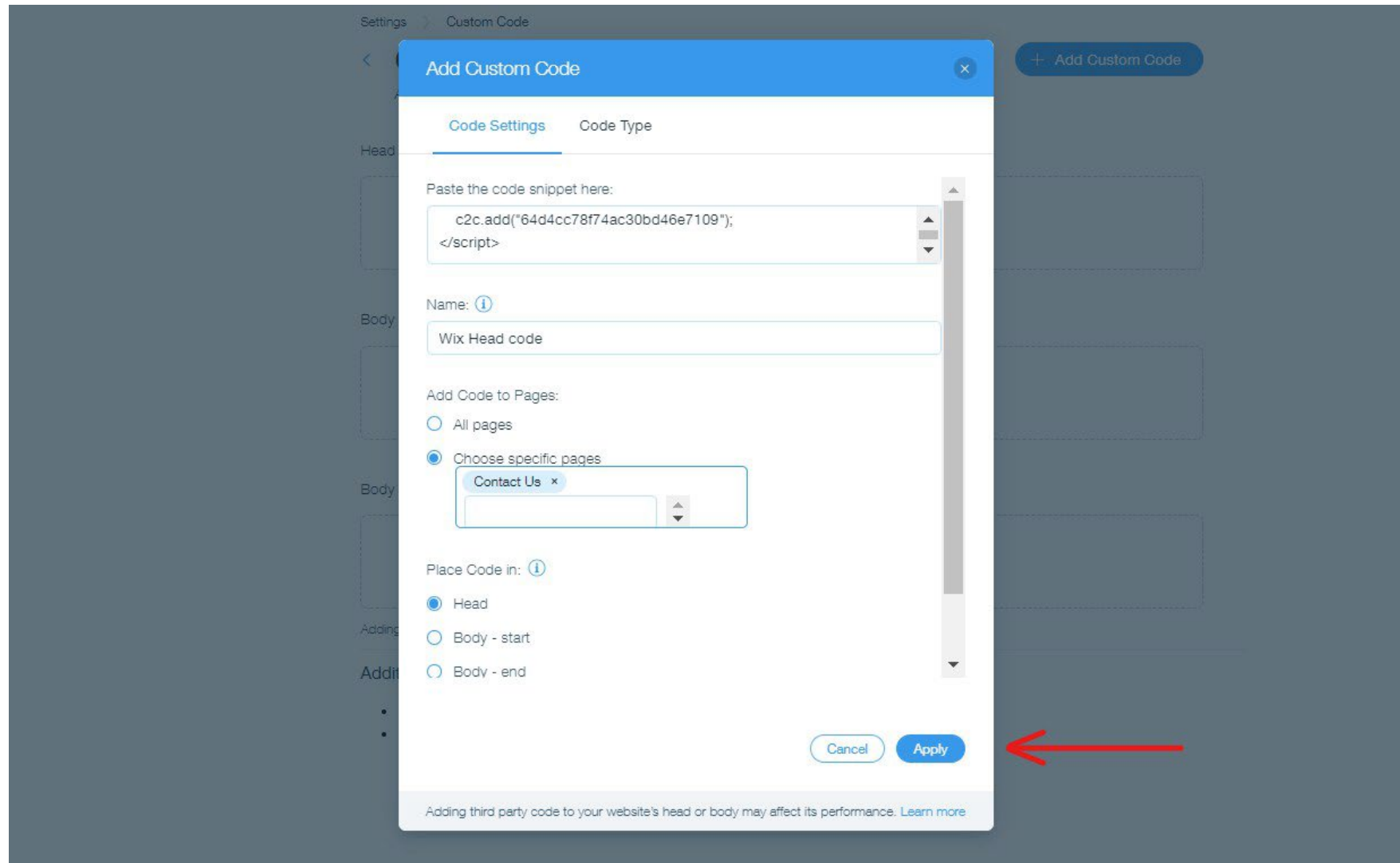


Fig 26 – Wix: Add Code - Head

- Select one “Add code” according your requirement: **Body – Start** or **Body – End**.

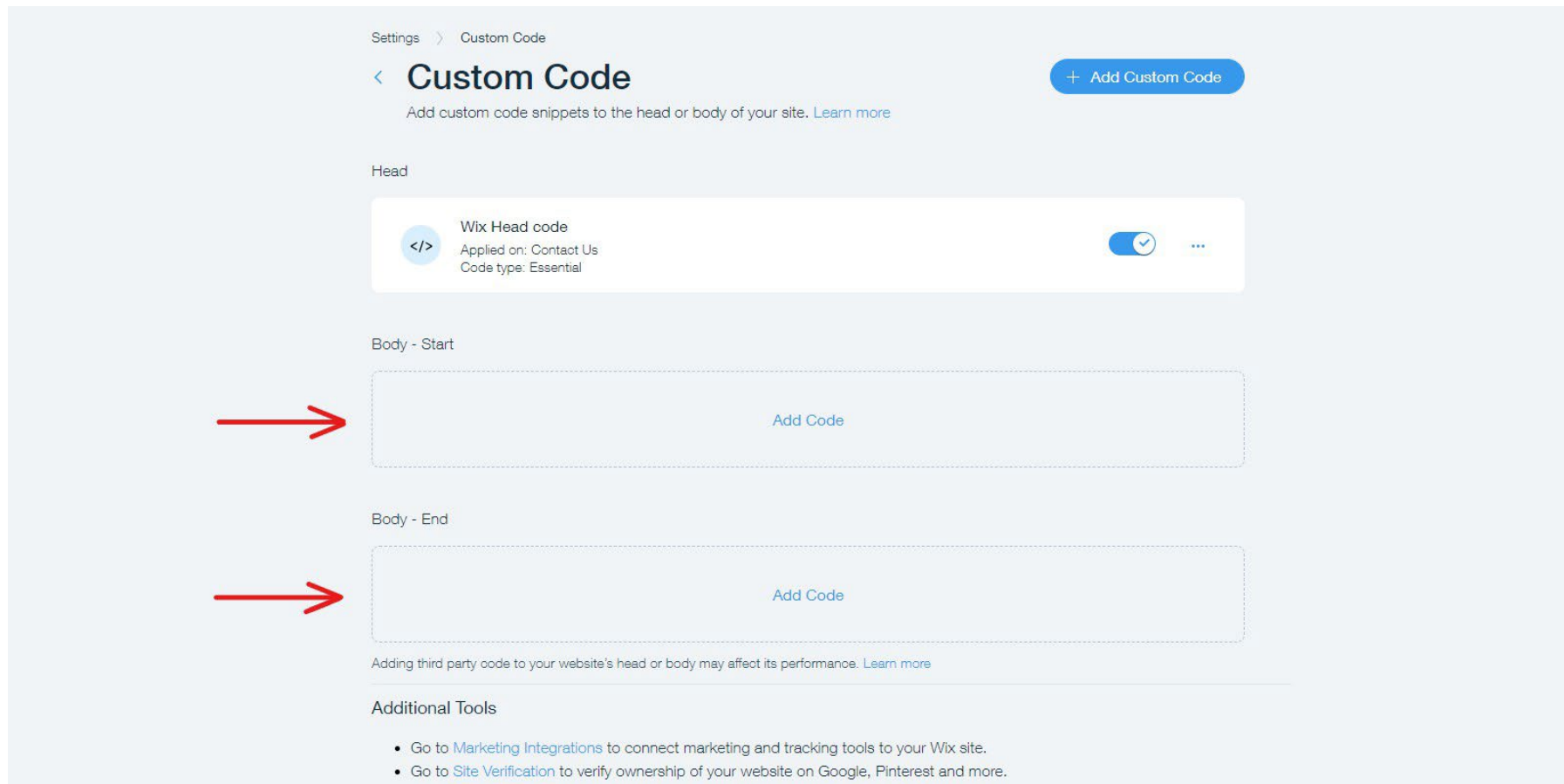


Fig 27– Wix: Add Code - Body



- Once you click on “Add Code” button, the Add Custom Code dialogue box will get open.
- Paste the last line i.e., the 3 labels [Call/SMS/ Email] of the Embed Code from the Context To Call Business Embed Code Page to “Paste the code snippet here:” textbox.
- You can give any name for this custom code in the “Name” textbox.
- Select any one of the radio buttons as per your choice. For “Choose specific pages” you have to select at-least one page from the dropdown
- Choose “Head” radio button on the “Place Code in:” section and click on the “Apply” button.

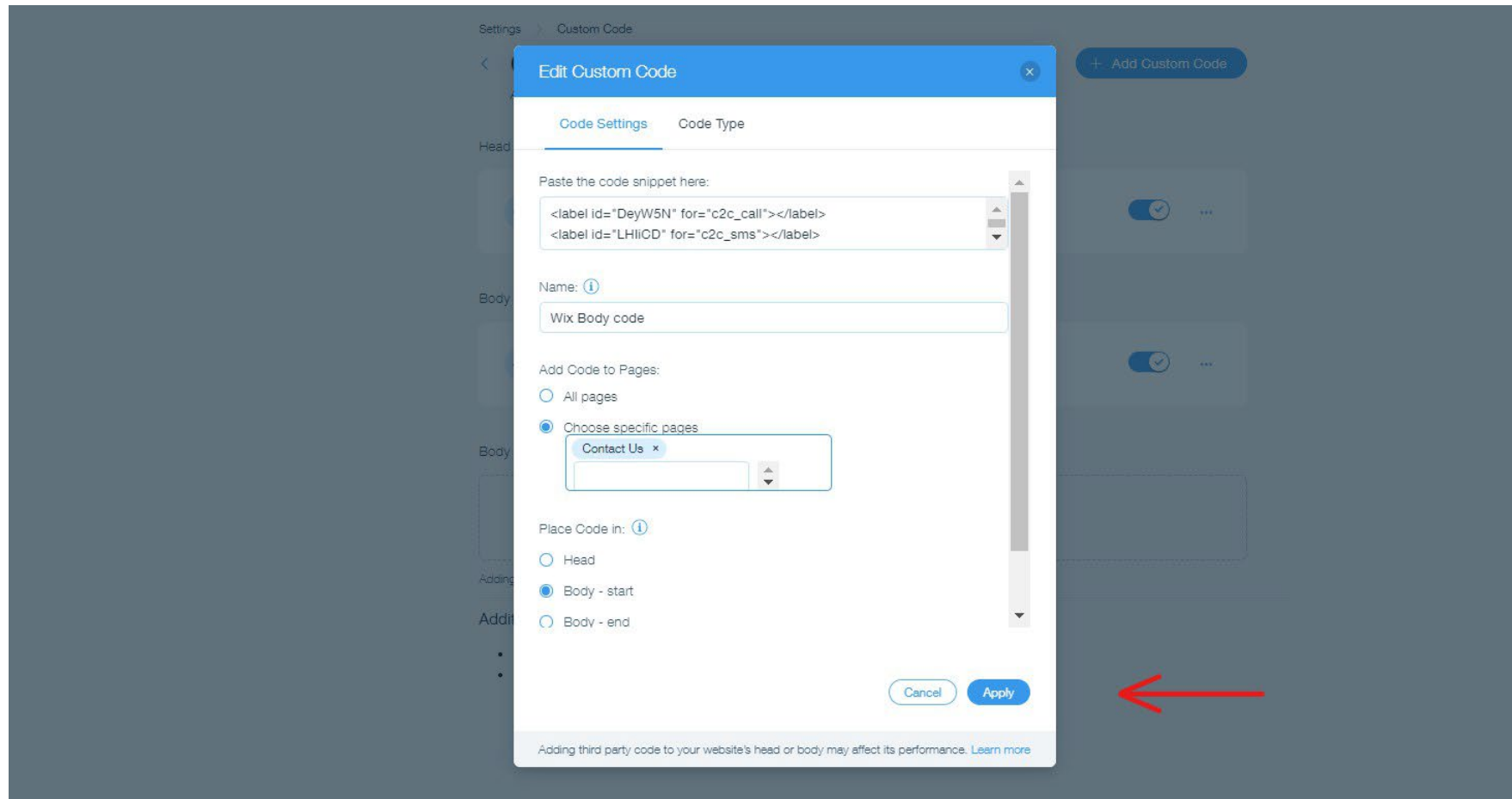


Fig 28– Wix: Add Code - Body

- Click on the “Home” button from the left navigation panel.
- Click on the “Edit Site” button.

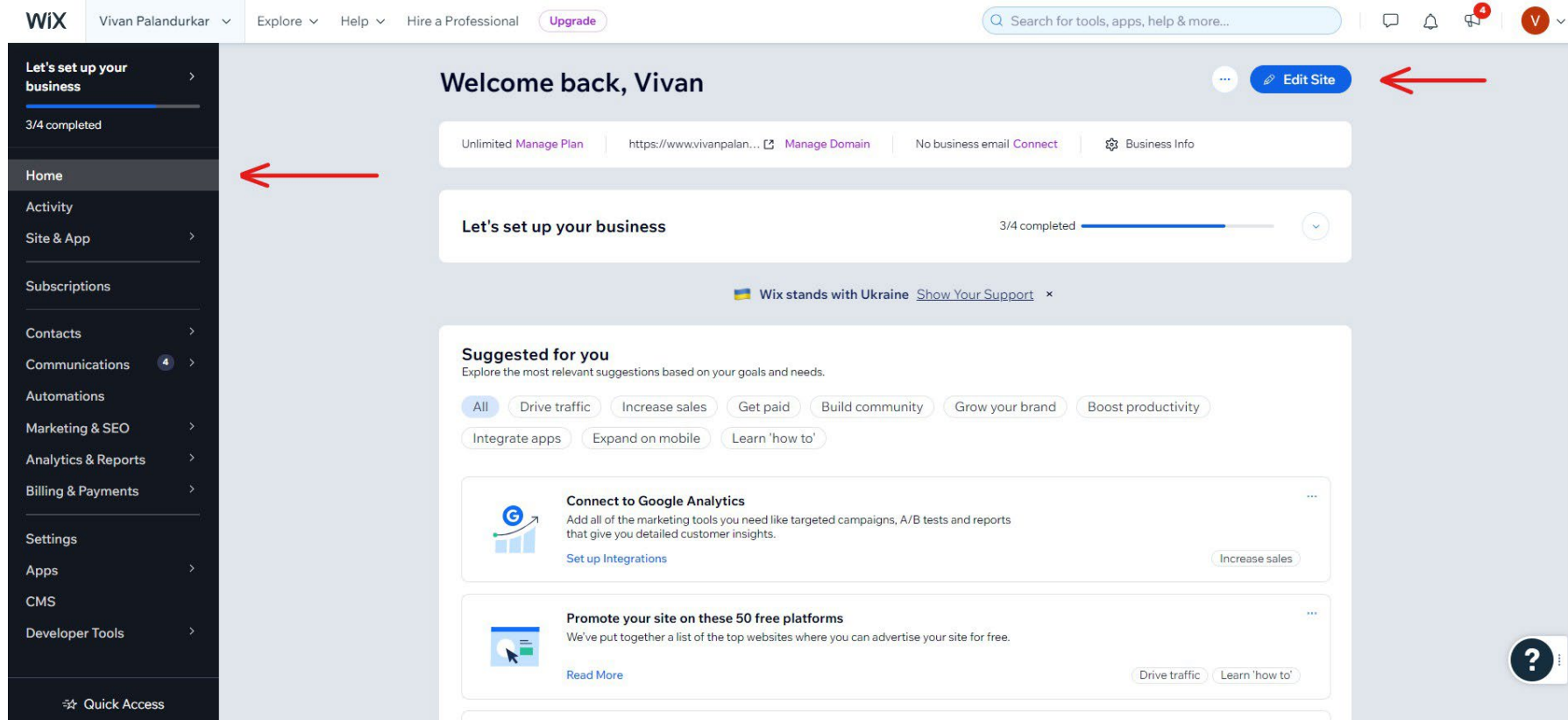


Fig 29 – Wix: Opening the Editor

- Click on the “Publish” button to publish the changes.

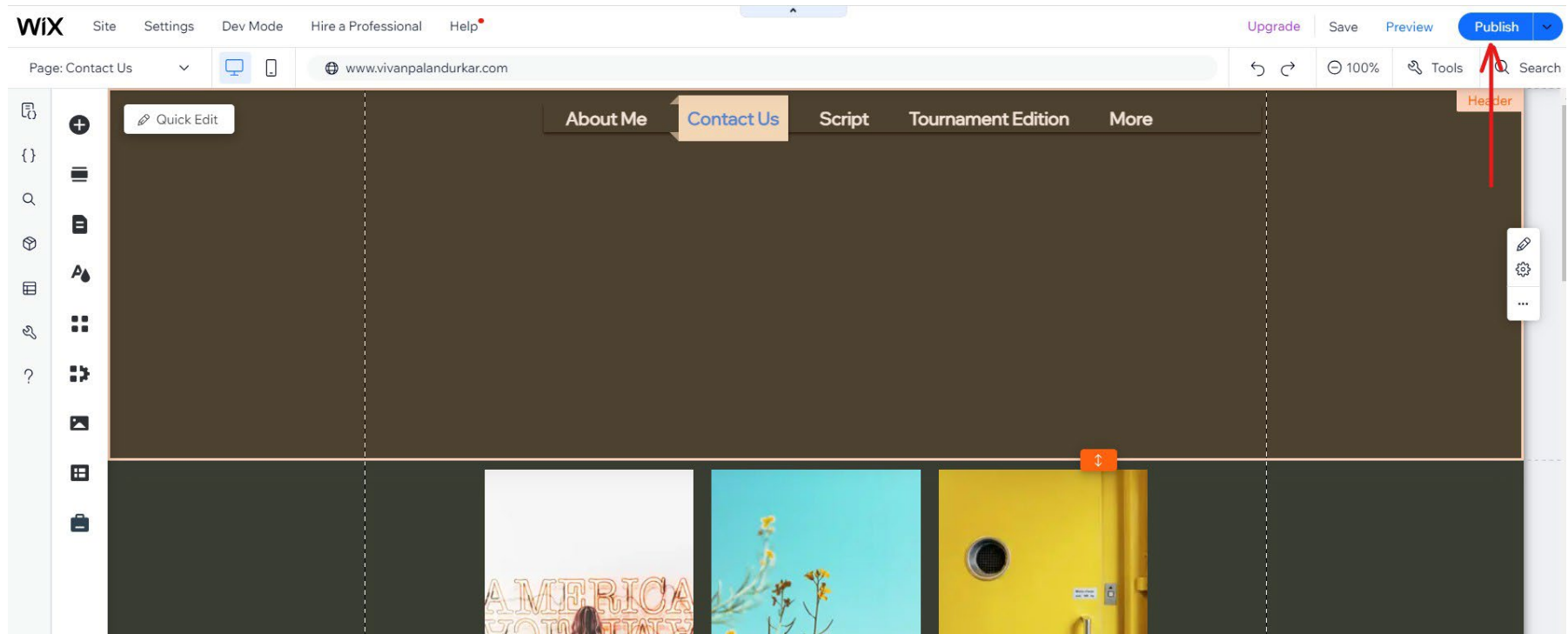


Fig 30 – Wix: Published the Embed Code

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

Welcome Alley Wills

Alley

Setup - Point Management > Point Details

**Step 1: Point Info.**

Point Name: Home Page

Website URL: <https://www.vivanpalundakrkar.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 31 – Setup - Point management > Point Info.

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

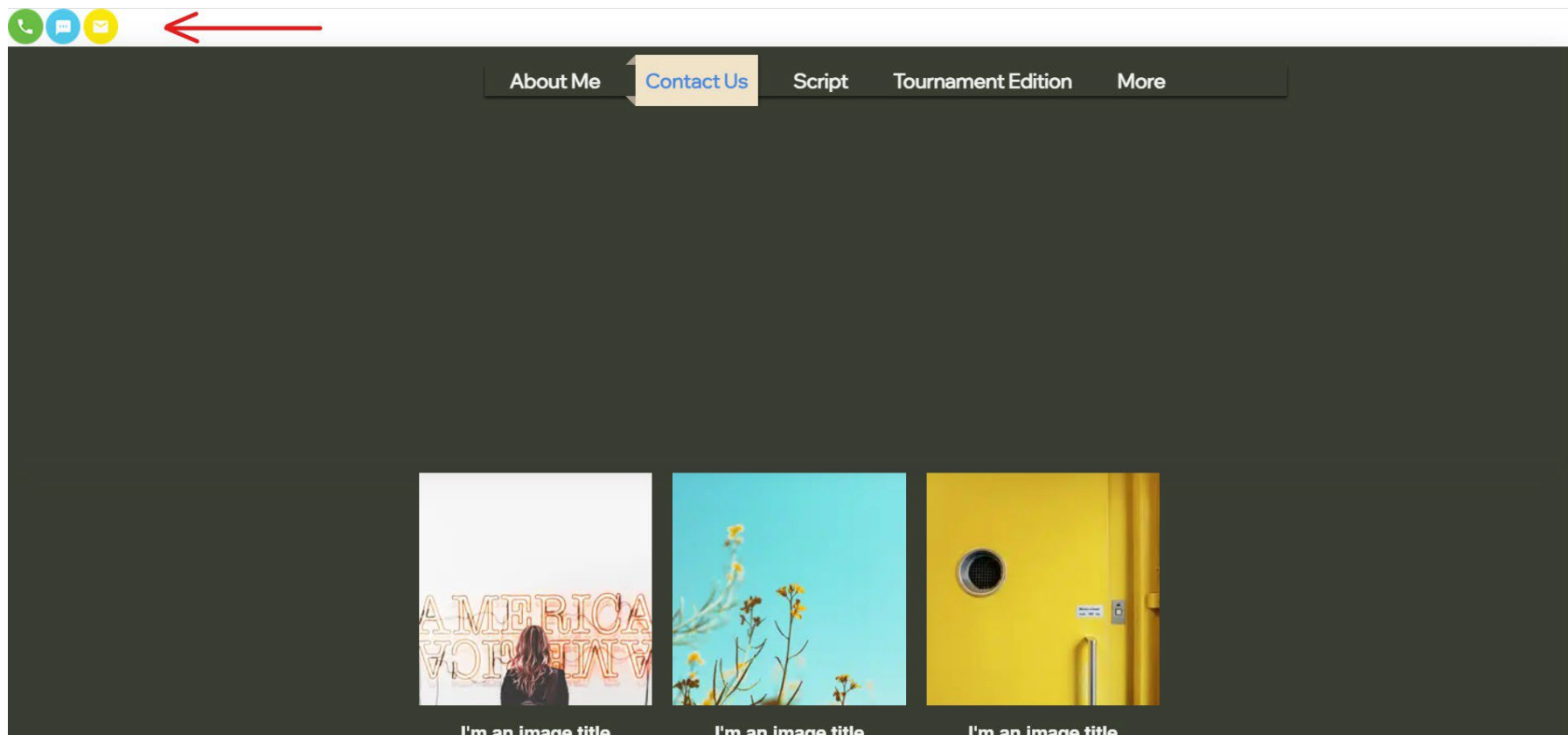


Fig 32 - Context to Call Business Icons on the webpage