



# Context to Call

## Context to Call Business User Guide

WordPress Platform

*Version 1.3*

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## Introduction

Welcome to the Context to Call Business WordPress 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 (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 has a 'Total' indicator showing 0. Below the logs are sections for Call Activity, SMS Activity, and Email Activity, each with a pie chart indicating '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

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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.

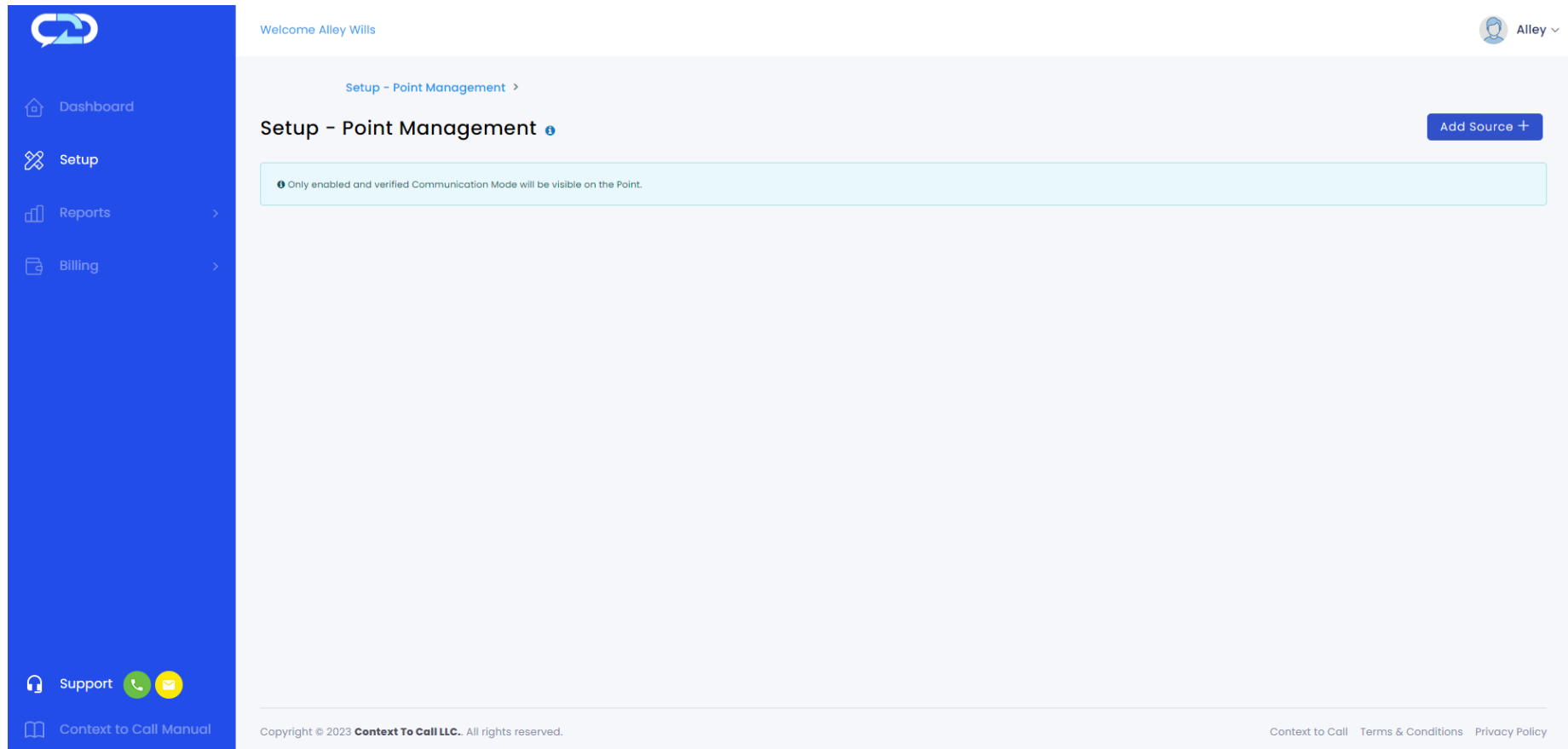


Fig 3 – Setup - Point Management

## 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](http://www.amazon.com)", you can name your source as Flipkart.

- Click on the 'Add Source' button.

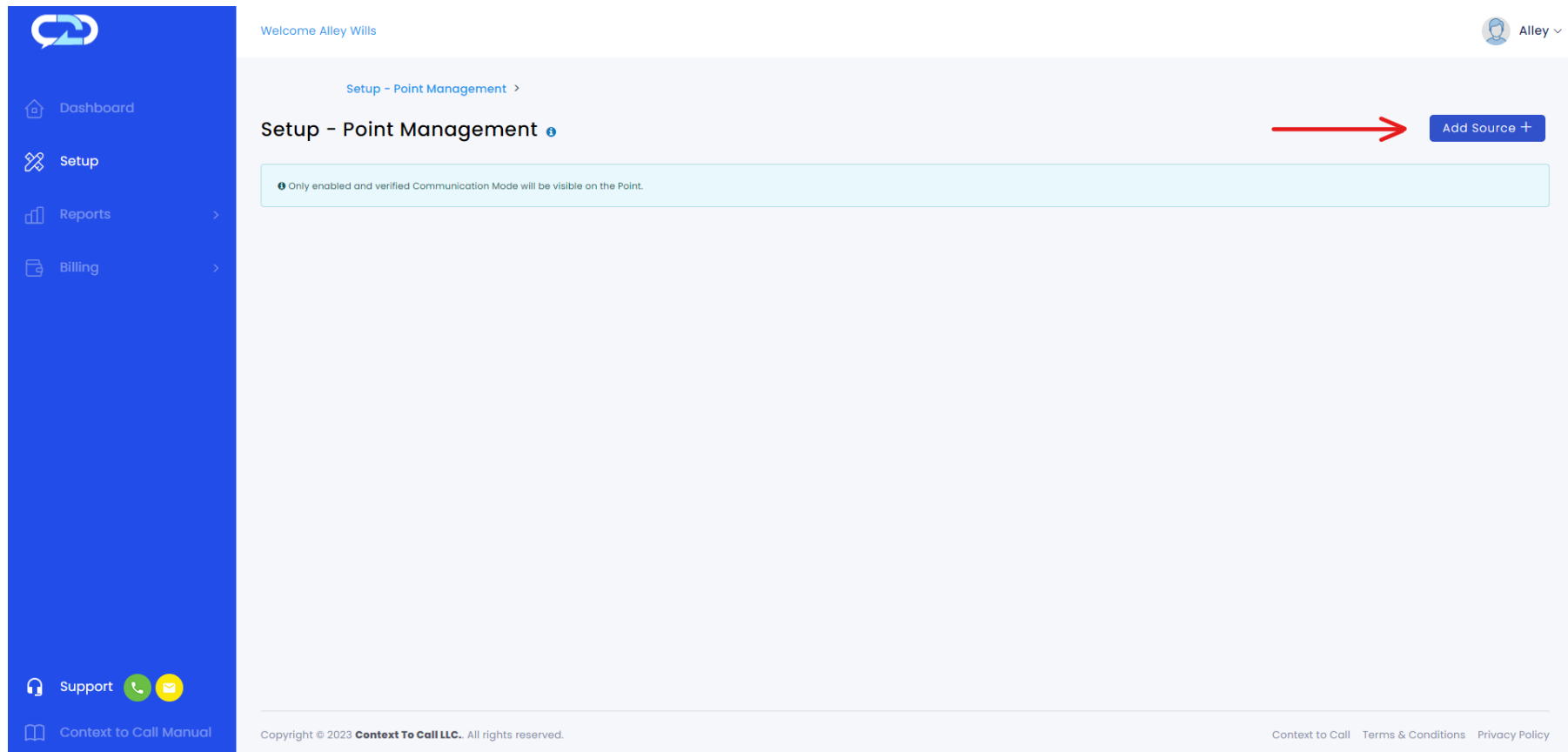
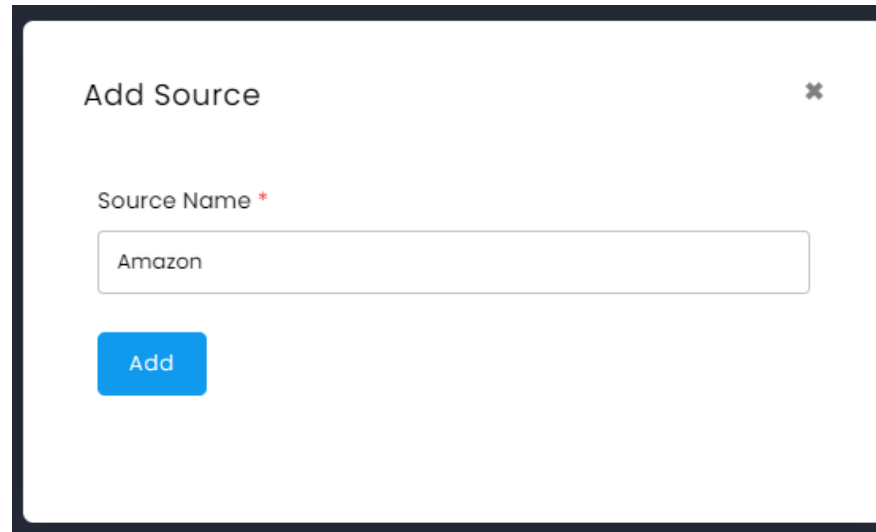


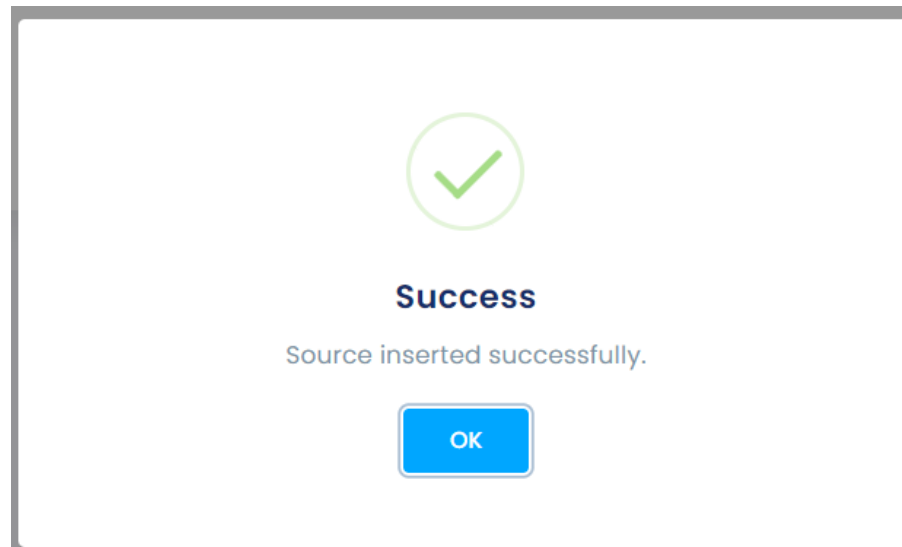
Fig 4 – Add Source

- 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 (\*). Underneath the label is a text input field containing the word "Amazon". Below the input field is a blue button with the text "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.

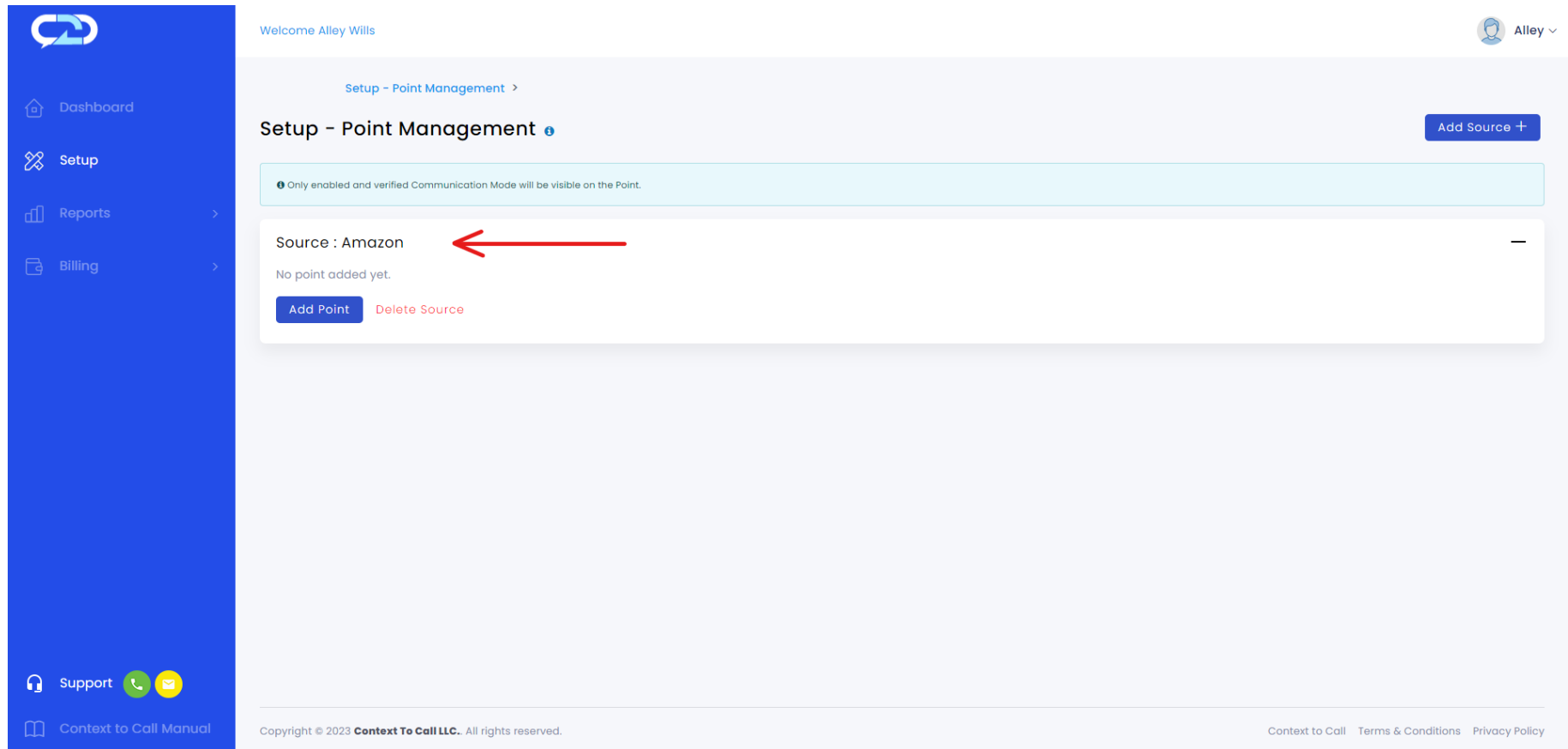


Fig 7 – Source: Setup - Point Management

- Click on the 'Add Point' button.

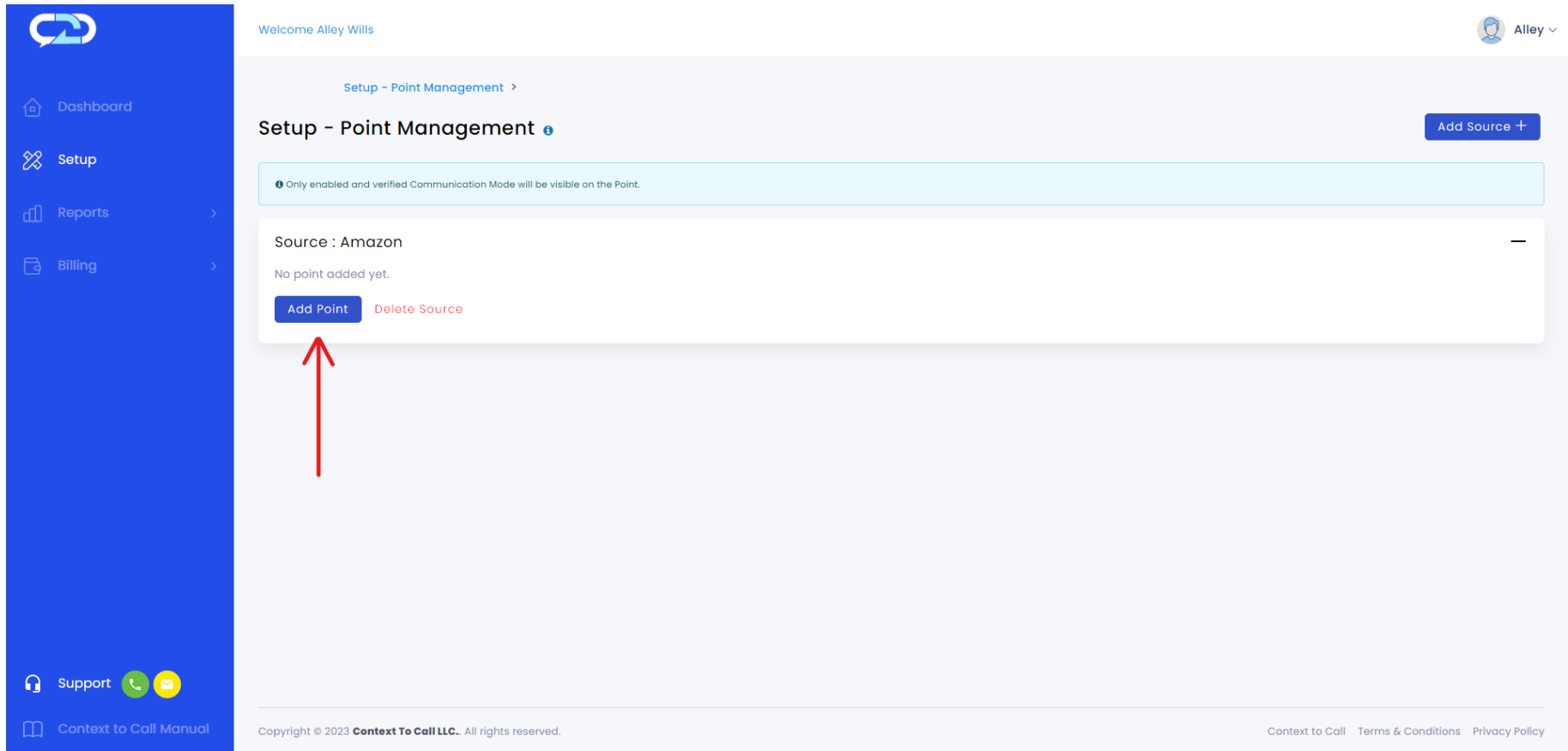
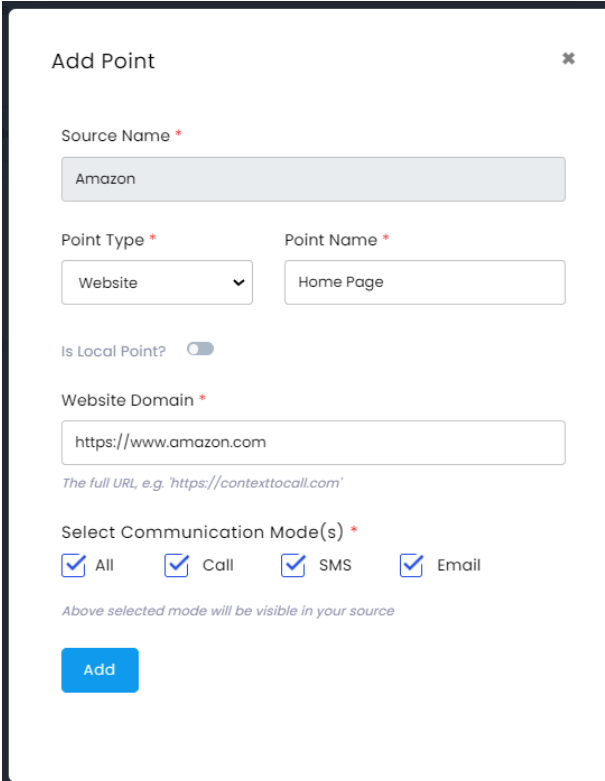


Fig 8 – Source: Add Point Button

## Adding Global Point

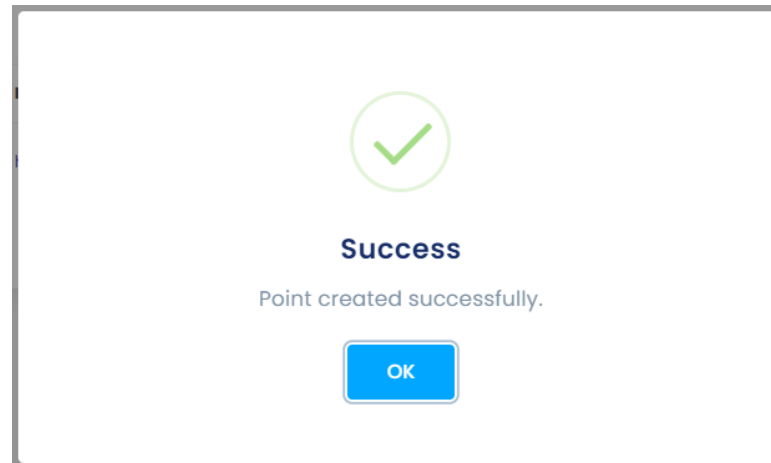
- Source under which you want to add the Point will Auto-Populate in the Source Name field.
- Select 'Point Type' as 'Website' from the dropdown.
- Enter the 'Point Name' for your reference. Ex., If you want to place an Icon on your website's Home Page.
- Disable the 'Is Local Point?' toggle button to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

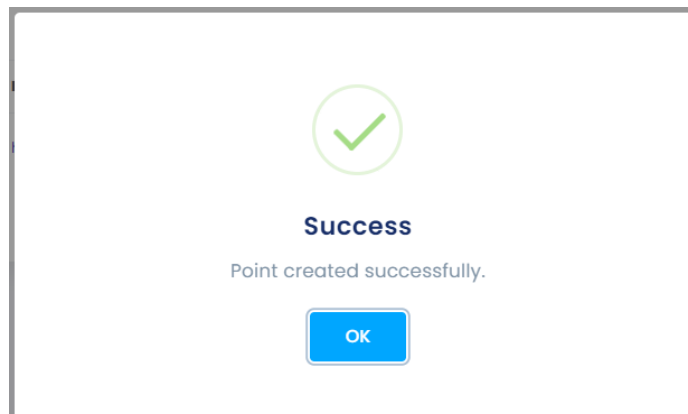


Fig 12 – Local Point Added

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

Welcome Alley Wills

Setup - Point Management >

### Setup - Point Management 🔍

[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>	← <b>Local Point</b>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<a href="#">View</a> <a href="#">🗑️</a>
Home Page	<input checked="" type="checkbox"/>	<a href="https://www.amazon.com">https://www.amazon.com</a>	← <b>Global Point</b>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<a href="#">View</a> <a href="#">🗑️</a>

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

Support [📞](#) [✉️](#)

[Context to Call Manual](#)

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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 'Welcome Alley Wills' header and a breadcrumb 'Setup - Point Management >'. Below this is the title 'Setup - Point Management' and an 'Add Source +' button. A light blue banner contains the message: 'Only enabled and verified Communication Mode will be visible on the Point.' Below the banner, a card titled 'Source : Amazon' contains a table with columns: Point Name, Status, Destination, Call, SMS, Email, and actions. The table lists two points: 'Contact Us' and 'Home Page', both with 'Status' toggles turned on and 'Destination' URLs. Each point has 'Call', 'SMS', and 'Email' communication mode icons (eye and question mark) and 'View' and delete icons. A red arrow points to the 'View' button for the 'Home Page' point. At the bottom of the card are 'Add Point' and 'Delete Source' buttons.

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"/>

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 in the 'Setup - Point Management' 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	<a href="#">Edit</a>
Website URL	https://www.amazon.com	
Is Local Point?	No	
Status	● Active	
Icons	<input checked="" type="checkbox"/> Call <a href="#">Verify</a>	<input checked="" type="checkbox"/> SMS <a href="#">Verify</a>
		<input checked="" type="checkbox"/> Email <a href="#">Verify</a>

Red arrows point to the 'Point Info.' tab and the 'Edit' button.

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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 within the 'Setup - Point Management' section. The page features a blue sidebar on the left 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
- Website URL:** https://www.amazon.com
- Is Local Point?:** Off
- Status:** On
- Icons:** Call, SMS, and Email, each with a 'Verified' status and a 'Change' button.

A red arrow points to the 'Update' button, which is located next to the 'Cancel' button. The footer of the page includes the copyright notice 'Copyright © 2023 Context To Call LLC. All rights reserved.' and links for 'Context to Call', 'Terms & Conditions', and 'Privacy Policy'.

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.](#)

**copy all**

**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>
```

**copy** Please do not add if you have already added for another point

**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>
```

**copy**

**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>
```

**copy**

Support

Context to Call Manual

Fig 18 – Embed Code

## Integrating Embed Code – WordPress



*Fig 19 – WordPress logo*

- Sign In to your WordPress account “https://wordpress.com/log-in/”. **Note** – A premium WordPress account is required to add Custom HTML block.
- Click on the “Switch Site” link and select your website from the left navigation panel.

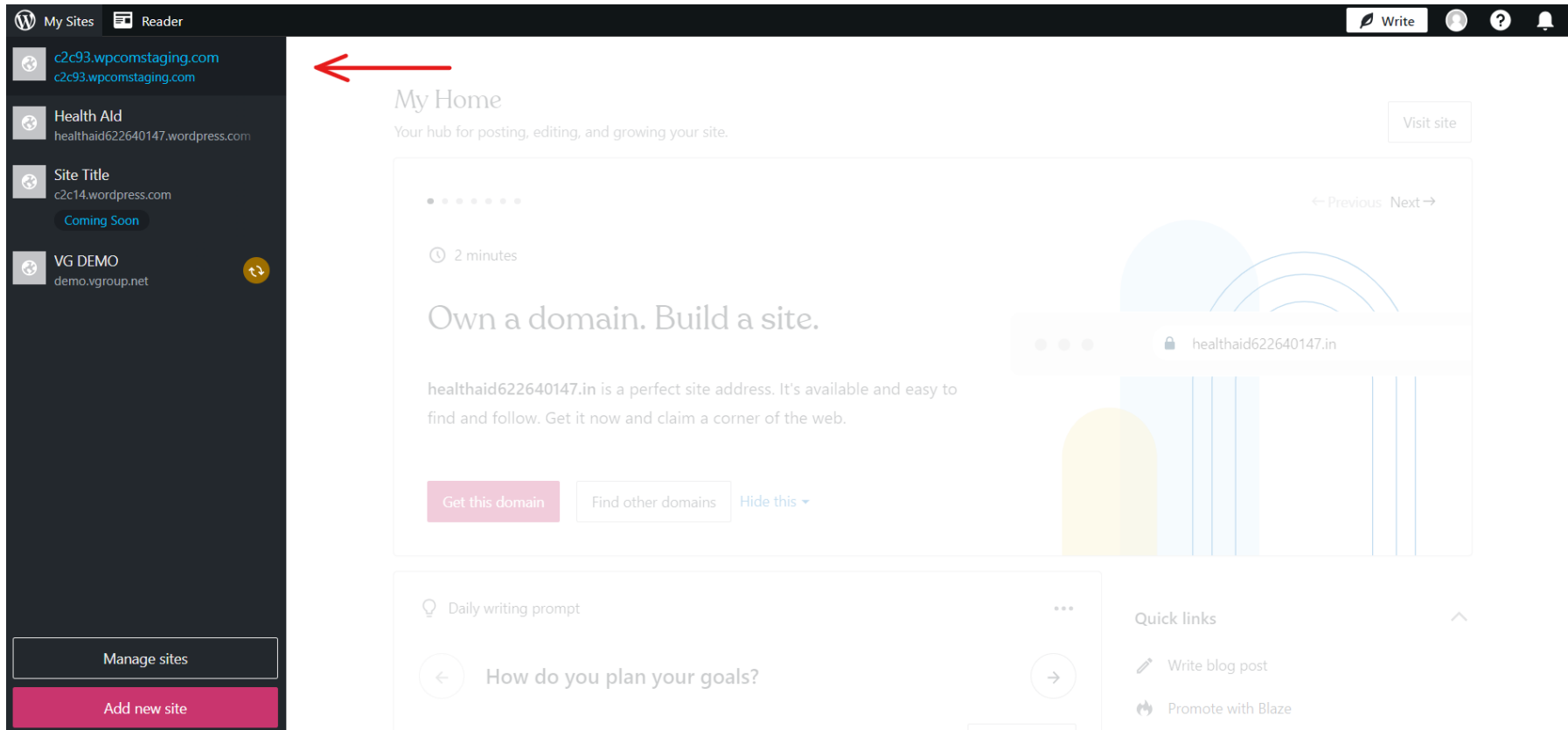


Fig 20 – WordPress: Website Selection

- Click on the “Edit Site” button from the left quick links.

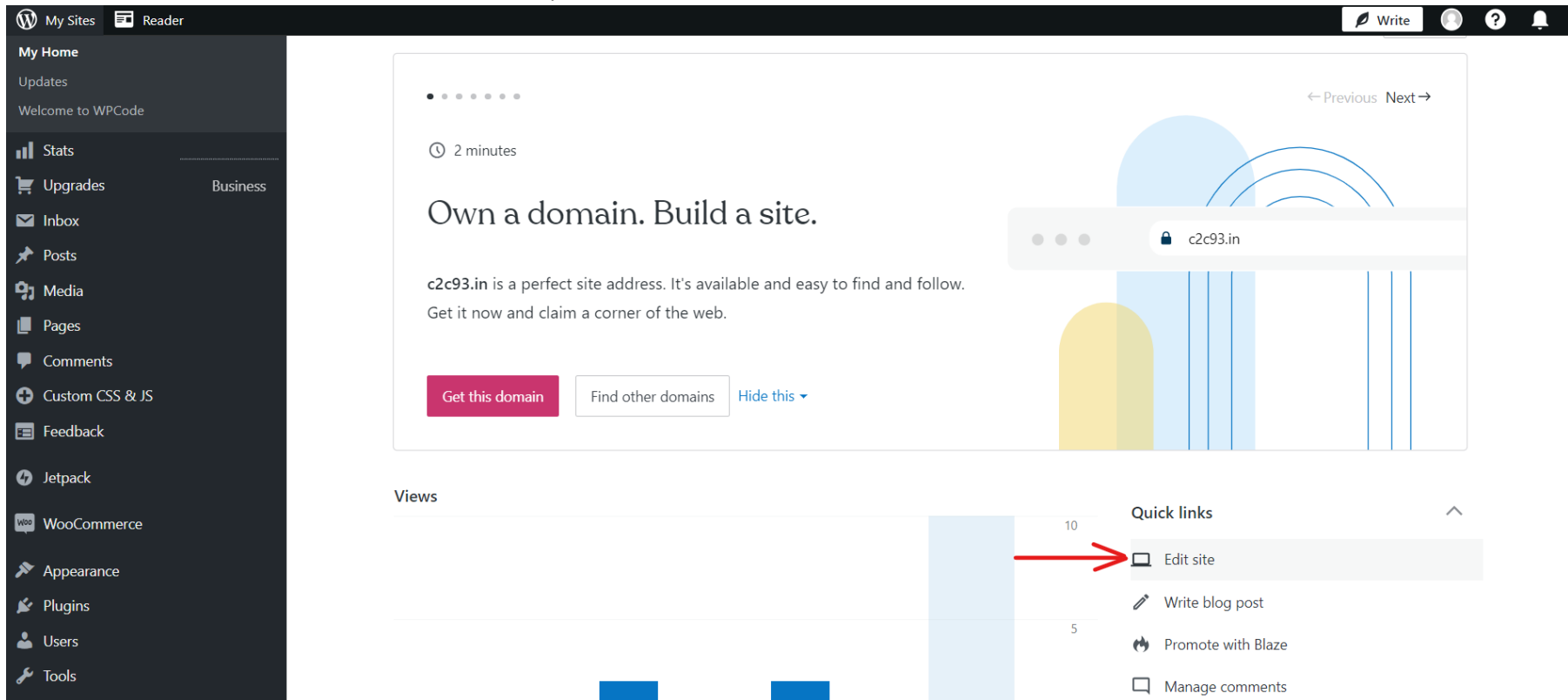


Fig 21 – WordPress: Edit Site

- Once you click on “Edit Site” button, website editor is opened.
- Select the “Pages” option from the left navigation panel and select the page where you want to place the Context to Call Business Icons.

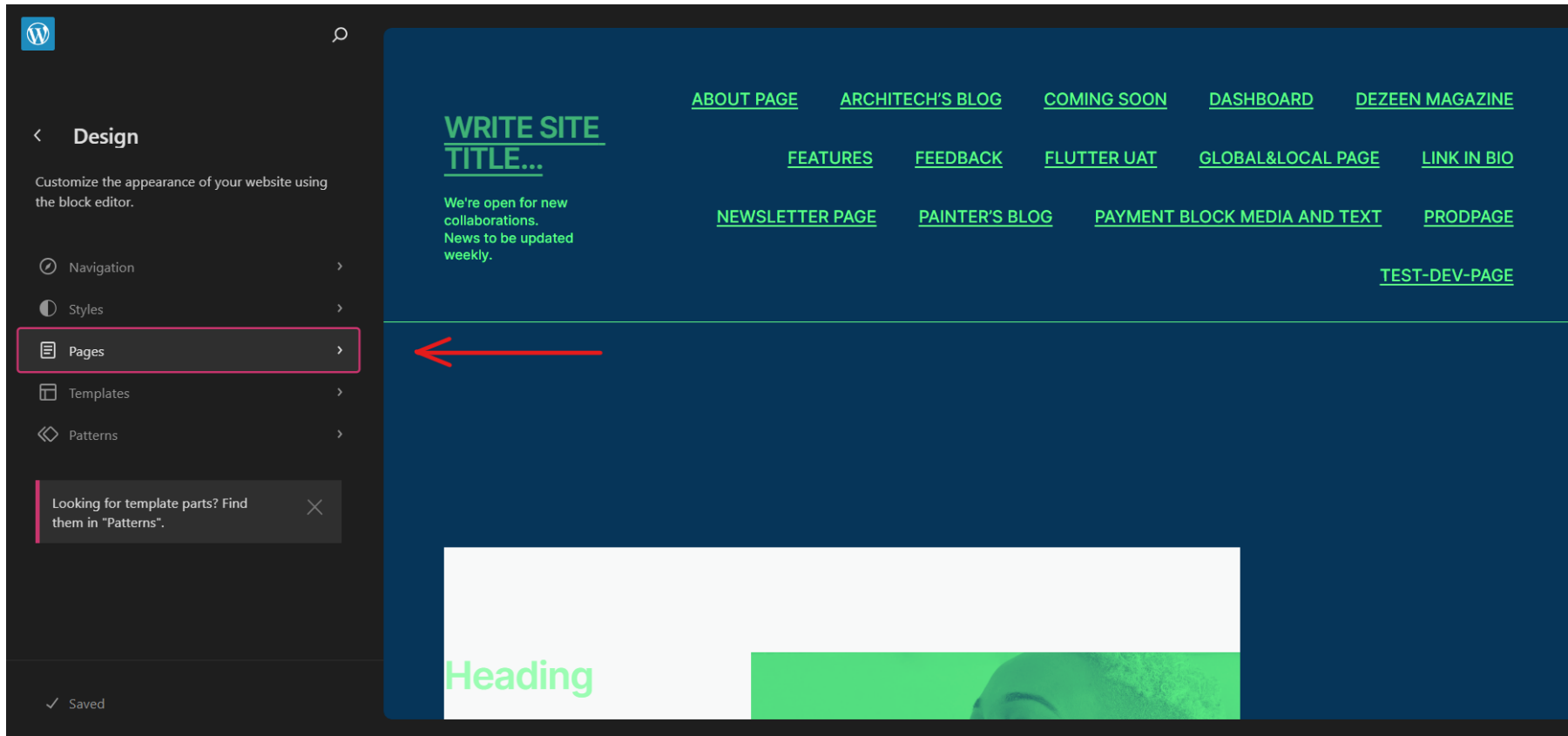


Fig 22 – WordPress: Page Selection



- Once the page is selected, click on the “+” Icon to open the Toggle Block Inserter.
- Drag and drop the “Custom HTML” option from the left Toggle Block Inserter to the location where you want to place the Context to Call Business Icons.

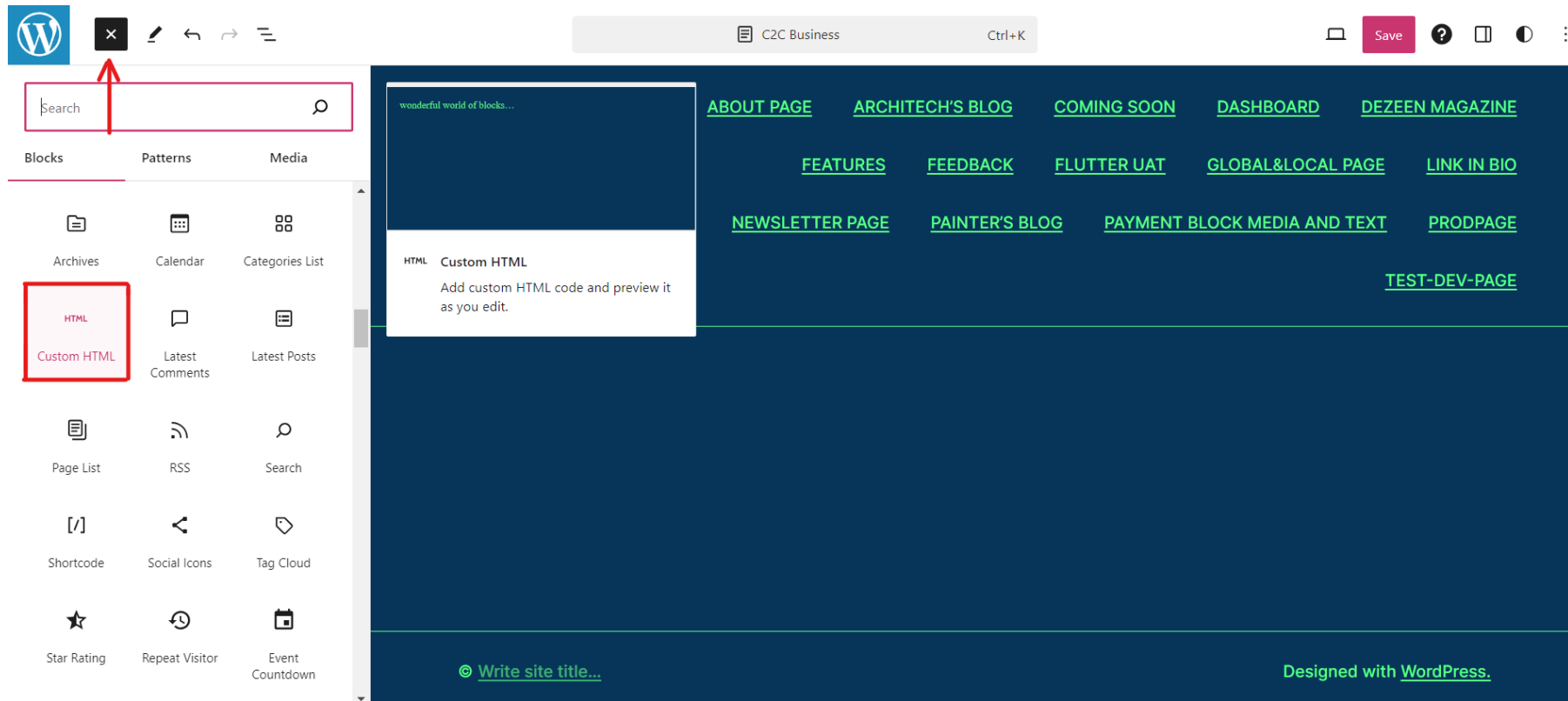


Fig 23 – WordPress: Custom HTML

- Paste the Context to Call Business Embed code in the HTML editor.
- Click on the “Save” button to save the changes on your website.

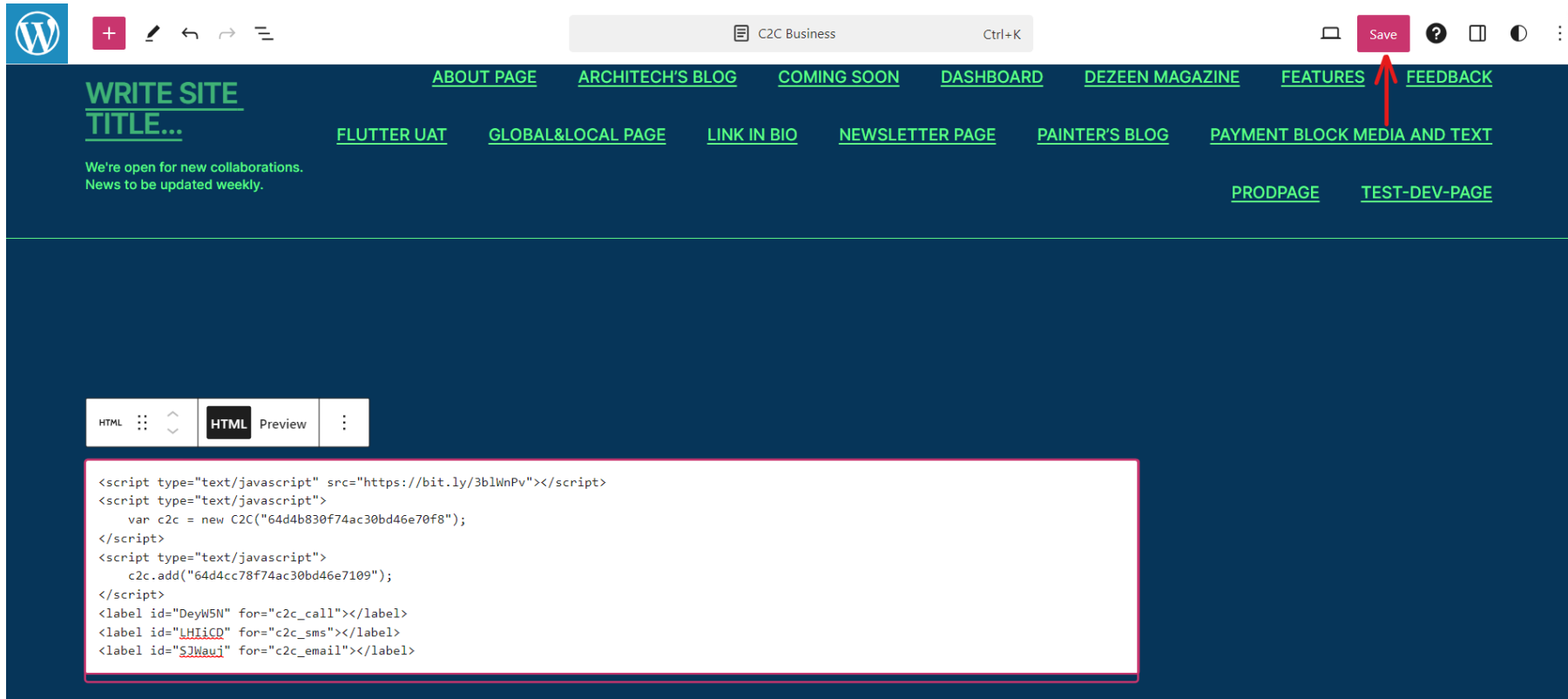


Fig 24 – WordPress: Embed Code

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

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Setup - Point Management > Point Details

Point Info. Embed Code Settings

Point Name: Home Page [Update] [Cancel]

Website URL: https://c2c93.wpcostaging.com

Is Local Point?

Status:

Icons:  Call (Verified)  SMS (Verified)  Email (Verified)

Change Number Change Number Change Email

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Fig 25 –Setup - Point management > Point Info.

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

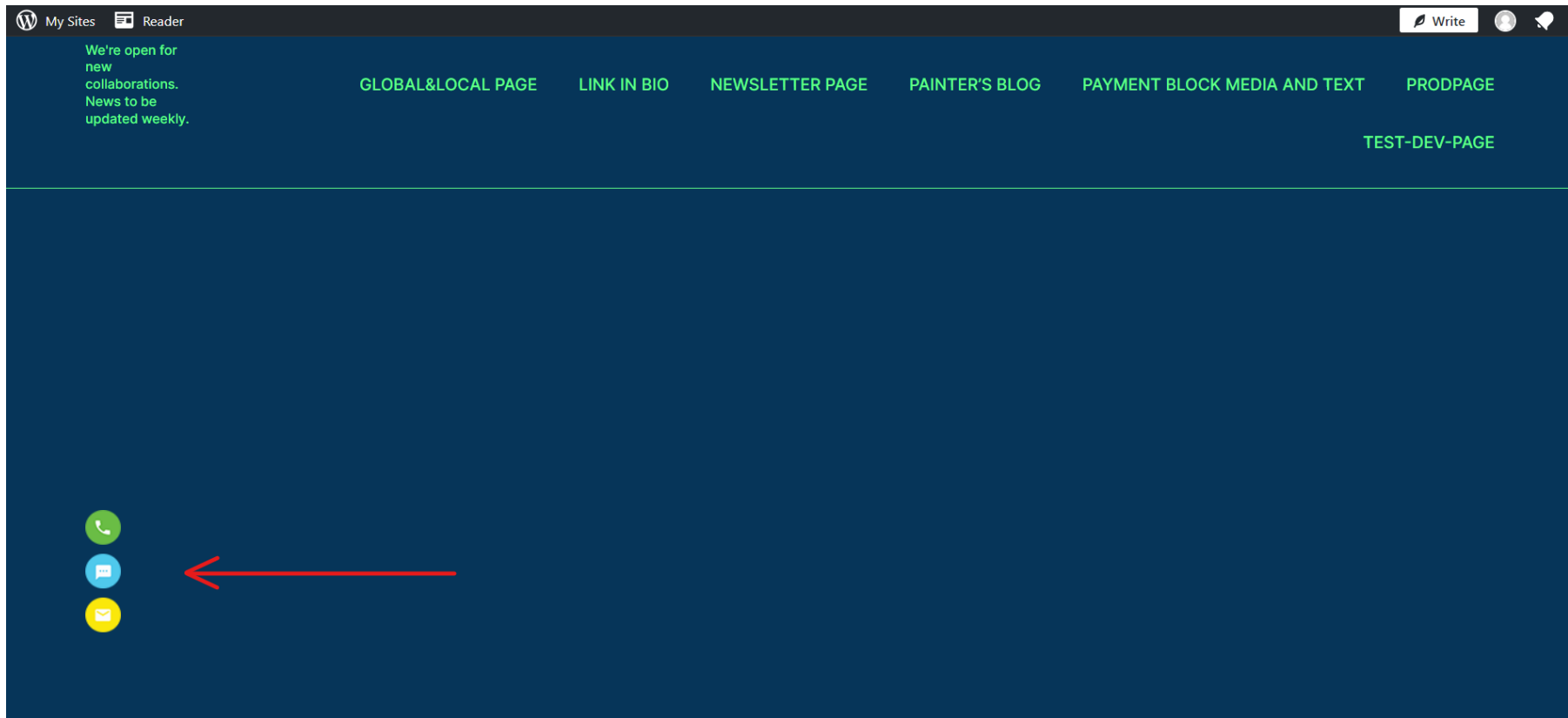


Fig 26 – WordPress: Context to Call Icons