



Context to Call Business User Guide

WordPress Platform

Version 1.4

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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.
- [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]

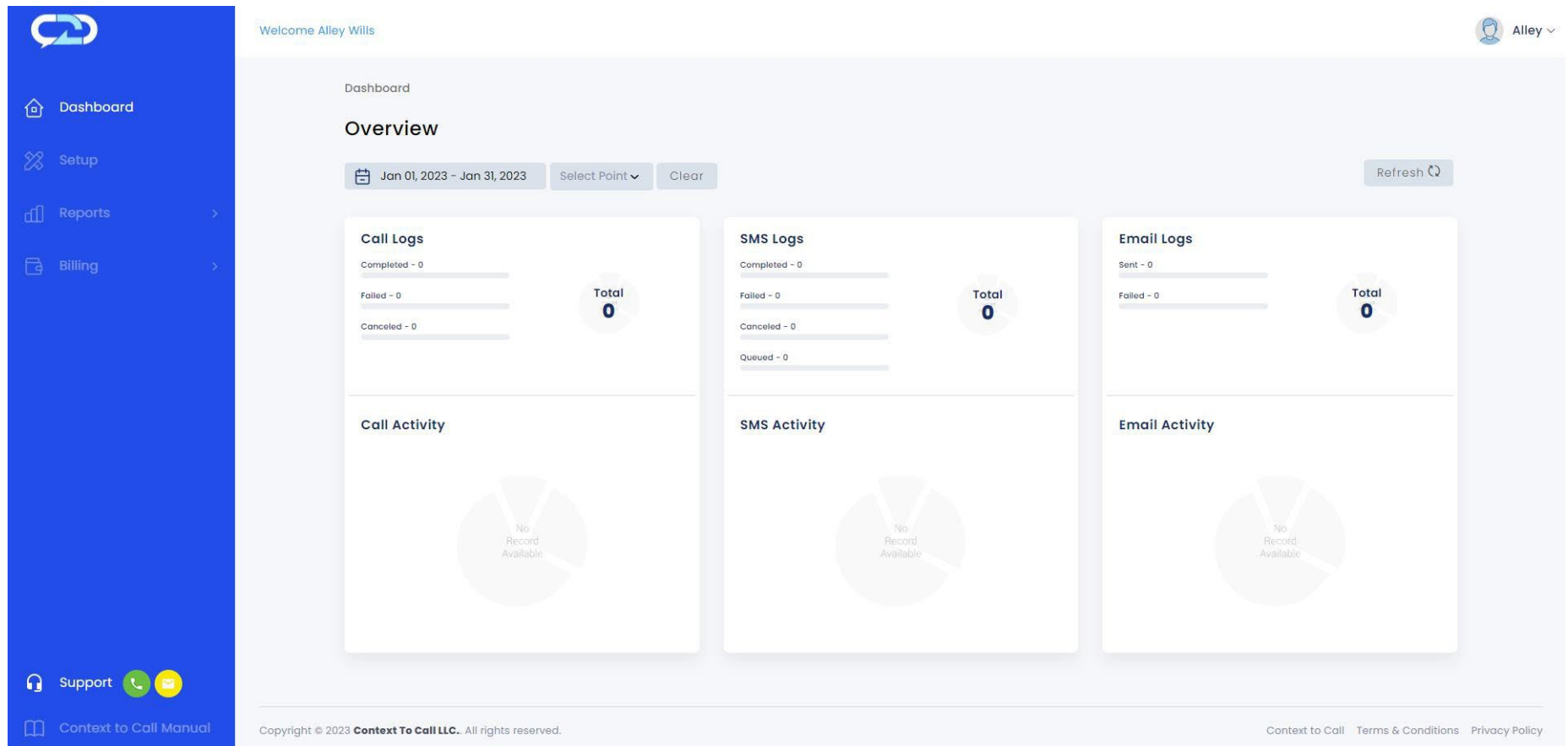


Fig 2 - Dashboard

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]

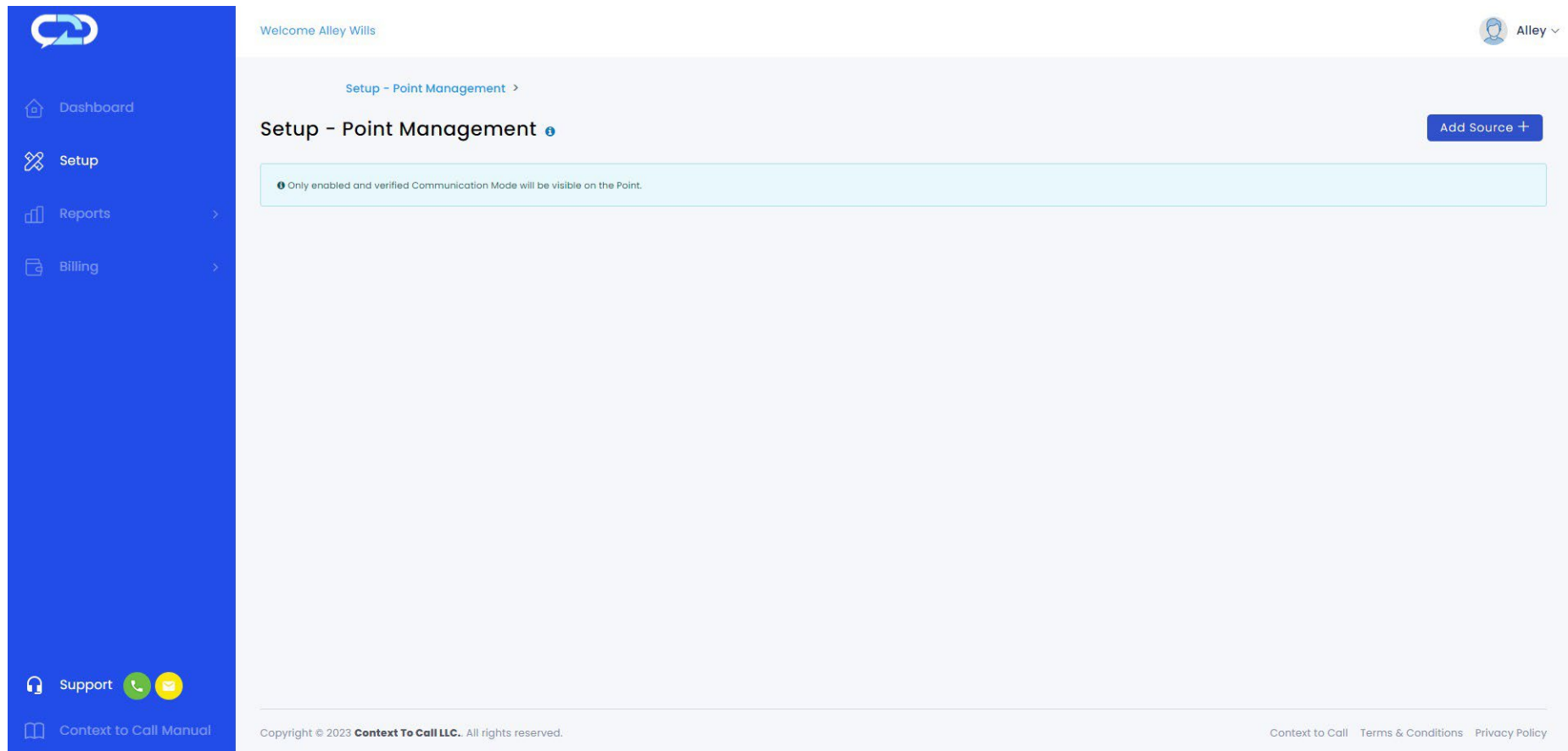


Fig 3– Setup - Point Management

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”, you can name your Source as Amazon.

- Click on the ‘Add Source’ button.

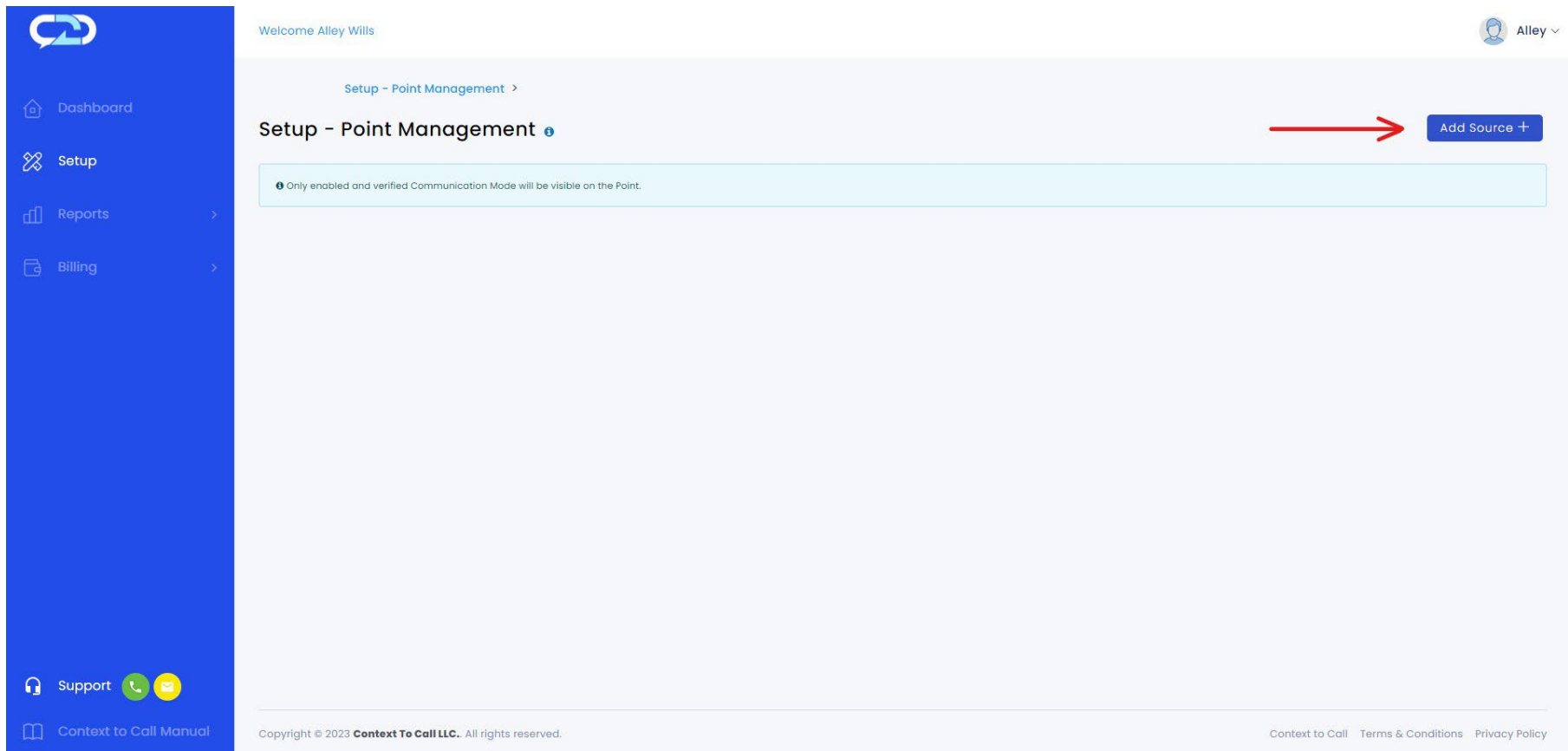
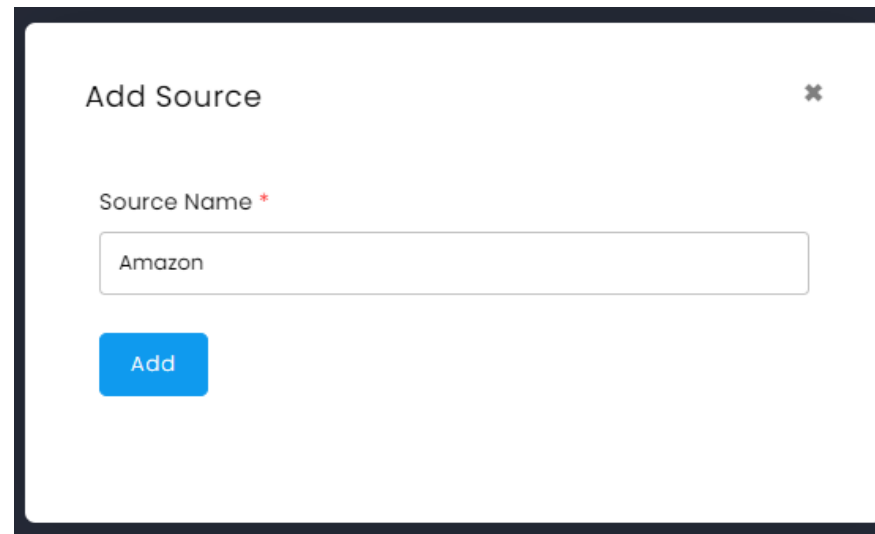


Fig 4– Add Source

- 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. Below the title is a label "Source Name" followed by a red asterisk. Underneath is a text input field containing the word "Amazon". Below the input field is a blue button labeled "Add".

Fig 5 - Add Source

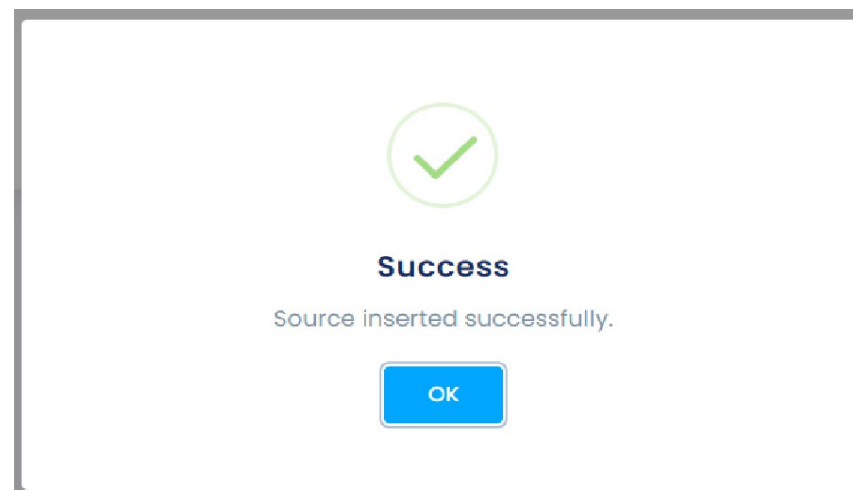


Fig 6 - Source Added

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]

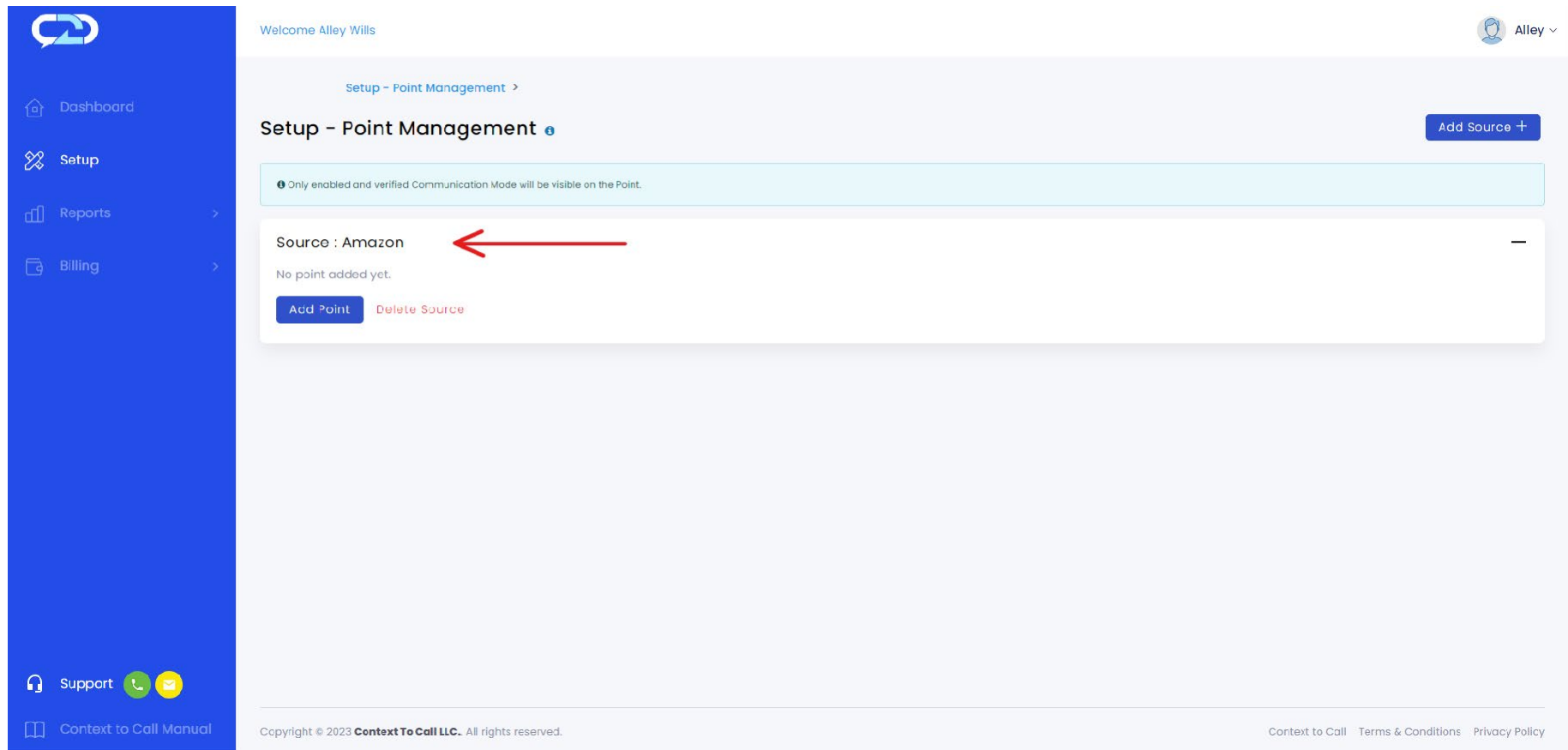


Fig 7– Source: Setup - Point Management

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

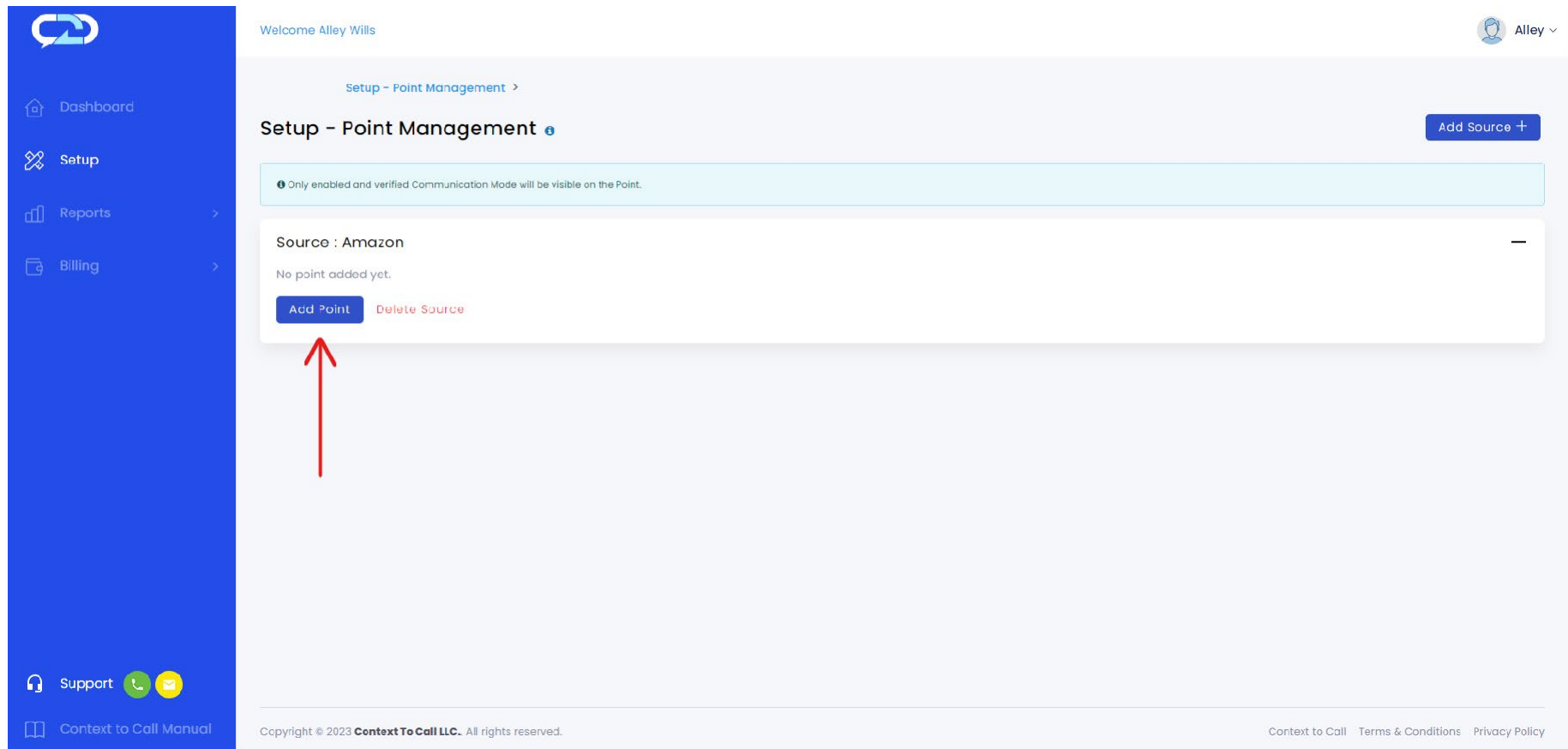


Fig 8– Source: Add Point Button

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]

The screenshot displays the 'Point Details' page within the Context to Call application. On the left is a blue sidebar with navigation links: Dashboard, Setup, Reports, Billing, and Support. The main content area has a header with 'Welcome Alley Wills' and a user profile 'Alley'. Below the header is a breadcrumb trail: 'Setup - Point Management > Point Details'. The main form is titled 'Step 1: Point Info.' and contains the following fields:

- Source Name ***: A text input field containing 'Amazon'.
- Point Type ***: A dropdown menu with 'Select Point Type' and a downward arrow.
- Point Name ***: A text input field with a placeholder 'e.g. Home Page'.
- Select Mode(s) ***: Four checkboxes labeled 'All', 'Call', 'SMS', and 'Email'.

Below the checkboxes is a note: 'Above selected mode will be visible in your source'. An 'Add' button is located at the bottom right of the form. The footer contains copyright information: 'Copyright © 2024 Context To Call LLC. All rights reserved.' and links to 'Context to Call', 'Terms & Conditions', and 'Privacy Policy'.

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. Ex., 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: 9 & 10]

The screenshot shows the 'Setup - Point Management > Point Details' page. 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 '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 with 'Global' selected.
- Website Domain ***: A text box containing 'https://www.amazon.com'. Below it is a note: 'The full URL, e.g. 'https://contexttocall.com''.
- Select Mode(s) ***: Four checkboxes, all of which are checked: 'All', 'Call', 'SMS', and 'Email'. Below them 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 Point: Global Point

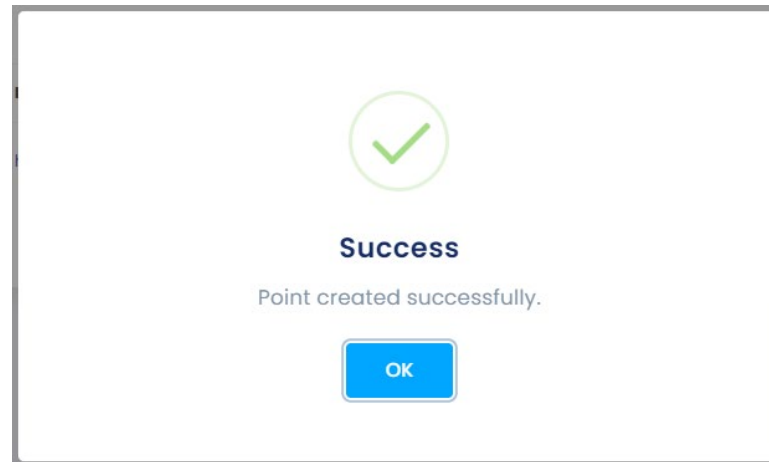



Fig 11 – Global Point Added

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 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://contexttocal.com'

Select Mode(s) *

☒ All

☒ Call

☒ SMS

☒ Email

Above selected mode will be visible in your source

Add

Fig 12 – Add Point: Local Point

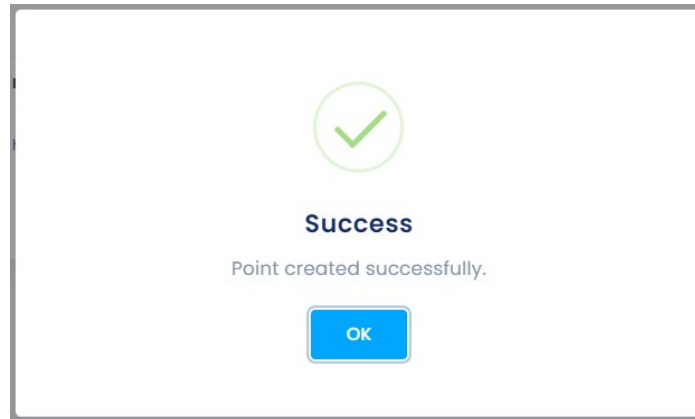


Fig 13 – Local Point Added

- You can see added points under the Setup - Point Management section. [Refer to Fig .14]

The screenshot displays the 'Setup - Point Management' section of a web application. The interface includes a blue sidebar with navigation links: Dashboard, Setup, Reports, Billing, and Support. The main content area shows the 'Setup - Point Management' header with a breadcrumb 'Setup - Point Management >' and a user profile 'Alley'. A blue 'Add Source +' button is in the top right. A light blue banner states: 'Only enabled and verified Communication Mode will be visible on the Point.' Below this, a section titled 'Source : Amazon' contains a table of points. The table has columns for Point Name, Status, Destination, Call, SMS, and Email. Two points are listed: 'Contact Us' and 'Home Page', both with status 'On' and destination 'https://www.amazon.com/contactus' and 'https://www.amazon.com' respectively. Red arrows point to the 'Contact Us' and 'Home Page' rows, labeled 'Local Point' and 'Global Point'. At the bottom of the table are buttons for 'Add Point' and 'Delete Source'. The footer includes copyright information for Context To Call LLC and links to Terms & Conditions and Privacy Policy.

Welcome Alley Willis

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	On	https://www.amazon.com/contactus	Local Point	On	On
Home Page	On	https://www.amazon.com	Global Point	On	On

Add Point Delete Source

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Fig 14 – Points Added under Source

Step 4: Points Verification and Create Embed Code.

- Click on the 'View' button to view the 'Point Details' under Setup - Point Management. [Refer to Fig 15]

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 shows a welcome message 'Welcome Alley Wills' and a user profile 'Alley'. Below this is a breadcrumb 'Setup - Point Management' and a title 'Setup - Point Management'. A light blue notification bar states: 'Only enabled and verified Communication Mode will be visible on the Point.' Below the notification is a section titled 'Source : Amazon' containing a table of points.

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"/>	<input type="button" value="Verify"/> <input type="button" value="Delete"/>
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"/>	<input type="button" value="Verify"/> <input type="button" value="Delete"/>

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

At the bottom of the page, there is a footer with copyright information: 'Copyright © 2024 Context To Call LLC. All rights reserved.' and links for 'Context to Call', 'Terms & Conditions', and 'Privacy Policy'.

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 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.



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

- 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

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 to Fig 18]
- The 'Verify' button will turn to 'Verified' and click on the 'Update' button to update the verification. [Refer to Fig 19]

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:

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

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. 20]

Welcome Alley Wills Alley ▾

Step 2: Point Setting

Callback Form Fields

Call SMS Email

Name	<input checked="" type="checkbox"/>		
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>
```

[Privacy - Terms](#)

Fig 20 – Point details: Step 2: Point Setting

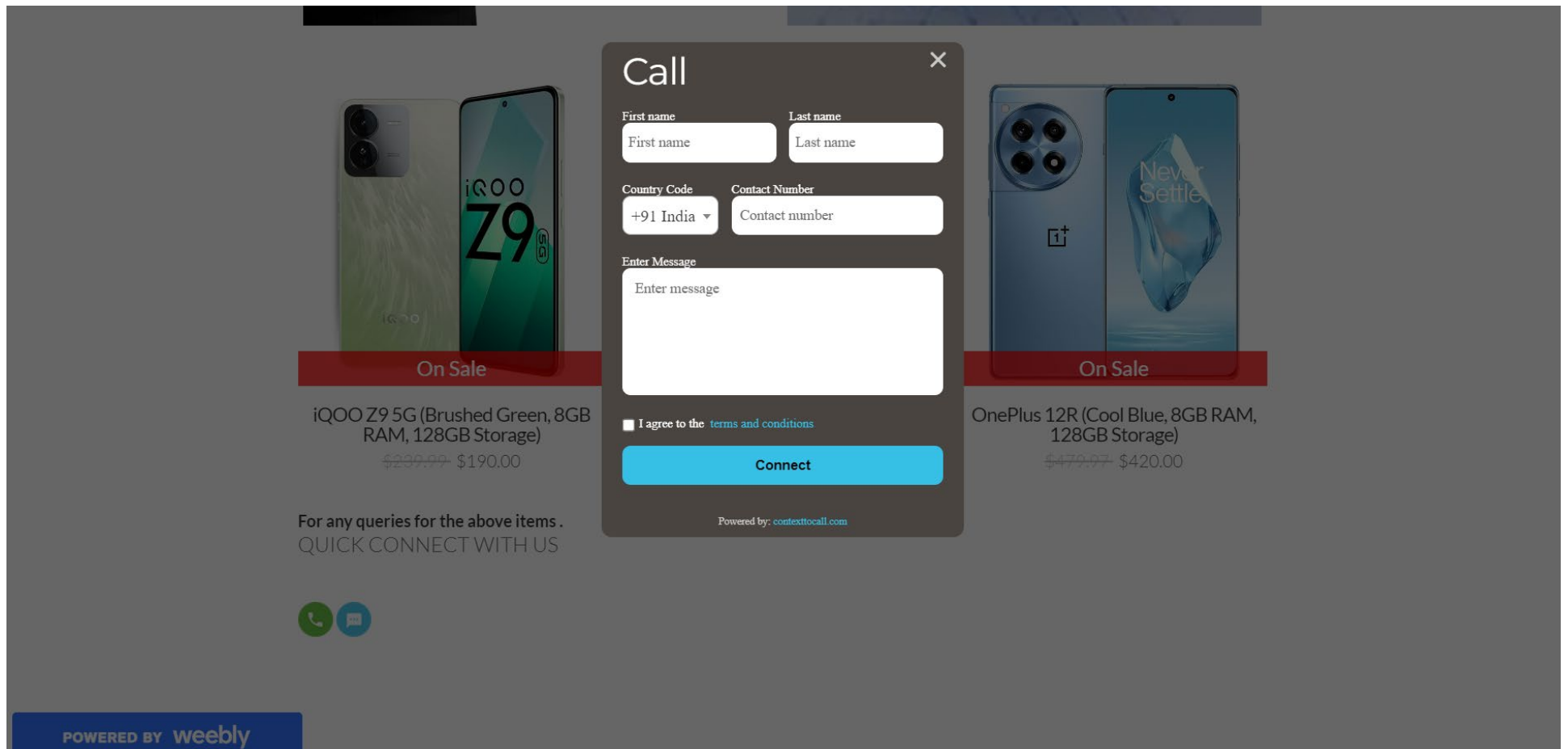


Fig 21 - Callback Form

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]

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","660ele3fd94965344cbc6d76");
</script>
```

copy

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Context to Call Terms & Conditions Privacy

Fig 22 - Point Details: Step 3

Integrating Embed Code – WordPress



Fig 23 – 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.

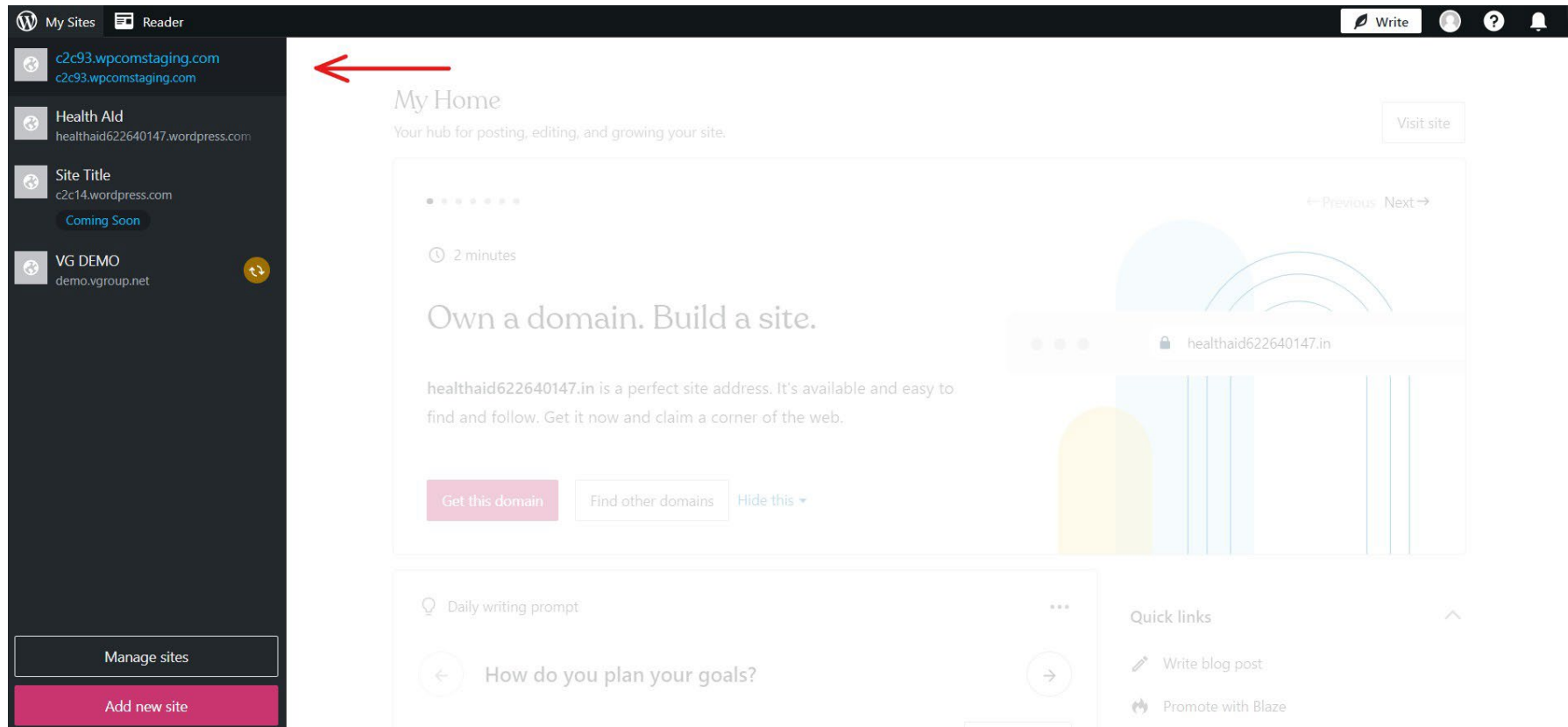


Fig 24 – WordPress: Website Selection

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

The screenshot displays the WordPress dashboard interface. On the left is a dark sidebar with a menu of options: My Home, Updates, Welcome to WPCode, Stats, Upgrades (with a Business label), Inbox, Posts, Media, Pages, Comments, Custom CSS & JS, Feedback, Jetpack, WooCommerce, Appearance, Plugins, Users, and Tools. The main content area features a large promotional card for domain acquisition, titled 'Own a domain. Build a site.', which promotes the domain 'c2c93.in'. Below this card is a 'Views' section with a bar chart. On the right side of the dashboard, a 'Quick links' panel is visible, containing links for 'Edit site', 'Write blog post', 'Promote with Blaze', and 'Manage comments'. A red arrow points to the 'Edit site' link in this panel. The top of the dashboard has a navigation bar with 'My Sites' and 'Reader' tabs, and a right-hand section with 'Write', user profile, help, and notification icons.

Fig 25 – WordPress: Edit Site

- Once you click on “Edit Site” button, website editor is opened.
- Select the “All Pages” option from the left navigation panel and select the page where you want to place the Context to Call Business Icons.
- Select either ‘Add new page’ or any existing page to edit and place the Context To Call Business Icons.

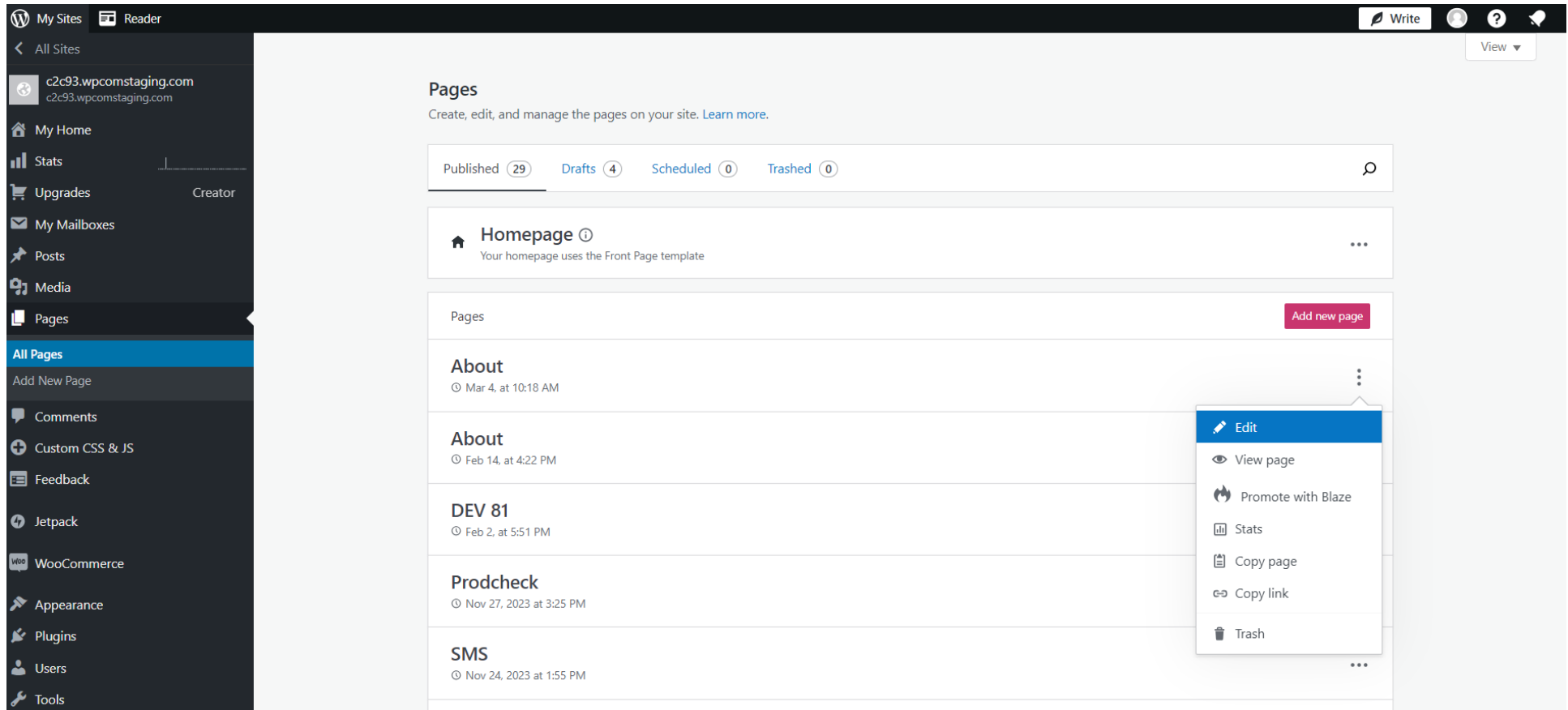


Fig 26– WordPress: Page Selection

- 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.

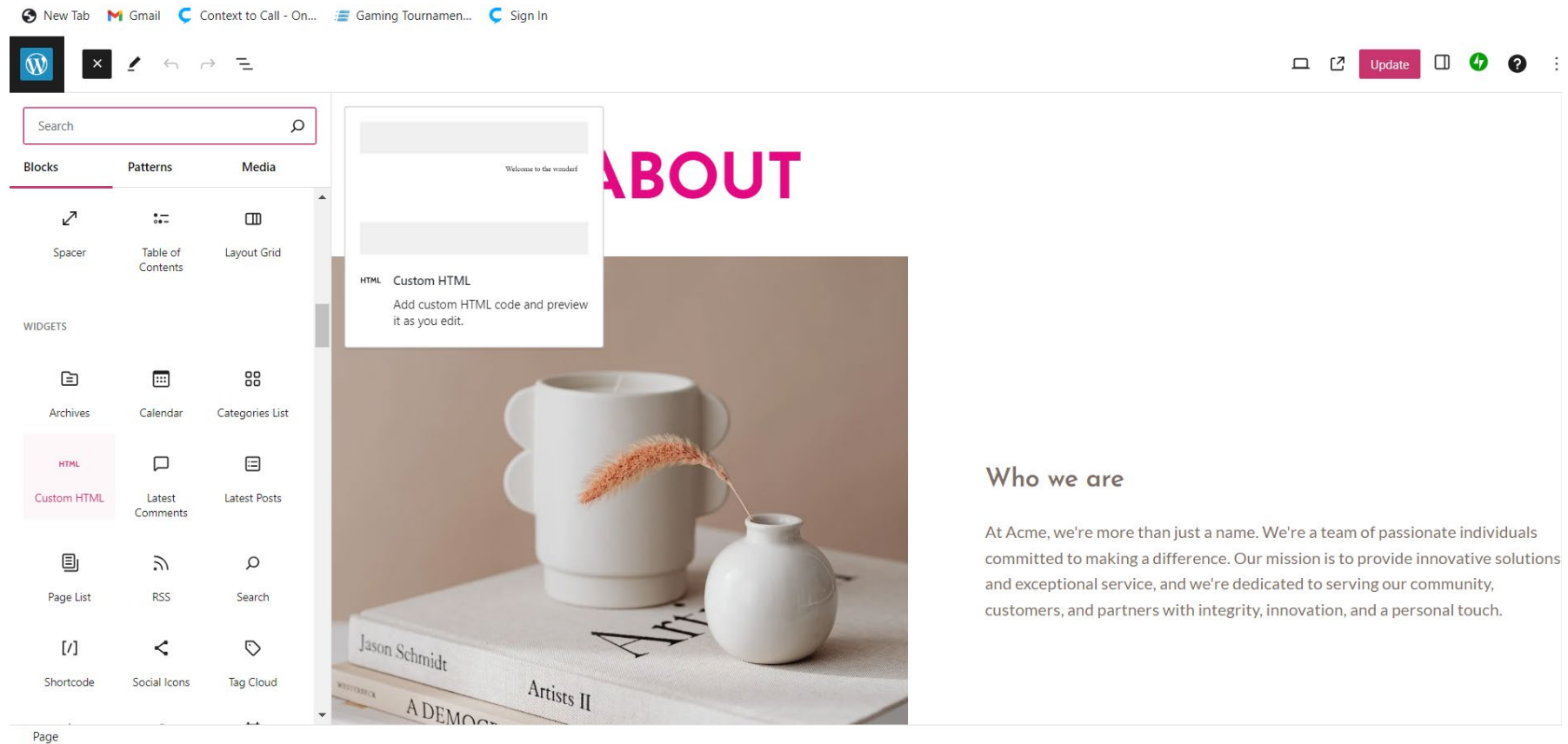










Fig 27– WordPress: Custom HTML– WordPress: Custom HTML

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





HTML

⋮

⌵

HTML

Preview

⋮

```

<script type="text/javascript" src="https://bit.ly/3Ss2fxs"></script>
<script type="text/javascript">
  createPoint("65e9c527d949656a29221722", "65e9c6b6d949656a29221731");
</script>
<label id="v7XqU3" for="c2c_call"></label>
<label id="rSS0qk" for="c2c_sms"></label>
<label id="xQaVa0" for="c2c_email"></label>
|

```

At Acme, we're more than just a name. We're a team of passionate individuals committed to making a difference. Our mission is to provide innovative solutions and exceptional service, and we're dedicated to serving our community, customers, and partners with integrity, innovation, and a personal touch.

Done

Group

Columns

Column

Custom HTML

Fig 28 – WordPress: 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://c2c93.wpcostaging.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 29 - Setup - Point management > Point Info

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

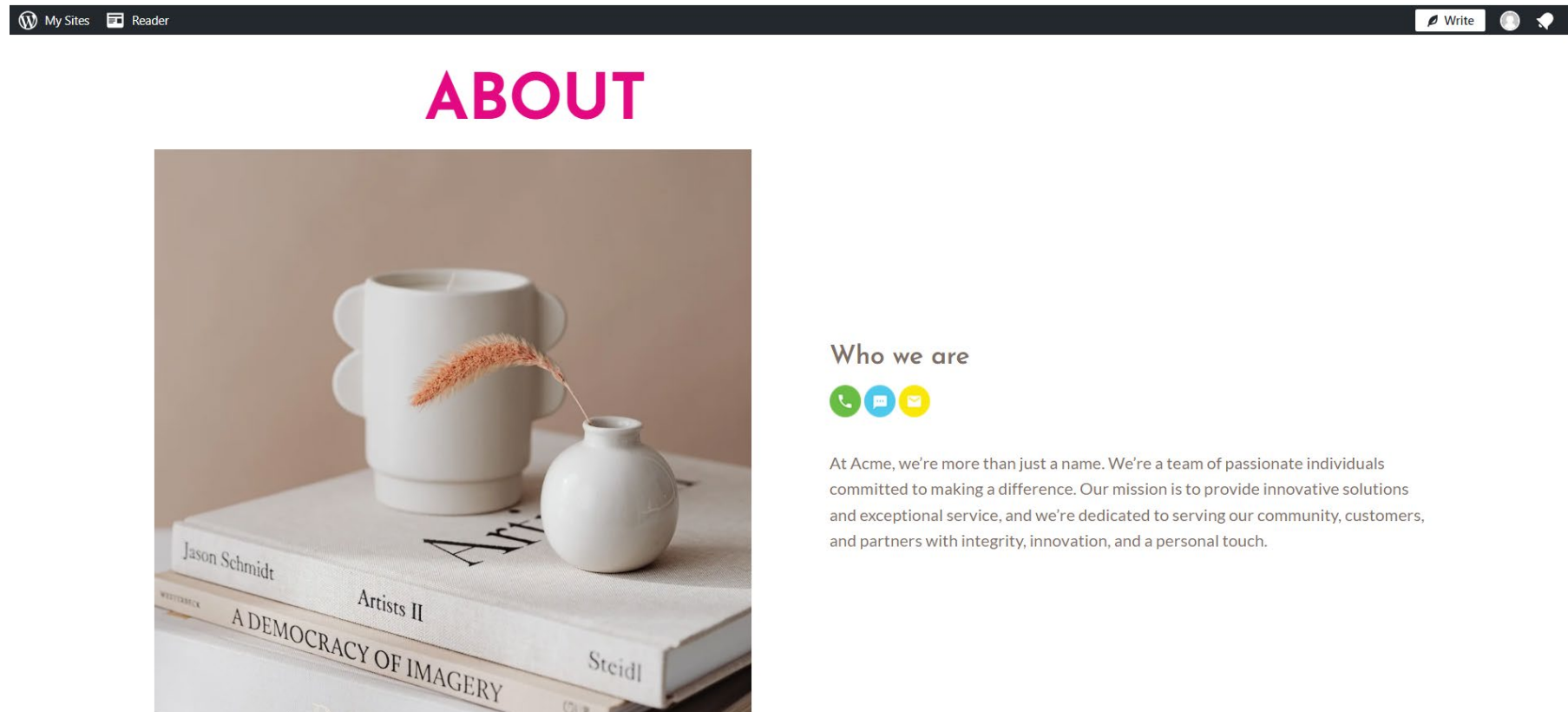


Fig 30 – WordPress: Context to Call Icons