

Webový Click-To-Call

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HTML Wizard

This queue is allowing to place a simple widget to your website. Using this widget is possible to request a callback. Visitor of your website can simply enter his phone number and set time of a callback. Datekla is then automatically checking time of callback (defined by client) and connect the call to agent at time which client wanted.

By clicking on the buttons **Add new** and **Web Click-to-call** will be started process of creating of new queue. Meaning of columns will be described in more detail in following lines.

Create queue

Unique queue number: ⓘ	?	<input type="text"/>	1
Title: ⓘ		<input type="text"/>	2
Alias:	?	<input type="text"/>	3
Description:		<input type="text"/>	4

1 - enter unique number of the queue (number can be also selected by arrows at the end of the field). We recommend you to use three-digit format for extensions and four-digit format for unique queues number. This number cannot be changed later.

2 - title of the queue (mandatory field),

3 - alias of the queue which can be used e.g. in webchat as visible target for clients,

4 - enter description of the queue to this field

Advanced settings

Allow description - if you allow this possibility, it would be possible to write a description within currently opened activity which will be then visible in detail of this activity.

Enabled - functionality of this queue can be quickly turned off by switching to No in this very item. It means that new calls will not be revolved. Calls that are already being routed will not be automatically terminated after switching to **No**.

Working time - select working in which should be queue enabled (working time can be defined in section **Manage** → **Settings** → **Time groups**).

Form save time - time intended for agent to filling in and saving form activity. After specified time expired, the agent is automatically set on **Lazy** pause.

Outbound number - phone number under which will be agent calling from this queue presented to clients.

Prefix CID - prefix which will be shown to agent within extensions in this queue. If you use for example prefix "Sales: ", then will be call from extension "User" displayed as "Sales: User" on all extension of this queue.

Allowed numbers - using regular expressions define allowed phone number, which can client enter to the form placed to your website.

Max. waiting time -

Max. count waiting * - set maximum number of clients who can wait in this queue.

Call last agent - if you select **Yes**, at first will Daktela try to dial agent who spoke last with the client.

Last agent hours - select how many hours in the past can system look when finding the last agent. This item is useful only if item **Call last agent** is allowed.

Automatic pause - if you select **Yes**, system will automatically pause (Lazy) agent who refused or did not answer to an activity.

Ring time - time in seconds within which agent has to answer the call. If agent do not answer the call in intended time, call will be automatically redirected to another agent in line.

Wrapup time - time in seconds for agent to recovery after finishing a call (or chat). During wrapup time will not be dialed new call for agent who currently ended a call and also agent will be on the system pause **Wrap**.

Record calls - if you choose **Yes**, calls on this queue will be recorded.

Recording retention - how many days will be queue's calls recordings saved in call center. This value can not be bigger than global call center's maximum recording retention. If is set value 0 or empty, queue's calls recordings will be saved for time to which a global call center's maximum recording retention is set.

Auto answer * - when is a call send to agent, the call rings at agent's phone but after that is call automatically answered.

Priority * - If agent is logged to two and more queues and in these queues are calls waiting to be directed, call from the queue with bigger priority will be directed to agent earlier.

Distribution strategy - strategy of distribution of activities for available users within queue.

- **ALL** - distribute call to group of users with lowest penalty. The call move to the group of users with higher priority only if:
 - no user is available (in the lowest priority group),
 - all users in this group rejected the call or they did not answered the call within time interval defined in parameter **Ring time** and no new user is available in the penalty group.
 - If all users have penalty 0, the call is distributed to all available users.
- **ALL PENALTY ORDER** - continuous distribution to penalty groups, after rejection of the call or expiration of parameter Ring time will be call distributed to group of users with next penalty value. The call rings to all users from the penalty group.
- **LEAST RECENT** - a call rings to user with lowest penalty. If all users have same priority, the call is distributed to user who is longest inactive after closing previous activity. After that a call is distributed to user who is longest logged in the queue. In case that user reject the call or parameter **Ring time** expire, a call is distributed to user with same priority. A call is distributed to users with higher priority only if in lower priority group is no available user.
- **RANDOM WITH PENALTY GROUPS** - distribution of call to random user with lowest penalty and no attempt of distributed activity (or lowest number of attempts if other users have got attempts).

Multiple statuses - if you select **Yes**, it would be possible to select among more statuses simultaneously within one activity.

Language - choose language in which will be C2C widget shown.

Thresholds *

Threshold max time - calls waiting to handle longer than time settled in queue settings will be colored red in realtime panel or wallboard.

Threshold free users - if number of free users is lower than number settled in this very item, agents will be colored red in realtime panel or wallboard.

Threshold waiting calls - if number of free calls exceed value defined in this very item, calls will be colored red in realtime panel or wallboard.

Forms

Use record form - choose whether you want to use record form.

If you choose **Yes**, three other items would appear:

- **Select records** - agents would be allowed to manually select among campaign records (which meet certain conditions).
- **Skip records** - agents would be allowed to skip and save assigned campaign record with no need of making the call.
- **Disable phone editing** - agents would not be allowed to change phone number of active and assigned campaign record and could work only with default record number.

Dialler settings

Dialler hangup status - choose status which shall be set to a record which called party cannot be reached within **Max. ring time** period and so the call is dropped.

Tickets

Category - choose category which will be preset in tickets created from activities within this queue.

Custom inputs

Here is possible to create custom inputs to C2C widget which shall be shown on your website. Write title of the input to field Title (this title will be also shown in C2C widget), name of the input write to the field Name, then choose one of four input formats and after that choose whether is mandatory to fill in the custom input. Using buttons Add new and Delete is possible to edit number of arbitrary inputs.

HTML Wizard

HTML wizard allow agents to interactively set design of C2C widget. In this section can be also found source code of the C2C widget which has to be embedded to your web site due to make widget run. Following lines will describe work with HTML wizard in more detail.



To set and apply design of C2C widget is possible only if source code of the widget is embedded to source code of your web site and not just in "Connected queues" of another C2C queue. So be careful that design of C2C widget will be applied to your website only if source code of this very widget is embedded to source code of your web site.

In section **Connected queues** can be selected other web chat or C2C queues among which shall client choose within widget. These queues can clients find in drop-down items placed in both sections of widget.

Widget is automatically divided to two sections after at least one chat queue is connected to C2C queue (more queues can be connected). Switching between these two sections is possible by mouse. Also remember that design of C2C widget (set in HTML wizard) will be applied to your website only if source code of this very widget is embedded to source code of your web site.

In section **Behavior** define behavior of the widget in certain situations. To item HTML holder enter CSS selector of HTML element to which should be source code of C2C widget placed. If this item remains empty, HTML code of the C2C widget will be placed to tag **body** automatically. Then choose whether you want to allow to send change of client's URL address while chatting. After that is possible to choose whether the chat should be hidden in offline mode. The chat becomes offline e.g. if **Working time** is over or when all agents are offline. Chat is either displayed in offline mode for one-off query or does not appear at all. Widget can be also hidden in overload which means that chat does not appear if PBX is overloaded by customers (ie no operator is available by distribution matrix).

Section **Button and window** allows to set design of C2C widget. By item **Window** timeout can be set when should be C2C widget unrolled (if you select **None**, chat would unroll after client clicks on it). If you select **Now**, chat would appear unrolled immediately after opening the page. In section **Pop-up bubble** (following section) can be set similar parameters as were set to this section (e.g. it can be set that pop-up bubble will be displayed immediately after page opening and C2C widget will appear after 10 seconds from page opening). To item **Window color** enter hexa code (always starts with symbol #) of color of widget's bar, button (for starting chat or for sending of phone number) and of currently opened section of C2C widget (if C2C widget contains connected chat queues). At item Window design can be chosen design of chat from three options (retro, rounded or sharp design). Choose grayscale of chat window in item **Window grayscale**. By item **Window position** is possible to choose whether the chat window should be placed at right or left side of the page. To field **Welcome text** enter text which will be displayed to client either after clicking on the button **Start chat** or **Send message**. Text will be displayed automatically and does not matter if agent already joined the chat or not.

In section **Pop-up bubble** can be set design and behavior of this bubble. By item **Bubble timeout** can be set delay before pop-up bubble is shown, eventually whether it appears at all. To item **Bubble color** enter hexa code (always starts with symbol #) of color of pop-up bubble. It is also possible to embed image to header of this bubble. This can be done by inserting link (full URL address) of image to item **Bubble image**. By item **Bubble title** is possible to set title of the bubble. Enter text of the bubble to item **Bubble text**.

In section **Custom greetings** can be created welcome, which will appear in chat depending on URL address which is client currently visiting. This item works as condition - if part of URL address which is being currently visited by client is matching with value entered to the field **Part of URL**, in web chat will appear string entered to the field **Text**. This all would happen if client would be visiting that URL address for at least time defined at item **Timeout**.

Example: If source code of C2C widget is embedded to page www.*.com/services, in greetings is possible to react directly to fact that client is currently visiting page which offers your services. To the field Part of URL enter value "/services" and thereby will be defined condition for which would the greetings appear.

Manage → **Queues** → **C2C queue** → column **Relations** → button **HTML wizard**

1 - in this window can be found HTML code of C2C widget which must be necessarily embedded to source code of your website (if you do not do this, C2C widget does not even appear)

2 - if you connect web chat queue (or queues) to C2C queue, widget would be divided to these two sections (set design at queue which HTML code will be embedded to your website)

3 - color of chat set in section **Button and window**

On following picture will be described further design items of C2C widget.



- 1 - bubble image (url address embedded to field bubble image in section **Pop-up bubble**)
- 2 - pop-up bubble (in color set by hexa code in field **Bubble color**)
- 3 - text embedded to field **Bubble title**
- 4 - text embedded to field **Bubble text**
- 5 - before expiring time set in item **Window timeout**, only this bar (and pop-up bubble) will appear at your website
- 6 - if you connect web chat queue to the C2C queue in HTML wizard, widget would be divided to these two sections between which you can switch using mouse
- 7 - color set in item **Window color** will be visible on this button, on currently active section of widget (see number 6 of this picture) and on bar (see number 5)