

Web CallBack-Admin Guide

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

Commercial Module

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Overview

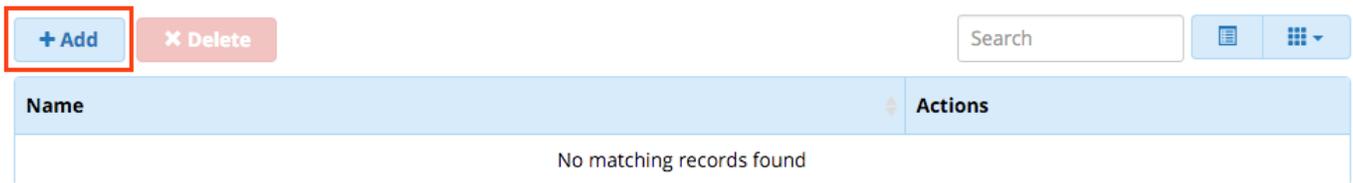
The Web CallBack module allows you to easily add an HTML “Call Me” box to your website. Visitors simply enter their phone number to be connected with you, or a specific destination. The Web CallBack module allows you to specify a CID to be prepended, which alerts you that the call is coming from a specific callback. You can also set dial matches to specify which numbers users are able to call. Once you set the destination and save the changes, you will receive HTML code to paste into your website.

Navigating to the Web Callback Module

- Log into the PBX GUI
- In the top menu go to **Applications**
- In the drop-down menu go to **Web Callback**

Creating a Web Callback

Click the **Add** button to create a new web callback.



The screenshot shows the top section of the Web Callback Admin interface. At the top left, there are two buttons: a blue '+ Add' button and a red 'X Delete' button. To the right of these buttons is a search input field with the placeholder text 'Search'. Further right are two icons: a list view icon and a grid view icon with a dropdown arrow. Below this header is a table with two columns: 'Name' and 'Actions'. The table is currently empty, displaying the text 'No matching records found' in the center.

Name ?	<input type="text"/>
CID Prepend ?	<input type="text"/>
Number Prepend ?	<input type="text"/>
Dial Matches ?	<input type="text"/>
Icon ?	
Valid Message ?	<input type="text"/>
Invalid Message ?	<input type="text"/>
Error Message ?	<input type="text"/>
Destination ?	== choose one ==
HTML Code ?	Please save to see the generated code

Name

Enter a name for this callback.

CID Prepend

If you want to prepend the caller ID name that will be displayed on your phones, you can do so here.

Number Prepend

If you need to prepend the number that is dialed by your system (such as by adding a 9), you can do so here. This is a simple way of forcing these calls to use a specific outbound route.

Dial Matches

Enter number patterns the user can dial, one per line. If the user enters a number that does not match one of your dial patterns, the number will be considered invalid. For example, you could define dial patterns of NXXNXXXXXX and 1NXXNXXXXXX to restrict dialing to only 10- and 11-digit numbers, and prevent dialing such things as international numbers, 7-digit numbers, 911, or extensions.

Dial Pattern Rules:

X	matches any digit from 0-9
Z	matches any digit from 1-9
N	matches any digit from 2-9
[1237-9]	matches any digit or letter in the brackets (in this example, 1,2,3,7,8,9)
.	wildcard, matches one or more characters

Icon

Select one of the icons to display on your website. (Dark blue background = selected.)



Valid Message

Message to be shown to the caller when a valid number has been entered. A default message will be shown if you leave this blank.

Invalid Message

Message to be shown to the caller when an invalid number has been entered. A default message will be shown if you leave this blank.

Error Message

Message to be shown to the caller if something goes wrong. A default message will be shown if you leave this blank.

Destination

Where to route the call to when the system calls the person. This can be any destination on your PBX.

HTML Code

At first you will see the message "Please save to see the generated code."

Click the **Submit** button at the bottom of the page. You will be taken back to the module home screen.

Click the **Apply Config** button.

Next, click the edit icon  for your callback.

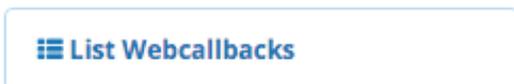
+ Add	X Delete	<input type="text" value="Search"/>		
Name	Actions			
MyWebCallback				

Showing 1 to 1 of 1 rows

The HTML code will be displayed. (The text field is not editable.) Click in the field and all text will automatically be selected for you. Copy and paste this HTML code into your website, and you will now have a "Click to Call" button for customers to use.

```
HTML Code 
<iframe src="http://123.456.789.00/wcb.php?i=2" frameborder="0" scrolling="no">
</iframe>
```

You can return to the module home page by clicking the **List WebCallbacks** button.



Editing or Deleting a Web Callback

From the module home page:

- **To Edit:** Click the edit button, make changes, click the **Submit** button, then click the **Apply Config** button.
- **To Delete:** Click the trash button  then click the **Apply Config** button. (There is no confirmation before the Apply Config button appears).

Customizing the Web Callback Form

You can customize the look and feel of the "Click to Call" button by overriding our default form.

See: [Customizing the Web CallBack Form](#)