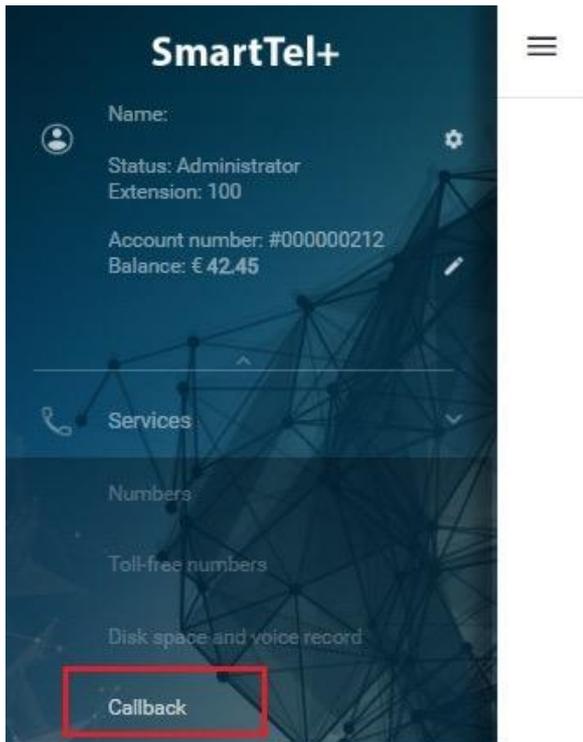


Call-back

Call-back is a widget we developed so that your clients would have a free, one-click way to contact one of your managers. SmartTel+ users can easily embed it in their sites by following these instructions.

To install Call-back:

1. Log into your SmartTel+ account (<http://my.smarttelplus.eu/>)



2. On the left side of the screen, select **Services > Call-back**

A page will then open on which you can connect the Call-back service and set up the widget for your site.

callback

You can add there a callback service. This service allow you to place special widget on your site to ask visitor an incoming call from your side. Such functionality is on a beta-testing now, so you can use it without monthly charges during beta testing period.

sitename	monthly_fee	status	
test7777.ucoz.ru	0 €/p.m.	Active	
http://alexblinov.ucoz.net/	0 €/p.m.	Active	

[Set call forwarding](#)

Click  to start setting up the widget.

Let's take a look at the menu options.

Callback settings

MAIN CATCH THE LEAVING TIMETABLE TEXT APPEARANCE

In this field enter the address of the site you want to embed the widget in (for example, test.com). If you want to embed the widget in several sites, you'll need to purchase and set up a separate one for each site.

Callback's site name *
test.com

Next we can turn on geotargeting settings. By default (when the option is unchecked), geotargeting is turned on for all countries. If you need to narrow that down to just a few countries, check the option and select the countries you're looking for.

Geotargeting

Selection of countries



The image shows a selection interface for geotargeting. At the top, there are two buttons: 'x Afghanistan' and 'x Algeria'. Below them is a list of countries with a scroll bar on the right. The countries listed are: 'All countries', 'Albania', 'American Samoa', 'Andorra', and 'Angola'. 'Albania' is currently selected and highlighted in grey.

The next section lets you set up a delay visitors to your site will experience before the Call-back widget expands from a small icon to the full version. The delay, which can be from five to 60 seconds, is turned off if you don't set up this option (the widget expands as soon as the page loads).

Expand with a delay more than

Next you need to decide the call sequence. By default, the site manager is called first, though you can change that so that the client is called first:

To call the first
Manager ▼

- Manager
- Client

Once that's done you can set up how often the widget will expand for individual clients: every time they visit the page, once a day, or once each week.

How often widget will expand
Every visit ▼

- Every visit
- Once a day
- Once a week

In the next section you can decide which of the numbers you've purchased will be used to call clients and managers.

Caller ID number for both sides
+372 (63) 462-96 ▼

- +372 (63) 462-96
- +420 (2) 34-26-19-90
- +371 (67) 66-07-43
- +44 (121) 790-03-17

You also have the option to turn on email notifications that are sent every time a callback is initiated. By default, notifications are sent to the email address listed during registration, though you can change that

Notifications for each callback initiation

Email notification *
test@test.com

as needed. Uncheck this option to turn email notifications off.

The next window displays the code you need to embed in your site to connect the widget—just click COPY ME to copy it to your clipboard. You can only embed the code if you have full access to your site's source code, though you can still embed it even if you used a site builder. Most have a menu function that lets you embed user code in the site.

Insert this code inside tag </body>

```
<script type="text/javascript" src="http://my.smarttelplus.eu/callback/script.js?code=92f0e523a00dcd112445be317466fa4b9ab31d10"></script>
```

COPY ME

The next menu section lets you set up the functionality you need to catch clients before they leave your site

Callback settings



MAIN CATCH THE LEAVING TIMETABLE TEXT APPEARANCE

Catch the leaving

Save

When users click the button to close the page (the X on the current tab), another Call-back window pops up to keeps them from leaving.

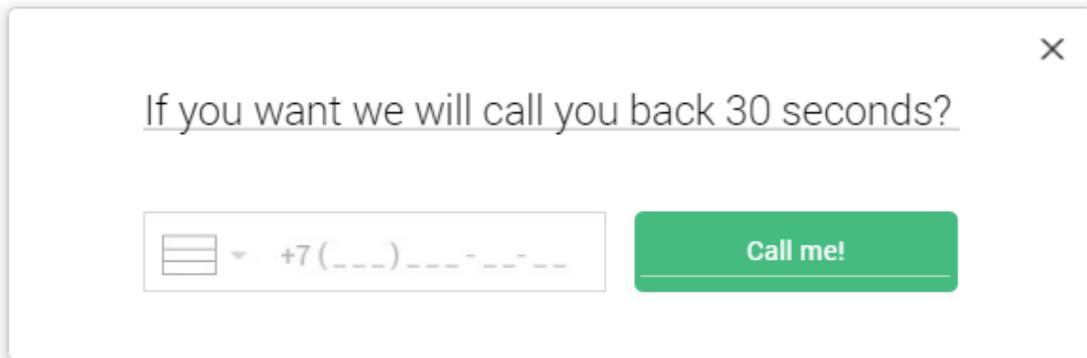
Here you can set up the text and decide how you want the widget to look. You have access to the main text field as well as another one for the button.

Catch the leaving

Enter the text of widget

Catch the leaving

Enter the text of widget



You can also set up:

- The widget's color scheme—white, black, other (using HEX codes), or even a video (using a YouTube link)
- Shadows
- Transparency
- Rounded corners (from 0 to 30 degrees)

Select the widget color scheme

White

Black

Custom

Video

Select the shadow

With shadows

Without shadows

The transparency of the widget



The radius of the corners



The changes you make are all reflected in the widget preview.

The TIMETABLE section lets you decide when you want the widget to be displayed on your site:

Callback settings



MAIN CATCH THE LEAVING **TIMETABLE** TEXT APPEARANCE

You can select a time zone and times/days when you want the widget to be shown. When users visit your site outside those hours (the ones you set up), the widget asks them if they want to request a deferred callback. If they do, the widget connects them to a manager at the time they request.

Select timezone

(+04:00) Africa/Porto-Novo



Days of the week

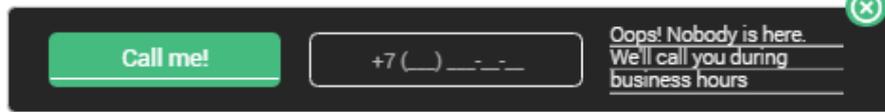
Working hours

<input checked="" type="checkbox"/> Monday	<input type="text"/>	To	<input type="text"/>	<input checked="" type="checkbox"/> 24 hours
<input checked="" type="checkbox"/> Tuesday	<input type="text"/>	To	<input type="text"/>	<input checked="" type="checkbox"/> 24 hours
<input checked="" type="checkbox"/> Wednesday	<input type="text"/>	To	<input type="text"/>	<input checked="" type="checkbox"/> 24 hours
<input checked="" type="checkbox"/> Thursday	<input type="text"/>	To	<input type="text"/>	<input checked="" type="checkbox"/> 24 hours
<input checked="" type="checkbox"/> Friday	<input type="text"/>	To	<input type="text"/>	<input checked="" type="checkbox"/> 24 hours
<input checked="" type="checkbox"/> Saturday	<input type="text"/>	To	<input type="text"/>	<input checked="" type="checkbox"/> 24 hours
<input checked="" type="checkbox"/> Sunday	<input type="text"/>	To	<input type="text"/>	<input checked="" type="checkbox"/> 24 hours

Below you can fill out the widget's text fields for different situations:

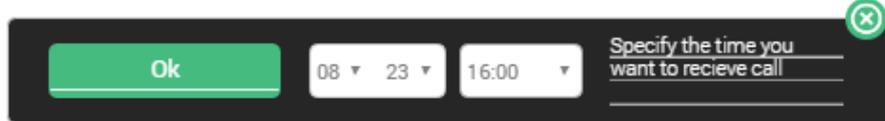
- When users visit the site outside working hours
- When users request a deferred callback
- Information letting users know that their request for a deferred callback was received

Enter the text of the widget in a time off



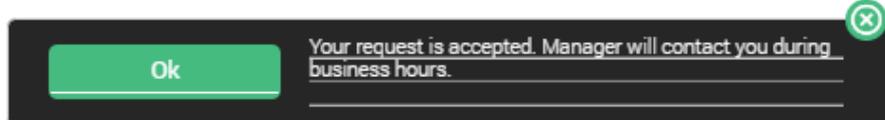
A dark-themed preview of a widget in a 'time off' state. It features a green 'Call me!' button on the left, a phone number input field in the center containing '+7 () _-_-', and a text area on the right with the message 'Oops! Nobody is here. We'll call you during business hours'. A green close button is in the top right corner.

The text of the application



A dark-themed preview of a widget showing application text. It has a green 'Ok' button, a time selection interface with dropdowns for '08', '23', and '16:00', and a text area with the prompt 'Specify the time you want to receive call'. A green close button is in the top right corner.

Text when the application is accepted



A dark-themed preview of a widget showing text after application acceptance. It features a green 'Ok' button and a text area with the message 'Your request is accepted. Manager will contact you during business hours.'. A green close button is in the top right corner.

Save

The next menu section—TEXT—lets you edit the text displayed by the widget in different situations:

- The first time it appears
- After a number is entered and the call is begun
- If an error occurs

Callback settings



MAIN CATCH THE LEAVING TIMETABLE **TEXT** APPEARANCE

Enter the main text of the widget



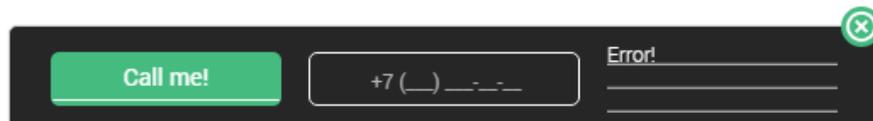
A dark-themed preview of a widget for the 'main text' section. It has a green 'Call me!' button, a phone number input field with '+7 () _-_-', and a text area with 'We will call you in 30 sec.'. A green close button is in the top right corner.

Text of during a call



A dark-themed preview of a widget for 'text during a call'. It features a green 'Cancel' button, a phone number input field with '+7 () _-_-', and a text area with 'Calling...'. A green close button is in the top right corner.

Text on error



A dark-themed preview of a widget for 'text on error'. It has a green 'Call me!' button, a phone number input field with '+7 () _-_-', and a text area with 'Error!'. A green close button is in the top right corner.

Save

APPEARANCE, the next section, is where you can decide how you want the widget to look.

Callback settings



MAIN CATCH THE LEAVING TIMETABLE TEXT **APPEARANCE**

Here's what you can edit (in the order they're displayed):

- Its location on the page—right or left
- The location of the button on the widget—right or left



- The color scheme for the button—red, green, blue, or other (using HEX codes)
- The button border—black, white, or without border
- The color scheme for the background—white, black, other, or a YouTube video
- The color scheme for the number field—black, white, or without color
- Background transparency
- Rounded corners
- Widget animation

Select the position of the widget on website

- Right Left

Select the orientation of the button

- Right Left

Select the button color scheme

- Red
 Green
 Blue
 Custom

Border of button

- Black
 White
 Without border

Select the widget color scheme

- White
 Black
 Custom
 Video

Select the number field color scheme

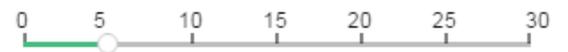
- Black
 White
 Without color



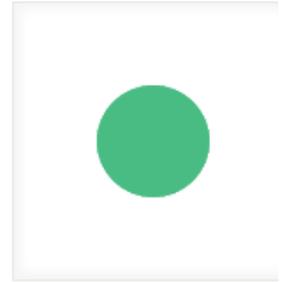
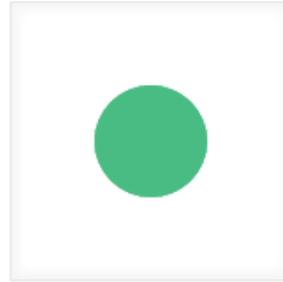
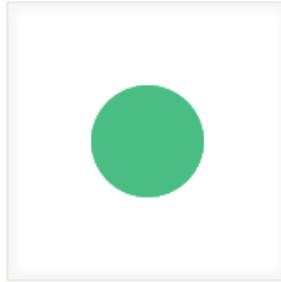
The transparency of the widget



The radius of the corners



Choose the animation



Save

Save

Once you're done editing all the widget settings, click