



Grandstream Networks, Inc.

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UCM630x/UCM630xA Series

**Click2Call Guide**



## Table of Content

<b>INTRODUCTION.....</b>	<b>3</b>
<b>CLICK2CALL OVERVIEW.....</b>	<b>4</b>
<b>CLICK2CALL CONFIGURATION.....</b>	<b>5</b>
<b>CLICK2CALL APPLICATION EXAMPLE.....</b>	<b>7</b>

## Table of Figures

Figure 1: Click2Call Diagram .....	4
Figure 2: Integrated Customer Service SDK Options.....	5
Figure 3: SDK Files .....	5
Figure 4: Editing webrtc_settings.json .....	6
Figure 5: Click2Call icon .....	6
Figure 6: Click2Call button.....	7
Figure 7: Call established with the agent.....	8



## INTRODUCTION

Click2Call feature provides a method for UCM630x users with a remote connect plan to embed a simple click2call link into their websites, to enable their web visitors to call live agents from their browsers by adding a short code into the web page source and configure a Call queue on the UCM to receive those calls.

Using UCM630x Click2Call feature will help to connect the website visitors immediately to one of the available agents without dialing a number and without leaving the webpage by clicking on a customizable Click2Call icon.

This guide describes in detail how to configure the Click2Call feature on the UCM630x/UCM630xA series.



## Click2Call OVERVIEW

The following diagram illustrates the Click2Call process with the UCM630x:

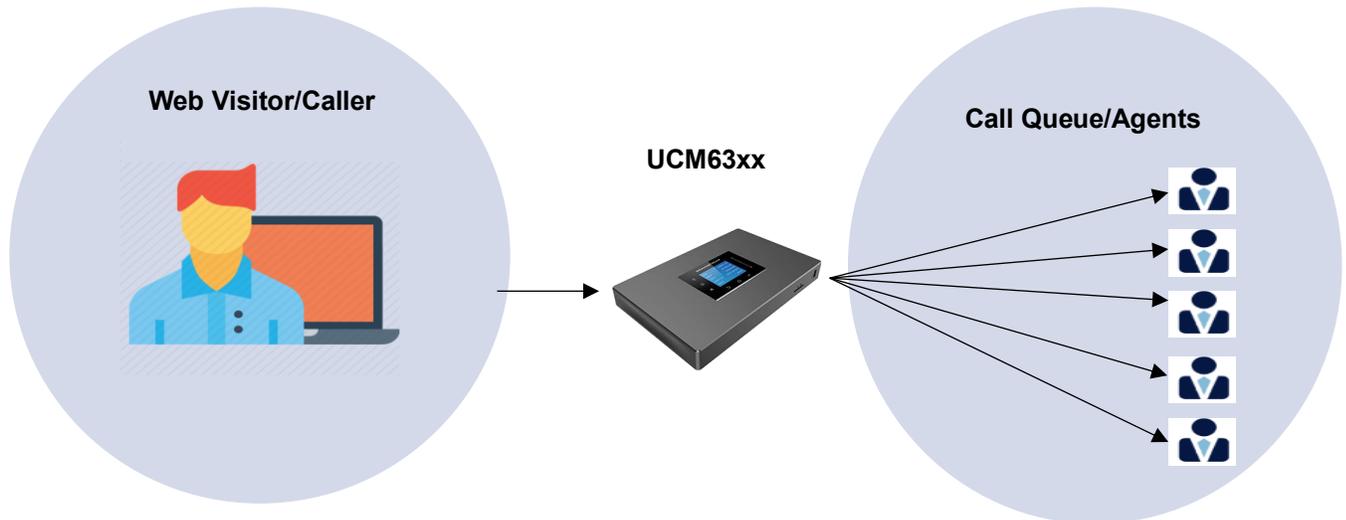


Figure 1: Click2Call Diagram

Click2Call feature consists of:

- **Callers:** The web visitors using their web browser to place a call to the configured call queue.
- **Agents:** Members defined to answer the queue calls received from the web visitors.



## CLICK2CALL CONFIGURATION

In order to configure the Click2Call, on the UCM web GUI navigate to **Value-added Features**→**UCM RemoteConnect**→**Integrated Customer Service SDK** and configure the following:

1. Toggle on Enable Click2Call.
2. Select the desired call queue to take calls made via Click2Call.
3. Click on the Download button to download the SDK.

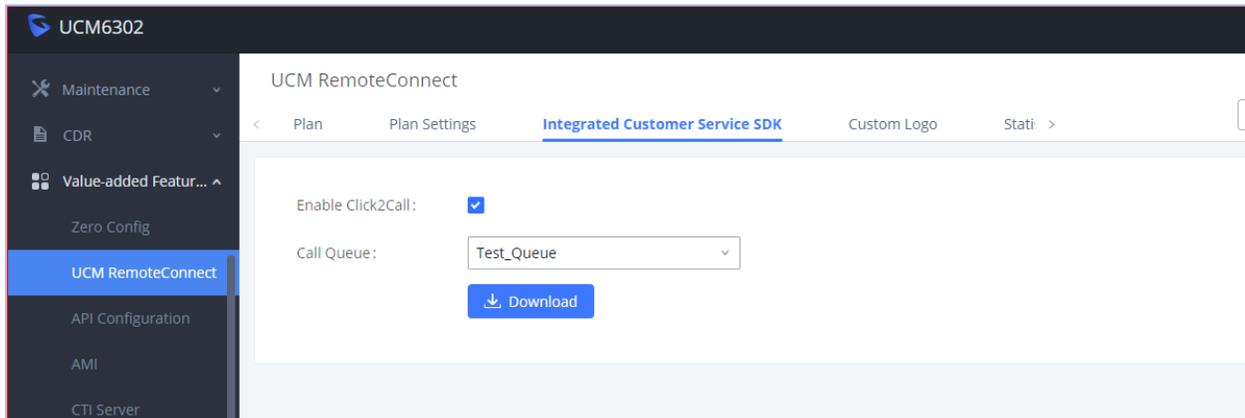


Figure 2: Integrated Customer Service SDK Options

4. Once the SDK is downloaded, extract the files.

 webRTC	File folder	
 debug	JavaScript File	55 KB
 gsRTC.min	JavaScript File	382 KB
 jquery-3.6.0.min	JavaScript File	88 KB
 jsSipIndex	JavaScript File	10 KB
 jsSipStack	JavaScript File	204 KB
 jsSipStack.wasm	WASM File	330 KB
 jsSipStackWorker	JavaScript File	9 KB
 README	MD File	1 KB
 webRTC	Chrome HTML Do...	7 KB
 webRTC	JavaScript File	5 KB
 webrtc_settings	JSON File	1 KB

Figure 3: SDK Files

5. Once these files are available, open the webrtc\_settings.json file with the desired application and edit the value of the “websocket\_proxy\_url” parameter with your UCM’s RemoteConnect server



address. Save the file.

```
{  
  "realm": "Grandstream",  
  "impi": "webrtc_anonymous",  
  "phone_number": "click2call",  
  "websocket_proxy_url": "The UCM's RemoteConnect server address"  
}
```

Figure 4: Editing webrtc\_settings.json

6. Embed the HTML file into the desired web page:

- Refer to 'README.md' file
- Add the following code to the 'index.html':

```
<script type="text/javascript" src="./anonymousWebRTC/webRTC.js"></script>
```

- Please make sure to put the 'anonymousWebRTC' folder in the root directory of the web server hosting your website.

7. Once embedded, the following icon should now appear on your website (assuming no other items in SDK package were modified):



Figure 5: Click2Call icon

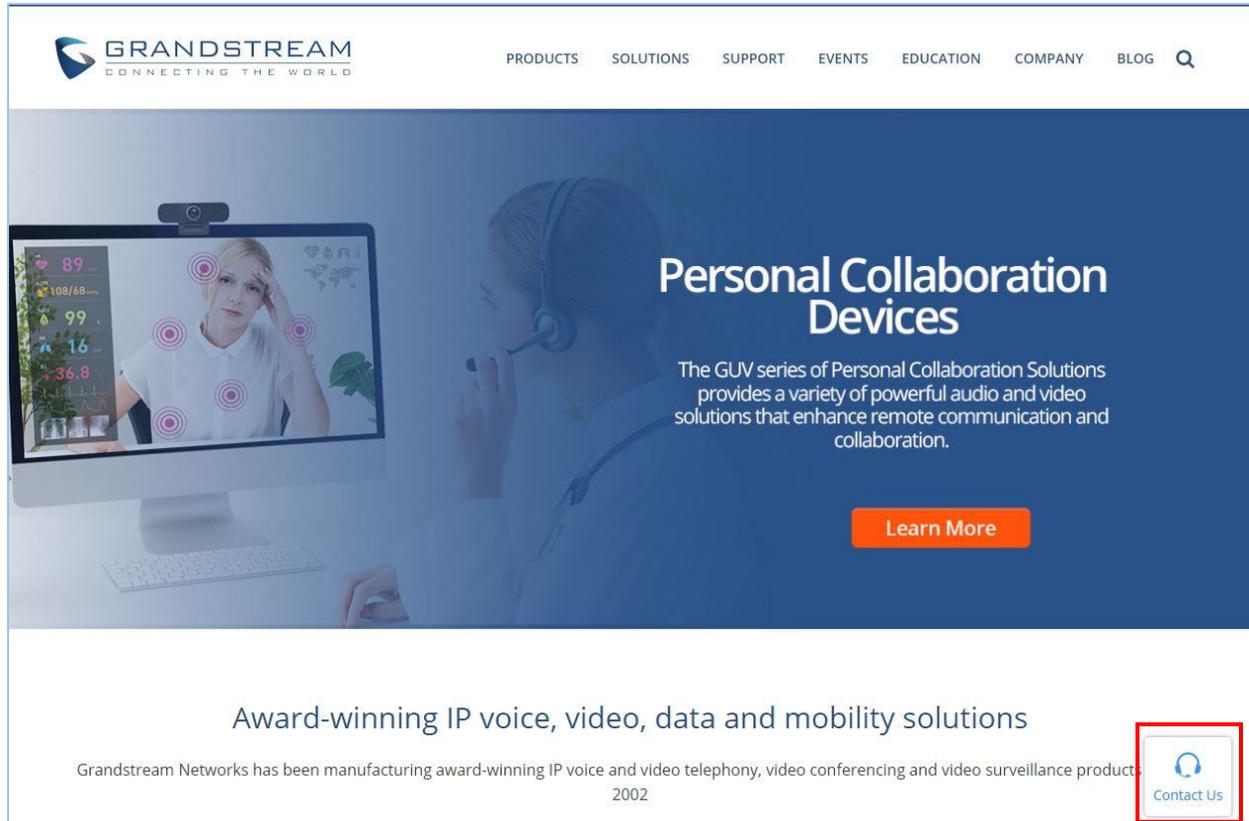
8. Clicking on this icon in the website should then send an audio call to the configured UCM and to the selected call queue.



## CLICK2CALL APPLICATION EXAMPLE

This example is showing the click2Call button shown on a specific Web page. The web visitor has initiated the call with an agent of the queue after clicking on the Click2call button.

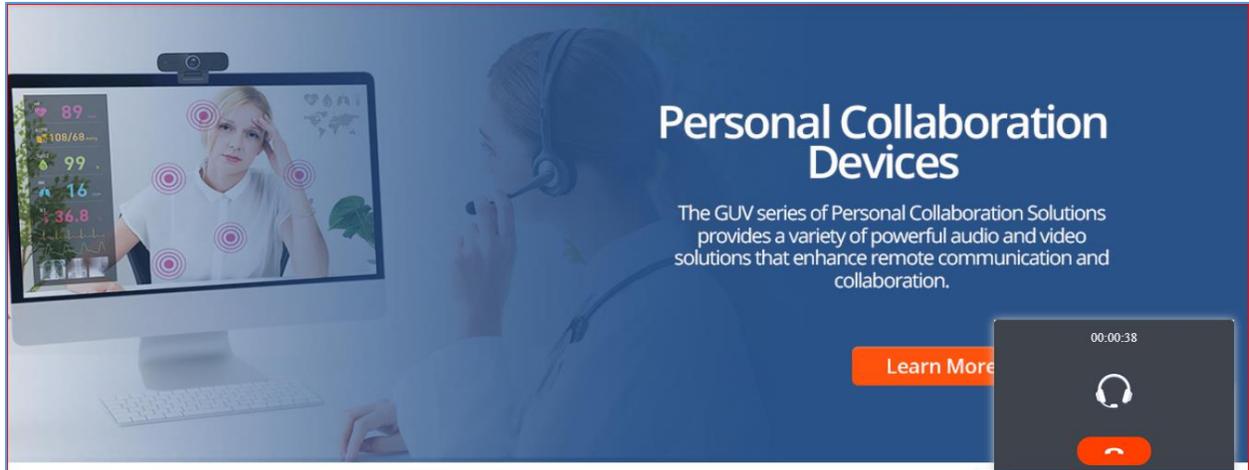
**Note:** The computer should be connected to the headset for audio Input/Output.



**Figure 6: Click2Call button**

Upon clicking on the the icon, a call will be reaching the UCM and be forwarded to the specified call queue to be answered by an agent as shown in the below screenshot.





**Figure 7: Call established with the agent.**

