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V●IPNOW ®

4PSA VoipNow ® 1.6.4

CallNow Center

CallNow Center

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For suggestions regarding this manual contact: docs@4psa.com

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What is CallNow

The CallNow feature allows 4PSA VoipNow clients with phone terminal extensions and Call API access to receive incoming collect calls from callers on the public telephony network. If the call is accepted by the 4PSA VoipNow extension, he will be charged based on the cost of the call to the phone number of the person that wants to contact him using the CallNow center.

CallNow provides enhanced versatility for phone terminal extensions. For instance:

- 4PSA VoipNow clients can configure a phone terminal extension as a selective toll free number. The receiver can see who wants to contact him and decide whether he wants to call back or not.

- It allows phone terminal extensions to be used as part-time free support, marketing or sales channels. For instance, a small company may assign a single employee responsible for both answering the phone and contacting existing customers, free of charge in order to offer them technical support. For this purpose, they may provide a hyperlink on their web site leading to the CallNow interface where clients enter their names and phone numbers and are then called back for assistance.

- A salesperson can include his CallNow URL in his email messages. This way, clients or other recipients are just a click away from his expertise

Chapter 2
How Does It Work

When CallNow is enabled for a 4PSA VoipNow phone terminal extension, a CallNow ID is allocated to the extension. This ID allows anyone to initiate call requests to the 4PSA VoipNow extension over the Internet. If the request is accepted, the VoipNow server will call the requester on the VoipNow client's expense.

For instance:

- John has a phone terminal extension on the 4PSA VoipNow server. The extension has number 001*002 allocated internally and number 555-555-0000 allocated externally.

- John activates his CallNow feature using CallNow ID `john_doe`. This means that he will now have a personal CallNow URL allocated to him in the form `<VoipNow_URL>/callnow/john_doe`. He can send this link to anyone he wishes to allow access to his CallNow account.

> **Note**
>
> An alternative for the above CallNow URL format is `<VoipNow_URL>/callnow/index.php?call=john_doe`.

- Mary, with phone number 555-555-5555 wants John to call her. Mary accesses John's CallNow interface at `<VoipNow_URL>/callnow/john_doe` (or `<VoipNow_URL>/callnow/index.php?call=john_doe`) and enters her name and phone number 555-555-5555 (without the dashes or any other separator).

- The 4PSA VoipNow server contacts John on his internal phone number (001*002) and asks for his confirmation. If John accepts the call, the VoipNow server will initiate a call on John's expense for Mary. This will be a regular phone call from number 555-555-0000 calling number 555-555-5555.

The CallNow configuration allows various customizations for the extension's availability, privacy, security and user interface. Incoming call requests can be accepted automatically or confirmed individually, depending on the caller's phone number and/or name. The following options are available in the CallNow preferences page:

- **CallNow ID** - The caller ID for your extension

- I am available only in time interval - Your availability for being contacted through CallNow

- Do not allow people to contact me - Whether you would like to reject all CallNow requests

- Confirmation required before connecting me to caller - Whether you would like to confirm before accepting a CallNow request

- Show my name on the public CallNow interface - Make your name public on the CallNow interface

- Ask for the name of the caller - Do not accept anonymous callers

- Use image validation on the public interface - Use a random validation security image

- Message on the public interface - A welcome message for your public interface

Once the CallNow preferences are set up and confirmed, the system will generate a CallNow URL. This is set up on the 4PSA VoipNow server and can be used by external users to contact the extension and request a call. The URL can have any of the following formats:

```
<VoipNow_URL>/callnow/<unique_id>
```

or

```
<VoipNow_URL>/callnow/index.php?call=<unique_id>
```

> **Note**
>
> If image validation is not enabled in the extension's CallNow preferences, anyone can send a call request in just one step, by incorporating his/her name and phone number in the CallNow request as follows:
>
> ```
> <VoipNow_URL>/callnow/index.php?
> call=<unique_id>&myname=<caller_name>&phone=<caller_phone>
> ```