

## Quick guide Web Callback

Web Callback helps existing and new customers get in touch with you conveniently through a redial feature.

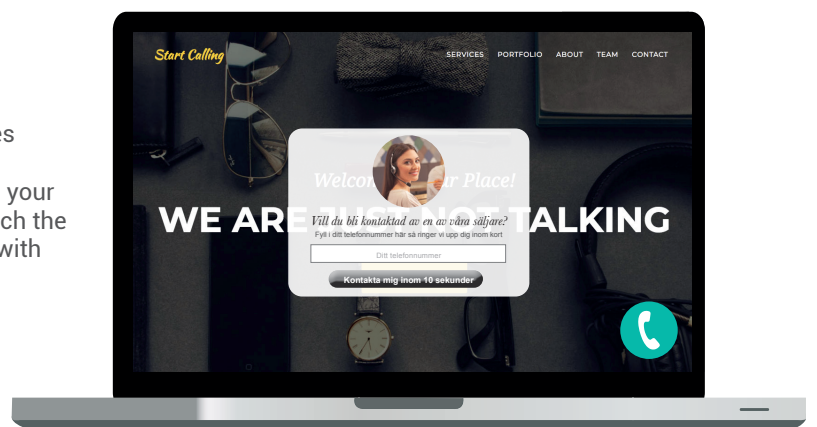
### 1 Install Web Callback

To get started with Web Callback, a piece of code must be pasted into the body of your website code. Our delivery department provides you with the code when delivering the service.



### 2 Web Callback with automatic dial-out

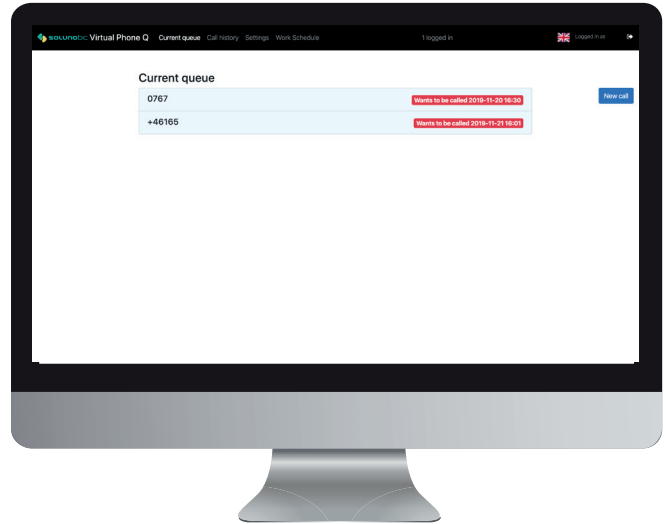
If you have chosen automatic dialing for the cases created in Web Callback, you do not need to do anything manually to handle the calls. As long as your agents are logged into the response group to which the calls are linked, your customers will get in touch with you. Everything is handled by the system.



### 3 Web Callback with manual dialing

The calls that come in via Web Callback end up in your Virtual Phone Q. If you want to handle the calls manually, it is in VPQ that you will find the call queue.

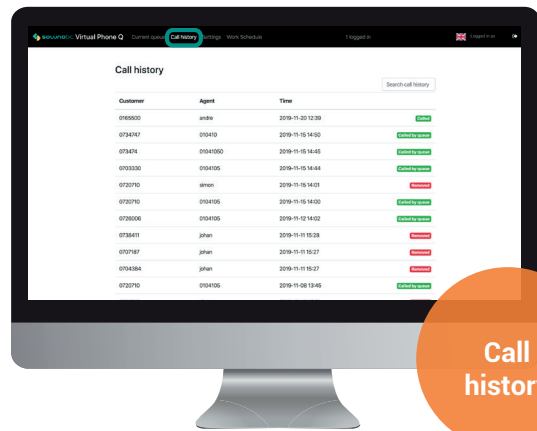
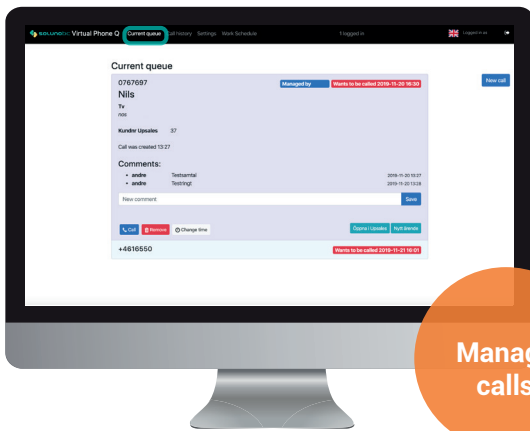
You will find VPQ here: [vpq.soluno.se](http://vpq.soluno.se)



### 4 Current queue

You can find your current cases under **Current queue**. Here you will see upcoming redials, phone numbers and what times they are scheduled for dialing.

Red color indicates upcoming callout. When the call time is over, the case turns yellow.



Click on a case to call, edit or delete it.

Under the Call History tab, you can see managed and deleted cases. Here you can also see which agent handled the case and at what time the call was made.