## **Integration Documentation**



1. Log in to your LiveAgent admin panel and go to Configuration as shown below.

	Configuration		
	٩	Search	
- 1	٣	Getting started	
	@	Email	
C.		Contact form	
	=	Chat	
0	L.	Call	
		Buttons	
		Numbers	
		Devices	
<b></b>		Extensions	
		Settings	
\$	) f	Facebook	
$\searrow$	<b>y</b>	Twitter	
٥			

2. First Step is to create a CALL BUTTON for your website. Follow below to create a simple one.

	Configuration	
	Q. Search	Buttons
	Setting started	All
-	<ul> <li>Email</li> <li>Contact form</li> </ul>	Search Q ( ) 4
r.	Chat 2	
0	Buttons 8 Numbers	Left button 70
8	Devices Extensions Settings	© 55 ⊯ 9 & 16.36%
≞	<b>f</b> Facebook	
\$	Twitter	
	Anonte	

3. Then go to Configuration  $\rightarrow$  Call  $\rightarrow$  Numbers and click create to add your virtualglobalphone number.

4. Look for VirtualGlobalPhone in the list and click on the Logo.



5. Enter the SIP details as shown below you can get the SIP login details from the email sent earlier from VirtualGlobalPhone (refer the screen below).

	Config Q §	SIP number provider			×
-	@ %	Settings	<b>Virtual</b> GlobalPhone	Virtual GlobalPhone https://virtualglobalphone.com/	
r.			Je Globall lioli	All	
0	-	Put your VirtualGlobalPhone number with +	Name		
-	فر	Select the department	Goes to	-	
8				Select department which will handle tickets created from this number.	
±		Put your VirtualGlobalPhone number with +	Number		
		Enter 01 only	Dial out prefix	01	
\$	Ť			Dial out prefix is used for all SIP phones to identify SIP trunk used for outgoing call.	
		SIP User name	Record calls Username		
		SIP Password	Descriverd		
			Passworu		
				ADD	



6. If you see as below, you are ready to receive the call.

## SIP number provider



## Incoming call ...

<b>60%</b> Getting started	Configuration	Numbers			Ċ
Dashboard	@ Email	All 👗 Custom filter			
M Tickets	<ul> <li>Contact form</li> <li>Chat</li> </ul>	Search	Search Create		
F Chats	🗞 Call				Displaying 1 - 1 of 1 🕞
📞 Calls	Buttons Numbers	Number	Name	Provider	Actions
Reports	Devices Extensions	+15 672 520 777 Registering Stat	e +15672520777	GlobalPhone Virtual GlobalPh	one 🖋 edit 💥 delete
În Customer portal	Settings	Call your Virtual	GlobalPhone		
Configuration					
🔍 Search	92 Aconto				
	Departments				
	A Custom				ive He
	System     Protection				
Account My Account	<ul> <li>o<sup>®</sup> Automation</li> <li>⅔ Tools</li> </ul>				Incoming call unknown

7. For Outgoing calls go ahead and add a device / extension for your employee.



## 8. Enter the Extension / department details

	Configuration		
	Q. Search	Devices	
	み Getting started	Devices listed on this screen represent your VoIP/ha obtain the credentials which will allow you to connec	rdware devices or your software phone it your actual devices with LiveAgent.
<b>a</b> 1	@ Email	Create SIP phone	×
	Contact form	Search	
6	Chat VirtualGlobalPhone	Number	
	📞 Call	t Number	
0	Buttons Numbers	<u>12678000123</u> Name	
_	Devices	News	
8	Extensions Settings	Name of agent	
₫	f Facebook		

9. After adding click on the view as shown below to get the extension credential to configure the SIP device / software.

	⋒ Getting started	optain the credentials which	will allow you to connect your a	сциат цемсеъ with стуемдени	1	
	@ Email					
	Contact form	Search	٩	•		Displaying 1 - 1 of
C	F Chat					
	📞 Call	† Number	⁺₄ Name	т, Туре	Agent	Actions
0	Buttons	• 1 3	vgp	SIP	🗆 Kumar 🕓	Kumar 💿 🖍 📋
	Numbers					View
	Devices					
8	Extensions					$\bigcirc$
	Settings					

Devices	View SIP phone	×		
Devices listed on t obtain the credenti	Number 	ne applica	tions. You need to create	a device here
Search	Name			Displ
Number	Host 1-sip-la-us-tx.ladesk.com		- SIP URL / Host Agent	
• <u>12678000123</u> 3	User 1 <sup>-</sup> . 303 <u>-12070000120</u> 🕑	-	SIP User name	0/
	Password	-	SIP Password	
	Agents			
	CLOSE			

10. If the device / Software / App says ready that means you can now call !

Simply dial with 00(country code)(Number)

Example: 001882864484 for USA ; 006531586688 – SG or 85258086888- HK etc

If you have further issue our support staff will be available online Chat / Call @ <u>www.virtualglobalphone.com</u> or email <u>care@virtualglobalphone.com</u>