Integration Documentation

Virtual GlobalPhone™ & LiveAgent

1. Log in to your LiveAgent admin panel and go to Configuration as shown below.
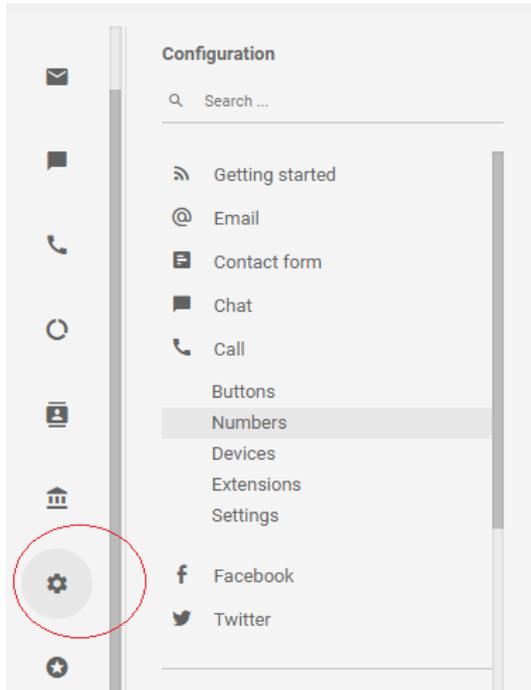
2. First Step is to create a CALL BUTTON for your website. Follow below to create a simple one.
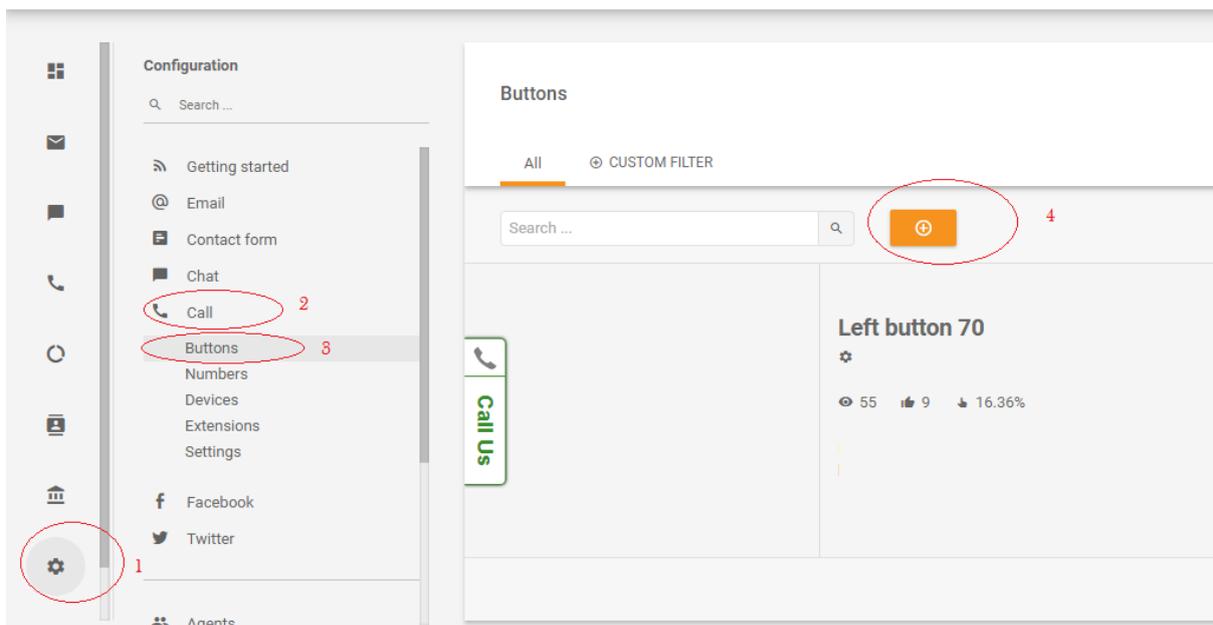
3. Then go to Configuration → Call → Numbers and click create to add your virtualglobalphone number.

4. Look for VirtualGlobalPhone in the list and click on the Logo.
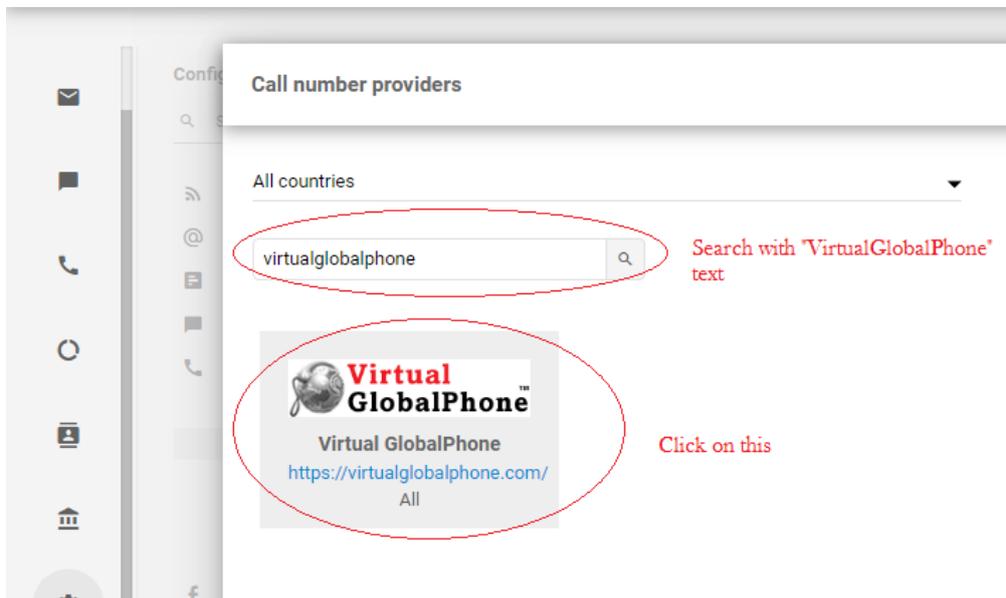
5. Enter the SIP details as shown below you can get the SIP login details from the email sent earlier from VirtualGlobalPhone (refer the screen below).
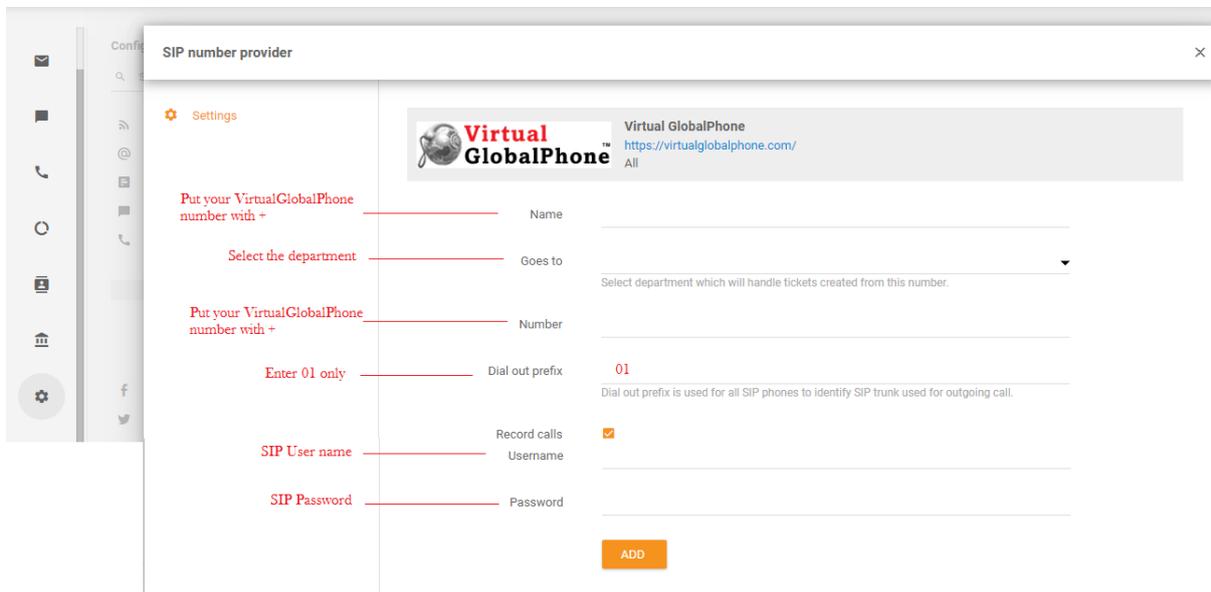
ORDER COMPLETED

Dear ~~~~~~~

T hank you for choosing VirtualGlobalPhone as your telecom service provider. The order on [ ] is now ready to be used. Please go through below information, if needed take a print.

Allocated number : ~~~~~~~~~ **is of** ~~~~~~~~~~,

Forwarding to : SIP account (Live Agent) else to voicemail

Control Panel / SIP login details

Quick Links

User Name	~~~~~~~
Password	~~~~~~
SIP URL	sip.virtualglobalphone.com
Control Panel	https://vp.virtualglobalphone.com/VUP/

Download mobile app , here.
Detailed user Manual
Contact Support.. , Use this to contact support team.
Zoiper Desktop User manual

User Name

Password

Host / SIP URL

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

SIP number provider

Settings

Ivr

Virtual GlobalPhone
https://virtualglobalphone.com/
All

Registered State - the uac is successfully registered   DEACTIVATE

Incoming call …

Call your VirtualGlobalPhone

7. For Outgoing calls go ahead and add a device / extension for your employee.
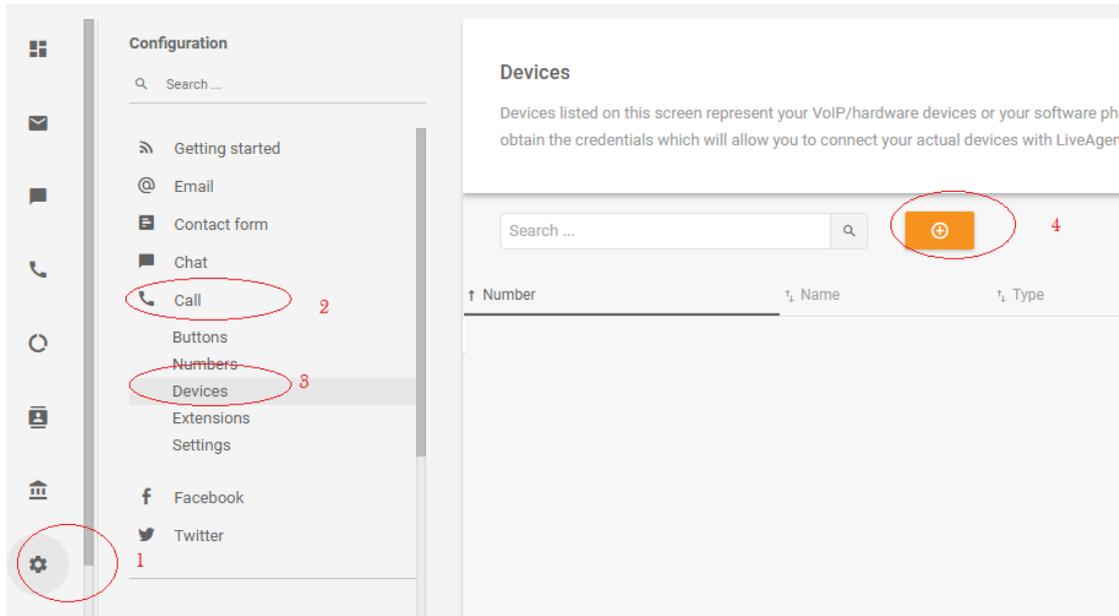
8. Enter the Extension / department details
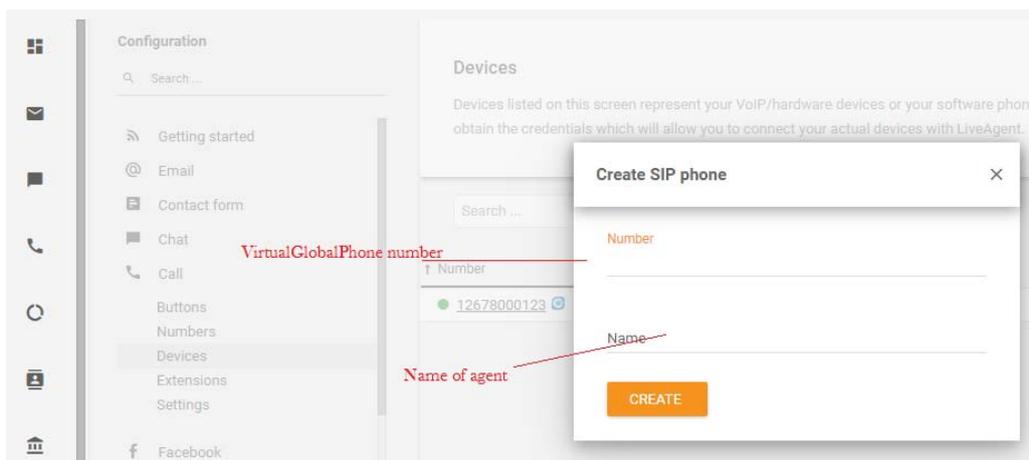
9. After adding click on the view as shown below to get the extension credential to configure the SIP device / software.
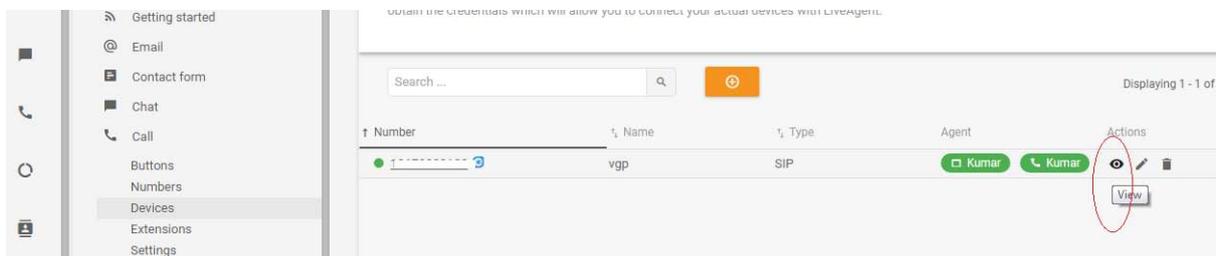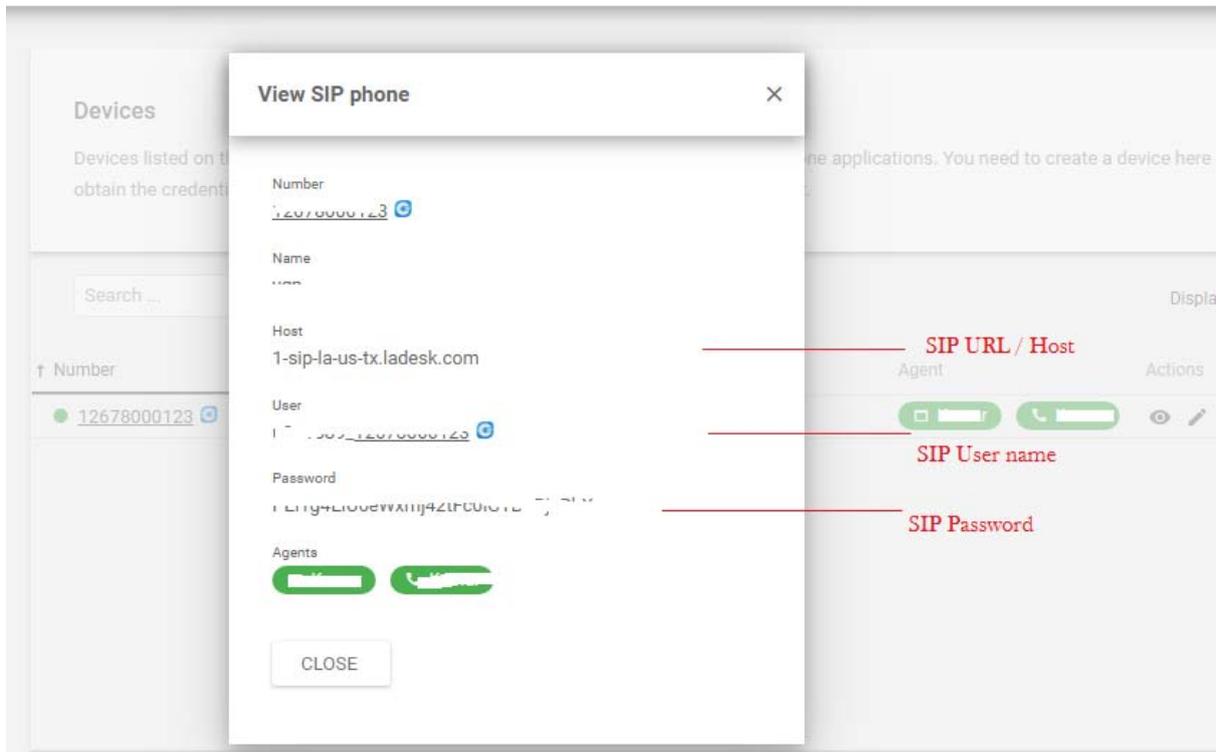
10. If the device / Software / App says ready that means you can now call !

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 @ www.virtualglobalphone.com or email care@virtualglobalphone.com