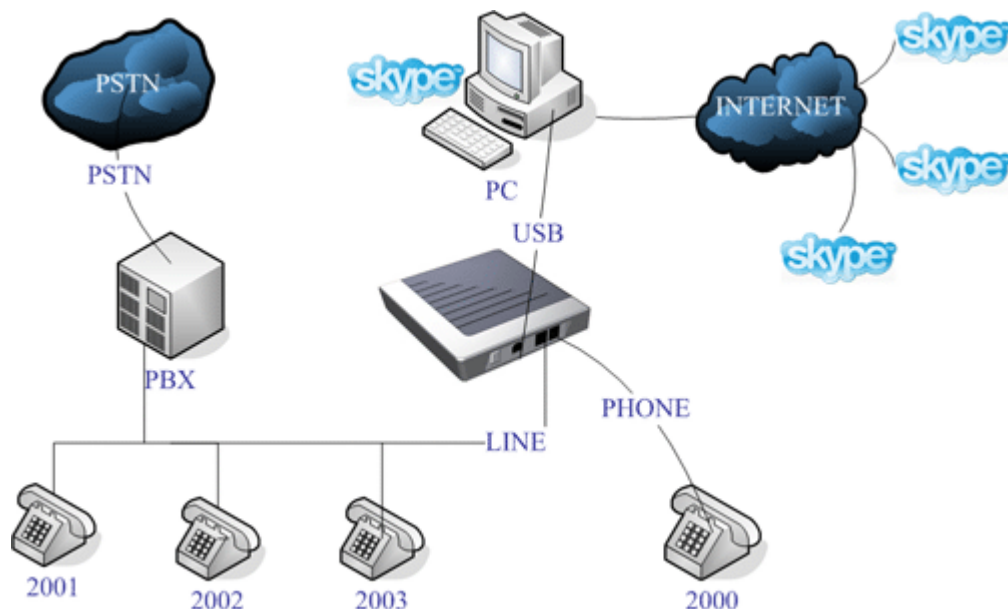


Free Call Center

In new economic time customer is more important than product to gain success. So it is vital to show your company to the customers conveniently and promptly. Moreover it is great if your customer can communicate with your company without any fee while browsing your company website. The easiest way to setup such a service system is BG10P plus Skype.



Web Call

While customer is browsing your website he can click “Skype Me” button to talk to your company directly.



The way to do it:

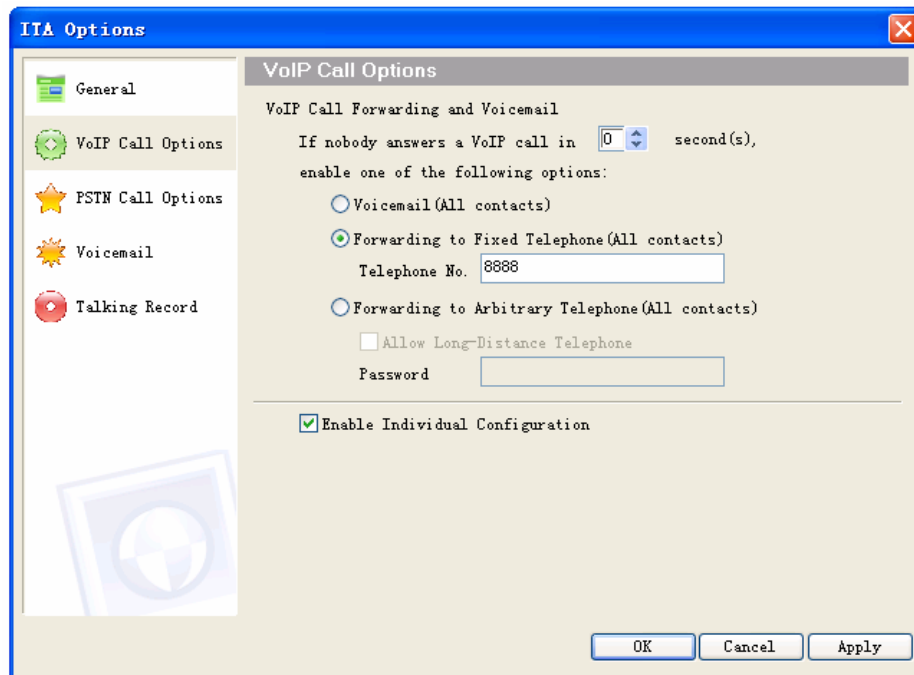
Device connection

Connect **Line** port of BG10P to PBX ext port, (ext 2000 as shown above), and connect **Phone** port of BG10P to a regular telephone.

Suppose your Skype ID is ITA-Demo

There are two optional methods to do it:

ITA software settings (Method 1)



Suppose your PBX has voice guidance number (i.e. 8888).

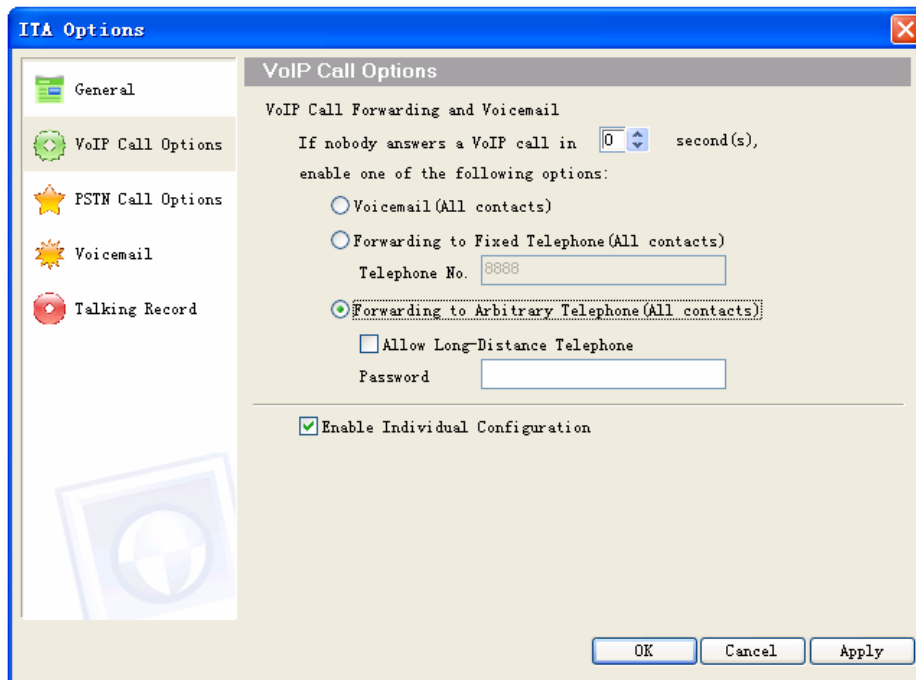
Enable VoIP forwarding to fixed telephone, 0 second to start, and 8888 as the forwarding number.

Now if a Skype contact call ITA-Demo he hears the message “Welcome to call *** company, press 2001 for product information, press 2002 for order, and press 0 for service” (This message is recorded on the PBX)

ITA software settings (Method 2)

If there is no voice guidance function in your PBX you may use ITA arbitrary forwarding function to fulfill this.

Set up ITA as following: Enable ITA arbitrary forwarding, 0 second to start, and empty password



Now if a Skype contact call ITA-Demo he hears the message “Welcome to call *** company, press 2001 for product information, press 2002 for order, and press 0 for service” (This message is recorded on the ITA)

How to edit your website

You just need to add this code in your website:

```
<a href="skype:ITA-Demo?call"></a>
```