# *in***Touch***800*

## Web Call Back Service

## Installation Guide

Title:          Web Call Back Service
Client:
Project:
Author:         HW
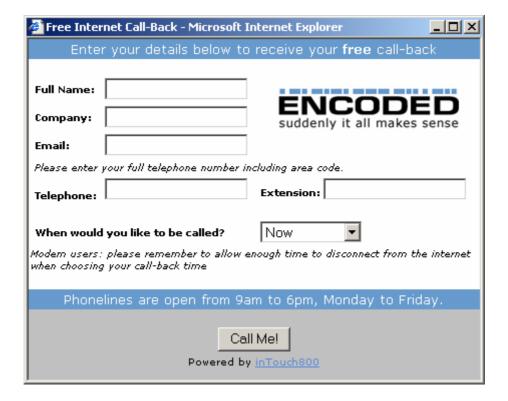Version         3.00 Release
Date:           14th July 2004

# Contents

# 1    Introduction

InTouch800 is an online marketing tool that gives website visitors the chance to talk for free with the website operator.

The visitor does this by clicking on a link or button on the website, which opens a new window on their browser.  The window looks like this, and is customised for your website.



This document details the simple steps to installing the inTouch800 service on to your website.

## 2    Buttons

There are a number of standard buttons offered with the service.  A few are shown here – for an up-to-date selection please visit http://www.inTouch800.com.

| Button Image | Location |
| --- | --- |
|  | `http://ivr.encoded.co.uk/inTouch800/clients/callback1.gif` |
|  | `http://ivr.encoded.co.uk/inTouch800/clients/callback2.gif` |
|  | `http://ivr.encoded.co.uk/inTouch800/clients/callback3.gif` |
|  | `http://ivr.encoded.co.uk/inTouch800/clients/callback4.gif` |
|  | `http://ivr.encoded.co.uk/inTouch800/clients/callback5.gif` |

Of course, you may design your own buttons for the service.

# 3    Installation

The inTouch800 service is installed by adding HTML code to your website to display buttons and/or links for visitors to click on.

You can add as many buttons or links as you like to your site – the more you add the more likely it is that your visitors will use the service and be converted into valuable customers.

All you need to know is your Service Number and the location of the button image you would like to use.

The code for adding a button is as follows:

```
<A HREF="#"
ONCLICK="window.open('http://ivr.encoded.co.uk/public/customers/intou
ch/surfer/InTouch.jsp?id=SERVICE', 'inTouch800', 'WIDTH=450,
HEIGHT=340')"><IMG BORDER=0 SRC="IMAGE_LOCATION"></A>
```

If you would just like a text link, use something like this:

```
<A HREF="#"
ONCLICK="window.open('http://ivr.encoded.co.uk/public/customers/intou
ch/surfer/InTouch.jsp?id=SERVICE', 'inTouch800', 'WIDTH=450,
HEIGHT=340')">Click here</A> for a free call-back to our operators.
```

Just replace SERVICE with your Service Number, and IMAGE_LOCATION with the full location of the button image you wish to use, for example one of the locations given in Section 2.

## 3.1    Example script

This code sets up a button with a text link underneath, for Account Number 171 using the *Callback2.gif* image.

```
<P ALIGN=CENTER>
<A HREF="#"
ONCLICK="window.open('http://ivr.encoded.co.uk/public/customers/intou
ch/surfer/InTouch.jsp?id=402', 'inTouch800', 'WIDTH=450,
HEIGHT=340')"><IMG BORDER=0
SRC="http://ivr.encoded.co.uk/inTouch800/clients/callback2.gif"></A>
<BR>
<A HREF="#"
ONCLICK="window.open('http://ivr.encoded.co.uk/public/customers/intou
ch/surfer/InTouch.jsp?id=402', 'inTouch800', 'WIDTH=450,
HEIGHT=340')">Click here</A> to request a free web call-back!
</P>
```

# 4 Version History

| Version | Status | Date | Author | Approved | Notes |
|---------|--------|------|--------|----------|-------|
| 3.00 | Release | 14/07/2004 | HW | | Changed URL and Service Number terminology to reflect inTouch800 version 2. |
| 2.00 | Release | 10/07/2003 | HW | RFD | Release. |
| 1.01 | Draft | 10/07/2003 | HW | | Changing URLs to reflect new ivr.encoded.co.uk hostname and JSP script. |
| 1.00 | Release | 08/12/2002 | HW | RFD | First release |
| 0.01 | Draft | 08/12/2002 | HW | | First draft |