



Incoming calls and Skype Connect™

Add Click & Call to your websites and email

Click & Call offers a great way for your customers to get in touch for free, straight from Skype. Add Click & Call buttons to your online marketing, promotions and email for each of your business Skype Names set up in Skype Connect. Your customers with Skype can call with just a click of a button while you receive the calls straight to your desk phone, once you've configured your SIP PBX with Skype Connect.



How could Click & Call help me do more at work?

More ways for customers to get in touch ✓	Add them to your website ✓	Add them to your emails ✓	Add them to your marketing ✓
Add new ways for your customers to get in touch at no cost to your company or customers, as Skype-to-Skype calls are free.	Add Click & Call for the different services you offer on your company website, e.g. Sales, Support or Billing.	Add Click & Call to your email signatures so that customers and contacts can speak to you directly.	Add Click & Call to your marketing banners to provide a first point of contact for your products and services.
Add them to your research ✓	Add them to your promotions ✓	Add them to your forums ✓	Add them to your newsletters ✓
Add Click & Call to surveys and feedback forms so customers can engage in product research or rate your products and services.	Add Click & Call to your online competitions and promotions to receive phone and chat entries.	Add Click & Call to forum threads to encourage customers to call Customer Services for answers to their problems.	Add Click & Call to your email marketing newsletters to collect customer comments and answer any questions about your offerings.

How do I use Click & Call with Skype Connect?

1. Sign into Skype Manager (or register, if you haven't already).
2. Create a SIP Profile.
3. Buy a calling channel subscription for the Profile.
4. Create Business Skype Names and assign them to the Profile (remember to enter the extension number if calls need to go to a specific desk phone).
5. Configure your PBX with the SIP Profile details and to direct calls to your desk phones.
6. Go to skype.com/intl/en-us/tell-a-friend/get-a-skype-button.
7. Follow the on-screen instructions to create your buttons.
8. Copy the generated button code into your web pages and emails.
9. Start taking calls.

For more detailed information on using Click & Call with Skype Connect, please see the [Skype Connect User Guide](#).

Learn more about Skype Connect at skype.com/business



Skype is not a replacement for traditional telephone services and cannot be used for emergency calling. Skype Connect is meant to complement existing traditional telephone services used with a corporate SIP-enabled PBX, not as a stand-alone solution. Skype Connect users need to ensure all calls to emergency services are terminated through traditional fixed line telephone services, connected to the local exchange, or through other emergency calling capable telephone services.