

Enable Technical Support

To configure a Widget to generate a one-on-one video call to a helpdesk or technical support representative:

1. Sign in at <https://widget.magnifi.io/> and select **Settings / User Management** from the left Navigation column. This is where you will add Users who are authorized to answer incoming calls
2. Click on **+New Staff** button, and fill out the form.
 - a. Assign the person an initial password so they can sign in. They will be able to change this later.
 - b. Checkmark the option to “Email Credentials” to the person.
 - c. Leave the “Avatar” option blank
 - d. Click Save. Repeat for each person who is authorized to answer an incoming video call.
3. Create a New Widget configuration by clicking on **Widget Management** in the left navigation column and clicking on the **+New Widget** button

The screenshot shows the 'New Widget' configuration form with several red annotations:

- An arrow points to the 'WIDGET NAME' input field with the text 'Name your Widget configuration'.
- An arrow points to the 'ROOM TYPE' dropdown menu, which is currently set to 'Group'.
- An arrow points to the 'Call - Make inbound call requests.' checkbox, which is checked, with the text 'Select CALL functionality'.
- An arrow points to the 'MANAGERS WHO CAN USE THIS WIDGET' input field with the text 'Type and select the people who are authorized to answer this video call'.
- An arrow points to the 'Change' button next to the 'm' icon, with the text 'Change the display icon'.
- An arrow points to the 'LOBBY BACKGROUND COLOUR' color picker, with the text 'Adjust lobby/meeting background colour'.
- An arrow points to the 'Save your Widget' text and the 'Save' button at the bottom right.

4. Proceed with the steps for how to embed your Widget in WordPress as outlined on <https://magnifi.io/wordpress-widget/>
5. For this use case, you will be embedding the Widget on a support page, or as a feature on every page, so that customers will have easy access to contact your support team with questions.
6. Note that one or more of the “Managers who can use this widget” must be signed into the Widget Admin dashboard to accept a call. Missed calls will be redirected to a digital “leave a message” page.