How to Set up the Click to Call Extension

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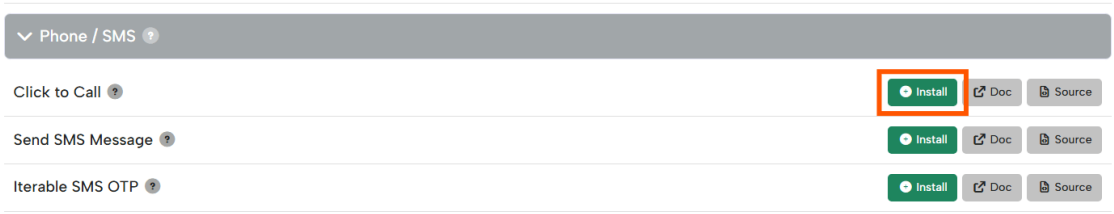
This guide walks you through configuring a button or text element in a Digioh Campaign to call a phone number when a visitor clicks it, including how it behaves on submit buttons, across multi-page campaigns, and when a redirect is also configured.

What you'll learn

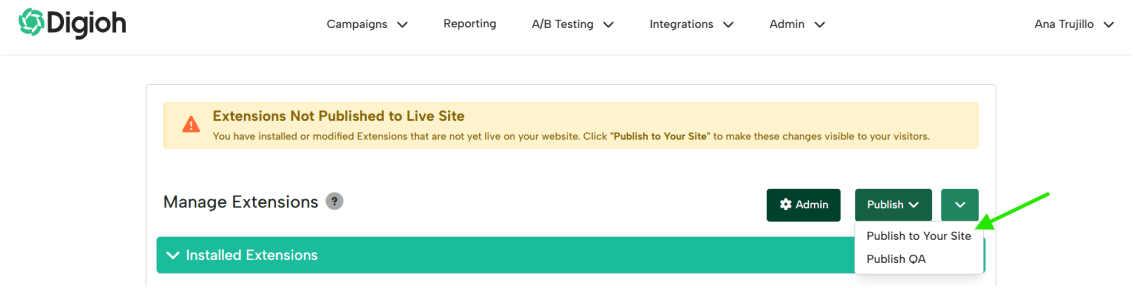
- How to add a click-to-call action to a button or text element
- How click-to-call behaves for each button action, and the difference between desktop and mobile
- How click-to-call behaves on submit buttons, including in multi-page campaigns
- How to format a phone number so it passes validation
- How to troubleshoot using the QA notification panel

Step 1: Install the Extension

1. Go to your account dropdown and select Extensions.
2. Find the **Click to Call** extension and click install:



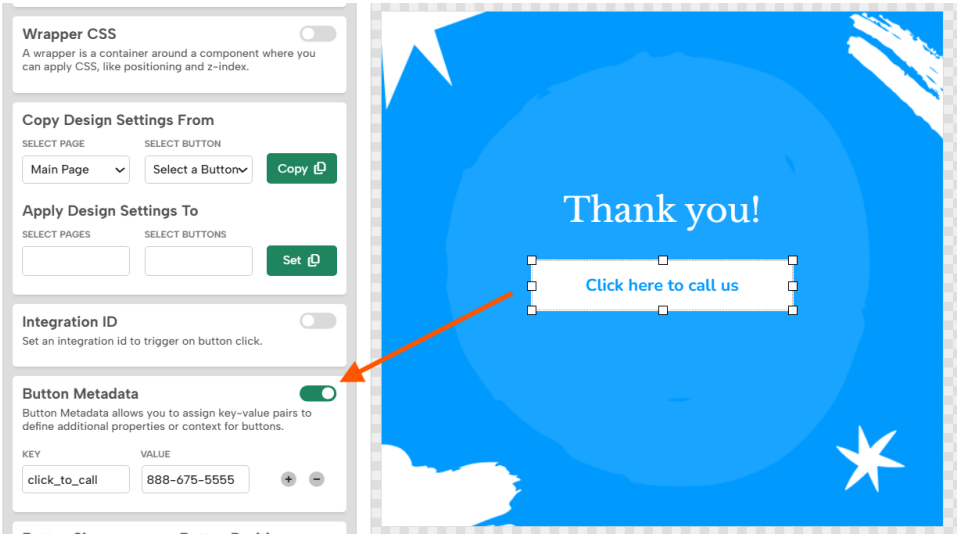
3. Once installed, click **Publish to your site** to activate it.



Step 2: Configure your Campaign

1. In the Design Editor, select the button or text element you want visitors to click to place a call.
2. Add the metadata key click_to_call and set its value to the phone number to call.
    a. Note: A phone number just needs at least 7 digits once non-digit characters (dashes, spaces, parentheses, periods) are stripped out. 888-675-5555, (888) 675-5555, and +1 888 675 5555 all work. If a value is empty or has fewer than 7 digits, the extension skips

that button and logs an error in the QA panel instead of attaching a click handler.



3. Save and publish your campaign for the change to take effect.

> **Note**: If the element is a button with its action set to submit, the call behaves a little differently: on mobile, it fires immediately when the visitor taps the button, and on desktop, it waits until the form has finished submitting, rather than firing on click. No additional configuration is required; the same metadata step above covers this.

> **Important**: In a multi-page campaign, add the click_to_call metadata to the submit button on each page separately to use a different number per page. Only the first matching submit rule on a page is used, so avoid configuring more than one click-to-call submit button per page.

How click-to-call behaves by button action

The call fires in every case below; what changes is what happens alongside it.

Button action	What happens
close	Closes the campaign, then fires the call.
url	Fires the call, then redirects to the configured URL after a short delay. On desktop, the call opens in a new tab so the redirect can complete in the current tab; on mobile, the browser navigates directly to the call.

Go to extra page / thx / main	Navigates to the specified page within the campaign, then fires the call.
next_page	Fires the call only. Page navigation for this action happens separately, outside the click-to-call extension.
submit	Mobile: fires the call immediately on click. Desktop: doesn't fire on click, fires after the form finishes submitting. See the note under Step 2 above.
None / other	Fires the call only, with no other action.

Important: If a button's action is set to URL and a redirect URL is entered in that button's settings, the extension skips the button entirely and logs a warning in the QA panel, since it can't reliably fire the call and a same-tab redirect at once. Leave the redirect URL field empty and let the button's action handle navigation instead.

Desktop vs. mobile behavior

- Mobile: clicking the element navigates directly to the call, which opens the visitor's native dialer.
- Desktop, close / page-navigation actions: the browser navigates to the call, and what happens next depends on the calling apps installed (Skype, FaceTime, and similar).
- Desktop, URL action: the call opens in a new tab, so the configured URL can still load in the current tab.

Tip: Most desktop visitors won't have a calling app configured. If your audience is mostly on desktop, consider whether click-to-call is the right fit or whether displaying the phone number as text makes more sense.

Troubleshooting with the QA panel

The extension logs its activity to the Digioh QA notification panel. To view the logs, add ?boxqamode to your page URL while testing.

Log level	What it means
Info	The button was successfully configured.

Info	A submit-action button fired the call on click (mobile only).
Info	A submit-action button will fire the call after the form submits (desktop only).
Info	The form was submitted, showing which page.
Info	The call is about to fire after a successful desktop submission.
Warning	The button's action is set to URL and has a redirect URL configured, so the extension skipped it.
Warning	A page was submitted, but no matching click-to-call submit rule was found for it.
Error	The phone number is missing or too short (fewer than 7 digits) to be valid.
Error	The click handler or the after-submit handler hit an unexpected error.

That's it, your click-to-call button is ready to go. Need a hand? Reach out to support@digioh.com.