

TELEPHONY SETUP · AIRCALL × PAYTIA

Paytia for Aircall — agent call return setup.

A short, repeatable setup in the Aircall admin console that lets Paytia transfer a secure-payment call cleanly back to the right agent. There are **two things to configure** for every payment-taking user: their **Call preferences** (a 2-second wrap-up time), and a **Number** with a call flow that rings only that user.

AUDIENCE

Aircall admins

Configuring a Paytia-enabled agent

WHERE

dashboard.aircall.io

Aircall administration console

TIME TO COMPLETE

~5 minutes

Per payment-taking user

REPEAT FOR

Every agent

Who will take card payments

STAGE 01 · PER USER

Set Call preferences

Open the user, switch to **Call preferences**, and set **Wrap-up time = 2 seconds**.

[Users and Teams](#) > [user](#) > [Call preferences](#)

STAGE 02 · PER NUMBER

Build a Smartflow that rings the agent

Assign a number to the agent and add a **Ring to** step in the Smartflow Editor. Publish.

[Numbers](#) > [number](#) > [Call distribution](#) > [Edit](#)

What's inside this guide

01

Set the user's call preferences

Open the user record and apply a 2-second wrap-up time so Paytia can hand the call back before another rings the agent.

PAGE 02

02

Assign a number & open the call flow

Pick or add a number for the agent, open Call Distribution, and start the Smartflow editor.

PAGE 03

03

Build the Ring to step

Start from scratch, add a "Ring to" action, pick the user, and set the ringing rules.

PAGE 04

04

Publish and exit

Publish the flow, confirm it's live, and exit the editor. The number now routes incoming calls straight to your agent.

PAGE 05

BEFORE YOU START

You'll need...

- ✓ Admin or Owner access to your Aircall dashboard
- ✓ A spare Aircall number (or permission to port/create one)
- ✓ The Aircall user you want to enable for Paytia
- ✓ About five minutes per agent

Set the user's Call preferences

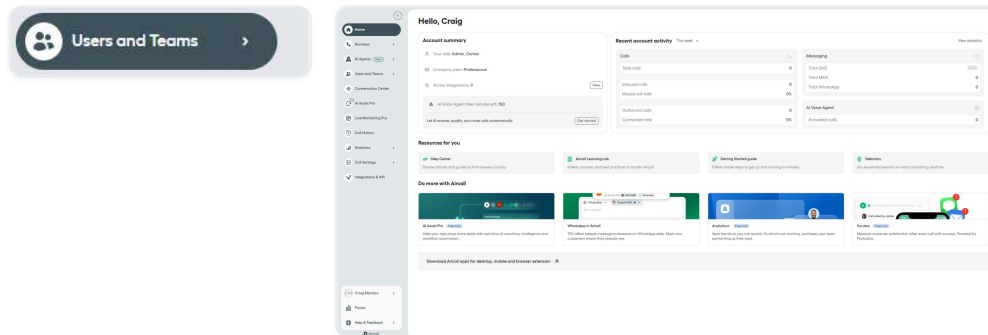
SECTION / 01

Open the agent who will take payments and apply a short wrap-up time. This is the first — and most important — setting to get right; without it, a returning call from Paytia can be intercepted by the next inbound caller before the agent has reconnected.

01

Open *Users and Teams* in the admin console

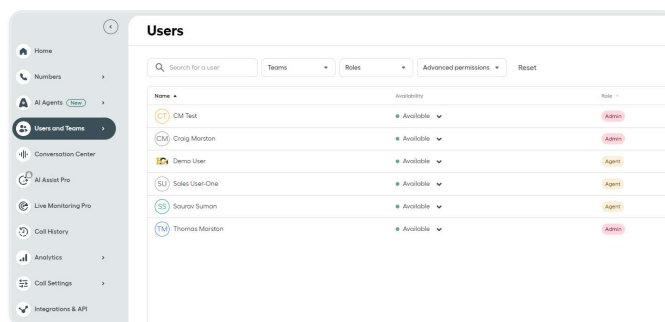
Sign in to dashboard.aircall.io as an Admin or Owner. In the left-hand navigation, click **Users and Teams**.



02

Select the user you want to edit

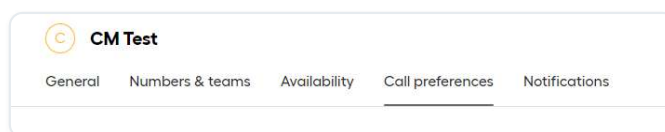
From the **Users** list, click the agent who will take Paytia payments. You can search by name or filter by team or role if you have a long list.



03

Open the *Call preferences* tab

On the user's profile, click the **Call preferences** tab in the tab strip beneath their name.



04

Set *Wrap-up time* to 0 min / 2 sec

Leave **Default prefix** and **Default ringtone** as you normally use them. Under **Wrap-up time**, enter **0 min** and **2 sec**, then save the user.

Call preferences

Default prefix

+44 United Kingdom

Default ringtone

Aircall

Wrap-up time

0 min

2 sec

WHY TWO SECONDS?

The 2-second wrap-up on a transferred-call path gives Paytia time to **return the call to the agent before another incoming call is connected to them**. Without it, the agent could be answering a new caller at the exact moment Paytia tries to reconnect the payment call — and the customer would be lost.

Assign a number & open the call flow

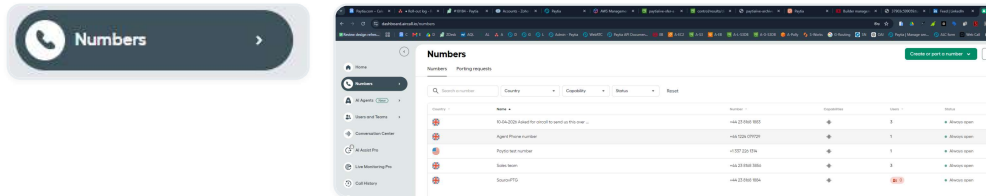
SECTION / 02

Each payment-taking agent needs a number whose call flow rings *only* them. You can use an existing Aircall number or create a new one — either way, the next few steps are the same.

05

Open *Numbers* and pick (or create) a number for the agent

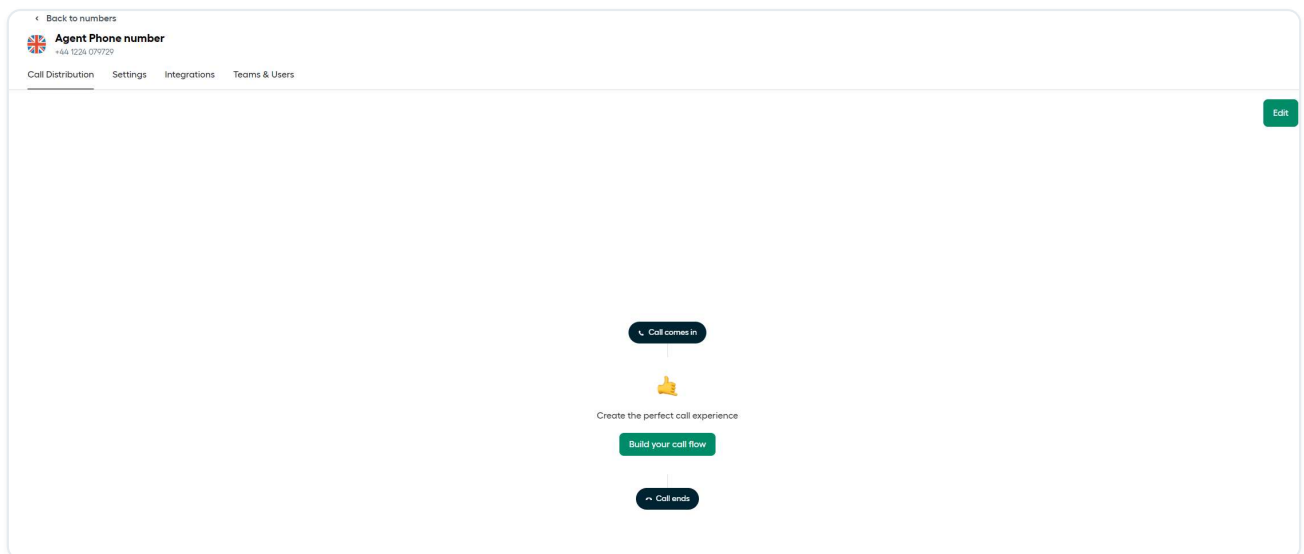
In the left-hand navigation, click **Numbers**. Either click an existing number to assign it to the payment agent, or click **Create or port a number** (top right) to add a new one.



06

Open *Call Distribution* & click *Build your call flow*

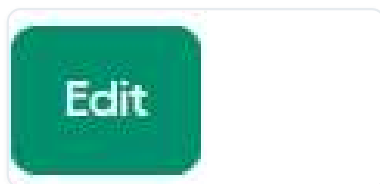
Inside the number, the **Call Distribution** tab is selected by default. If no flow exists yet, click the green **Build your call flow** button in the middle of the canvas.



07

Click *Edit* to begin configuring

If an empty flow is already present, click the green **Edit** button in the top-right corner of the canvas to enter the Smartflow Editor.



Build the Ring to step

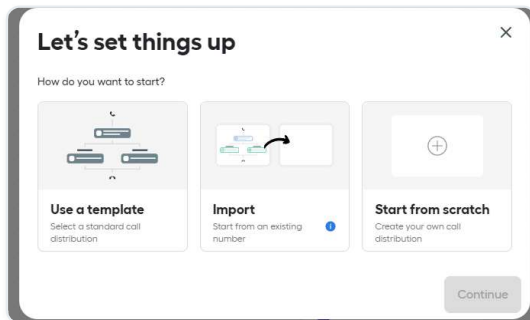
SECTION / 03

Inside the Smartflow Editor, start with a clean canvas, add a single **Ring to** action that targets your payment agent, and set the ringing rules. That's everything Paytia needs to route a transferred call back to the right person.

08

Select *Start from scratch*, then click *Continue*

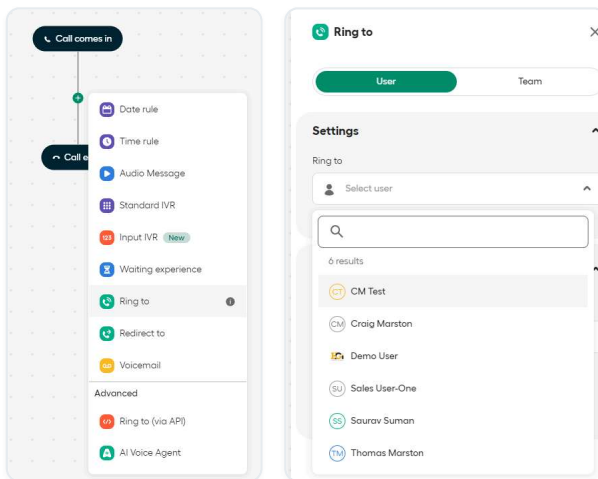
On the **Let's set things up** dialog, choose the third option, **Start from scratch** (don't use a template or import). Click **Continue** to enter the canvas.



09

Add a *Ring to* action and pick the user

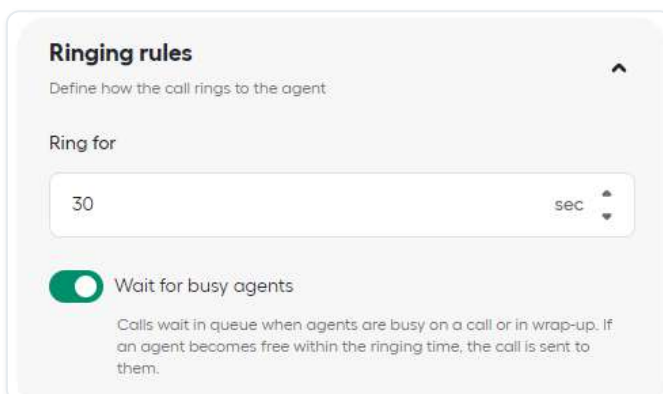
Between **Call comes in** and **Call ends** on the canvas, click the green **+** icon and choose **Ring to**. In the side panel that opens, keep the **User** tab selected, click **Select user**, and choose the agent you configured in Section 01.



10

Set the *Ringing rules*

Set **Ring for** to your preferred duration — **30 sec** is a sensible default. Toggle **Wait for busy agents** on so calls queue while the agent is on another call or in wrap-up, instead of bouncing straight to voicemail.



Publish, confirm & exit

SECTION / 04

Publish the flow so it goes live, check that the canvas reads *Published* and shows your Ring to step between *Call comes in* and *Call ends*, then exit the editor. The agent is now ready to receive transferred payment calls from Paytia.

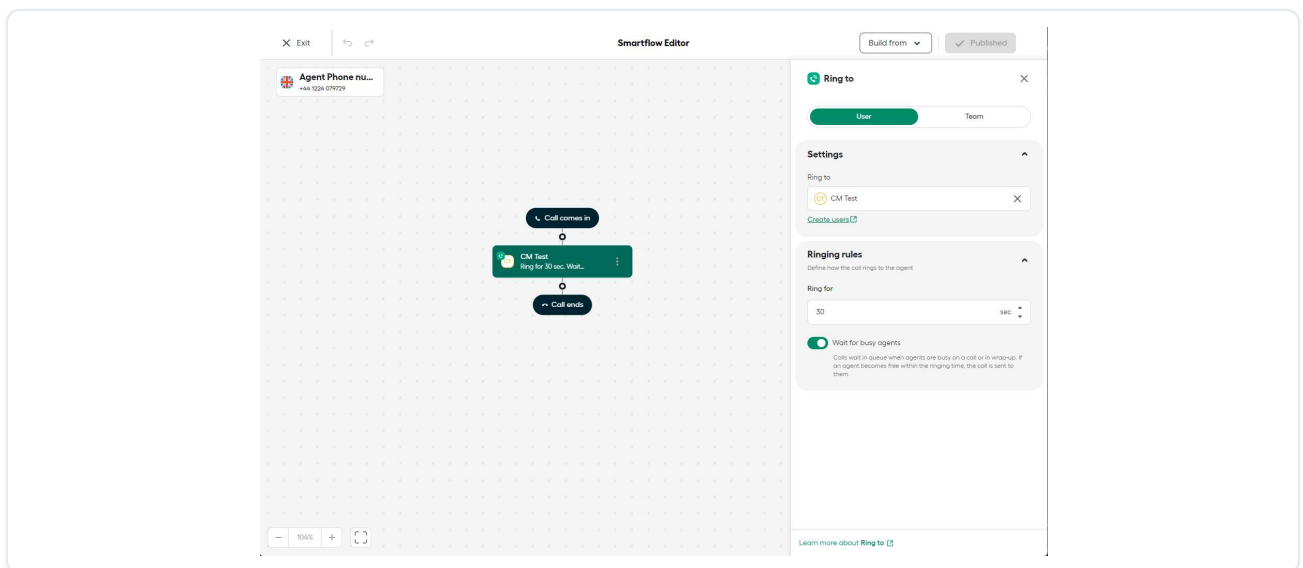
11 Click the green *Publish* button

The **Publish** button is in the top-right corner of the Smartflow Editor. Clicking it saves the flow and makes it active on the assigned number.



12 Confirm the flow is published

The button now reads **Published** (with a tick). On the canvas, you should see your **Ring to** step sitting cleanly between **Call comes in** and **Call ends**, with the agent's name and the ring time you set.



13 Click *Exit* to leave the editor

The **Exit** button is in the top-left corner. Once you're out, the assigned number will route incoming calls to your agent — and Paytia can now transfer payment calls back to them at the right time.

YOU'RE DONE · REPEAT PER AGENT

Every payment-taking agent needs both stages.

The 2-second wrap-up on Call preferences and a dedicated number with a Ring to flow are what allow Paytia to hand secure-payment calls back cleanly. Repeat sections 01–04 for each user who will take card payments.

SUPPORT
support@paytia.com

LONDON
+44 20 7183 3536

NEW YORK
+1 628 295 2250

WEB
paytia.com