

SECUREFLOW PLATFORM · AIRCALL TECHNICAL SETUP

Agent Call Return on a **single shared number**.

A routing model for Aircall teams where agents do **not** hold dedicated telephone numbers. Every payment call is transferred to **one shared Paytia endpoint**, and Paytia returns the call to **one dedicated Aircall number** whose **Ring-to (via API)** flow rings the exact agent who was handling the customer. No per-agent numbers, no ported numbers — one number does the work for the whole team.

DEDICATED AIRCALL NUMBER

One, shared

Runs the Ring-to (via API) flow

AGENT NUMBERS

None required

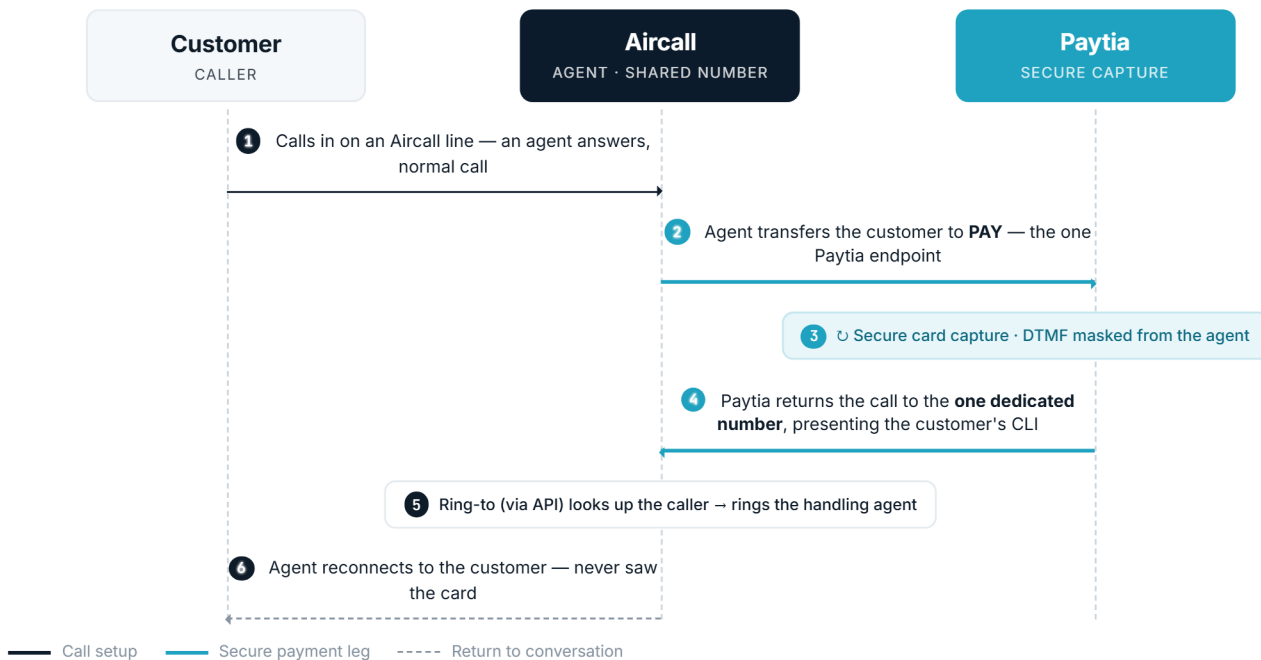
Agents need no dedicated line

PAYTIA TRANSFER ENDPOINT

One for all

Shared "PAY" contact

CALL FLOW · TRANSFER & SMART-ROUTED RETURN



THIS MODEL · SINGLE NUMBER

One number, no agent lines

A single dedicated Aircall number runs a **Ring-to (via API)** flow that resolves the right agent from call history. Agents share it — no dedicated number each, and no number porting.

ALTERNATIVE · PER AGENT

A number for every agent

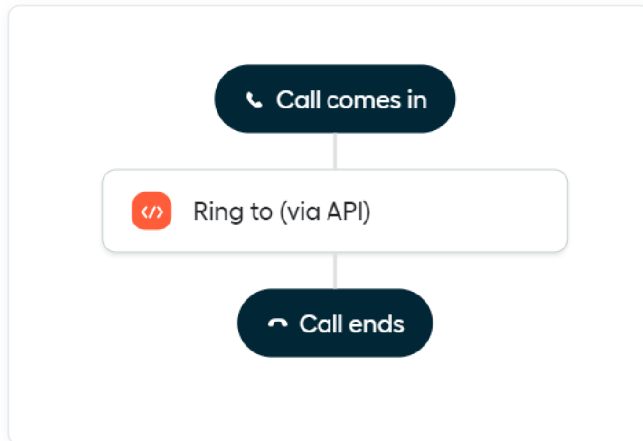
The standard Agent Call Return setup gives **each agent their own Aircall number** with a fixed **Ring to → user** flow. Simpler routing logic, but a number to maintain per person.

The dedicated number & the Ring-to flow

SECTION / 01

Assign **one** Aircall number to carry returned payment calls, build a minimal call flow on it, and create the API key the routing widget needs. This number is the anchor of the whole single-number model.

- 01 Assign one dedicated number & build a Ring to flow**
- In the Aircall dashboard, open [Numbers](https://dashboard.aircall.io/numbers) —<https://dashboard.aircall.io/numbers> and pick (or create) a single number to receive Paytia's returned calls. Open its **Call Distribution** and build a flow with just one action between **Call comes in** and **Call ends** — a **Ring to (via API)** step.



- 02 Have the Ring-to (via API) widget enabled**

The API routing widget is gated behind an Aircall feature flag and won't appear until it's switched on for your account.

PREREQUISITE

The **Ring-to (via API)** widget must be enabled via a feature flag. **Contact your Aircall representative** to enable it before you start — the step won't be selectable otherwise.

- 03 Create an Aircall API key**

The widget authenticates to Aircall to look up call history. In the dashboard go to **Integrations & API > API Keys**, click **Generate an API Key**, name it, then copy the **API ID** and **API token**. Save both securely — the token is shown only once.

YOU'LL USE THESE NEXT

In the widget's authentication, the **API ID** becomes the **Username** and the **API token** becomes the **Password** (Basic Auth). If the token is lost, generate a new one.

Configure the Ring-to (via API) widget

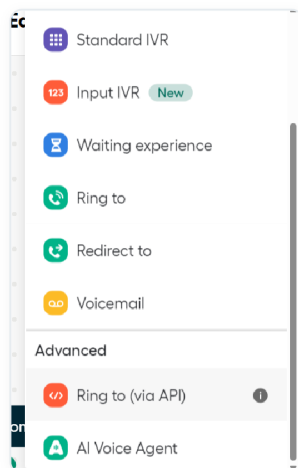
SECTION / 02

Add the widget to the flow and set its request, authentication and response so it resolves the agent who last handled the caller. Follow the [Aircall Ring-to \(via API\) guide](https://support.aircall.io/en-gb/articles/17180296693533) — with the one Paytia-specific change to the search URL noted below.

04

Add the Ring to (via API) node to the flow

In the Smartflow Editor, click the green + between **Call comes in** and **Call ends** and choose **Ring to (via API)** from the **Advanced** section to open the request editor.



05

Set the Request — URL & method

In **Request configuration**, paste the search URL below and set **Method** to **GET**. The `{{callerNumber}}` variable is supplied by Aircall at call time.

Request configuration

Set up the API request that Smartflows will trigger during a call. Make sure it matches your endpoint's requirements. [Learn more about API setup](#)

URL

`https://api.aircall.io/v1/calls/search?order=desc&phone_number={{callerNumber}}`

Use {{ to display available variables

✓ callerNumber ⓘ

Method

GET ▼

PAYTIA CHANGE · DO NOT REVERT

Use `api.aircall.io/v1/calls/search?order=desc&phone_number={{callerNumber}}` — **without the** `direction=outbound` parameter shown in Aircall's article. Dropping it widens the search to calls of **any direction**, so the widget matches the customer's original inbound leg and returns the agent who handled it.

Set authentication & response

SECTION / 02

Authenticate with the API key from Section 01, then tell the widget which field of the response is the agent to ring. Run the built-in **Test response** before publishing the flow.

06

Configure Authentication & Response

Set the widget to authenticate with your API key, then point it at the field of the response that identifies the agent to ring.

Setting	Value
Method	✓ GET
Authentication	Basic Auth (User & Password)
Username	Your Aircall API ID
Password	Your Aircall API token
Response type	User (ID or email)
Path	<code>calls[0].user.id</code>
Test response	Provide a <code>callerNumber</code> in E.164, e.g. <code>{ "callerNumber": "+44..." }</code> , and confirm a valid user ID is returned
Optional fallback	Add a team after the widget so no call is missed if the last agent is unavailable

LIMITATION · WITHHELD NUMBERS

This routing **will not work for customers calling from a withheld or anonymous number**. The Ring-to lookup keys on the customer's telephone number (`{{callerNumber}}`); with no CLI to search on, Aircall cannot resolve the handling agent — configure the fallback team above to catch these calls.

Number priority

SECTION / 03

The **Priority** toggle under each number's **Call distribution options** decides whether a returning payment call is taken before the next queued caller. Set it per number as shown below.

Inbound number
Where customers call in to agents

PRIORITY · OFF

On the line agents **receive normal customer calls**, under **Settings > Call distribution options**, leave **Priority off**.

Call distribution options

☐ Wait for unavailable agents
By default, calls skip agents who are Offline or set to Unavailable and move to the next step in your flow. Enable this to keep calls in queue until one of those agents becomes available. Define the behaviour for agents who are in-call or in wrap-up on the **Ring to widget**.

☐ Priority
Incoming calls received on this line are dispatched in priority to available agents compared to calls coming from a regular line.

Ring-to number
The dedicated payment-return line

PRIORITY · ON

On the **dedicated Ring-to number**, under **Settings > Call distribution options**, switch **Priority on**.

Call distribution options

☐ Wait for unavailable agents
By default, calls skip agents who are Offline or set to Unavailable and move to the next step in your flow. Enable this to keep calls in queue until one of those agents becomes available. Define the behaviour for agents who are in-call or in wrap-up on the **Ring to widget**.

☒ Priority
Incoming calls received on this line are dispatched in priority to available agents compared to calls coming from a regular line.

WHY PRIORITY ON THE RETURN LINE

The call coming back from Paytia is a **transfer-type call**. With Priority on the return number, Aircall accepts that returning call **before the agent is assigned any new calls waiting in a queue** — so the agent reconnects to their own payment customer rather than the next caller in line.

Set each agent's wrap-up time

SECTION / 04

For every user in the group that receives Paytia payment callbacks, open the user at dashboard.aircall.io/users and set a short wrap-up on the **Call preferences** tab.

07

Open the user's Call preferences and set **Wrap-up = 0 min / 2 sec**

Edit each payment-group user, open the **Call preferences** tab and set **Wrap-up time** to a minimum of **2 seconds** (longer is fine). This brief window gives Aircall time for the priority call allocation to complete — so the returning payment call is placed with the agent **before any new queued call-waiting calls are let through**.

< Back to users

RA

Ringto agent 1

General

Numbers & teams

Availability

Call preferences

Notifications

Wrap-up time

0

min

2

sec

The shared transfer endpoint

SECTION / 05

Give agents one easy place to send a call for secure capture. Publish a single shared contact on every agent's Aircall phone at workspace.aircall.io/contacts pointing at the Paytia transfer number.

ONE ENDPOINT FOR THE WHOLE TEAM

Publish a "PAY" contact for transfers


PAY

+44 20 7946 0247

Example number only

Create a contact with an easy-to-type name — here, **PAY** — set to your Paytia transfer number (the number shown here is an example only). Agents transfer the connected customer to **PAY** to bring Paytia's secure card capture onto the call. Every agent uses the same endpoint; there is nothing per-agent to maintain.

THE COMPLETE ROUND TRIP

- Transfer.** Agent sends the live customer to the shared **PAY** endpoint (your Paytia transfer number).
- Capture.** Paytia collects the card securely — DTMF tones are masked, so the agent never hears or sees the digits.
- Return.** Paytia calls the one dedicated Aircall number back, presenting the customer's CLI.
- Smart route.** The number's Ring-to (via API) flow searches call history for that number and rings the agent who handled it.
- Reconnect.** Priority-on and the 2-second wrap-up land the call with that agent, back in conversation with the customer.

YOU'RE SET UP · REPEAT ONLY FOR USERS

One number and one endpoint serve the whole team.

The dedicated number, its Ring-to (via API) flow, the API key and the PAY contact are configured once. The only per-agent task is the 2-second wrap-up on each user's Call preferences. Our team can validate the flow with you during onboarding.

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