

XCALLY Integration

How to Setup

Create the Newo project

If this project already exists in **Newo Builder**, skip this subsection and continue with the integration-specific settings below.

1. In **Newo Builder**, open the projects list and click **Create Project** (or **Create New Project** from the top-right menu).



Create New Project menu in Newo Builder

2. Fill **IDN** and **Title**. The exact names do not matter; use any clear names your team will recognize.
3. In **Registry**, choose the release channel:
 - **staging** — the newest module fixes appear here first. Use it when you need the latest fix, but expect possible unfinished changes.
 - **production** — the final stable version for live projects.
4. In **Module**, select the module for this integration.



Create Project form showing IDN, Title, Registry, and Module fields 5. Leave **Module version** on **Latest**

version unless support tells you to pin a specific version, then click **Create**.

Fill Newo XCALLY Settings

Fill every field in the **XCALLy Module** group in Newo Builder.

Use these values:

Field	Value
XCALLY API Key	XCALLY API key / JWT
XCALLY Base URL	https://demo5.csc.ee/api
XCALLY Open Channel Account ID	9
XCALLY Default Contact List ID	73
Return AI After Operator Closes Dialog	True
XCALLY Automatically Add Default Scenarios to Canvas	True

Important:

- Base URL must end with **/api**
- Base URL must not end with **/**
- The contact list must belong to the same XCALLY Open Channel account
- **XCALLY Incoming Webhook URL** is generated automatically on publish and stored in a hidden field
- The XCALLY setup creates its own Newo Chat connector: **xcall_y_proxy_chat**

Quick check:

Check	Expected
API key	Not empty
Base URL	Ends with /api
Account ID	Number
Contact list ID	Number
Return AI after close	True
Auto scenarios	True

Publish and Verify XCALLY Account Settings

Click **Publish All** in Newo Builder.

After publishing, XCALLY Integration creates and starts a dedicated Newo Chat connector named **xcallly_proxy_chat** . This is the chat connector that supports XCALLY live-agent handoff.

Newo Chat Integration

Idn: newo_chat

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newo_chat

newo_chat

Running

...

↳

vibe_agent

vibe_agent

Running

...

↳

workflow_builder

workflow_builder

Running

...

↳

xcallly_proxy_chat

xcallly_proxy_chat

Running

...

If you want to use a website chat with XCALLY support, use the widget script from **xcallly_proxy_chat** . Do not use the default **newo_chat** widget for XCALLY handoff tests: regular **newo_chat** messages are ignored by the XCALLY bridge.

Widget Script

This is the script of the widget. You need to embed it to your website page

```
<script defer src="https://static.newo.ai/newo-chat/web-chat.js" name="web-chat" data-client-secret="b89b6912-a04a-49dd-8aaf-af481d70975d"></script>
```

After publishing, open XCALLY and go to **Channels -> Open Channel** .

Find the account with ID **9** .

Открыть канал счетов						
Для поиска любого						
☐	Id	Имя	Ключ	Ответ URL	Список	Описание
☐	9	NewoAI	newoai-integration	https://hooks.newoai<masked>	Test	
☐	7	Live Call Translator	LCT	https://hooks.newoai<masked>	Test	Live Call Translator PLUGIN
☐	3	Telegram	TGR	http://localhost:3264/sendMessage		
☐	5	Twitter	TWR	http://localhost:3009/api/from-motion-to-twitter		
☐	4	Viber	VBR	http://localhost:3007/api/from-motion-to-viber		
☐	2	FaceBook	FBA	https://cloud.xcallymotion.com/api/reply		
☐	1	Clicktocall vidao	CTCV			click to call website
Страница: 1 Строк на странице: 10 1-7 В 7 < >						

Open that account and verify:

- Reply URL points to `https://hooks.newo.ai/...`
- List is the expected contact list
- account key matches the Newo project you are testing

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#9 NewoAI

Созданные в 04/04/26 23:21:45

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СОХРАНИТЬ

Настройки

Расширенные возможности

Распоряжения

Консервированные ответы

Действия

Взаимодействие

Генеральной

Имя *

NewoAI

Ключ *

newoai-integration

18 / 5

Ответ URL

https://hooks.newoai<masked>

Список *

Test

Contact Manager список используется для связи контакты

Ключ карты

phone

Описание

Получить URL

📄

https://demo5.csc.ee/api/openchannel/accounts/9/notify

ⓘ

Настройки маршрутизации доступны только в новом пользовательском интерфейсе.

Check XCALLY Agent Side

Open XCALLY agent UI.

Login as the test agent.

Make sure the agent is online.

Open:

Open Channel Interactions

Set filters so they do not hide new interactions:

Filter	Safe Value
Date	Today or current test range
Status	Open
Account	Correct Open Channel account or All
Agent	Correct test agent or All
Read / Unread	All

If the table is empty before testing, that is okay.

Взаимодействие открытого канала									
		Выбор даты начала	Выбор даты конца	Выбор времени / Непрочитанное	Выбор состояния	Выбор времени звонка	Выбор агента		
		01 Apr - 01 May 2026		Все	Открыть	Выбор времени звонка	Все		
Id	Контакты	Началась в	Последнее сообщение	Состояние	Оператор	Внимание	Tags	сентиментальность	
182	Айзаг	20/04/26 11:52:15	20/04/26 11:53:43	Открыть	Меня	newoai-integration			
179	Айзаг	20/04/26 09:21:00	20/04/26 09:21:00	Открыть	Не назначе...	LCT			
177	Codex Test Open...	15/04/26 21:02:01	15/04/26 21:02:01	Открыть	Administrato...	LCT			
176	Open Channel	14/04/26 17:07:10	15/04/26 11:25:44	Открыть	Не назначе...	LCT			
175	Open Channel	14/04/26 17:01:16	14/04/26 17:01:16	Открыть	Не назначе...	LCT			
174	Unknown	13/04/26 16:25:33	13/04/26 16:25:47	Открыть	Не назначе...	LCT			

How to Test

Basic Handoff Test

1. Open the `xcally_proxy_chat` Newo chat widget
2. Ask for a live operator
3. Confirm the handoff
4. Verify that a new interaction appears in XCALLY
5. Reply from the XCALLY operator UI
6. Verify that the reply appears back in the `xcally_proxy_chat` widget

Expected result:

- The user stays in the same `xcally_proxy_chat` chat
- XCALLY receives the interaction
- Operator replies return through `replyUri`