# Near Me: Consult Now Calls v2.0

Consult Now allows Service Providers to initiate video calls. It bypasses the normal Waiting Area call queue. It's regularly used for out of hours calls[1] and is a simple and very quick way to escalate from a telephone call to a video call. For those who prefer video guides, we've produced this one.
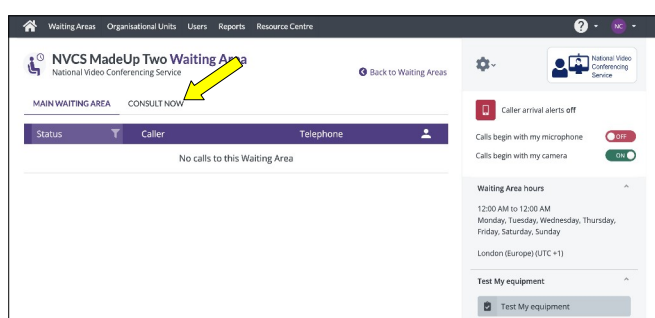

When created, all standard Near Me Waiting Areas have Consult Now enabled.

If you can't see the Consult Now tab (yellow arrow) you are either using a Group Waiting Area or a Waiting Area administrator has turned the feature off.

To initiate a Consult Now call or to see the Consult Now call queues, click on the tab.
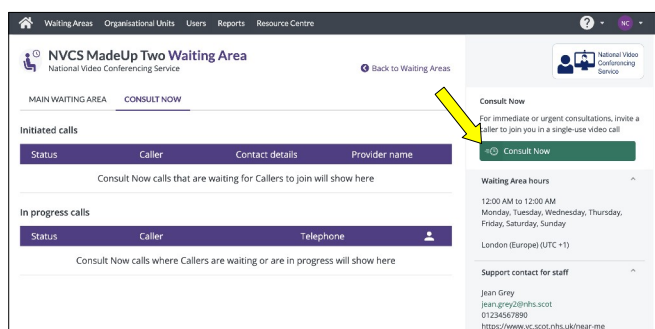

The Consult Now window shows two queues on the left. To start a call click the green Consult Now button.
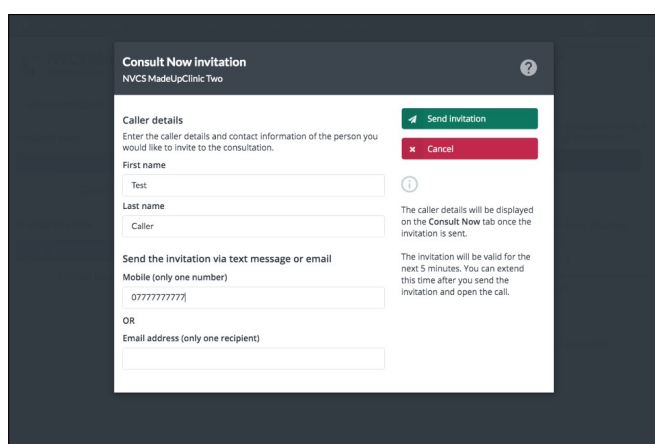
Add your caller's name and either their mobile number or email address the click Send Invitation.

The invitation is valid for 5 minutes from you sending it.

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[1]With Consult Now, a caller receives a direct link that appears on their PC, smartphone or tablet with no chance to be mistyped. When accessed, the link opens in the device's default browser. In almost all cases that will be compatible with Near Me calls i.e. Edge, Safari or Chrome, leaving little room for common errors such as callers entering the link in search boxes rather than address bars or accepting search engine suggestions rather than going directly to the link address. It's therefore much less likely a caller will end up in the wrong Waiting Area.
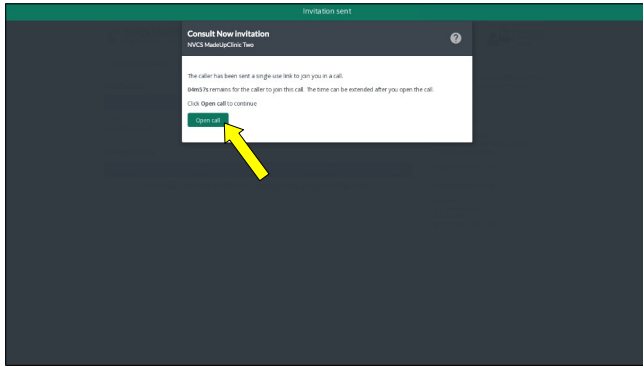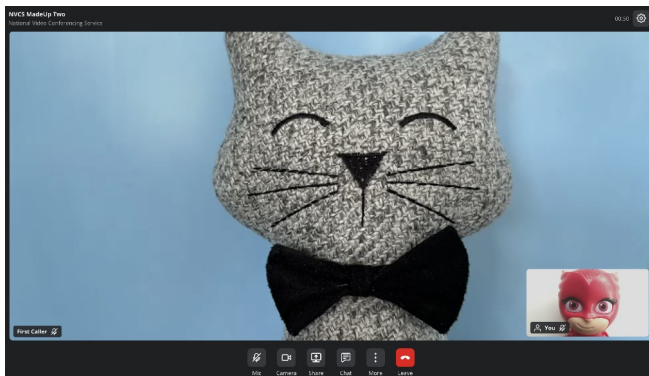
Click the Open Call button to continue.

Once your callers opens the link you've sent, in a compatible browser, you'll instantly join a call with them.
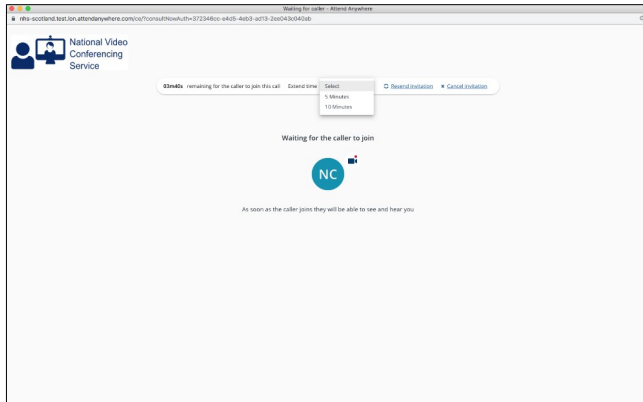
Until then, you'll see the time remaining for them to call. You also have the ability to extend the invitation's expiry time by another five or ten minutes as well as resend or cancel the invitation

Once your caller joins, your controls (and theirs) are the same as any other Near Me call.