

PrettyMay Call Center for Skype (CCS) is a 100% software-based call center solution for Skype. It allows small or medium businesses to quickly and affordably implement Skype PBX system with auto-attendant, IVR, extension transferring, call recording, personalized voicemail capabilities, and much more.

With it, you can setup your Skype as an IVR system.

PrettyMay CCS handles your customers calls initiated from Skype or Skypein lines, and routes them depending on key pressed from the callers and call flow chart you have setup.

The agents/operators can be Skype users or telephone numbers who you have assigned to Extensions to receive calls from your customers.

To install and setup your PrettyMay CCS, follow the steps outlined in this guide.

- 1. Download Skype and sign in, Keep it running.
- 2. Download PrettyMay CCS and install it.
- 3. Launch PrettyMay CCS, A dialog will pop up to ask you how many concurrent lines you want

to PrettyMay CCS support by first time. For example, I want PrettyMay CCS to handle 3 incoming calls at the same time, so 3 concurrent lines need to be supported, PrettyMay CCS will launch 3 Skype instances at the same PC. After click "**Ok**" button, 3 Skype instances will be launched.

着 Concurrent Lines Settings	×	
Add concurrent lines		
PrettyMay Call Center will launch multiple Skype clients with the same Skype account under different Windows user session to support multip concurrent Skype or Skypein lines.	le	
Please specify the number of concurrent lines you want to add. More concurrent lines supported will take more system resources include CPU, memory and network bandwidth.		
Add 🧕 🛟 Skype Clients		
ОК		



Skype .	S Skype	🗟 Skype?- pmcallcenter123 📃 🗖 🔀
File Account Call Chats View Tools Help	File Account Call Chats View Tools Help	File Account Call Chats View Tools Help
		pmcallcenter123
~~~		S Call cheaply to mobile phones and landlines
		SkypeFind History
		Contacts 🔯 Call Pho 😪 Live
		🚱 Add 🔎 Search 💰 Conference
		👱 Jacky Fu @ PrettyMay
		Skype Test Call Call me to test your sound 公 个人资料
		<b>公</b> 1 八页和
Welcome to Skype	Welcome to Skype	
Skype Name	Skype Name	
pmcallcenter123	pmcallcenter123	
Don't have a Skype Name?	Don't have a Skype Name?	
Password	Password	
Forgot your password?	Forgot your password?	🔉 Want to have more people to talk to on 🛛 💿
Sign me in when Skype starts	Sign me in when Skype starts	Skype? Copy contacts from your e-mail address book into Skype
Start Skype when the computer starts	Start Skype when the computer starts	address book into skype
Sign in	Sign in	Enter the phone number in China or
Corge in 1		
Sa ▼ Not Connected	ि र Not Connected	S,604,506 people online ∠

Typically, I login with the same SkypeID on 3 Skype instances. For instance, 'pmcallcenter123' is the major SkypeID for my company, and I will provide it to my customers for contact.

Then Skype will pop up a dialog to ask you whether allow PrettyMay CCS to access Skype, you always select "**Allow this program to use Skype**", and click "OK" button.

S Skype?- Another program wants to use Skype	
Another program wants to use Skype	
Another program is trying to access Skype. This can be a potential sec risk. What would you like to do?	urity
Name: PMCallCenter.exe Publisher: PrettyMay Team O Allow this program to use Skype	
Allow this program to use Skype, but ask again in the future	
O Do not allow this program to use Skype	
What does this mean?	
	ок



After PrettyMay CCS connects to 3 Skype instances correctly. you will see the work status of every line(Skype instance) in "Lines Management" tab.

A PrettyNay Call Ce File Tools <u>H</u> elp <u>R</u> egiste		terprise Edition		
Call Flow Design	Lines Management	VoiceMails Management	Call Records Management	Track History
😼 9 <sup>8</sup> 9 🛅				
Line Number	Skype Account	Connect Status	Work Status	
1	pmcallcenter123	connected	idle	
2	pmcallcenter123	connected	idle	ノ
3	pmcallcenter123	connected	idle	_
r Total lines: 3	3	Busy lines: 0	ld	e lines: 3

(Note: each Skype instance represents one line, and PrettyMay CCS use each Skype instance to handle incoming calls respectively without interrupting other Skype instances, so you just need one Skype account with one Skypein number(to receive calls from landline) to support up to 30 concurrent lines, all you needs are login with the same SkypeID when PrettyMay CCS launched multiple Skype instances)

4. Start to configure your own call flow in PrettyMay CCS.

Here I illustrate a possible use of PrettyMay CCS, suppose I want to setup PrettyMay CCS for my office with an online helpdesk.

The steps as following:

Initially, there is only one node in call flow chart. We call this node "entry node". Select it, and right click mouse, choose "**Edit**" menu.



1		<b>.</b>				
	Welcome to	[Your	Company	Namej	Ś	Add Voice Menu Node
					6	Add Extension Node
						Edit
					\$	Change To Extension Node

First, set appropriate information in "Diagram's Title" field.

🛔 Voice Lenu Node Set	ings	×
Configure the voice	menu node for your callers	
Diagram's Title:	Welcome to xxx company	
DTMF tone pressed when enter this node from upper menu:	0	
Voice Prompt Settings Voice Prompt Location	(	2
C:\Program Files\PrettyMay Ca	ll Center for Skype\VoicePrompts\welcome.mp3	
	Play Record Browse	
Voice Menu Description —		
Welcome to xxx company Press 1 to do something Press 2 to do something		
	Apply Cancel	

First, set appropriate information in "Diagram's Title" field.

In "**Voice Prompt Location**" field, you need to set pre-recorded message as the voice prompt played to callers when they dial in.

In this example, suppose that the support guys in my online helpdesk will be reached when caller press "0" from this Entry Node in call flow chart, so I record a message such as "welcome to xxx company, press 0 to get an online support guy", to be the voice prompt for this Entry Node.

In "**Voice Menu Description**" field, typically we want to input the content of the pre-recorded message for this Entry Node.

After I finish the settings of the Entry Node, click "**Apply**" button to save the settings and return to call flow builder, then add an online helpdesk Extension under this Entry Node by right-click mouse, select "**Add Extension Node**" menu.



Welcome to xxx co	<u>\$</u>	Add Voice Menu Node
	6	Add Extension Node
		Edit
		Change To Extension Node

🔞 Extension Node Settin	gs				
Basic Settings	Basic Settings				
Voicemail Settings	Diagram's Title:	Online h	nelpdesk		
Call Record Settings	DTMF tone pressed when enter this node from upper menu ( 0 - 9999 ):	0		~	
	Node Property Settings     Set this node as Skype/Phone e	extension	O Set this node	e as Voicemail extension	0
	Add Skype Contact(s) and Inter	national & Refresh		s) We Agent/Operator Group	0
	l arfieldpig(wangzhiyong)	^		Agent/Operator /	Sk
	+18177765418	_		😋 Echo / Sound Test Service	no
	<ul> <li>+35699834527</li> <li>Aibek Hakimov</li> <li>Anders Hallin</li> <li>Antoine "Ants" Bertout</li> <li>Bill Campbell   Skype4Busin</li> </ul>	1e	>>	🔀 Frank Emery	no
	🔯 Caitlin Wright	(Format:.e	.g. +1165198765	43) 💽 Test call to selected contact/ph	>
	CExtension Node Description:				
	Online Helpdesk				~
	Back		Next	Finish Cance	1

First, choose the "Basic settings" of the Extension property dialog.

Set appropriate information in "Diagram's Title" field.

And add Skype accounts or telephone numbers of your support guys to "**Agents/Operator Group**". These Skype accounts or telephone numbers in "**Agents/Operator Group**" will receive the calls from the callers. (Note: make sure your Agents's Skype accounts are in the contact list of the major Skype account for your company that is running together with PrettyMay CCS).

Then choose "Voicemail settings" item.

If you want callers can be forwarded to the voicemail inbox when Agents in this Extension are all unavailable, sticking "**Enable voicemail Inbox for this extension**" checkbox.

If you also want voicemails can be forwarded to specified email addresses, stick "Enable voicemails to be forwarded to specified email address.



Then stick **"Enable Voicemail Inbox for this extension**" checkbox, and set the email address used to receive the voicemail(s) when they arrive.

🔞 Extension Node Settin	gs 🛛 🔀
Basic Settings	Voicemail Settings
Voicemail Settings	Enable Voicemail Inbox for this extension     Personalize Greetings
Call Record Settings	Voicemail to Email         Enable Voicemails to be forwarded to specified email address(es);         Email destination address:(multi mail address,please use semicolon symbol partition them)         Image: Send a test mail         Image: SmtP settings
	Back Next Finish Cancel

Finally select "CallRecord settings" item.

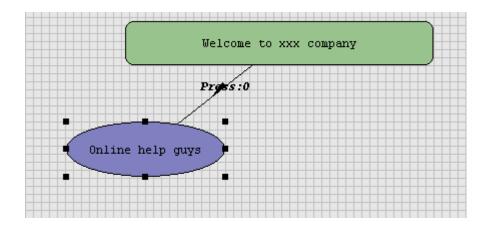
If you want PrettyMay CCS to record the calls for this extension, stick "**Enable to record calls** between caller and agents who setup in this extension" checkbox.



🄞 Extension Node Settin	gs	×
Basic Settings	Call Record Settings	
Voicemail Settings	Enable to record calls between Callers and Agents who setup in this Extension	
Call Record Settings	The proportion recording         100%       Calls to this Extension will be recorded         Prompt when start call recording         © Enable to play voice prompt when start call recording         Voice Prompt File Full Path:         C:\Program Files\PrettyMay Call Center for Skype\VoicePrompts\RecPrompt.mp3         Play       Start Record         Browse         Call records stored folder         Location:         C:\Documents and Settings\All Users\Application Data\PMCallCenter\CallRecords         Open folder       Set folder	
	Back Next Finish Cancel	

After finish all the settings, click "**Apply**" button to save.

After you finish this, a call flow for this example has been accomplished. See the chart as following:



5. Make the first call to try the call flow you setup

This step requires a second Skype account on the other machine or a phone for the caller. Using the second Skype account (or phone) to call that Skype (or Skypein) running together with PrettyMay CCS, PrettyMay CCS will pick it up automatically, and play the pre-recorded message



in the entry node to you, if you press "0", the call will be transferred to one of support guys in "Agents/Operator Group" if it is available.

Other resources for PrettyMay CCS:

Website: http://www.prettymay.net

FAQ: <u>http://www.prettymay.net/callcenter%5Ffaq/</u>

Forum: <a href="http://www.prettymay.net/forum">http://www.prettymay.net/forum</a>

E-mail: <a href="mailto:support@prettymay.net">support@prettymay.net</a>

Skype account: <u>www.prettymay.net</u>