

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.

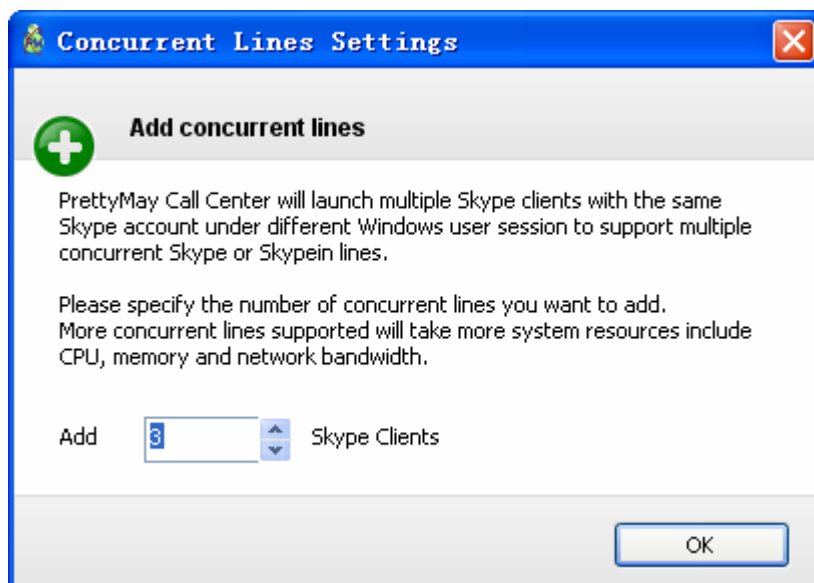
With it, you can setup your Skype as an IVR system.

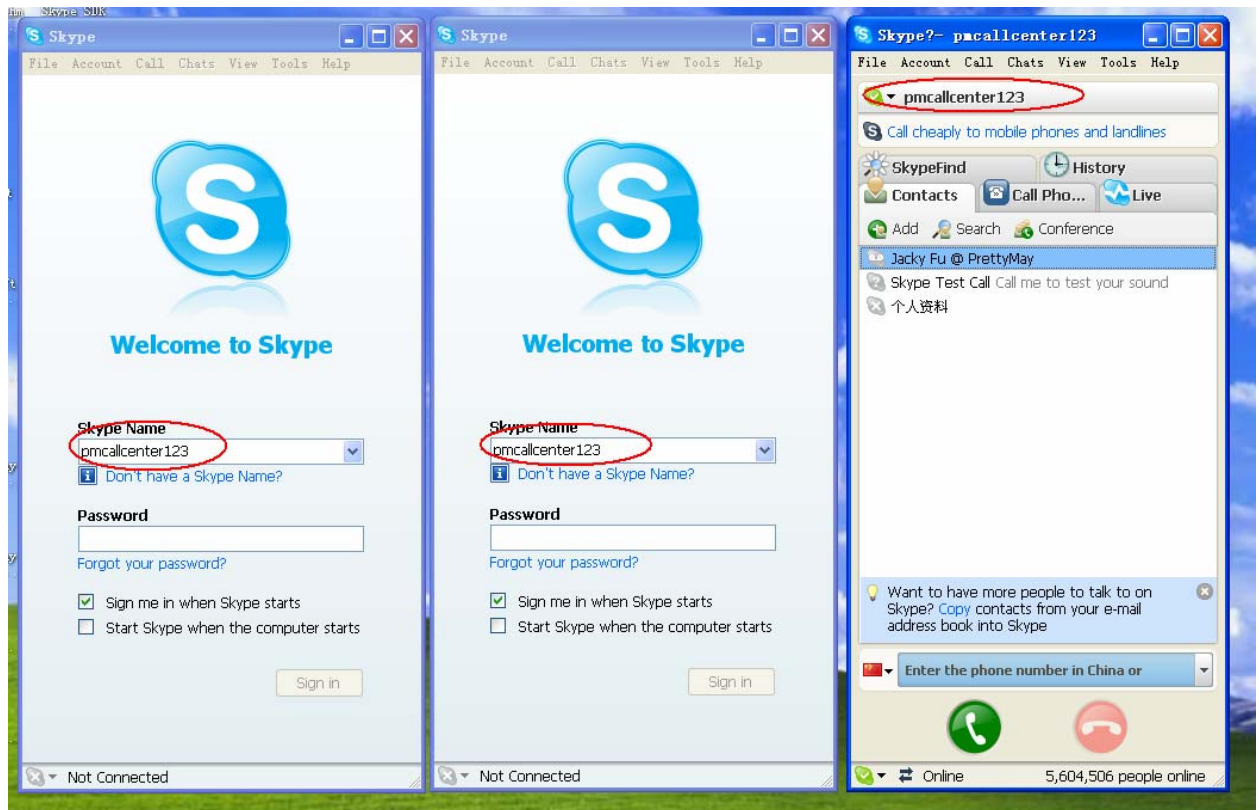
PrettyMay CCS handles your customers calls initiated from Skype or Skypein lines, and routes them depending on key pressed from the callers and call flow chart you have setup.

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.



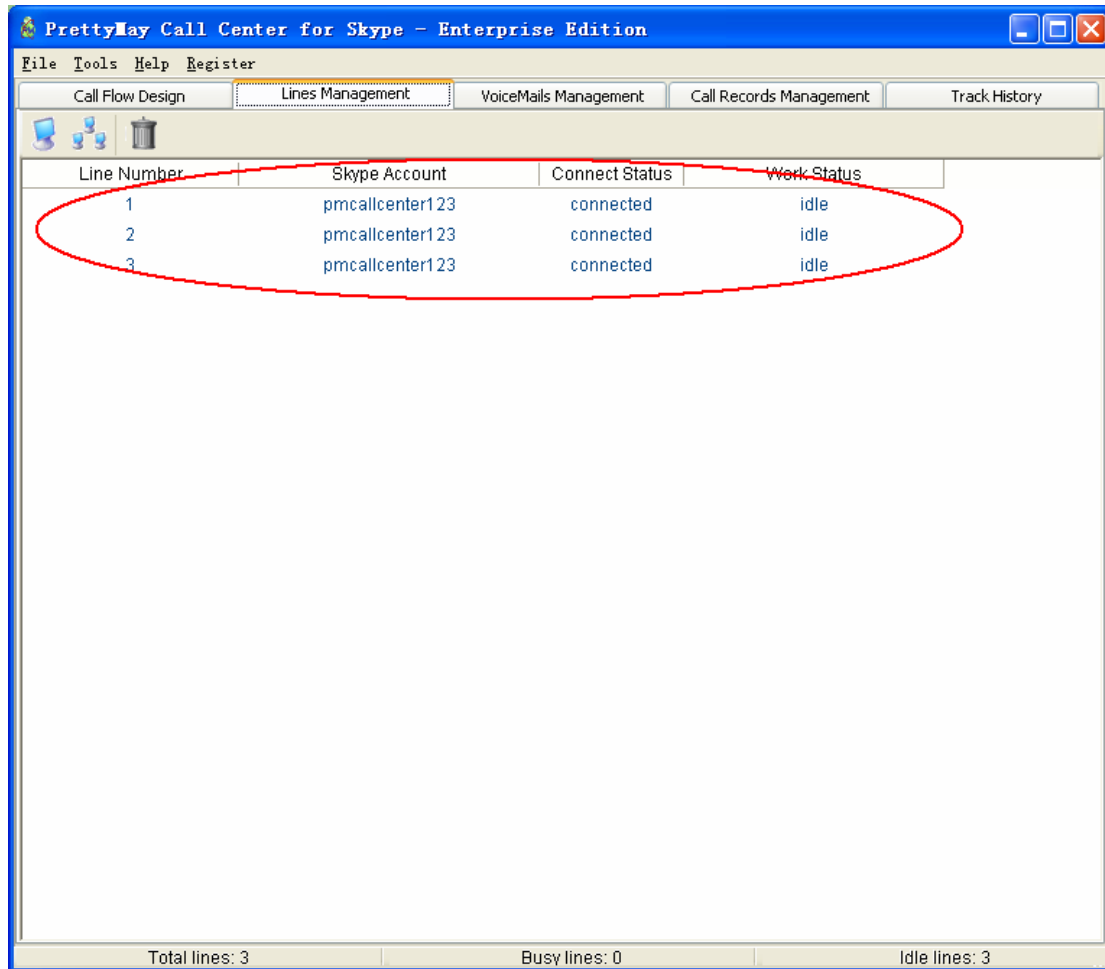


Typically, I login with the same SkypeID on 3 Skype instances. For instance, 'pmcallcenter123' is the major SkypeID for my company, and I will provide it to my customers for contact.

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.



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



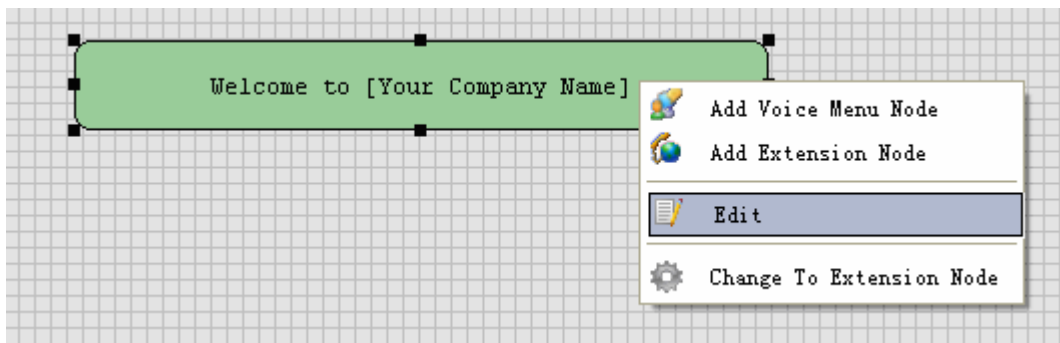
(Note: each Skype instance represents one line, and PrettyMay CCS use each Skype instance to handle incoming calls respectively without interrupting other Skype instances, so you just need one Skype account with one Skypein number(to receive calls from landline) to support up to 30 concurrent lines, 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.

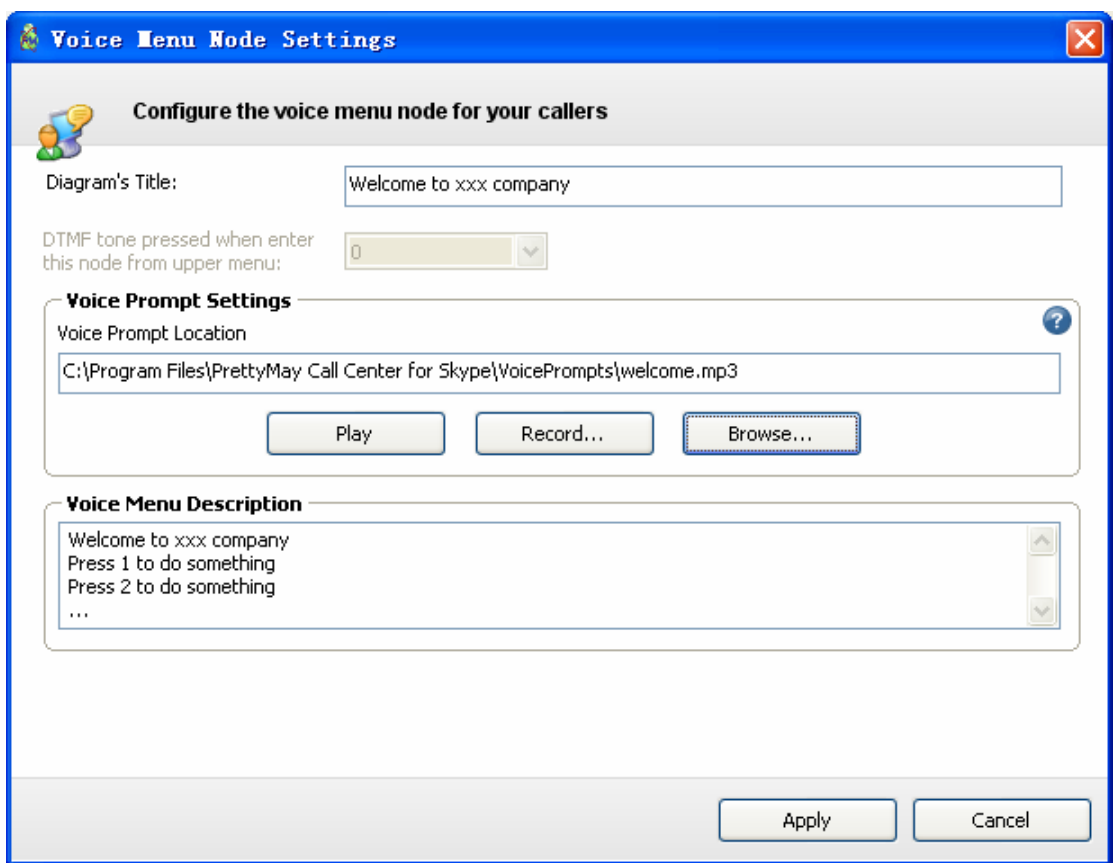
Here I illustrate a possible use of PrettyMay CCS, suppose I want to setup PrettyMay CCS for my office with an online helpdesk.

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.



First, set appropriate information in “**Diagram’s Title**” field.



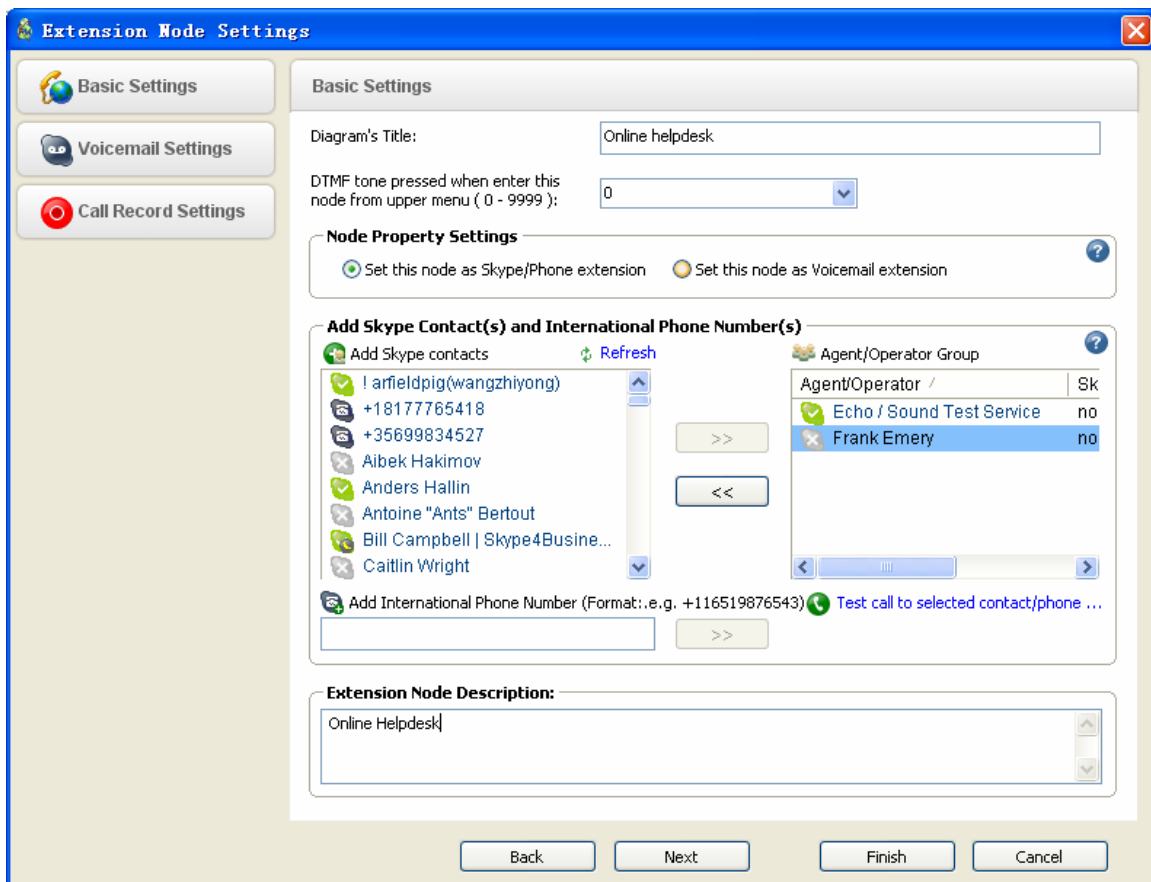
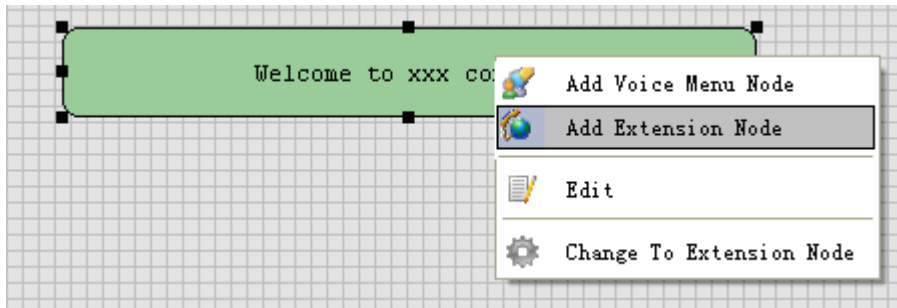
First, set appropriate information in “**Diagram’s Title**” field.

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.

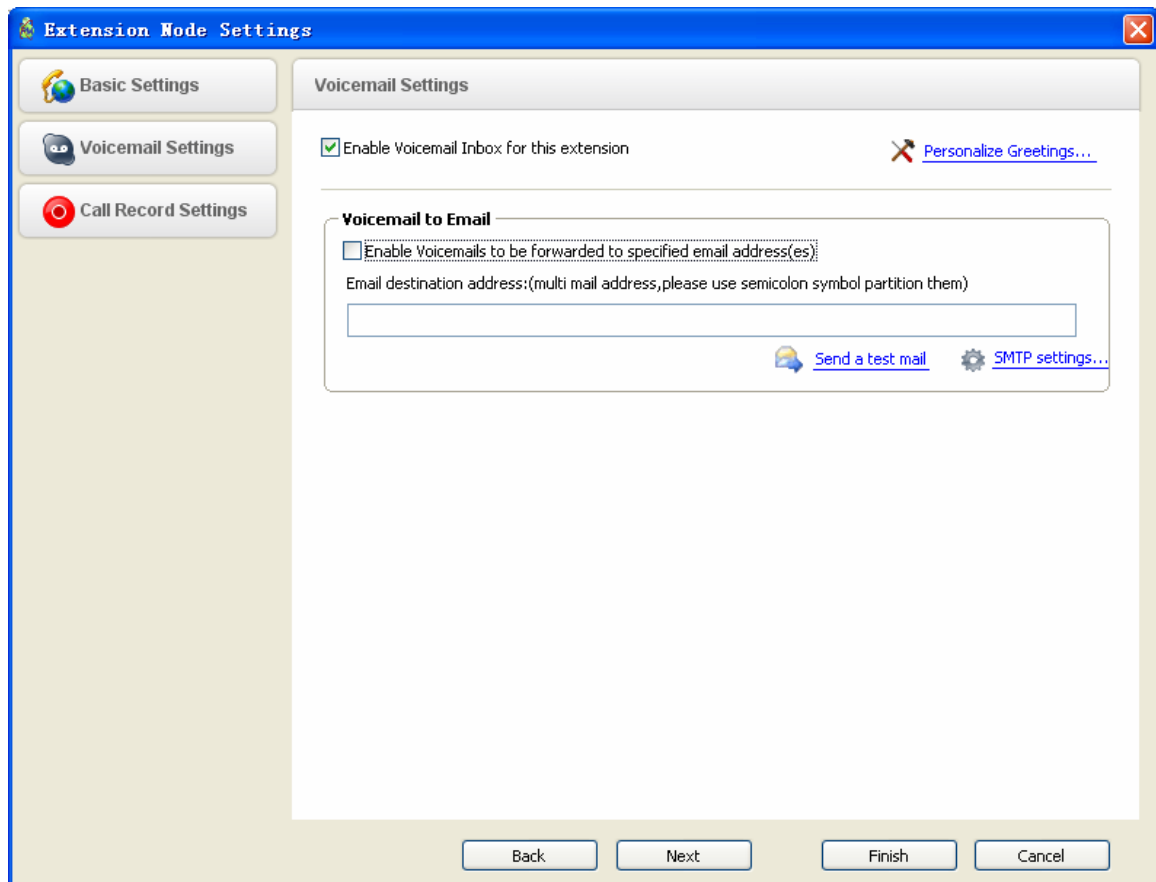
After I finish the settings of the Entry Node, click “**Apply**” button to save the settings and return to call flow builder, then add an online helpdesk Extension under this Entry Node by right-click mouse, select “**Add Extension Node**” menu.



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).

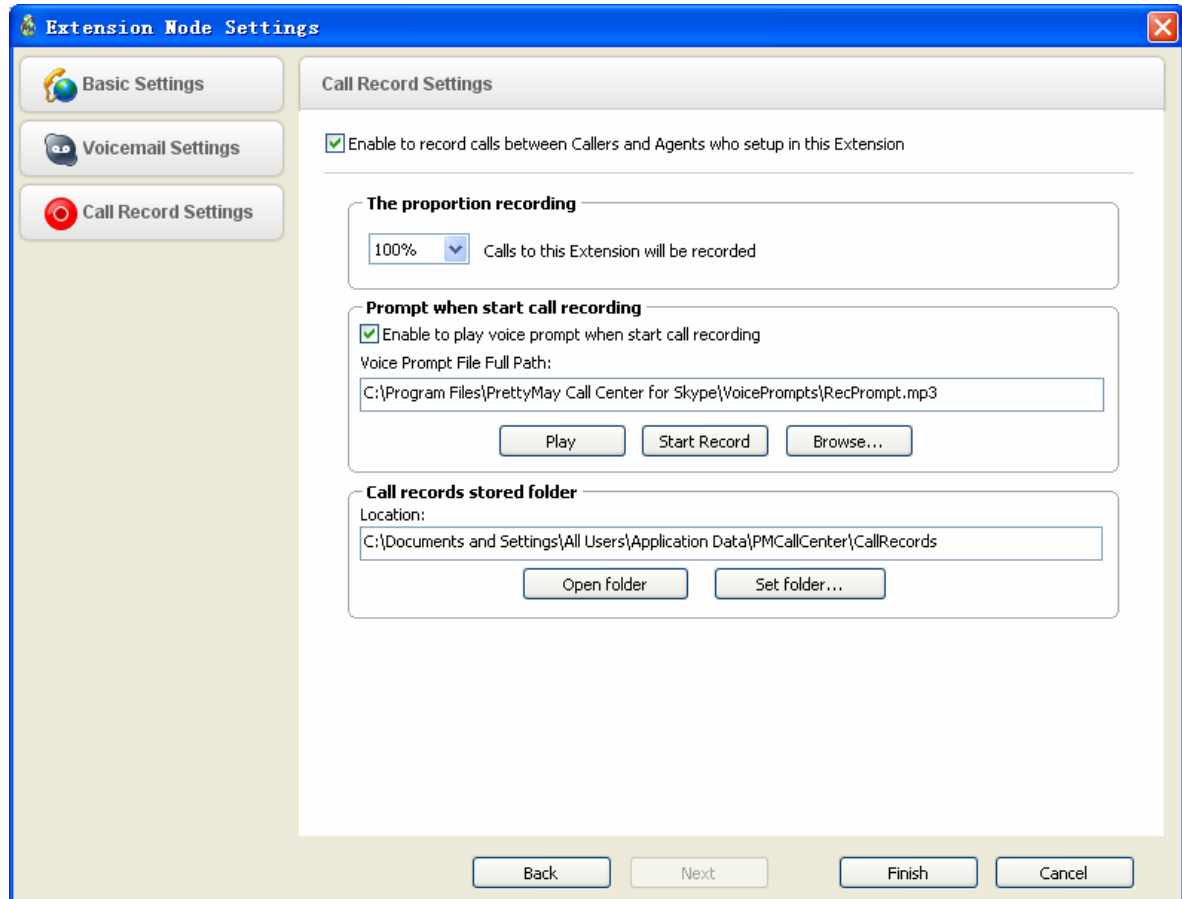
Then choose “**Voicemail settings**” item.
 If you want callers can be forwarded to the voicemail inbox when Agents in this Extension are all unavailable, sticking “**Enable voicemail Inbox for this extension**” checkbox.
 If you also want voicemails can be forwarded to specified email addresses, stick “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.



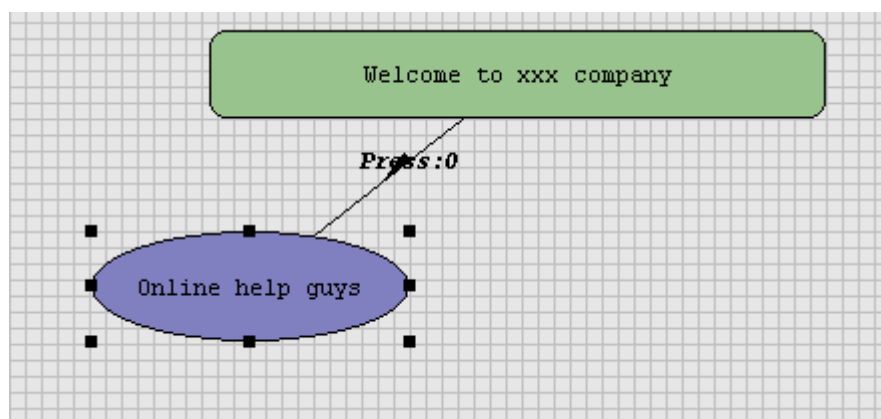
Finally select “**CallRecord settings**” item.

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.



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

Forum: <http://www.prettymay.net/forum>

E-mail: support@prettymay.net

Skype account: www.prettymay.net