

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 |
| | | 公 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 ⁸ 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 | | . | | | | |
|---|------------|----------|---------|-------|----|--------------------------|
| | 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 |
| | +35699834527 Aibek Hakimov Anders Hallin Antoine "Ants" Bertout Bill Campbell Skype4Busin | 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.

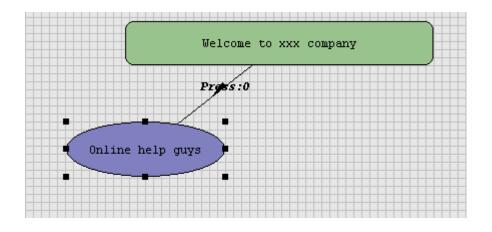
If you want PrettyMay CCS to record the calls for this extension, stick "**Enable to record calls** between caller and agents who setup in this extension" checkbox.



| 🄞 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: http://www.prettymay.net/forum

E-mail: support@prettymay.net

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