

# **PrettyMay Call Center for Skype**

User Guide

Released 4i

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# Preface

Welcome to Release 4i of the *PrettyMay call center user guide*.

This user guide includes the information you need to work with PMCCs effectively. It contains detailed information about the following:

- Overview and reference information
- PMCCs implementation suggestions
- How to use PMCCs windows
- PMCCs functions and features
- PMCCs system setup

This preface explains how this user guide is organized and introduces other sources of information that can help you.

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# How to use this guide

This guide contains the information you need to understand and use PMCCs.

This preface explains how this user guide is organized and introduces other sources of information that can help you. This guide contains the following chapters:

- Chapter 1 provides a brief introduction of the PMCCs and also the system requirement to install the PMCCs.
- Chapter 2 contains how to install the PMCCs and the main GUI of the PMCCs. And it also details how to use the quick support function.
- Chapter 3 tells you how to setup the inbound call center and the function of each option. It tells you how to use the voicemail to email function, conference feature as well as the call queue functions.
- Chapter 4 describes how to configurate the outbound call center. There you can also study the call recording setups of each agent.
- Chapter 5 introduces the line management function.
- Chapter 6 details you the usage of the voicemail function.
- Chapter 7 tells the function of the call recording frame.
- Chapter 8 introduces the track history function, you can export it to analyze the daily call logs.
- Chapter 9 tells you how to get a support from the PrettyMay.

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## Finding Out What's New

From the website of [http://www.prettymay.net/callcenter/whats\\_new.htm](http://www.prettymay.net/callcenter/whats_new.htm), you will see the detailed change log of each new version.

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## Related User Guides

PMCCs has a client plugin for the agents which called the **agents assistant**, for the detail, please refer to PrettyMay agents assistant user guide at below URL:

[http://www.prettymay.net/callcenter/PMAAS\\_User\\_Manual.pdf](http://www.prettymay.net/callcenter/PMAAS_User_Manual.pdf)

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## Training and Support

We provide a knowledge base to let you easily study and troubleshooting at below URL:

[http://www.prettymay.net/callcenter\\_faq/index.php?pid=knowledgebase](http://www.prettymay.net/callcenter_faq/index.php?pid=knowledgebase)

Also, once you purchase the PMCCs, we provide three years free supports, you can easily find one online support at below URL:

<http://prettymay.net/support.htm>

You can also drop us email at [support@prettymay.net](mailto:support@prettymay.net) or raise ticket at:

[http://www.prettymay.net/callcenter\\_faq/index.php?pid=newticket](http://www.prettymay.net/callcenter_faq/index.php?pid=newticket)

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## About PrettyMay

PrettyMay provides skype based solution for small business which includes the PrettyMay Call center solution, Skype PBX gateway as well as the Skype call recording. Please refer to our website to know PrettyMay more at:

[www.prettymay.net](http://www.prettymay.net)

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## Your Feedback

Thank you for using PMCCs and this user guide.

We value your comments and feedback. You can explain what you like or dislike about PMCCs or this user guide. Mail your comments to

[contact@prettymay.net](mailto:contact@prettymay.net)

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# Chapter 1, Introduction

This chapter gives an overview of the PMCCs as well as the system requirement to install the PMCCs.

## Why use PrettyMay Call Center for Skype

PrettyMay Call Center for Skype (PMCCs) is a 100% software-based Skype PBX that replaces traditional proprietary hardware PBX / PABX.

It allows Small Business to quickly and affordably implement a Skype PBX / PABX system with Auto-Attendant, Interactive Voice Response (IVR), Automatic Call Distribution (ACD), Call Recording and Voicemail capabilities and a lot more as well. It's truly affordable, easy to set up, simple to use and maintain.

[A Windows Based Skype PBX phone system offers numerous benefits:](#)

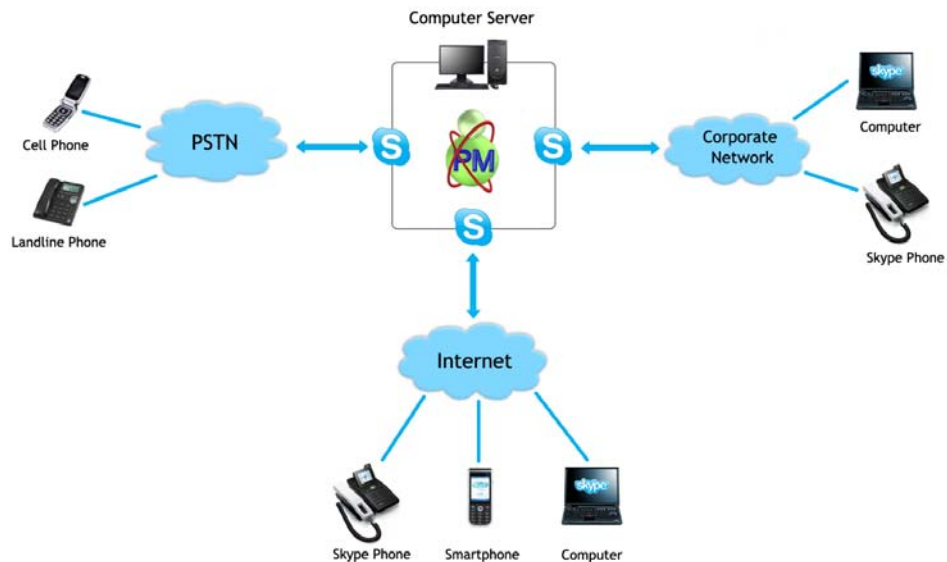
- No need of the traditional PSTN lines, phones use Skype network.
- Low costs, priced at US\$350 for 5 users package license and US\$650 with unlimited edit, no monthly fee or other fees.
- Employees use Skype compatible device which can be Skype software, Skype phones, or mobile phones.
- Save on phone costs by using SkypeIn, Skypeout service.

## How PMCCs works?

**Server PC:** PMCCs and the main Skype account need to run on a separate computer as the call center server. All calls are received /made through the main Skype account, and PMCCs delivers them to appropriate Skype or phone agents.

**Callers:** Callers can use any cell phone/landline phones, or Skype clients to call the SkypeIn number/SkypeID to dial into the system.

**Agents:** Agents/Operators can use Skype clients or cell phones to take/make calls. If the Skype agents/Operators, they can also use the Agents assistant system to easily handle inbound/outbound calls, for the details, please refer to the note about the agents assistant.



System architecture: Callers, call center server and agents.

*Note:* The PrettyMay Agent Assistant for Skype

PrettyMay Agent Assistant for Skype (PMAAS) is a compact utility which allows your agents/managers to easily manage your extension with a few mouse clicks – rather than via DTMF tones and limited Skype interface.

PMAAS is NOT the software to replace Skype for your agents to make/answer calls, but a small Skype plug in which need to run together with agent's Skype on a Windows PC. It is the client for the PrettyMay call center.

Calls are made and answered on Skype, PMAAS provides the following functions: **Easy Call Transfer, Presence, Call monitoring, Queue monitoring and Direct dialing out.**

For more information about the PMAAS, please refer to the PMAAS user manual which can be found at:

[http://www.prettymay.net/callcenter/PMAAS\\_User\\_Manual.pdf](http://www.prettymay.net/callcenter/PMAAS_User_Manual.pdf)



## System requirements

Skype Lines	1	5	10	30
PC Server	CPU: Intel Pentium III Processor or higher 256MB RAM or higher	CPU: Intel Pentium D 2.8G or higher 1GB RAM or higher	CPU: Intel Core 2 Duo E6600 or higher 2GB RAM or higher	CPU: Intel Xeon 5410 2.33G or higher 2GB RAM or higher
Operating System	Windows XP/Server 2003/Vista/Server 2008 32bit/Seven	Windows XP/Server 2003/Vista/Server 2008 32bit/Seven	Windows Server 2003/Vista/Server 2008 32bit/Seven	Windows Server 2003/Vista/Server 2008 32bit/Seven
Skype version	Skype 3.8/Skype 4.i	Skype 3.8/Skype 4.i	Skype 3.8/Skype 4.i	Skype 3.8/Skype 4.i
Network Connection	Download speed: $\geq 15$ Kilobytes/sec Uplink speed: $\geq 10$ Kilobytes/sec	Download speed: $\geq 75$ Kilobytes/sec Uplink speed: $\geq 50$ Kilobytes/sec	Download speed: $\geq 150$ Kilobytes/sec Uplink speed: $\geq 100$ Kilobytes/sec	Download speed: $\geq 450$ Kilobytes/sec Uplink speed: $\geq 300$ Kilobytes/sec

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## Chapter 2, Installation

This chapter contains how to install the PMCCs and the main GUI of the PMCCs. It also details how to use the quick support function.

### Before You Install

- Make sure the computer with PrettyMay installed meets the minimum system requirements and has an installation of Windows XP/Server 2003/Vista/Server 2008/Seven.
- Make sure the computer has internet access.
- Make sure the computer has sound device, if no sound card, you can install a [VAC](#).
- Make sure the Windows user account you are using to install PrettyMay has Administrator privileges. If the OS is Windows Vista or Windows 2008 or Windows 7, please make sure the UAC is **disabled**.

*Note:*

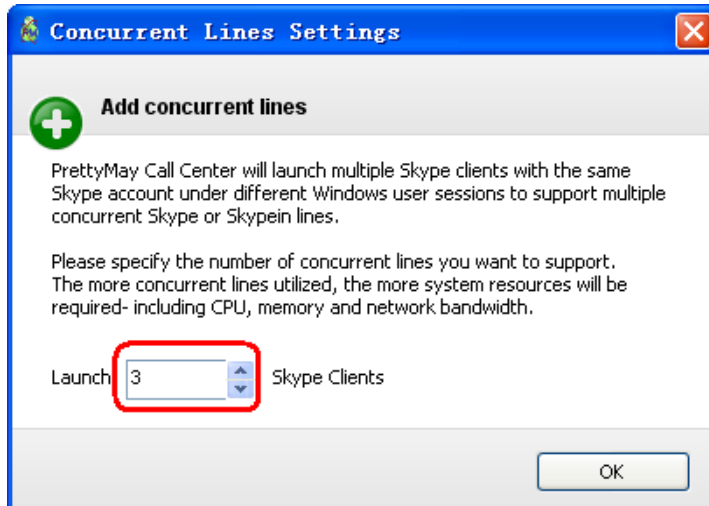
After disable the UAC, please re-start the computer/server.

### Install Skype and PMCCs

- 1). If you don't have Skype installed, please download the latest version of Skype at <http://www.skype.com/intl/en/download/skype/windows/>, then install it.
- 2). Download latest version of PMCCs at <http://www.prettymay.net/PMCallCenter-setup.exe>, then install it.

### Launch PMCCs

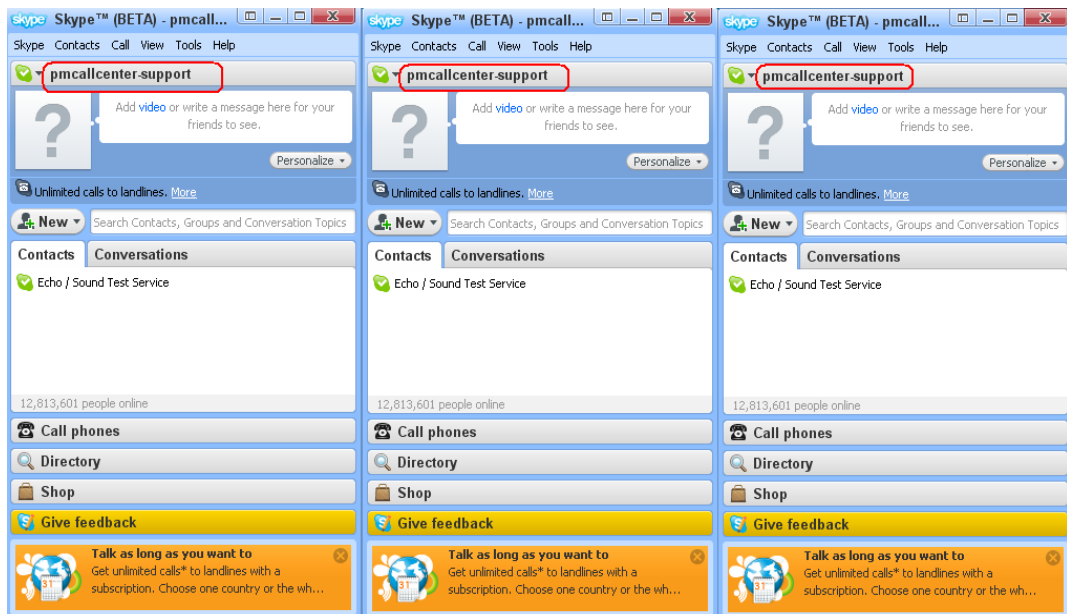
1. Double click the PrettyMay Call Center for Skype icon on your desktop to launch PMCCs, if you launch it at the first time, you will need to specify how many lines to be launched, see below for more detail information.



**Note:** You can choose how many lines to launch based on your requirement. You can also change the number of lines later at the PMCCs “Line Management” tab.

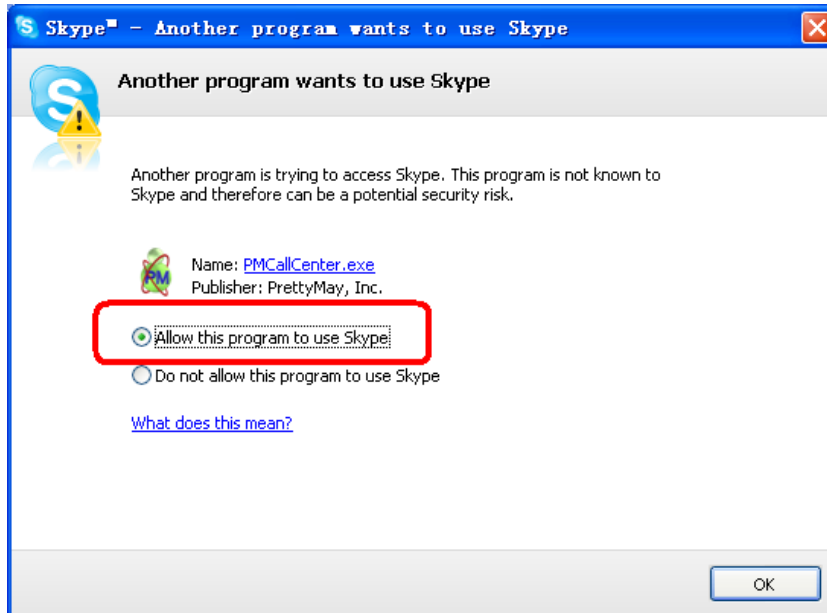
- After clicking “Ok” button on the “Concurrent lines settings” dialog, the number of Skype clients will be launched by PMCCs, see the screenshot below, generally, you need to sign in the same main Skype account on all those Skype instances.

For example, suppose “pmcallcenter.support” is the main Skype account for your company, you will sign in “pmcallcenter.support” on all instances launched.

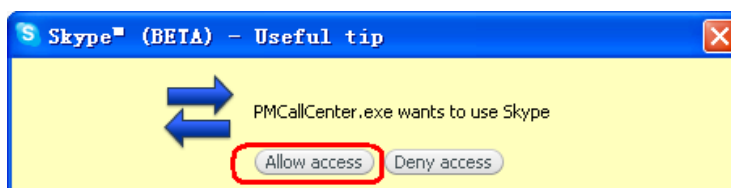


- Then Skype will pop up the “Access Control” dialog to ask you whether you allow PrettyMay to use Skype, you MUST select “Allow this program to use Skype” option, then click “OK” button.

*Note:* Each Skype instance will pop up the dialog separately, please give the access for each instance, see below screenshot:

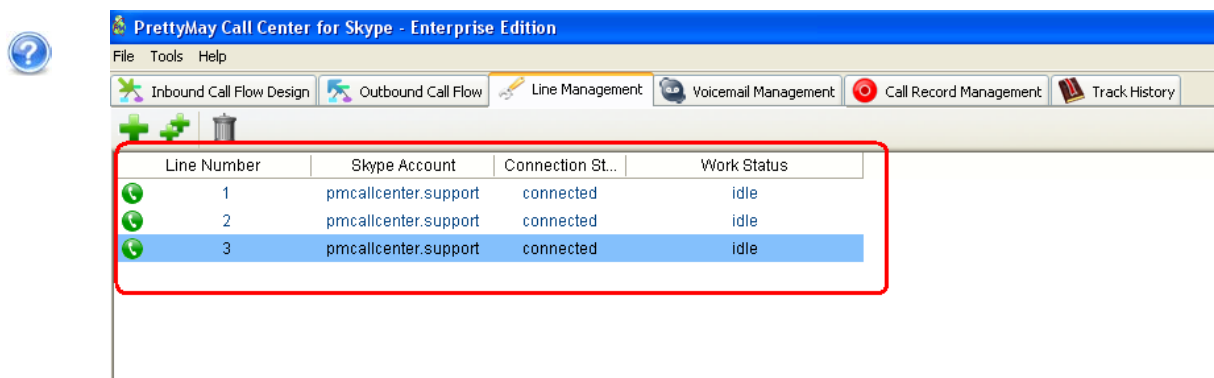


Skype 3.8



Skype above 4.0

4. Check the line status in the “**Line Management**” tab, see whether all lines are “**connected**”, see below screenshot:

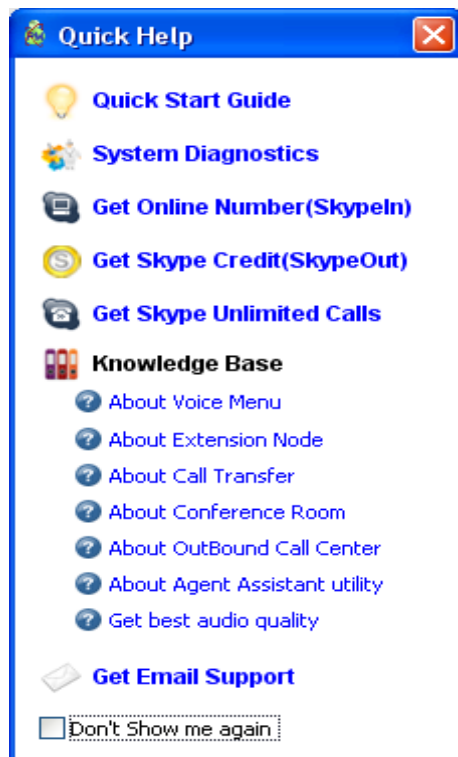


**Question :** There is “**Unknown**” or “**Searching...**” item in the “**line management**” list, how to fix it?

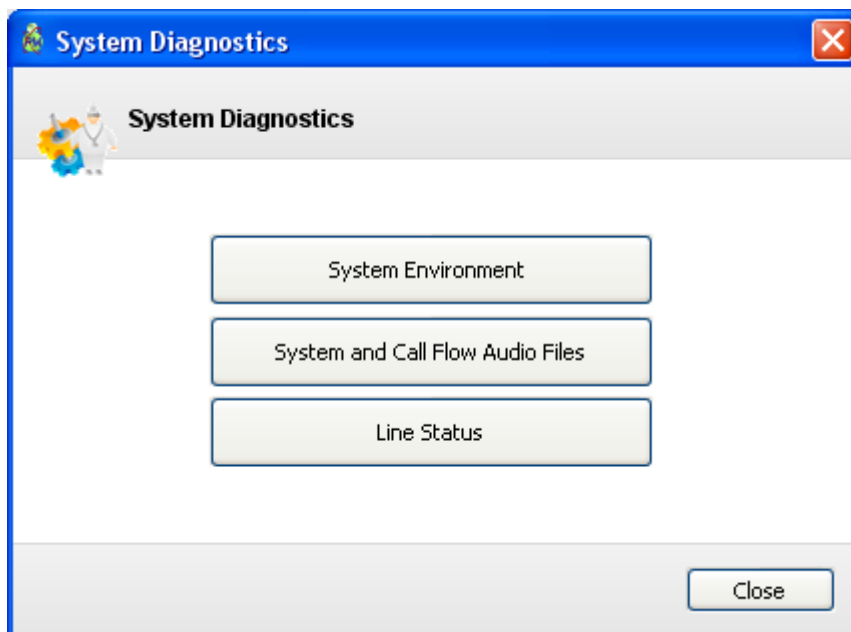
**Answer:** Please refer to [here](#).

5. Quick help.

If it is the first time to launch PrettyMay call center, you will see the quick support frame at the right of the main call center window. We suggest you to do the system diagnostics. Please see below screenshot for more detail information.



- **Quick Start Guide** – Once click, it will show you **THREE** steps to quickly setup your call center system.
- **System Diagnostics** – Easily checking the system configurations as following:



- **Get Online Number (SkypeIn)** – To get a skype online number.
- **Get Skype Credit (SkypeOut)** – To get skype credit.
- **Get Skype Unlimited Calls** – To get skype subscription, it will save money for doing outbound calls.
- **Knowledge Base** – PrettyMay knowledge base, there you can easily troubleshooting yourself or raise support tickets to PrettyMay.
- **Get Email Support** – You can drop us email if any help needed.

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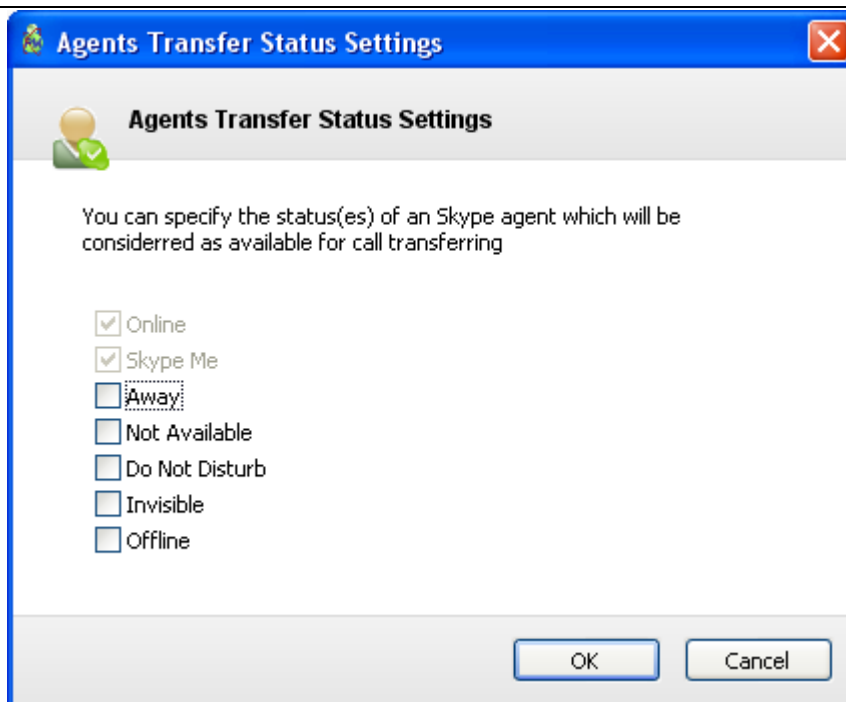
## Chapter 3, Inbound Call Center Settings

This chapter tells you how to setup the inbound call center and the function of each option. It tells you how to use the voicemail to email function, Call personalization feature as well as the call queue functions.

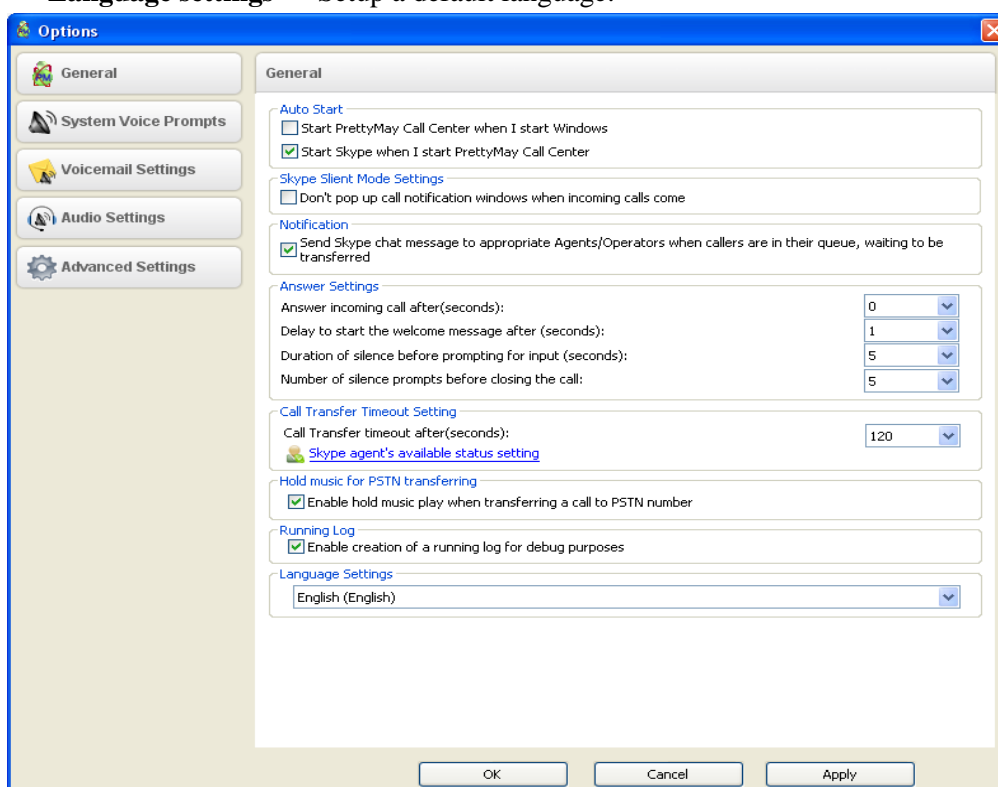
### • System Option

In the “General” Tab:

- **Start PrettyMay call center when I start windows** – If you have this option enabled, when you start the PMCCs computer, it will automatically start the PMCCs.
- **Start skype when I start PrettyMay call center** – If you have this option enabled, when you start the PMCCs, it will automatically start the skype instances.
- **Skype silent mode settings** – If you have this options checked, it will automatically closes the skype windows when the call is finished.
- **Notification** – If will send a notification message to the agents if a caller is in the waiting queue.
- **Answer settings**
  - Answer incoming calls after:** Define the PMCCs pick up the inbound calls delay time.
  - Delay to start the welcome message after (seconds):** Define the welcome message delay time.
  - Duration of silence before prompting for inputs(seconds):**Time range to input the extension DTMF tone.
  - Numbers of silence prompts before closing the calls:** Numbers of the prompts played if the callers don’ t have any DTMF tone.
- **Call transfer timeout settings** – Ring tone timeout to agents.
- **Skype agents available status settings** – As the default setups, just the status with online/Skype Me are considered as available.



- **Hold music for PSTN transfer** – If you enable this function, it will enable the onhold music for the PSTN agents.
- **Running log** – You can enable the running log for system diagnosis purpose.
- **Language settings** – Setup a default language.



In the “System Voice Prompts” Tab:

**System Voice Prompt language package list** – You can setup a system default language package.



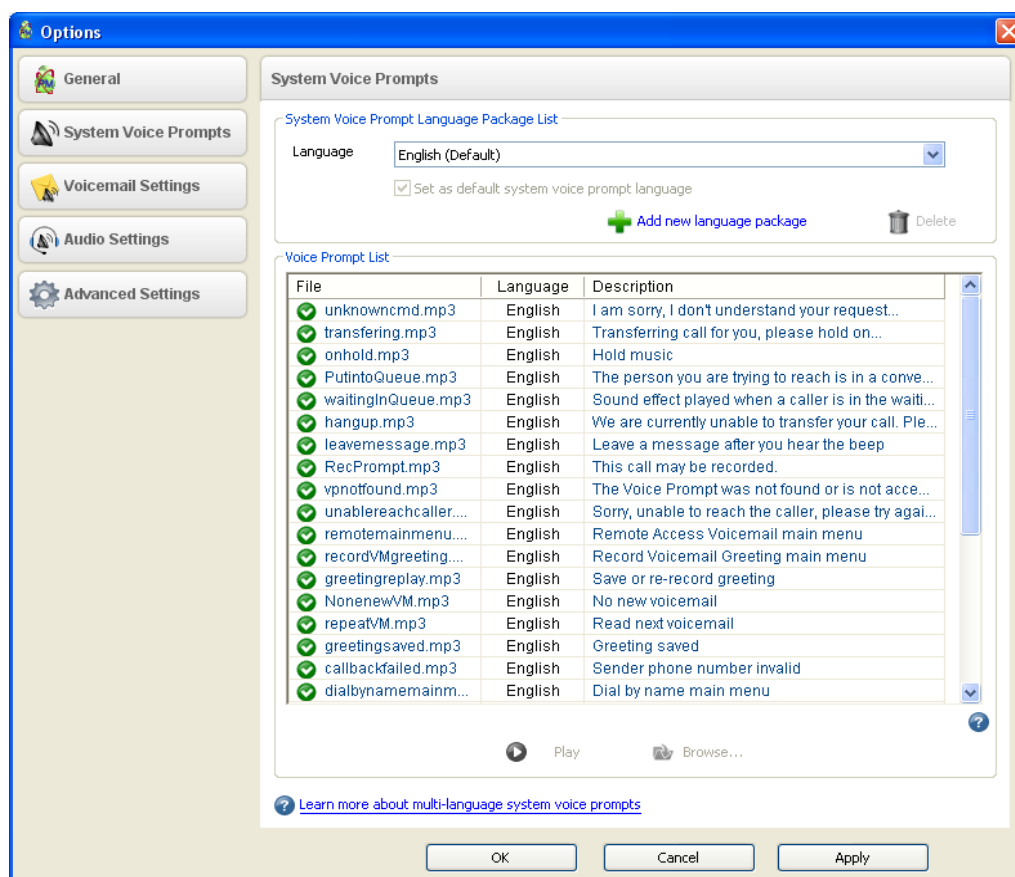
**Add new language package** – Click this button to add new language package.

*Note:* Please refer to below URL to study how to add multiple language packages:

[http://www.prettymay.net/callcenter\\_faq/index.php?pid=knowledgebase&cmd=viewent&id=8](http://www.prettymay.net/callcenter_faq/index.php?pid=knowledgebase&cmd=viewent&id=8)

**Voice Prompt List** – Here lists all the system default prompts for inbound call center.

*Note:* You can customize the system default greetings, please make sure the name same with the original ones and also please put the greetings in a public folder.

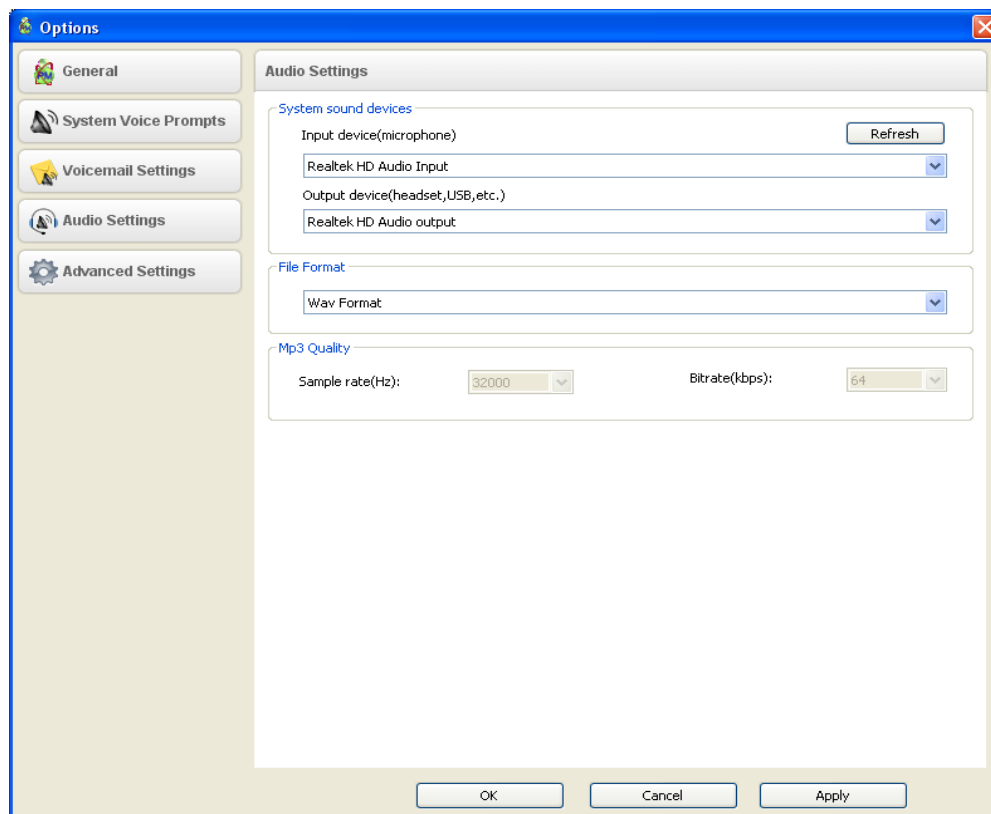


In the “VoiceMail settings” Tab:

Please refer to the voicemail system section for the details.

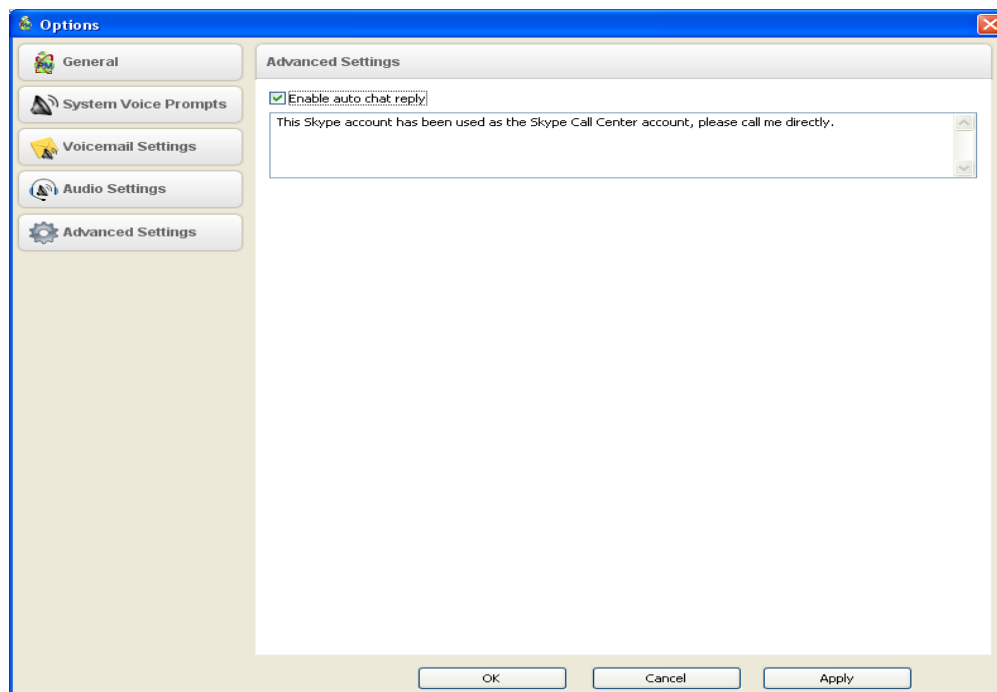
In the “Audio settings” Tab:

- **System sound device** – You can define the system audio device.
- **File format** – Define the files format when you record the calls.



In the “Advanced settings” Tab:

**Enable auto chat reply** – You can use this function to notify the clients this skype account is used for call center if the clients send chat message.



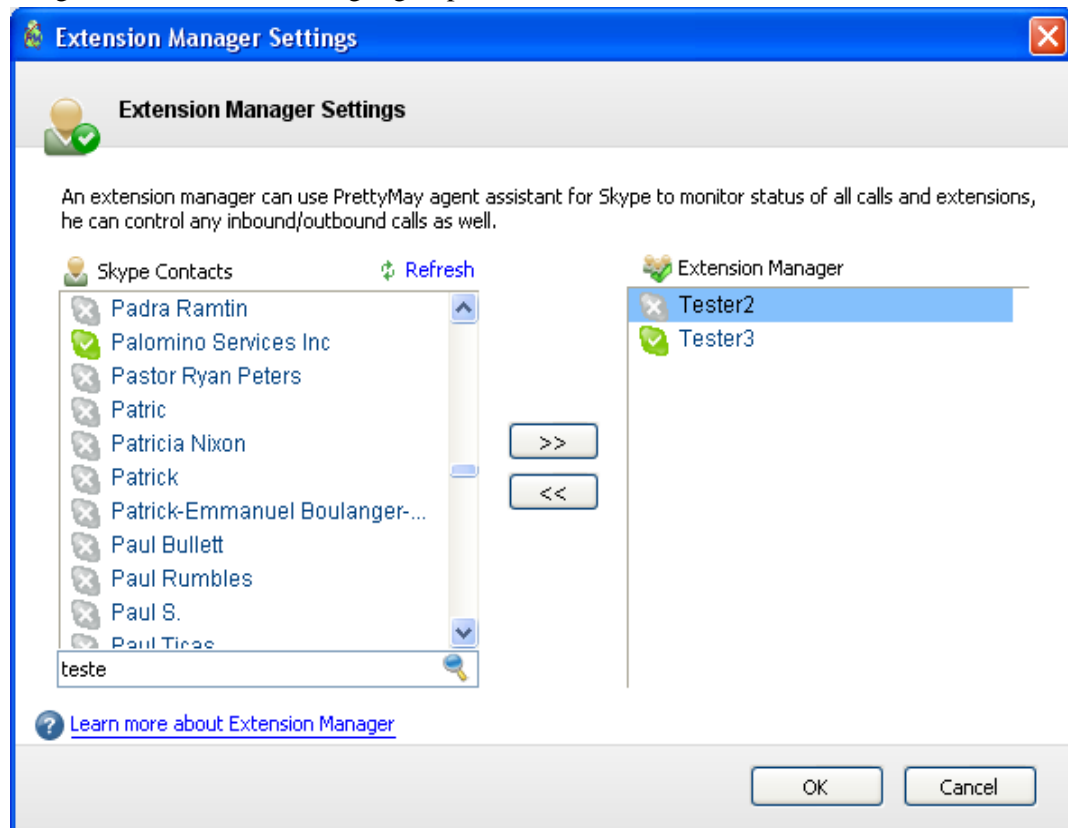
## • Extension manager settings

Extension manager can use the Agents assistant to monitor all the Agents status and calls information, for example, who are busy and how many calls are in the waiting queue etc.

### Navigation:

**Call center→tools→extension manager settings**

Please choose the extension mangement from the main skype account contact list and assign to the extension manager group, see below for the details:



*Note:* Please refer to the agents assistant user guide for more details at:

[http://www.prettymay.net/callcenter/PMAAS\\_User\\_Manual.pdf](http://www.prettymay.net/callcenter/PMAAS_User_Manual.pdf)

## • Voice Menu Node

### Introduction

A Voice Menu Node represents a pre-recorded message which can be recorded and played to a caller like “Press 1 for sales, Press 2 for service...” . Please see below screenshot of the voice menu node:

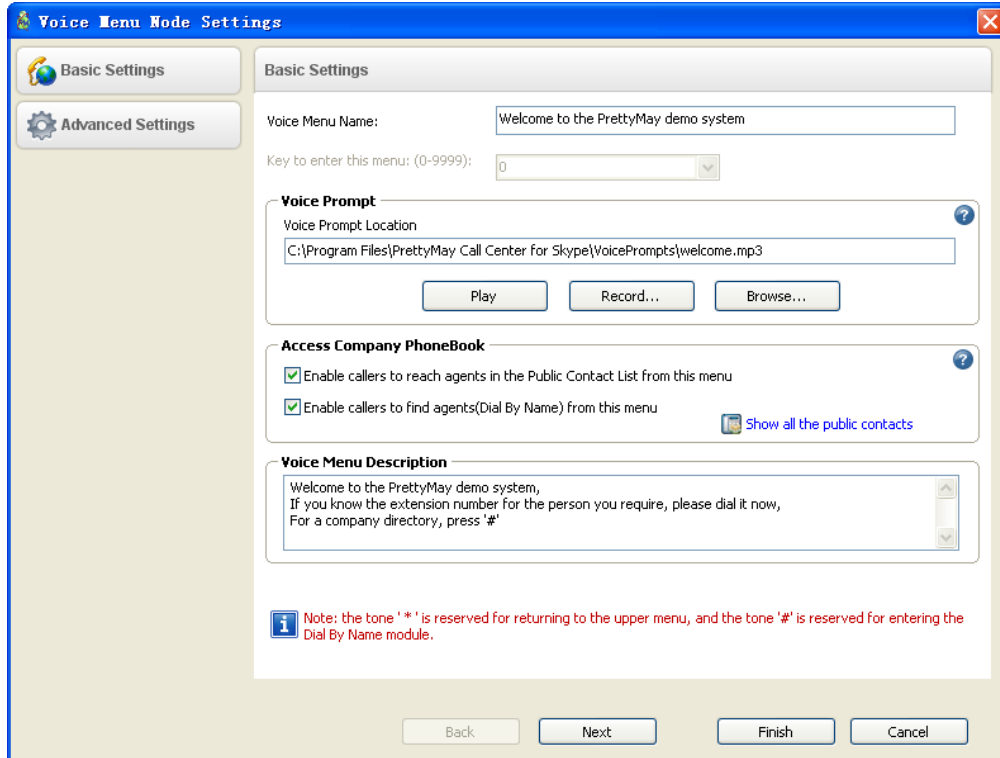
### Record a main menu prompt

Choose “**Inbound Call Flow Design**” tab, right click the default main voice menu node, select menu “**Edit**” , then you can click “**Record...**” or “**Browse...**” button to record your own voice or select an existing .mp3/.wav file as the voice prompt for this node.

### Voice Menu Node options

In the “**Basic Settings**” tab:

- **Voice Menu Name** – Specify a name of the voice menu node.
- **Key to enter this menu** – DTMF tones pressed from upper voice menu node to enter this menu.
- **Voice Prompt** – The pre-recorded message will be played to a caller.
- **Enable Callers to reach agents in the public contact list from this menu** – this option will enable a caller to enter the number of extension that listed in the public contact list.
- **Enable callers to find agents (Dial By Name) from this menu** – this option will enable a caller to use dial by name function from this menu.
- **Voice Menu Description.**



**Voice Menu Node Settings**

**Basic Settings**

Voice Menu Name:

Key to enter this menu: (0-9999):

**Voice Prompt**

Voice Prompt Location:

**Access Company PhoneBook**

☒ Enable callers to reach agents in the Public Contact List from this menu

☒ Enable callers to find agents(Dial By Name) from this menu [Show all the public contacts](#)

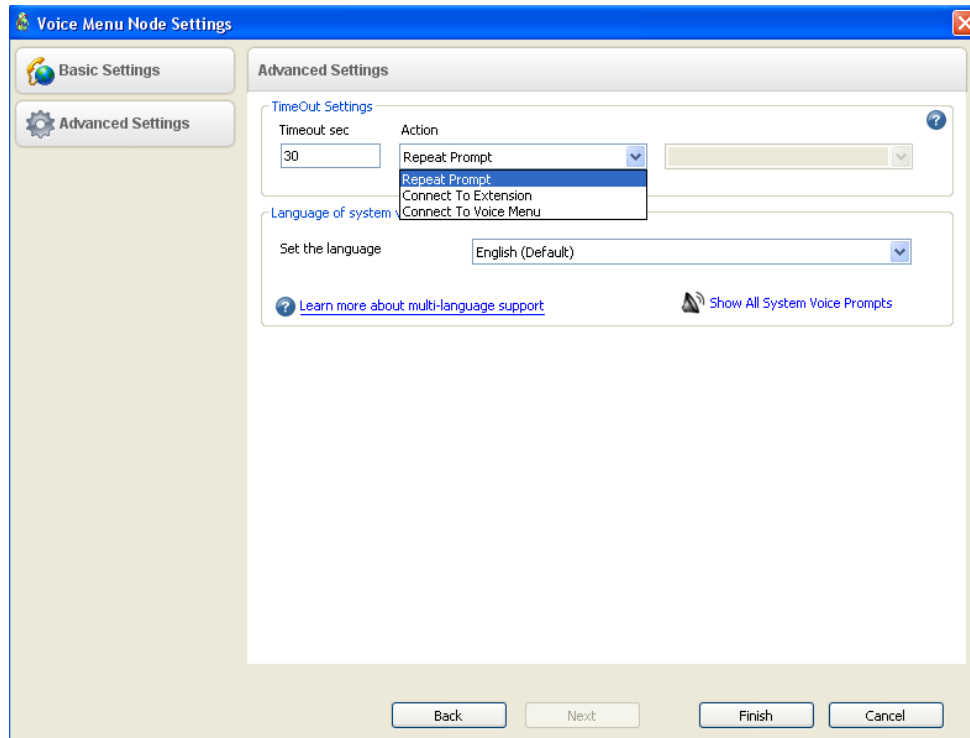
**Voice Menu Description**

Welcome to the PrettyMay demo system,  
If you know the extension number for the person you require, please dial it now,  
For a company directory, press '#'

**Note:** the tone '\*' is reserved for returning to the upper menu, and the tone '#' is reserved for entering the Dial By Name module.

In the “**Advanced Settings**” tab:

- **Timeout Sec** – If no action within the timeout sec, it will timeout.
- **Action** – The behavior when the timeout reaches.
  - Repeat Prompt:** Once time out, will repeat the greeting to the callers.
  - Connect to extension:** Once timeout, will transfer the call to a pre-defined extension node.
  - Connect to voice menu:** Once timeout, will transfer the call to a pre-defined voice menu node.
- **Language of system voice prompts** – If you have multiple languages of voice prompt packages, you can choose the language of system voice prompt.



## • Extension Node

### Introduction

There are two types of extension node:

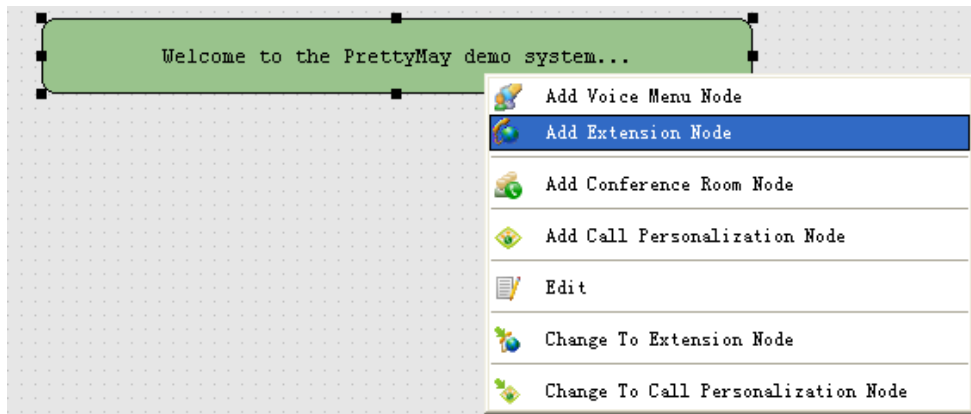
- **Skype/Phone extensions** – You can assign staff's SkypeID/Landline/Cell phone number into the extension, and then your staff can use Skype software, Skype phones, cell phones, landline or any other Skype compatible devices to take/make calls.
- **Voicemail extension** – You can set up a single voicemail inbox, so that caller can leave the voice message after he enters the extension number. You need to select “Set as a Voicemail extension” option in the “Extension Type” field as below screenshot.

*Note:* You can use this feature for out of hours and just record the callers' information and then call back when you are on duty.



### Add an Extension Node

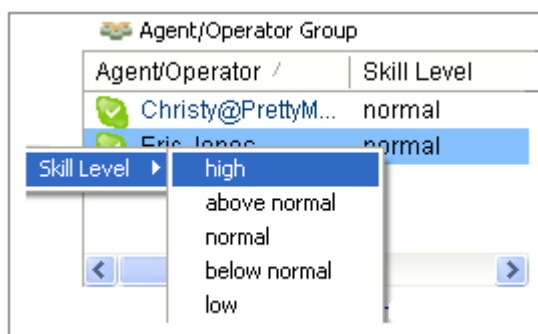
Select an existing Voice Menu Node, right-click the mouse, select menu “Add Extension Node”. See below screenshot:



## Extension Options

In the “Basic Settings” tab:

- **Extension Name** – Specify a name of the extension node.
- **Extension Number** – Keys pressed from upper menu to enter this extension.
- **Extension Type** – Set this extension as a Skype/Phone extension or voicemail extension.
- **Assign Skype/Phone agent(s) options:**
  - Assign an Skype agent** – Assign one or more Skype agent(s) into the Agents/Operator group, and then these agents can use Skype to answer/make calls.
  - Assign a phone number** – Assign cell phone or landline phone numbers into the Agent/Operator group, and then these agents can use cell phone/landlines to answer/make calls.
  - Skill Level** – Specify the priority for an agent to receive calls, agent with higher Skill level will receive calls first. You can choose one agent and right click to setup the skill level, please refer to below screenshot.



*Note:* Suppose that you setup two agents in this agent/Operator group with different skill levels and both the two agents are available (Available means the agents are online and free to pick up the call). Then when inbound calls come, it will ring to the high skill level agent first.

### • Call Routing Options:

**Ring Group** – This option enables PMCCs ring all of the agents at once, and once one of the agents picks up the call, it will stop ringing to the others.

**Handoff call transfers** – This option enables PMCCs and the main Skype account leave the conversation once the caller connects to an agent, this will save the system resources on the call center PC.

**Skip to next available agent** – This option enables PMCCs ring to the next available agent when the previous agent doesn't pick up the call in a certain time, you can define the timeout based on the requirement.

*Note:* You can use the call routing options combined with the skill level. For example, you define two agents in the extension with different skill levels, then when calls come in, it can ring to the higher skill level agent, if the high skill level agent is not available, it will ring to the next skill level agent.

### • Prompt While Transferring

**Play the voice prompt before a call is transferred** – If you enable this function, PMCCs will play the specified prompt before a call is transferred to agents. After the prompt is played, the call can be transferred to the agents.

### • Extension node description

**Extension node description** – You can give a note about this extension.

**Extension Node Settings**

**Basic Settings**

Extension Name: SupportTeam

Extension Number (0-9999): 0

**Extension Type**

☒ Set as a Skype/Phone extension ☐ Set as a Voicemail extension

**Assign Skype/Phone Agent(s)**

Assign an Skype Agent Refresh

Agent/Operator Group

Agent/Operator	Skill Level
Calfen@PrettyMay.Net	normal
Techice.Yang_PrettyMay	normal

**Call Routing Options**

☐ Ring Group - Call all agents in the group at once

☐ Handoff call transfers

☐ Skip to next available agent when the previous available agent doesn't answer the call after(seconds) 10

**Prompt While Transferring**

☐ Play the voice prompt before a call is transferred

**Extension Node Description:**

Support Team Extension

[How to improve audio quality in the conversation?](#)

Back Next Finish Cancel



In the “**Voicemail Settings**” tab, you can enable the voicemail option for this extension:

- **Enable Voicemail** – If this function is enabled, if the agents are not available, the callers will be put into the voicemail to leave the agents voicemail.
- **Allow agent(s) to remote access voicemail and manage greeting** – If this is checked, the agents can dial into the call center, then enter their own extension number to access voicemail and manage greeting, they can hear the new greeting or change the greeting.
- **Enable Voicemail to email** – If this is checked, PMCCs will forward voicemails to the specified email addresses as attachments.
- **Email Addresses** – Email address (es) to receive voicemails.
- **Enable SMS notification when a new voicemail is received** – If this is checked, PMCCs will send a SMS to the specified cell phone number when got a voicemail.
- **Phone number(s) to receive SMS.**
- **SMS Content.**
- **Limit sending SMS notification to certain hours** – Specify a time interval to send SMS message.

**Extension Node Settings**

**Voicemail Settings**

☒ Enable Voicemail if the call is not answered after certain seconds: 20

[Personalize Greeting...](#)

☒ Allow agent(s) assigned this extension to remote access voicemail and manage greeting

**Voicemail to Email**

☒ Enable Voicemails to be forwarded to specified email address(es)

Email destination address:(for multiple email addresses, please use a semicolon to separate them)

support@prettymay.net

[Send a test mail](#) [SMTP settings...](#)

**SMS Notification**

☐ Enable SMS notification when a new voicemail is received

Phone number(s) to receive SMS notification (e.g. :+8613905121111,+8613012345555)

**SMS Content**

You've received a new voicemail from -[CALLER\_NAME]- at -[VM\_RECEIVED\_TIME]- duration - [VM\_DURATION]-

☐ Limit sending SMS notification to certain hours of day/week.

Test SMS message

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								
Sun																								

☐ All ☐ None Invert

Back Next Finish Cancel

In the “Call Record Settings” tab, you can enable PMCCs to record calls for this extension:

- **Enable call recording between caller and agents who are setup in this extension**
  - If you have this function enabled, the system will record the inbound calls for this extension.
- **Proportion of calls to be recorded** – You can define 100% record or partially record the inbound calls for this extension. For example, you can choose 50%, and then 50% calls will be recorded.
- **Prompt to play when call recording initiated** – You can give a prompt to the caller before the call is recorded.
- **Call record storage folder** – You can define a customize location for the recording files.

**Extension Node Settings**

**Call Record Settings**

☒ Enable call recording between Callers and Agents who are setup in this Extension

**Proportion of calls to be recorded**

100% Calls to this Extension will be recorded

**Prompt to play when call recording initiated**

☒ Play voice prompt when call recording initiated

Voice Prompt File Full Path:  
C:\Program Files\PrettyMay Call Center for Skype\VoicePrompts\RecPrompt.mp3

Play Start Recording Browse...

**Call records storage folder**

Location:  
C:\Documents and Settings\All Users\Application Data\PMCallCenter\CallRecords

Open folder Set folder...

Back Next Finish Cancel

In the “Advanced Settings” tab, there are following options:

- **Call Queue options.**

**Introduction Voice Prompt** – Specify a prompt to be played to a caller when he is put into the waiting queue. You can use the system default one or customize one greeting.

**Music on Hold** – Music for a caller in the waiting queue. You can use the system default one or customize one greeting.

**Maximum Queue Wait Time (Seconds)** – The maximum time for a caller waits in the queue before the call is forwarded to voicemail.

**Enable a caller in a queue to enter voicemail by pressing** – Specify a key that a caller can press to enter voicemail.

- **Notification of incoming calls.**

**Send chat message to an agent when an incoming call comes** – If it is checked, PMCCs will send a Skype chat message of the call info to the ringing agent.

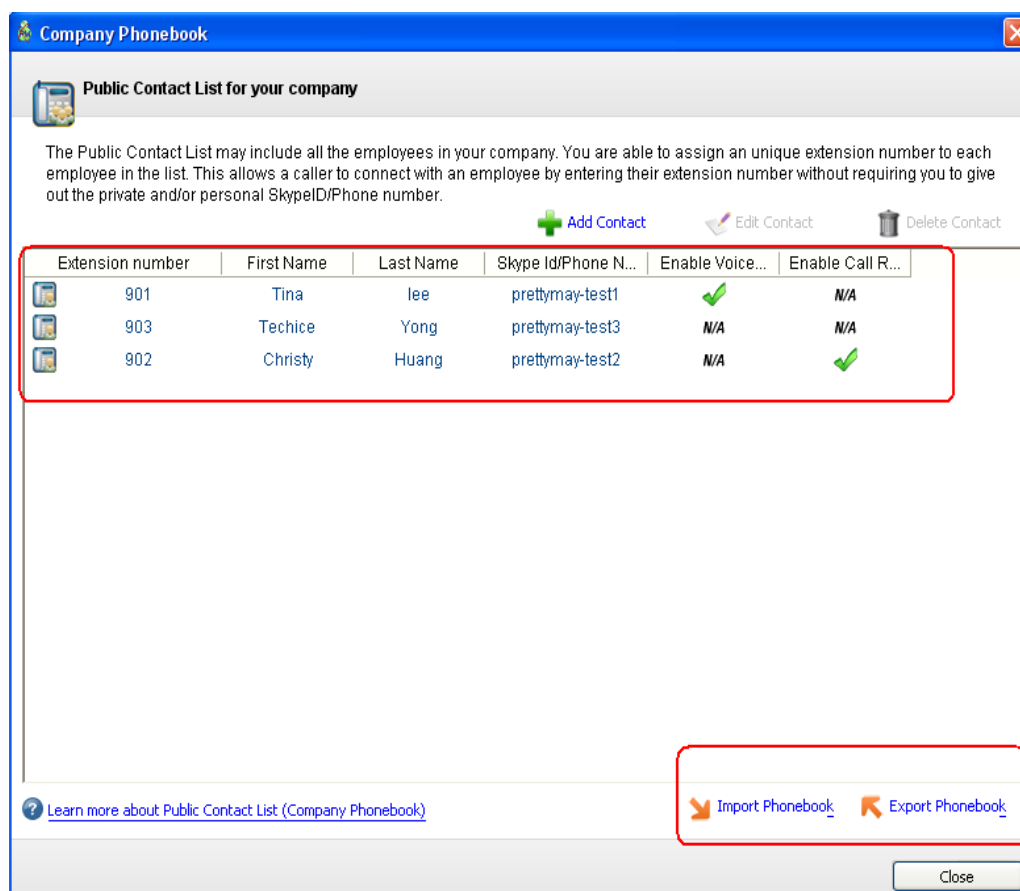
- **Return to the main menu** – If it is checked, when a caller is in the voicemail of this extension, the caller is enable to press the specified keys to return to main voice menu.

## • Public Contacts List (Company Phonebook)

### Introduction

The Public Contacts List is a directory where you can list all of your employees here, and each extension represents an employee, and been assigned with an unique extension number, see below screenshot for the details:

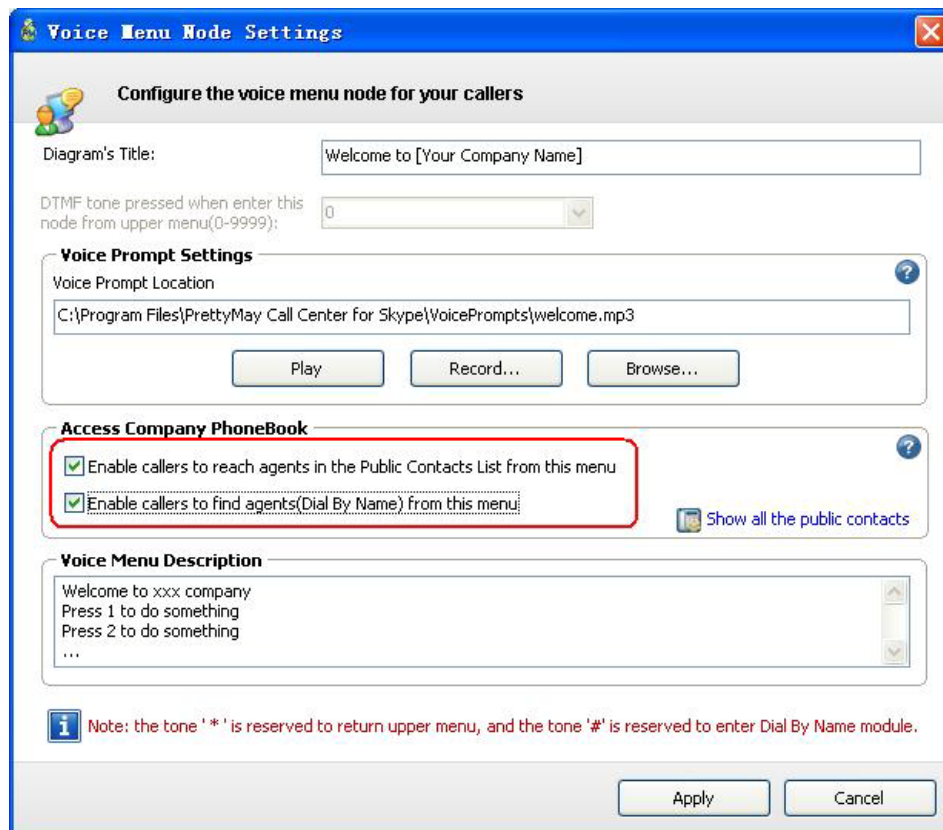
- **Add contact** – Add a new contact to the public contact list.
- **Edit contact** – Modify one exist contact information.
- **Delete contact** – To delete one exist contact information from the public contact list.
- **Import phonebook** – You can use this function to easily import an exist phonebook to the PMCCs public contact list.
- **Export phonebook** – You can use this function to export the defined public contact list to your computer for backup purpose.



Different from the extension node set in the “**Inbound Call Flow Design**” panel, extensions in the Public Contacts List can be reached from any “**Voice Menu Node**” with the checkbox “**Enable callers to reach agents in the Public Contacts List from this menu**” selected.


Another advanced feature to use the Public Contact List is callers can find the person in the list by using Dial By Name method, so they don’ t even have to know the extension number of the person they try to reach, they just need to enter the first three digits of a person’ s last name.

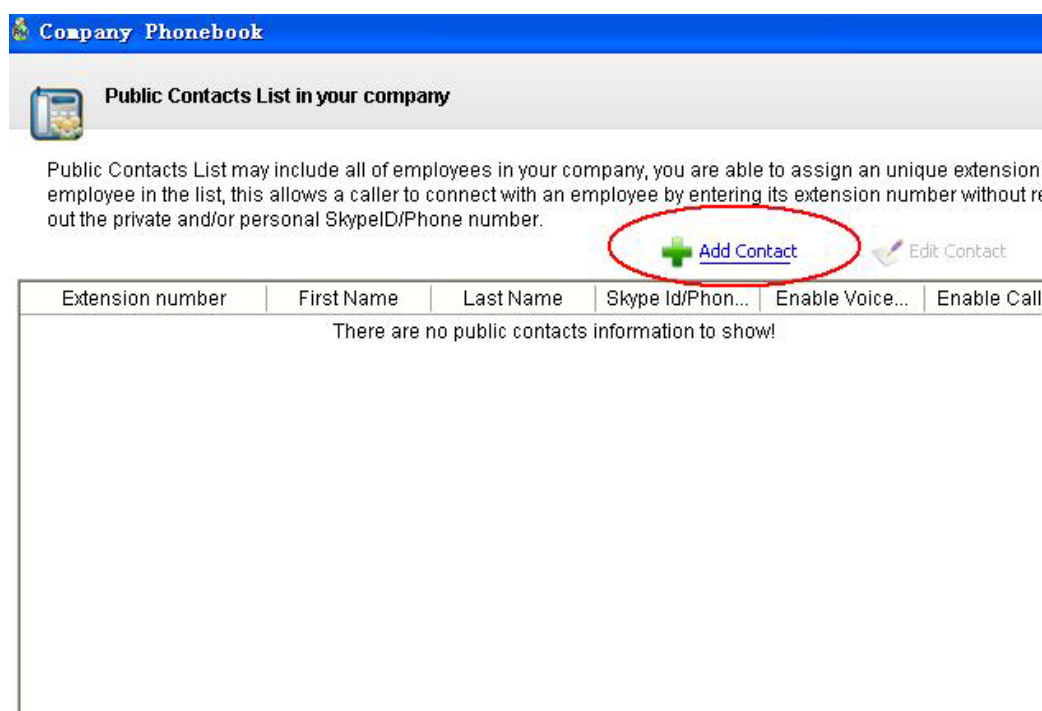
To enable the Dial By Name function, you need to select the checkbox “**Enable callers to find agents (Dial By Name) from this menu**” in the Voice Menu Node where caller enter into it. See below screenshot:



## • Dial By Name

Once you enable the Dial By Name feature for an agent, callers don't need to know the extension number for the agent, just press the first three letters of the last name for the agent, then PMCCs will connect to the agent.

To enable the Dial By Name feature, you need to initial the Public Contacts List, click the “**Company Phonebook**”  button on the toolbar, then click the “**Add Contact**” link in the dialog, see below screenshot:




You will be able to set an extension for an agent, set the appropriate options, make sure the “**Let callers search for this agent (Dial By Name)**” is checked, and specify/record a sound file which contains the audio of the person's name. Do as above for each of your employees. See below screenshot:

After you finish the initialization of the Public Contacts List, open the Entry Node (the top node in the inbound call flow) or any other Voice Menu Node where you want the callers to enter the Dial By Name module.

Stick the checkbox **“Enable callers to reach agents in the Public Contacts List from this menu”** as well as the checkbox **“Enable callers to find agents (Dial By Name) from this menu”**. Then click **“Apply”** button.

After these settings are done, your callers can enter Dial By Name module by

pressing  from the Voice Menu you set.

## • Call Personalization Node

### Introduction

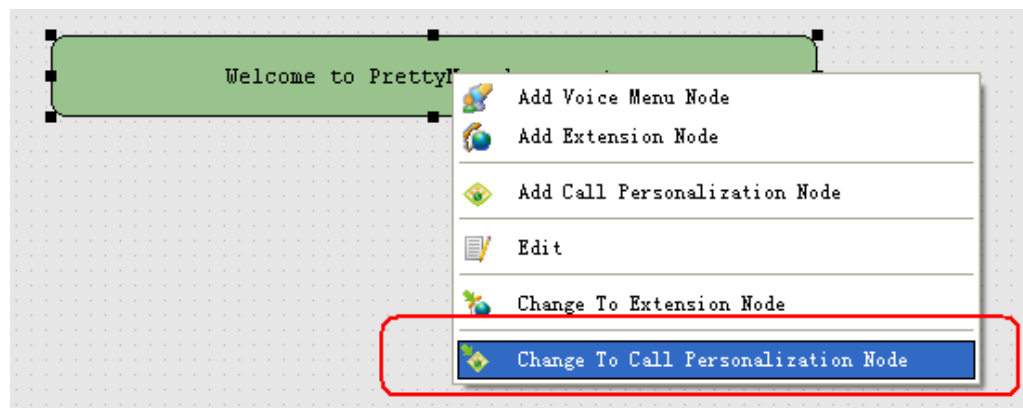
Call Personalization node can be used to route calls differently based on the caller's telephone number or the SkypeIn number that the caller dials.

**There are two ways to use the Call Personalization nodes in your call flow, they are:**

#### 1). Set the Call Personalization node as the entry node in the call flow.

In this way, the caller will be identified as soon as the PMCCs answers the call, then routes the call depending on the call personalization setting you designed in the call personalization node.

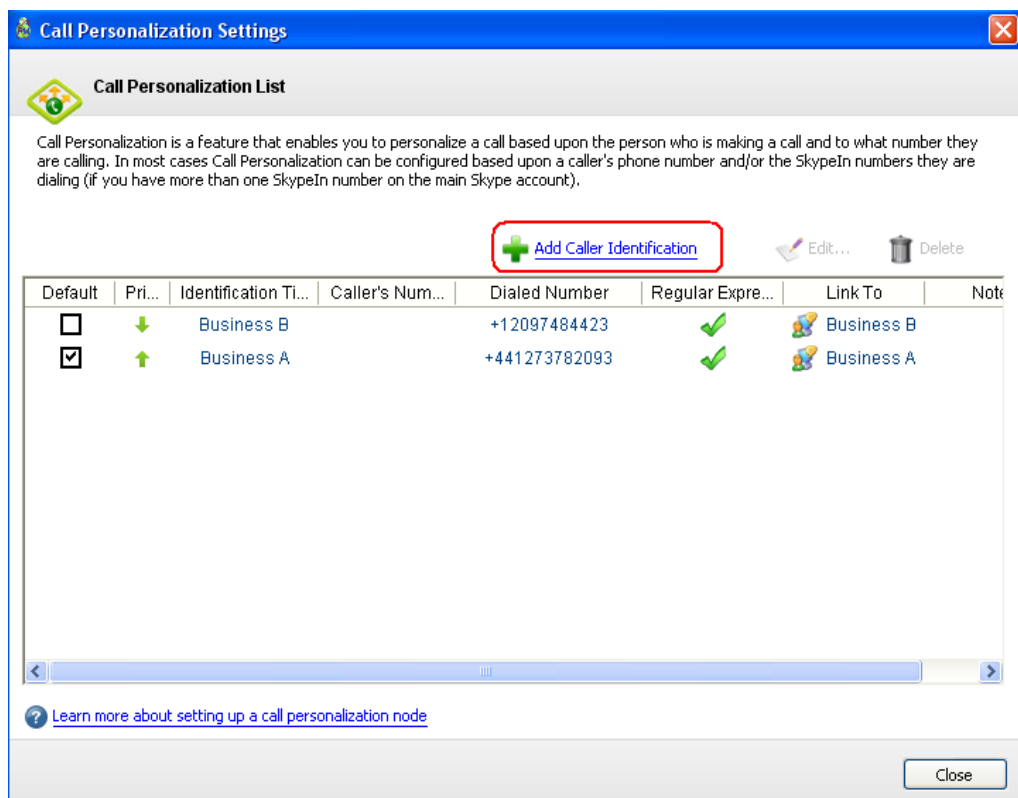
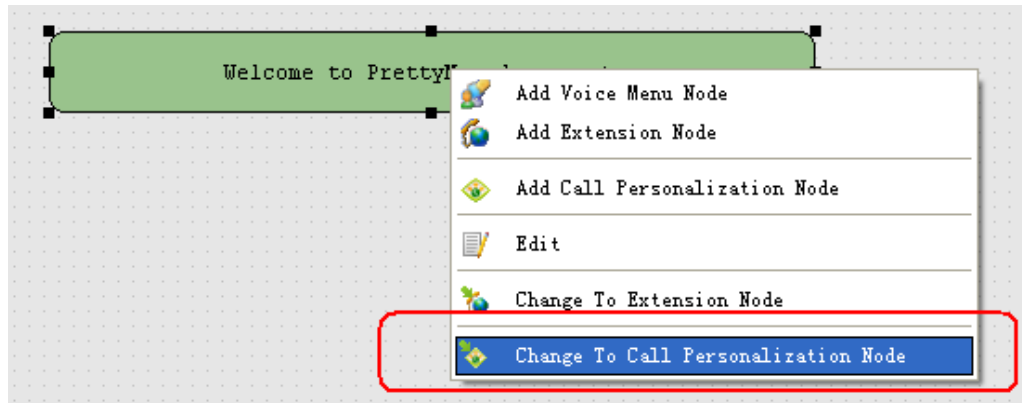
To set the call personalization node as the entry node, right click the main voice menu node, select the **"Change to Call Personalization Node"** menu.



You may create a routing rule to do something as simple as "if important client A calls, transfer the call directly to one extension rather than have to do the auto-attendant" – in this case:

- Create a new Call Personalization by clicking the **"Add Call Personalization"** button in the dialog.
- In the **"Caller Identification"** tab, under **"Caller Phone Number/Skype ID"** field, enter client A's telephone number (you can add a comment in the Note section).
- Go to the **"Personalization Settings"** tab and select **"Transfer the call to an extension"** and select or create one extension, please see below screenshots for the details:





**Call Personalization Settings**

**Caller Identification**

**Personalization Settings**

**Caller Identification - Specify how PMCCS will identify callers**

Caller Identification Title  
DID for client A

Caller Phone Number/Skype ID (Optional)  
+120987001

Dialed SkypeIn or Skype (Optional)

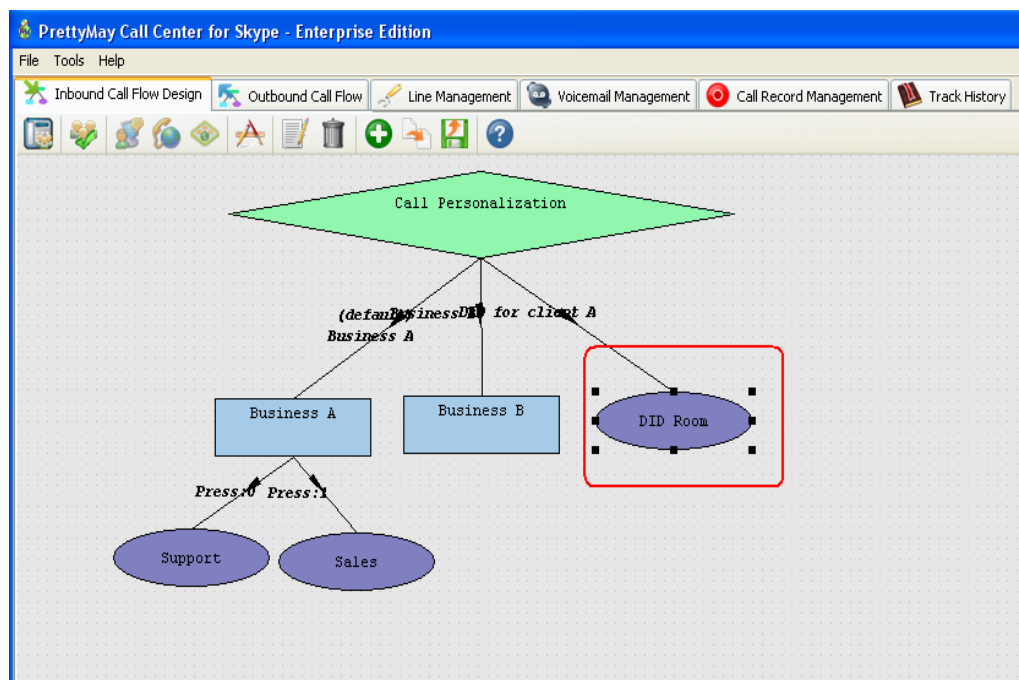
☒ Enable regular expressions for matching caller

☐ Set as the default rule

Notes

[Learn more about caller identification](#)

Back Next Finish Cancel

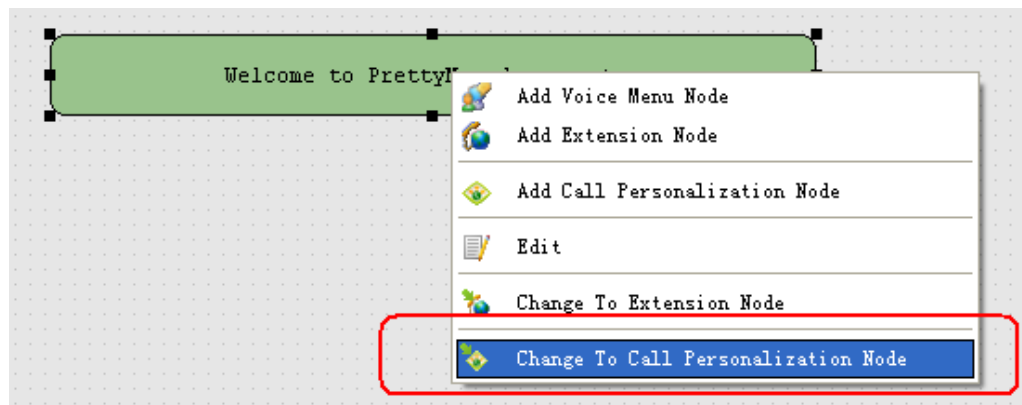


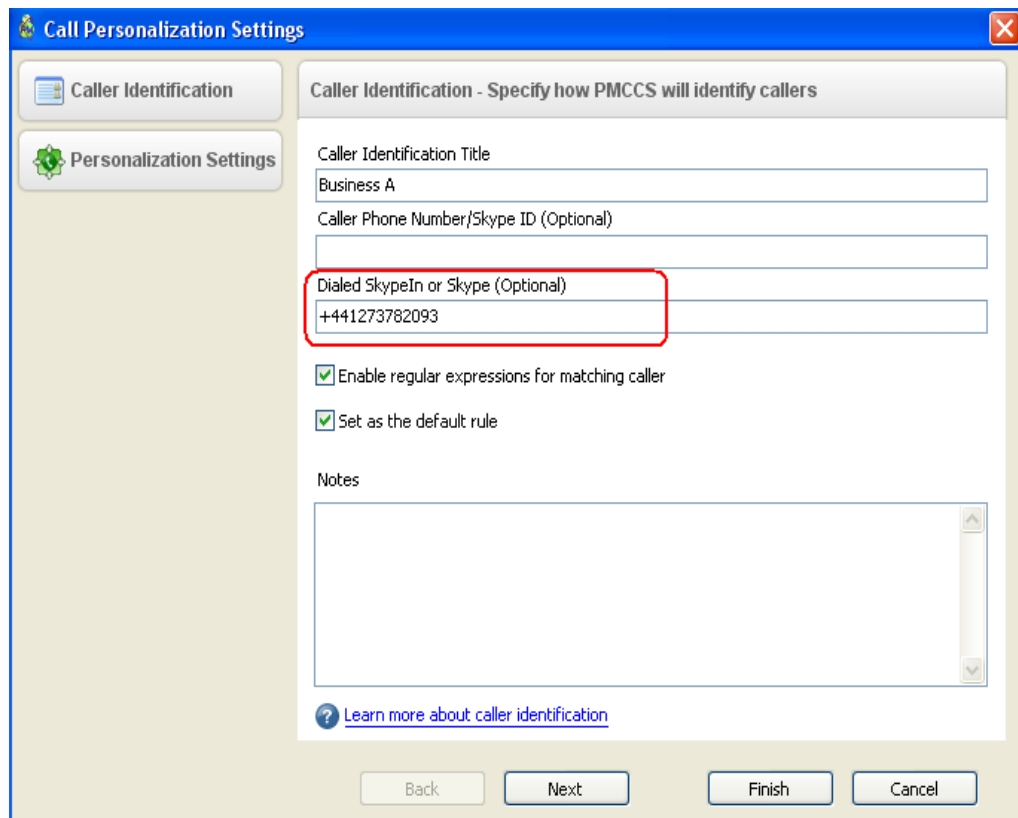
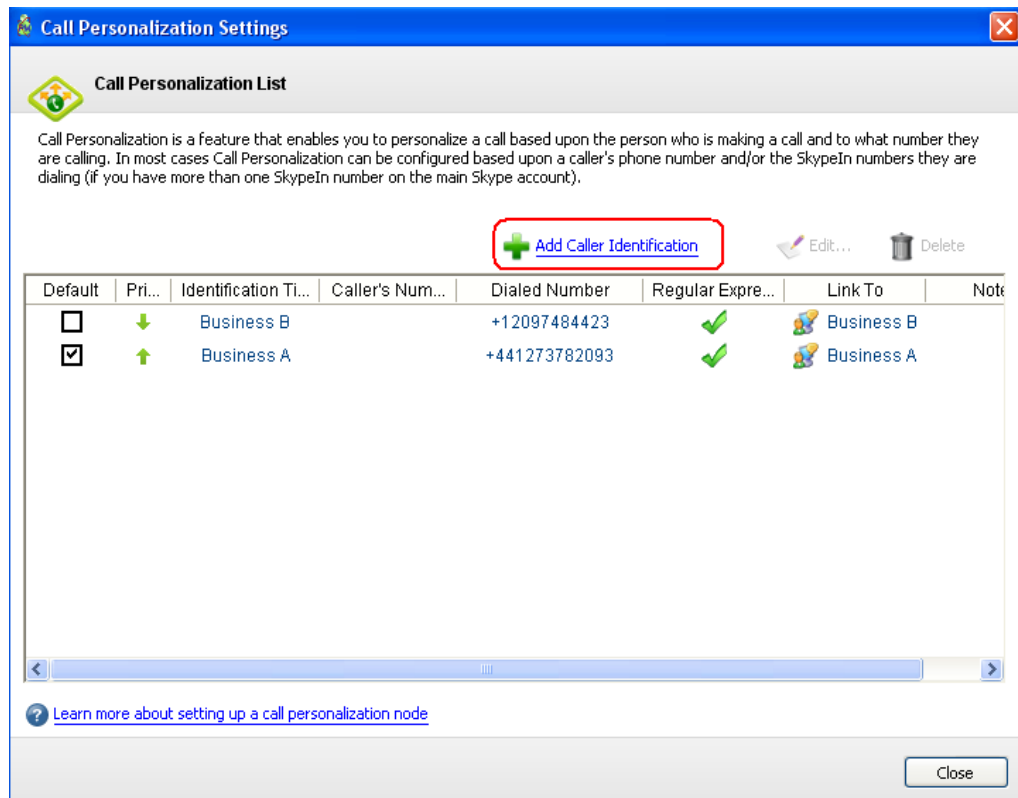
*Note:* If the system can't identify the incoming calls and the calls is excluded from the identifications, it will go to the default one. For this case, it will go to Business A.

You can also run multiple auto-attendants for multiple businesses. In this case, suppose that you would like to give different greetings for two businesses-business A and business B:

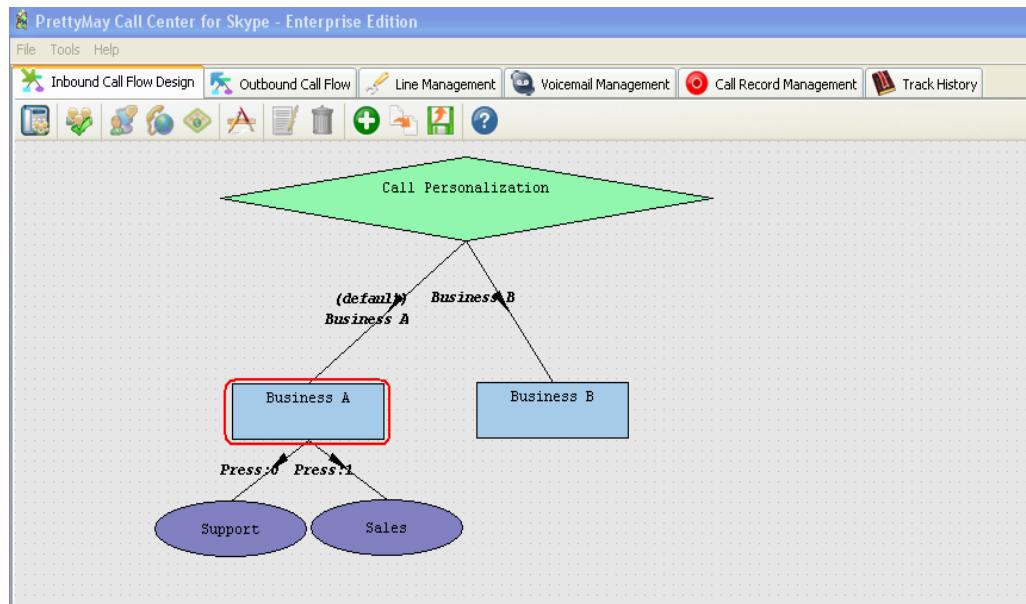
- Create a new Call Personalization by clicking the **"Add Call Personalization"** button in the dialog.
- In the **"Caller Identification"** tab, under **"Dialed SkypeIn Number/Skype ID"**, enter the SkypeIn number/Skype ID for business A (you can add a comment in the Note section).
- Go to the **"Personalization Settings"** tab and select **"Transfer the call to a Voice Menu Node"** and create a voice menu node for business A by clicking the **"Add new Voice Menu Node"** button, and point it to the greeting for business A. Please see below screenshots for the details:

Please follow the same scenarios to setup business B.





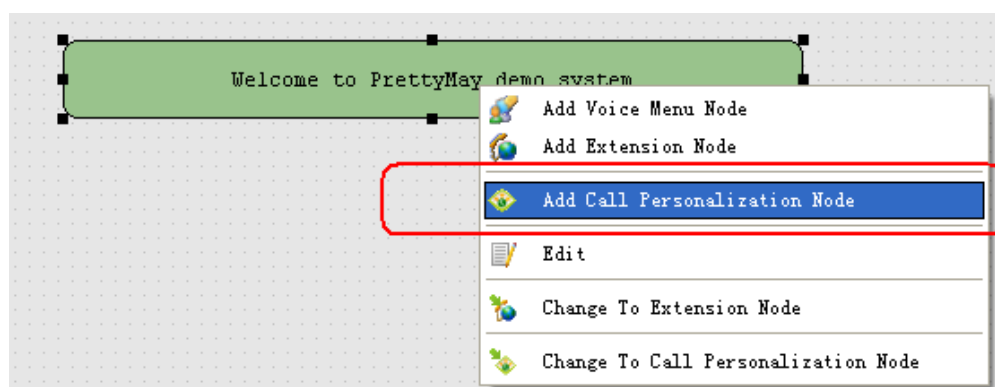
You can setup dialed SkypeIn or Skype ID



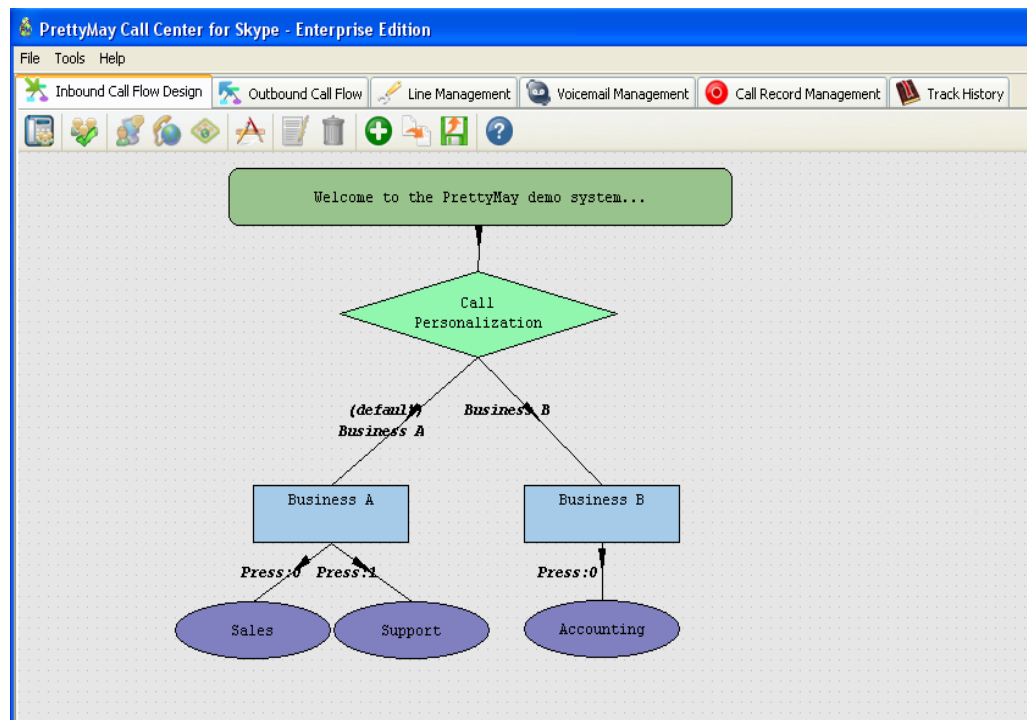
## 2). Add the Call Personalization node under a Voice Menu Node.

In this way, the caller will be identified after the sound file in the Voice Menu Node played, then route the call depending on the call personalization setting you designed in the call personalization node.

To add the call personalization node under a Voice Menu Node, right click the existing Voice Menu Node, select the “**Add Call Personalization Node**” menu. See below screenshots for the details:



Then add call personalization identifications



*Note:* For more cases, please refer to below URL for the detail:

[http://www.prettymay.net/callcenter\\_faq/index.php?pid=knowledgebase&cmd=view&id=61](http://www.prettymay.net/callcenter_faq/index.php?pid=knowledgebase&cmd=view&id=61)

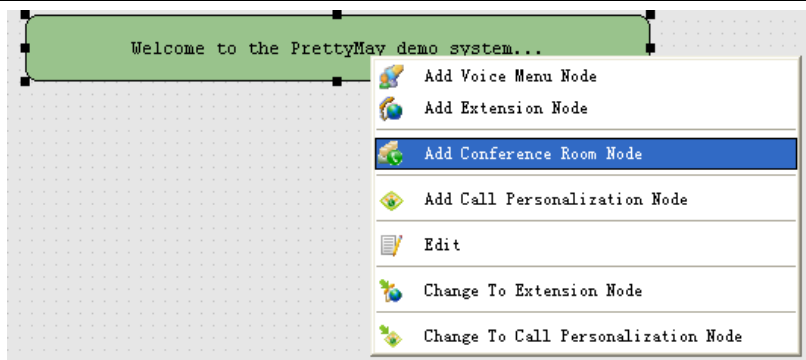
## • Call Conference Room

Call Conference allows you to easily setup unlimited participants in one conference room, the participant can be landlines, mobile phones or Skype users.

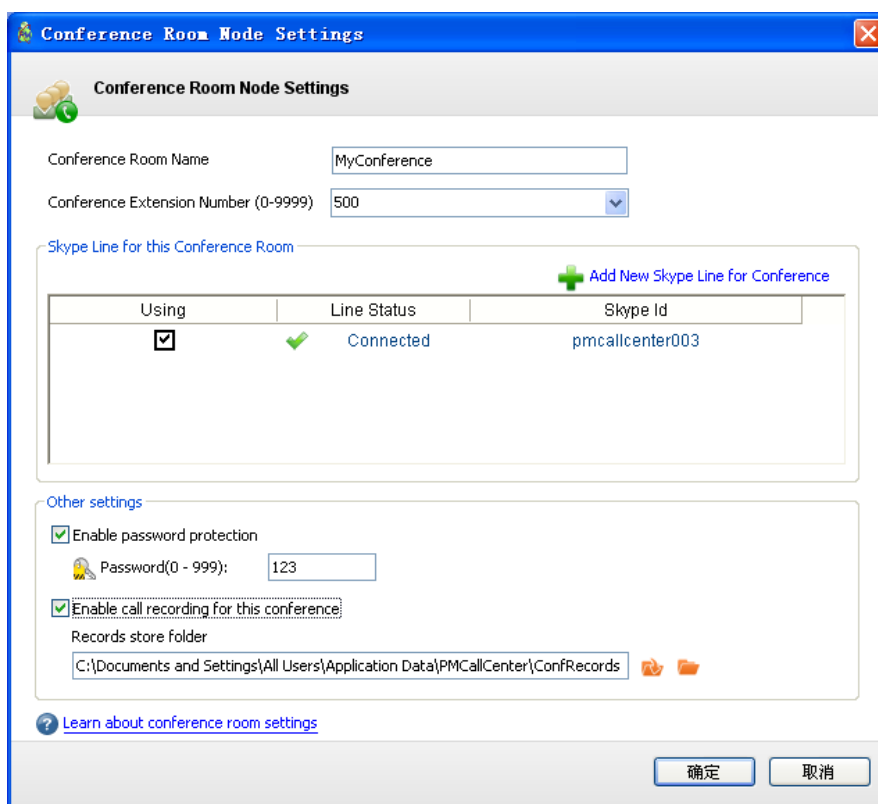
*Note:* this feature is ONLY available in Professional license.

## Add a Conference Room

Select a voice menu node, right click mouse, then select **“Add Conference Room Node”**, See below screenshots for the details:



## Configure conference room node:



**Conference Room Name:** You can specify the name of the conference.

**Conference Extension Number:** Specify a number where the caller presses from the upper menu to enter the conference.

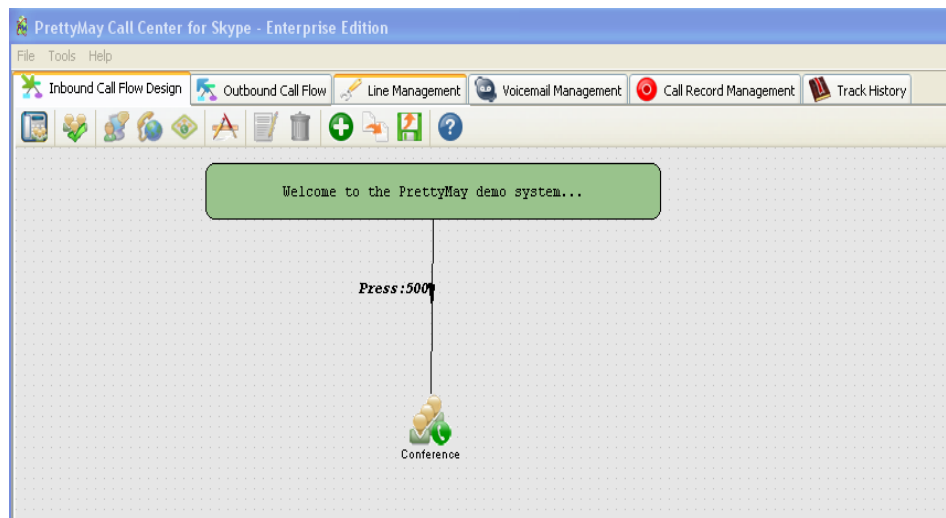
**Skype Line for this Conference Room:** Each conference room requires a dedicated Skype line, and the SkypeID of the conference line **MUST NOT** be the same as the SkypeID of the normal lines. Typically, you may need to create a new SkypeID for a conference line, then click “Add new Skype Line for conference” button to launch a conference line of Skype, and sign in the dedicated SkypeID on new Skype instance.

**Enable password protection:** Enable this option if you want the participants to be required to enter the password before they join the conference.



**Password:** password of the conference.

**Records store folder:** Specify a folder to save the recordings of conference calls.

After you finishing the configuration, you will see a conference room node in the call flow:

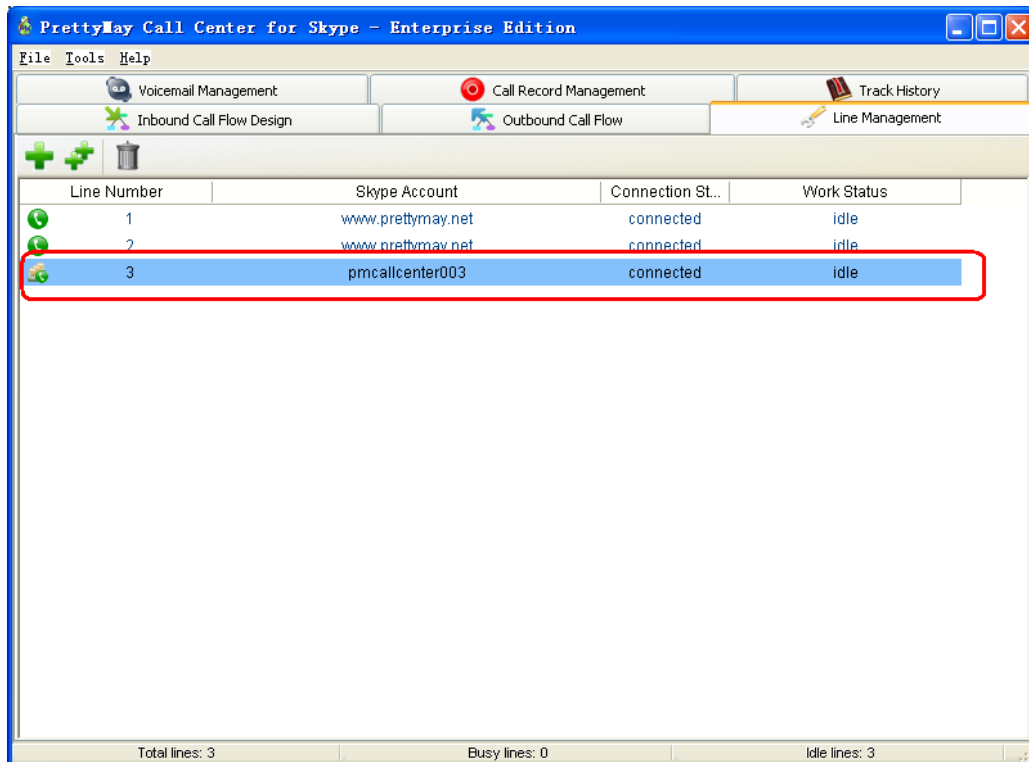


Also, you can see the conference line with a dedicated SkypeID in the “**line management**” list:

-  indicates a normal inbound/outbound call line.
-  indicates a conference line.

*Note:* SkypeID of normal line and conference line **MUST** be different.

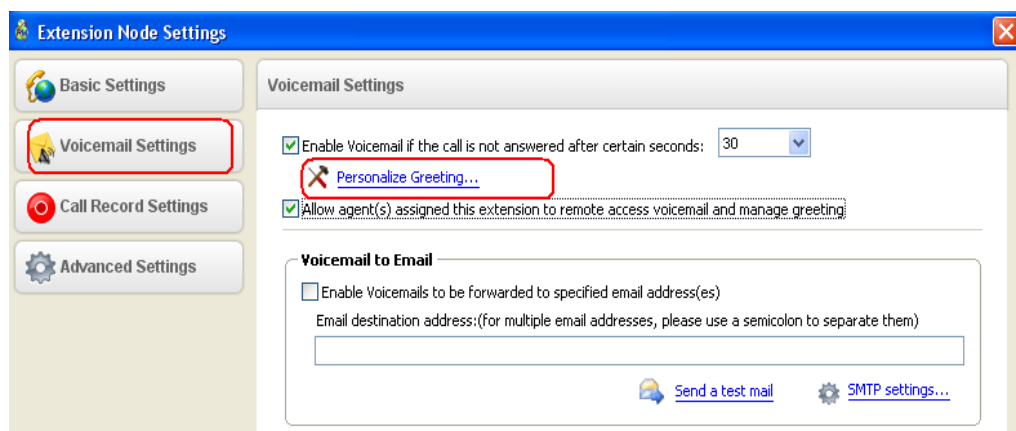


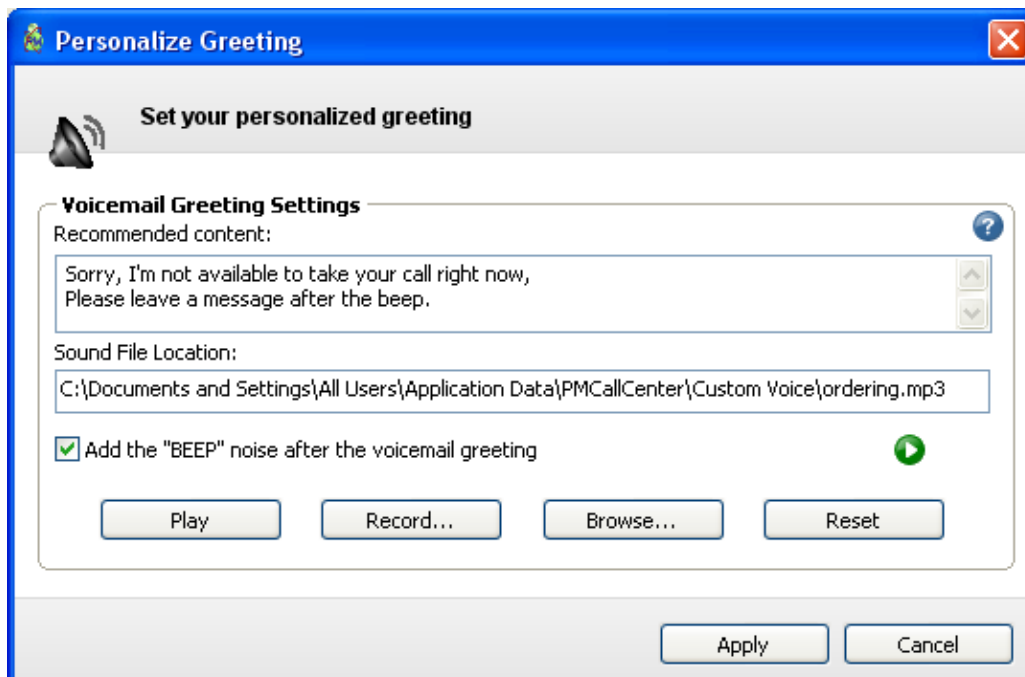


## • Voicemail System

### • Personalize Voicemail Greeting

You can personalize voicemail greeting for each extension, Open the extension node, choose “**Voicemail Settings**” tab, click “**Personalize Greeting...**” link, then in the pop up dialog, click “**Record...**” or “**Browse...**” button to record/replace a new greeting. See below screenshots for the details:



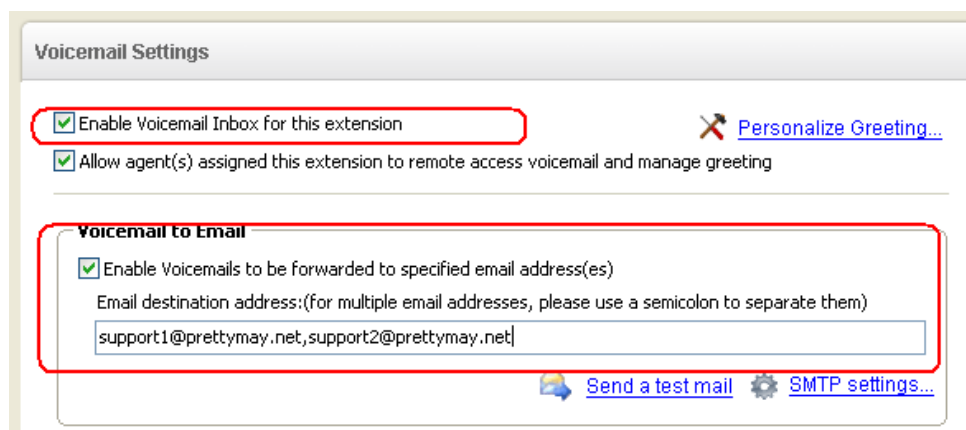


#### • Voicemail to Email Forwarding

Once you enable the voicemail to email forwarding feature, all new voicemails will be forwarded to a specified email address as the attachment.

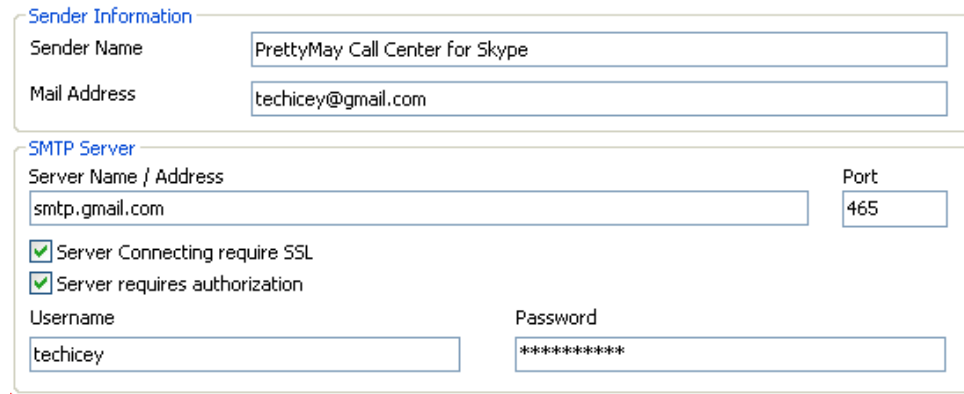
To enable voicemail to email forwarding feature, follow the steps below:

- 1). Stick the **“Enable Voicemail Inbox for this extension”** checkbox in the **“Voicemail settings”** tab in the extension node option dialog, and specify the email addresses of agents who will receive the new voicemails, See below screenshot:



## 2). Configure the SMTP settings

Click the “SMTP setting...” link, configure the settings as below screenshot:



“**Sender Name**” - The name from which Emails sent from PMCCs will appear to be from.

“**Mail address**” - The Email address from which Emails sent from PMCCs will appear to be from.

“**Server name / Address**” - The name or IP address of your SMTP mail server.

“**Port**” - The port number of your SMTP mail server. In most cases this port is 25.

“**Server connecting requires SSL**” - Check this if your SMTP server requires a secure SSL connection.

“**Server requires authorization**” - Check this if your SMTP server requires username and password.

“**User name**” - If your SMTP server requires a username, you may specify it here.

“**Password**” - If your SMTP server requires a password, you may specify it here.

**3). Send a test email for checking the settings.** Send a test Email message to determine if your settings are correct by clicking the “**Send a test mail**” link.

### • Voicemail SMS Notification

Once you enable the Voicemail SMS notification, PMCCs will send a SMS message through Skype to inform you the new voicemail.

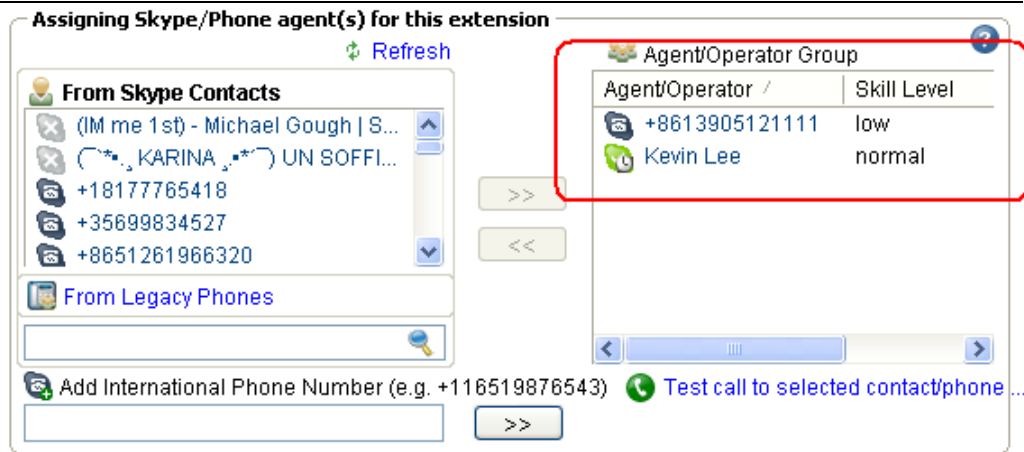
To enable this option, open the extension node, choose “**Voicemail Settings**” tab, in the “**SMS notification**” field, stick “**Enable SMS notification when a new voicemail is received**” checkbox, then specify a cellphone number that receives the SMS message. See below screenshot:

### • Remote Access Voicemail/Greeting

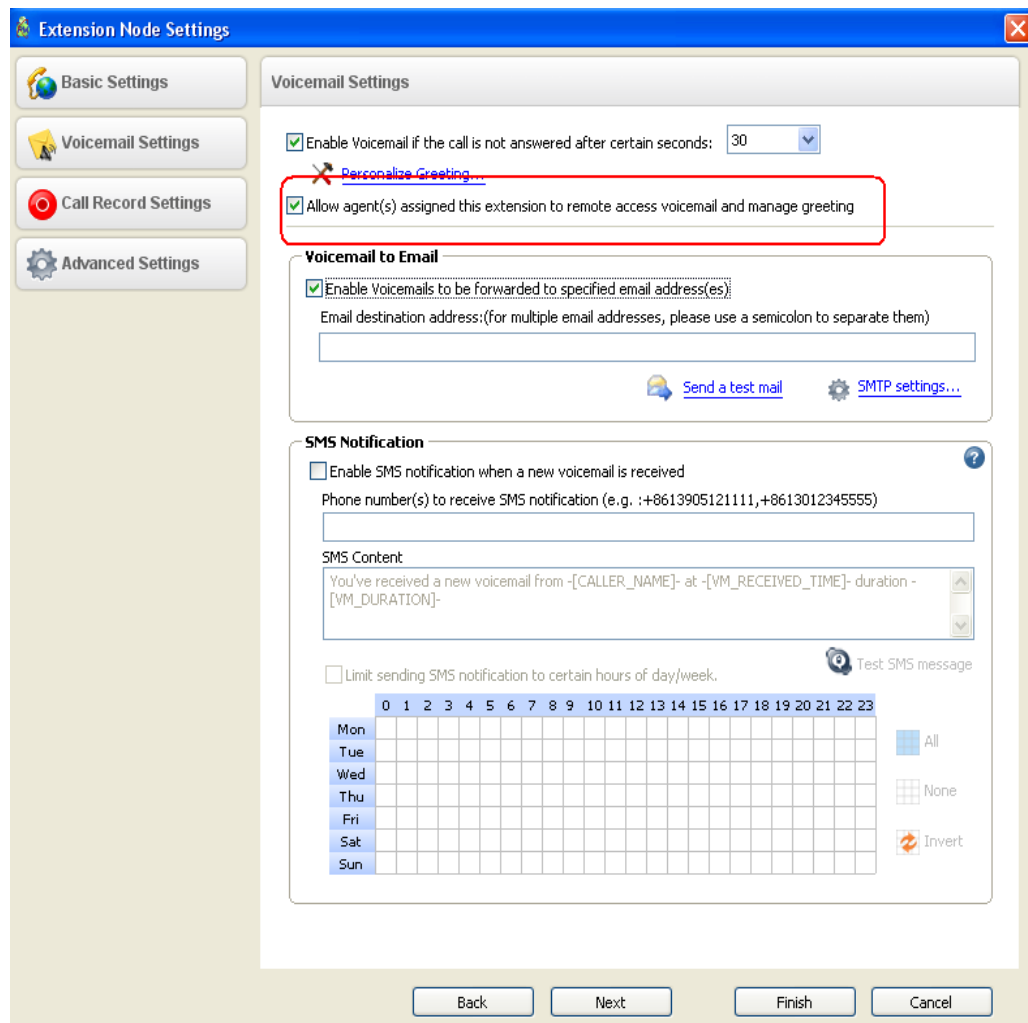
Agents can use their Skype/Cellphone/Legacy phone to remote access new voicemails and manage its voicemail greeting.

To use the remote access feature, follow the steps below:

- 1). Open the extension node, choose “**Basic settings**” tab, set an agent’ s SkypeID/phone number or legacy phone to “**Agent/Operator group**” . E.g. Skype agent “Kevin Lee” and its phone number “+8613905121111” are assigned into “**Agent/operator group**” . See as following:



2). Choose “**Voicemail Settings**” tab, stick both “**Enable voicemail inbox for this extension**” and “**allow agent(s) assigned this extension to remote access voicemail and manage greeting**” option. See below screenshot:



3). The agent can use it’ s Skype account or cellphone to call the main SkypeID or SkypeIn number, then press the its own extension number to enter its own extension,

then PrettyMay will lead it to voicemail system, and listen new voicemails or manage greetings.

*Note:* if an agent has been assigned into authenticated user list in outbound call center, when the agent dial into PrettyMay, it will go to outbound call center first, press



to forward into inbound call center, then press its extension number to enter the voicemail system.

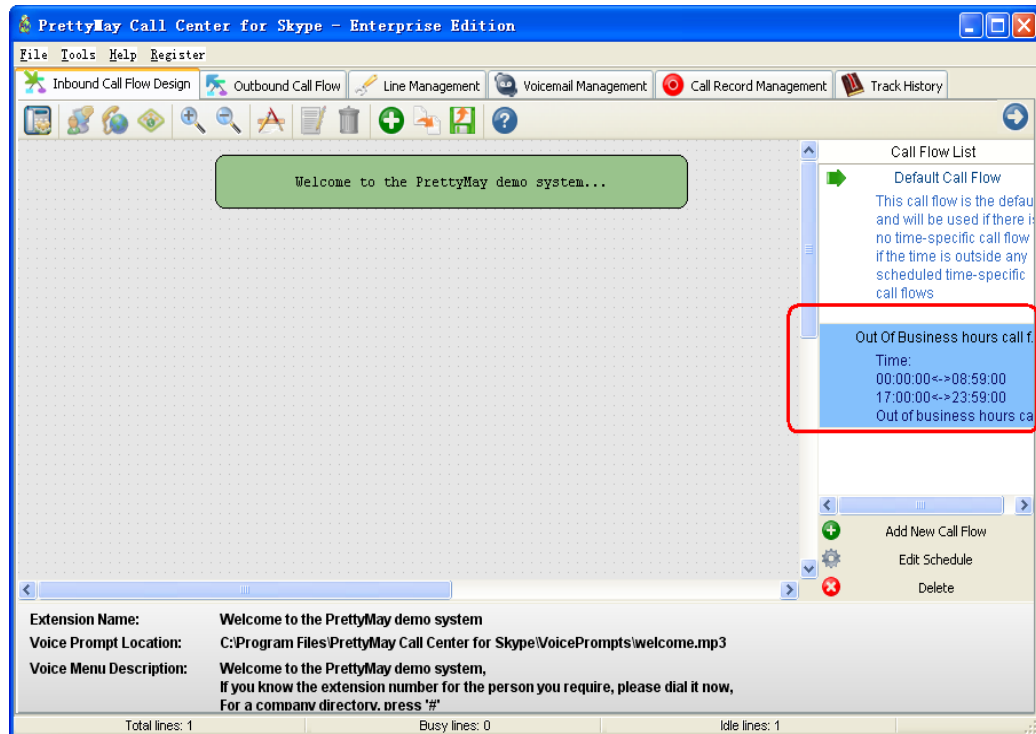
## • Out of Hours Settings

You can set up different call flows based on time, e.g. you may need to set up a out-of-hours call flow running during non-business hours each day.

Click PMCCs menu “Tools” → “Add new call flow”, in the “Call Flow Run Schedule” dialog, set up time interval that you want to create a new call flow to run at.

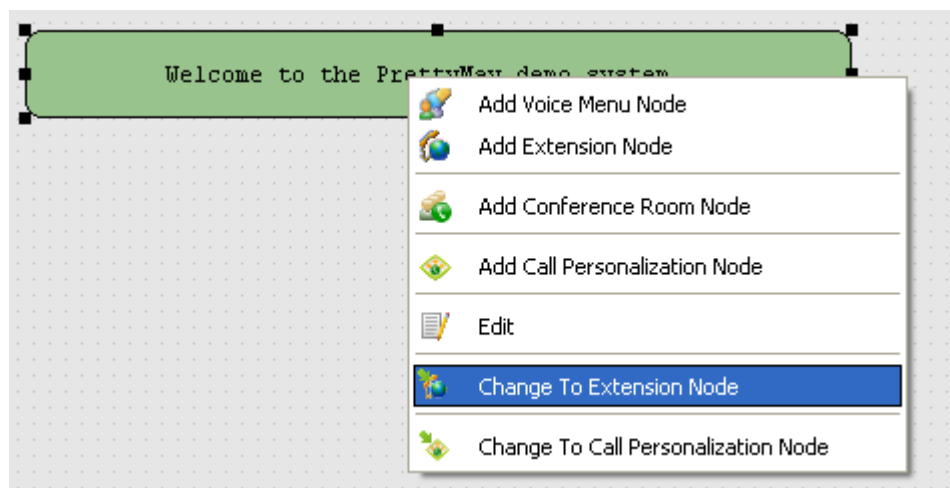
For example, I want to set up a call flow running at out of business hours (09:00 – 17:00). See below screenshot for the details:

After you finish the settings, you will see a new call flow listed in the “**Call Flow List**”, see below screenshot:



You can just setup a voicemail for the out of business hours to let the callers leave voicemail.

Right click voice menu → Change to extension node



The default call flow runs at the time outside any scheduled time-specific call flows. The **green arrow** indicates the current running call flow.

Out of business hours

Time:

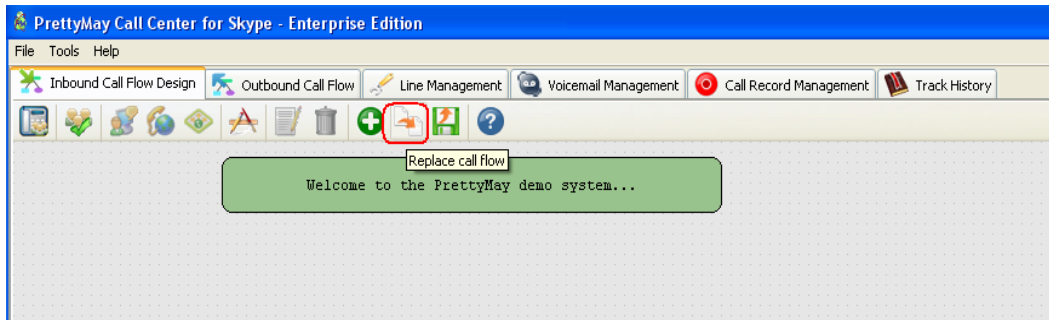
09:00:00<->17:00:00



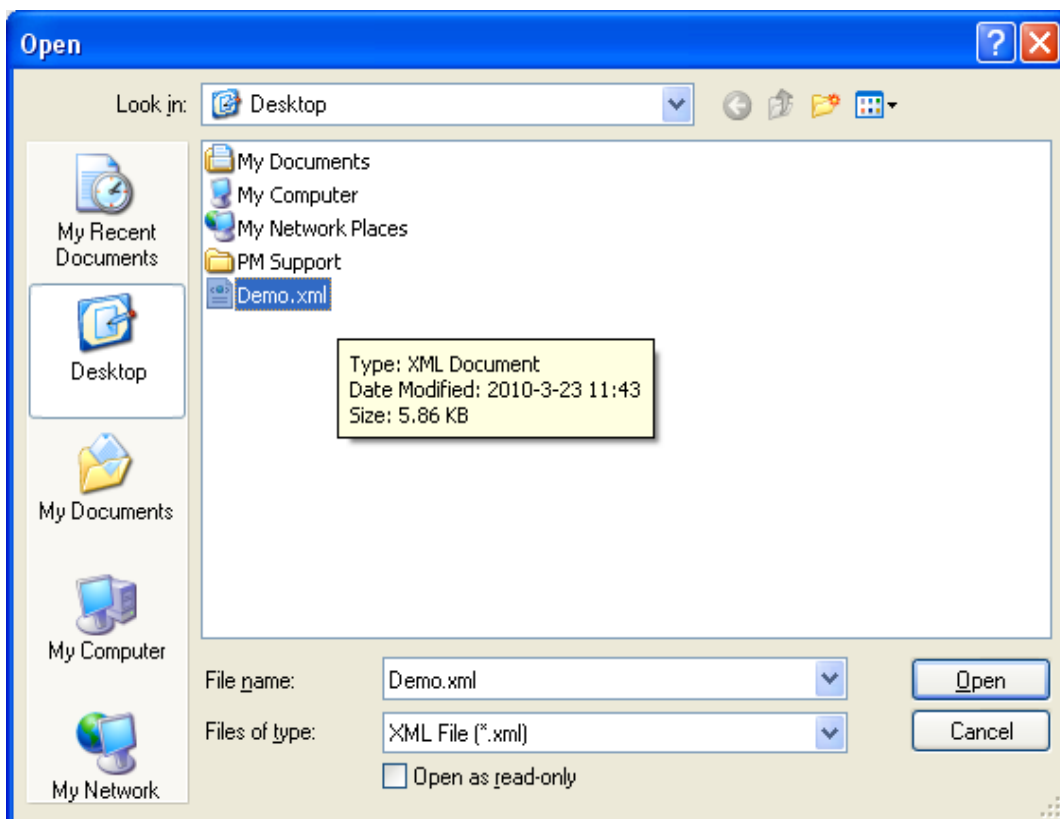
## • How to import and export the call flow?

- **Imports call flow**

Choose one call flow and click **“Replace call flow”**



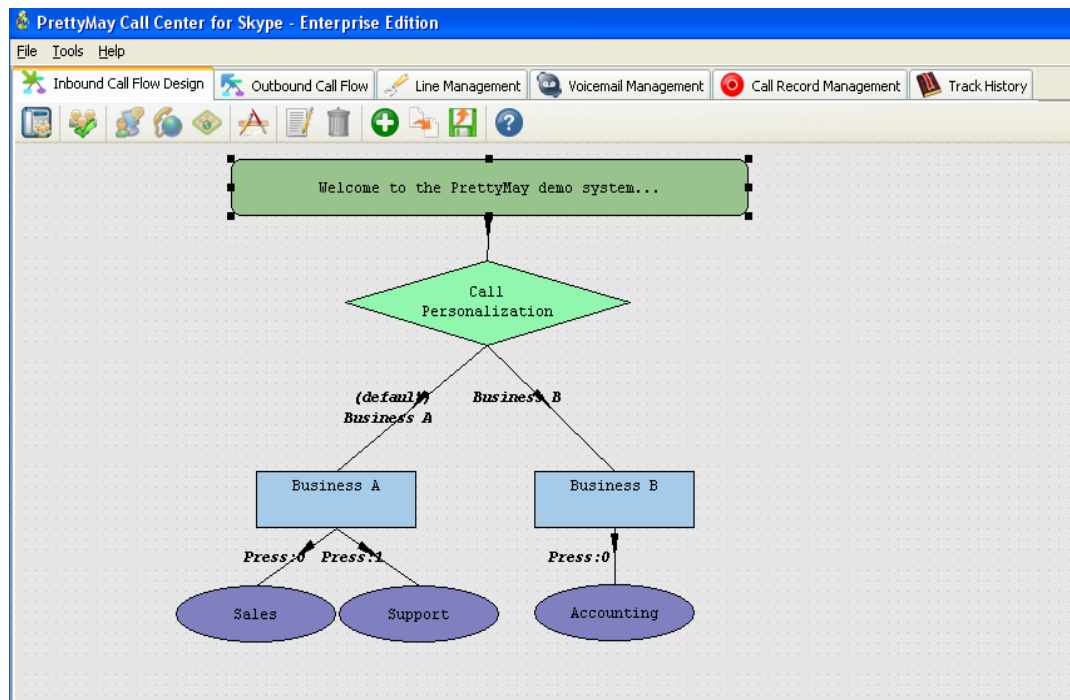
Select one exist call flow



Click **“Yes”**

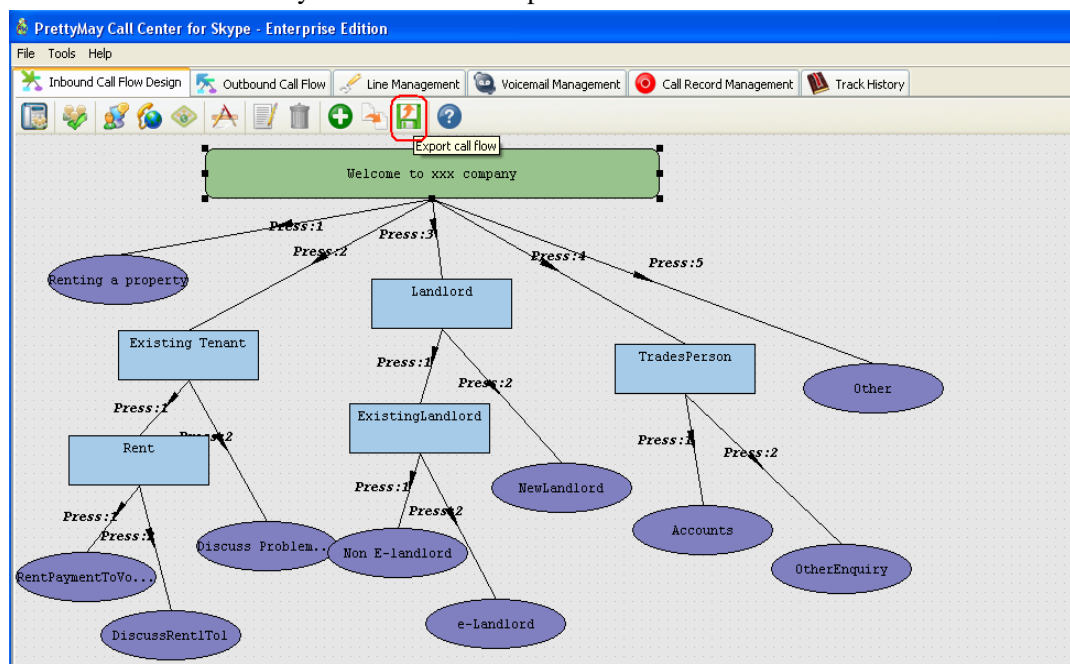


Call flow is imported.

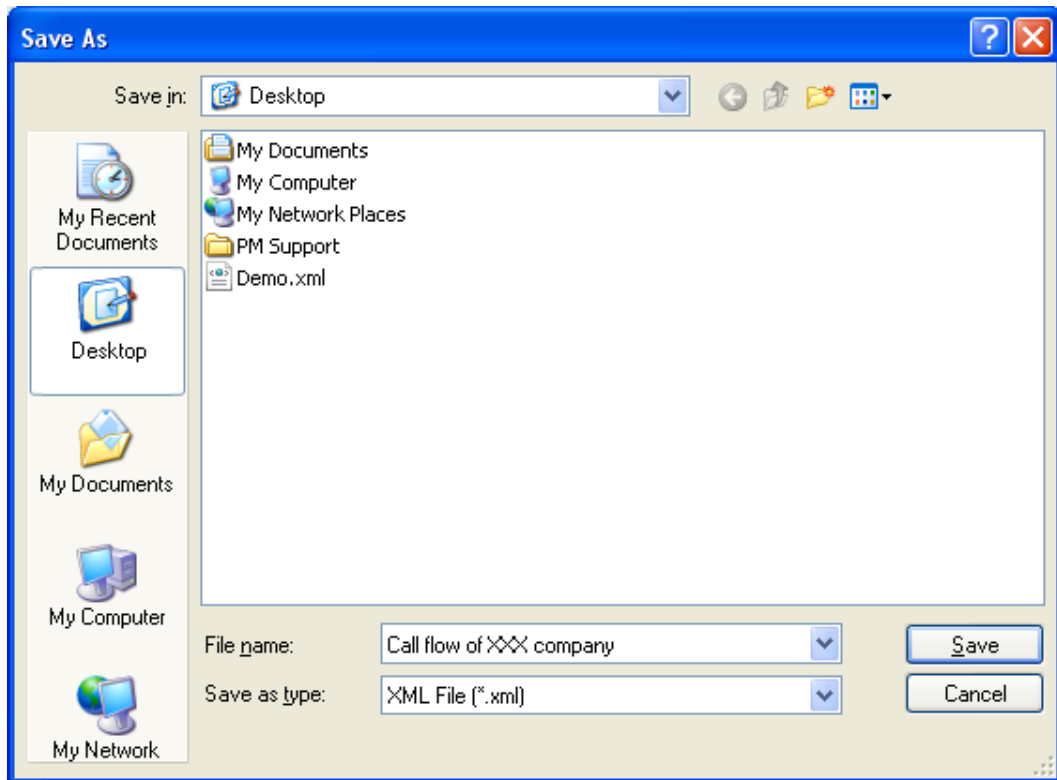


- **Export call flow:**

Choose the call flow that you would like to export



Save the call flow



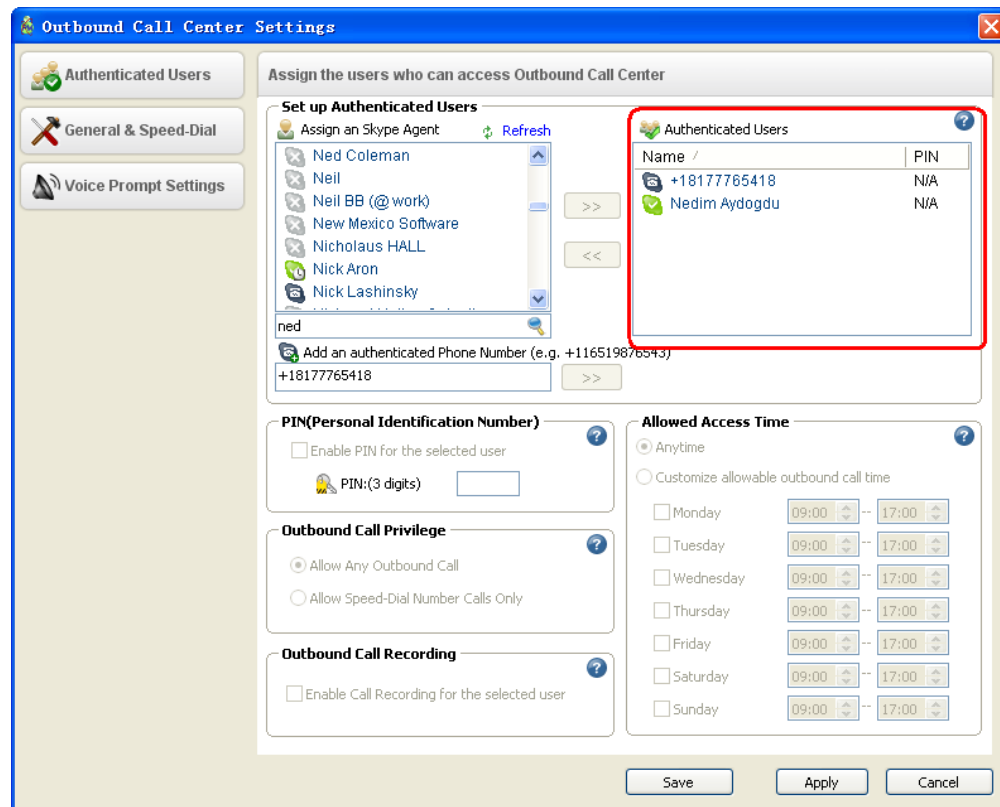
*Note:* You can use the call flow import and export function to backup the call flow and easily configure a new one.

# Chapter 4, Outbound Call Center Settings

This chapter describes how to configure the outbound call center. There you can also study the call recording setups of each agent.

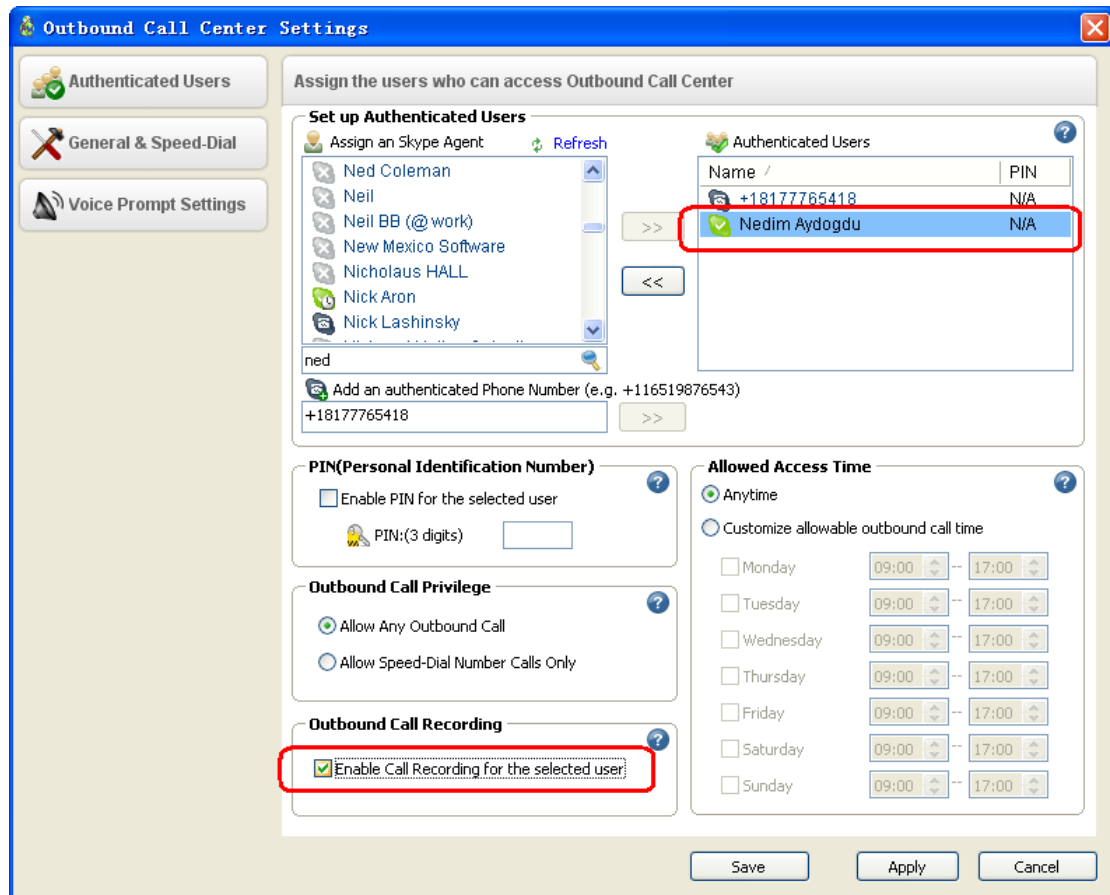
## • Set Authenticated Outbound Users

Choose “Outbound call flow” tab, click “Outbound Call Center settings”, then select “Authenticated users” page, and you can assign outbound users from Skype contact list or cellphone/mobile phone numbers.



## • Outbound Call Recording

If you want to record outbound calls in PMCCs, you can enable the call recording option for outbound users, Choose “Outbound call flow” tab, click “Outbound call center settings”, then select a user in the “Authenticated users” list, stick the “Enable Call Recording for the selected user” checkbox in the “Outbound call recording” field. See below screenshot:



#### • Outbound Call Rule

When an authenticated user dials into outbound call center, and hears the voice prompt, the user is able to dial a phone number or speed dial number, and end with “#”, the detailed format as following:

**Country/Region code + area code + phone number + “#” .**

For example: if you want call the phone number: “+8651251551234” , you need to input “8651251551234#” .

#### • Speed Dial Number

To add a speed dial number, choose “Outbound call flow” tab, click “Outbound call Settings” button on the toolbar, then select “General &Speed Dial Number” page, click "Add" button, and you input a speed dial and a corresponding SkypeID or phone number.

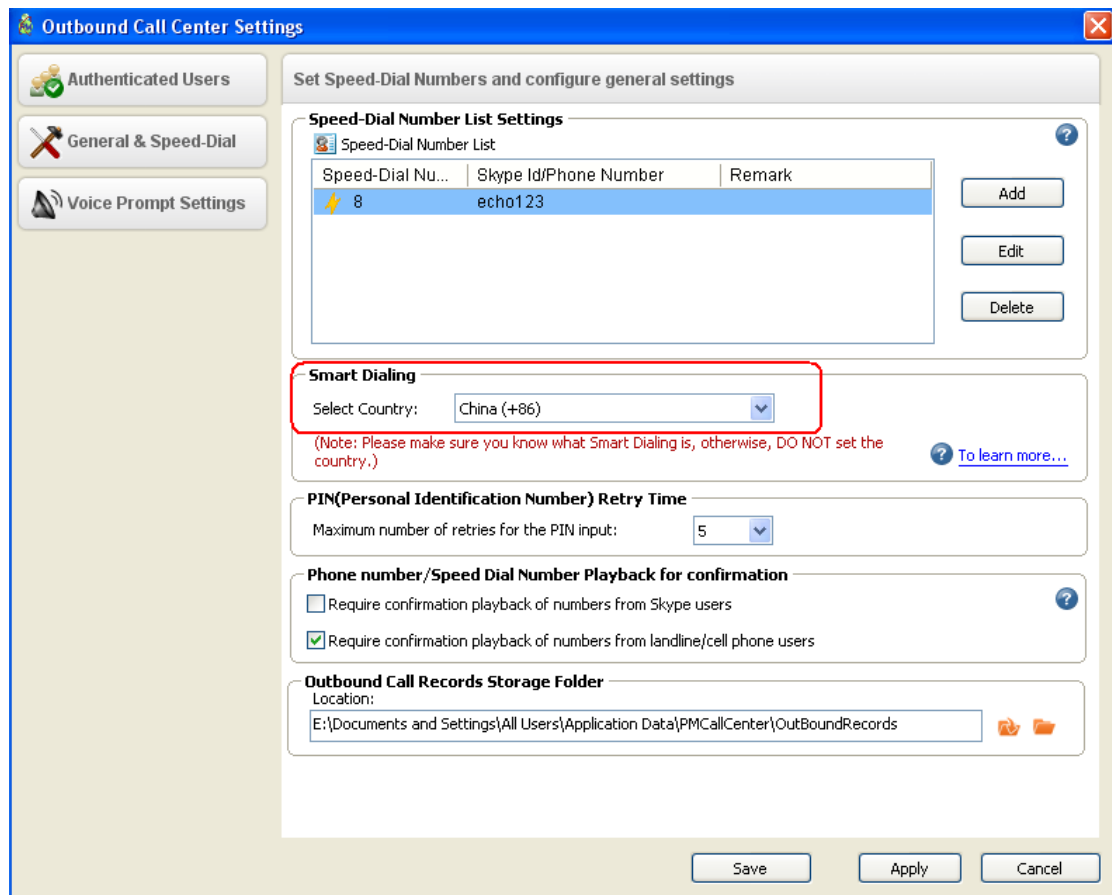
Then, you can use test the speed dial number by using an authorized extension to dial into outbound call center, and input the speed dial and end with “#” .

E.g. if you set a speed dial number “6” for SkypeID : [www.prettymay.net](http://www.prettymay.net), when you press “6#” , PMCCs will ring SkypeID : [www.prettymay.net](http://www.prettymay.net).

## • Smart Dialing

Smart dialing feature is used to pre-set a country/region where you frequently make outbound calls to, so that you don't need to input the country/region code every time you make the outbound call.

To enable the smart dialing option, choose "Outbound call flow" tab, click "outbound call center settings", choose "General & Speed Dial" page, choose the country in the "Smart dialing" field. See below screenshot:



After you set it, the outbound call rule will change as following:

1). Dialing a **national** phone number, the rule is:

**"0" + area code + phone number + "#"** ( **"0"** represents the country/region you pre-set).

2). Dialing an **international** phone number, the rule is:

**"9" + country/region code + area code + phone number + "#"** .

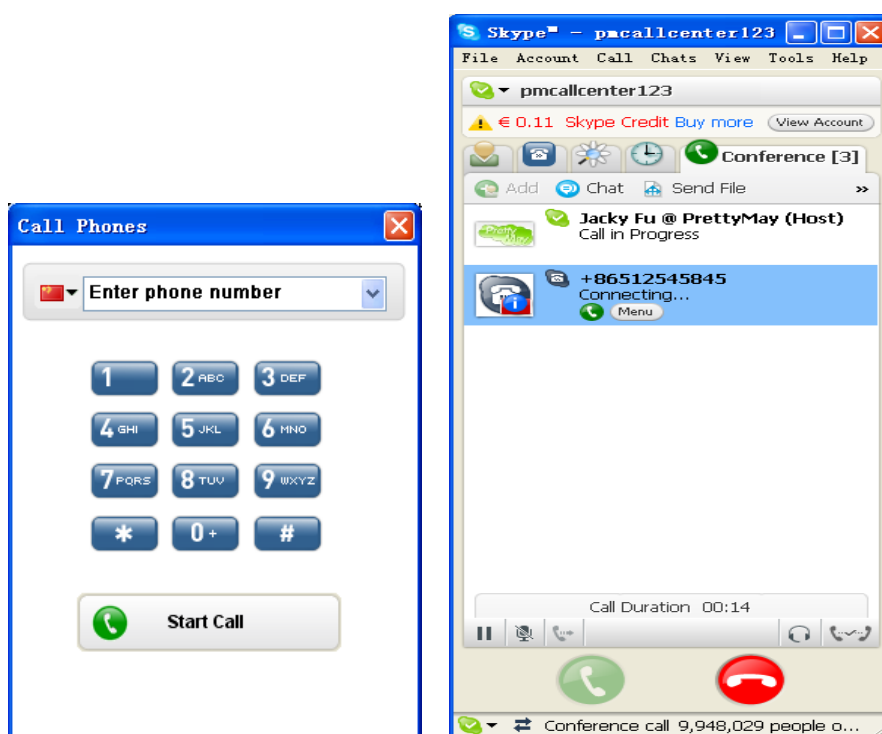
For example: I you set **"China (+86)"** as the default country, when I want to call a Chinese phone number **" +8651251556542 "**, I need to input **"051251556542#" .**

When I want to call an international phone number such as U.S. phone number “+12182062978” , I need to dial “912182062978#” .

*Note:* “#” sign is used to confirm the speed dial number or phone number you input.

#### • Direct Dial Out through PMAAs

An easy way for an agent to dial out is through PrettyMay Agent Assistant for Skype utility, if you have installed PMAAs on your desktop, you can launch it, and make sure your PMAAs connects to the call center server, then you can enter the phone number in the “**Call Phones**” panel in PMAAs, then click “**Start Call**” button, see as following:



Dial Pad

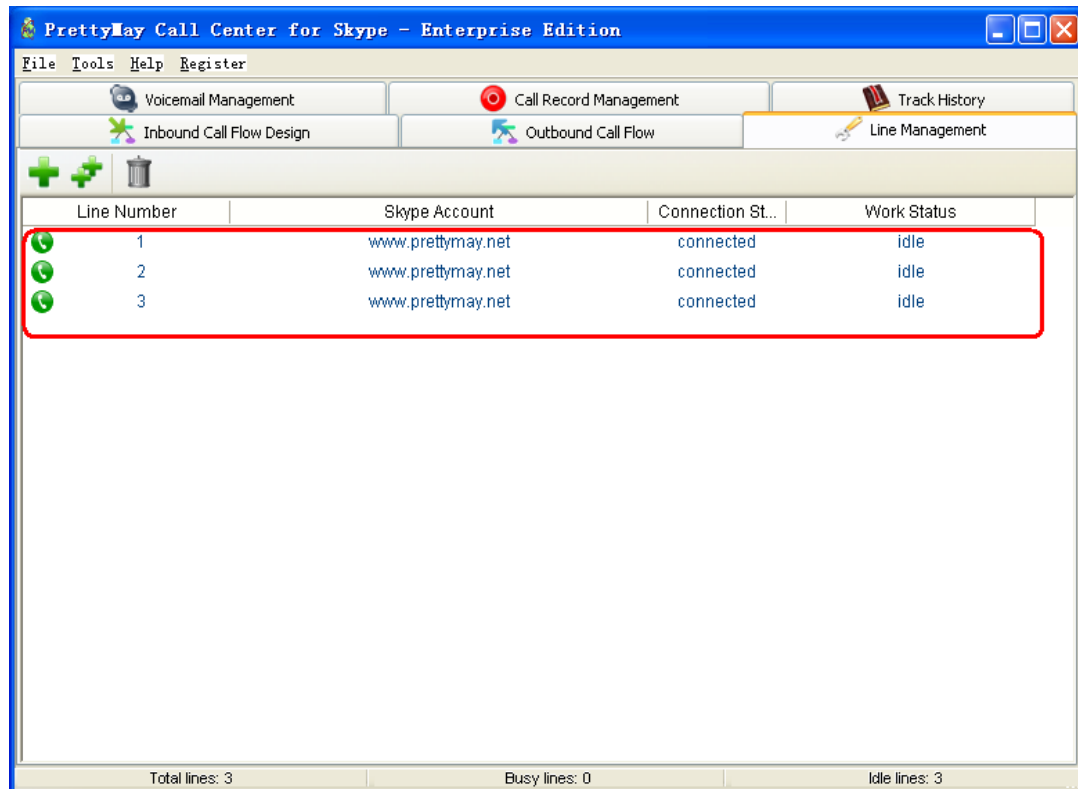
Dialing Out

## Chapter 5, Lines Management

This chapter introduces the line management function

Choose “**Line Management**”, you will see all lines are list there.

To add/remove a Skype line, you can click “**Add a new line**” or “**Delete one line**” button on the toolbar.



**Question :** There is “**Unknown**” or “**Searching...**” item in the “**line management**” list, how to fix it?

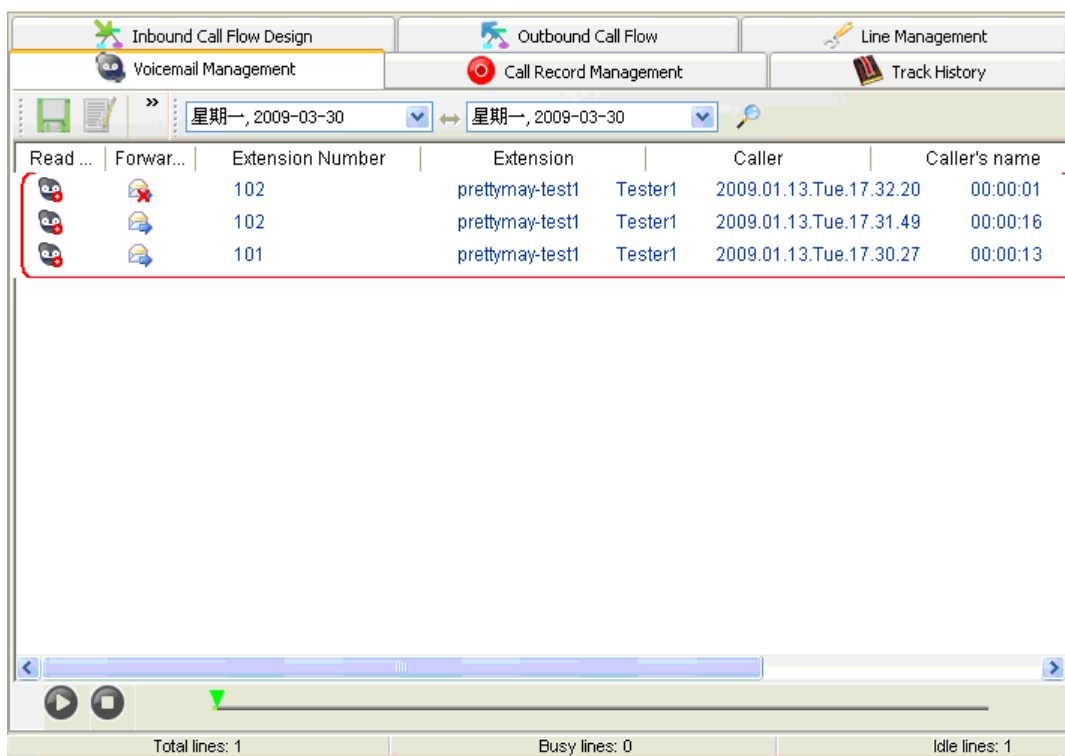
**Answer:** Please refer to [here](#).



## Chapter 6, Voicemail Management

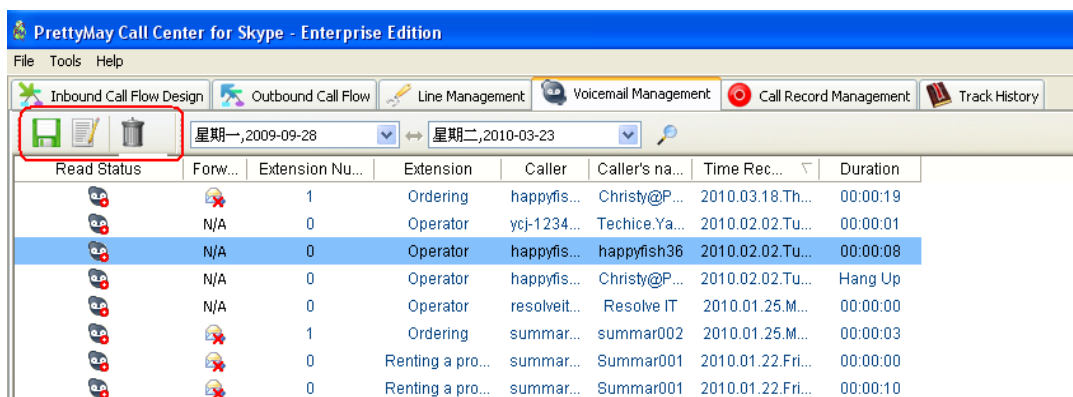
This chapter details you the usage of the voicemail function

Choose “**Voicemail Management**” tab, you will see the current day’s new voicemails listed there.



**Voicemail management** Tab options:

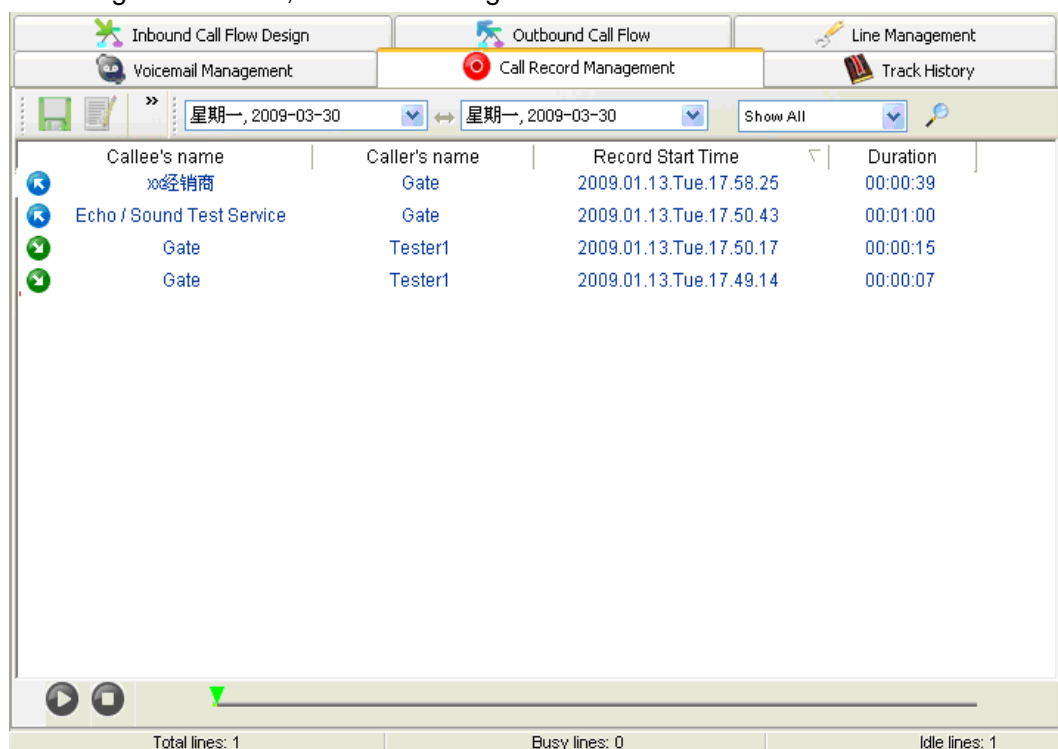
- **Save** – Save the selected Voicemail to another folder.
- **Edit** – Edit one note for the selected voicemail.
- **Delete** – Delete selected voicemail.



## Chapter 7, Call Record Management

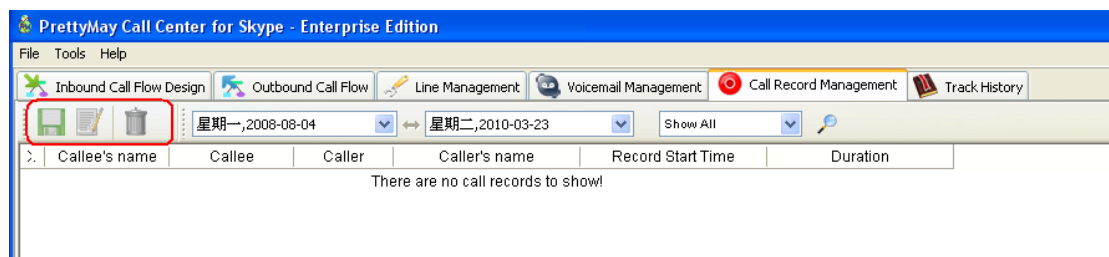
This chapter tells the function of the call recording frame.

Choose “**Call Record Management**” tab, you will see the current day’s call recordings listed there, see as following:



**Call record management Tab options:**

- **Save** – Save the selected call recording file to another folder.
- **Edit** – Edit one note for the selected Call recording file.
- **Delete** – Delete the selected call recording log.



## Chapter 8, Call Log Management

This chapter introduces the track history function, you can export it to analyze the daily call logs.

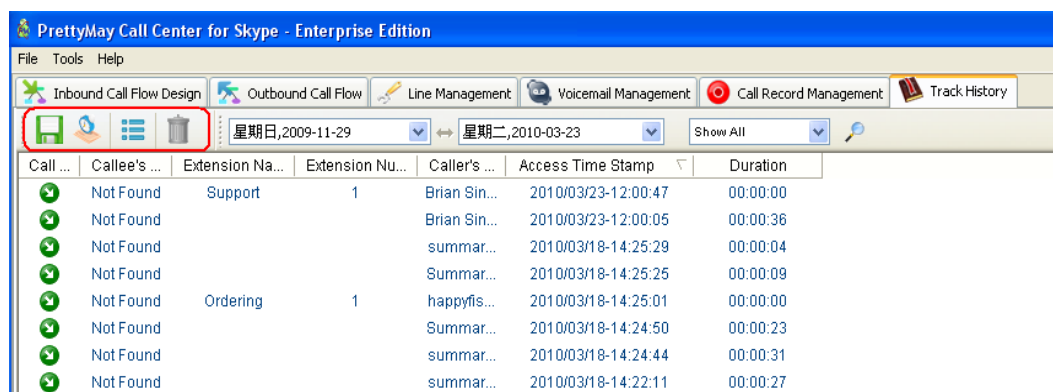
Choose “**Track History**” tab, you will see the current day’s call logs listed there. Echo call log includes: Type call (inbound/outbound), callee’s name, Caller ID, call duration, call start time, call rate, call fee, etc. See below screenshot:

Call Type	Callee's name	Caller's name	Access Time Stamp	Duration	Rate/min
↓	Not Found	Techice	2009/03/27-15:13:55	00:00:04	
↓	Not Found	JD Communication	2009/03/23-10:32:28	00:00:04	
↓	Not Found	boynehohenstein	2009/03/20-13:42:36	00:00:00	
↓	Not Found	boynehohenstein	2009/03/20-13:42:18	00:00:00	
↓	Not Found	boynehohenstein	2009/03/20-13:42:05	00:00:00	
↓	+447530110515	boynehohenstein	2009/03/20-13:41:54	00:00:04	
↓	Echo / Sound Test Serv...	+000000	2009/03/16-17:28:52	00:00:10	
↓	Echo / Sound Test Serv...	+000000	2009/03/16-17:21:22	00:00:07	
↓	Not Found	+000000	2009/03/16-17:20:03	00:00:13	
↓	Not Found	+000000	2009/03/16-17:19:11	00:00:00	
↓	Not Found	+000000	2009/03/09-15:01:18	00:00:00	
↓	Not Found	+000000	2009/03/09-15:00:14	00:00:00	
↓	Not Found	+000000	2009/03/09-14:59:03	00:00:00	
↓	Not Found	+000000	2009/03/09-14:58:18	00:00:00	
↓	Not Found	+000000	2009/03/09-14:55:00	00:00:00	

Total lines: 1      Busy lines: 0      Idle lines: 1

### Track history Tab options:

- **Save** – Save the selected call log files to another folder.
- **Automatically export the call log** – You can use this function to export a time range call log to xls format and use it to do some call analysis reports.
- **Show column** – You can use this function to show or hidden column displayed in the track history tab.
- **Delete** – Delete the selected call log.



Call ...	Callee's ...	Extension Na...	Extension Nu...	Caller's ...	Access Time Stamp	Duration
✓	Not Found	Support	1	Brian Sin...	2010/03/23-12:00:47	00:00:00
✓	Not Found			Brian Sin...	2010/03/23-12:00:05	00:00:36
✓	Not Found			summar...	2010/03/18-14:25:29	00:00:04
✓	Not Found			Summar...	2010/03/18-14:25:25	00:00:09
✓	Not Found	Ordering	1	happyfis...	2010/03/18-14:25:01	00:00:00
✓	Not Found			Summar...	2010/03/18-14:24:50	00:00:23
✓	Not Found			summar...	2010/03/18-14:24:44	00:00:31
✓	Not Found			summar...	2010/03/18-14:22:11	00:00:27

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## Chapter 9, Support Resources

**T**his chapter tells you how to get a support from the PrettyMay.

If you have any problem or suggestion after using the PMCCs, you can get help in the following way:

- 1). Visit PMCCs FAQ at: [http://www.prettymay.net/callcenter\\_faq](http://www.prettymay.net/callcenter_faq)
- 2). Go to our support forum at: <http://www.prettymay.net/forum/>
- 3). Contact us via email at: [support@prettymay.net](mailto:support@prettymay.net)
- 4). Contact our online support team directly at: <http://www.prettymay.net/support.htm>