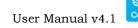


PrettyMay Call Center for Skype

User Guide

Released 4i

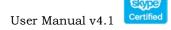




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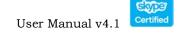
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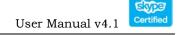
Preface

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.





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.

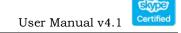
Finding Out What's New

From the website of <u>http://www.prettymay.net/callcenter/whats_new.htm</u>, you will see the detailed change log of each new version.

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





Training and Support

We provide a knowledge base to let you easily study and troubleshooting at below URL: <u>http://www.prettymay.net/callcenter_faq/index.php?pid=knowledgebase</u>

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 <u>support@prettymay.net</u> or raise ticket at: <u>http://www.prettymay.net/callcenter_faq/index.php?pid=newticket</u>

About PrettyMay

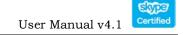
PrettyMay provides skype based solution for small business which includes the PrettyMay Call center solution, Skype PBX gateway as well as the Skype call recording. Please refer to our website to know PrettyMay more at:

www.prettymay.net

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 <u>contact@prettymay.net</u>





Chapter 1, Introduction

 \mathbf{T} his 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?

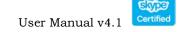
Server PC: PMCCs and the main Skype account need to run on a separate computer as the call center server. All calls are received /made through the main Skype account, and PMCCs delivers them to appropriate Skype or phone agents.

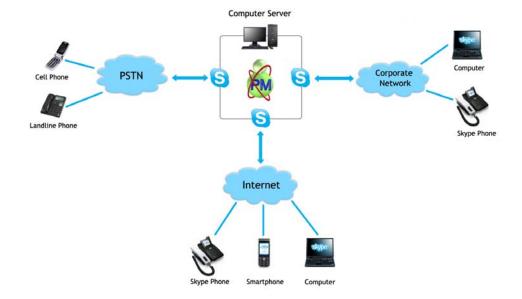
Callers: Callers can use any cell phone/landline phones, or Skype clients to call the SkypeIn number/SkypeID to dial into the system.

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.

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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.

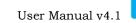
PMAAS is NOT the software to replace Skype for your agents to make/answer calls, but a small Skype plug in which need to run together with agent's Skype on a Windows PC. It is the client for the PrettyMay call center.

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

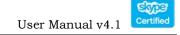




System requirements

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





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 <u>VAC</u>.
- 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.

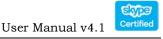
Install Skype and PMCCs

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



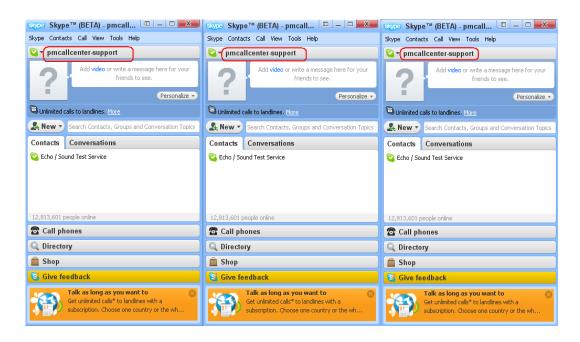


着 Concurrent Lines Settings 🛛 🗙
Add concurrent lines
PrettyMay Call Center will launch multiple Skype clients with the same Skype account under different Windows user sessions to support multiple concurrent Skype or Skypein lines.
Please specify the number of concurrent lines you want to support. The more concurrent lines utilized, the more system resources will be required- including CPU, memory and network bandwidth.
Launch 3 Skype Clients
ок

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.

2. 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.



3. 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.

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

S Skype∎ - Another program wants to use Skype	
Another program wants to use Skype	
Another program is trying to access Skype. This program is not known to Skype and therefore can be a potential security risk.	
Name: <u>PMCallCenter.exe</u> Publisher: PrettyMay, Inc.	
 Allow this program to use Skype Do not allow this program to use Skype 	
What does this mean?	
	ок

Skype 3.8

S Skype™ (BETA) - Useful tip	
PMCallCenter.exe wants to use Skype Allow access Deny access	

Skype above 4.0

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



👸 P	rettyMay Call Center	for Skype - Enterprise	Edition		
File	Tools Help				
*	Inbound Call Flow Design	🛛 痜 Outbound Call Flow	🥜 Line Management	t 🧿 Voicemail Management 🃢	🧿 Call Record Management 🛯 🐌 Track History
1	• 🦸 前 👘				
ſ	Line Number	Skype Account	Connection St	Work Status	
0	1	pmcallcenter.support	connected	idle	-
0	2	pmcallcenter.support	connected	idle	
© ©	3	pmcallcenter.support	connected	idle	
-					_
	Question .	There is "Ur	known"	or "Searching	" item in the "line

Question: There is **"Unknown**" or **"Searching…**" item in the **"line management**" list, how to fix it? **Answer**: Please refer to <u>here</u>.

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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.

着 Quick Help 🛛 🔀
🚫 Quick Start Guide
🐝 System Diagnostics
📵 Get Online Number(Skypeln)
S Get Skype Credit(SkypeOut)
🔞 Get Skype Unlimited Calls
🏭 Knowledge Base
About Voice Menu
About Extension Node
About Call Transfer
About Conference Room
About OutBound Call Center
About Agent Assistant utility
🕜 Get best audio quality
🧼 Get Email Support
Don't Show me again

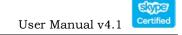
- Quick Start Guide Once click, it will show you THREE steps to quickly setup your call center system.
- System Diagnostics Easily checking the system configurations as following:

log System Diagnostics	×
System Diagnostics	
System Environment]
System and Call Flow Audio Files]
Line Status]
	Close



- 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.





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 slient 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.

CIV	Call Center for Skype		E
		User Manual v4.1	Ce
	🛔 Agents Transfer Status Settings		
	Agents Transfer Status Settings		
	You can specify the status(es) of an Skype agent which will t considerred as available for call transferring	e	
	 Online Skype Me Away Not Available Do Not Disturb 		
	Invisible Offline		
	ОК	Cancel	

- 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.

🔞 Options		×
General	General	
General System Voice Prompts Voicemail Settings Advanced Settings	General Auto Start Start PrettyMay Call Center when I start Windows Start Skype when I start PrettyMay Call Center Skype Slient Mode Settings Don't pop up call notification windows when incoming calls come Notification Send Skype chat message to appropriate Agents/Operators when callers are in their queue, waiting to be Answer Settings Answer Settings Duration of silence before prompting for input (seconds): Duration of silence prompts before closing the call: Call Transfer Timeout Setting Call Transfer Timeout Setting Call Transfer timeout after(seconds): I20 We Enable hold music for PSTN transferring We Enable hold music play when transferring a call to PSTN number Running Log We Enable hold music play of a running log for debug purposes Language Settings English (English)	
	OK Cancel Apply	

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: <u>http://www.prettymay.net/callcenter_faq/index.php?pid=knowledgebase&cmd=viewent</u>&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.

General	System Voice	Tompto			
System Voice Prompts	System Voice P	rompt Language	Package List —		
	Language	English (Defa	ult)	*	
Voicemail Settings		🖌 Set as defa	ault system voice	e prompt language	
				🛖 Add new language package 👘 Dele	ste
Audio Settings	Voice Prompt Li	st			
Advanced Settings	File		Language	Description	^
P	💿 unknow	/ncmd.mp3	English	I am sorry, I don't understand your request	
	💿 transfer	ing.mp3	English	Transferring call for you, please hold on	
	💿 onhold.	mp3	English	Hold music	
	🔹 📀 Putinto	Queue.mp3	English	The person you are trying to reach is in a conve	
	💿 waiting	nQueue.mp3	English	Sound effect played when a caller is in the waiti	
	💿 hangup	.mp3	English	We are currently unable to transfer your call. Ple	
	💿 leavem	essage.mp3	English	Leave a message after you hear the beep	
	📀 RecPro	mpt.mp3	English	This call may be recorded.	
	🔹 🥑 vpnotfo	und.mp3	English	The Voice Prompt was not found or is not acce	
	💿 unabler	eachcaller	English	Sorry, unable to reach the caller, please try agai	
	💿 remoter	mainmenu	English	Remote Access Voicemail main menu	
	💿 recordV	Mgreeting	English	Record Voicemail Greeting main menu	
	🔹 📀 greeting	greplay.mp3	English	Save or re-record greeting	
	🔹 📀 Nonene	ewVM.mp3	English	No new voicemail	
	💿 repeatv	M.mp3	English	Read next voicemail	
	💿 greeting	gsaved.mp3	English	Greeting saved	
	🔹 📀 callbaci	kfailed.mp3	English	Sender phone number invalid	
	💿 dialbyn:	amemainm	English	Dial by name main menu	~
			Play	Browse	7
	Learn more a	about multi-langua	age system voic	e prompts	

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.

	ter for Store	User Manual v4.1	
Options			
General	Audio Settings		
) System Voice Prompts	System sound devices Input device(microphone)	Refresh	_
Voicemail Settings	Realtek HD Audio Input Output device(headset,USB,etc.)		
Audio Settings	Realtek HD Audio output	~	
Advanced Settings	File Format		
	Way Format	~	
	Mp3 Quality Sample rate(Hz): 32000 M Bitrate(Hz)	kbps): 64	

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.

left of the second seco	
General	Advanced Settings
System Voice Prompts	Enable auto chat reply This Skype account has been used as the Skype Call Center account, please call me directly.
Voicemail Settings	
(Audio Settings	×
Advanced Settings	
	OK Cancel Apply



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:

🔞 Extension Manager Settings			×
Extension Manager Set	lings		
An extension manager can use Pre he can control any inbound/outbou		nt for Skype to monitor status of all calls and extens	ions,
😹 Skype Contacts	Ø Refresh	😻 Extension Manager	
🔯 Padra Ramtin	~	🔞 Tester2	
🔯 Palomino Services Inc		💊 Tester3	
📓 Pastor Ryan Peters		_	
🔞 Patric			
🔞 Patricia Nixon		>>	
🔞 Patrick			
🔞 Patrick-Emmanuel Boula	nger 🕒	<<	
🔞 Paul Bullett			
🔞 Paul Rumbles			
🔞 Paul S.			
Paul Tinae	<u> </u>		
teste			
Learn more about Extension Mana	ager		
		OK Cance	

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

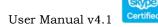
Choose "**Inbound Call Flow Design**" tab, right click the default main voice menu node, select menu "**Edit**", then you can click "**Record**…" or "**Browse**…" button to record your own voice or select an existing .mp3/.wav file as the voice prompt for this node.

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 Ienu Node Setti	ings	×
Basic Settings	Basic Settings	
Advanced Settings	Voice Menu Name: Welcome to the PrettyMay demo system	
	Key to enter this menu: (0-9999):	
	Voice Prompt - Voice Prompt Location)
	C:\Program Files\PrettyMay Call Center for Skype\VoicePrompts\welcome.mp3	
	Play Record Browse	
	Access Company PhoneBook Image: Company PhoneBook	
	Voice Menu Description	1
	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.	
	Back Next Finish Cancel	

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.

ed Settings ut sec Action Repeat Pr Repeat Pr Connect T ige of system Connect T ie language arn more about multi-lang	ompt 'o Extension 'o Voice Menu English (Default)	Show All Sys	stem Voice Prompts	2
ut sec Action Repeat Pri Connect Tr ge of system Le language	ompt 'o Extension 'o Voice Menu English (Default)		✓	2

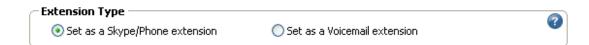
Extension Node

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:

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	ſ				We	eJ	Lc	0	m	e	t	.0	t	h	e	F	'n	e	tt	-y	M	ay	,	d	emo :	system
	ļ																			-					1	Add Voice Menu Node
																									6	Add Extension Node
																									á	Add Conference Room Node
																									٠	Add Call Personalization Node
																										Edit
																									*	Change To Extension Node
																									*	Change To Call Personalization Node

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.

🦥 Age	ent/Operator Grou	τp	
Agent/	Operator /	Skill Level	
💊 Ch	risty@PrettyM	normal	
Cri	e lonoe		
Skill Level 🔸	high		
	above normal		
	normal		
<	below normal	>	
	low		
'			

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 stopping 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.

着 Extension Node Setti	ngs	×
Basic Settings	Basic Settings	
Voicemail Settings	Extension Name: SupportTeam Extension Number (0-9999): 0	
Call Record Settings	Extension Type Set as a Skype/Phone extension Set as a Voicemail extension	
Advanced Settings	Assign Skype/Phone Agent(s) Assign an Skype Agent Refresh Agent/Operator Group Calfen@PrettyMay.Net normal Charlen272766410 UN SOFFL	
	Image: state in the state	
	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	
	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	





User Manual v4.1

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		2
Basic Settings	Voicemail Settings	
Voicemail Settings	Enable Voicemail if the call is not answered after certain seconds: 20 Personalize Greeting	
Call Record Settings	Allow agent(s) assigned this extension to remote access voicemail and manage greeting	
Advanced Settings	Voicemail to Email Image: Second Se	
	support@prettymay.net	
	🙈 Send a test mail 🏻 🎄 SMTP settings	
	SMS Notification Image: Constraint of the second seco	
	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. Imit sending SMS notification to certain hours of day/week. Imit sending SMS notification to certain hours of day/week. 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 Image: Constraint of the second of the	
	Back Next Finish Cancel	





User Manual v4.1

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	
Sasic Settings	Call Record Settings
Voicemail Settings	Enable call recording between Callers and Agents who are setup in this Extension
Call Record Settings	Proportion of calls to be recorded 100% Calls to this Extension will be recorded Prompt to play when call recording initiated Image: Calls to this Extension will be recorded Play voice prompt when call recording initiated Image: Calls to this Extension will be recorded Play voice prompt File Full Path: Image: Calls to this Extension will be recording initiated Play Start Recording Browse Call records storage folder Image: Callo Content's CallCenter (CallRecords) Image: Callo Center (CallRecords) Copen folder Set 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.

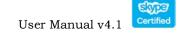
Send chat message to an agent when an incoming call comes – If it is checked, PMCCs will send a Skype chat message of the call info to the ringing agent.

• **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.

🔞 Extension Node Settings		E
Sasic Settings	Advanced Settings	
Voicemail Settings	Call Queue Settings Introduction Voice Prompt Default	
O Call Record Settings	Music on hold Default	0 0 2
Advanced Settings	Maximum Queue Wait Time(Seconds): 180	
	Enable a caller in a queue to enter voicemail by pressing:	~
	─ Notification of incoming calls ✓ Send chat message to an agent when an incoming call comes	
	A Caller - [CALLER_NAME] - dialed SkypeIn number - [DAILED_NUMBER] - an [EXTENSION_NAME] - is trying to reach you.	id entered extension -
	Return to the Main Menu Enable callers to return to main menu node from voicemail by pressing:	##
	Language of system voice prompts used in this node	
	Set the language English (Default)	~
	Learn more about multi-language support	w All System Voice Prompts
	Back Next	Finish Cancel

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• 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.

ł	Co	mpany Phonebook	<u>(</u>					
		Public Contact Li	ist for your company	,				
	er	nployee in the list. Th		connect with an e	ur company. You are able employee by entering thei			
					📥 Add Contact	🧹 Edit (Iontact 🏾 🧃	Delete Contact
1	I	Extension number	First Name	Last Name	Skype Id/Phone N	Enable Voice	Enable Call R.	
		901	Tina	lee	prettymay-test1	\checkmark	N/A	
		903	Techice	Yong	prettymay-test3	N/A	N/A	
		902	Christy	Huang	prettymay-test2	N/A		
١								
ļ	? <u>Le</u>	arn more about Public (Contact List (Company F	Phonebook)		🔰 Import f	Phonebook 🥂 🧮 E	xport Phonebook
							(Close



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:

iagram's Title:	Welcome to [Your Company Name]
[MF tone pressed when enter this ode from upper menu(0-9999);	0
Voice Prompt Settings	
	enter for Skype\VoicePrompts\welcome.mp3
Pla	av Record Browse
	biowsen
Access Company PhoneBook	
Enable callers to reach agents	in the Public Contacts List from this menu
The second se	in the Public Contacts List from this menu
Enable callers to reach agents Enable callers to find agents(D	
The second s	Dial By Name) from this menu
Enable callers to find agents(D Voice Menu Description Welcome to xxx company	Dial By Name) from this menu
Enable callers to find agents(D Voice Menu Description	Dial By Name) from this menu



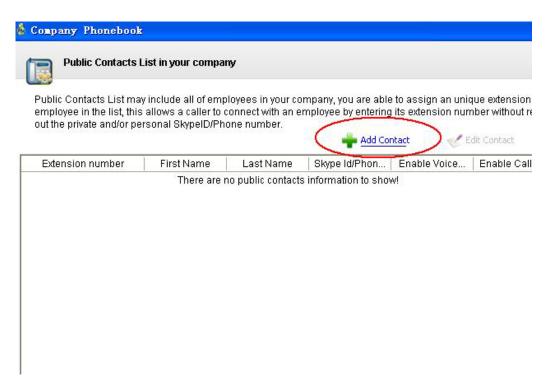
• Dial By Name

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.

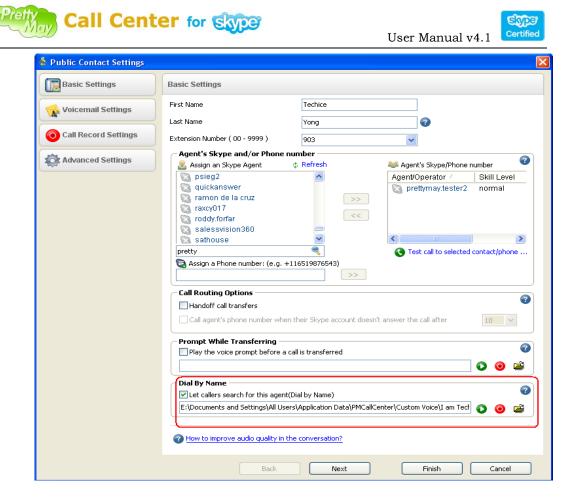
To enable the Dial By Name feature, you need to initial the Public Contacts List, click

the "Company Phonebook" Low 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:



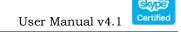
After you finish the initialization of the Public Contacts List, open the Entry Node (the top node in the inbound call flow) or any other Voice Menu Node where you want the callers to enter the Dial By Name module.

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

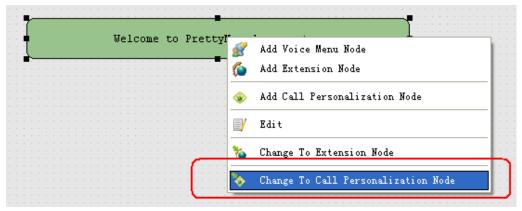
Call Personalization node can be used to route calls differently based on the caller's telephone number or the SkypeIn number that the caller dials.

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.

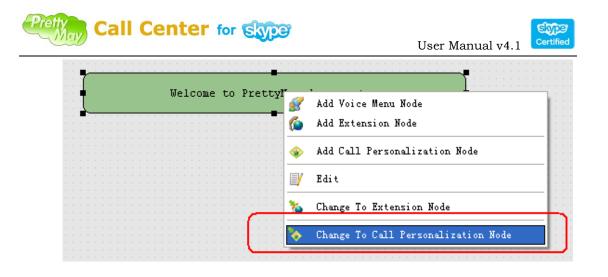
To set the call personalization node as the entry node, right click the main voice menu node, select the "**Change to Call Personalization Node**" menu.



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:

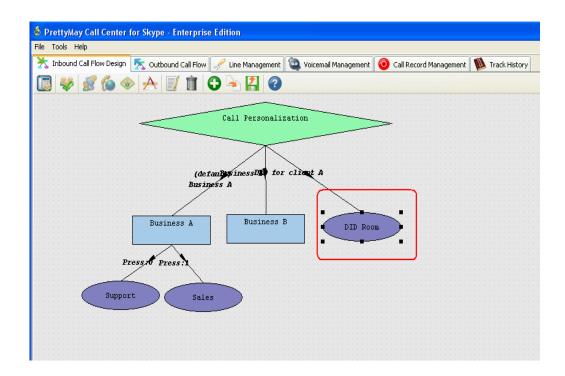


🔞 Call Personalization Settings				×
Call Personalization List				
Call Personalization is a feature that enables you to personalize are calling. In most cases Call Personalization can be configured dialing (if you have more than one SkypeIn number on the main	based upon a caller's ph			
	Add Caller Ider	ntification	🎺 Edit 🎁 Delet	e
Default Pri Identification Ti Caller's Num	Dialed Number	Regular Expre	Link To	Not∈
🔲 🕂 Business B	+12097484423		🕵 Business B	
🗹 🕇 Business A	+441273782093		🕵 Business A	
<				>
Learn more about setting up a call personalization node				
				se



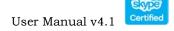
			e
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🔞 Call Personalization Setting	s	×
Caller Identification	Caller Identification - Specify how PMCCS will identify callers	
Personalization Settings	Caller Identification Title DID for client A Caller Phone Number/Skype ID (Optional) +120987001 Dialed SkypeIn or Skype (Optional) Pialed SkypeIn or Skype (Optional) State State 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, if 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.

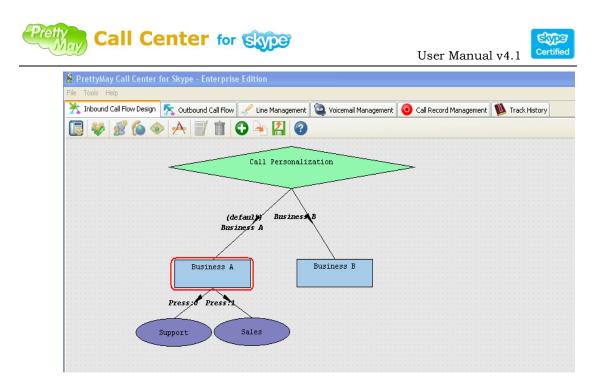
ſ						<u> </u>	1 -									-		
Į					W	ie.	lc	01	пe	1	-0	_	PI	e		CY	1	Add Voice Menu Node
																	6	Add Extension Node
																	-	Add Call Personalization Node
																		Edit
														ł	-		*	Change To Extension Node
													ĺ				•	Change To Call Personalization Node
													1					



			-
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着 Call Personalization Settings					
Call Personalization List					
Call Personalization is a feature that e are calling. In most cases Call Persona dialing (if you have more than one Sky	lization can be configured	based upon a caller's ph			
		Add Caller Ider	ntification	🥑 Edit 🁔	Delete
Default Pri Identification Ti	Caller's Num	Dialed Number	Regular Expre	. Link To	Note
🔲 🦊 Business B		+12097484423		📝 Business B	
🛛 🛉 Business A		+441273782093	4	😿 Business A	
<.					>
🕜 Learn more about setting up a call p	ersonalization node				
				C	Close
🔞 Call Personalization Setting	s				X
Caller Identification	Caller Identification	n - Specify how PMC(CS will identify c	allers	
A Descendization Settings	Caller Identification 1	Title			
Rersonalization Settings	Business A				
	Caller Phone Number	/Skype ID (Optional)			
	Dialed SkypeIn or Sk	ype (Optional)			
	+441273782093				
	<u>(</u>				
	🗹 Enable regular ex	pressions for matching c	aller		
	☑ Set as the default	rule			
	Notes				
					<
	🕜 Learn more abou	t caller identification			

You can setup dialed SkypeIn or Skype ID



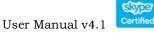
2). Add the Call Personalization node under a Voice Menu Node.

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.

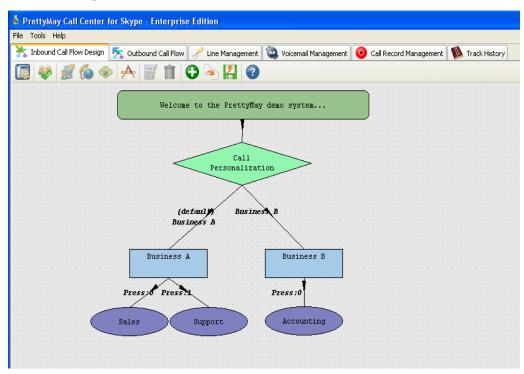
To add the call personalization node under a Voice Menu Node, right click the existing Voice Menu Node, select the "Add Call Personalization Node" menu. See below screenshots for the details:

	Welcome to	PrettyMay d	lemo system
 		<u>ś</u>	ኛ Add Voice Menu Node
			🖕 Add Extension Node
			> Add Call Personalization Node
			🖌 Edit
		1	🆕 Change To Extension Node
			Change To Call Personalization Node





Then add call personalization identifications



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

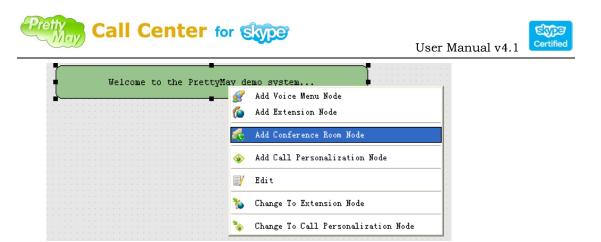
http://www.prettymay.net/callcenter_faq/index.php?pid=knowledgebase&cmd=viewent&id =61

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:

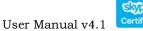
🛔 Conference Room Node Sett	ings			X
Conference Room Node Set	ings			
Conference Room Name	MyConference			
Conference Extension Number (0-9999)	500	*		
Skype Line for this Conference Room				_
		🛶 Add Ne	ew Skype Line for Conference	
Using	Line Status	Sky	pe Id	
V 🗸	Connected	pmcallc	enter003	
Other settings				
Enable password protection				
Ressword(0 - 999): 123				
Enable call recording for this confere	nce			
Records store folder				
C:\Documents and Settings\All User	s\Application Data\PMC	CallCenter\ConfRecords	de 💼	
2 Learn about conference room setting:				
			确定 取消	

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:

🛊 PrettyMay Call Center for Skype - Enterprise Edition					
File Tools Help					
🔭 Inbound Call Flow Design 🛛 🧏 Outbound Call Flow 📝 Line Management 🔯 Voicemail Management 🧕	🔆 Inbound Call Flow Design ⊼ Outbound Call Flow 🖉 Line Management 👜 Voicemail Management 🧕 Call Record Management 🚺 Track History				
Welcome to the PrettyMay demo system)				
Press:500					
Conference					

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

S indicates a normal inbound/outbound call line.

indicates a conference line.

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



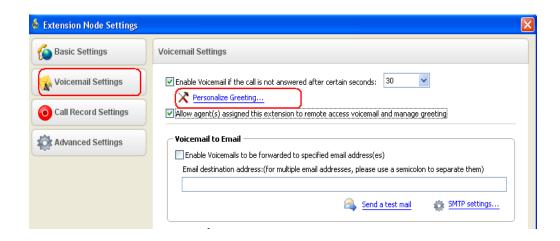
User Manual v4.1

Tools Help	· · · · · · · · · · · · · · · · · · ·				
Voicemail Management			ord Management	Track History	
		outbound Call Flow		💉 Line Management	
7 0					
Line Number	Sk	/pe Account	Connection St	Work Status	
1	www	.prettymay.net	connected	idle	
2	W/W/W	prettymay net	connected	alhi	
3	pm	allcenter003	connected	idle	

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:





	Carl
User Manual v4.1	Certif

🔞 Personalize Greeting 🛛 🔀
Set your personalized greeting
Voicemail Greeting Settings Recommended content:
Sorry, I'm not available to take your call right now, Please leave a message after the beep.
Sound File Location:
C:\Documents and Settings\All Users\Application Data\PMCallCenter\Custom Voice\ordering.mp3
Add the "BEEP" noise after the voicemail greeting Image: Constraint of the second
Apply Cancel

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:

Voicemail Settings	
Enable Voicemail Inbox for this extension Personalize Greet Allow agent(s) assigned this extension to remote access voicemail and manage greeting	ing
Voicemail to Email	
Email destination address:(for multiple email addresses, please use a semicolon to separate them) support1@prettymay.net,support2@prettymay.net	
Send a test mail 🎄 SMTP setting	<u>gs</u>



2). Configure the SMTP settings

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

Sender Name	PrettyMay Call Center for Skype techicey@gmail.com				
Mail Address					
SMTP Server					
Server Name / Addr	ess		Port		
smtp.gmail.com			465		
Server Connectir	ng require SSL				
Server requires a	authorization				
Username		Password			
techicey		****			

"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.

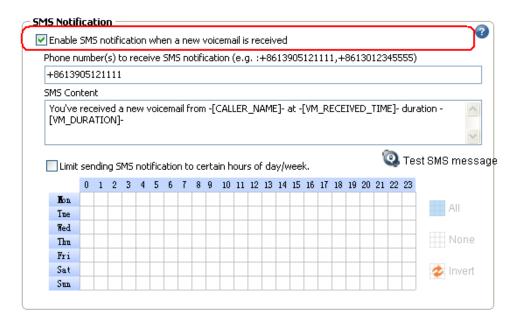
3). Send a test email for checking the settings. Send a test Email message to determine if your settings are correct by clicking the **"Send a test mail"** link.



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:

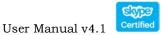


2). Choose "Voicemail Settings" tab, stick both "Enable voicemail inbox for this extension" and "allow agent(s) assigned this extension to remote access voicemail and manage greeting" option. See below screenshot:

🛔 Extension Node Settings		X
6 Basic Settings	Voicemail Settings	
Voicemail Settings	Enable Voicemail if the call is not answered after certain seconds: 30 Perconalize Greeting	
Call Record Settings	Allow agent(s) assigned this extension to remote access voicemail and manage greeting	
Advanced Settings	Voicemail to Email Finable Voicemails to be forwarded to specified email address(es) Email destination address:(for multiple email addresses, please use a semicolon to separate them) Constraints Constraint	
	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. 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 12 23 Mon 1 1 1 1 14 15 16 17 18 19 20 12 23 Mon 1 1 1 1 14 15 16 17 18 19 20 12 23 Mon 1 1 1 14 15 16 17 18 19 20 12 23 Mod 1 1 1 14 16 14 14 16 16 16 16 16 16 16 16 18 10 16	
	Back Next Finish Cancel	

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" \rightarrow " 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:

Call Flow Run Sche	dule						X
Configure the call flov	v schedule accordi	ng to your si	ituation				
Call Flow Title	Out of Busine	ess hours Call F	low				
Run frequency	Time						
💿 Every Day	Start Time	00:00:00	*	End Time	08:59:00	*	0
	Start Time	17:00:00	* *	End Time	23:59:00	*	0
O Every Week	Dearchine		¥			¥	~
◯ Special Date							
Call Flow Description		runs during ou g (00:00 - 08:5)	~	
Learn more about set	tting the call flow sch	<u>nedule</u>					
			(ОК		Cancel	

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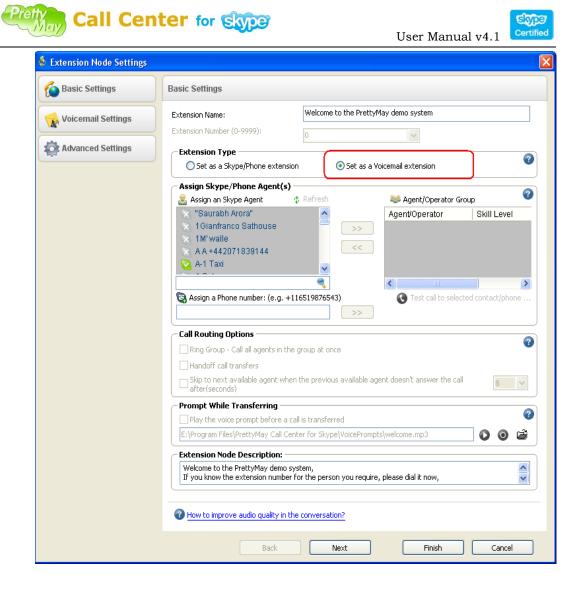
After you finish the settings, you will see a new call flow listed in the "**Call Flow List**", see below screenshot:

🛔 Prettyllay Call Cent	er for Skype - Enterprise Edit	ion		
<u>F</u> ile <u>T</u> ools <u>H</u> elp <u>R</u> egister				
🔭 Inbound Call Flow Design	📩 Outbound Call Flow 🛹 Line Management	🧿 Voicemail Management	🧿 Call Record Management	🚺 Track History
🔲 💰 🏠 🗇 🔍	🔍 🔶 📝 📋 🔁 🍡 [?		٢
			<u> </u>	Call Flow List
	Welcome to the PrettyMay	demo system	_	Default Call Flow This call flow is the defau and will be used if there is
				no time-specific call flow if the time is outside any scheduled time-specific call flows
				Out Of Business hours call f. Time: 00:00:00<>88:59:00 17:00:00<>20:59:00 Out of business hours ca
			 ≤ <	Add New Call Flow Edit Schedule
<			> 😣	Delete
Extension Name: Voice Prompt Location: Voice Menu Description:	Welcome to the PrettyMay demo system C:Program Files/PrettyMay Call Center for Welcome to the PrettyMay demo system, If you know the extension number for the For a company directory, press '#'			
Total lines: 1	Busy lines: (Idle lines: 1	

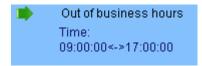
You can just setup a voicemail for the out of business hours to let the callers leave voicemail.

Welcome to the Pro	Add Voice Menu Node
	🍊 Add Extension Node
	💰 Add Conference Room Node
	🐵 Add Call Personalization Node
	📝 Edit
	🏠 🛛 Change To Extension Node
	& Change To Call Personalization Node

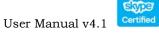
Right click voice menu \rightarrow Change to extension node



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







• How to import and export the call flow?

• Imports call flow

Choose one call flow and click "Replace call flow"

🛔 PrettyMay Call Center f	for Skype - Enterprise Edition
File Tools Help	
🔭 Inbound Call Flow Design	痜 Outbound Call Flow 🥒 Line Management 👜 Voicemail Management 🧿 Call Record Management 🚺 Track History
🔯 🐳 💰 🔕	
	Replace call flow Welcome to the PrettyMay demo system

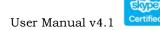
Select one exist call flow

Open					? 🔀
Look jn:	🞯 Desktop		. 6 6) 📂 🎹-	
My Recent Documents Desktop My Documents	Dat	ces De: XML Document te Modified: 2010-3-23 11:43 e: 5.86 KB			
My Computer	File <u>n</u> ame:	Demo.xml		~	<u>O</u> pen
My Network	Files of <u>type</u> :	XML File (*.xml) Open as read-only		~	Cancel

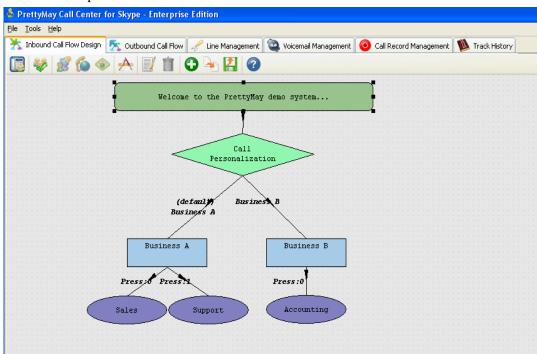
Click "Yes"

PrettyMay Call Center for Skype 🛛 🛛 🕅
Are you sure you want to replace the current call flow?
Yes No
Yes <u>N</u> o



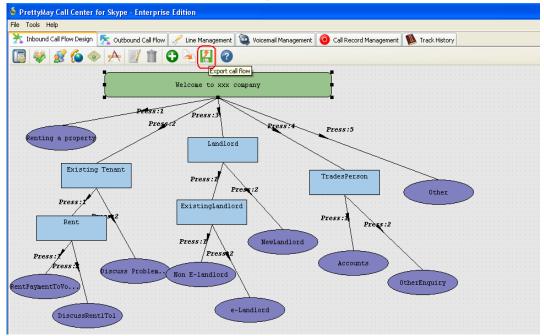


Call flow is imported.

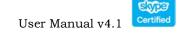


Export call flow: •

Choose the call flow that you would like to export





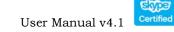


Save the call flow

Save As							? 🗙
Savejn:	🞯 Desktop		*	6 🕫	P 🛙	•	
My Recent Documents Desktop My Documents	My Documents My Computer My Network Plac PM Support Demo.xml	:es					
My Computer	File <u>n</u> ame:	Call flow of ≫≪ company			~		<u>S</u> ave
	Save as <u>t</u> ype:	XML File (*.xml)			*		<u>ave</u> Cancel
My Network							

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





Chapter 4, Outbound Call Center Settings

 \mathbf{T} his chapter describes how to configurate 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.

着 Outbound Call Center	Settings		
Outbound Call Center Second	Settings Assign the users who can access Outbound Call Set up Authenticated Users Assign an Skype Agent Assign an Skype Agent Ned Coleman Neil Neil Be (@ work) Neil Be (@ work) New Mexico Software Nick Aron Nick Aron Nick Lashinsky Ned Ned	Center Authenticated Users Name / > +18177765418 Nedim Aydogdu	PIN N/A N/A
	Add an authenticated Phone Number (e.g. +116519 H18177765418 PIN(Personal Identification Number) Enable PIN for the selected user Normal Selected User	Allowed Access Time Allowed Access Time Customize allowable outbound call	e e e e e e e e e e e e e e e e e e e
	Outbound Call Privilege Outbound Call Allow Any Outbound Call Allow Speed-Dial Number Calls Only	Monday 09:00 ♀ Tuesday 09:00 ♀ Wednesday 09:00 ♀ Thursday 09:00 ♀	17:00 🗘
	Outbound Call Recording	Friday 09:00 \$ Saturday 09:00 \$ Sunday 09:00 \$	17:00 🗢 17:00 🗢 17:00 🗢
		Save Apply	Cancel

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:

Authenticated Users	Assign the users who can access Outbound Ca	all Center
No	Set up Authenticated Users	*** to the set of the set
C General & Speed-Dial	Assign an Skype Agent 🔹 Refresh	Value Authenticated Users
Voice Prompt Settings	Ned Coleman	Rame / FIN
Voice Prompt Settings	🛛 🔯 Neil BB (@ work) 🛛 🔤 🥟	All a direction and a sector sector
	New Mexico Software	- L
	Nicholaus HALL	
	👸 Nick Lashinsky 🗸 🗸	
	ned	
	🗟 Add an authenticated Phone Number (e.g. +1165	i19876543)
	+18177765418 >>	
	PIN(Personal Identification Number)	- Allowed Access Time
	PIN(Personal Identification Number)	Allowed Access Time
	Enable PIN for the selected user	
		Anytime Customize allowable outbound call time
	Enable PIN for the selected user Solution PIN:(3 digits) Outbound Call Privilege	Anytime Customize allowable outbound call time Monday 09:00 17:00
	Enable PIN for the selected user	Anytime Customize allowable outbound call time Monday 09:00 - 17:00 Tuesday
	Enable PIN for the selected user PIN:(3 digits) Outbound Call Privilege Allow Any Outbound Call	Anytime Customize allowable outbound call time Monday 09:00 17:00 Tuesday 09:00 17:00 Wednesday 09:00 17:00
	Cutbound Call Privilege	Anytime Customize allowable outbound call time Monday 09:00 - 17:00 Tuesday
	Enable PIN for the selected user PIN:(3 digits) Outbound Call Privilege Illow Any Outbound Call Allow Speed-Dial Number Calls Only Outbound Call Recording	Anytime Customize allowable outbound call time Monday 09:00 \$ 17:00 \$ Tuesday 09:00 \$ 17:00 \$ Wednesday 09:00 \$ 17:00 \$ Thursday 09:00 \$ 17:00 \$ Friday 09:00 \$ 17:00 \$
	Enable PIN for the selected user PIN:(3 digits) Outbound Call Privilege Allow Any Outbound Call Allow Speed-Dial Number Calls Only	Anytime Customize allowable outbound call time Monday 09:00 \$ 17:00 \$ Tuesday 09:00 \$ 17:00 \$ Wednesday 09:00 \$ 17:00 \$ Thursday 09:00 \$ 17:00 \$ Friday 09:00 \$ 17:00 \$

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#".

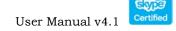
Speed Dial Number

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, when you press "6#", PMCCs will ring SkypeID : 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:

👌 Outbound Call Center Setti	ngs	X
Authenticated Users	Set Speed-Dial Numbers and configure general settings	
Ceneral & Speed-Dial	Speed-Dial Number List Settings Speed-Dial Number List Speed-Dial Nu Skype Id/Phone Number Remark * 8 echo123	Add Edit Delete
	Smart Dialing Select Country: China (+86) (Note: Please make sure you know what Smart Dialing is, otherwise, DO NOT set the country.) PIN(Personal Identification Number) Retry Time Maximum number of retries for the PIN input: 5	o learn more
	Phone number/Speed Dial Number Playback for confirmation Require confirmation playback of numbers from Skype users Require confirmation playback of numbers from landline/cell phone users Outbound Call Records Storage Folder	0
	Location: E:\Documents and Settings\All Users\Application Data\PMCallCenter\OutBoundRecords] 🍪 🖿
	Save Apply	Cancel

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

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

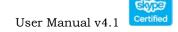
"0" + area code + phone number + "#" ("0" represents the country/region you pre-set).

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

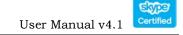
An easy way for an agent to dial out is through PrettyMay Agent Assistant for Skype utility, if you have installed PMAAs on your desktop, you can launch it, and make sure your PMAAs connects to the call center server, then you can enter the phone number in the "Call Phones" panel in PMAAs, then click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



Dial Pad

Dialing Out





Chapter 5, Lines Management

 \mathbf{T} his chapter introduces the line management function

Choose "Line Management", you will see all lines are list there.

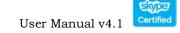
To add/remove a Skype line, you can click "Add a new line" or "Delete one line" button on the toolbar.

	e <mark>tty≣ay Call Ce</mark> Tools <u>H</u> elp <u>R</u> egist		- Enterprise Edit	ion	
	Voicemail Mar)(O Call Record	d Management	Track History
	🕺 Inbound Call	Flow Design	📃 🕺 🔨 Outboun		🖉 Line Management
+	🔹 🗊 👘				
	Line Number	s	kype Account	Connection :	St Work Status
()	1	ww	w.prettymay.net	connected	idle
0	2	ww	w.prettymay.net	connected	d idle
0	3	ww	w.prettymay.net	connected	idle
	Total lines: 3	3	Busy lines: (D	Idle lines: 3

?

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

 \mathbf{T} his chapter details you the usage of the voicemail function

Choose "**Voicemail Management**" tab, you will see the current day's new voicemails listed there.

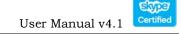
hound Call Flow Design	🔨 Outbound Call Flow	💉 Line Management
Voicemail Management	🧿 Call Record Management	Track History
】 】 】	💌 ↔ 星期一, 2009-03-30 🛛 💉 🎾	Ð
Read Forwar Extension Number	Extension C	aller Caller's name
💽 🙀 102	prettymay-test1 Tester1 200	9.01.13.Tue.17.32.20 00:00:01
🛂 🙈 102	prettymay-test1 Tester1 200	9.01.13.Tue.17.31.49 00:00:16
😋 🙈 101	prettymay-test1 Tester1 200	9.01.13.Tue.17.30.27 00:00:13
<	MI	
Total lines: 1	Busy lines: 0	Idle lines: 1

Voicemail management Tab options:

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

🔞 PrettyMay Call Cen	ter for Sl	kype - Enterpris	e Edition					
File Tools Help								
法 Inbound Call Flow De:	sign 📐	Outbound Call Flow	🥜 Line Managen	nent 🧟 Vo	icemail Managem	ent 🧿 Call Record	Management	🚺 Track History
	星期一,2	2009-09-28	✔ ↔ 星期二,20	10-03-23	v <i>p</i>			
Read Status	Forw	Extension Nu	Extension	Caller	Caller's na	Time Rec 🗸 🗌	Duration	
e	A	1	Ordering	happyfis	Christy@P	2010.03.18.Th	00:00:19	-
e	N/A	0	Operator	ycj-1234	Techice.Ya	2010.02.02.Tu	00:00:01	
S	N/A	0	Operator	happyfis	happyfish36	2010.02.02.Tu	00:00:08	
	N/A	0	Operator	happyfis	Christy@P	2010.02.02.Tu	Hang Up	
	N/A	0	Operator	resolveit	Resolve IT	2010.01.25.M	00:00:00	
	A	1	Ordering	summar	summar002	2010.01.25.M	00:00:03	
	A	0	Renting a pro	summar	Summar001	2010.01.22.Fri	00:00:00	
e		0	Renting a pro	summar	Summar001	2010.01.22.Fri	00:00:10	





Chapter 7, Call Record Management

 \mathbf{T} his 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:

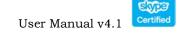
🔭 Inbound Call Flow Design	<u> </u>	utbound Call Flow		Line Management
🧟 Voicemail Management	🔄 🧿 Call	Record Management		鷆 Track History
星期一, 2009-03-30	💌 ↔ 星期一,	2009-03-30 💌	Show All	💌 🔎
Callee's name	Caller's name Gate	Record Start Time 2009.01.13.Tue.17.		Duration 00:00:39
Echo / Sound Test Service	Gate	2009.01.13.Tue.17.	50.43	00:01:00
Gate	Tester1	2009.01.13.Tue.17.	50.17	00:00:15
Gate	Tester1	2009.01.13.Tue.17.	49.14	00:00:07
00				
Total lines: 1		Busy lines: 0		Idle lines: 1

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.

e Tools Help	Design 痜 Outbo	und Call Flow	/ Line Management 💿 \	/oicemail Management	Call Record Management	1 Track History
	星期一,2008-0		↔ 星期二,2010-03-23	Show All	× ,2	
. Callee's name	Callee	Caller	Caller's name	Record Start Time	e Duration	
		The	re are no call records to s	how!		





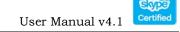
Chapter 8, Call Log Management

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:

	Inbound Call Flow Design	⊼ O	utbound Call Flow	Line Management		
0	Voicemail Management	💿 Call	Record Management			
- 🎄	■ ※ 星期→, 2008-1	2-08 💌 ↔ 星期-	→, 2009-03-30 💌 s	ihow All	P	
Call Type	Callee's name	Caller's name	📔 Access Time Stamp – 🗸 🗌	Duration	Rate/min	
3	Not Found	Techice	2009/03/27-15:13:55	00:00:04		
3	Not Found	JD Communication	2009/03/23-10:32:28	00:00:04		
3	Not Found	boynehohenstein	2009/03/20-13:42:36	00:00:00		
3	Not Found	boynehohenstein	2009/03/20-13:42:18	00:00:00		
3	Not Found	boynehohenstein	2009/03/20-13:42:05	00:00:00		
3	+447530110515	boynehohenstein	2009/03/20-13:41:54	00:00:04		
3	Echo / Sound Test Serv	+000000	2009/03/16-17:28:52	00:00:10		
3	Echo / Sound Test Serv	+000000	2009/03/16-17:21:22	00:00:07		
3	Not Found	+000000	2009/03/16-17:20:03	00:00:13		
\odot	Not Found	+000000	2009/03/16-17:19:11	00:00:00		
\odot	Not Found	+000000	2009/03/09-15:01:18	00:00:00		
\odot	Not Found	+000000	2009/03/09-15:00:14	00:00:00		
\odot	Not Found	+000000	2009/03/09-14:59:03	00:00:00		
\odot	Not Found	+000000	2009/03/09-14:58:18	00:00:00		
3	Not Found	+000000	2009/03/09-14:55:00	00:00:00		
-					>	



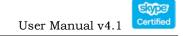


Track history Tab options:

- **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.

e Preu	tymay Call Cem	er for Skype -	Enterprise Edit	ion				
File Too	ils Help							
🔭 Inb	ound Call Flow Des	ign 📐 Outbou	nd Call Flow 🖉	Line Management	: 🧿 Voicemail Management	💿 Call Record	d Management 🛛 🕨	Track History
	🍭 🗄 📋	星期日,2	009-11-29	✔ ↔ 星期二,	2010-03-23	Show All	v 🔎	
Call	Callee's	Extension Na	Extension Nu	Caller's	Access Time Stamp $-\nabla$	Duration		
3	Not Found	Support	1	Brian Sin	2010/03/23-12:00:47	00:00:00		
\odot	Not Found			Brian Sin	2010/03/23-12:00:05	00:00:36		
\mathbf{S}	Not Found			summar	2010/03/18-14:25:29	00:00:04		
\mathbf{O}	Not Found			Summar	2010/03/18-14:25:25	00:00:09		
\odot	Not Found	Ordering	1	happyfis	2010/03/18-14:25:01	00:00:00		
0	Not Found			Summar	2010/03/18-14:24:50	00:00:23		
0	Not Found			summar	2010/03/18-14:24:44	00:00:31		
	Not Found			summar	2010/03/18-14:22:11	00:00:27		





Chapter 9, Support Resources

 \mathbf{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
- 2). Go to our support forum at: <u>http://www.prettymay.net/forum/</u>
- 3). Contact us via email at: support@prettymay.net
- 4). Contact our online support team directly at: http://www.prettymay.net/support.htm