



Manual

**PrettyMay Call Center for Skype
Version 3.5**

User Guide (Version 3.5)

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1. Introduction to PrettyMay Call Center for Skype

- **What is 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 SMBs to quickly and affordably implement a Skype PBX /PABX system with auto-attendant, interactive voice response (IVR), Automatic Call Distribution (ACD), call recording and personalized voicemail capabilities - and a lot more as well.

- **Benefits of a Skype PBX System**

Easy to install & configure than a proprietary phone system

Compared to a proprietary phone system, PrettyMay only need to be installed on a computer with Windows system.

Anyone with an understanding of computers and Windows can install and configure PrettyMay.

Low Cost

PMCCS priced from \$200, no monthly fee, no extra hardware required.

Using Skype as Client

Your employees can use any Skype compatible devices, including Windows Skype version, MAC OS Skype version,

Linux Skype version, Skype Wifi Phone, Skype Cordless Phone, 3Skype Phone, etc.

They can use landline phones/mobile phones as the client as well.

Flexible Growth

PMCCS allows you to set up to 500 extensions as your businesses grow.

- **How PrettyMay works**

Server: you just need to run PrettyMay and the main Skype account of your company on a PC as the call center server,

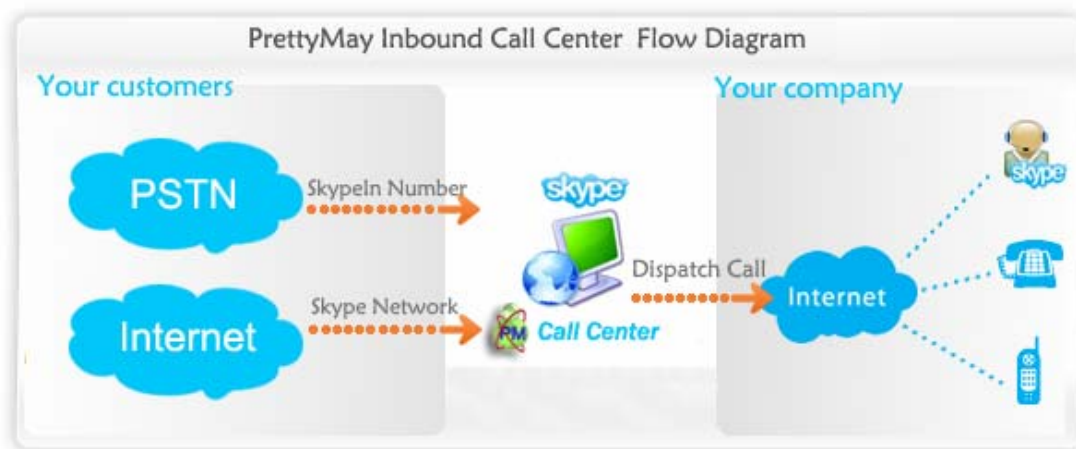
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All calls are received / transferred through the main Skype account.
Callers dial into the phone system either via internet or PSTN network.

Through internet: callers using Skype to call the main Skype account in order to enter the phone system.

Through PSTN network: callers using landlines/cell phones/mobile phones to dial the [SkypeIn number](#) on the main Skype account to enter the phone system.

Client: your employees can use any Skype compatible device to answer calls transferred by PrettyMay, they can also use landlines/mobile phones to accept calls.



2. Installing PrettyMay Call Center for Skype

- **System Requirements**

System requirements for PrettyMay Server :

Operating Systems:

Windows XP or Windows server 2003 (Supports multiple simultaneous lines)

Windows 2000/Vista (Currently supports only one line)

Skype Version:

Skype 3.8 or Skype 3.6

Hardware:

*** For one line:**

Intel Pentium III Processor or higher

256MB RAM or higher

*** For 2-5 simultaneous lines:**

Intel Pentium D 2.8G or higher

1GB RAM or higher

*** For 6-10 simultaneous lines:**

Intel Core 2 Duo E6600 or higher

2GB RAM or higher

*** For >10 simultaneous lines:**

Intel Xeon MP+

2GB RAM or higher

Network Bandwidth Usage:

Average 25 kilobytes/sec for each line.

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System Requirements for Operators/Agents :

Operators/Agents can use any Skype compatible devices, including Windows Skype version, MAC OS Skype version, Linux Skype version, Skype Wifi Phone, Skype Cordless Phone, 3 Skype Phone, etc.

- **Run Set-up**

Download the latest version of PrettyMay Call Center for Skype at:

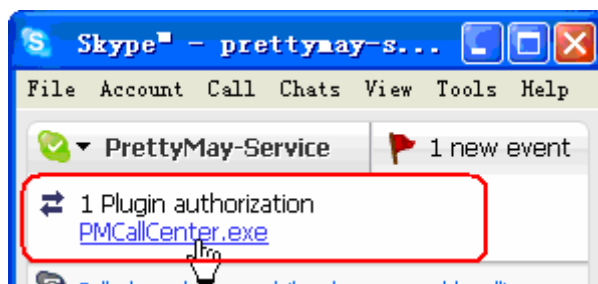
<http://www.PrettyMay.net/PMCallCenter-setup.exe>.

Run set-up by double-clicking on the file "PMCallCenter-setup.exe". Click 'Next' to start installation.

Tips: Before you install the new version of PrettyMay Call Center version, please quit old version of PrettyMay first.

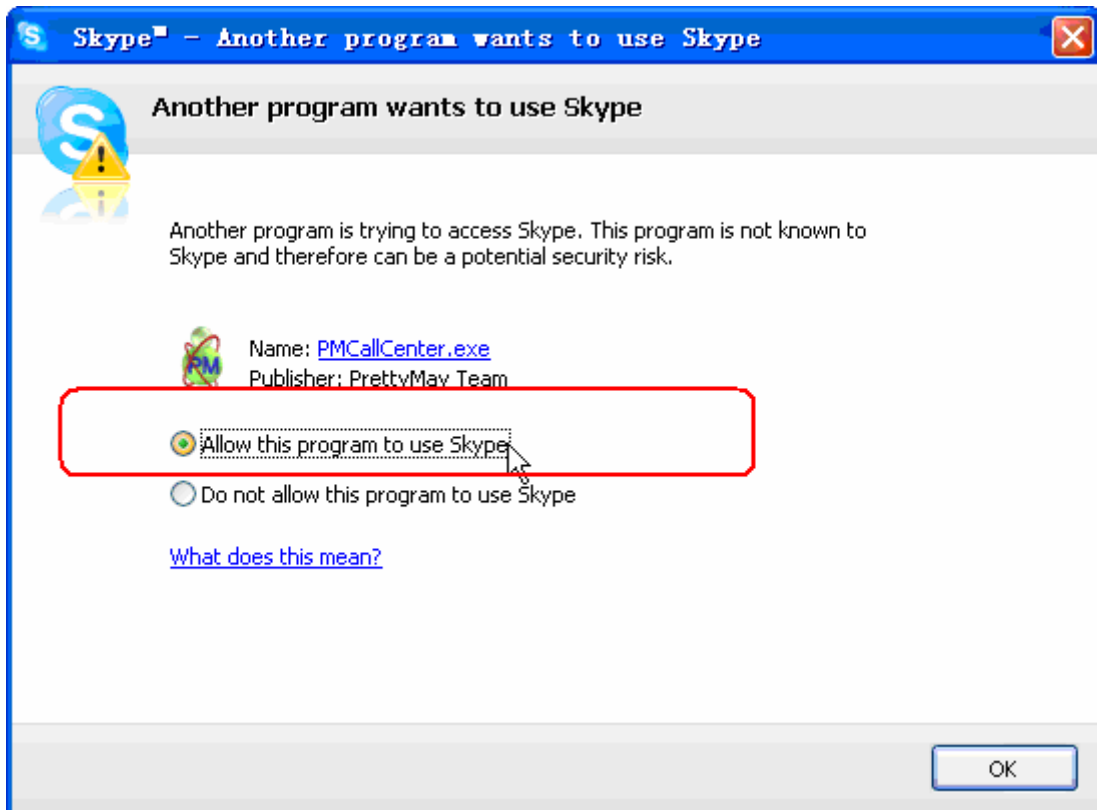
- **Launch PrettyMay & Skype**

When you launch PrettyMay by the first time, you will need to allow PrettyMay to use Skype, see the following snapshot:



You need to click the "PMCallCenter.exe" link on Skype, then a dialog will pop up to ask you whether allow PrettyMay to use Skype, select "Allow this program to use Skype" option. Click "Ok" button.

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If you launch multiple lines, you will need to do the operation multiple times.

After you finish the authorization operation, you can see the "Lines Management" list in the call center as following:

Inbound Call Flow Design		Outbound Call Flow		Line Management	
Line Number	Skype Account	Connection Status	Work Status		
1	prettymay-service	connected	idle		
2	prettymay-service	connected	idle		

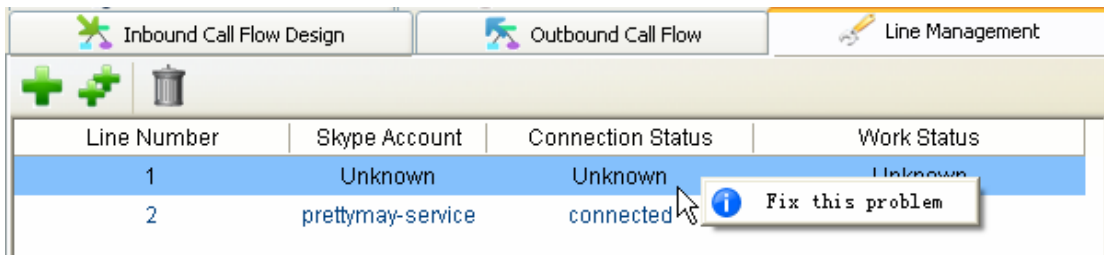
Connection status for all lines should be "connected".

Trouble Shooting

If there is "unknown" or "searching..." item in the "Line Management" list, it indicates the line is not connected to Skype properly, you can follow these steps to fix this issue:

- 1), Right-click the line with this issue, click "Fix this problem" menu.

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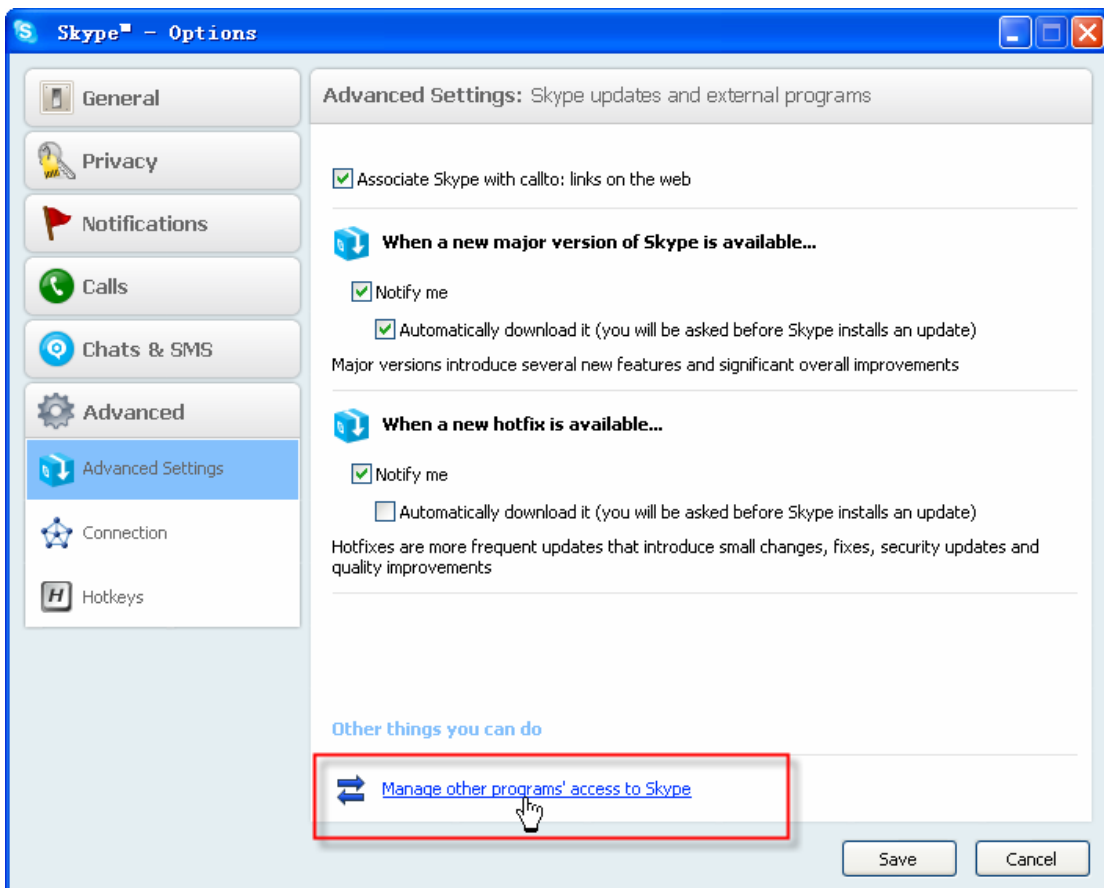


2), A dialog will pop up to tell you how to change the API access setting in Skype.

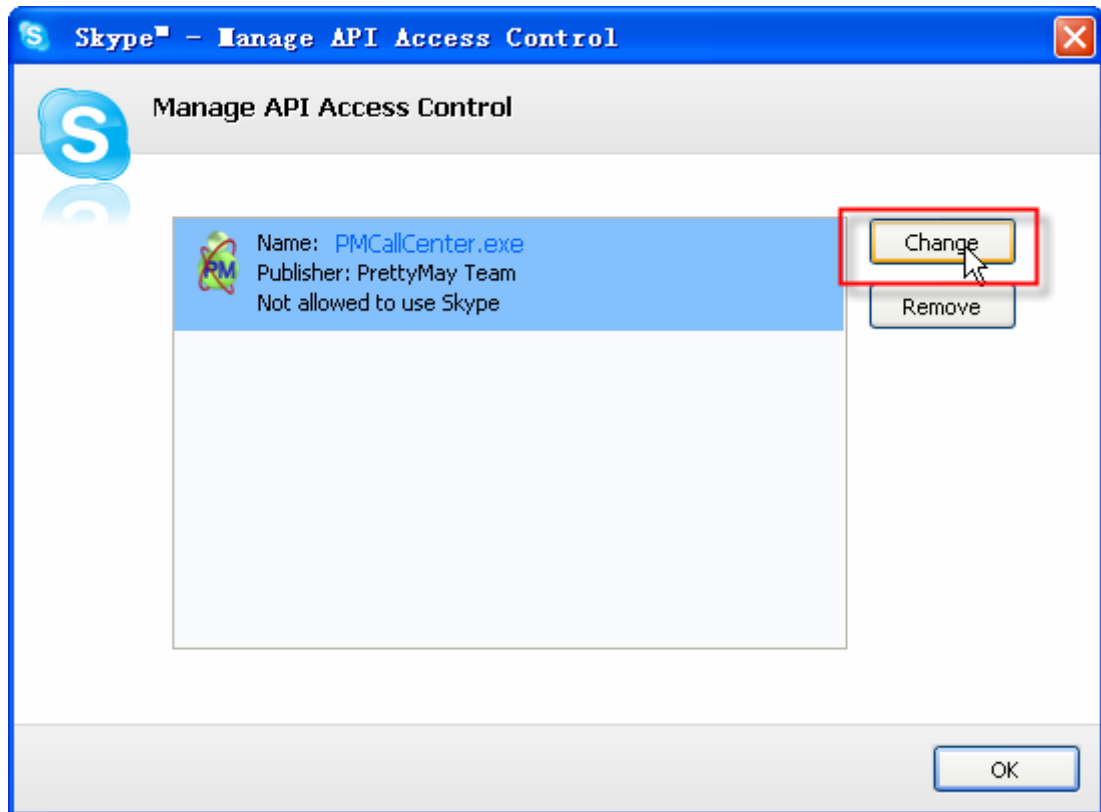


Go to the affected Skype menu "Tools"-->

"Options", choose "Advanced" tab, click "Manage other programs' access to Skype" link, click the API access to "Allow PrettyMay to use Skype", see the following:



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- **Register PrettyMay**

If you have purchased a Standard or Professional license then you can input it into PrettyMay by clicking menu "Register".

If you purchase an upgrade license from Standard to Professional, you can upgrade your license by click menu "Help"-->"License Update",

Then input the new license code into the dialog.

3. Adding PSTN line(s) for PrettyMay

- **Introduction**

Skype Online number (aka SkypeIn number) – you can purchase one or more SkypeIn number(s) on the main Skype account. So that PrettyMay can answer calls from PSTN network.

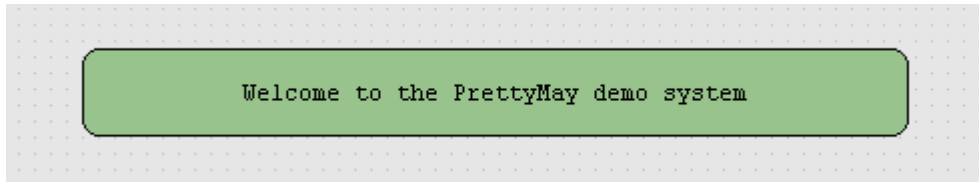
Learn more about SkypeIn number, see at <http://www.skype.com/allfeatures/onlinenumber/>

4. Creating Voice Menu Node

- **Introduction**

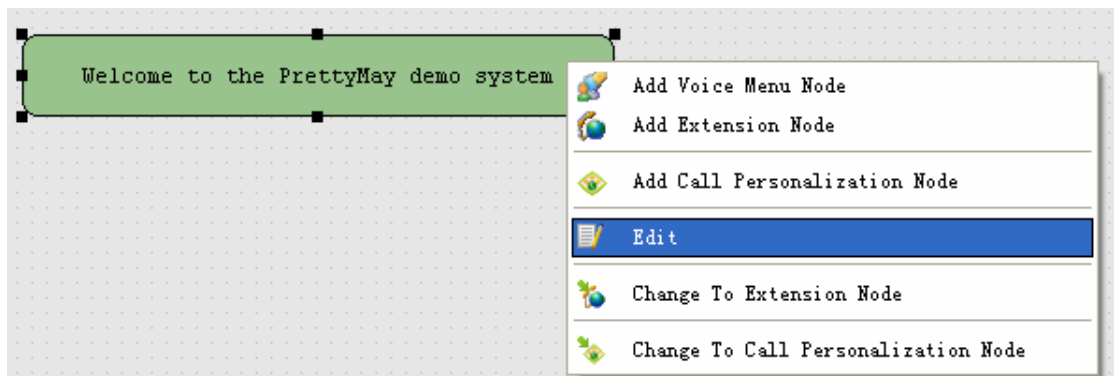
A Voice Menu Node represents a pre-recorded message can be recorded and played to the inbound calls like “Press 1 for sales, Press 2 for service...” .

By default, there is an existing voice menu node in the call center. You can configure the call flow starts from that node:



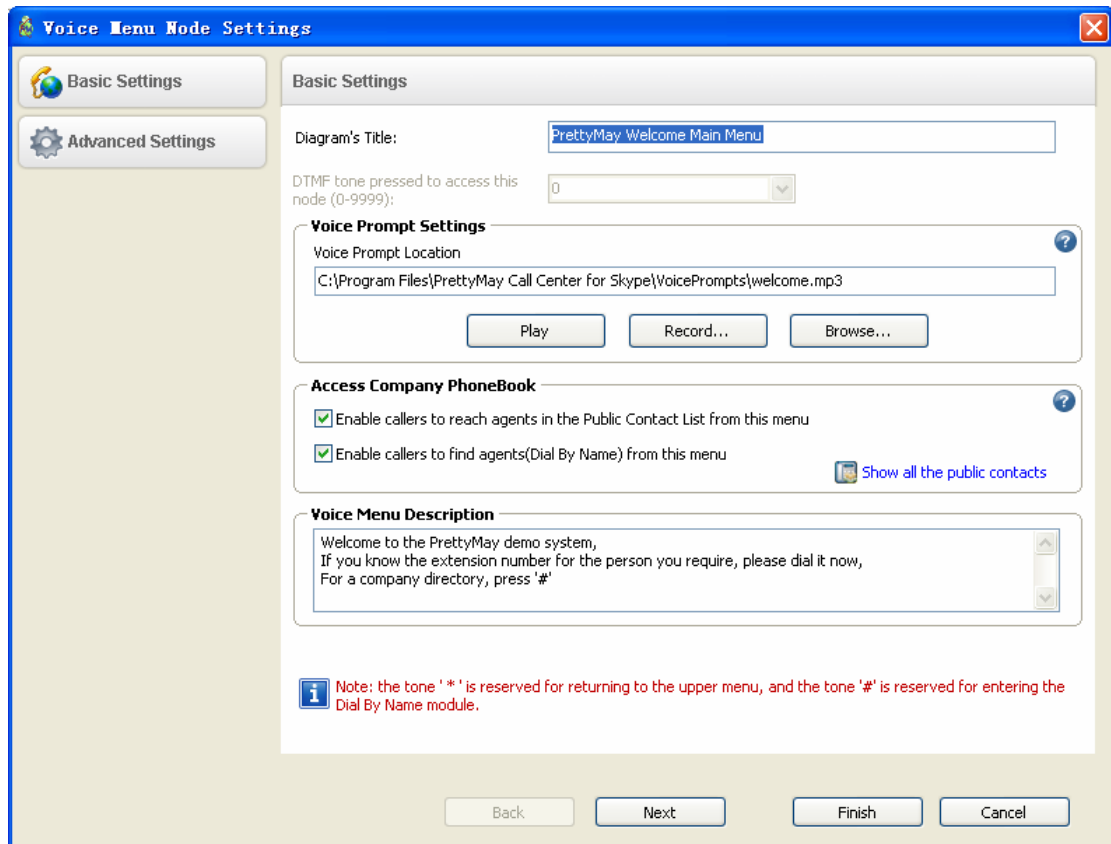
- **Configuring main voice menu**

Right click the default node, select "Edit" menu, see the following snapshot:



Then the Voice Menu Node settings dialog will pop up, see the following snapshot:

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Basic Settings

You can configure basic settings for the voice menu node as following:

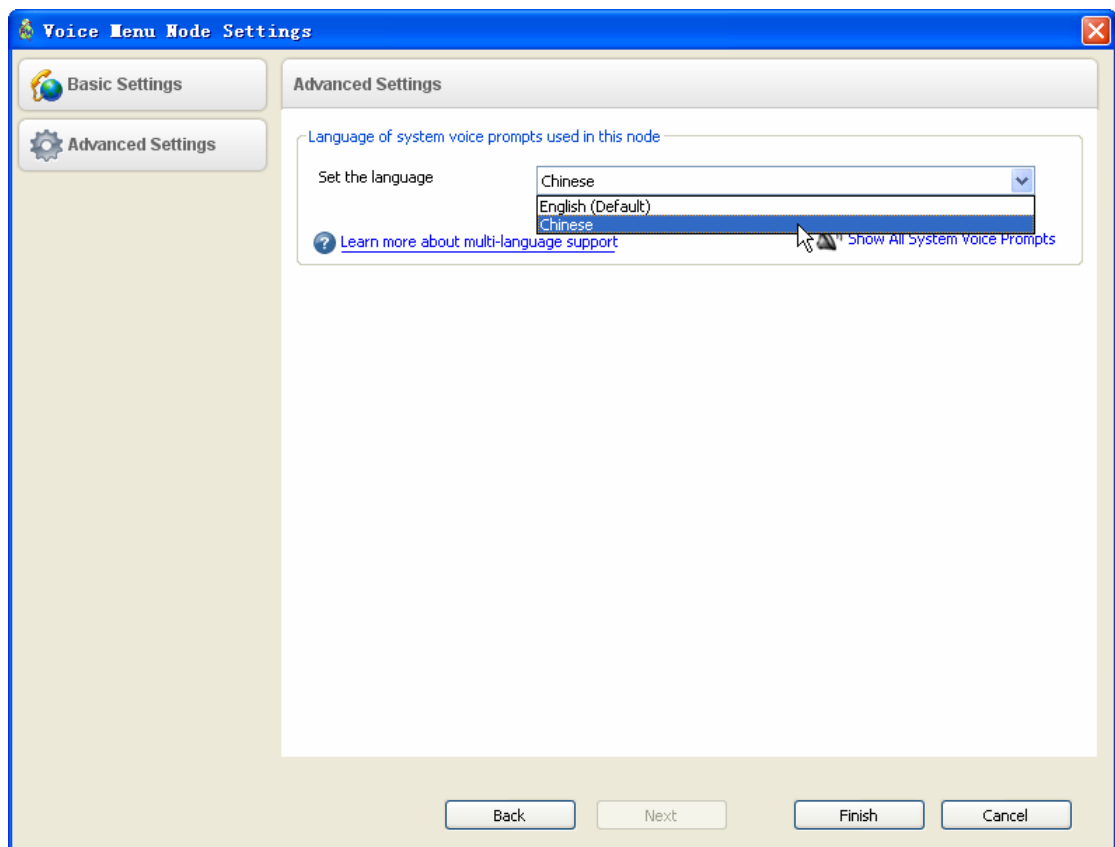
- Title - displays on the canvas.
- Voice Prompt - Record or specify a sound file as the voice prompt for this node.
- Enable callers to reach agents in the [Public Contact List](#) from this menu - If this is checked, callers can directly dial an extension in the Public Contact List from this menu.
 - Enable callers to find agents ([Dial By Name](#)) from this menu – If this is checked, callers can search an extension in the [Public Contact List](#) by inputting the first three letters of the last name for the person required.

Advanced Settings

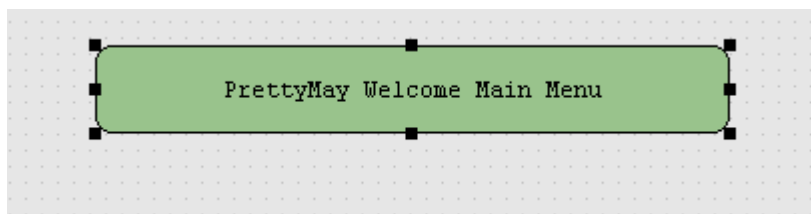
- 1, Configure the language of system voice prompts.

If you have [multiple languages of system voice prompts](#). You can choose one language of system prompts used in this node. See the following:

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After you finish the settings, click "Finish" button, you will see the node you just configured in the canvas:



- **Testing your settings**

Now you can test the settings you did.

First of all, please make sure all lines are connected to Skype, check this in the "line management" list in the call center, if not. Please learn how to fix it at [here](#).

Then you can call the main SkypeID or SkypeIn number on the main Skype account from your personal Skype or landlines/mobile phones, PrettyMay will answer your call, and play

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the main voice menu you set into the call.

Trouble Shooting

If you hear "the voice prompt was not found or not accessible" when you call into PrettyMay, It indicates that the voice prompt you specified in the voice menu node is missing or not accessible,

Please check the affected voice prompt file, make sure it exists and can be access by any Windows users.

We suggest you to store all of the voice prompt files used in the call center in [C:\Documents and Settings\All Users\Application Data\PMCallCenter\Custom Voice].

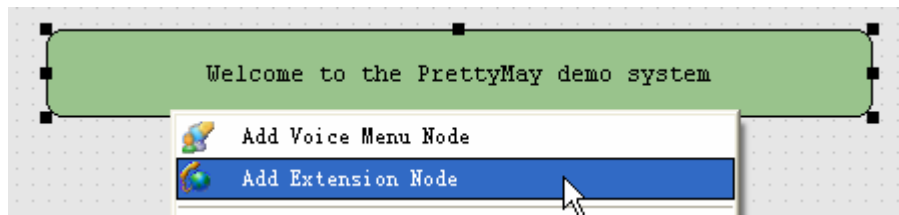
5. Creating Extension Node

- **Introduction**

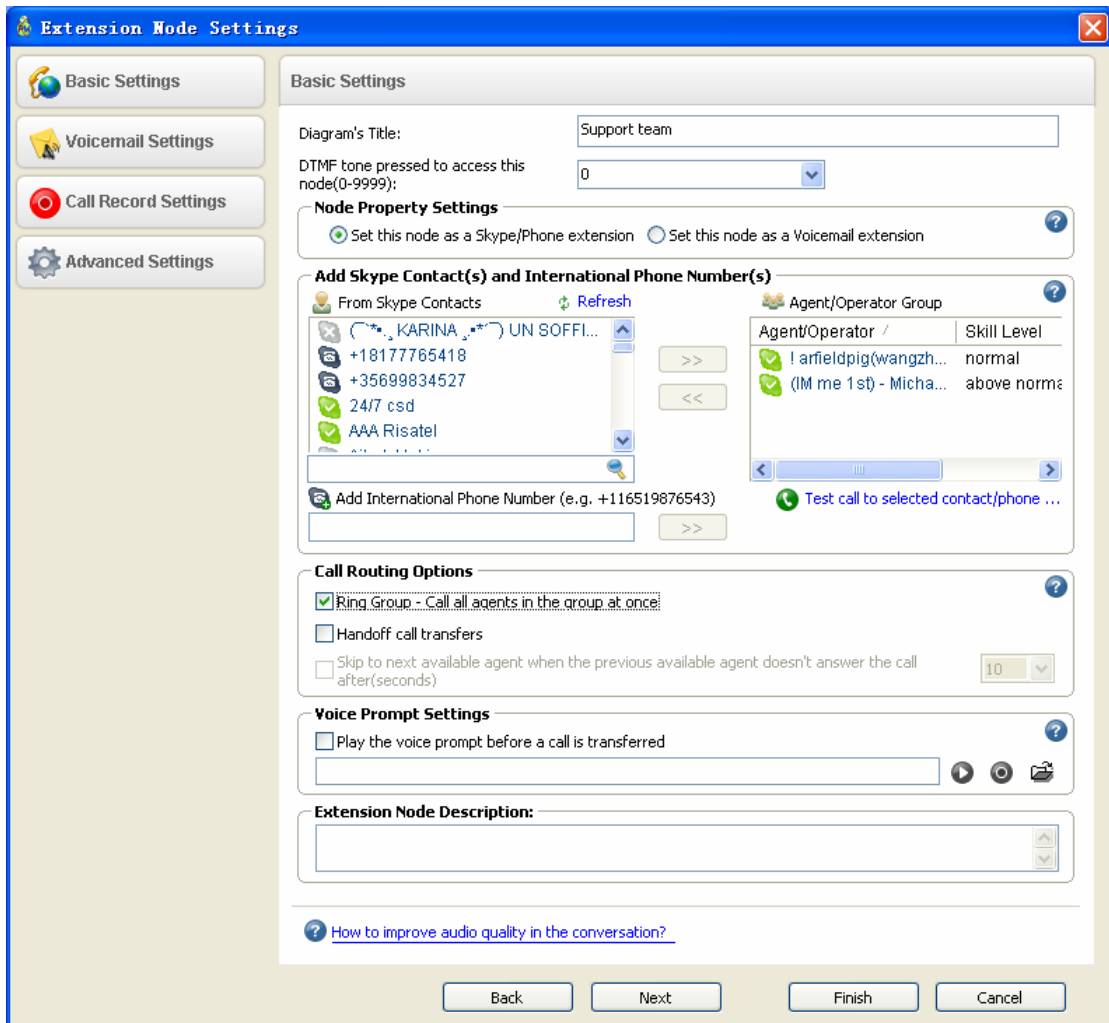
An Extension Node represents one or a group of persons whose Skype name(s) or telephone number(s) set in this node.

- **Adding Extension Node**

Select a Voice Menu Node that you want to add the extension with, right click the mouse, select "Add Extension Node" menu. An extension node settings dialog will pop up as following:



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Basic Settings

You can configure basic settings for an extension node as following:

- Title - displays on the canvas.
- DTMF tone - assign an extension number for this node.
- Node Property Settings - set this node as Skype/Phone extension or voicemail extension.
- Agents/Operators Group - assign Skype user(s) or phone number(s) as agents/operators.
- Call Routing Options - set the behavior how PrettyMay transfers a call.
 - Ring Group - Call agents in the group at once.
 - Handoff call transfers - PrettyMay line will be released once the call is transferred.
 - Skip to agent - find a next available agent when the previous agent is not answering a call.
- Transfer prompt - set a voice prompt for a call is being transferred to the agent(s).

Voicemail Settings

You can set the voicemail for the extension, so that callers can leave messages when the agent(s) is not available to talk.

To enable voicemail for the extension, click "Enable Voicemail Inbox for this extension" checkbox.

There are two ways for an agent to retrieve voicemails in PrettyMay, they are:

1). Voicemail to Email

Select "Enable Voicemail to be forwarded to specified email address (es)" option, you will be required to configure the [SMTP settings](#) first, after you finish the SMTP configuration, you can input one or more email address (es) into the "Email destination address" field (multiple email addresses separate with semicolon). Click "Send a test email" to test your settings.

2). Remote access voicemail

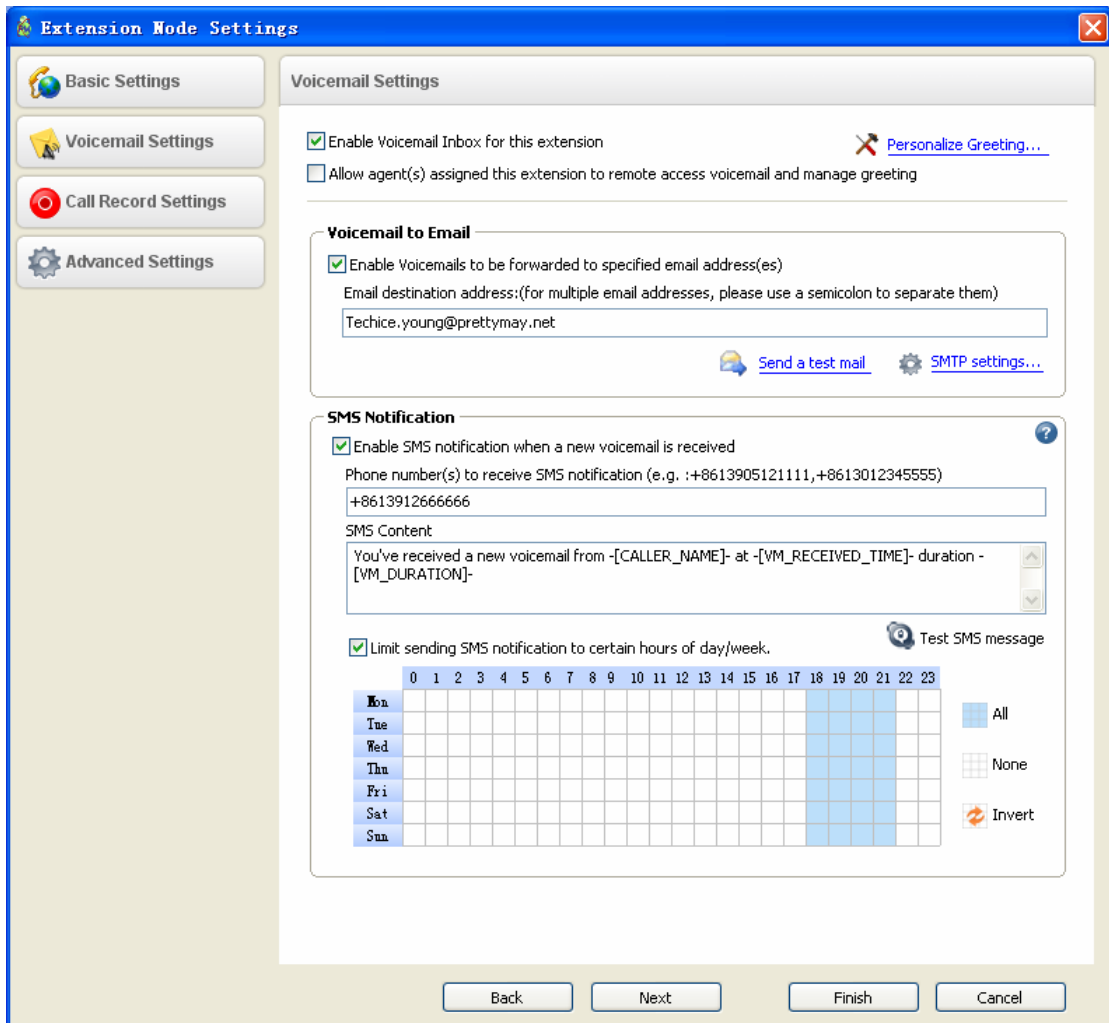
Agents can remote access voicemail in PrettyMay from their personal Skype account or landline/mobile phone.

First, enable the "SMS notification" by selecting "Enable SMS notification when a new voicemail is received" checkbox.

Specify a phone number which will receive SMS message when a new voicemail is received.

Then agents can use their personal Skype account or landline/mobile phone to call the main SkypeID, then press their extension number to check the new voicemail.

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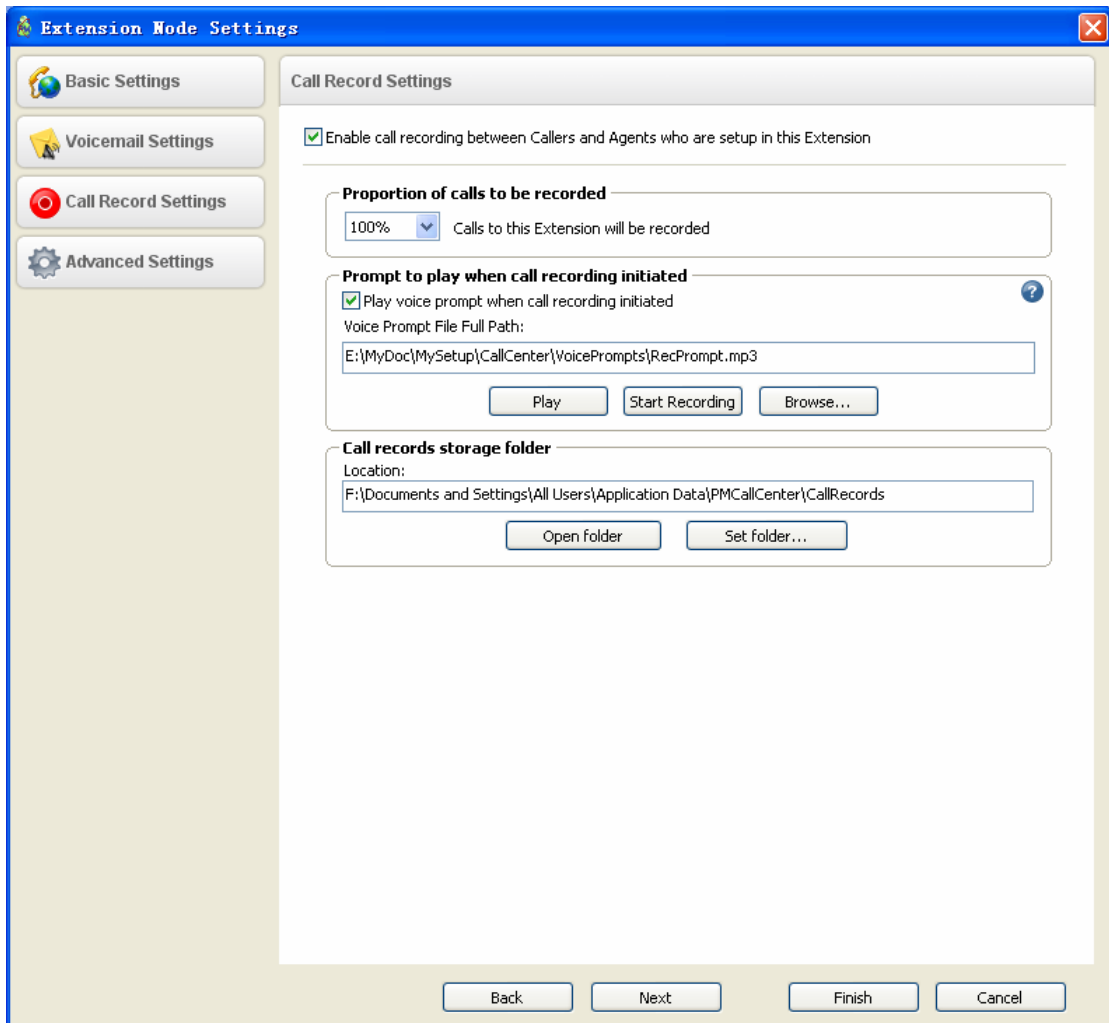


Call Record Settings

You can enable the call recording for an extension, so that conversation can be saved by PrettyMay.

Select "Enable call recording between callers and agents who are setup in this extension" checkbox.

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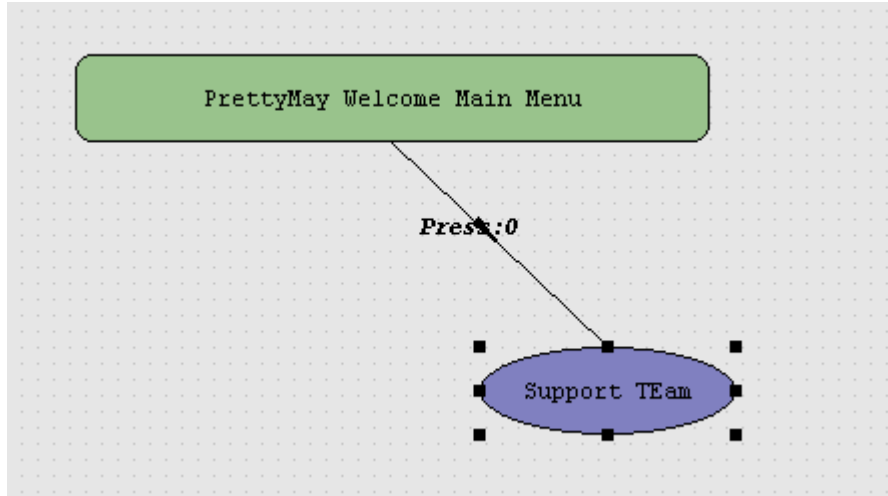


Advanced Settings

If you have [multiple languages of system voice prompts](#), you can choose which language of system prompts used in this node.

After you finish the setting, you will see a new extension node in the canvas, see as following:

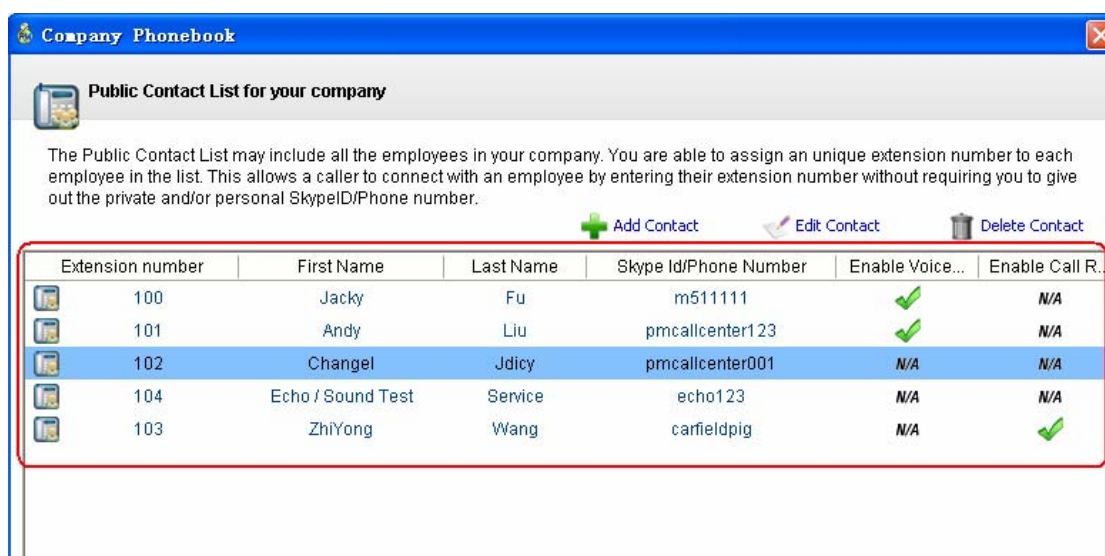
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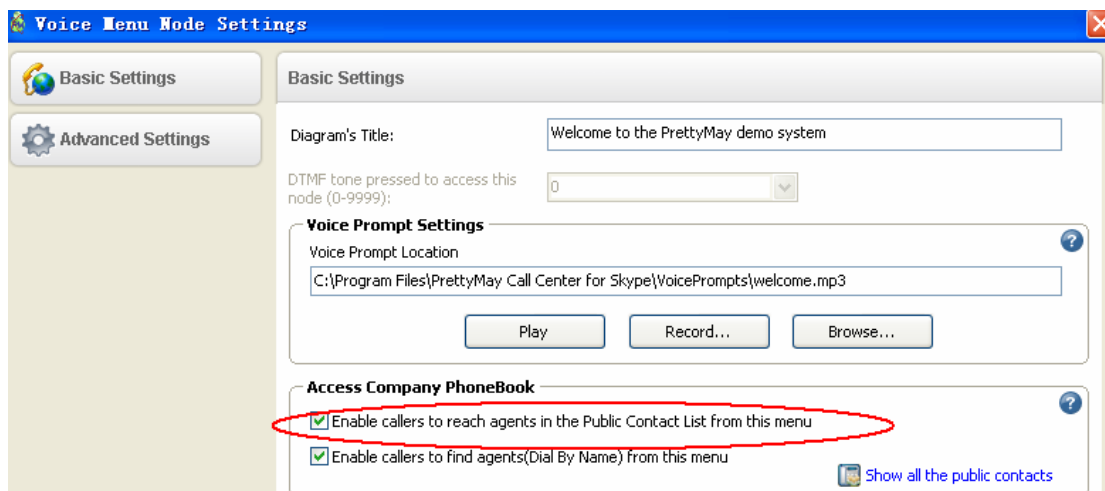
6. Public Contact List (PhoneBook)

- **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 unique extension number, see the following screenshot:



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.

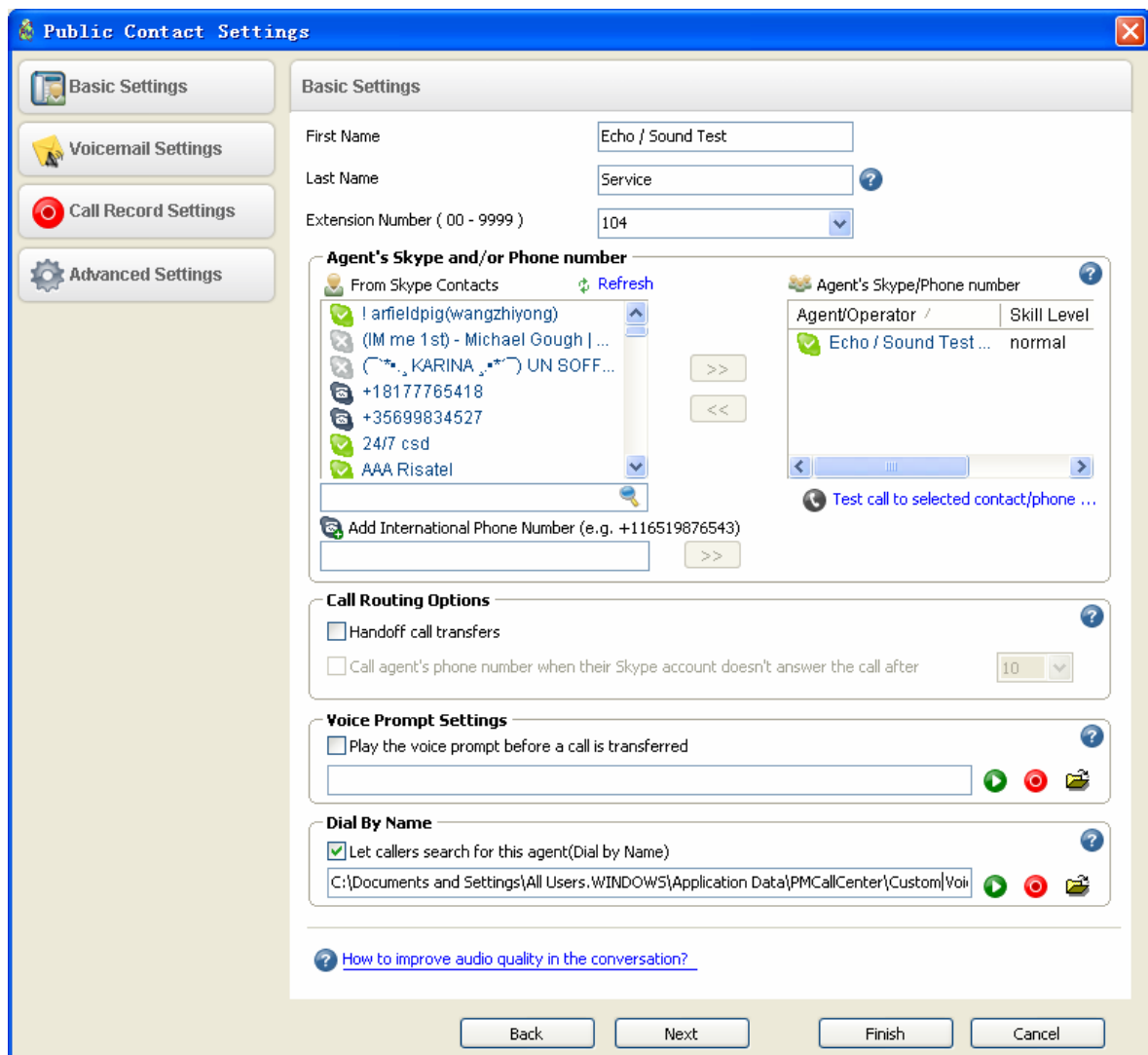


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- **Add an extension to Public Contact List**



Click the "Company Phonebook" button on the toolbar. Add an extension into the Public Contact List by clicking "Add Contact" link the company phonebook dialog.



Most of settings are the same as [adding an extension node](#) in the call flow.

7. Dial By Name

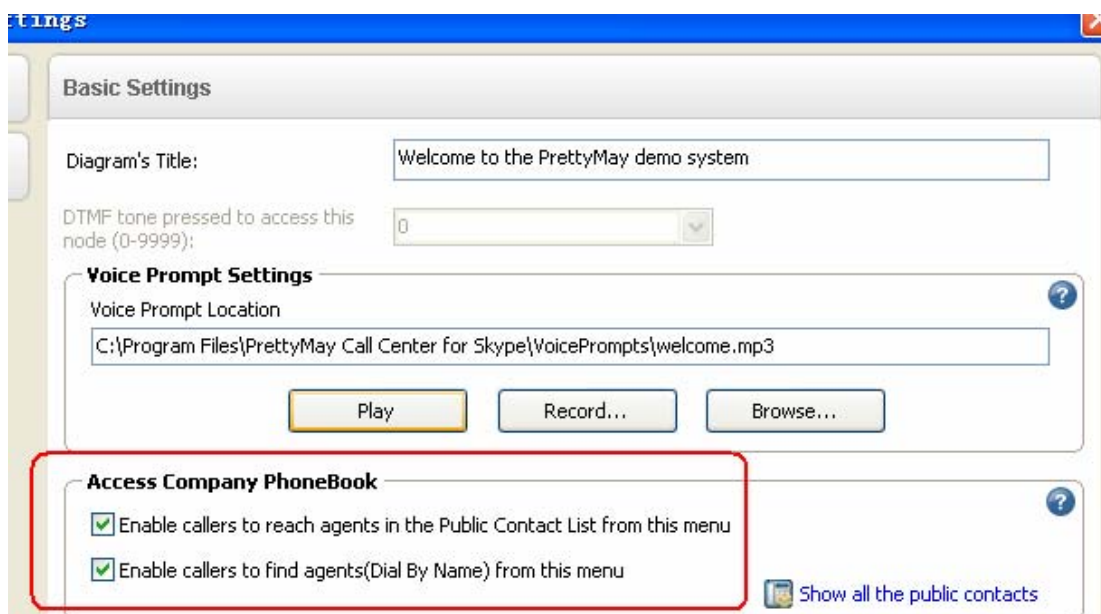
- **Introduction**

Dial By Name function is a useful feature when a caller doesn't know a person's extension number, but his/her last name, the caller can press the first three letters of the last name for the person required, then PrettyMay will find the right person for the caller.

Note: only extension listed in Public Contact List can use the Dial By Name function, extension nodes designed in the call flow canvas don't have this option.

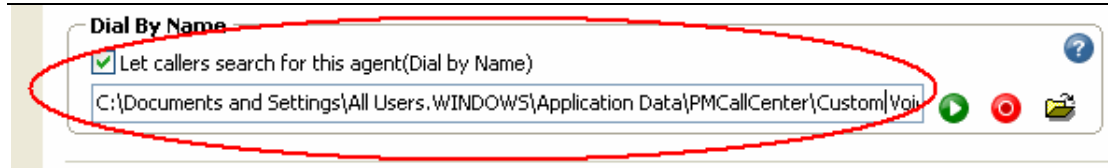
- **Enable Dial By Name for an extension**

1). Open a Voice Menu Node from where caller can enter the Dial By Name module.
 Select both "Enable callers to reach agents in the Public Contact List from this menu" and "Enable callers to find agents (Dial By Name) from this menu" checkbox.



2). Open an extension in the Public Contact List dialog, in the "Basic Setting" tab.
 Select "Let callers search for this agent (Dial By Name)" checkbox, then record the agent's name as a sound file which will play to the caller.

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- **Using Dial By Name**

A caller dials into PrettyMay, then press pound key - "#" to enter the Dial By Name module from the main menu. And input the first three letters of the last name for the person to find, for instance, for searching "James Zhu",

you should press three numbers , , .

8. Creating Call Personalization Node

- **Introduction**

Call Personalization is a great feature in PMCCS, it can be used to route calls based on the caller's telephone number or the SkypeIn number that the caller dials.

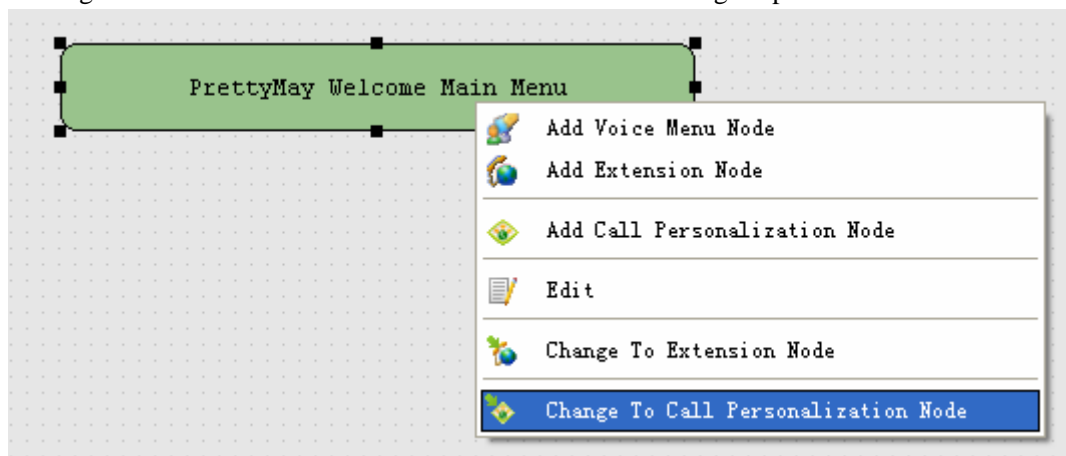
- **Adding Call Personalization Node**

There are two ways to add Call Personalization Node in the 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 route the call depend 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 entry node. Select the "Change to Call Personalization Node" menu. See the following snapshot:



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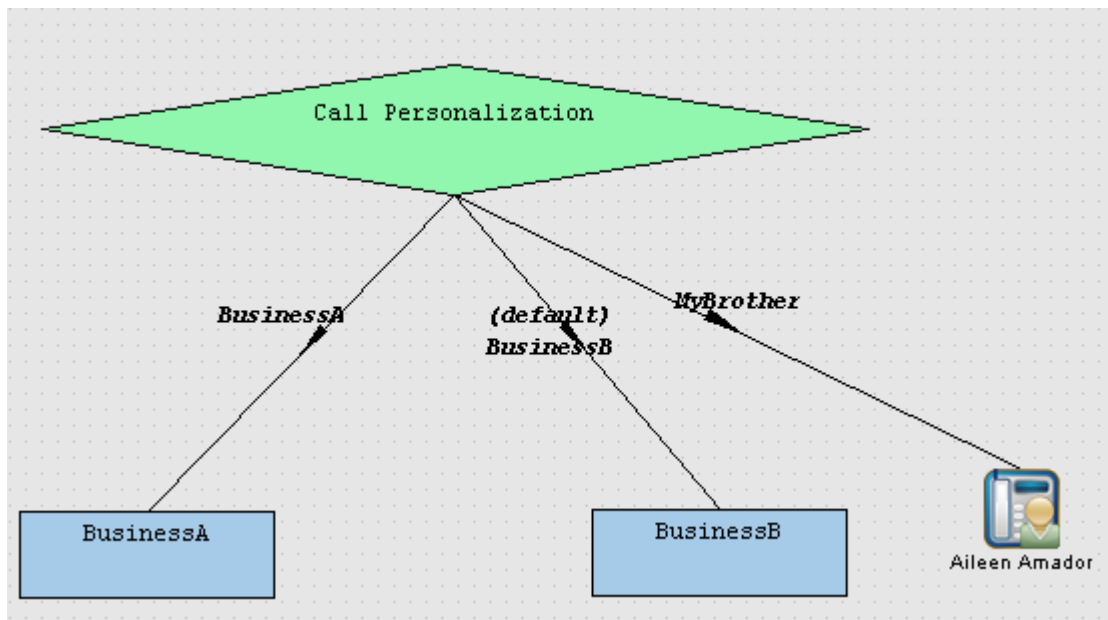
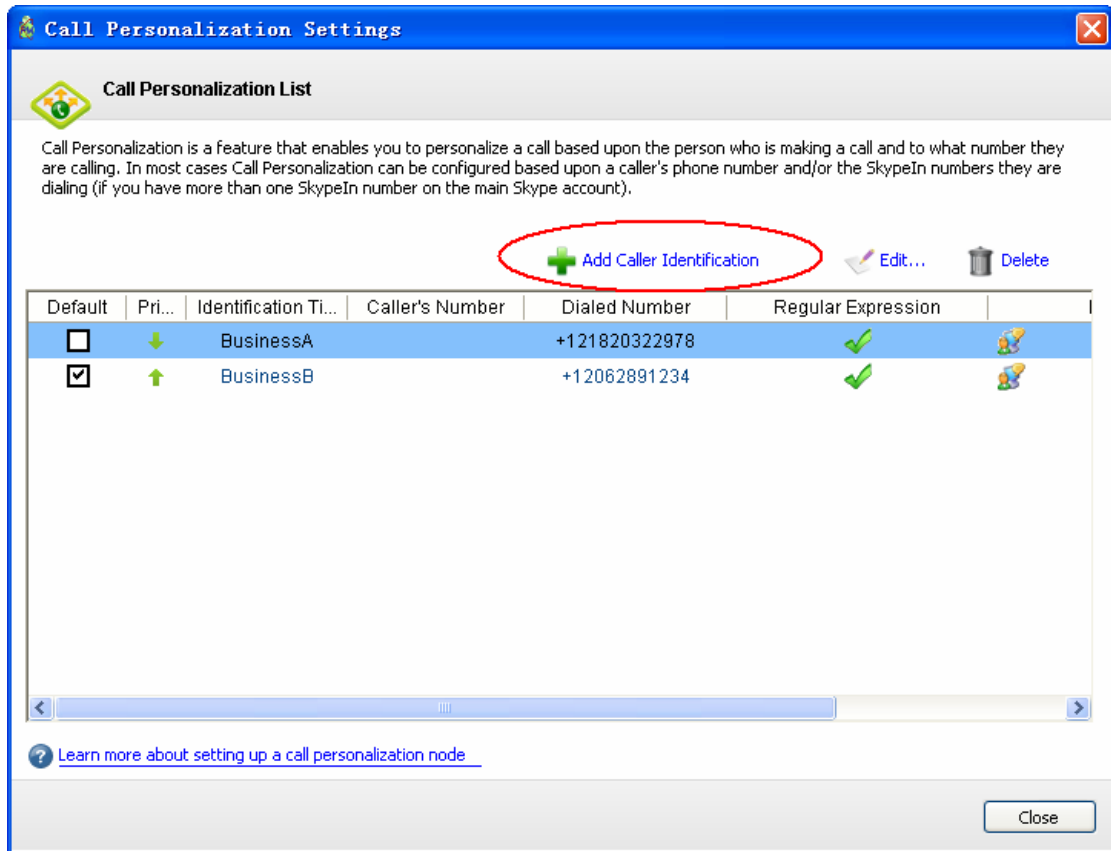
You may create a routing rule to do something as simple as "if my brother calls. Transfer him right to my extension rather than have to do to the auto-attendant" – in this case:

- 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 your brother'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 your extension.

You can also run multiple auto-attendants for multiple businesses. In this case, you might want one script to run for business A and another for 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", enter the SkypeIn number 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 script for business A.
- Repeat for business B.

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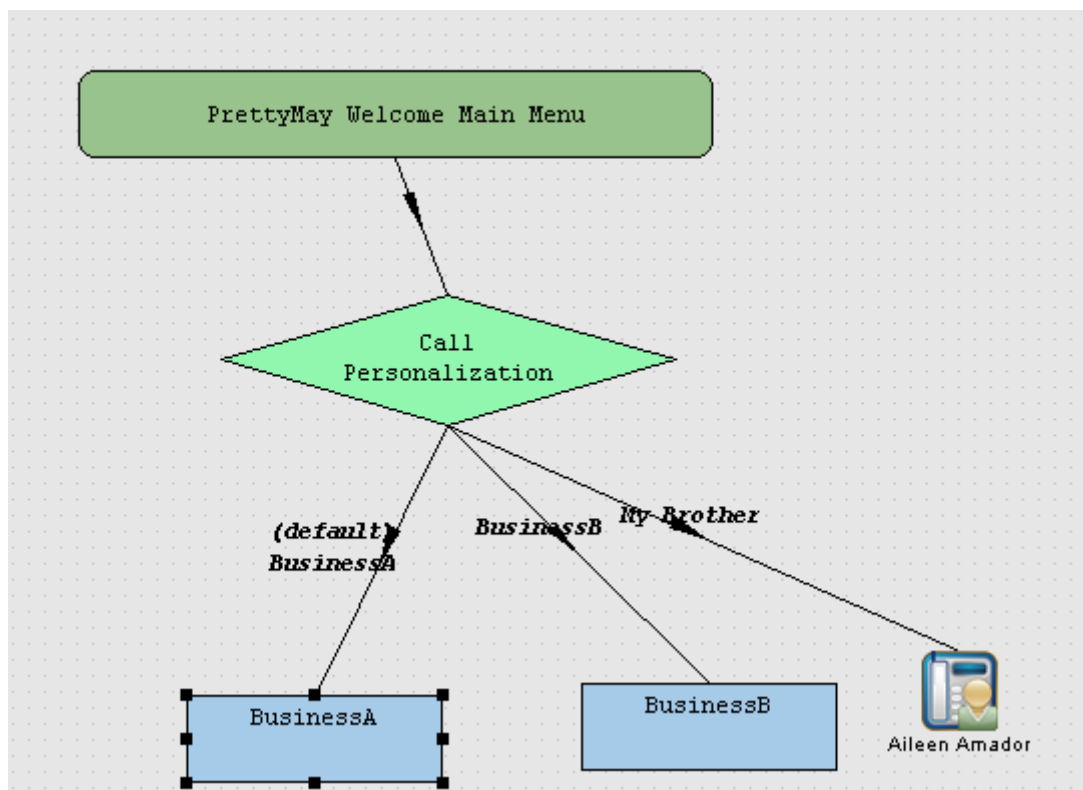
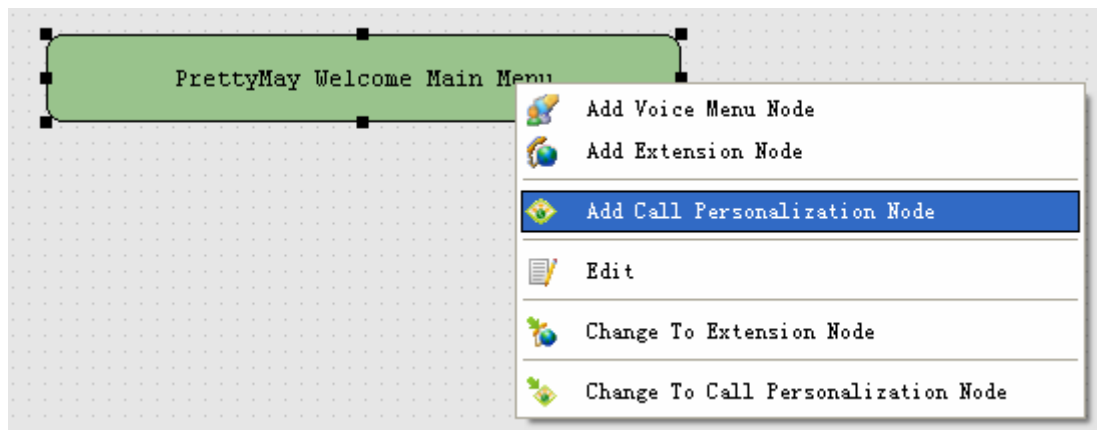
2). Add the Call Personalization node under a Voice Menu Node.

In this way, the caller will be identified after the sound file in the Voice Menu Node plays end,

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then route the call depend 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.



Caller Identification Tab

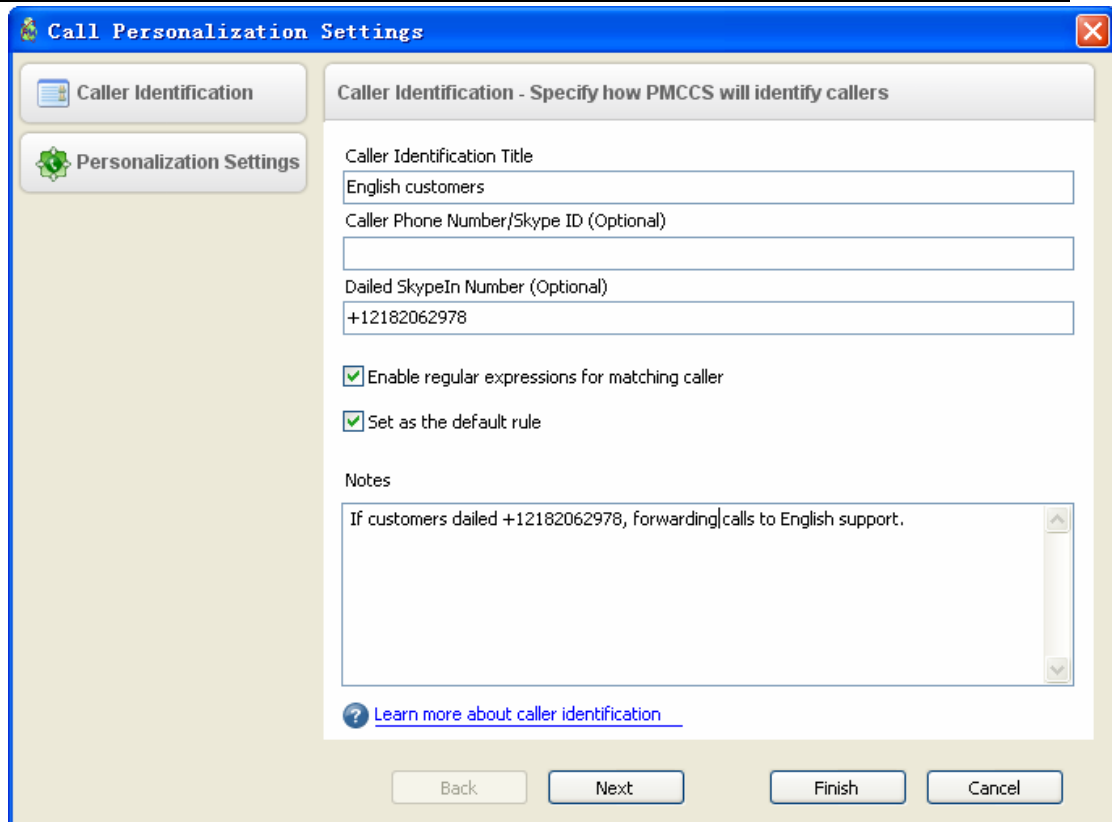
Set how PrettyMay identifies a caller as following:

- Caller Identification Title - Specify a name to identify this item.

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- Caller Phone Number/Skype ID - If you specify a value in this field, PMCCS will look at the telephone number of the person calling when matching this Call Personalization.
 - See “Regular Expressions for Matching” below for more information on partial matching. Leave it blank if you don’t want to specify this value.
 - Dialed SkypeIn number - If you specify a value in this field, PMCCS will look at the SkypeIn number the caller dialed to reach you. This setting can be used to support multiple SkypeIn numbers with separate answering systems and features. The format for the SkypeIn number is: e.g. +12182062978. Leave it blank if you don’t want to specify this value.
 - Enable regular expression for matching caller - If this checked, PMCCS will use regular expressions for matching the values you specify in the “Caller Phone Number/Skype ID” field.
 - Set as the default rule - If this is checked, the node where this caller identification item links to is the default node for callers who don't match any of conditions in the call personalization list.
 - Notes - Use this space to write any comments on this Call Personalization for your reference.
 - Regular Expressions for Matching - Regular expressions for matching enables highly complex matching and is meant for advanced users. If you would like to use regular expressions, make sure the “Enable regular expression for matching caller” setting is turned on.

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Call Personalization Settings

Caller Identification - Specify how PMCCS will identify callers

Caller Identification Title
English customers

Caller Phone Number/Skype ID (Optional)

Dailed SkypeIn Number (Optional)
+12182062978

Enable regular expressions for matching caller

Set as the default rule

Notes
If customers dailed +12182062978, forwarding|calls to English support.

[Learn more about caller identification](#)

Back Next Finish Cancel

Examples:

1206551234 - Will match the number 1206551234 exactly as it is entered.

1206* - will match all numbers that begin with 1206.

{1206551234}|{8651251551234} – will match either the number 1206551234 or 8651251551234

For more information on how to use regular expressions, you may visit <http://www.regular-expressions.info/>.

A good program for creating and testing regular expressions can be found here <http://www.ultrapico.com/Expresso.htm>.

Personalization Settings Tab

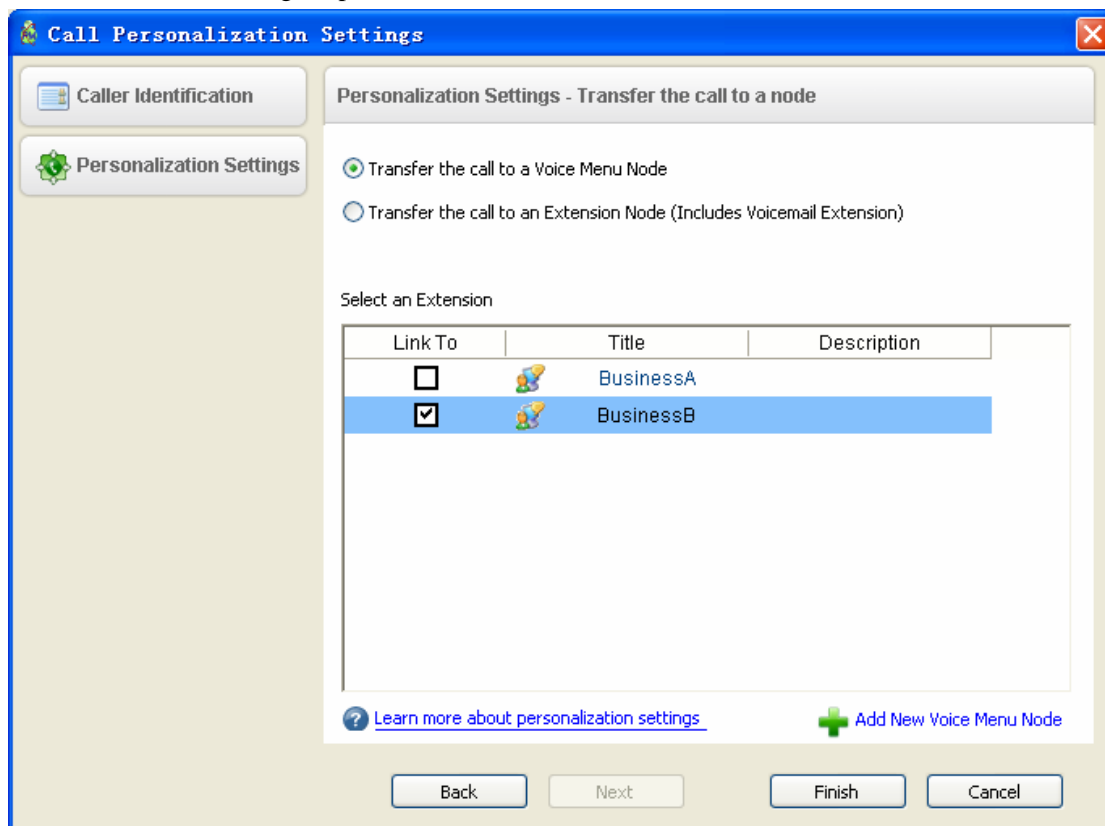
Set where is a caller to be transferred to when it is identified.

- Transfer the call to a Voice Menu Node - Check this if you want the call to be transferred to

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a Voice Menu Node once the caller matches the caller identification conditions.

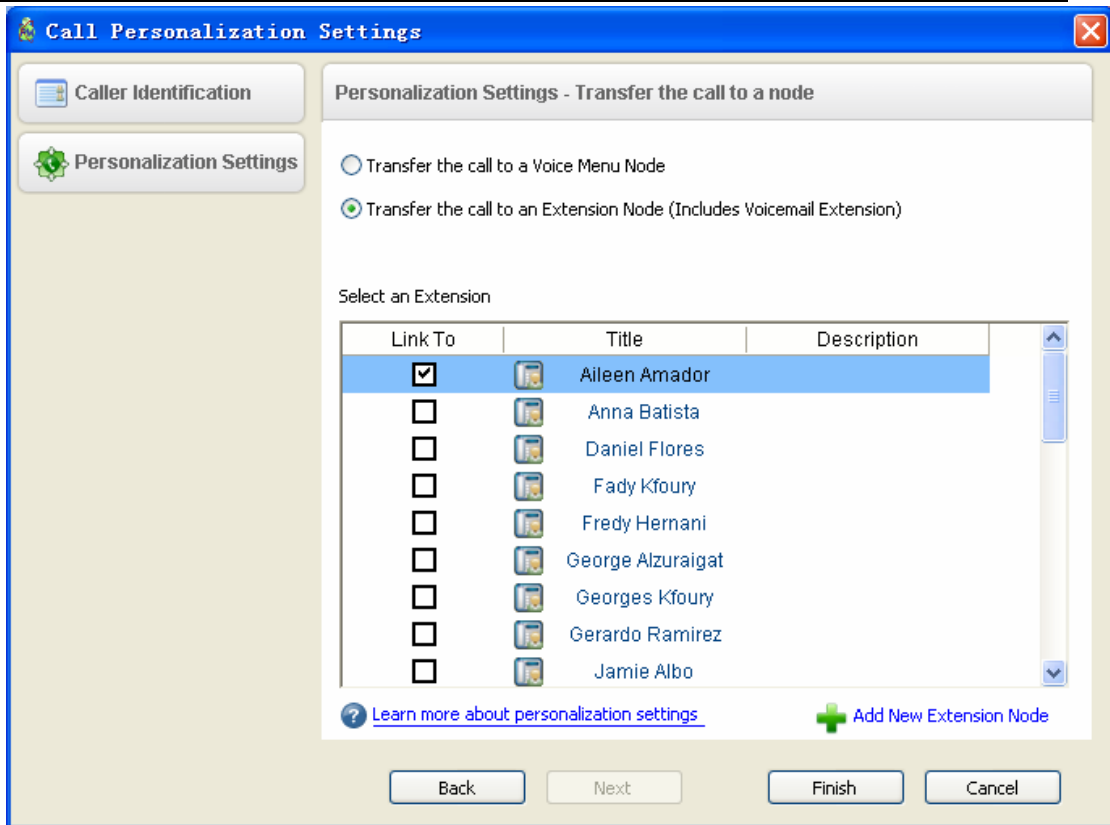
You can select an existing Voice Menu Node or add a new Voice Menu Node, and link the item to, see the following snapshot:



- Transfer the call to an Extension Node (Includes Voicemail Extension) - Check this if you want the call to be transferred to an extension once the caller matches the caller identification conditions.

You can select an existing Extension or add a new Extension Node, and link the item to. See the following snapshot:

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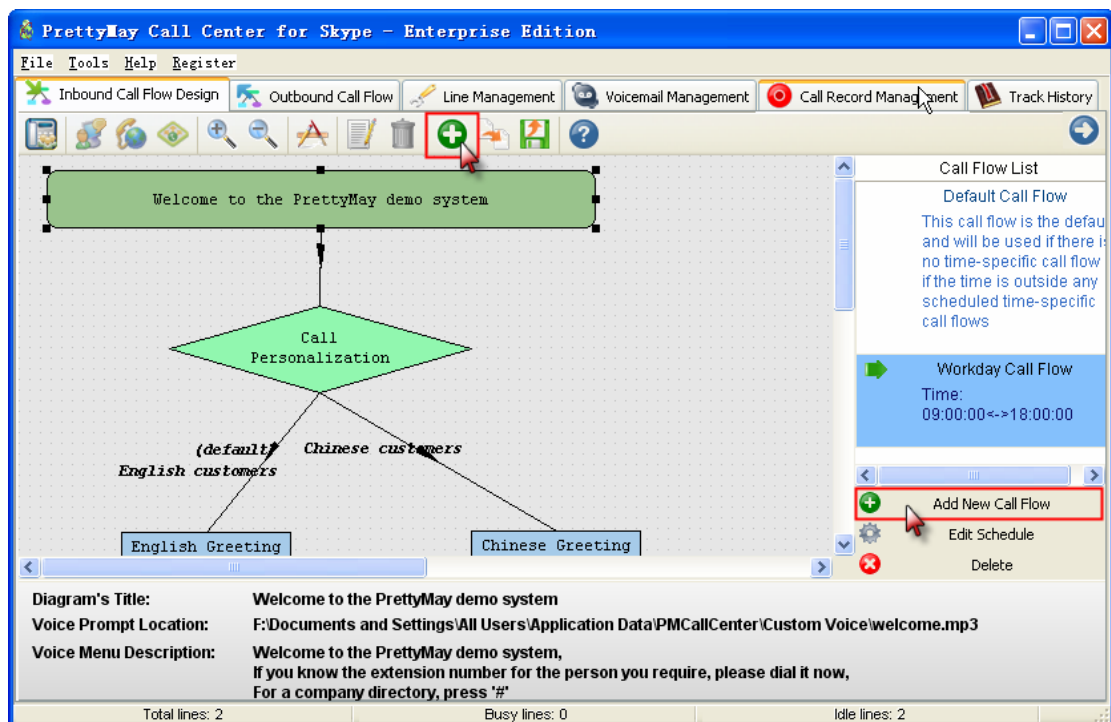
9. Opening Hours Settings

• Introduction

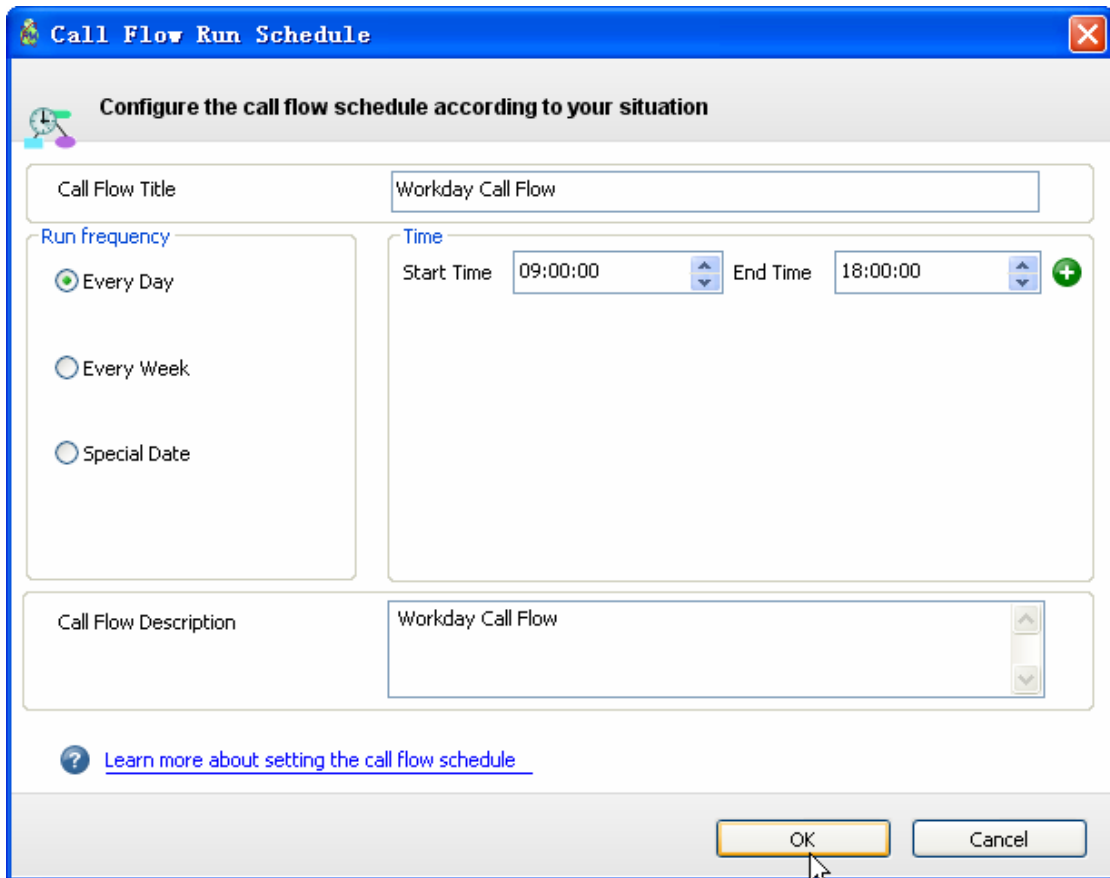
Generally, you may want to set up a out-of-time call flow for you callers who call into your phone system out of business time, you can simply set up a voicemail inbox or more Complicated call flow for out-of-time calls.

• Adding a new call flow

Click the "Add new call flow" button on the toolbar, in the "Call Flow Run Schedule" dialog, you can specify a name for the new call flow, also specify a time interval when the new call flow will be used. See the following snapshot:



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Call Flow Run Schedule

Configure the call flow schedule according to your situation

Call Flow Title: Workday Call Flow

Run frequency:

- Every Day
- Every Week
- Special Date

Time:

Start Time: 09:00:00 End Time: 18:00:00

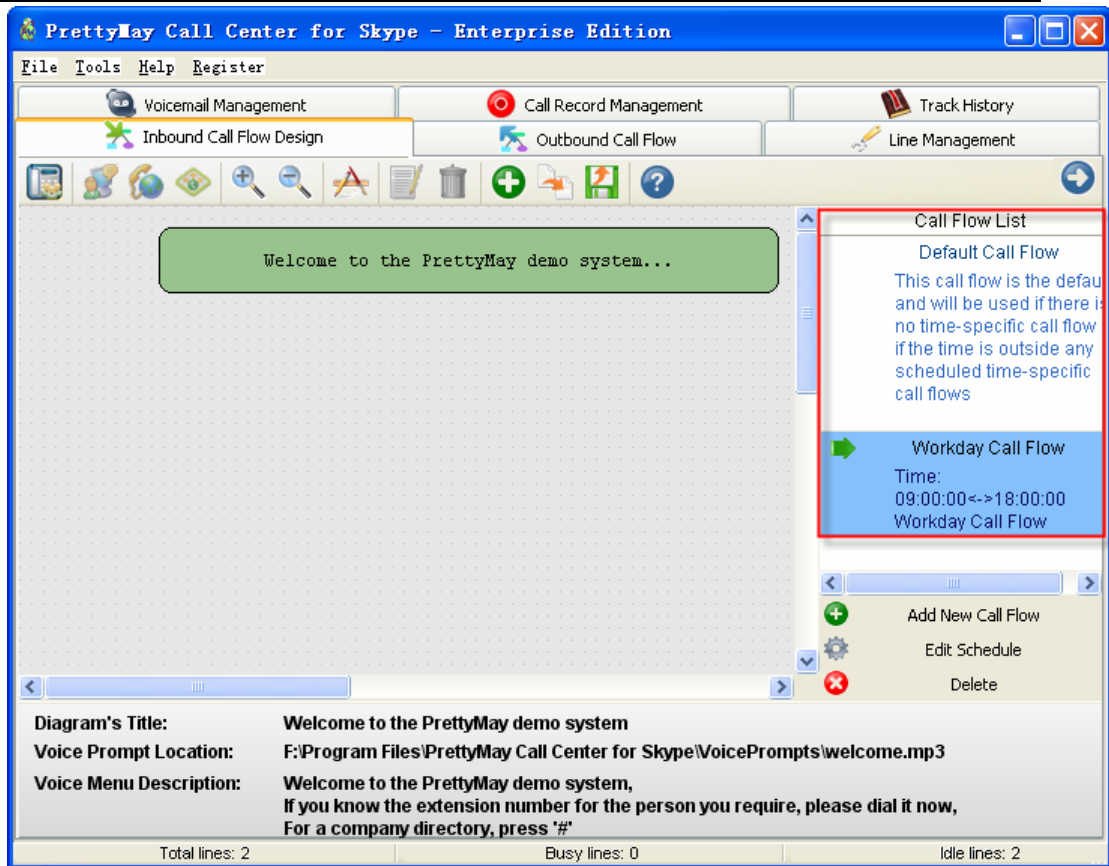
Call Flow Description: Workday Call Flow

[? Learn more about setting the call flow schedule](#)

OK Cancel

After you finish the settings, and click “Ok” button, you will see two items in the Call Flow List, see the following snapshot:

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The blue arrow is always pointing to the current running call flow.

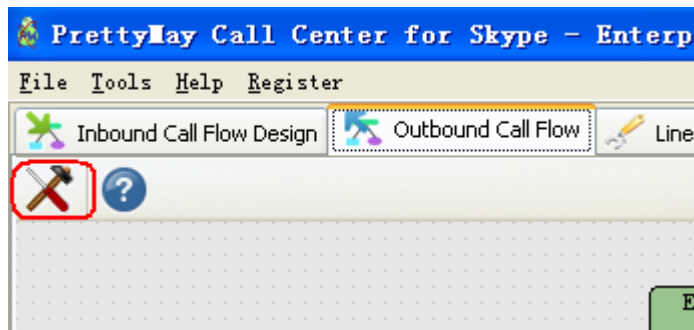
10. Using Outbound Call Center

- **Introduction**

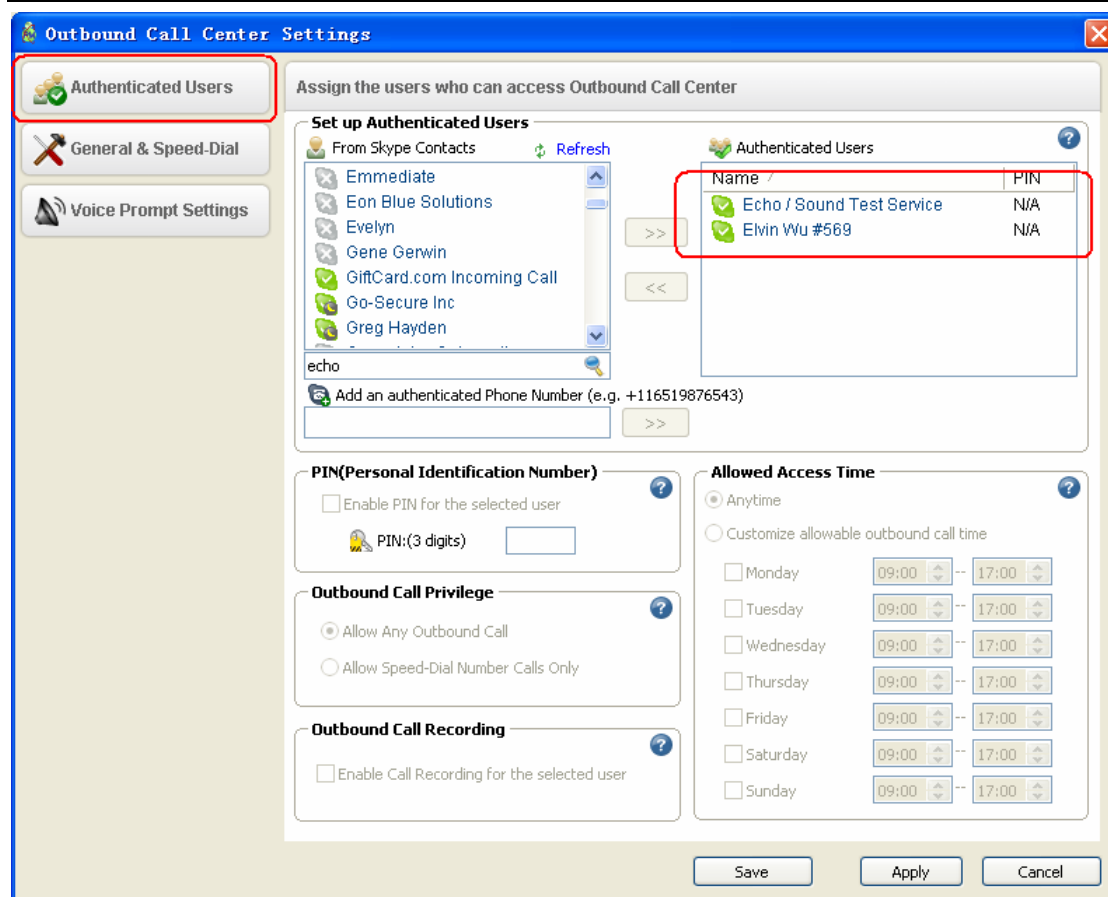
PrettyMay outbound system is designed for sharing one outbound line for all of your staff.

- **Set users to allow to use outbound call center**

Select "Outbound Call Flow" tab, click "Outbound Call Center settings" button on the toolbar.



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you can choose users who can make outbound calls through the outbound call center. An authenticated user can be a Skype account or a full telephone number.

The following fields under the "Authenticated Users" are the settings for each user. There are four personalized settings can be applied to an authenticated User, they are:

- PIN option

If you enable the PIN option for a user, the system will ask the PIN for the user before making a outgoing call.

- Outbound Call Privilege option

If you want the user to make any Skypeout calls through the call center, choose "Allow any outbound call" option.

Otherwise, the user will restrict to make calls to pre-configured Speed Dial numbers if you select "Allow Speed-Dial Number Calls Only" option.

- Outbound Call Recording option

If you want to record all calls made by the user through the call center, stick the "Enable Call Recording for the selected user" checkbox.

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- Allowed Access Time option

Choose which time period that the caller can use the call center to make outgoing calls.

• Call flow in outbound call center

After you finish these settings, these authenticated users can call into the call center by dialing the main SkypeID or SkypeIn number from user's Skype or cell phone/mobile phone, and make outgoing calls as following steps:

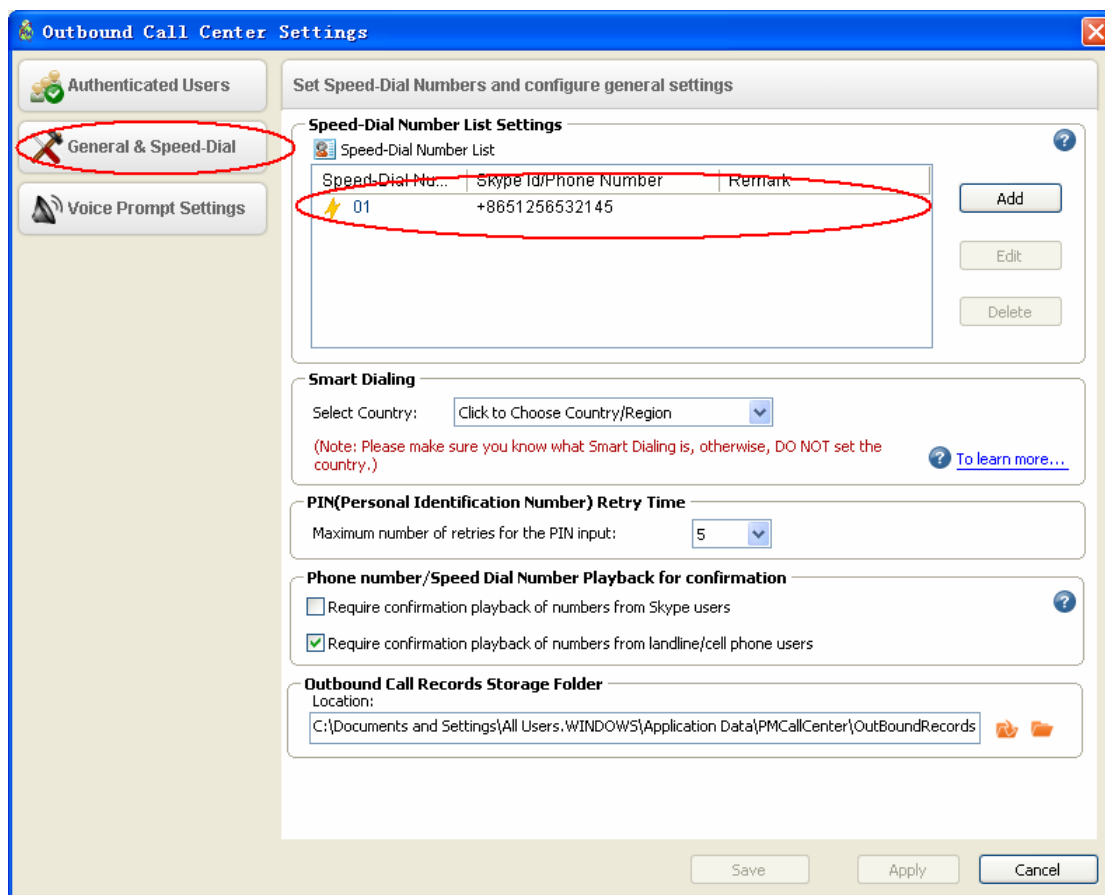
- 1). A caller dial in the call center by dialing the main SkypeID or SkypeIn number from user's Skype or cell phone/mobile phone.
- 2). Identify the caller, if it is not listed in "Authenticated Users", forward to Inbound Call Center, Otherwise, if the caller is allowed to access the outbound call center during that time, go to step 3), if not. Hang up.
- 3). Play welcome greeting, then prompt to input PIN if required.
(Input format: PIN + '#', e.g. the PIN is '123', the caller should input '123#' .).
- 4). Prompt to input phone number or speed dial number
(Input format: Phone number/Speed-Dial number + '#', e.g. the phone number to call is '+116519876543', the caller Should input '116519876543#' .) .
- 5). Dial out.

Note: The '#' follows after a PIN, Speed Dial Number or phone number is used to confirm the input.

• Creating Speed Dial Number

In the "Outbound call center settings" dialog, click "General & Speed-dial" button.

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Click “Add” button to add a speed dial number into the list.

• Creating Smart Dialing

With Smart Dialing feature, you can set the country you make the majority of your Skypeout calls to, so that you don’t have to dial the country code when you dial a number.

If you enable this option, the number format you need to dial is:

“0” + area code + cell phone number + “#” (“0” represents the country code).

For all other international Skypeout calls, dial the following:

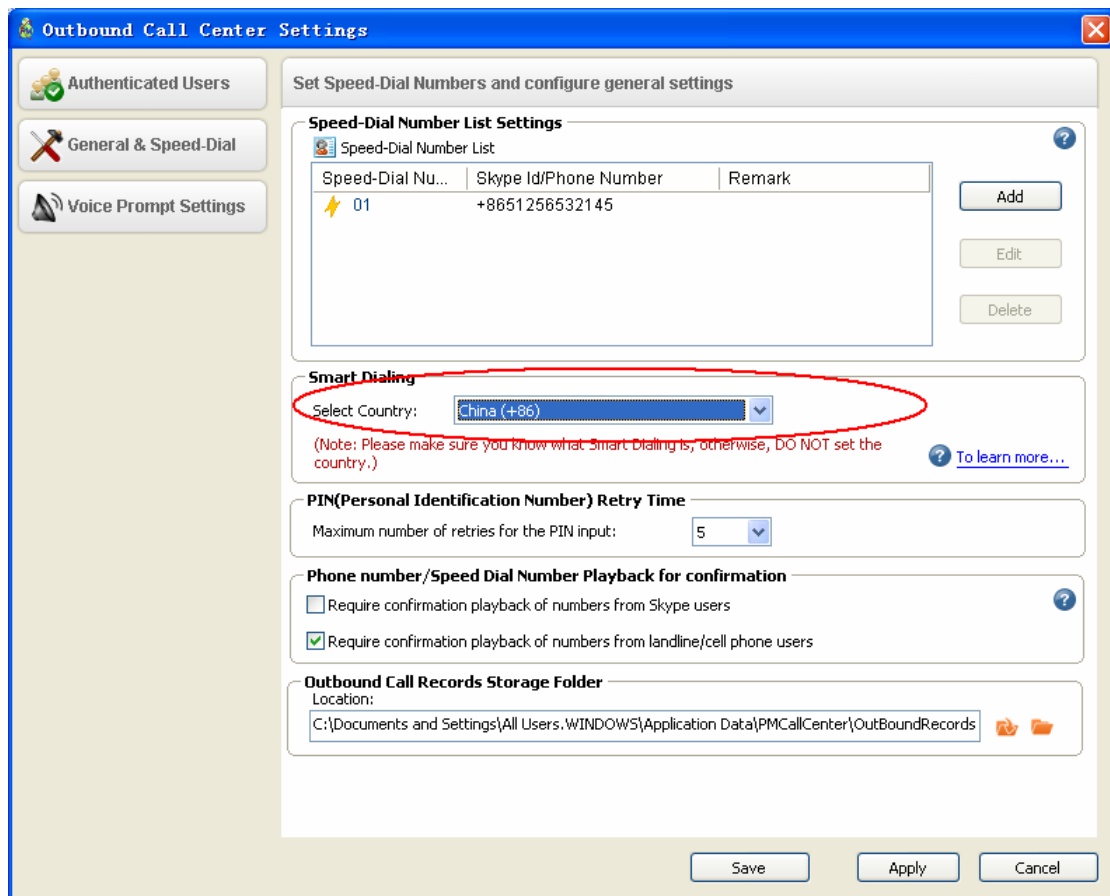
'9' + country code + area code + cell phone number + '#'.

For example:

If you choose "China (+86)" as the default country, when you try to call a Chinese Phone number such as "+8651251556542", you just need to input "051251556542#".

Note: The '#' followed after a Speed Dial Number or phone number is used to confirm the input.

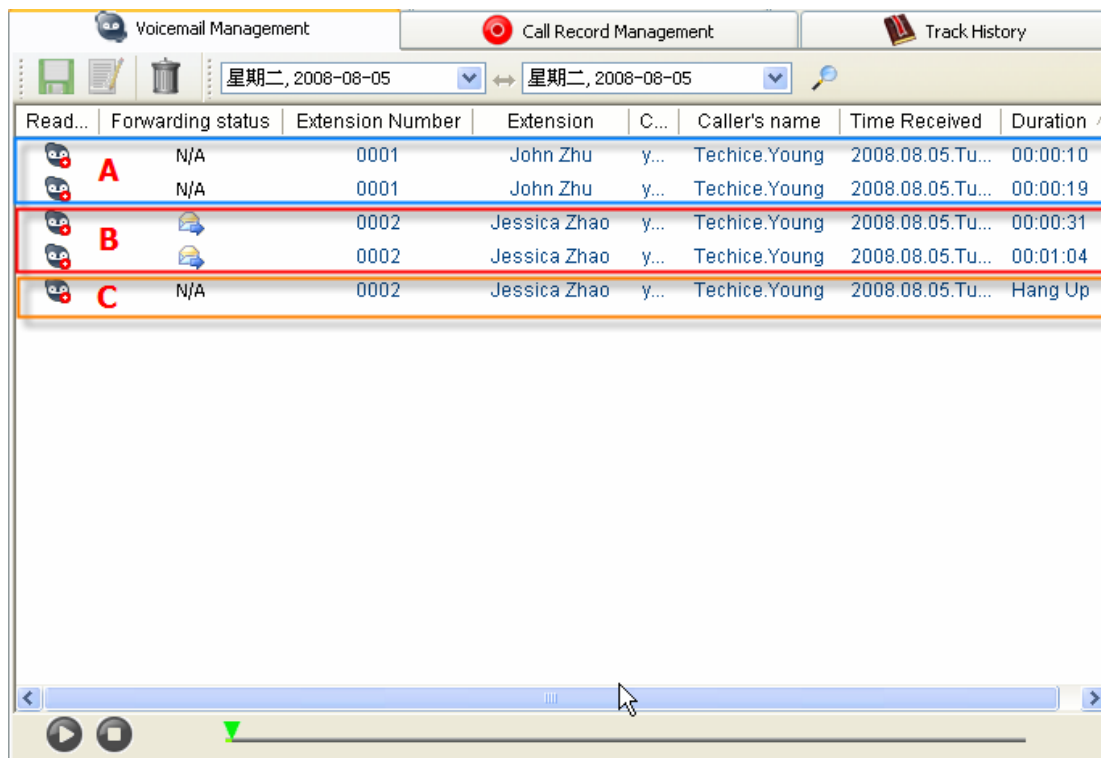
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11. Voicemail Management

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If you enable voicemail inbox for an extension, and callers has left the message. You will Find these voicemails in "Voicemail Management" list in PrettyMay. See as following:

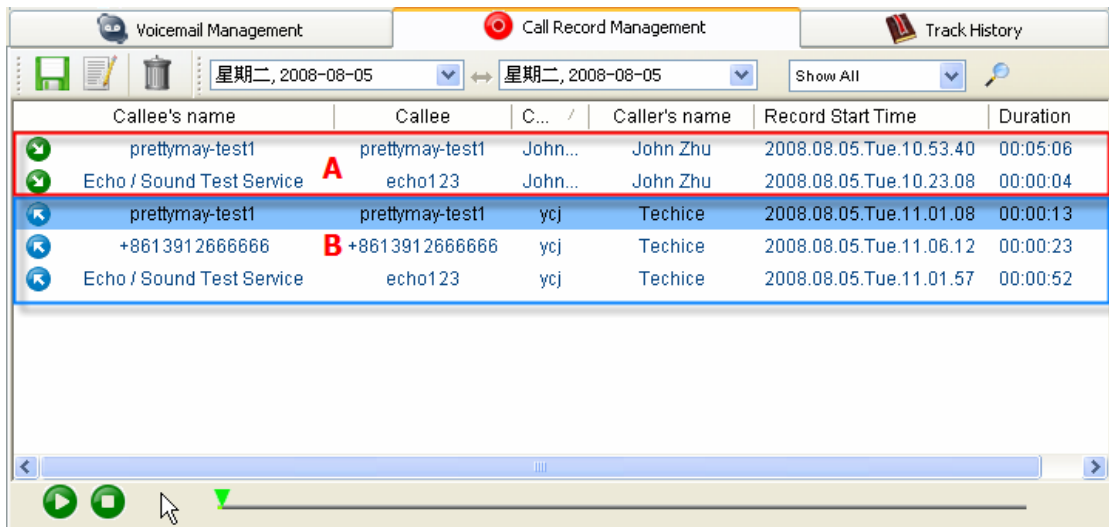


Read...	Forwarding status	Extension Number	Extension	C...	Caller's name	Time Received	Duration
A	N/A	0001	John Zhu	y...	Techice.Young	2008.08.05.Tu...	00:00:10
	N/A	0001	John Zhu	y...	Techice.Young	2008.08.05.Tu...	00:00:19
B		0002	Jessica Zhao	y...	Techice.Young	2008.08.05.Tu...	00:00:31
		0002	Jessica Zhao	y...	Techice.Young	2008.08.05.Tu...	00:01:04
C	N/A	0002	Jessica Zhao	y...	Techice.Young	2008.08.05.Tu...	Hang Up

12. Call Record Management

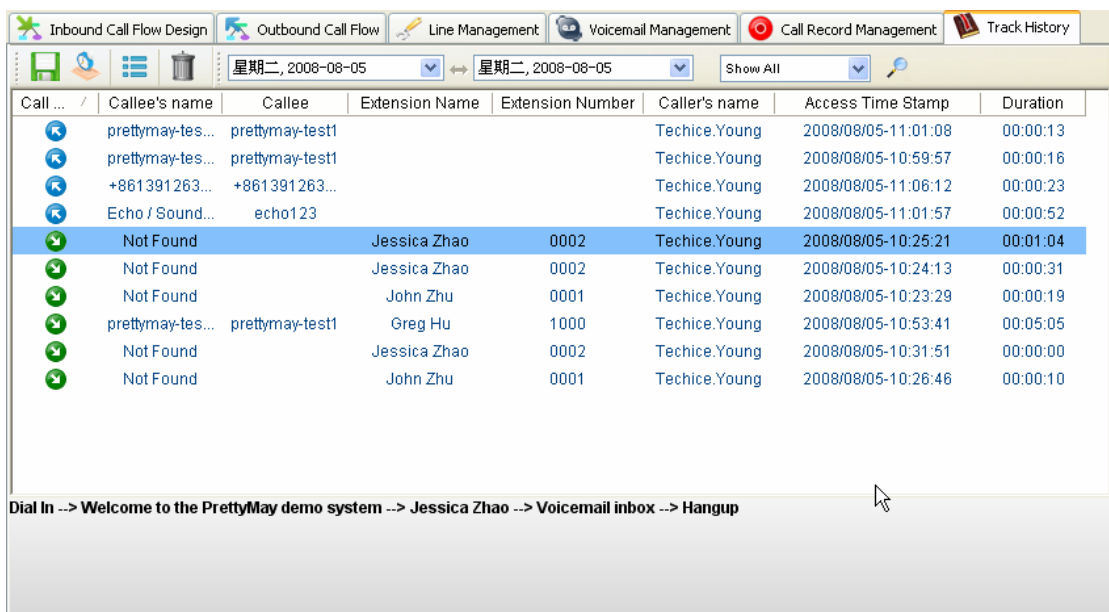
If you enable call recording for an extension, all call record files can be found in the "Call record management" list, you will see the details for a call record, which includes: Caller's number, callee, record start time, duration, etc.

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13. Call Log Management

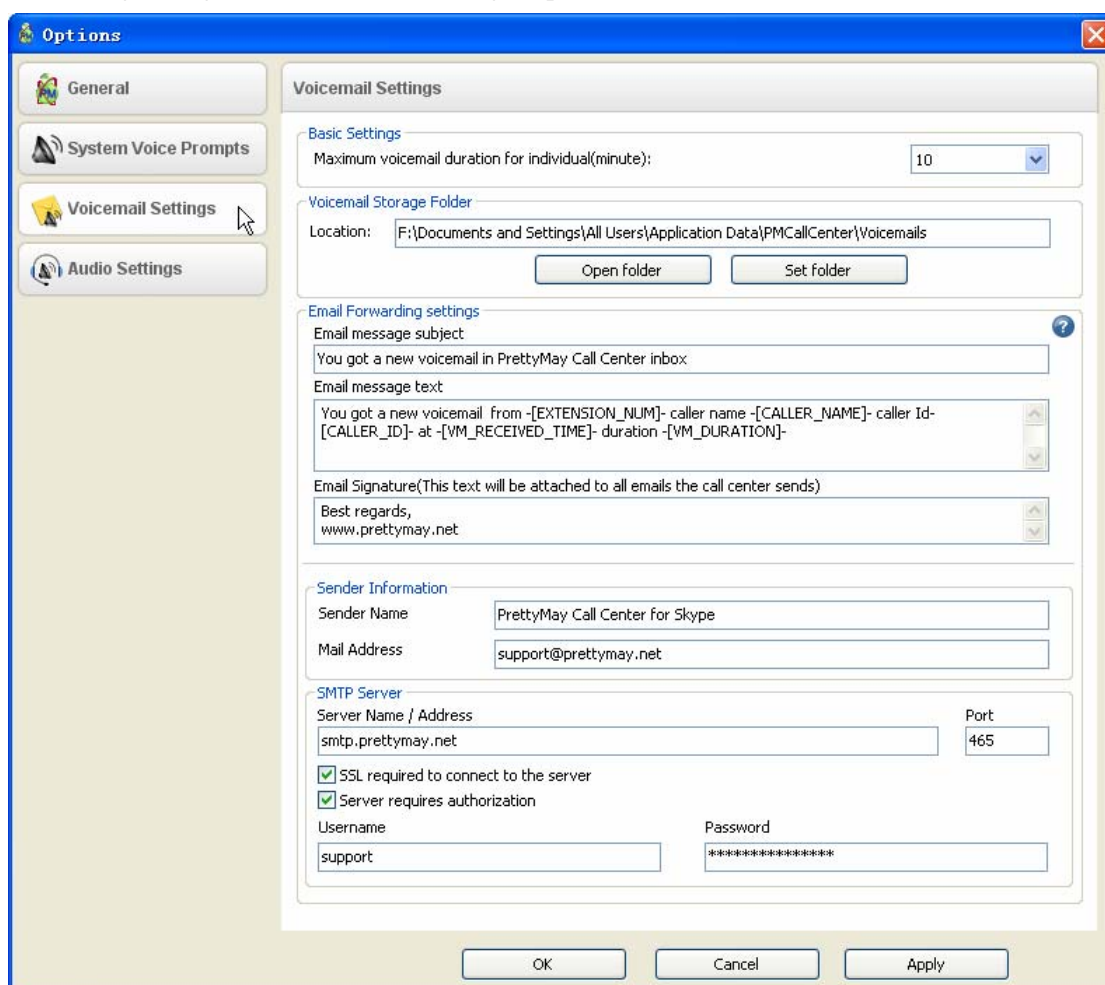
All incoming calls and outbound calls are logged by PrettyMay. You will see details for each call through PrettyMay in the "Track History" list. You can also export it to a CSV or Excel file by clicking the "Save as" button on the toolbar.



14. Email Forwarding Settings

• Introduction

If you enable voicemail to email function for an extension, you need to configure the SMTP server first, click menu "tools"->"options", choose "voicemail settings" tab, in the "email forwarding settings" field, see the following snapshot:



• Configuration

Basic Settings

- Maximum voicemail duration for individuals (minute) – 10 minutes as default.
- Voicemail storage folder – specify a folder to store all voicemail files.

Message content settings

- Email message subject.
- Email message text.

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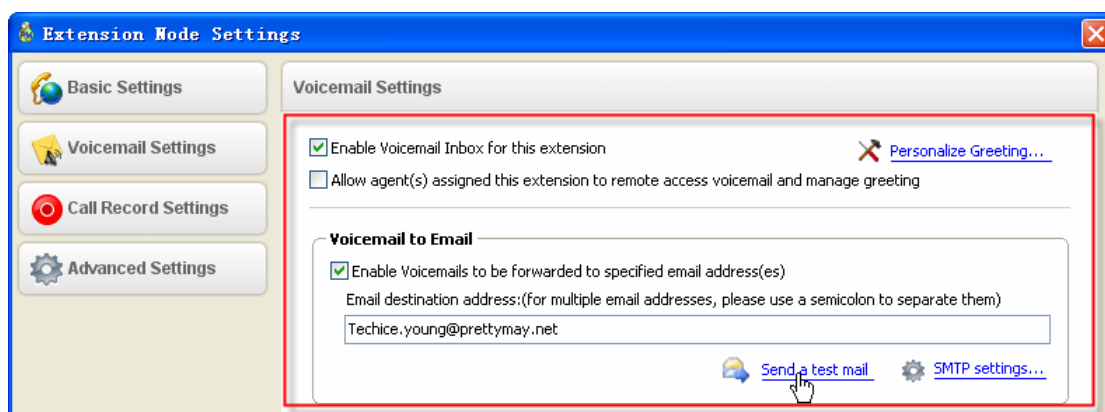
- Email signature.

SMTP Server settings

- Sender Name - set who send the voicemail to email.
- Mail Address - sender's email address.
- Server Name / address - from which server to send the voicemail.
- Port - by default, 25 for non-SSL required server, 464 for SSL required server.
- SSL required to connect to the server - set if the server requires SSL connection.
- Server requires authorization - set if the server requires user name and password.
- Username & Password.

• Testing your settings

After you finish the email forwarding settings, you can open an extension node, choose "voicemail settings" tab, input a receipt email address in the "voicemail to email", then click the "send a test mail" link to test your settings. You will receive a test email if the settings are correct, see as following snapshot:



Troubleshooting

If you fail to send a test email to the destination email, you need to check the SMTP settings, also, please make sure the firewall on your system (if any) doesn't block PrettyMay to access internet.

15. Multi-language of system voice prompts

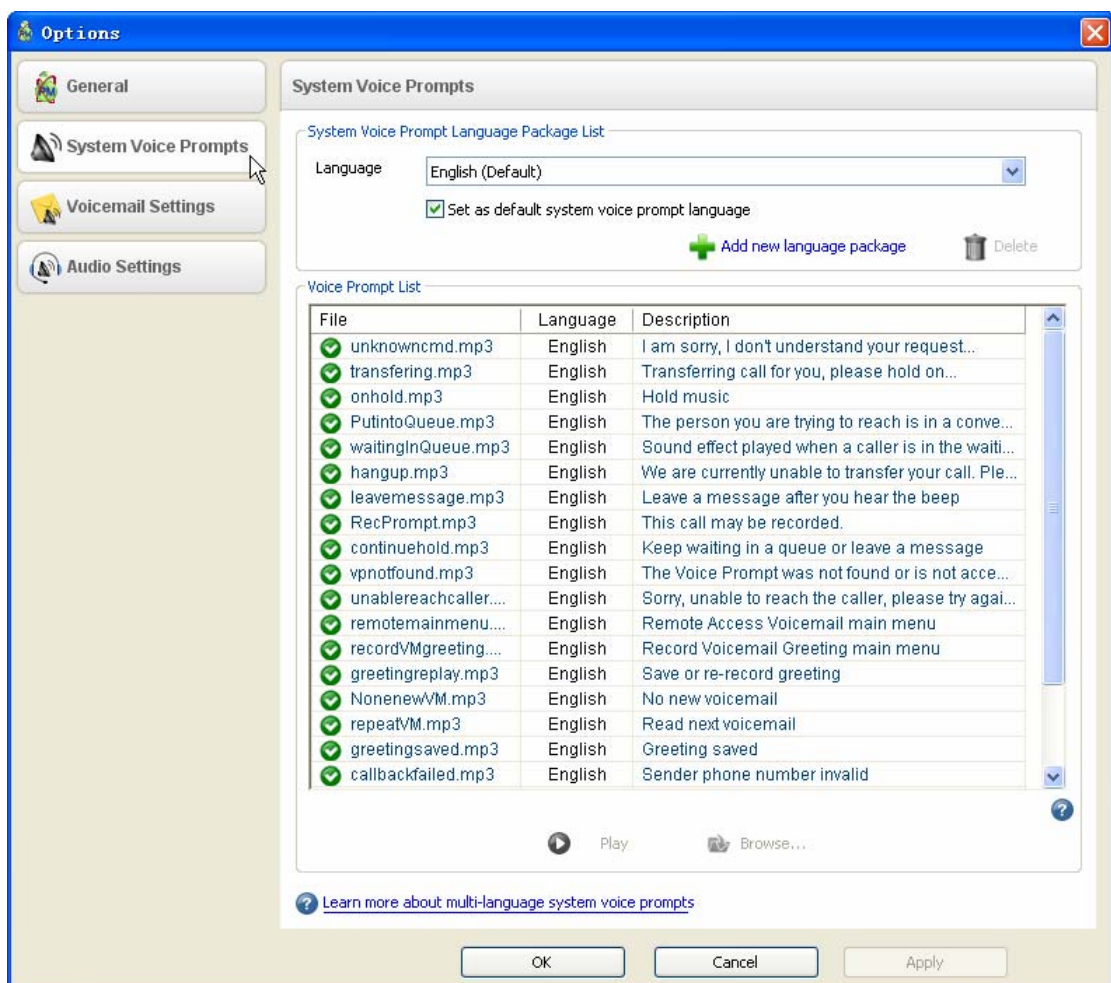
User Guide (Version 3.5)

- **Introduction**

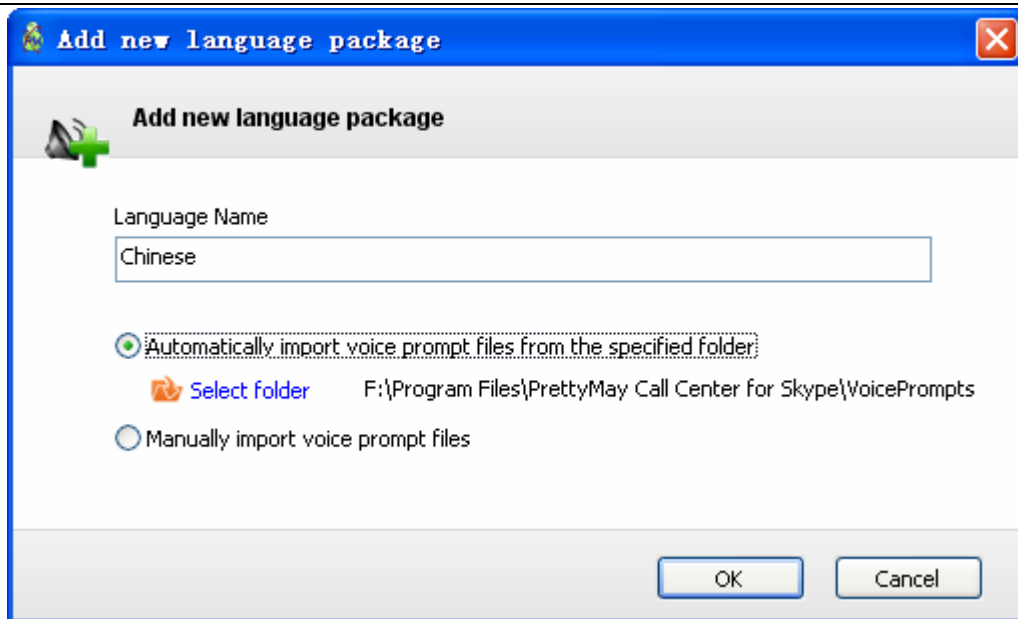
The reason to set up a multi-language supported system is that you may have different callers in different countries and speak different languages.

- **Adding a new language of system prompts**

By default, the English prompts are packaged in PrettyMay. You can add more language packages by click "Add new language package" link in the following dialog:



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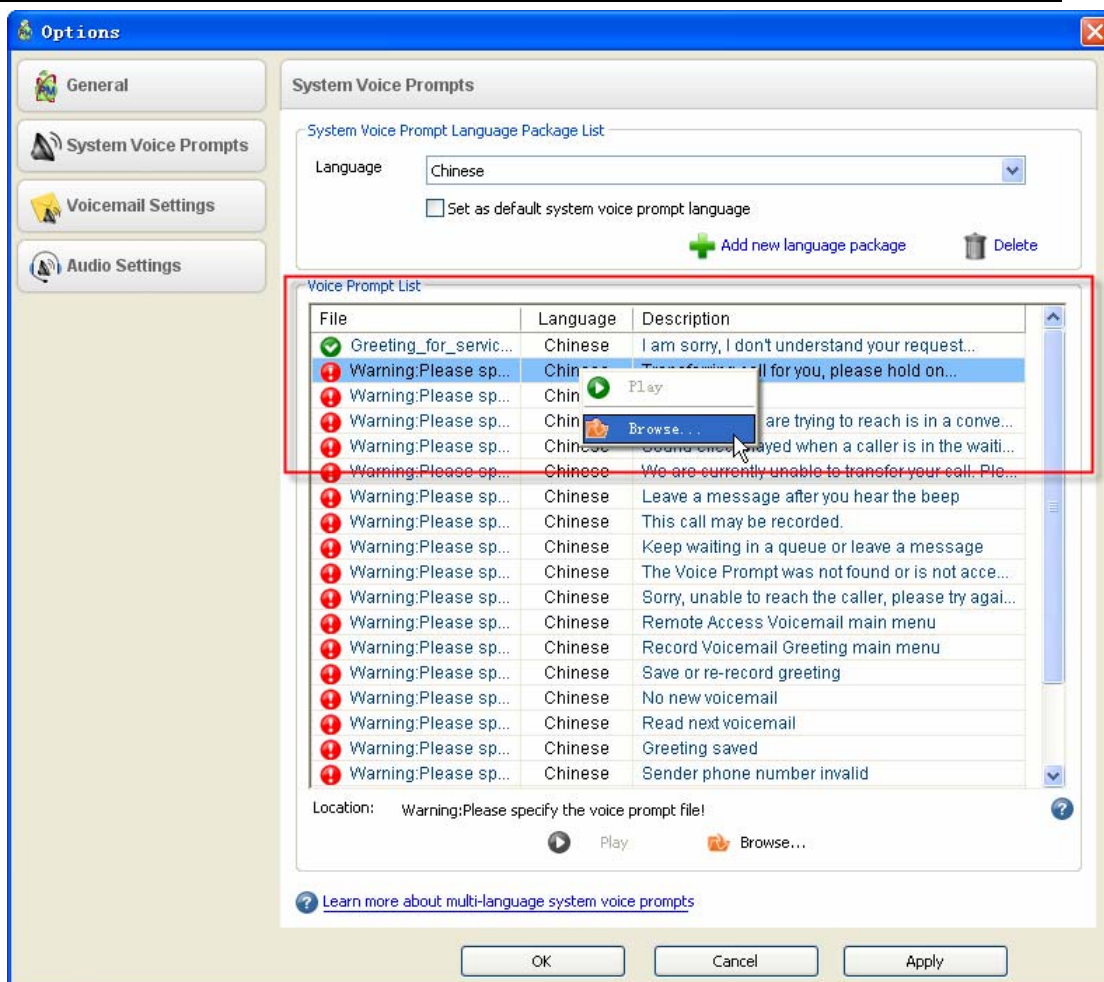
In the “Language Name” field, input the name of language, if you have prepared all of the Voice prompts files in a specified folder, select “Automatically import voice prompt files From the specified folder”,

And click “Select folder” link to specify the folder which contains the new system voice prompts.

Note: each of the new voice prompt file’s name is required to be same as its equivalent in English language package.

If you have not prepared all of the new voice prompt files, click “Manually import voice prompt files” option, you will be required to import these new prompts file manually.

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Note: if a specified prompt is not found, the equivalent English prompt will be used.

16. Troubleshooting

• Introduction

If you have problems configuring PrettyMay Call Center for Skype, you can access the following Sources of information for help:

Support FAQ – http://www.PrettyMay.net/callcenter_faq

Support Forum – <http://www.PrettyMay.net/forum>

Skype/Email Support – email: support@PrettyMay.net SkypeID: www.PrettyMay.net

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- **Manual**

The manual describes the installation process in detail. Many of the questions we receive in support are clearly documented in the manual. You can always find the latest version of the manual here: <http://www.prettymay.net/callcenter/documentation.htm>

- **Support FAQ**

PrettyMay maintains an FAQ, which includes answers to the most common problems. If you have a problem, please consult the FAQ first. The FAQ can be found at http://www.PrettyMay.net/callcenter_faq

- **Support Forum**

You can post your questions on our support forum at: <http://www.PrettyMay.net/forum>

- **Email/Skype Support**

You can contact our support persons via email at: support@PrettyMay.net

Or talk to a live support person on Skype:

SkypeID: www.PrettyMay.net