

# User Manual

PrettyMay Call Center for Skype  
Version 3.8

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## Before You Install

- Make sure the computer with PrettyMay installed meets the minimum system requirements and has an install of Windows XP/Server 2003/Vista/Server 2008.
- Make sure the computer has internet access.
- Make sure the Windows user account you are using to install PrettyMay has Administrator privileges. If the OS is Windows Vista or Windows 2008, please make sure the **UAC is disabled**.

# 1, Introduction

## 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:](#)

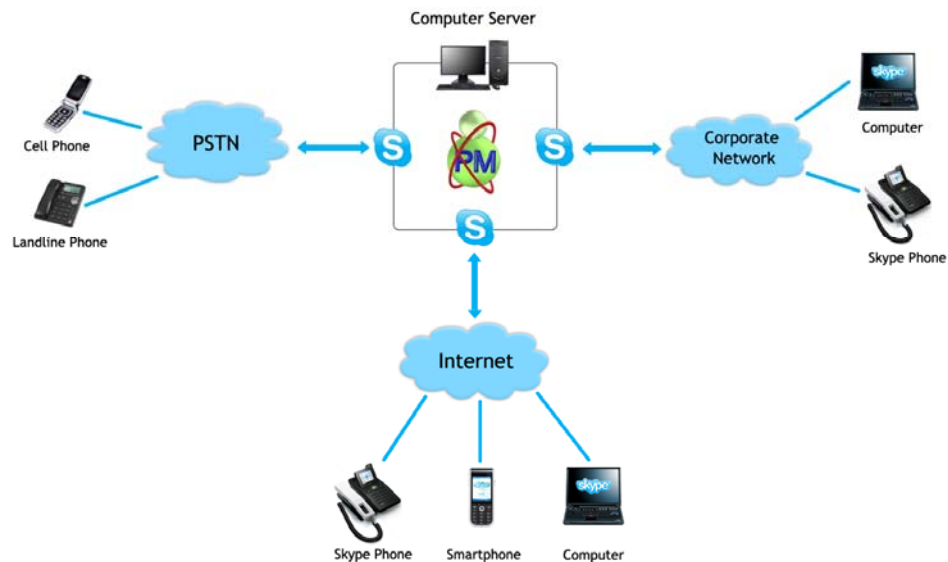
- **No need for the traditional PSTN lines, phones use Skype network.**
- **Low costs, priced from US\$200 for 5 users package license, no monthly fee or other fees.**
- **Employees use Skype compatible device which can be Skype software, Skype phones, or mobile phones.**
- **Save on call costs by using 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 cellphone/landline phones, or Skype client to call the SkypeIn number/SkypeID to dial into the system.

**Agents:** Agents/operators can use Skype clients or cellphones to take/make calls.



## System requirements

Skype Lines	1	5	10	30
PC Server	CPU: Intel Pentium III Processor or higher 256MB RAM or higher	CPU: Intel Pentium D 2.8G or higher 1GB RAM or higher	CPU: Intel Core 2 Duo E6600 or higher 2GB RAM or higher	CPU: Intel Xeon 5410 2.33G or higher 2GB RAM or higher
Operating System	Windows XP/Server 2003/Vista/Server 2008 32bit	Windows XP/Server 2003/Vista/Server 2008 32bit	Windows Server 2003/Vista/Server 2008 32bit	Windows Server 2003/Vista/Server 2008 32bit
Skype version	Skype 3.8/Skype 4.0	Skype 3.8/Skype 4.0	Skype 3.8/Skype 4.0	Skype 3.8/Skype 4.0
Network Connection	Download speed: $\geq 15$ Kilobytes/sec Uplink speed: $\geq 10$ Kilobytes/sec	Download speed: $\geq 75$ Kilobytes/sec Uplink speed: $\geq 50$ Kilobytes/sec	Download speed: $\geq 150$ Kilobytes/sec Uplink speed: $\geq 100$ Kilobytes/sec	Download speed: $\geq 450$ Kilobytes/sec Uplink speed: $\geq 300$ Kilobytes/sec

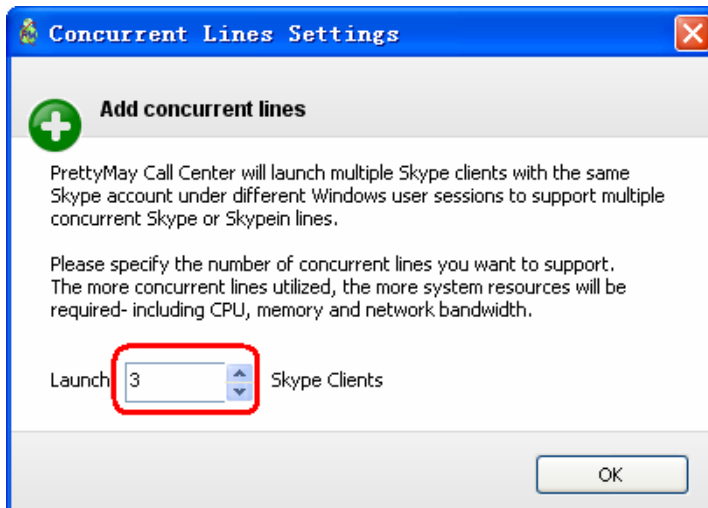
## 2, Installation

### Install Skype and PMCCS

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

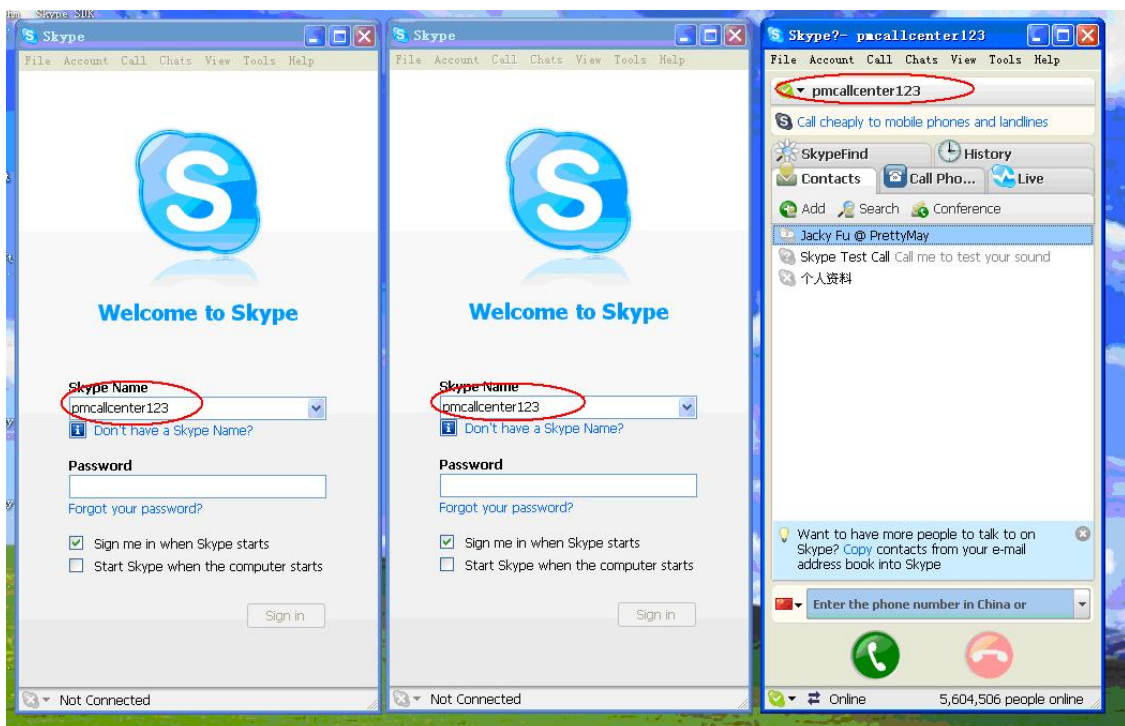
### Launch PMCCS

1. Double click the PrettyMay Call Center for Skype icon on your desktop to launch PMCCS, when you launch it at the first time, you will need to specify how many lines to be launched, see the screenshot below, you can change number of lines later in “**Line Management**” list in the call center.



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.

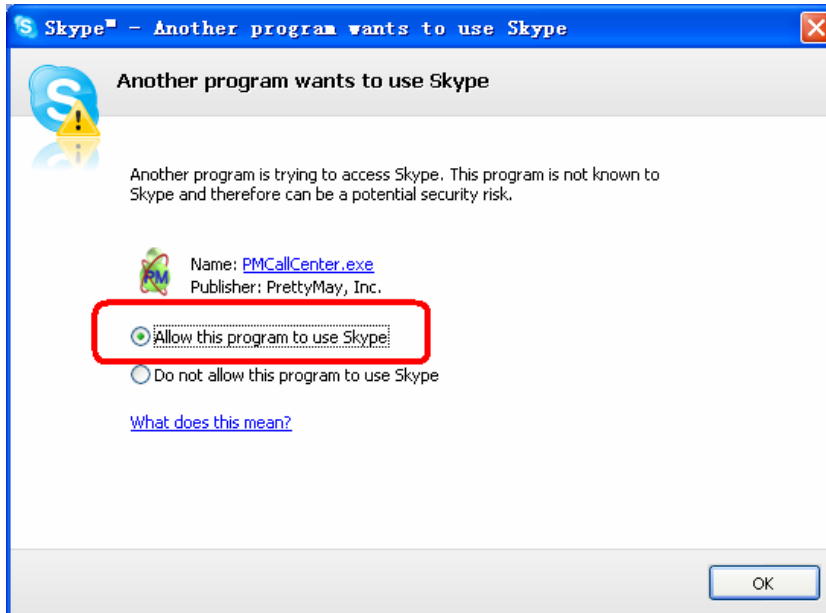
For example, “pmcallcenter123” is the main Skype account for your company, you will sign in “pmcallcenter123” on all instances launched.



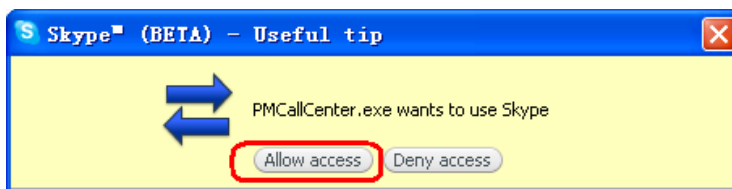
3. Then Skype will pop up the “Access Control” dialog to ask you whether you allow PrettyMay to use Skype, you MUST select “Allow this program to use

Skype” option, then click “OK” button.

**Note:** each Skype instance will pop up the dialog separately, see as following:

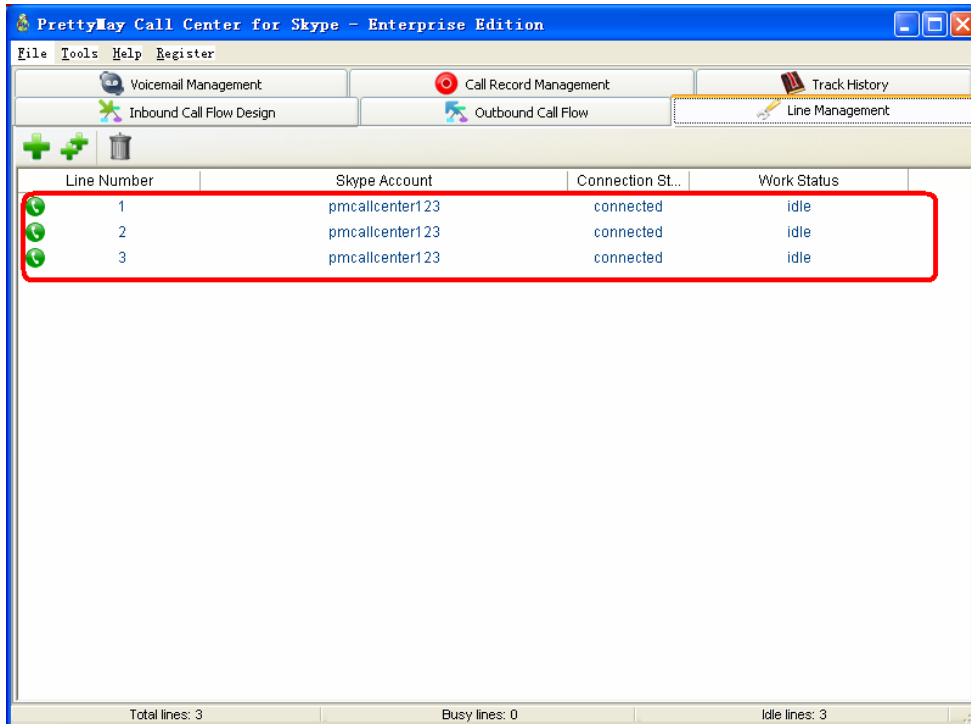


**Skype 3.8**



**Skype 4.0**

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



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

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

## 3, Inbound Call Center Settings

### • 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...”. See the screenshot of the voice menu node as following:

### 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.

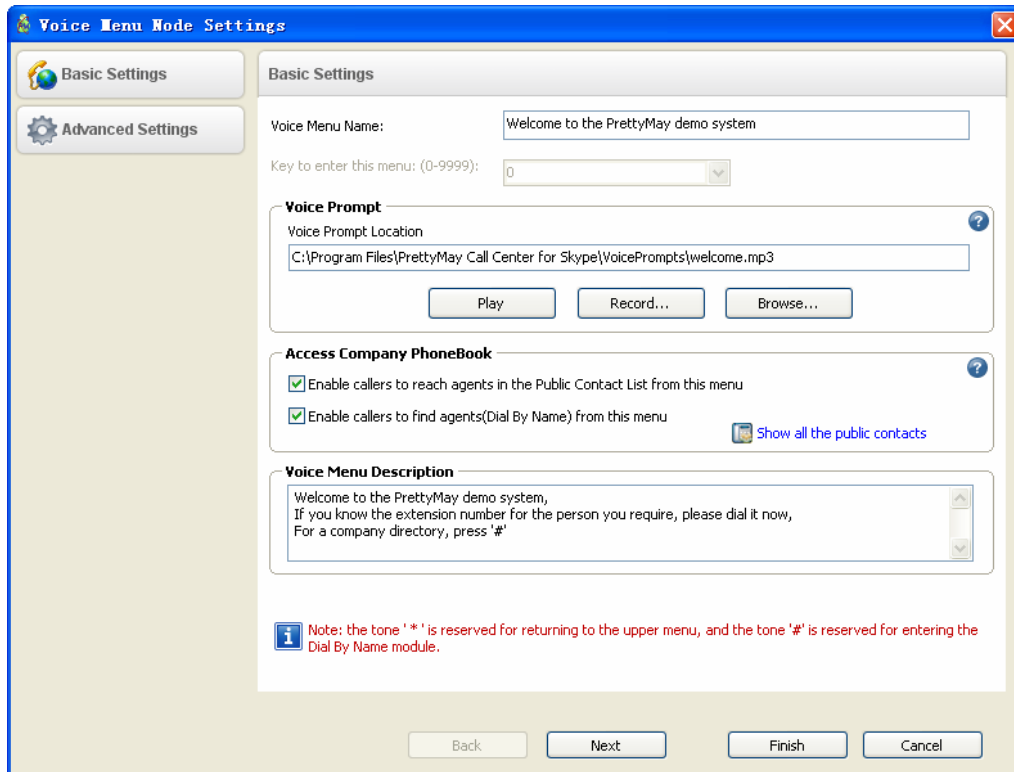
### Voice Menu Node options

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.**

In the “**Advanced Settings**” tab:

- **Timeout Sec .**
- **Action** – The behavior when the timeout reaches.
- **Language of system voice prompts** – if you have multiple languages of voice prompt packages, you can choose the language of system voice prompt.

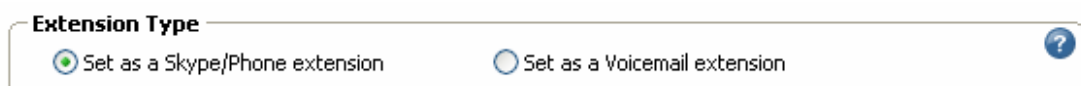


## • Extension Node

### Introduction

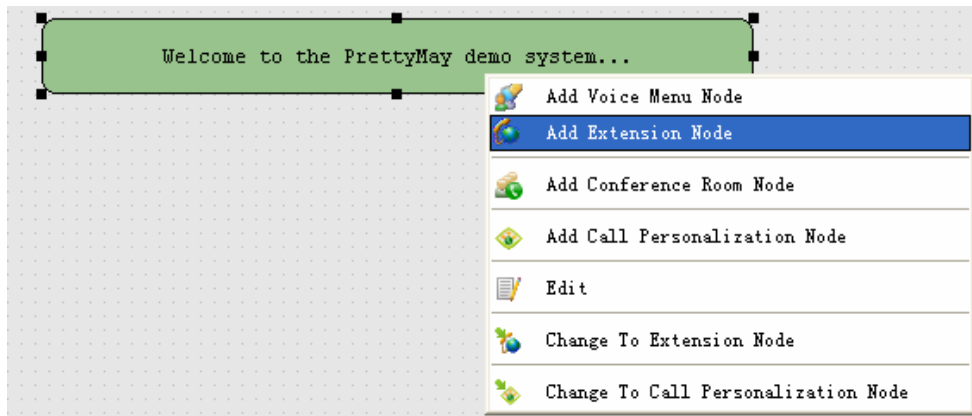
There are two types of extension node:

- **Skype/Phone extensions** – you can assign staff’s SkypeID/Cellphone number into the extension, then your staff can use Skype software, Skype phones, cellphones, or any 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.



### Add an Extension Node

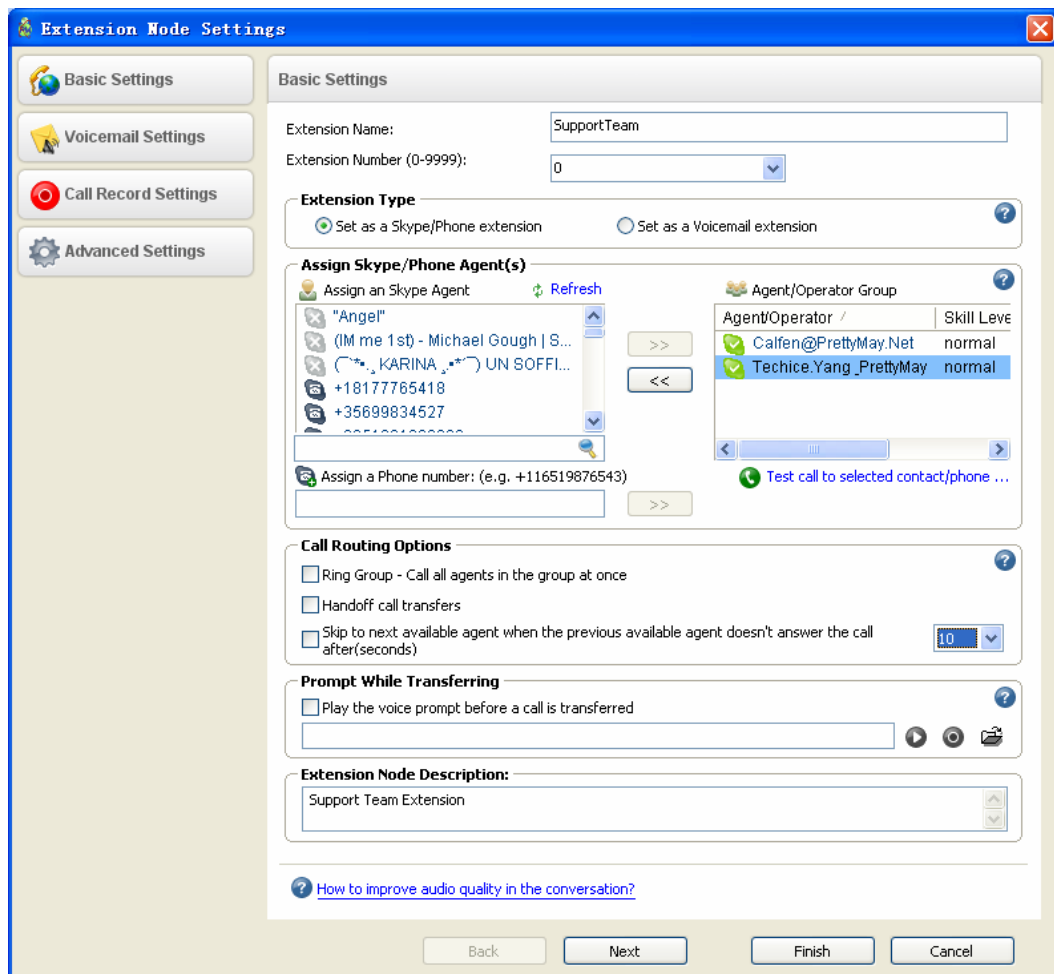
Select an existing Voice Menu Node, right-click mouse, select menu “**Add Extension Node**” . See as following:



### Extension Options

In the “**Basic Settings**” tab:

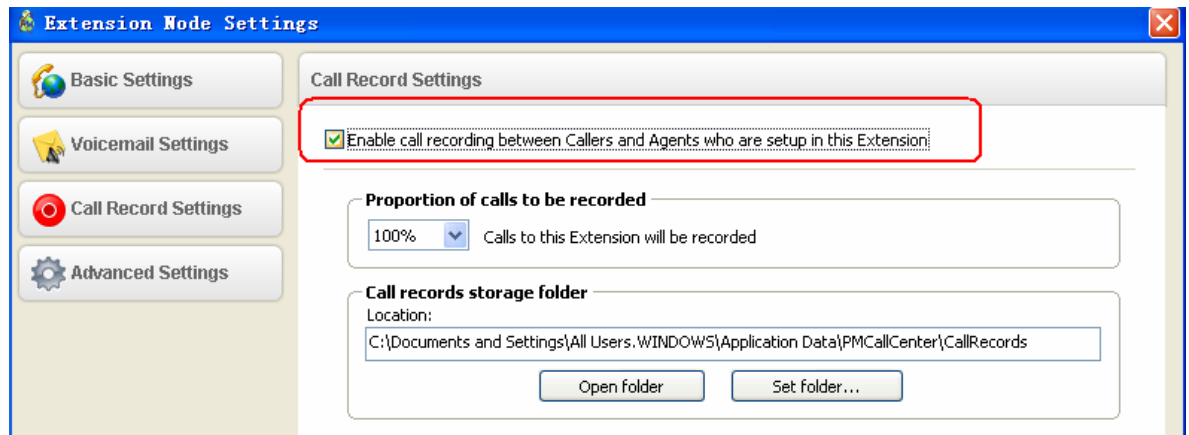
- **Extension Name** – Specify a name of the extension node.
- **Extension Number** – Keys pressed from upper menu to enter this extension.
- **Extension Type** – Set this extension as a Skype/Phone extension or voicemail extension.
- **Assign Skype/Phone agent(s) options:**
  - Assign an Skype agent** – Assign one or more Skype agent(s) into the **Agent/Operator group** – these agents can use Skype to answer/make calls.
  - Assign a phone number** – Assign cellphone or landline phone numbers into the **Agent/Operator group** – these agents can use cellphone/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.
- **Call Routing Options:**
  - Ring Group** – This option enables PMCCS ring all of the agents at once.
  - 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 the next available agent when the previous agent doesn't pick up the call.
- **Prompt While Transferring**
  - Play the voice prompt before a call is transferred** – this is checked, PMCCS will play the specified prompt before a call is transferred.



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

- **Enable Voicemail.**
- **Allow agent(s) to remote access voicemail and manage greeting** – If this is checked, agents can dial into the call center, then enter its own extension number to access voicemail and manage 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 cellphone 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.

In the “**Call Record Settings**” tab, you can enable PMCCS to record calls for this extension.



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 a waiting queue.

**Music on Hold** – Music for a caller in a waiting queue.

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

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

- **Notification of incoming calls.**

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

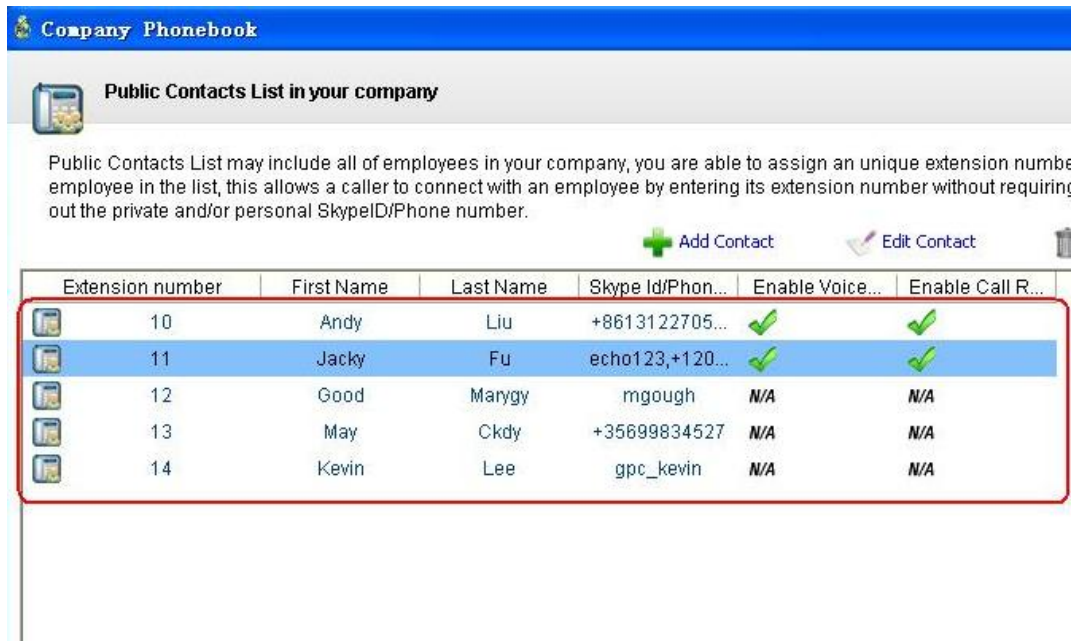
- **Return to the main menu** – If it is checked, when a caller is in the voicemail of this extension, the caller is enable to press the specified keys to return to main voice menu.

- **Public Contacts List (Company Phonebook)**

**Introduction**

The Public Contacts List is a directory where you can list all of your employees here,

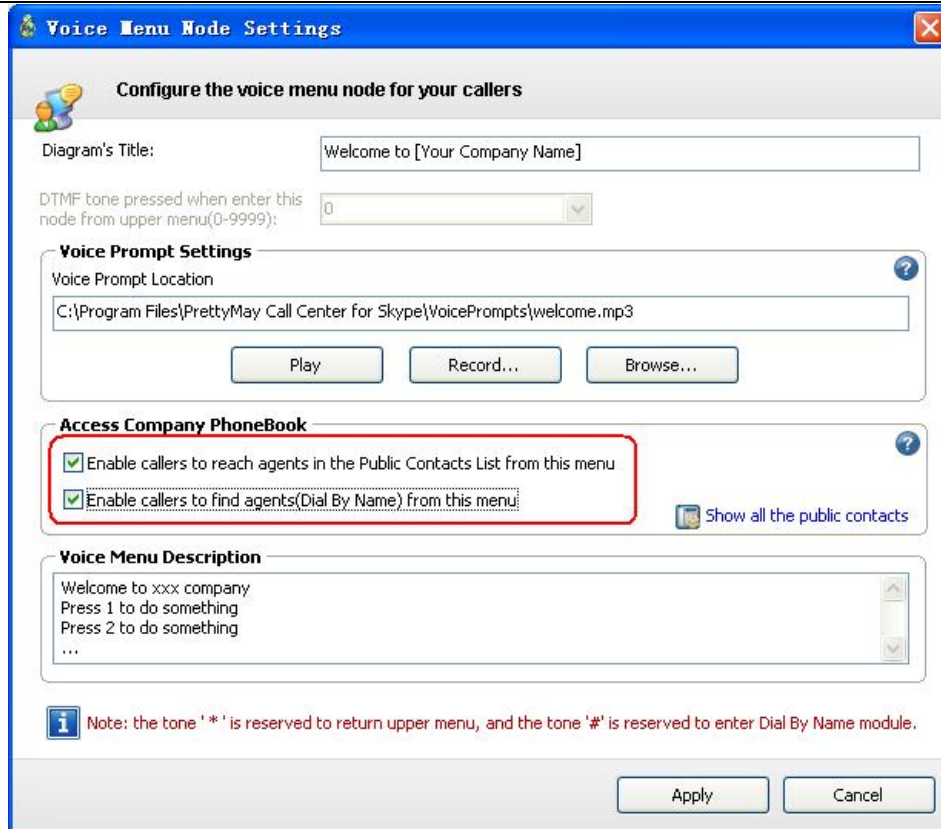
and each extension represents an employee, and been assigned with unique extension number, see the following screenshot:



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.


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 the following screenshot:



## • Dial By Name

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

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

Company Phonebook



Public Contacts List in your company

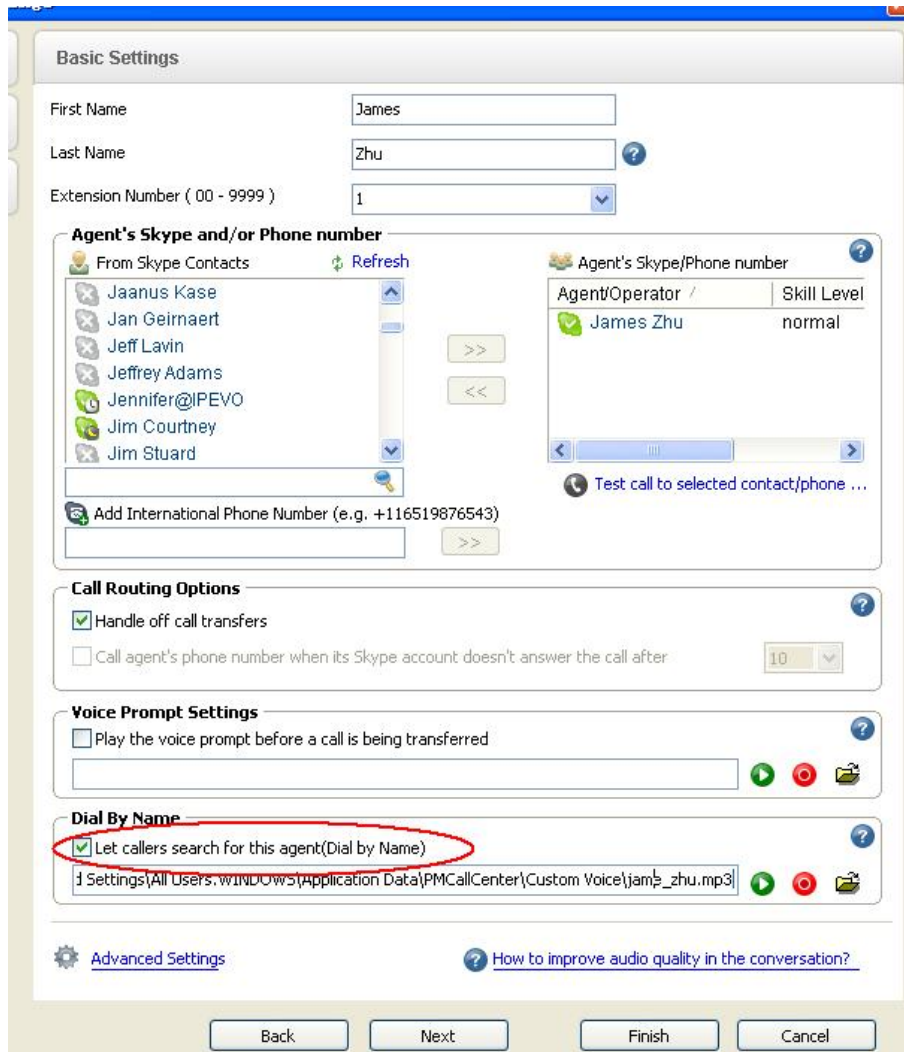
Public Contacts List may include all of employees in your company, you are able to assign an unique extension employee in the list, this allows a caller to connect with an employee by entering its extension number without re out the private and/or personal SkypeID/Phone number.

Add Contact

Edit Contact

Extension number	First Name	Last Name	Skype Id/Phon...	Enable Voice...	Enable Call
There are no public contacts information to show!					

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 as following:



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 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 main voice menu node, select the **"Change to Call Personalization Node"** menu.

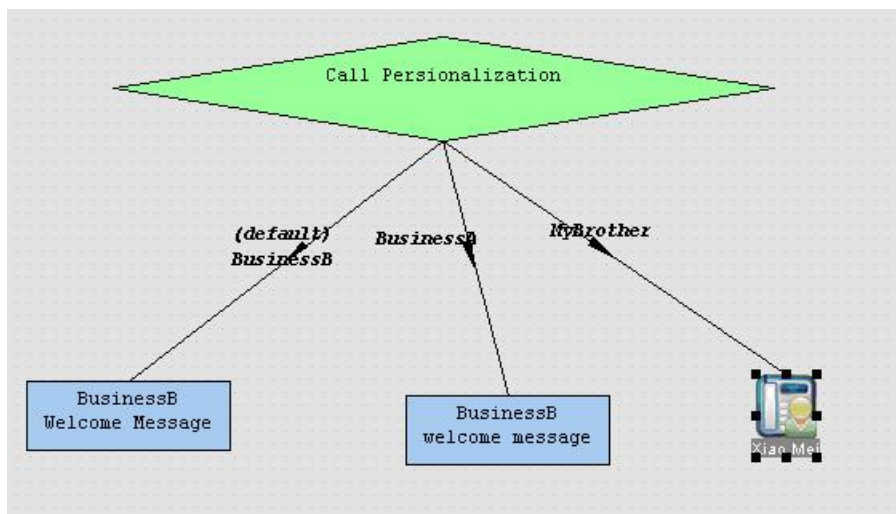
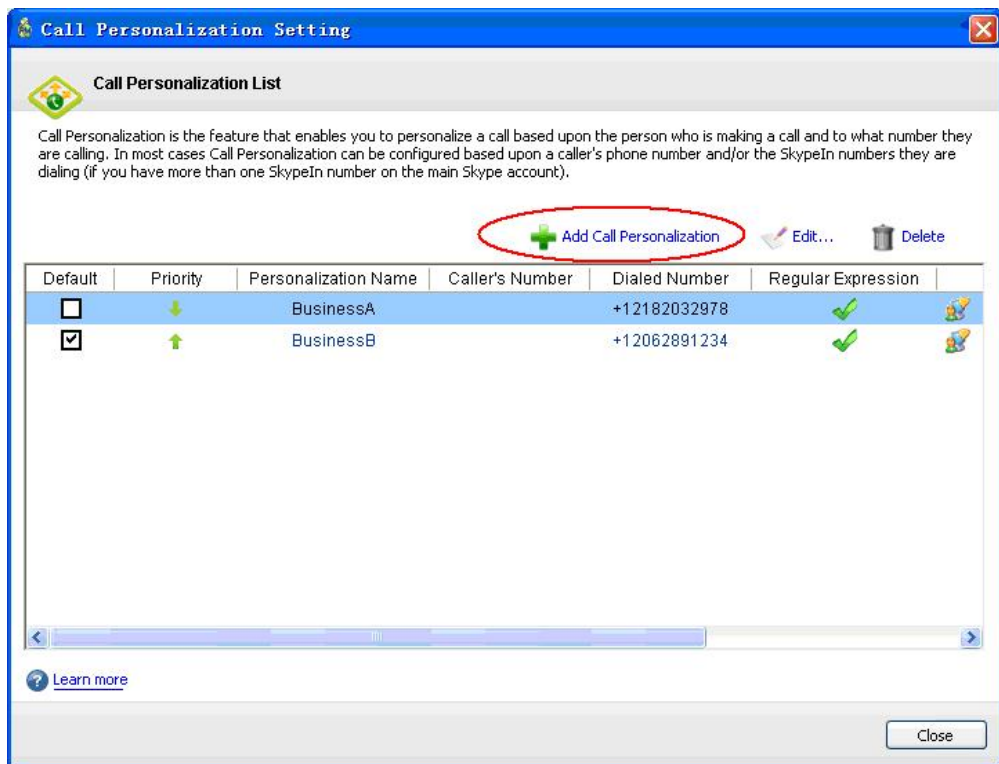
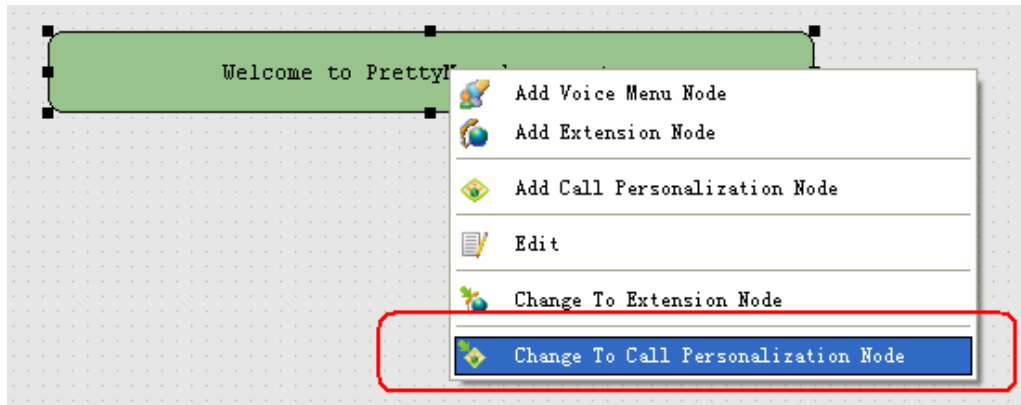
You may create a routing rule to do something as simple as "if my brother calls, transfer him right to my extension rather than have to do to the auto-attendant" - in this case:

- 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.

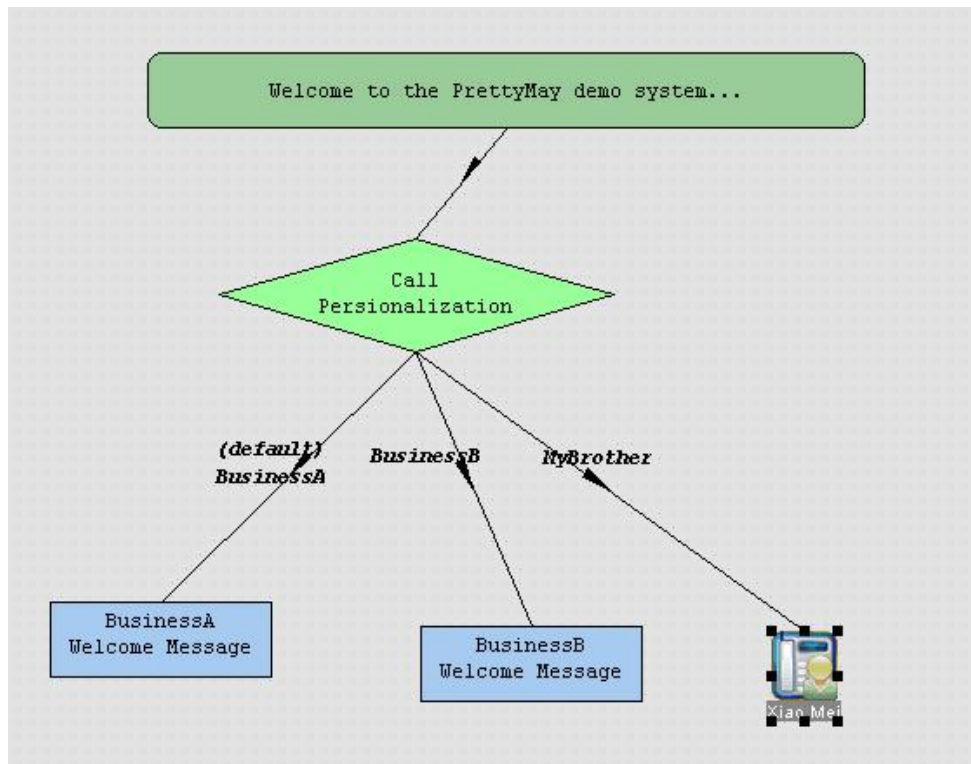
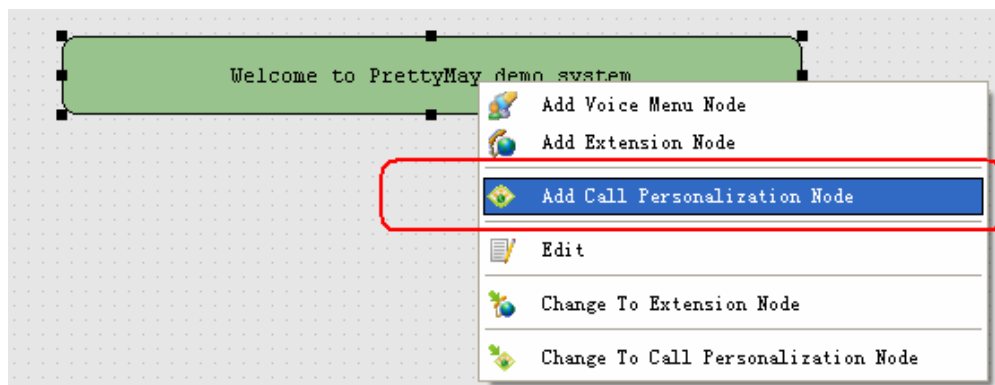
Repeat for business B.



## 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, 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. See as following:



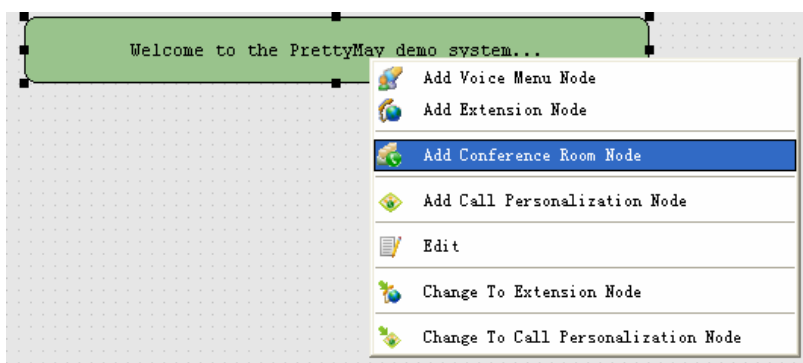
## • Call Conference Room

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

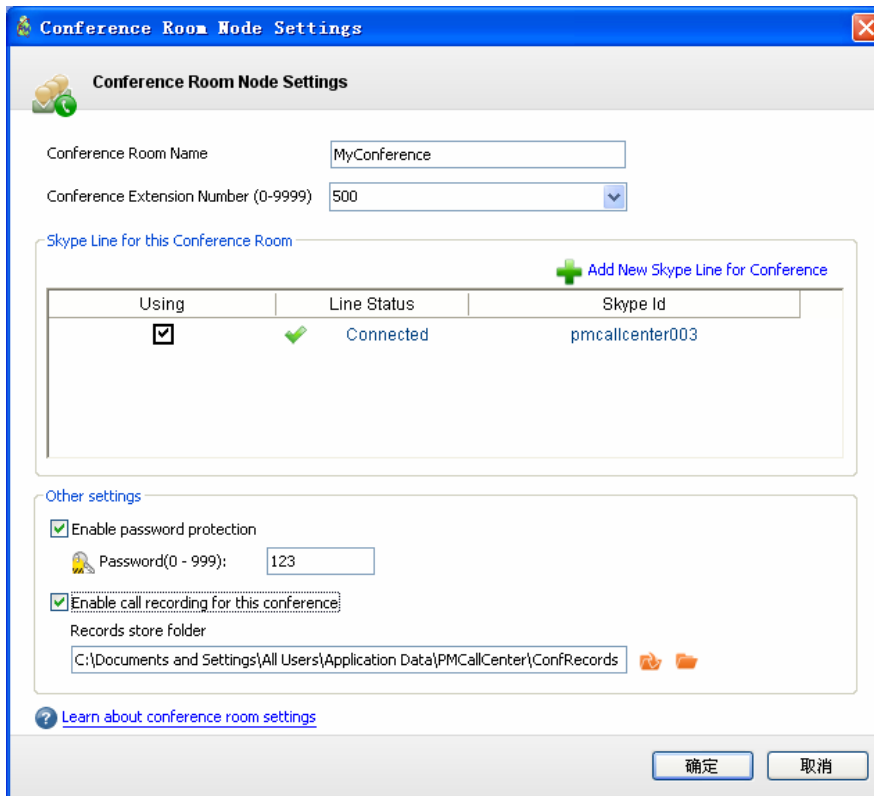
**Note: this feature is ONLY available in Professional license.**

### Add a Conference Room

Select a voice menu node, right click mouse, then select “Add Conference Room Node”, See as following:



### Configure conference room node:



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

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

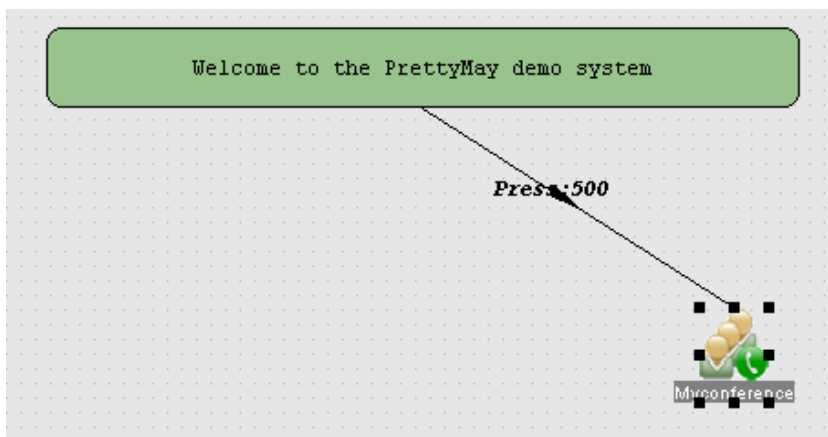
**Skype Line for this Conference Room:** Each conference room requires a dedicated Skype line, and the SkypeID of the conference line **MUST NOT** be the same as the SkypeID of the normal lines. Typically, you may need to create a new SkypeID for a conference line, then click “Add new Skype Line for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

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



**Password:** password of the conference.

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

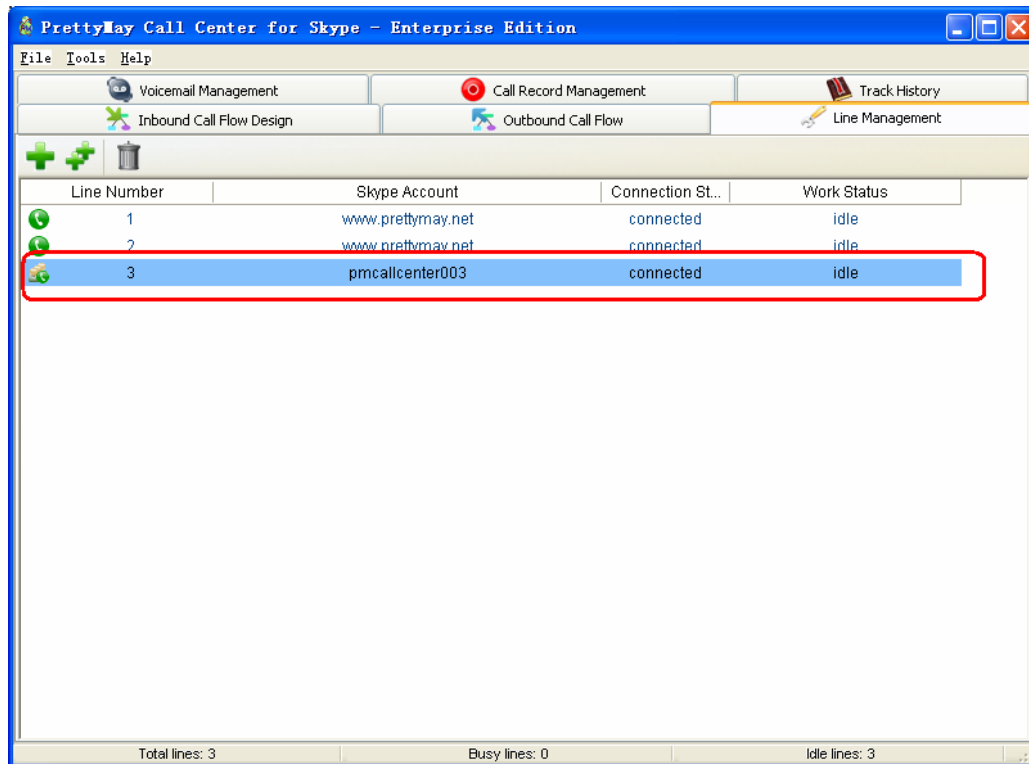
After you finishing the configuration, you will see a conference room node in the call flow:



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

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

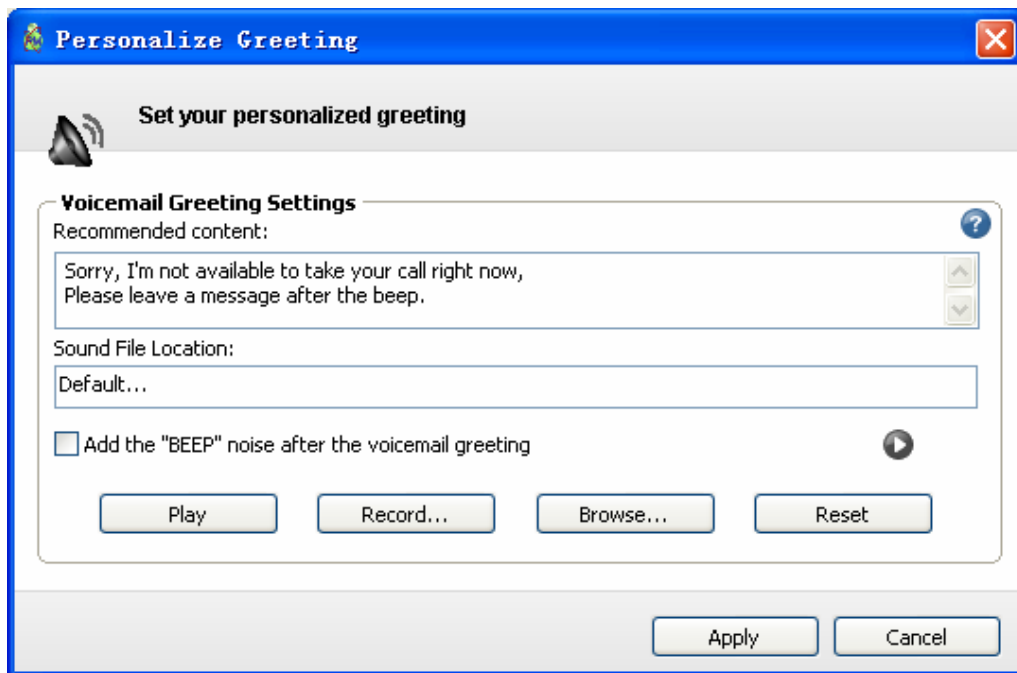
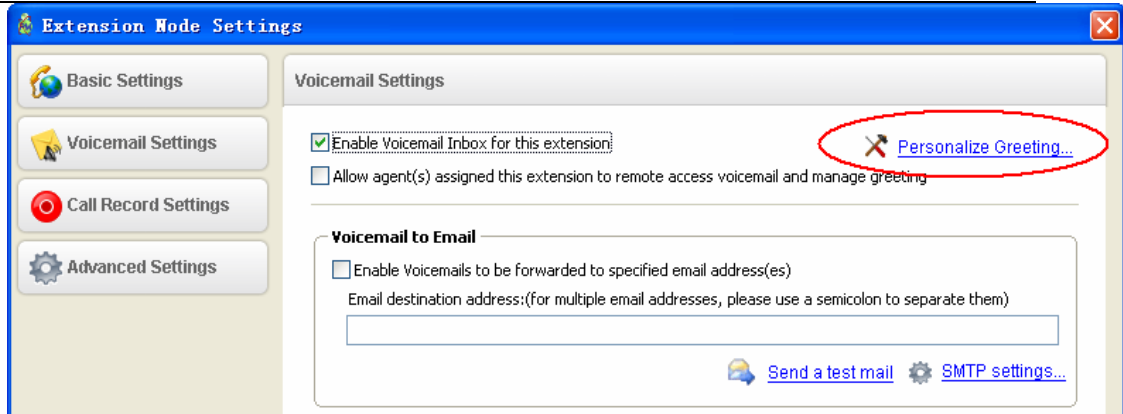
**Note: SkypeID of normal line and conference line **MUST** be different.**



## • Voicemail System

### • Personalize Voicemail Greeting

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



• **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 as following:

**Voicemail Settings**

Enable Voicemail Inbox for this extension  [Personalize Greeting...](#)

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

---

**Voicemail to Email**

Enable Voicemails to be forwarded to specified email address(es)  
 Email destination address:(for multiple email addresses, please use a semicolon to separate them)

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

## 2). Configure the SMTP settings

Click the “SMTP setting...” link, configure the settings as the following snapshot:

**Sender Information**

Sender Name

Mail Address

---

**SMTP Server**

Server Name / Address  Port

Server Connecting require SSL

Server requires authorization

Username  Password

“**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 for 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 as following:

**SMS Notification**

Enable SMS notification when a new voicemail is received

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

+8613905121111

SMS Content

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

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

Test SMS message

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

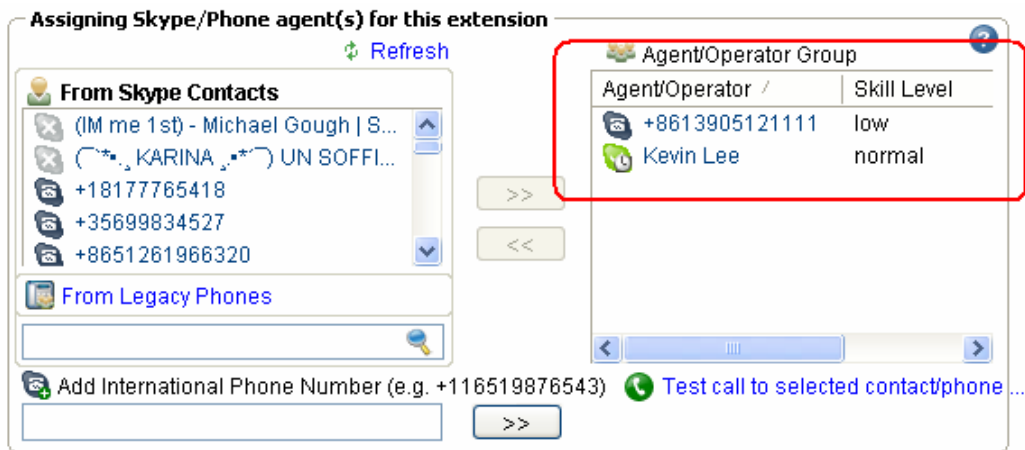
All  
 None  
 Invert

• **Remote Access Voicemail/Greeting**

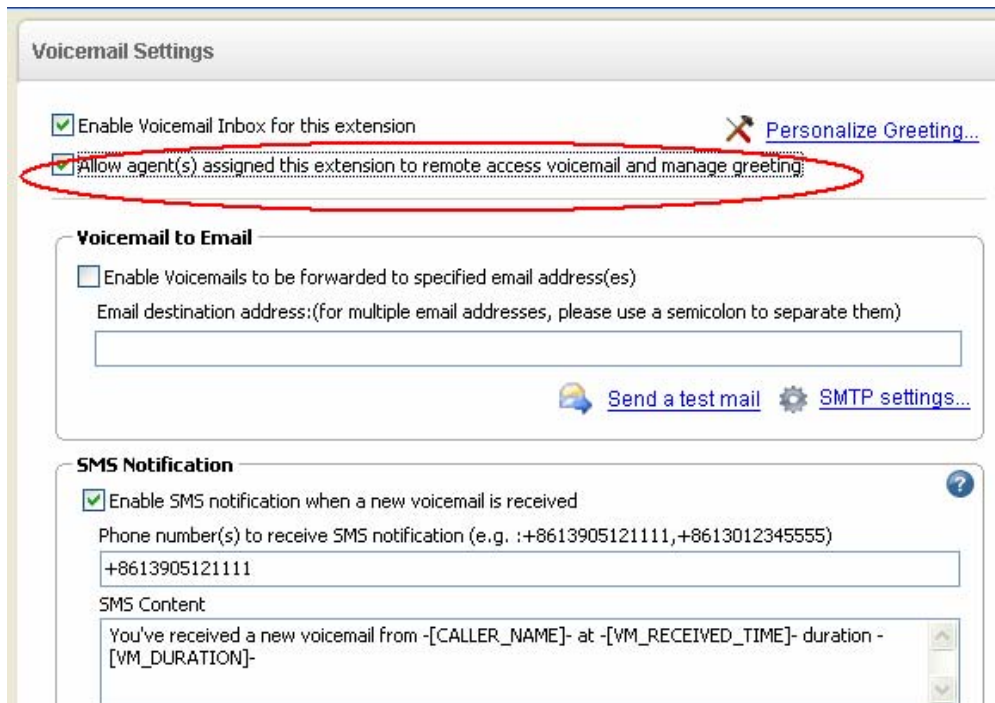
Agents can use their Skype/Cellphone/Legacy phone to remote access new voicemails and manage its voicemail greeting.

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 as following:



- 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



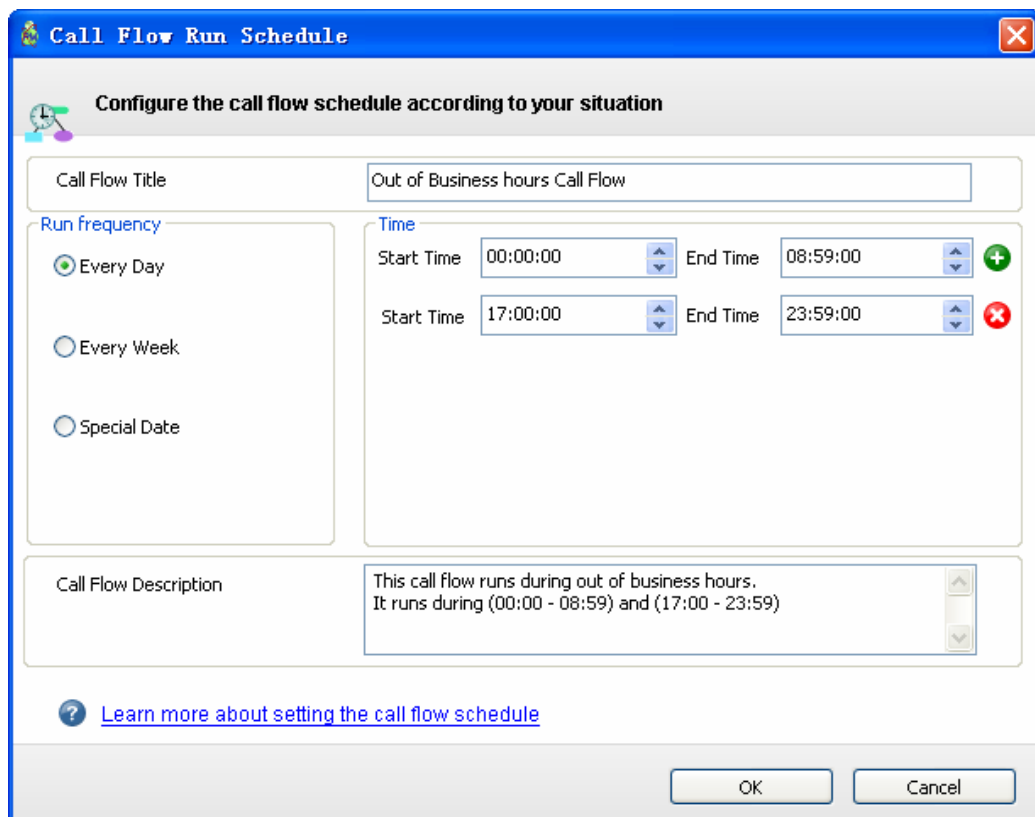
to forward into inbound call center, then press its extension number to enter voicemail system.

## • Out of Hours Settings

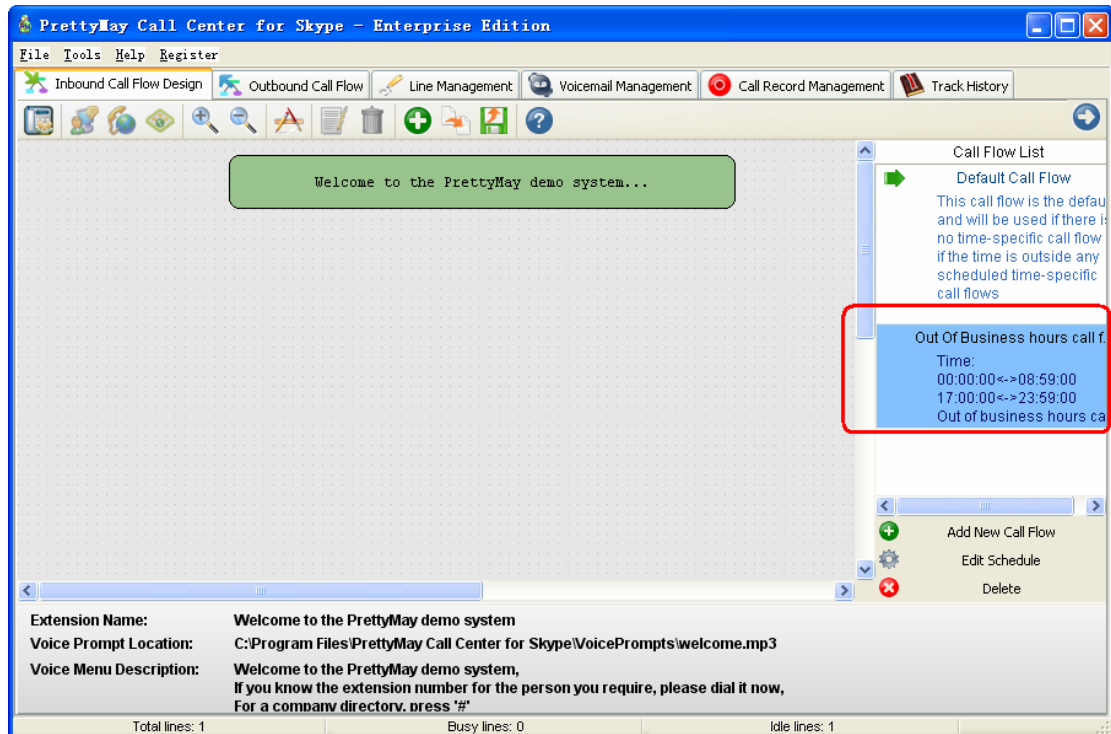
You can set up different call flows based on time, e.g. you may need to set up a out-of-hours call flow running during non-business hours each day.

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

For example, I want to set up a call flow running at out of business hours (09:00 – 17:00). See as following:



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

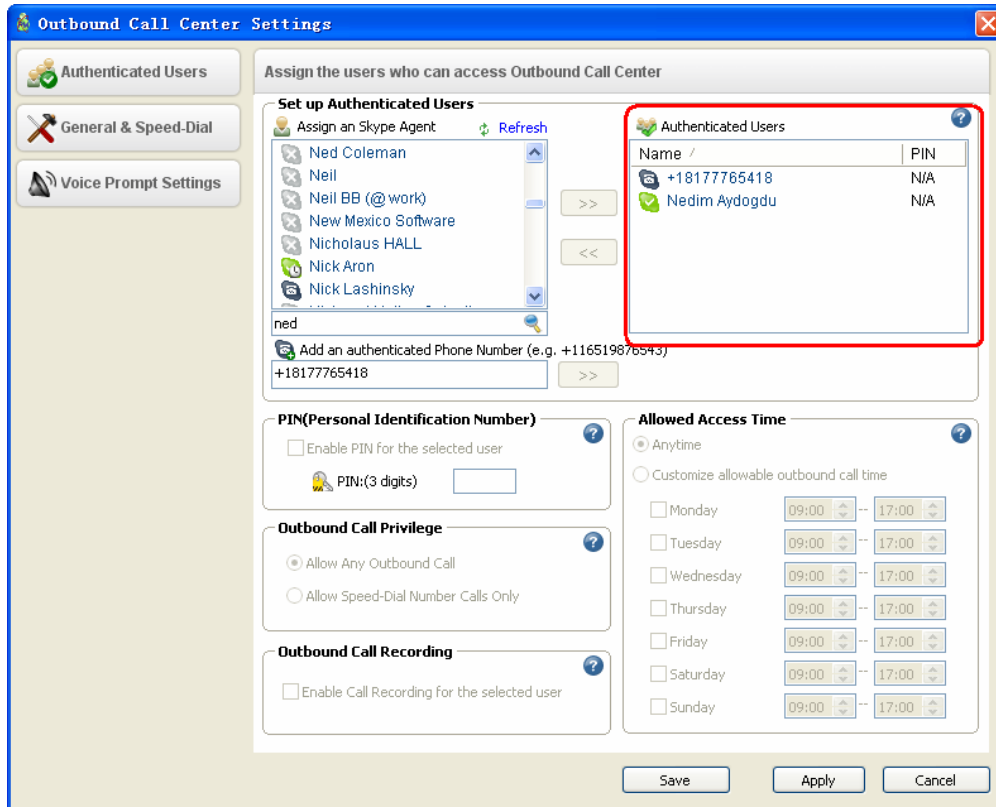


The default call flow runs at the time outside any scheduled time-specific call flows. The **green arrow** indicates the current running call flow.

## 4, Outbound Call Center Settings

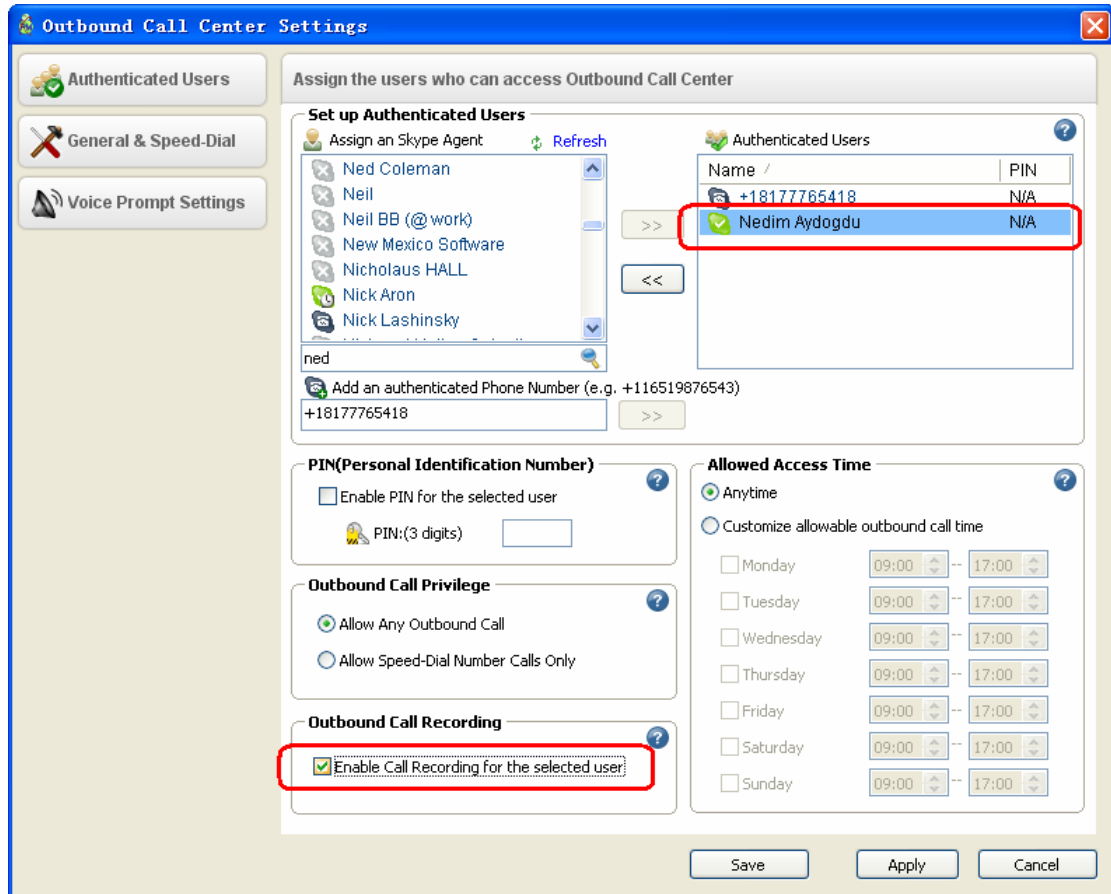
- **Set Authenticated Outbound Users**

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



- **Outbound Call Recording**

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



- **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.

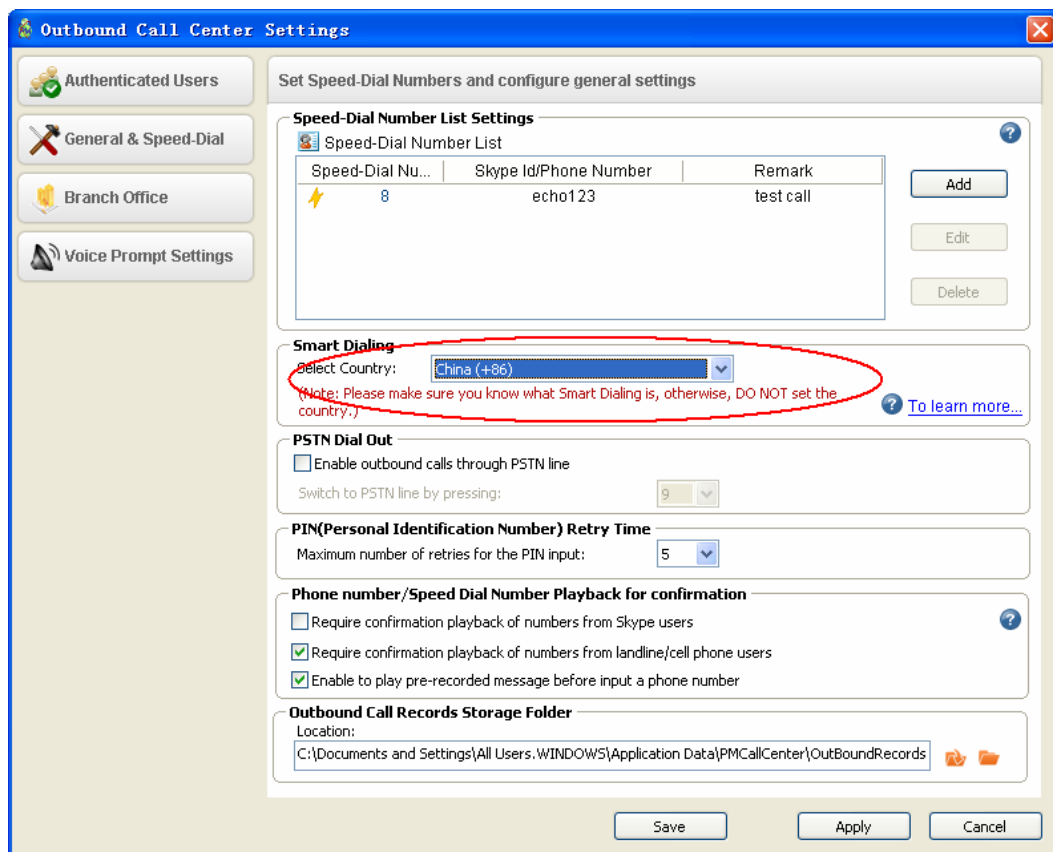
Then, you can use test the speed dial number by using an authorized extension to dial into outbound call center, and input the speed dial and end with “#” .

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 as following:



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#” .

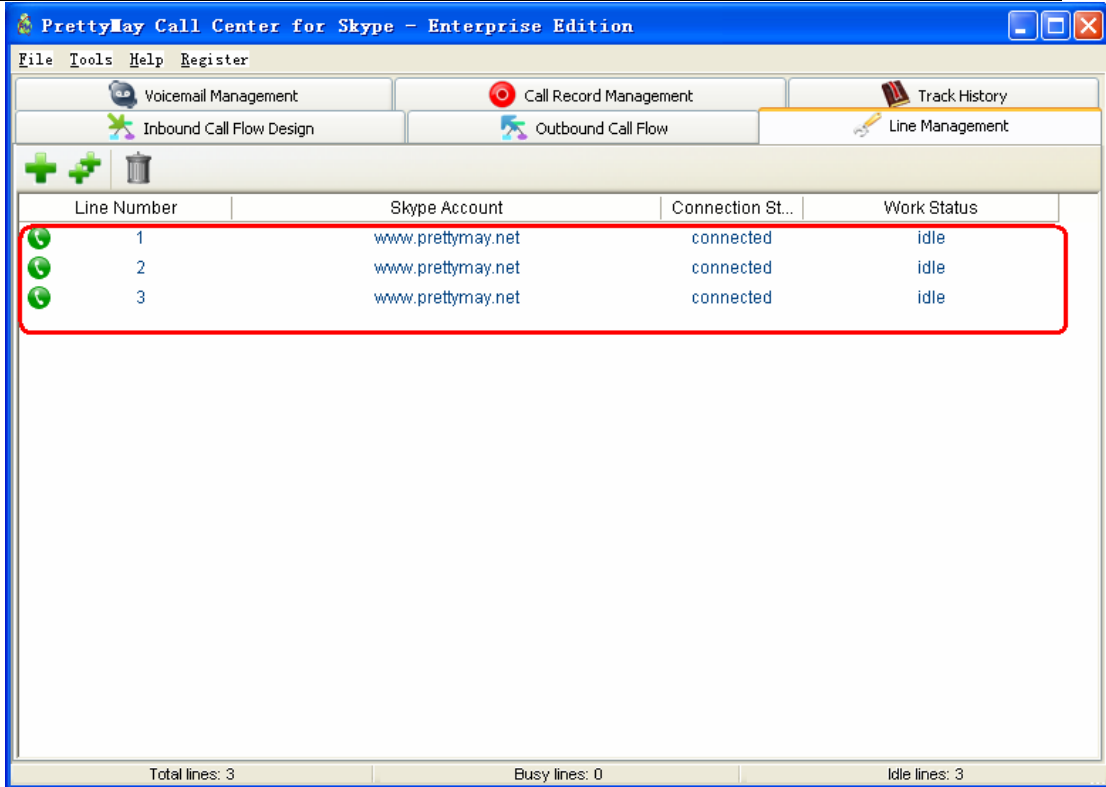
When I want to call an international phone number such as U.S. phone number “+12182062978” , I need to dial “912182062978#” .

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

## 5, Lines Management

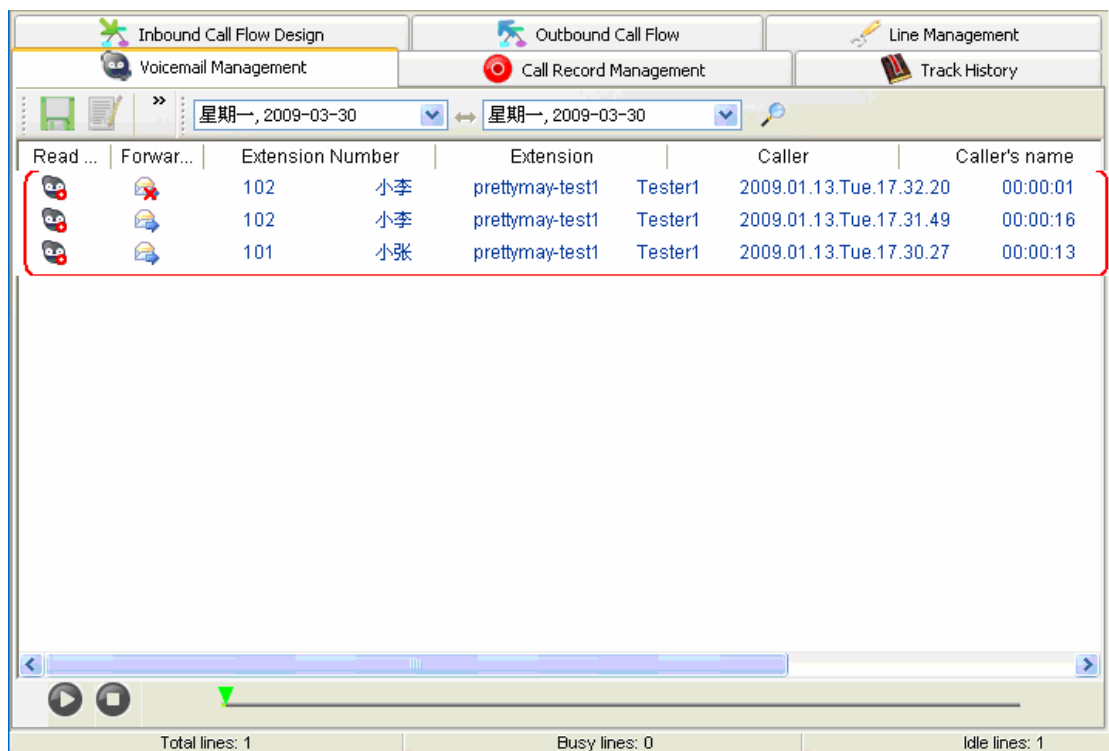
Choose “**Line Management**” , you will see all lines are list there.

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



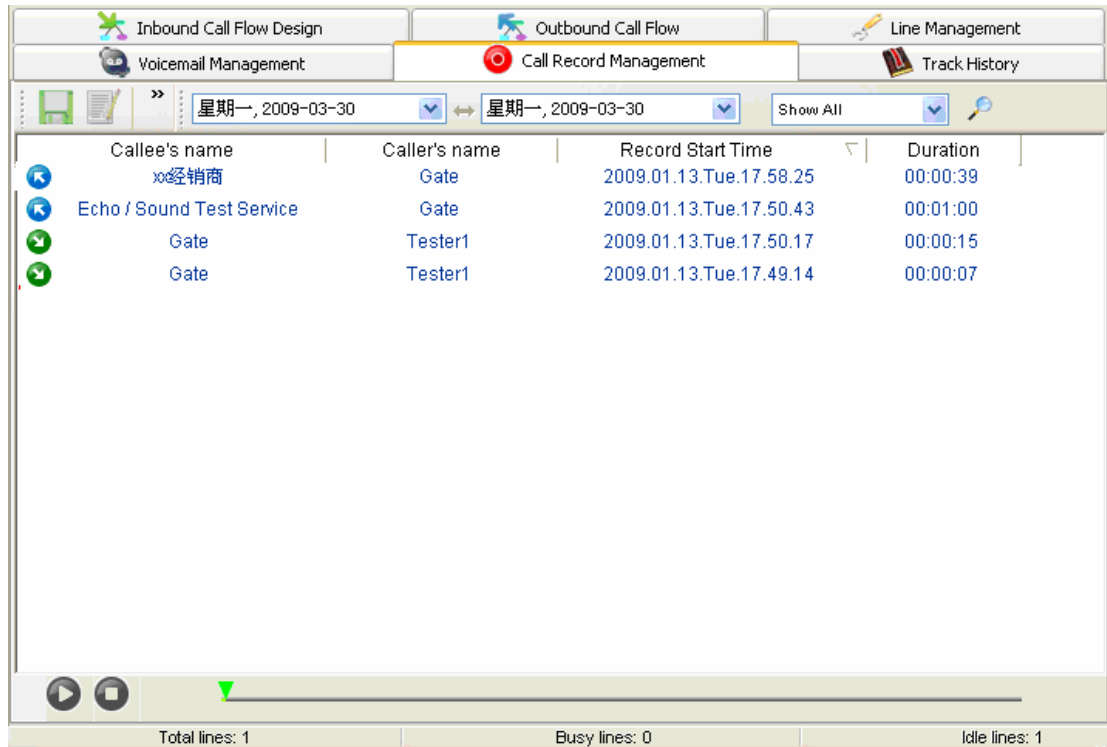
## 6, Voicemail Management

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



## 7, Call Record Management

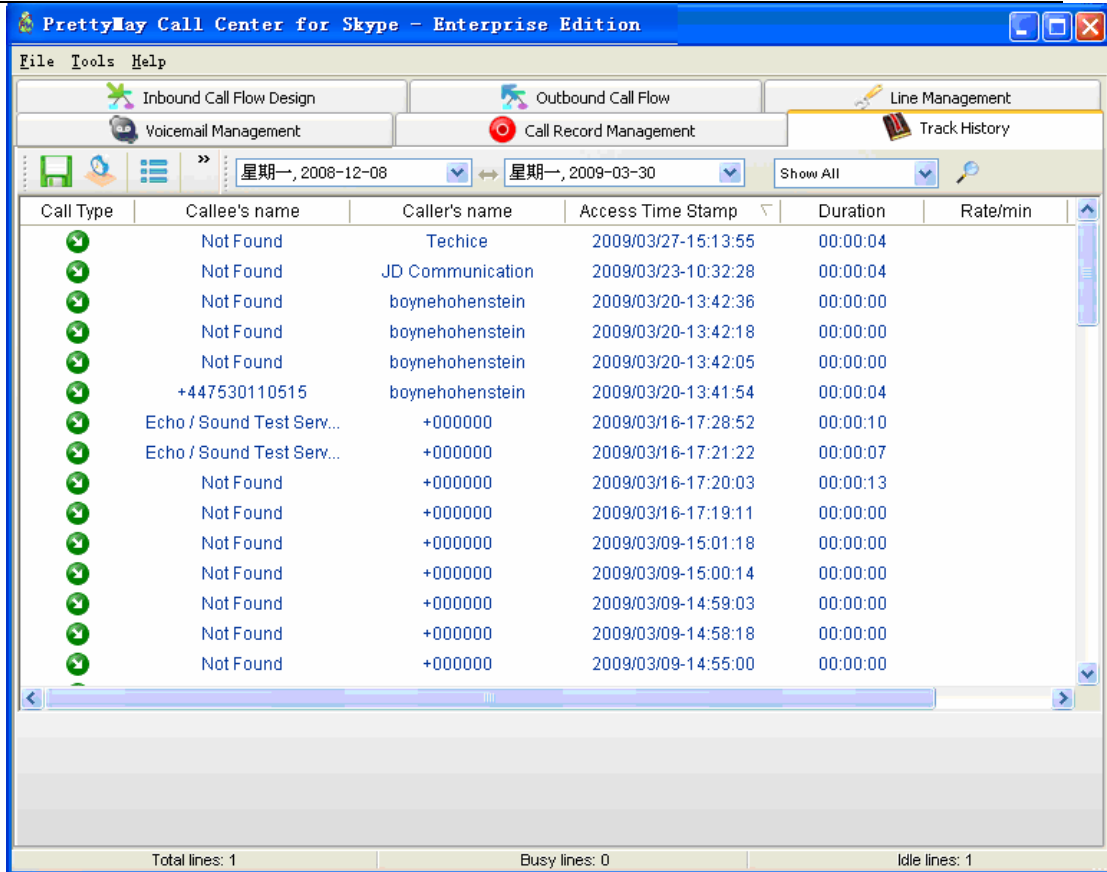
Choose “**Call Record Management**” tab, you will see the current day’s call recordings listed there, see as following:



## 8, Call Log Management

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 as following:



The screenshot shows the 'Call Record Management' window of the PrettyMay Call Center for Skype - Enterprise Edition. The window title is 'PrettyMay Call Center for Skype - Enterprise Edition'. The menu bar includes 'File', 'Tools', and 'Help'. The toolbar contains icons for 'Inbound Call Flow Design', 'Outbound Call Flow', 'Line Management', 'Voicemail Management', 'Call Record Management', and 'Track History'. Below the toolbar, there are date filters for '星期一, 2008-12-08' and '星期一, 2009-03-30', and a 'Show All' button. The main area is a table with the following columns: 'Call Type', 'Callee's name', 'Caller's name', 'Access Time Stamp', 'Duration', and 'Rate/min'. The table contains 14 rows of call records. At the bottom of the window, there is a status bar showing 'Total lines: 1', 'Busy lines: 0', and 'Idle lines: 1'.

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

## 9, Support Resources

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

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