

User Manual

PrettyMay Agent Assistant for Skype
Version 1.0

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Introduction

The 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 that need to run together with agent’s Skype on a Windows PC.

PMAAS provides the following functions:

- 1. Easy Call Transfer** - When on a call, your agents can transfer a call to any other agents with a few mouse clicks, no need to learn the other agent’s extension number.
- 2. Presence** - The status of the other agents are shown, allowing you to avoid unnecessary calls or call transfers to colleagues.
- 3. Call monitoring** – As a manager, you can view all inbound/outbound calls in the system.
- 4. Queue monitoring** - View the status of queues that you are a member of. You will see callers waiting in the queue and be able to take a call from the queue.
- 5. Direct dial out** – Easy to make an outbound call, enter a number with your number pad, call will be connected through PrettyMay outbound call center.

PMAAS will show different information based whether you are a standard agent or an extension

manager, a standard agent can only see the call info belongs to its own extension, but an extension manager can see all calls of the entire company.

To learn how to set an extension manager, please refer [here](#).

Installing PrettyMay Agent Assistant for Skype

System requirements

Windows 2000, XP, Server 2003, Vista, 7, or Server 2008

Skype 3.8 or later.

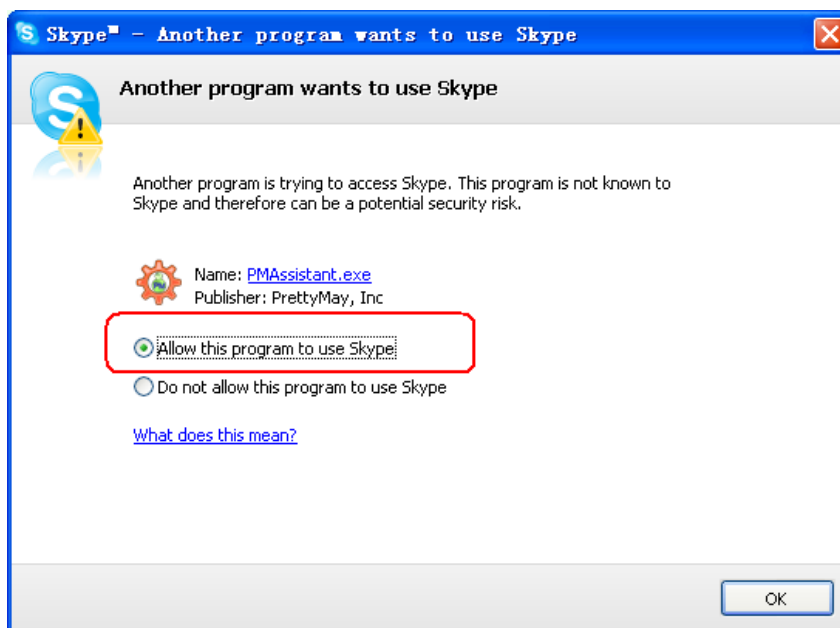
Running Setup

1. Download PMAAS at:

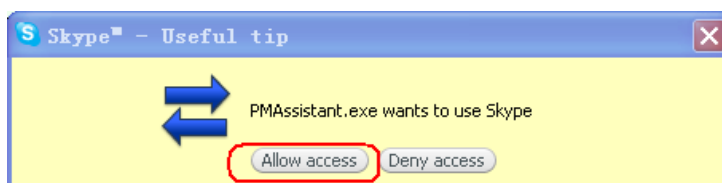
<http://www.prettymay.net/PMAssistant-setup.exe>

2. Double click to install it, and configure it

2.1, Allow PrettyMay Agent Assistant to use Skype. When you launch PMAAS at the first time, Skype will pop up the “**Access Control**” dialog to ask you whether you allow PMAAS to use Skype, you MUST select “**Allow this program to use Skype**” option, then click “**OK**” button.



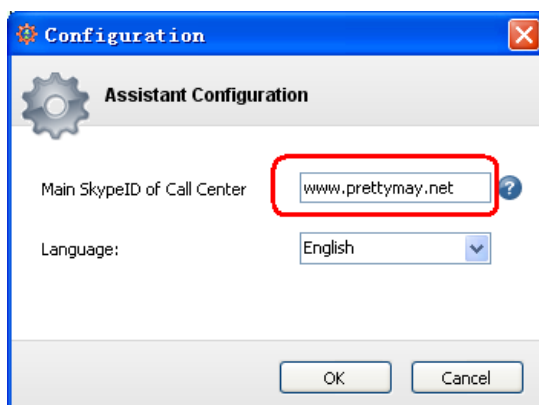
Skype 3.8



Skype 4.0

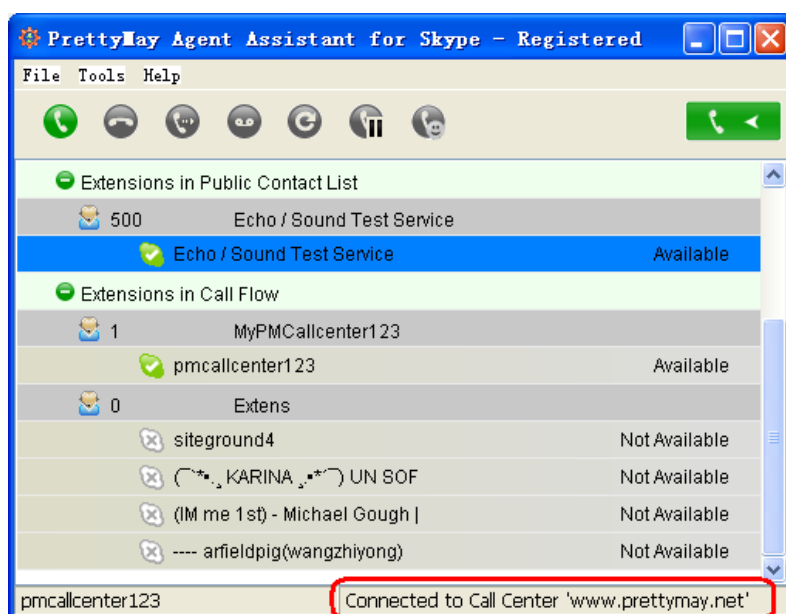
2.1,Configuring PrettyMay Agent Assistant

Then you will need to specify the main Skype account that running together with your PrettyMay Call Center for Skype on the call center server, for example, SkypeID “www.prettymay.net” is the main Skype account on your call center, see as following:



Note: if you have multiple main Skype accounts running together with PrettyMay Call Center for Skype on the server, please specify the main Skype account on “Line1” in the “Line management” list in call center.

After you configuring the Main Skype ID, PMAAS will try to communicate with the main Skype account through agent’s Skype account, if it’s identified and connected, you will see the status on the bottom of PMAAS as following:



Using PrettyMay Agent Assistant for Skype

The PMAAS window is split into 2 sections: Calls and Extensions

Calls

Calls		
My Calls		
pmcallcenter003	1(MyPMCallcenter123)	Talking
External Calls		
Conference Calls		
Queue Calls		

The call section shows all active calls, divided into:

My Calls – shows any active calls that you are on

External Calls – shows any external calls being made in the system, an agent can see external calls that belongs to other agents in the same extension, the extension manager can see all external calls for any agents.

You can right click an active call and perform the following actions

1. **Hang up** – hang up call
2. **Transfer call** – transfer call to another agent/extension
3. **Hold call** – hold the call
4. **Forward to voicemail** – forward the call to your voicemail, the caller will be able to leave a message
5. **Forward to queue** – forward the call to queue, then pick up another caller from queue to talk

Conference Calls – shows any active conference call in the system

Queue Calls – shows any callers in queues

Queue Calls		
pmcallcenter002	1(MyPMCallcenter123)	Queuing
pmcallcenter003	1(MyPMCallcenter123)	Queuing

Queue section shows all callers that are waiting in the queue, to pickup a call that is waiting in the queue, click on the call and select '**Pickup from queue**' from the menu.

Extensions

Extensions		
Extensions in Public Contact List		
500	Echo / Sound Test Service	
	Echo / Sound Test Service	Available
Extensions in Call Flow		
1	MyPMCallcenter123	
	pmcallcenter123	Busy
	pmcallcenter003	00:14:04
	Echo / Sound Test Service	Available
0	Extens	
	siteground4	Not Available
	(~*_KARINA_*~) UN SOFFIO DIT	Not Available
	(IM me 1st) - Michael Gough SkypeT	Not Available
	---- arfieldpig(wangzhiyong)	Available

The extensions section of PMAAS lists all extensions and shows their status. The following extension states are possible:

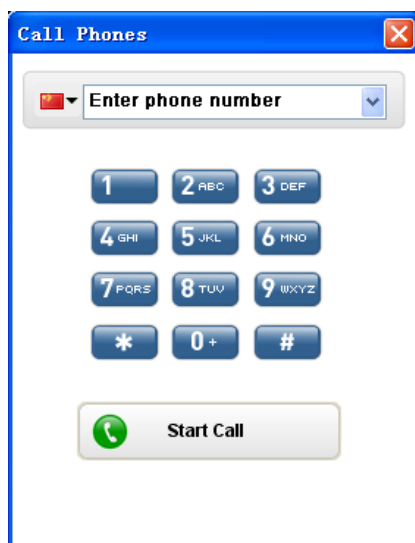
1. **Available** – agent’s Skype is “**Online**”, and not in a call
2. **Not Available** – agent’s Skype is not “**Online**”
3. **Busy** – agent is in a call
4. **Ring** – agent’s Skype is ringing

*NOTE: by default, PrettyMay Call Center for Skype(PMCCS) consider a Skype agent with “**Online**” status as “**Available**” agent, in the other word, if a Skype agent with “**Away**”, “**Do Not Disturb**” or other status, it will be considered as “**Not Available**” in PMCCS, and shows on PMAAS.*

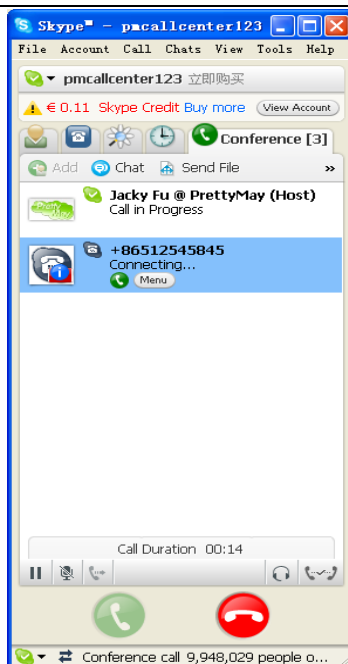
*And you can change the default “**Available**” settings in PMCCS, learn more at [here](#).*

Direct Dial Out

The PMAAS allow you to make outbound calls through PMCCS easily. You can enter the phone number in the “**Call Phones**” window, then click “**Start Call**” button, and PMCCS will dial out for you, it will generate a conference call with three participators including agent’s Skype, main Skype, and the phone number, see screenshot “Dial out”.



Dial Pad



Dial Out

Note: all outbound calls are made through PMCCS, it costs Skypeout credit on the main Skype account instead of the agent's Skype.

Troubleshooting

Q: PMAAS sticks to “Searching for Skype...”, how to resolve it?

A: Click your Skype menu “tools”→”Options”, choose “Advanced”→”Advanced settings” tab, click “Manage other programs’ access to Skype” link, then change it to allow PMAAS to allow to use Skype.

Q: PMAAS sticks to “Connecting to Call Center...”, how to resolve it?

A: If you are not an agent or an extension manager in your PrettyMay Call Center, you will not be able to connect to PMCCS.