

100% Web-based Click to Call Center
*Bring live interaction with your customers
to your Web site with Voice, Video and IM*

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Welcome to SKY-click!

This help guide has been designed to help administrators and users manage their SKY-click dialler.

The SKY-click dialler is the interface which users use to receive, manage and log incoming calls. There are a number of functions associated with this interface which are described in this guide. The SKY-click dialler is used hand-in-hand with the SKY-click administration console; a user-guide for this is also available. In order to make this guide comprehensible, we have divided it into sections corresponding to the main features you will find in the SKY-click Click to Call Center.

Important: This dialler is may only be used if the user has signed up for an account, and if the SKY-click web administration console has been set up.

DOWNLOAD AND INSTALLATION

First steps

To install and run the SKY-click dialler successfully, there are **two pre-requisites**:

1. You must have a **Skype account** and version 1.4+ must be installed and running on your computer.

You may download Skype from the following address:

<http://www.skype.com/download/skype/windows/>

You must also have a Skype ID and password, and be logged on for the dialler to function correctly. We recommend that you create an ID specifically for using SKY-click; we **do not** recommend using your own personal Skype ID.

2. You must have the **Microsoft .NET Framework version 1.1+** installed and running on your computer.

Download the Microsoft .NET Framework from:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&DisplayLang=en>

If you do not know if the .NET Framework is installed on your computer, the SKY-click dialler installer will check for it once launched, and will suggest the download if needed.

Begin Installation

When you are sure these two components are installed and running correctly you are ready to begin the installation of SKY-click.

1. Download the software package from the SKY-click website: www.sky-click.com . You may either buy it or run a 30-day trial version.
2. Once you have downloaded the software zip file, you must un-zip the package, extract and run the .exe command. This will install the SKY-click dialler on your computer, at the location of your choice. You will be asked to read and agree to the SKY-click End-User Licence Agreement, and decide where you would like the dialler to be saved. By default, the SKY-click dialler will be installed into the following destination folder "C:\Program Files\SKY-click Dialler". If you wish to install the program into another folder, click "Browse" or type in the new location.
3. You must then click "**Install**" and the program will be saved to the location you specified. You may also indicate whether you want a menu or a desktop shortcut, or both. The dialler requires approximately 7 Megabytes of disk space.
4. When your installation is complete, click on the "**Finish**" button to exit the installer.

Using the Dialler

To launch the SKY-click dialler, click on the menu item or desktop icon named: "**SKY-click Dialler**". This will force your Skype client to appear on your desktop, and will also display the SKY-click dialler.

The first time you use the Dialler, a Skype alert will be displayed, which looks like this:



You must allow SKY-click to interact with your Skype VOIP client. Choose the first option **“Allow this program to use Skype”** to run SKY-click directly each time, or the second **“Allow this program to use Skype, but ask again in the future”** if you want this message page to appear each time you connect.

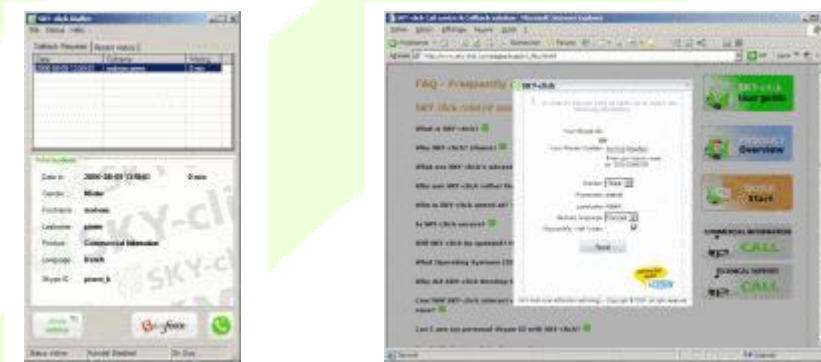
Note: Once you have launched SKY-click, you must remember that your Skype status will be masked, meaning that you will appear off-line to your friends and contacts.

While you are connected via SKY-click, your Skype status is **“Disconnected”**, which means that although the program is functioning, you are invisible. **Only calls passing through the SKY-click platform can be managed by the dialler.** That is why Skype status is set to **“Offline”** so that no direct calls can be made without passing through the SKY-click platform.

An administrator can modify this in the administration back-office (Agents section, under **“Advanced Options”**), allowing Agents to be visible to their Skype contacts, while being online with the SKY-click dialler at the same time.

SKY-CLICK USE

When callers are trying to get more information on a product or service, they click on the SKY-click **“Click to Call”** logo, which is a **JavaScript** or **html** code inserted into a web page (this **“tag”** is generated through the SKY-click administration interface by administrators when they create a product or an agent). This action opens a pop-up window in which the caller inserts a small amount of information, detailing their language, the telephone, email or Skype ID they want to be called back on, the product they are interested in and their request.



The requested call is then forwarded to the right agent. The request is queued in the agent's **list of “Call-back requests”**, and he can choose to reply to that call at any time by selecting the caller in the list and clicking on **“Call”**. A **“Feedback”** window will open, which the agent can fill in while dealing with the caller. When he has finished the call the agent hangs up. Agents can finish their feedback in their own time before saving, and then take another call.

THE DIALLER, ITS INTERFACE AND FUNCTIONS



Login Interface


This is SKY-click's login interface. Enter your **login/email** and **password** into the appropriate fields to access SKY-click.

Upon login, you may tick two options: **"Enable auto login"** will memorise your email and password so that you don't have to type it in every time you log-on; and **"Sound upon new request"** activates a sound alert when a caller requests a call-back.

If you are not yet registered, click on **"Register as a new user"** by clicking on the link in the interface, which will take you to the registration page on the SKY-click website.

If you have forgotten your password, you may click on the **"Forgot your password"** link which will take you to the "Lost Password page" on the SKY-click website, where you will be able to post your email address, and a new password will automatically be sent to it.

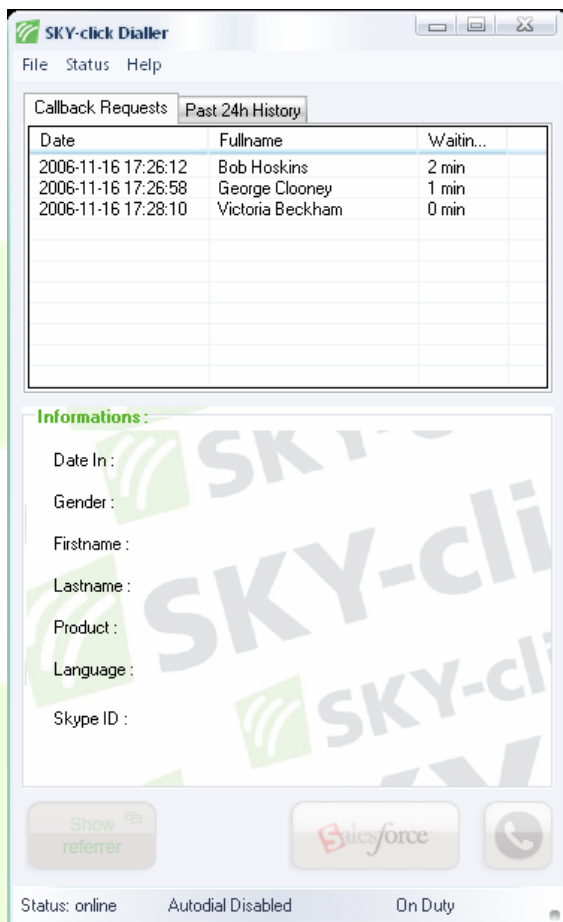
If you are an agent working within a team, a login and password will probably have been created for you by your SKY-click administrator through the SKY-click administration interface. You will need to retrieve this information in order to use the program.

When you are logged on and connected to SKY-click, the following SKY-click logo icon will appear in your taskbar: 

Important: SKY-click administrators may not connect to the agent dialler with the login and password which they use to access the Administration Back-Office. If they want to use the dialler as an agent, they have to create an agent profile for themselves in the administration back-office, and **login to the dialler** with that information.

Dialler interface: Drop Down Menus

This is the **SKY-click dialler**. From here you will be able to receive, manage and log incoming call-back requests to you or your company.



File

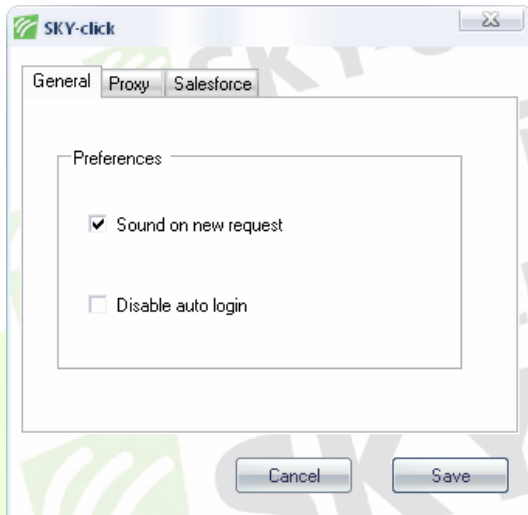
There are a number of functions you can access through the SKY-click dialler menu. This is done by clicking on **"File"** and then selecting a function in the drop down menu.

1. Preferences

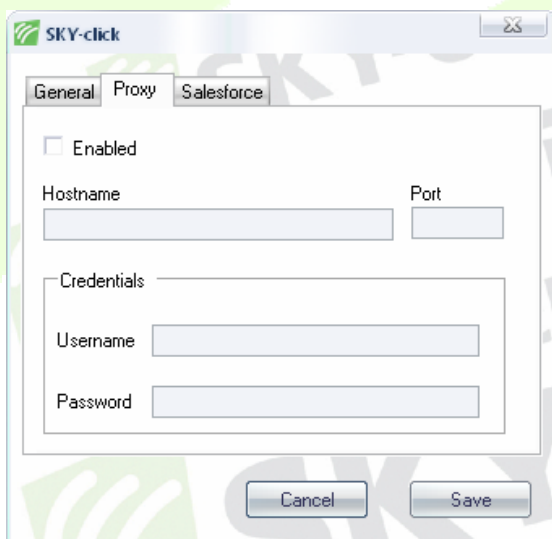
The first function is "Preferences", displayed below, which has three tabs:

TAB 1: The first tab, **"General"**, allows you to manage the two parameters which were displayed during login (described on page 3). If you enabled **"Auto login"**, you can disable it from here while running SKY-click.

TAB 1: General



Tab 2: "Proxy", allows SKY-click to operate through a company firewall and is often provided by a company system administrator if a company requires it. It serves the same function as the proxy settings in a standard web browser.



Tab 3: "Salesforce" is used when you or your company have an account with Salesforce, an on-demand Customer Relationship Management (CRM) solution. As SKY-click is integrated with Salesforce, this is where you enter your login and password to access the platform via the dialler. This tab is only displayed when Salesforce is activated in the Administration Back-Office.
(For more information on Salesforce, read the "Salesforce" chapter at the end of this document).

2. Personal info

The second function in the drop-down menu is "**Personal info**". The information contained in this pop-up is an extract of the "Agent preferences" from the SKY-click administration console, entered and set by the administrator.



Personal Information

Company : Ads-click

First name : John

Last name : Doe

Login : info@sky-click.com

Autocall : disabled

Working info :

GMT : 1.0

From : 06:00:00

To : 20:00:00

Days : mon,tue,wed,thu,fri,sat,sun

Close

It regroups the following details: Company, First name, Last name, Login, Autocall; as well as "**Working info**" like Time zone and availability (time and days the agent is available). More information on this can be found in the SKY-click administration User Guide.

3. Quit

The third function is "**Quit**". By clicking on this you will shut down and exit the SKY-click dialler and program. SKY-click users will not be able to contact you, and you will immediately be visible to your Skype friends and contacts.

Status

The second drop down menu is accessed from "**Status**". Status allows agents to show whether they are online or not. If agents leave their desk for any period of time, they can set their SKY-click status to "**Offline**". No calls will be forwarded to an agent during this time.

Help

The third drop down menu is "**Help**". From this menu, you will be redirected to the online SKY-click help guide. You may also click on "**About**" to access information regarding the version of SKY-click you are using.

Dialler interface: Main section

In the main section of the dialler's window, there are two main tabs: **Call-back requests** and **Past 24h History**.

Call-back requests:

This is where call-back requests by users wanting to get in touch with you via SKY-click are logged in a queue. When a caller clicks on a SKY-click **"Click to Call"** logo or icon, they are redirected towards you.

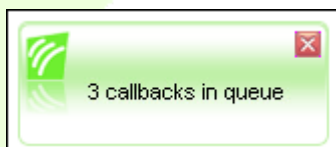
Their call will be logged and queued on this interface, and once you are ready to make the call, you click on the line where the user's call was logged (this will highlight it), and then click **"Call"**. This action will put you in contact with the person who made the inquiry, and open a feedback pop-up window that the agent can fill in during and after the conversation with the caller.

When you click on one of the listed calls, the information that the user entered via the contact form is displayed below the main window: the date and time of their call, their waiting time, their gender, first name and last name, the product they are interested in, their language and their Skype ID or telephone number.

You may also visualise the page from which a call-back was requested by clicking on the **"Show referrer"** function in the bottom left hand corner of the dialler.

There are three columns in the **"Call-back requests"** part of the interface: **"Date"**, **"Full name"**, and **"Waiting for"**. This last column tells you how long callers have been waiting for you to call them back.

When a number of callers are waiting to speak with an agent, a pop-up regularly appears in the bottom right corner of the screen, showing the number of callbacks which are queued on the interface.



Past 24h History:

The **"Past 24h History"** section logs all passed calls that you have managed in the last 24 hours. The interface is similar to that of the "Call-back requests".

When you click on one of the listed calls, the information is displayed below. Agent Feedback and History information are also logged in the administration console.

FEEDBACK

When an agent answers a call-back request and the caller picks up, a **"Feedback"** window is automatically displayed (unless the agent has Salesforce activated, in which case a Salesforce window opens automatically – more on this in the next section).

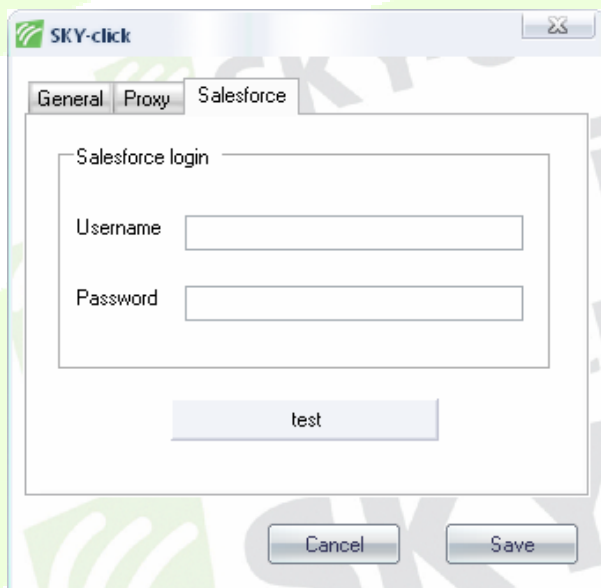
The first tab, called "Feedback", allows the agent to enter information relating to the customer, the customer's company and to the call itself. This information can then be seen and retrieved from the administration back office, in the "Feedback" section.

The second tab, "**Redirect**", allows you to redirect call-back requests to other agents.

SALESFORCE

SKY-click is integrated with **Salesforce** (<http://www.salesforce.com>), the world's leading on-demand customer relationship management (CRM) solution.

For Salesforce to function with SKY-click, an agent must enter his or her Salesforce login and password into the corresponding fields of the Salesforce tab in the Preferences menu section of the agent dialler, and test it.



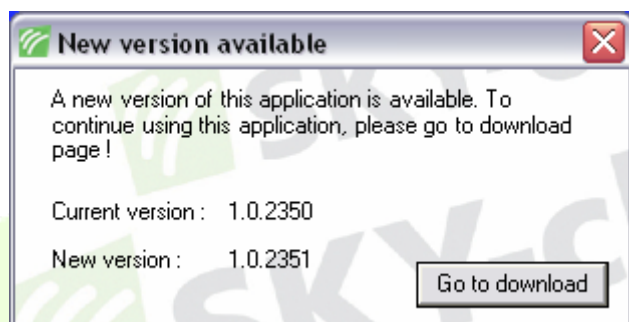
Once tested and approved, an agent can begin using Salesforce when calling back customers. When a call-back is requested and appears in the agent's dialler, the agent clicks on the large Salesforce button at the bottom his dialler interface, to see if the caller's ID exists in the company's CRM account.

Clicking on this button will launch and open a Salesforce window, with access to all Salesforce features.

Note: Using Salesforce will block the use of the "Feedback" window, as Salesforce is considered a complete CRM tool in itself, and agents will not have any use for it anymore.

NEW DIALLER VERSIONS

From time to time, a new version of the SKY-click Dialler may be released. When this occurs, you will be alerted by a pop-up, like the one below. To get the new version, simply click on the "Go to download" button, and follow the instructions.



CONTACT FOR SUPPORT

If this user-guide has not answered all the questions you have, feel free to send an email to support@sky-click.com. Enjoy your new SKY-click Click to Call Center!