coresuite™
Certified Business Solutions for

SAP Business One

coresuite enterprise search Skype™ Plug-In

Version 1.00

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CHANNEL SAP PARTNER

coresuite enterprise search Skype™ Plug-In

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Introduction

1

1 Introduction

The Skype™ Plug-In allows to integrate the Skype™ functionalities with the **core**suite **enterprise search**.

The functionalities provided are here resumed:

1 -- INCOMING CALLS

1.A -- Skype online number incoming Calls (SkypeIn™) / Incoming calls from public telephone network

Whenever an incoming call to your personal Skype Online Number (SkypeIn™) is detected, this rule searches for a BP Contact registered in the system with the incoming phone number.

Once the BP Contact is detected the enterprise search searches for all the documents related to this BP Contact.

If no BP Contact is detected, the rule searches for a BP registered in the system with the incoming phone number.
Once the BP is detected the enterprise search searches for all the documents related to this Business Partner.

1.B -- Skype Peer-to-Peer calls

If the incoming call is coming from a Skype contact rather than a PSTN number, the Enterprise Search searches all the document related to such Skype Contact Name.

2 -- OUTGOING CALLS

2.A -- Business Partner Contacts

Via right click on a certain Business Partner Contact it is possible to start a Skype Call with this Business Partner Contact.
It is possible to call the Business Partner Contact using either his "Telephone 1" or "Mobile Phone" number.

2.B -- Business Partner

Via right click on a certain Business Partner it is possible to start a Skype Call with this Business Partner.
It is possible to call the Business Partner using his "Tel 1" number.

Installation

2

2 Installation

Prerequisites

- Skype™ software
- **core**suite **enterprise search**
- Skype™ Plug-In installation package
- coresuite customize 2.81

Skype Plug-In installation package

The installation package **Skype_PlugIn.zip** contains two files:

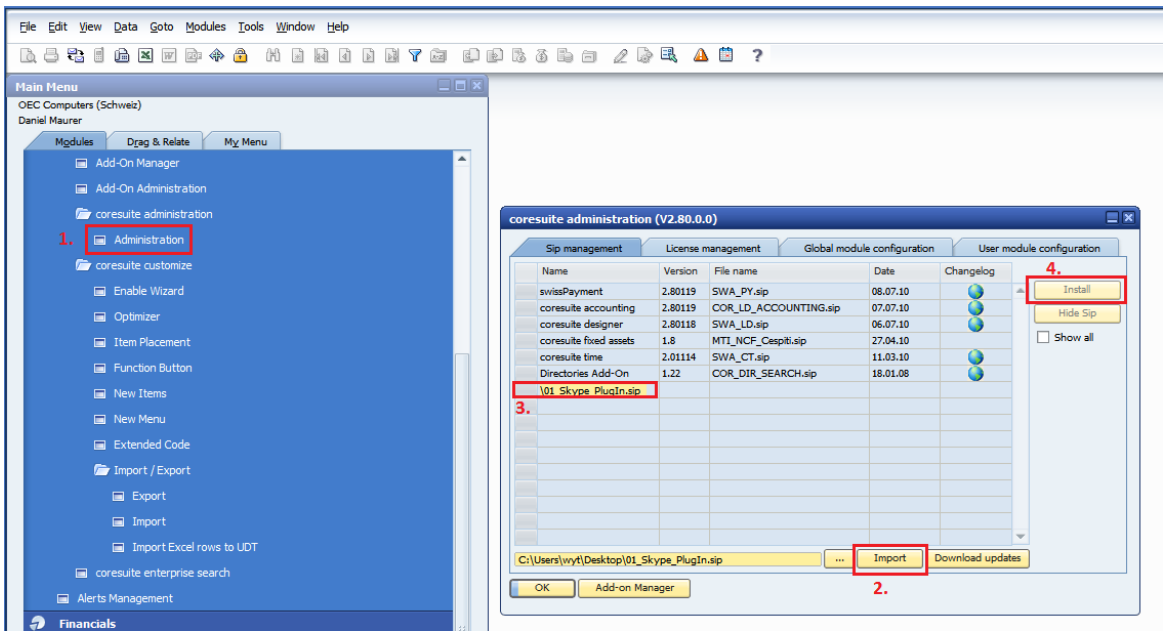
1. **01_Skype_PlugIn.sip** : is the installation package containing the dll to allows the interraction with the Skype™ software.
2. **02_Skype_PlugIn.cocu** : is the **core**suite **customize** rule used to bind Skype™ to the **core**suite **enterprise search**.

Unzip the **Skype_PlugIn.zip** package and install the two components as here described.

Install the .sip file

1. Open the **core**suite administration menu
2. Import the **01_Skype_PlugIn.sip** file
3. Select the new Skype™ entry
4. Install the package

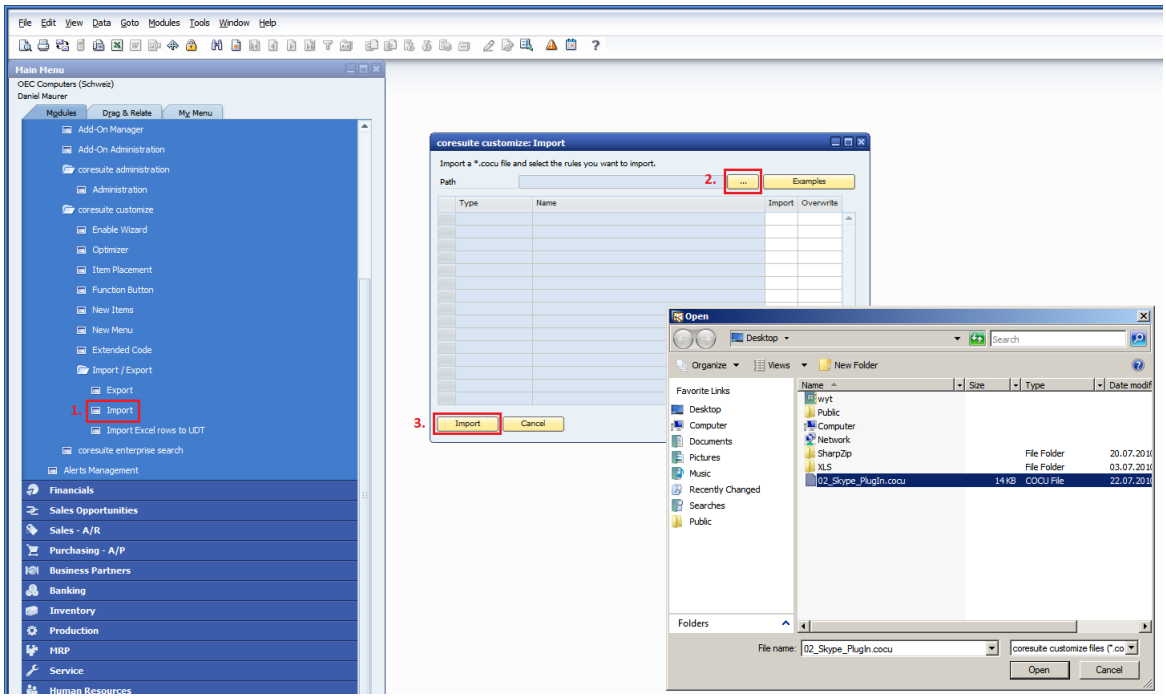
Once completed these steps please restart the **core**suite Add-On.



Import the .cocu rule

1. Open the **core**suite **customize** import menu
2. Select the **02_Skype_PlugIn.cocu** file to import
3. Import the rule

After restarting the **core**suite Add-On the Skype™ plug-in will be ready to use.



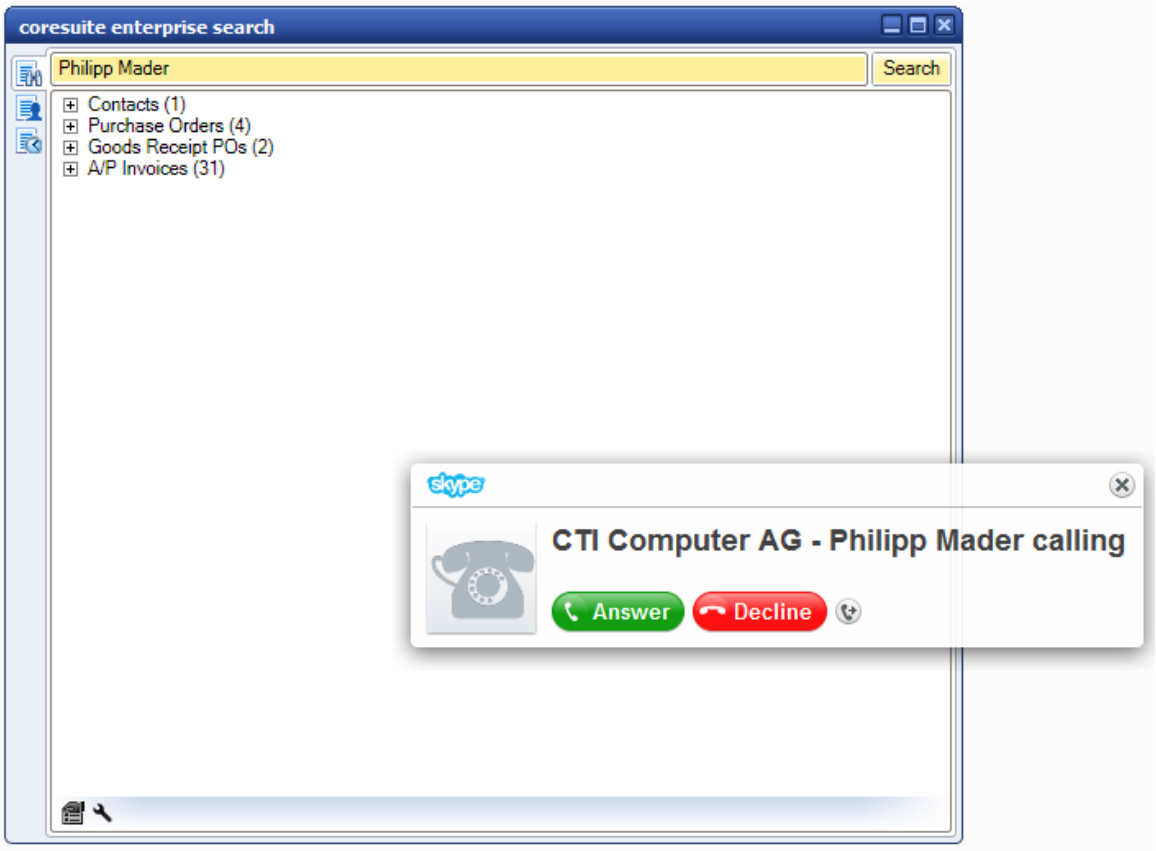
Usage

3

3 Usage

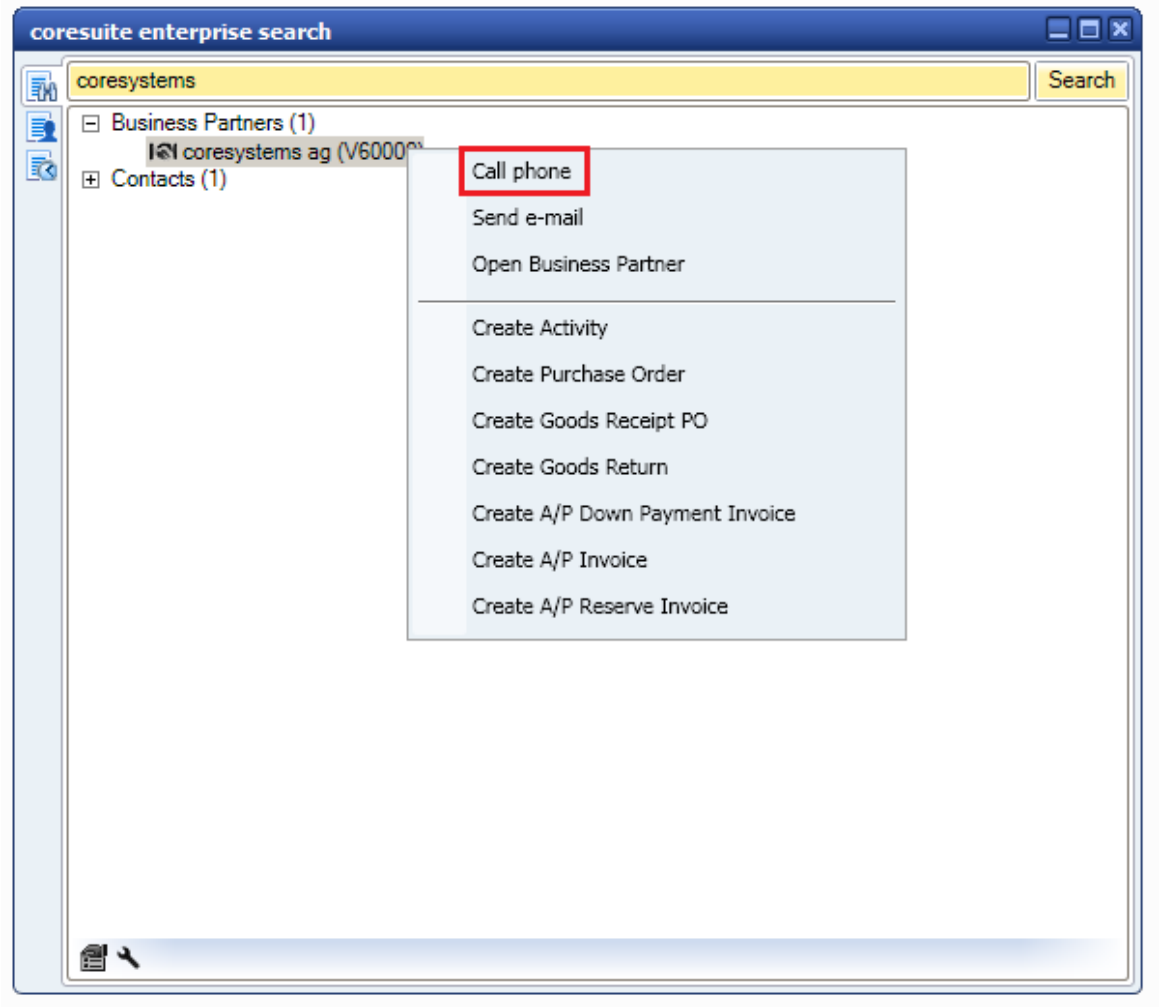
Incoming Calls

When an incoming call is detected, the **core**suite **enterprise search** starts searching automatically for all the documents related to the calling Business Partner Contact \ Business Partner.

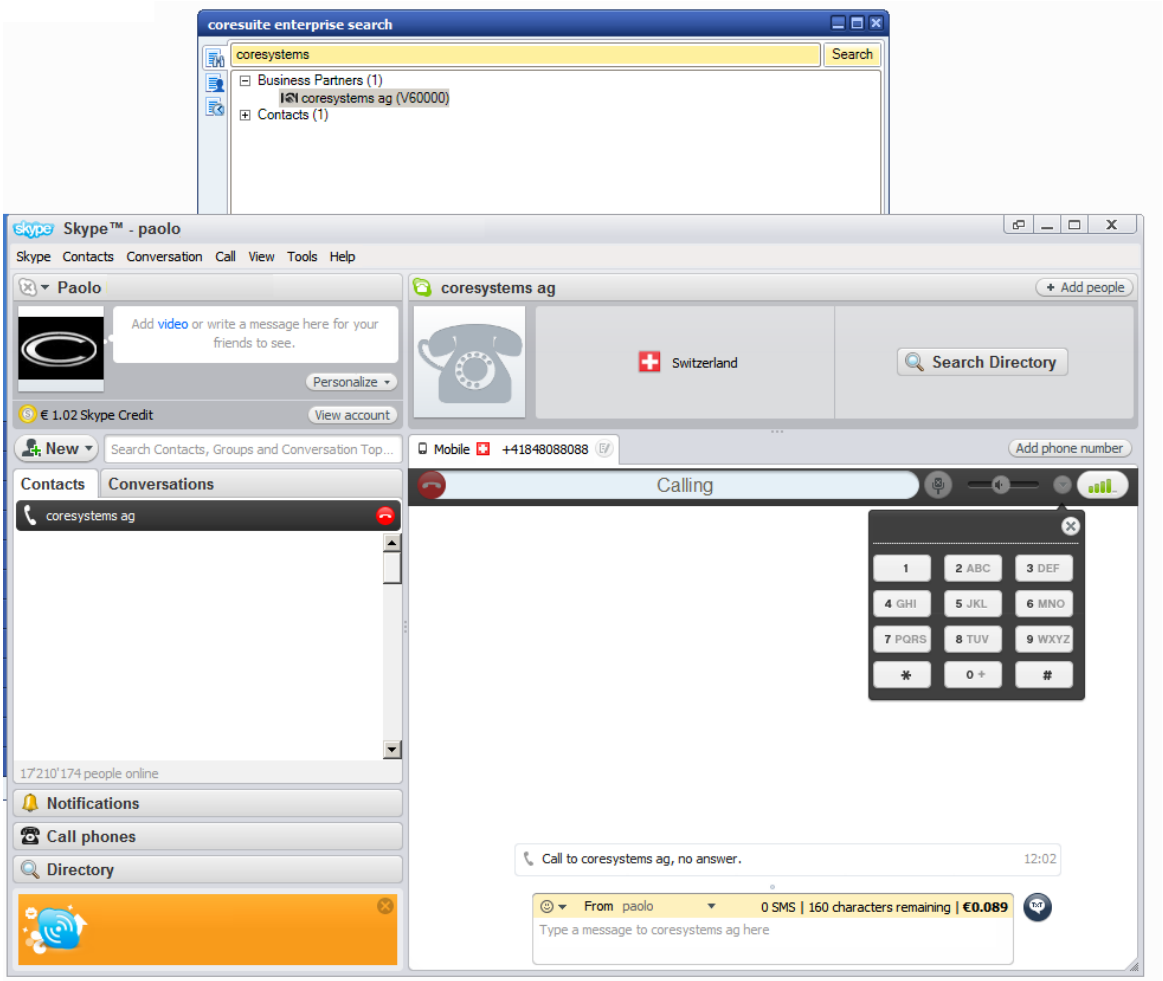


Outgoing Calls

Right clicking a certain Business Partner Contact / Business Partner the user can starts an outgoing phone call to this Business Partner Contact / Business Partner.



The Skype™ window will pop-up


coresuite enterprise search
coresystems
Search
Business Partners (1)
coresystems ag (V60000)
Contacts (1)
Skype™ - paolo
Skype Contacts Conversation Call View Tools Help
Paolo
Add video or write a message here for your friends to see.
Personalize
€ 1.02 Skype Credit
View account
New
Search Contacts, Groups and Conversation Top...
Contacts
Conversations
coresystems ag
17'210'174 people online
Notifications
Call phones
Directory
coresystems ag
+ Add people
Switzerland
Search Directory
Mobile +41848088088
Add phone number
Calling
1 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQRS 8 TUV 9 WXYZ
* 0 + #
Call to coresystems ag, no answer. 12:02
From paolo
0 SMS | 160 characters remaining | €0.089
Type a message to coresystems ag here

Support

4

4 Support

Further support is available on coresystems support service webpage .

A Topic related to the Skype Plug-In is available in our Support Forum page.

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INFO

For further information and
support visit our product
website www.coresuite.com

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