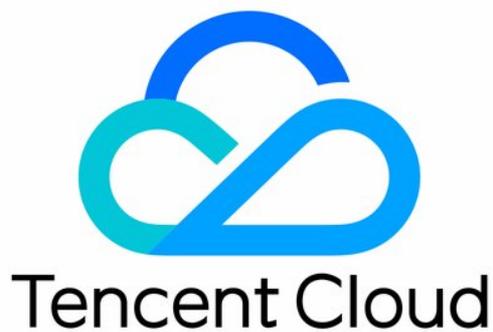


Cloud Contact Center

Use Case

Product Documentation



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Contents

Use Case

Inbound: Customer Experience

Outbound: Telemarketing

Auto Dialer: Voice Notification

Integration Use Case (SDK)

 SDK Integration Guide

 Outbound Setup

 Inbound Setup

Use Case

Inbound: Customer Experience

Last updated : 2025-01-09 16:05:33

To enhance CX, enterprises can use IVR for 24/7 support, optimizing agent resources and boosting satisfaction. Flexible IVR menus with advanced routing meet diverse customer service needs.

CX – Voice Inbound & Routing

Better Customer Support

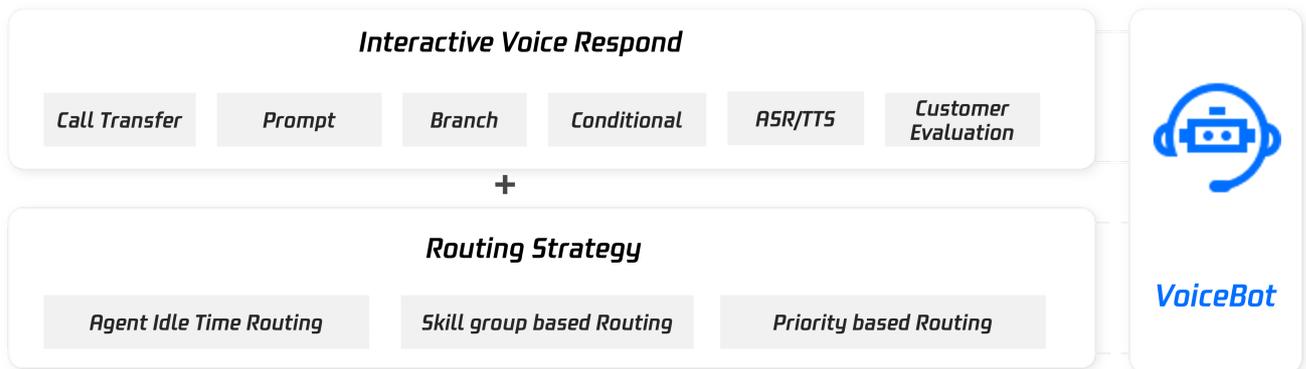
24/7 available : Customer can get help by self-service options when live agents are unavailable

Optimize Labor Force

Minimize agent idle time: smartly assign the right customer to the right agent

Minimize Cost

Free from repetitive task: Agents can focus on solving complex issue, bring client happier experience



Pre Call Setup

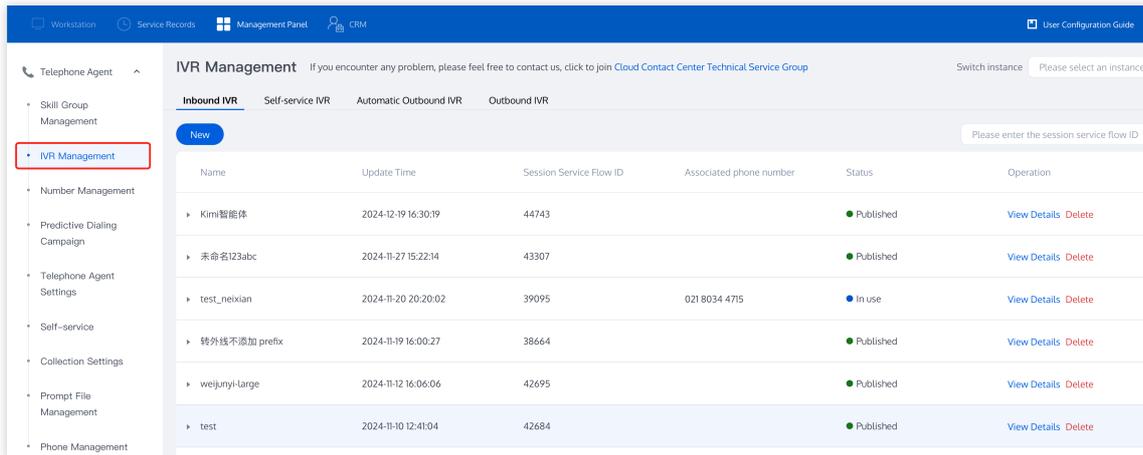
0. Complete Below Setup Before Get Started

Cloud Console: [BYOC: SIP Trunk](#)

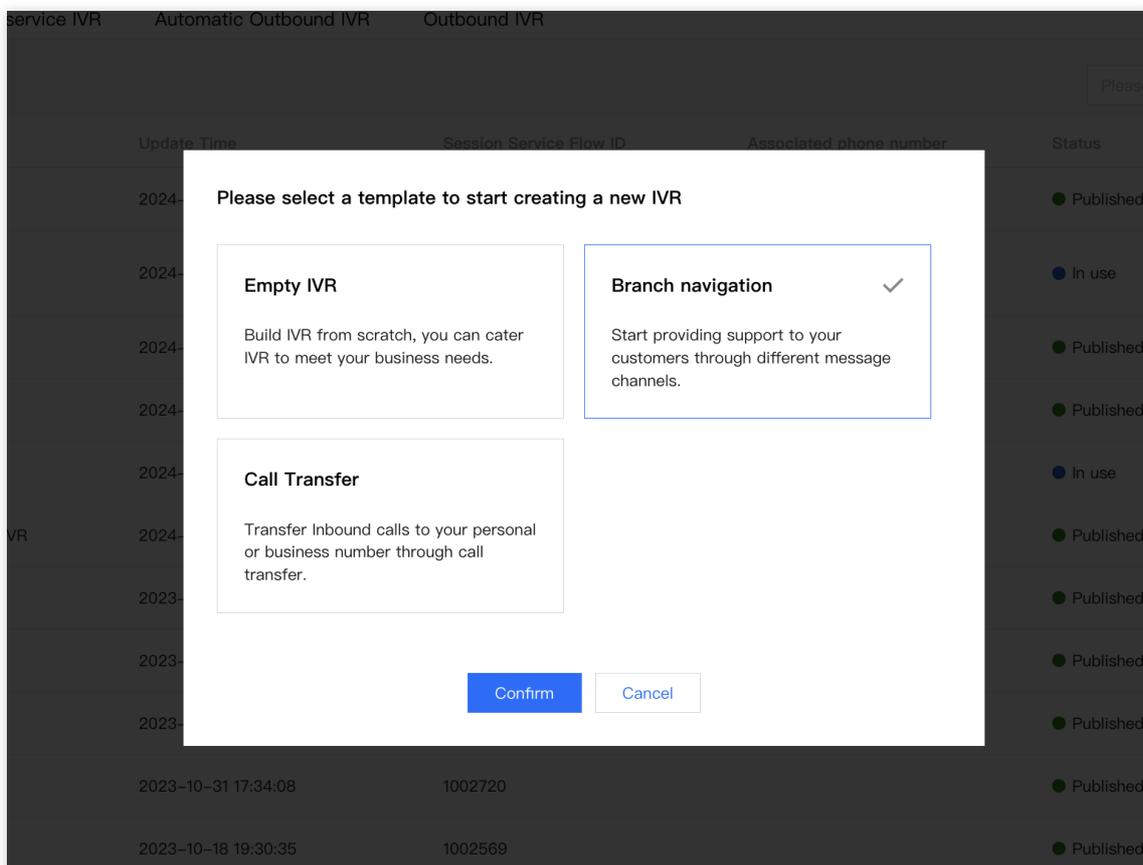
Management Panel: [Add Agent Account](#), [Group Management](#)

1. Create an Inbound IVR Process

Management Panel, choose **Telephone Customer Service > IVR Management**, IVR provides various interactive voice response features. You can configure your own voice broadcast, key branch, etc.



Click **Create Button** > **Branch Navigation**. This template allows you to swiftly establish a workflow, while you can customize it to suit your business needs.



End your flow with Transfer Agent Node, assign a Group in Node Setting.

Note:

If returns parameter error, please check 1. Transfer Agent Node is filled with Skill Group info, 2. Link all nodes with lines, 3. IVR name is unique.

The screenshot shows the configuration interface for a contact center workflow. On the left, there are modules for 'Basic module' (Conditional judgment, Working hours condition, API call, Prompt) and 'Multi-function module' (Branch, Voice recognition navigation, Transfer to agent, External Line Transfer, Collection, Customer Satisfaction, Internal Line Transfer, Voicemail). The central workspace displays a workflow diagram with nodes: 'Pre-sales consultation', 'After-sales consultation', 'Complaints and...', and 'End'. Red annotations indicate: '1. click transfer node' pointing to the 'Pre-sales consultation' node, and '2. connect each node with connection line' pointing to the lines connecting the nodes. On the right, the 'Pre-sales group consultation' configuration panel is open, showing fields for 'Skill group name *' (with a dropdown menu), 'Skill Group Overflow', 'Specify agent priority', and 'Prompt is playing during agent transfer' (with radio buttons for 'Text to speech' and 'Select existed audio').

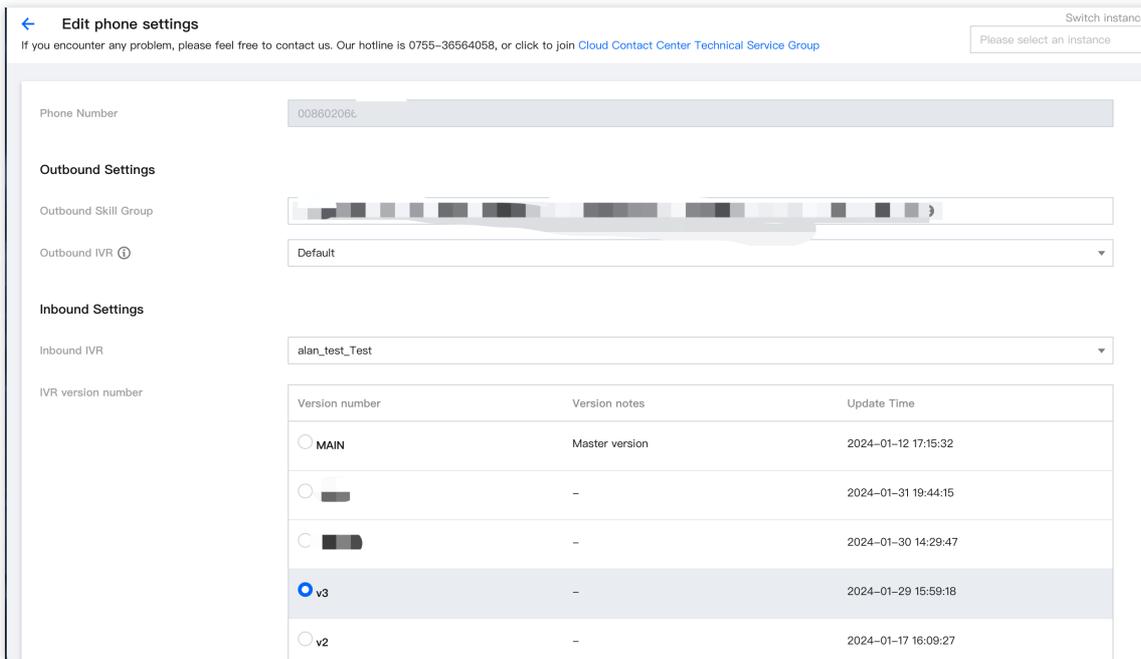
2.Add Phone Number to IVR

Telephone Agent > Number Management, click **Edit** to manage number detail.

The screenshot shows the 'Number Management' interface. At the top, there are tabs for 'Number Management', 'Whitelist Approval', and 'Whitelist View'. Below the tabs, there are filters for 'All (3)', 'Unmarked number (0)', '4 (0)', 'hello (1)', and 'r333 (3)'. A search bar is present with the text 'Enter number please'. The main area contains a table with the following columns: Phone Number, Call type, Number st..., Number lo..., Number tag, Number id, Associate..., Outbound..., Working h..., Non-work..., Number c..., and Operation. The table lists two numbers:

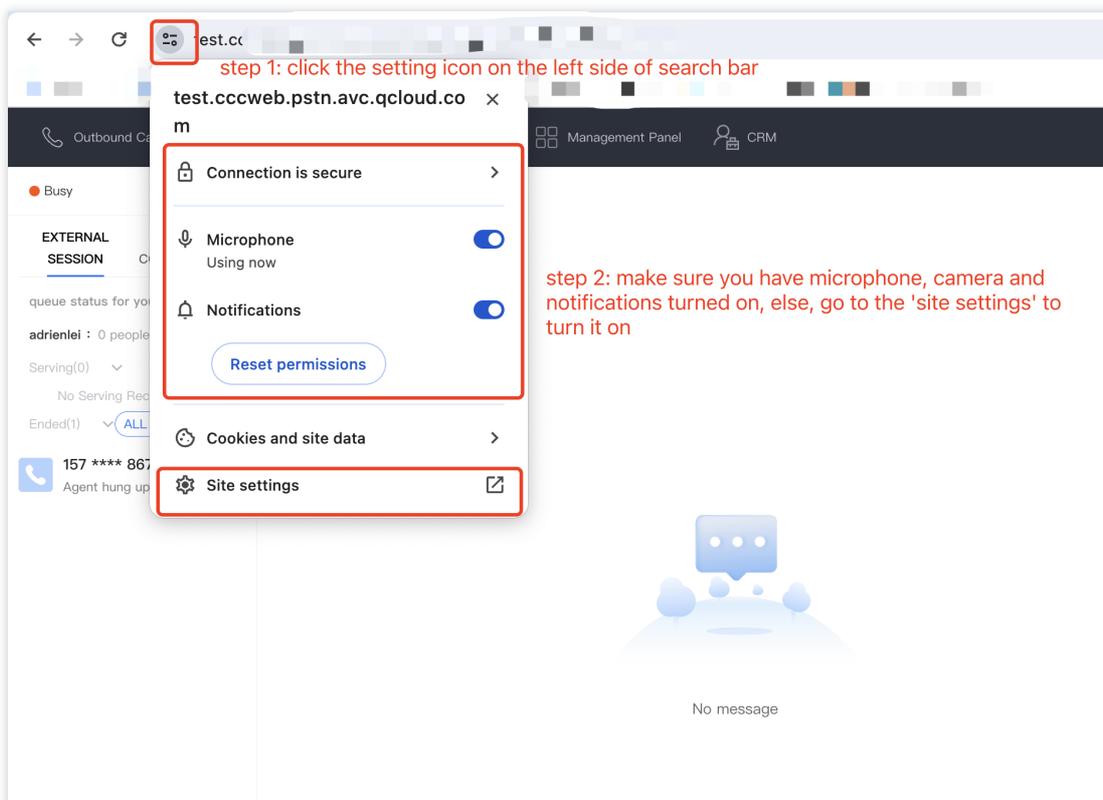
Phone Number	Call type	Number st...	Number lo...	Number tag	Number id	Associate...	Outbound...	Working h...	Non-work...	Number c...	Operation
008602066	Inbound/O...	In use		r333 hello	120	Inbound IVR:alan_test_Test/v3 Outbound IVR:Default	gahou-ph...	-	-	Number concurrency: 10 Number concurrency per second:10	Edit
008602151	Inbound/O...	In use		r333	1517	Inbound IVR: Outbound IVR:Default	MAI	-	-	Number concurrency: No restriction Number concurrency per second:No restriction	Edit

Inbound Settings > choose an IVR, click save. Effective in 1 minute.



3. Check Microphone Authorization

Check whether your Microphone is turned on or not.

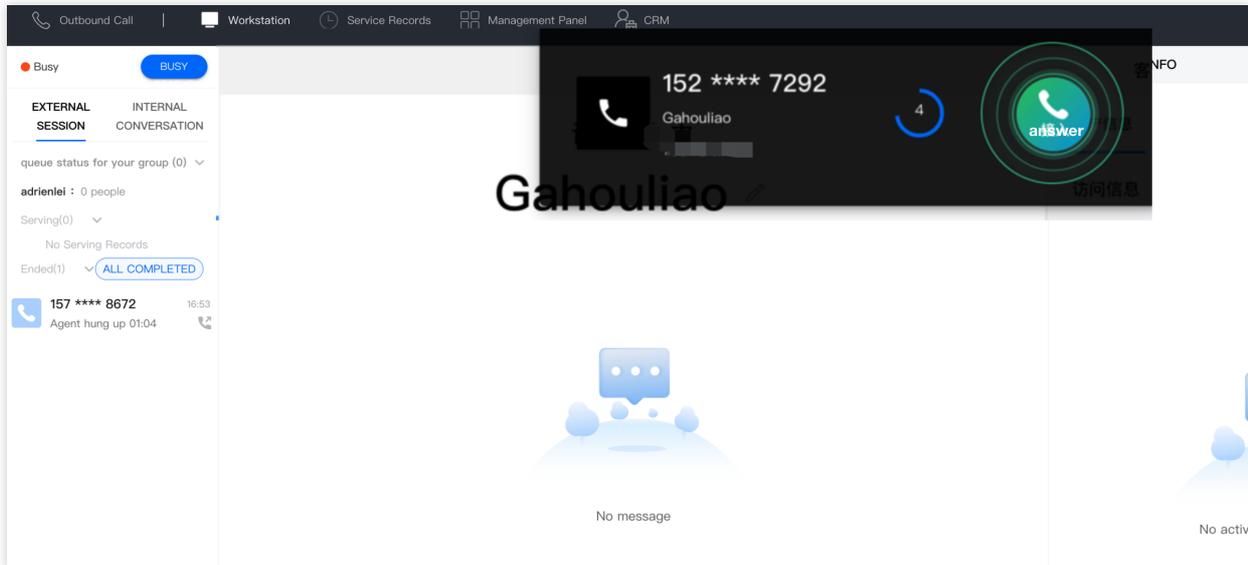


4. Inbound Test

Note:

Before testing incoming calls, ensure that agents in the skill group are online at the IVR **Transfer to Manual Customer Service** node.

Call your hotline to test the configured IVR effects. The effect on the agent's workstation for incoming calls is as follows:



Note:

If agents have not received call notification, go Management Panel > Service Records > View Details to check.

In Call Features

Agent Call Features

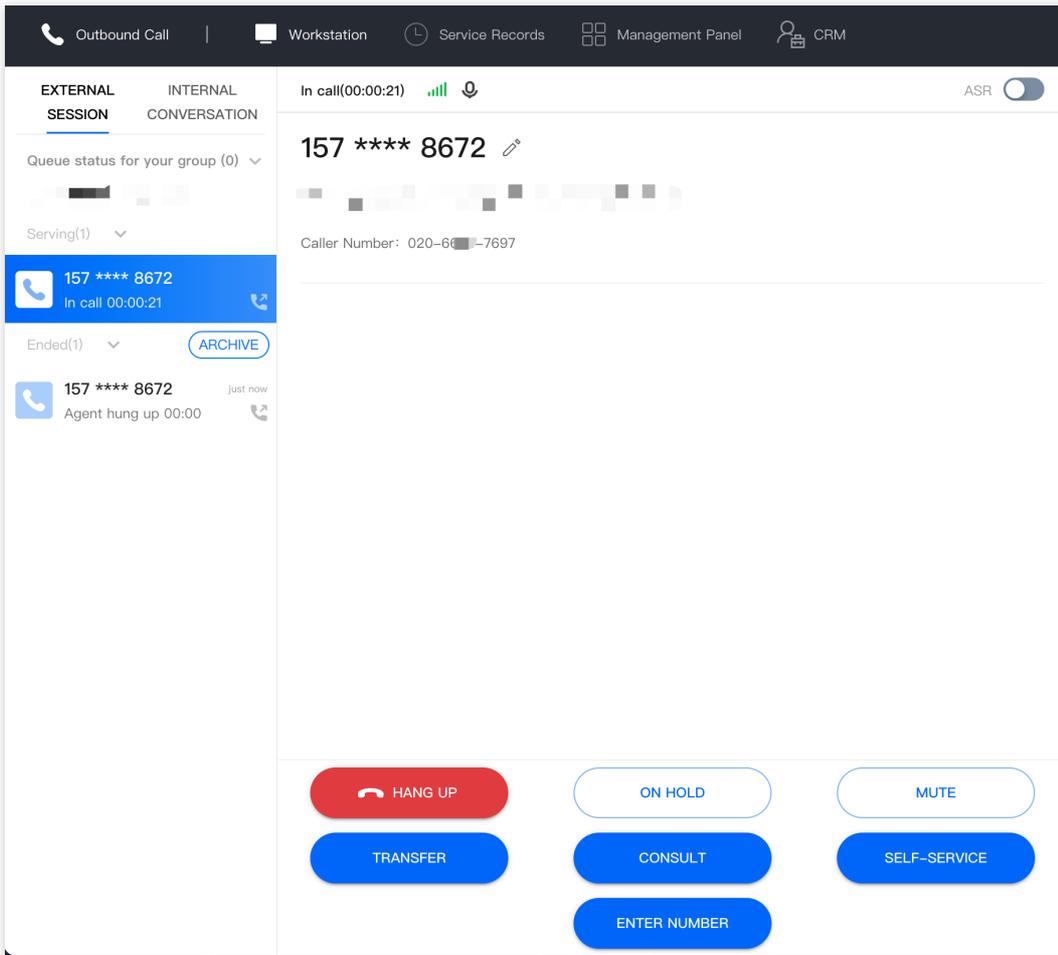
[Transfer \(Agent/Skill Group\)](#)

[On Hold and Mute](#)

[Self Service - IVR](#)

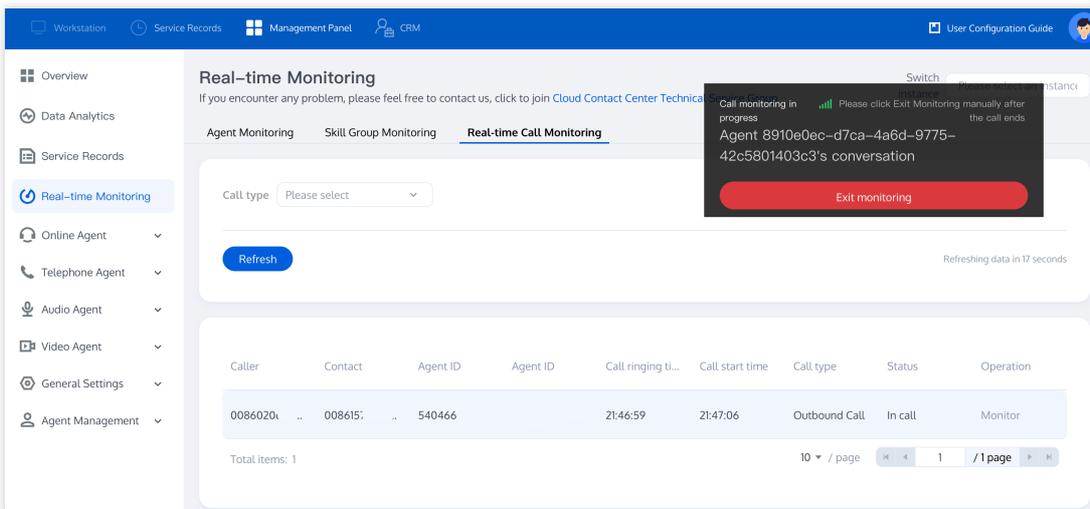
[Three-Way Calling/Call Conference](#)

For more features, refer to [Call Feature Overview](#).



Admin Call Monitoring

Real-Time Monitoring



Post Call Features

Post Call Record Analysis

[Review Service Records](#): TCCC provides CDR with free storage for 3 months. Business can use APIs to pull or push service records for local storage.

[Recording Storage and Access](#): TCCC offers dual-track recordings with free storage for 3 months. Business can transfer recordings to Tencent Cloud COS for cloud storage or use APIs to pull or push recordings for local storage.

[Customer Service Evaluation](#): TCCC supports satisfaction ratings collection, where the system plays survey prompts during or after calls, allowing users to rate via keypress.

You Might Want to Read

Routing and ACD Strategy

[Answering Routing Configuration](#): Provides basic routing settings and priority allocation features. If the number of incoming calls exceeds the number of agents, the system can allocate calls to appropriate agents based on pre-set rules.

Multi-Devices Answering

[SIP Phone Answering](#): Bring your physical SIP phones to the Cloud to access advanced softphone features and enable seamless multi-device communication.

[Web Page Answering](#): Agents can log in to the workstation via Chrome or Edge to answer calls.

[SDK Integration](#): Cloud Contact Center can be integrated into your business system, allowing agents to complete call reception within your business system.

Outbound: Telemarketing

Last updated : 2025-01-09 16:05:33

Note:

Enhance your sales and marketing teams' productivity and customer conversion rates with multiple dialing modes that quickly establish voice capabilities. Real-time monitoring ensures agent performance quality, supporting data-driven decision-making.

Sales - Outbound

<h3 style="color: #007bff; margin-top: 0;">Multiple Dialing Mode</h3> <p>Offers multiple dialing modes to support various approaching needs</p>	<h3 style="color: #007bff; margin-top: 0;">AI Powered Dialer</h3> <p>Human-like experience: End user to AI VoiceBot conversation delay within 1s.</p>	<h3 style="color: #007bff; margin-top: 0;">Gain Visibility into Team</h3> <p>Monitor sales team performance to quickly identify issues and deliver targeted coaching.</p>
---	---	---

Easy Navigation With Session Flow

Flow Control

Invoke Collection

Human Transfer

How much an agent license cost?

Purchase a minimal of 3 licenses

- Standard: \$40/mon/agent
- Premium: \$70/mon/agent



Pre-Call Setup

0. Complete Below Setup Before Get Started

Cloud Console: [BYOC: SIP Trunk](#)

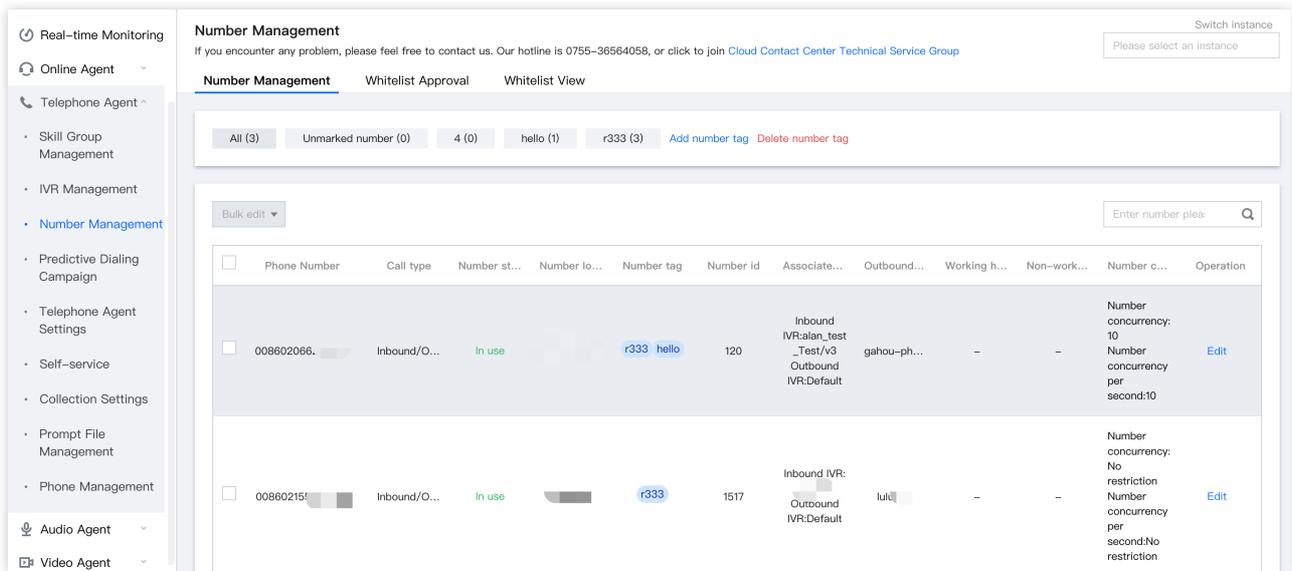
Management Panel: [Add Agent Account](#), [Group Management](#)

1. Number Settings

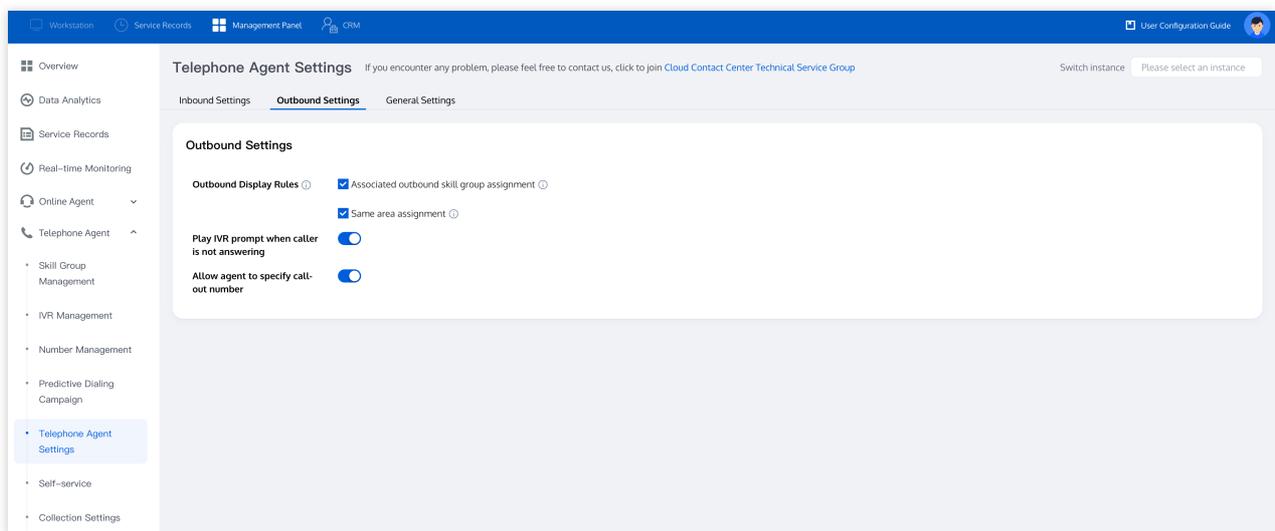
Go to **Voice Agent** > [Number Management](#) , select the number, click **Edit** (supports add IVR flow, group members, etc.)

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Page 12 of 41



Go to Telephone Agent Settings > Outbound Call Settings to set up your preference

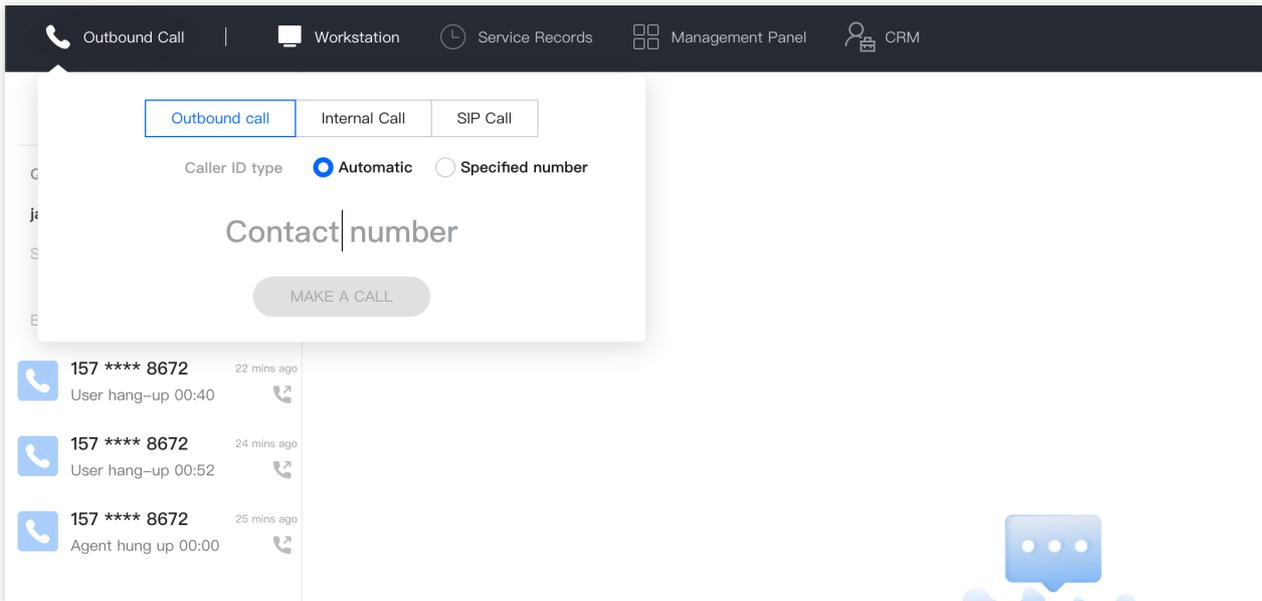


2. Outbound Call Modes

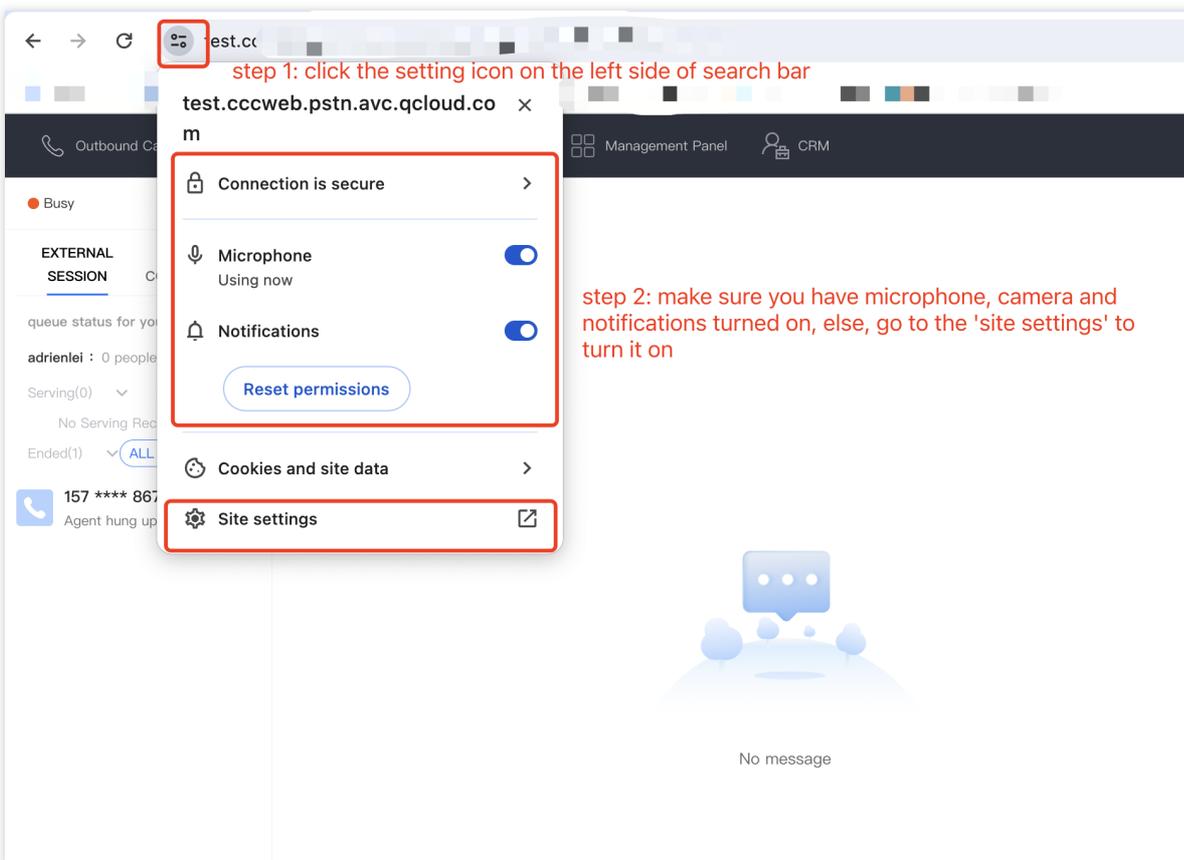
2.1 Manual Dialing

Agents can directly enter numbers dialpad to make calls, support communication across internal member, SIP phones, and external lines.

Pro: Agents to call via dialpad, better customer service



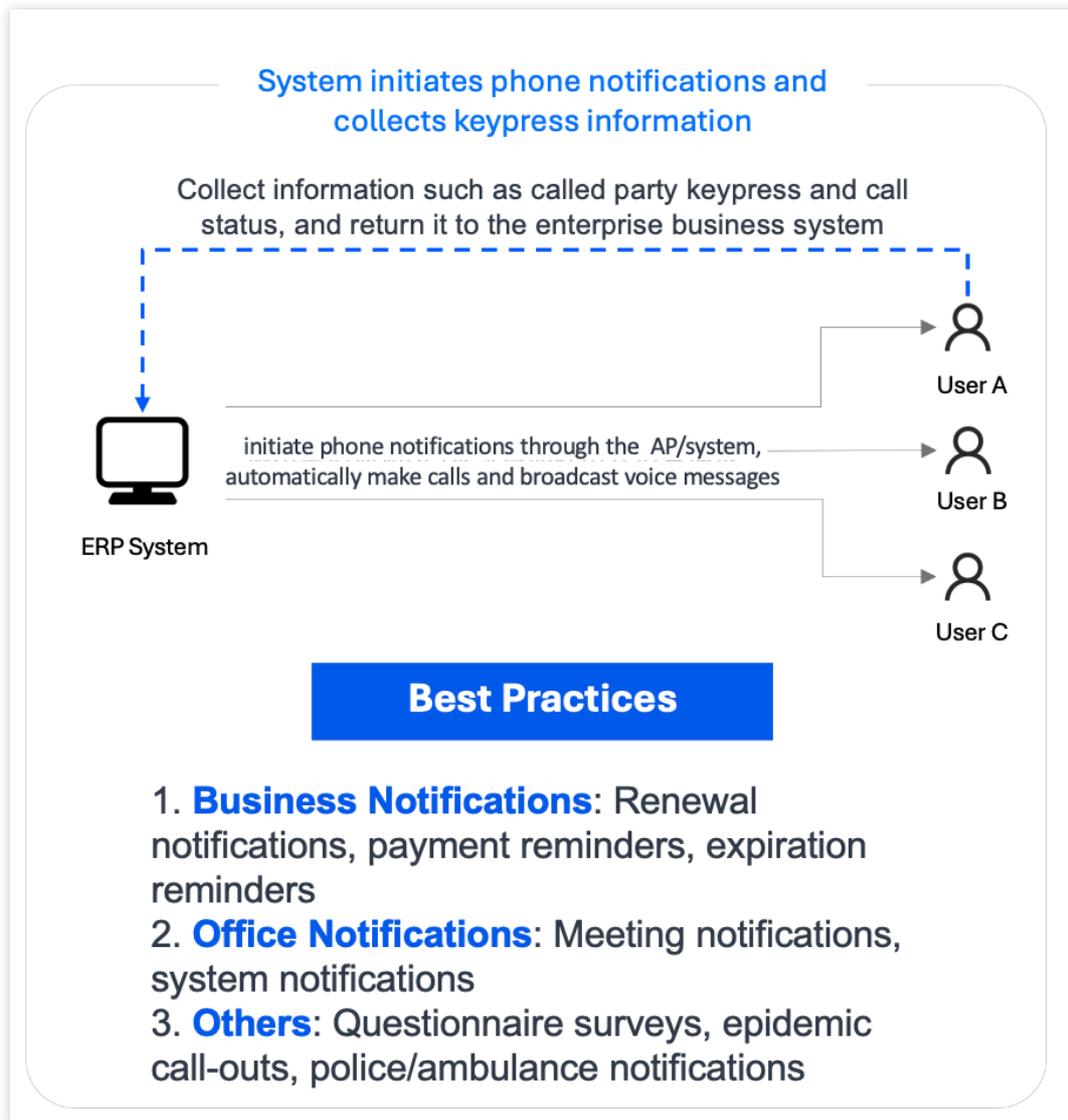
Mic Authorization Check: see whether your Microphone is turned on or not.



2.2 Auto dialing

Auto dialing tasks are initiated by the system. When end user answers, system can play prompt, collects DTMF inputs etc.

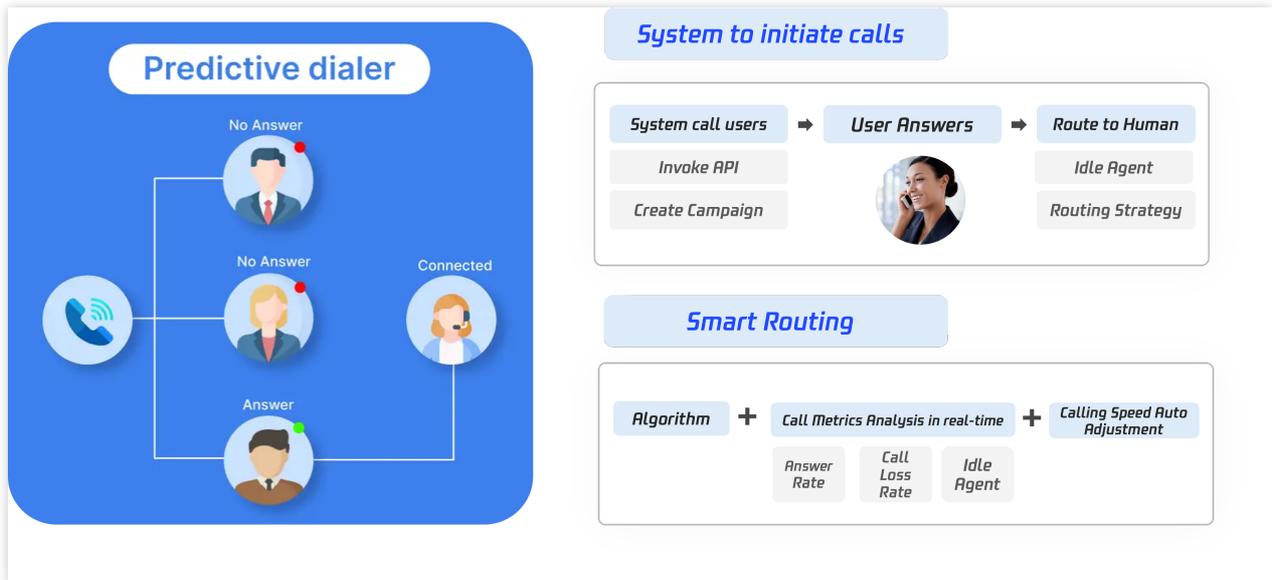
Pro: No manual intervention required, system initiates batch outbound calls to complete simple voice notifications and input collections, save up manpower.



2.3 Predictive Dialing

Predictive Dialing Predictive dialing leverages AI to analyze real-time data (e.g., connection rate and agent availability), automatically adjusting call speed to maximize labor efficiency.

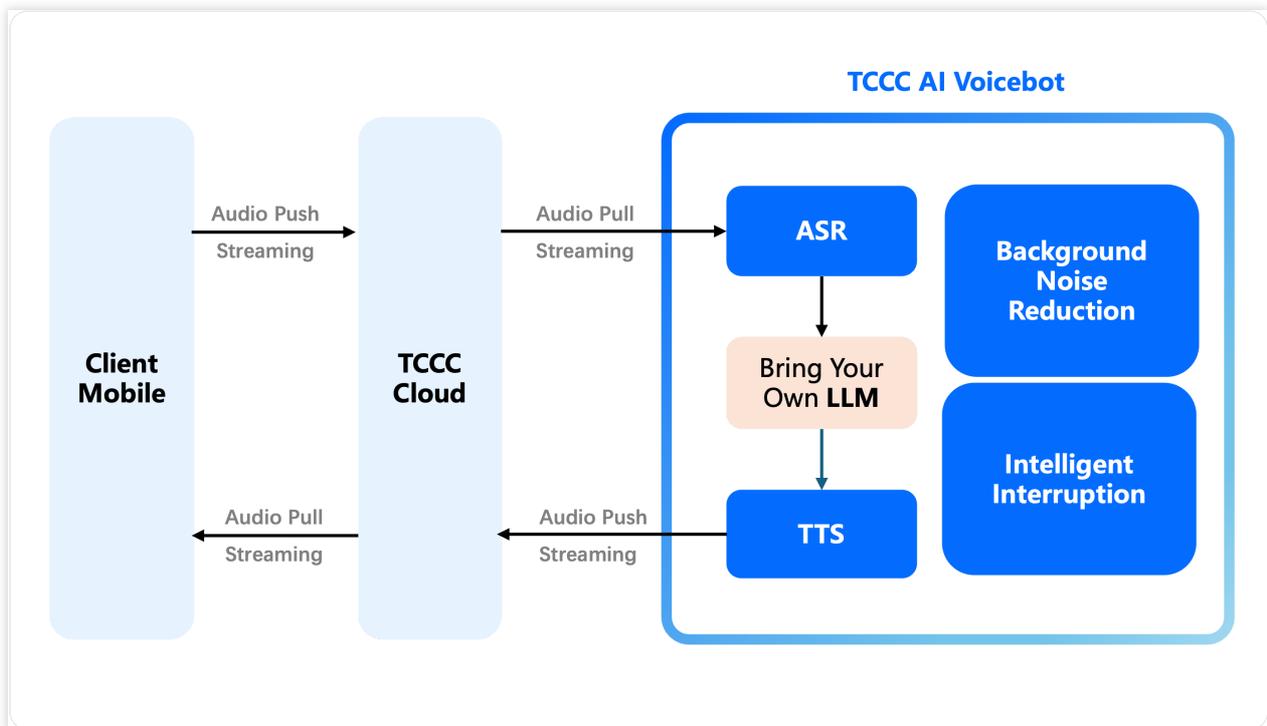
Pro: Maximize agent productivity and reduce labor cost, it initiates calls based on agent availability, ensuring seamless connections when customers answer.



2.4 AI outbound call

AI Outbound Call: Initiate AI outbound calls through API invocation, covering scenarios such as telephone questionnaire surveys, appointment confirmations, and sales lead follow-ups.

Pro: Low latency, AI real-time dialogue, built-in accurate Automatic Speech Recognition (ASR).



In Call Features

Agent Call Features

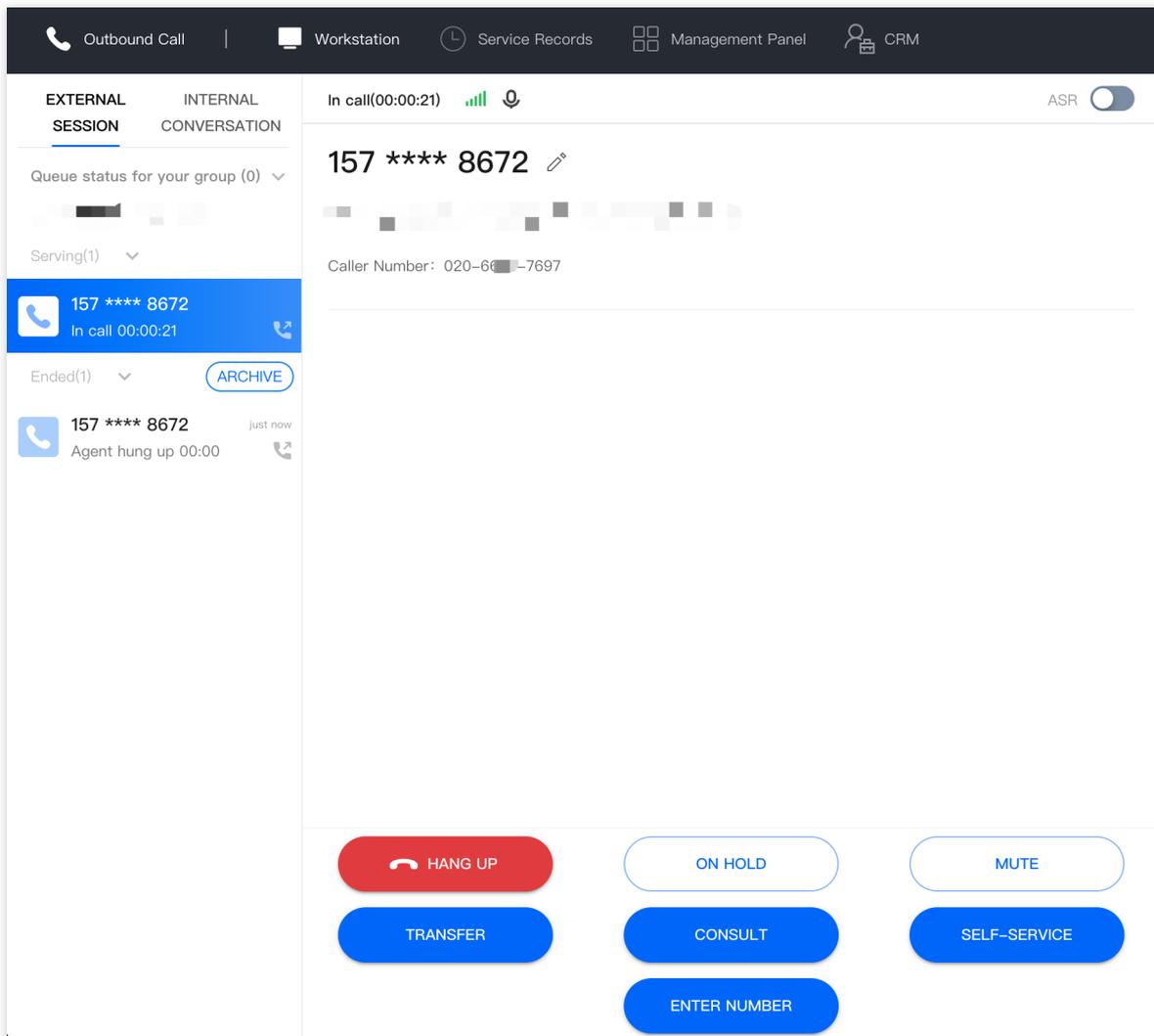
[Transfer \(Agent/Skill Group\)](#)

[On Hold and Mute](#)

[Self Service - IVR](#)

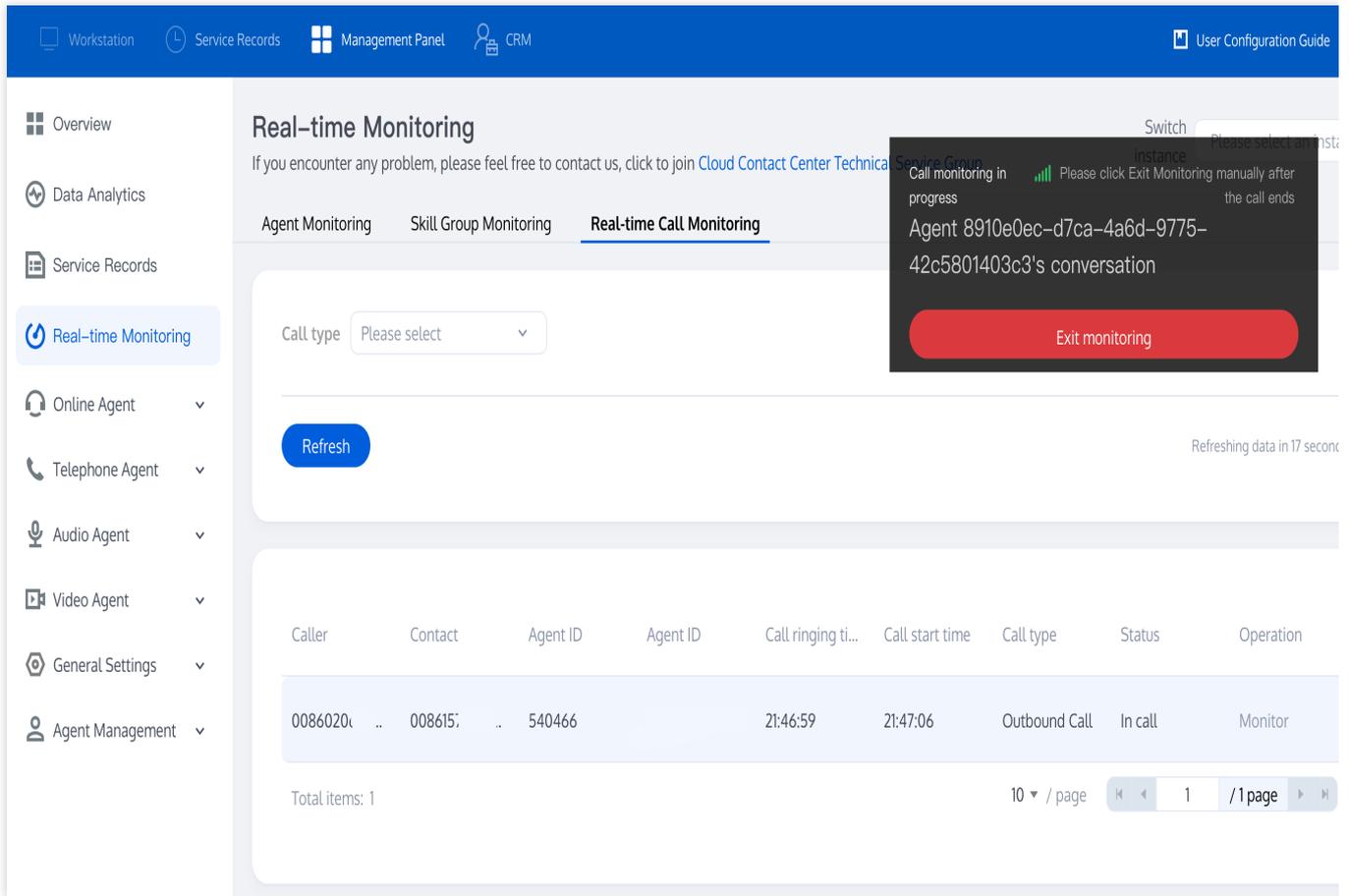
[Three-Way Calling/Call Conference](#)

For more features, refer to [Call Feature Overview](#)



Admin Call Monitoring

[Real-Time Monitoring](#)



Post Call Features

Post Call Record Analysis

Review Service Records: TCCC provides CDR with free storage for 3 months. Business can use APIs to pull or push service records for local storage.

Recording Storage Download: TCCC offers dual-track recordings with free storage for 3 months. Business can transfer recordings to Tencent Cloud COS for cloud storage or use APIs to pull or push recordings for local storage.

Customer Service Voice Survey: TCCC supports satisfaction ratings collection, where the system plays survey prompts during or after calls, allowing users to rate via keypress.

You May Want to Read

Outbound IVR

Auto Dialing and **Predictive Dialing** features trigger batch calls through the system, allowing you to create system outbound call flows in IVR to achieve voice interaction between the system and users.

[Basic IVR Module](#)

[Multi-Feature IVR Module \(Premium Feature\)](#)

Multi-Device Calling

SIP Phone Call: Cloud Contact Center supports you to bring your SIP phones to cloud, enabling multi-device communication.

Answering Calls and Making Outbound Calls (via Web): Agents can make outbound calls with one click through the workspace using browsers (Chrome, Edge).

SDK Outbound Call: We provide an SDK for rapid integration, and developers can make outbound calls through the SDK API.

API Dual Call: We also provide an HTTP method to use the outbound call API. In the scenario where SDK is not loaded in the frontend, you can trigger this API to make an outbound call from the backend. Currently, only mobile callbacks are supported (first connect to agent's mobile), and it has been confirmed that the outbound call whitelist has been applied and approved.

Auto Dialer: Voice Notification

Last updated : 2025-01-09 16:05:33

Supports business systems in invoking [Auto Dialer API](#), enabling system to initiate calls to callee and complete IVR service flow(e.g., voice reminder, voice survey, ID collection).

Prerequisite

1. Tencent Cloud Console: [Create Contact Center Application](#)
2. Purchase [Premium Agent Package](#).
3. Complete [BYOC: SIP Trunk](#).

Note:

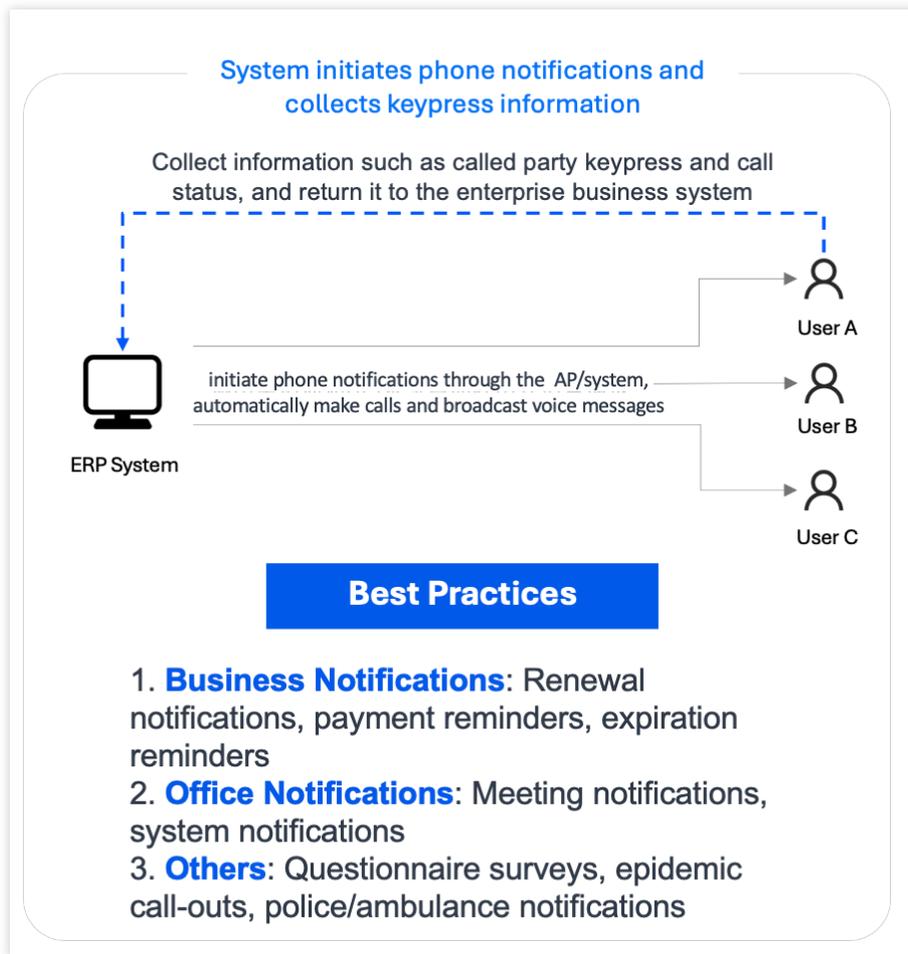
Auto Dialer is an advanced feature included in the Premium Agent Package.

Use Case

Business: Renewal, payment, and expiration reminders.

Office: Meeting and system alerts.

Other: Surveys, operation warnings, and emergency dispatch notifications.

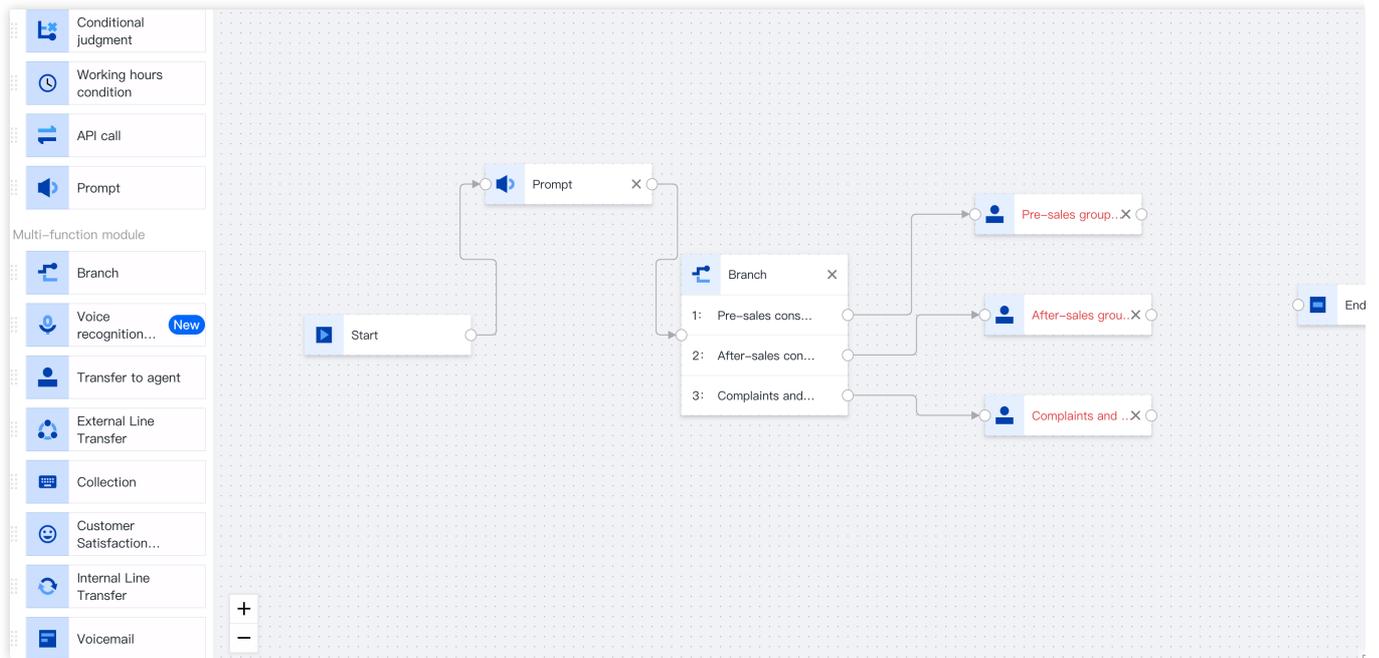


Guidance

Note:

Auto Dialer currently supports API-based integration only

1. **Create Auto Dialer IVR:** Click **IVR Management** on the left. Choose **Auto Dialer IVR** tab, then click **New** to create your flow!
2. **Name IVR Flow:** Name your flow on the top left corner
3. **Design Your Flow:** Create your IVR flow by simply dragging and dropping modules onto the canva, following your business process. (For details, see [Basic IVR Module](#) and [Multi-Feature IVR Module](#)) Each IVR flow must begin with a Start Node, end with an End Node, and ensure all nodes are connected with lines.



4. Save IVR: Click **Save** after completing your settings.

5. Invoke Auto Dialer API : to create auto dialer task, to get started (see [Creating an Auto Dialer Task](#)).

Integration Use Case (SDK)

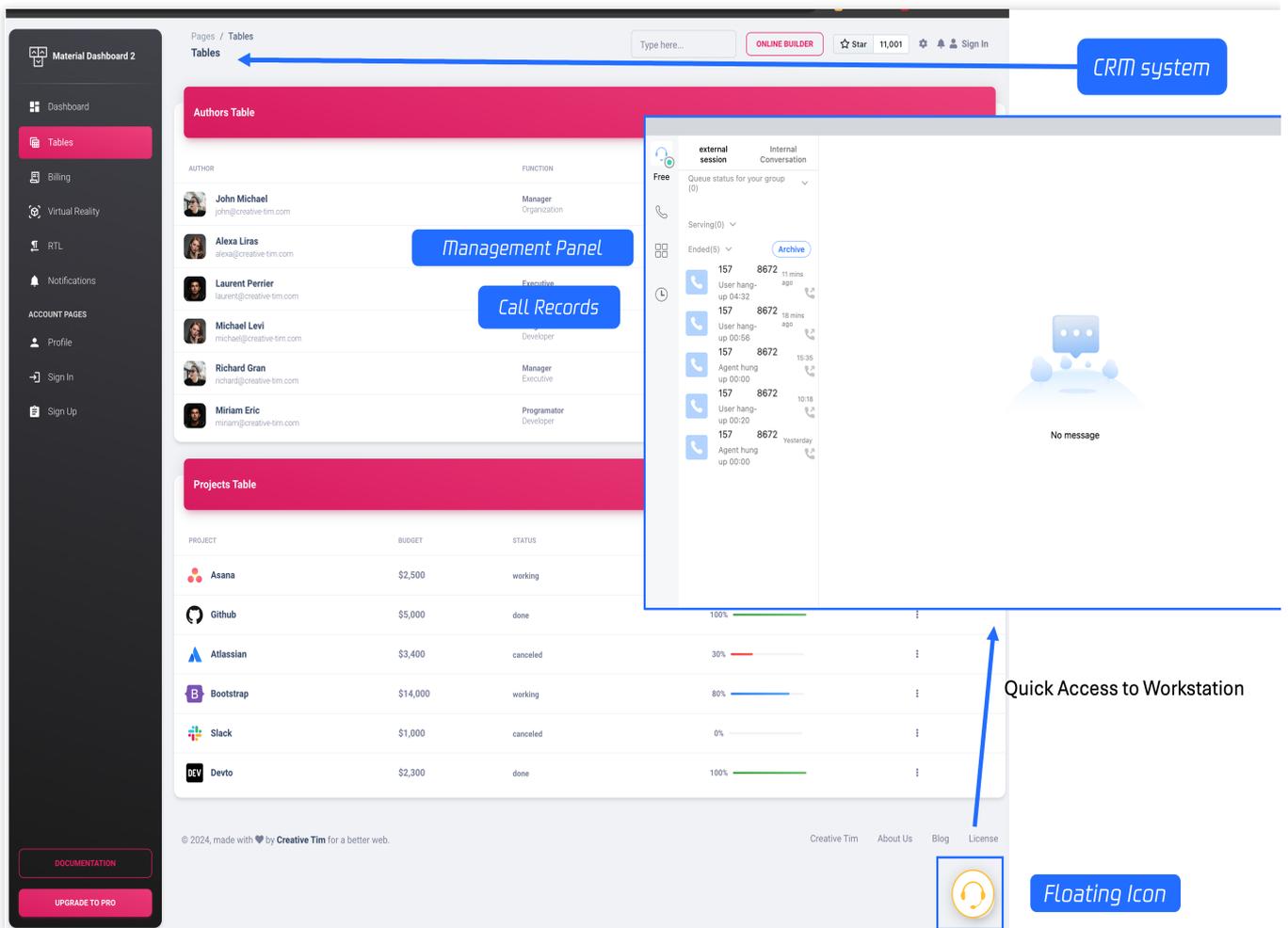
SDK Integration Guide

Last updated : 2025-01-17 15:48:32

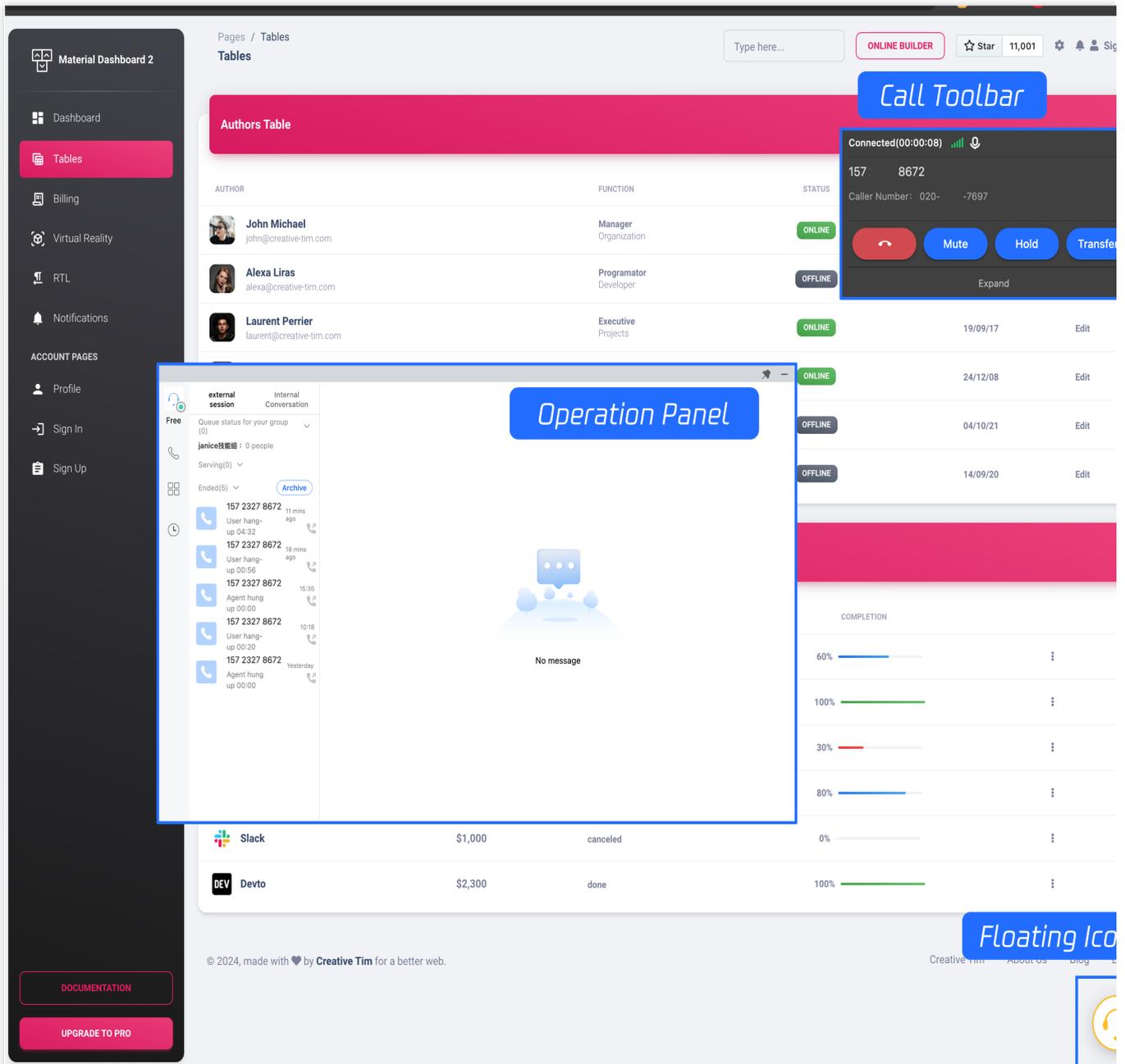
SDK integration offers complete flexibility to tailor the solution to your business operations, allowing agents to efficiently complete their tasks within a single unified system.

Integration Showcase

SDK Integration - Unified Communication Agent Workstation



SDK Integration - Inbound/Outbound Calls



Integration Guidance

You can follow these steps for integrated development:

Step	Operation
1	Creating Cloud Contact Center application

2	Inbound / Outbound Configuration Guide Outbound Call Quick Set Up Inbound Call Quick Set Up
3	Refer to Integrating Voice Agent to insert Toolbar SDKs into your system
4	SDKs support different terminals including IOS, Android, Uniapp, Web, please refer to the link for more Workstation SDK: API Guide

Join our community

Click here to join [Cloud Contact Center community](#), where you can get support from our engineers.

Outbound Setup

Last updated : 2025-01-09 16:05:33

Prerequisite

This article will guide you through a few simple steps to make a call.

1. Create Cloud Contact Center application
2. Add [Agent Accounts](#).
3. Complete [BYOC: SIP Trunk](#)
4. [Twilio Number Purchase Guide](#) (reference only)

Note:

Google Chrome is recommended for a better experience.

Step 1: Cloud Contact Center Agent Workstation

Log in to [Cloud Contact Center Agent Workstation](#)

Step 2: Group Setup

In **Management Panel -Voice Agent > Group Management**

Workstation Service Records Management Panel CRM User Configuration Guide

Overview Data Analytics Service Records Real-time Monitoring Online Agent Telephone Agent Skill Group Management (step 2) IVR Management Number Management Predictive Dialing Campaign Telephone Agent Settings Self-service Collection Settings Prompt File

Skill Group Management step 1

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#) Switch inst

Please select an instance Group

+Add skill group Please enter the skill group name or age

Skill group name	Skill group ID	Ringing mode	Skill group extensio...	Reception limit	Agent Count	Operation
tt	2956	Ring in sequence	+Extension number	1	1	step 3 Edit Delete
after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
lulu phone	2454	Ring in sequence	8889	1	3	Edit Delete

Click **Edit** , add your agents into groups.

Workstation Service Records Management Panel CRM User Configuration Guide

Skill Group Management

If you encounter any problem, please feel free to contact us. Our hotli Group

+Add skill group

Skill group name	Skill group ID	Ringing
tt	2956	Ring in
after sales group	2955	Ring in
e2e-test	2939	Ring in
gahou-same vibration	2684	Ring sir
jeremy_test	2609	Ring in
weijunyi-tel	2522	Ring in
alan_test	2488	Ring in
shuaisguo test	2462	Ring in
lulu phone	2454	Ring in

Edit skill group

Skill group name **tt**

Skill group properties **Phone**

Reception limit **1**

Ringing mode Ring in sequence Ring simultaneously

Agents in skill groups **Add agent**

Agent Name	Email	Priority	Operation
Xiao Guo	838632526@qq...	3	Delete

Total items: 0 10 /page 1 / 1 page

Telephone in skill group **Add telephone**

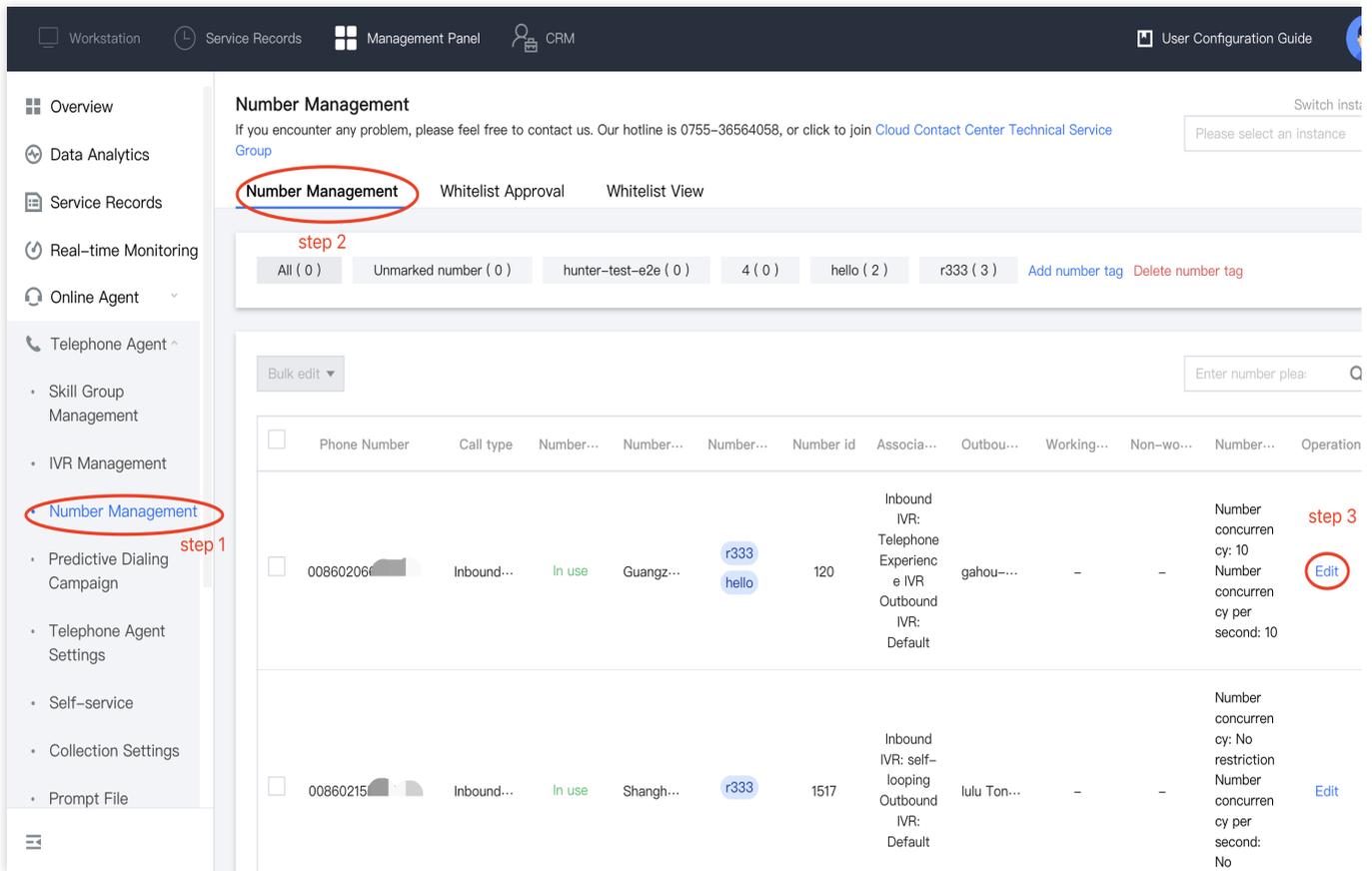
Extensio...	Phone N...	Phone S...	Phone R...	Priority	Operation
No data yet					

Total items: 0 10 /page 1 / 1 page

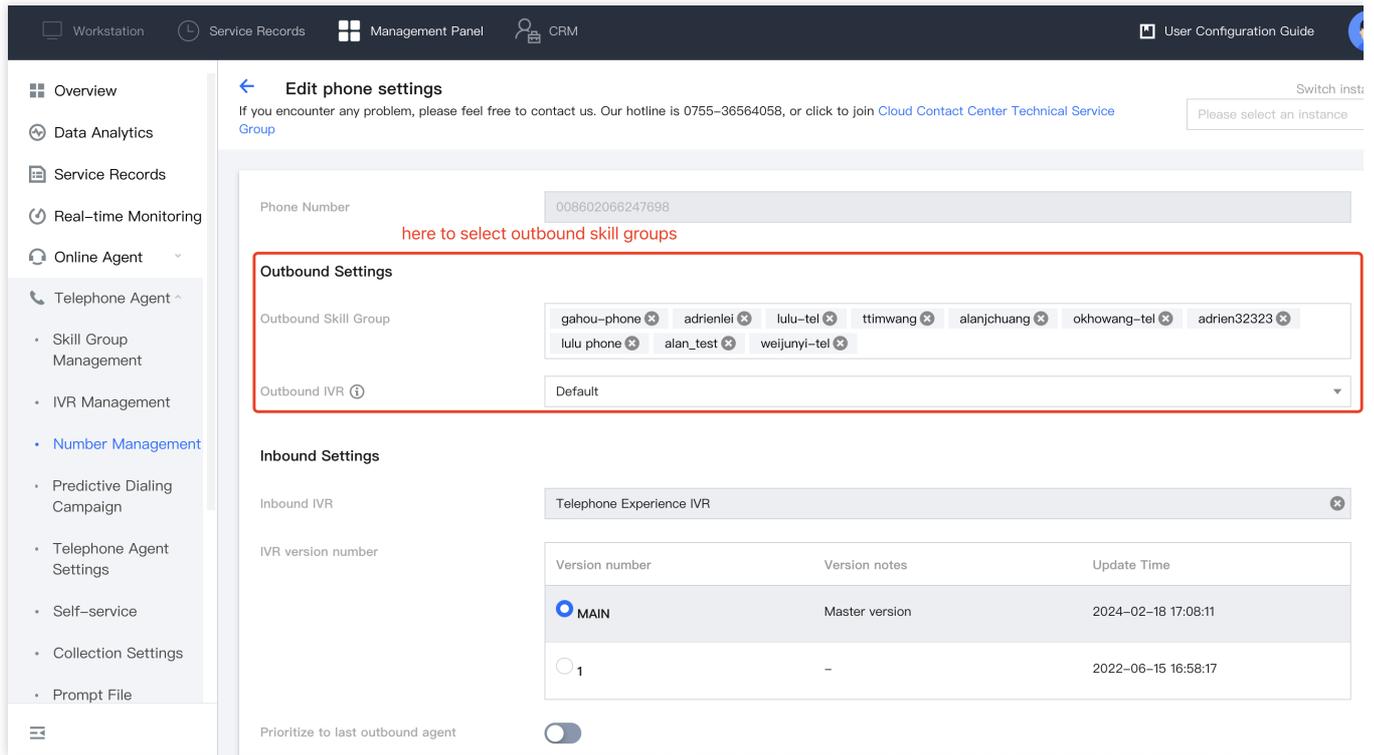
Step 3: Assign number to Groups

Note:
If Skill Group do not bind any number, caller number will be chosen at random for outbound. If you have multiple numbers, you can designate a specific number for a particular group.

Management Panel- Voice Agent-Number Management.

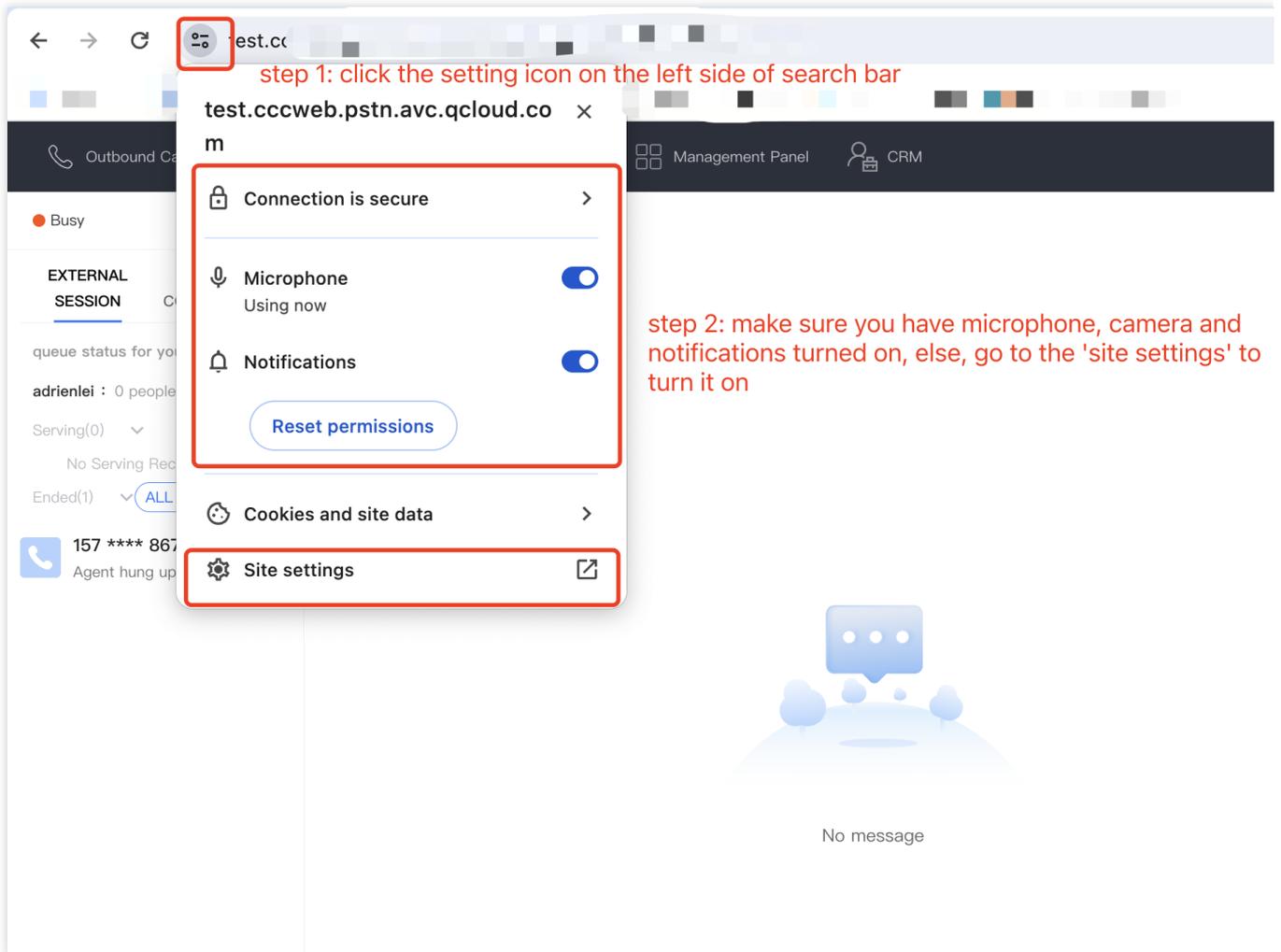


Once you've completed the configuration, select your skill groups. Agents in those skill groups will then be able to choose the designated number to make calls.



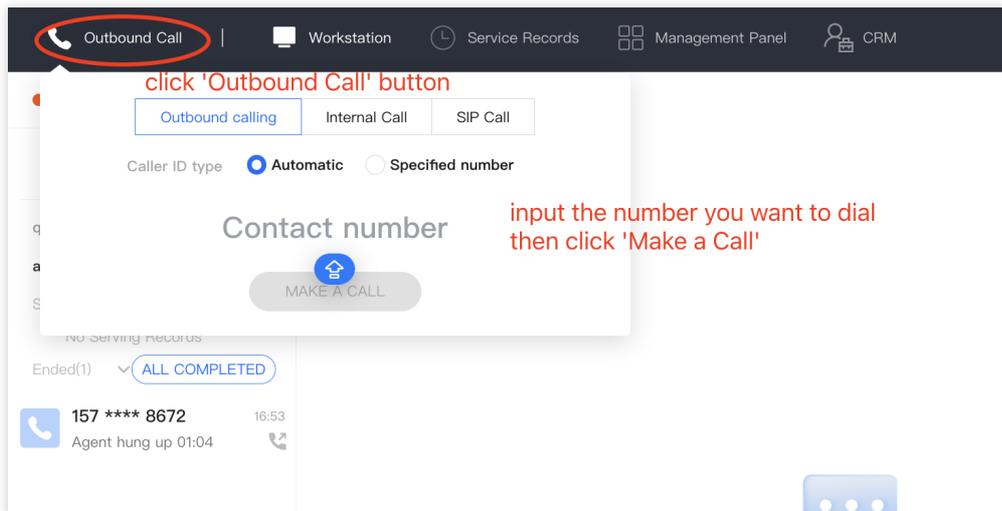
Step 4: Authorize Browser Microphone

Check whether your Microphone is turned on or not.



Step 5: Ready to Call

Input your Callee Number, let's try it!



Advanced Feature During a Call

Features:

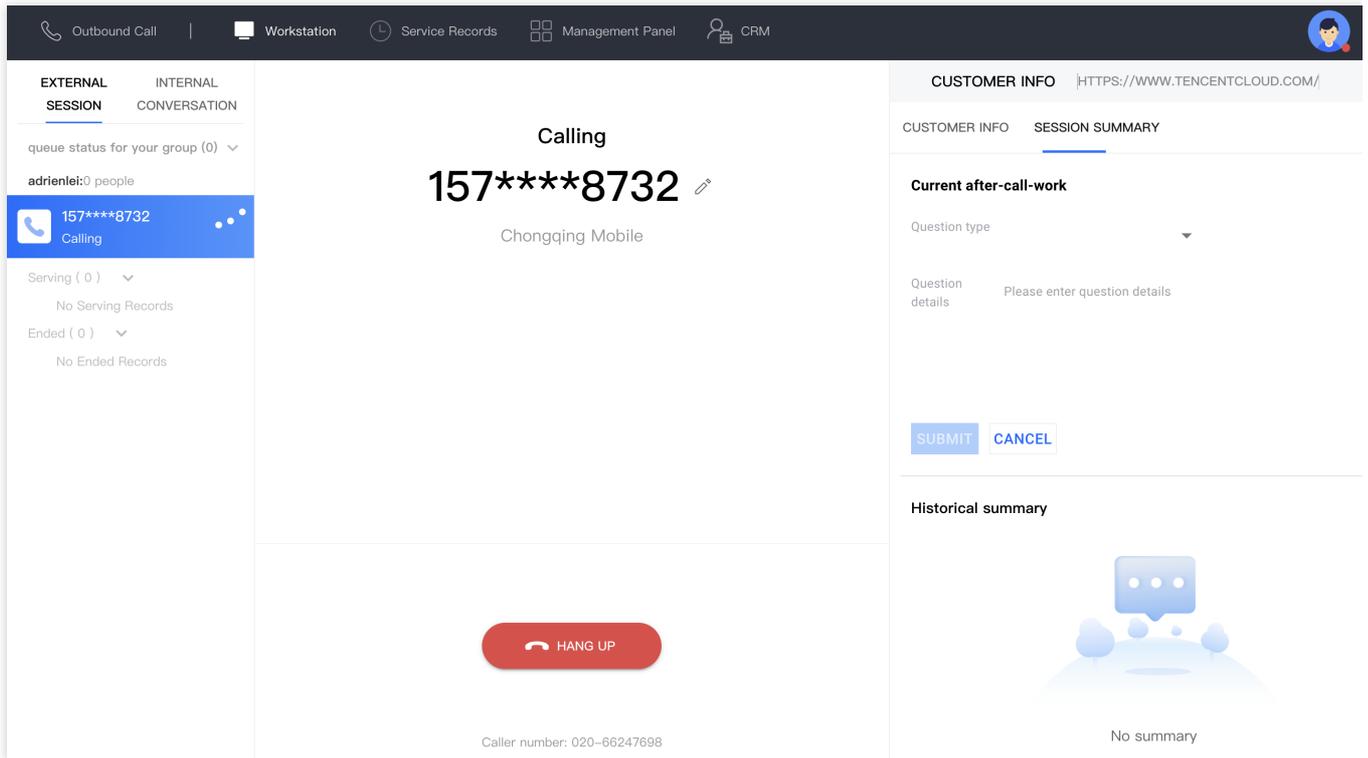
[Call Transfer \(Skill Group/Agent\)](#)

[On Hold and Mute](#)

[Self Service - IVR](#)

[Three-Way Calling/Call Conference](#)

For more features, refer to [Call Feature Overview](#)



More Ways to Make Outbound Calls

Cloud Contact Center offers various ways to make outbound calls. You can choose a suitable method based on your actual conditions:

Outbound Call on Dial Pad: You can directly enter the phone number to make an outbound call on Cloud Contact Center, using the configured outbound caller number to call.

SDK Outbound Call: We provide an SDK for rapid integration, and developers can make outbound calls through the SDK API.

API Dual Call: We also provide an HTTP method to use the outbound call API. In the scenario where SDK is not loaded in the frontend, you can trigger this API to make an outbound call from the backend. Currently, only mobile callbacks are supported (first connect to agent's mobile), and it has been confirmed that the outbound call whitelist has been applied and approved.

SIP Phone Usage: Cloud Contact Center allows customers to connect the purchased SIP landline phones with the agents on Cloud Contact Center, so that the agents can make calls using the landline phone.

You Might Want To Know

Service Record Storage and Access: Cloud Contact Center provides service records related to calls, stored for free for 3 months by default. Enterprises can use the interface to pull the records to the local storage or use the push

feature to download the service records to the local storage.

Recording Storage Download: TCCC offers dual-track recordings with free storage for 3 months. Business can transfer recordings to Tencent Cloud COS for cloud storage or use APIs to pull or push recordings for local storage.

Customer Service Voice Survey: TCCC supports satisfaction ratings collection, where the system plays survey prompts during or after calls, allowing users to rate via keypress.

Inbound Setup

Last updated : 2025-01-23 11:59:56

Prerequisite

This article will guide you through a few simple steps to receive a call.

1. Create Cloud Contact Center application
2. [Add Agent Accounts](#)
3. [Bring you Own Carrier via SIP Trunk](#)

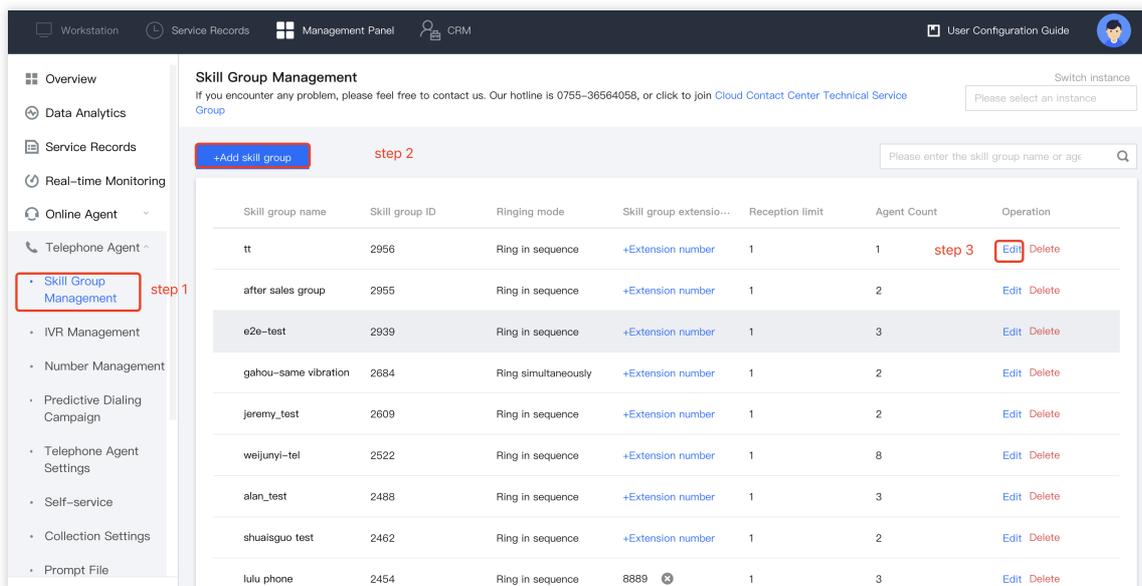
Google Chrome is recommended for a better experience.

Step 1: Agent Workstation Sign In

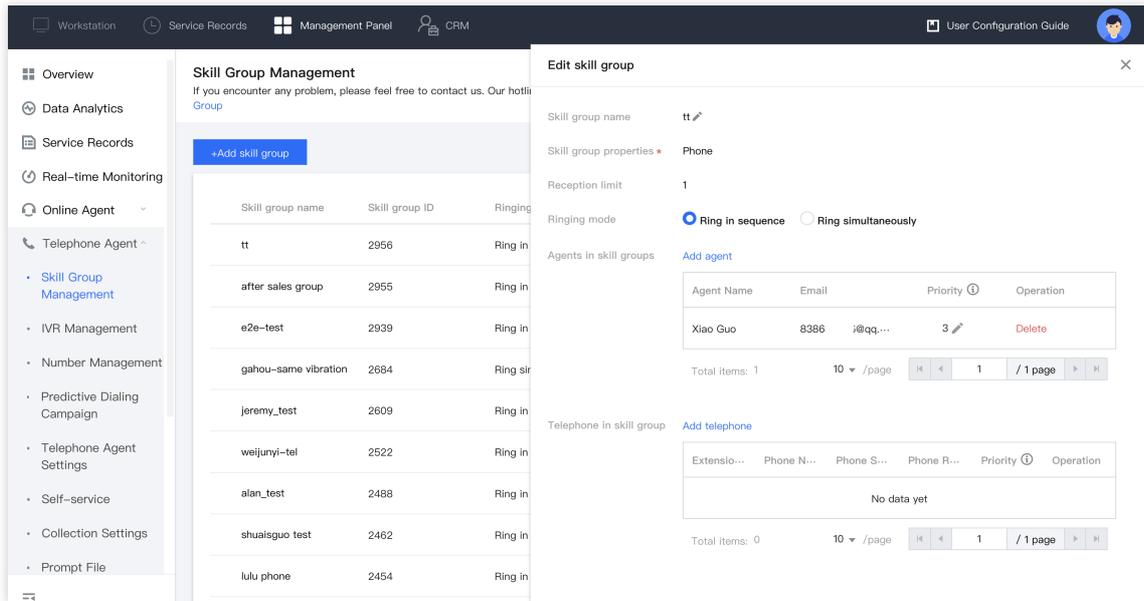
Sign in [Cloud Contact Center agent workstation](#).

Step 2: Skill Group Set Up

Management Panel > Telephone Agent > Skill Group Management

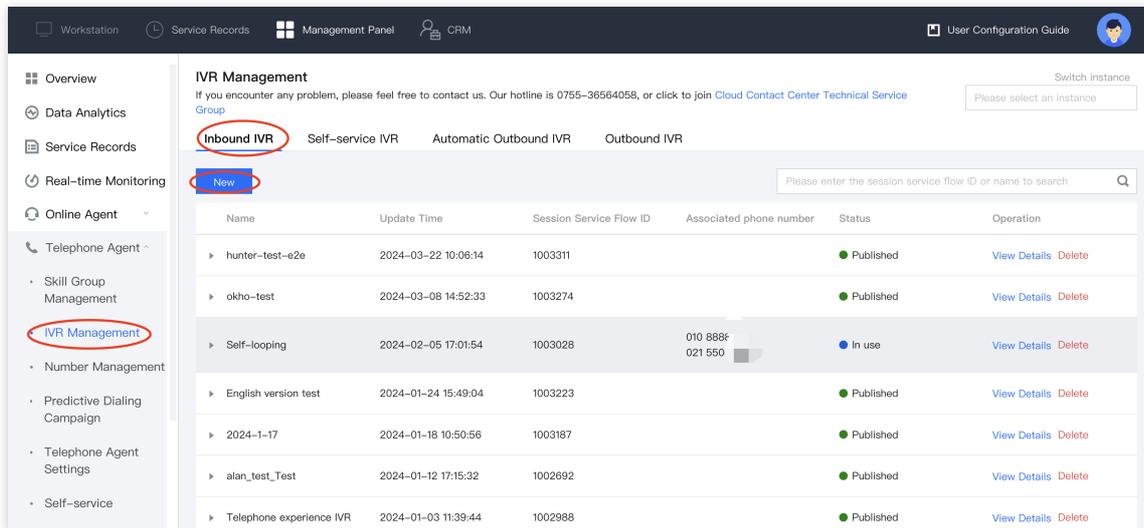


Click **Edit** to manage agent account

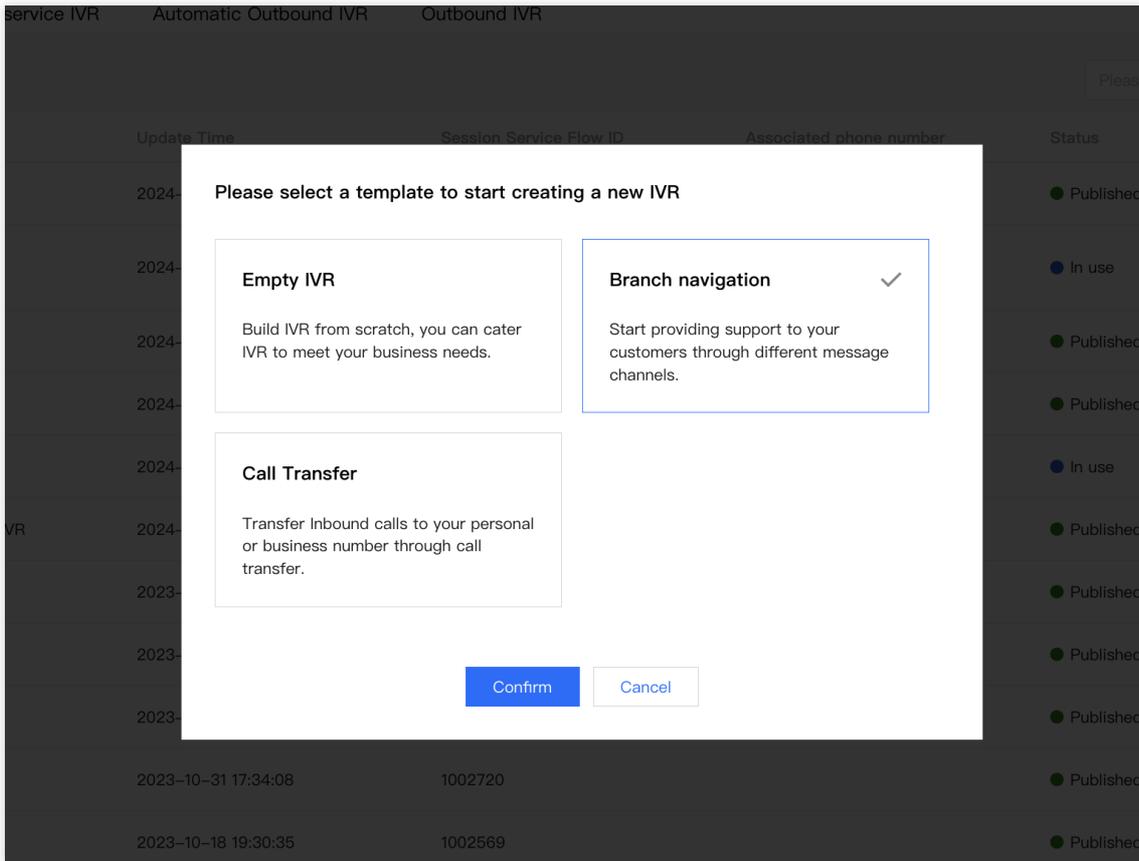


Step 3: Create your Inbound IVR

Interactive Voice Response(IVR) is to create your voice flow for you end users. Management Panel > **Telephone Agent > IVR Management.**

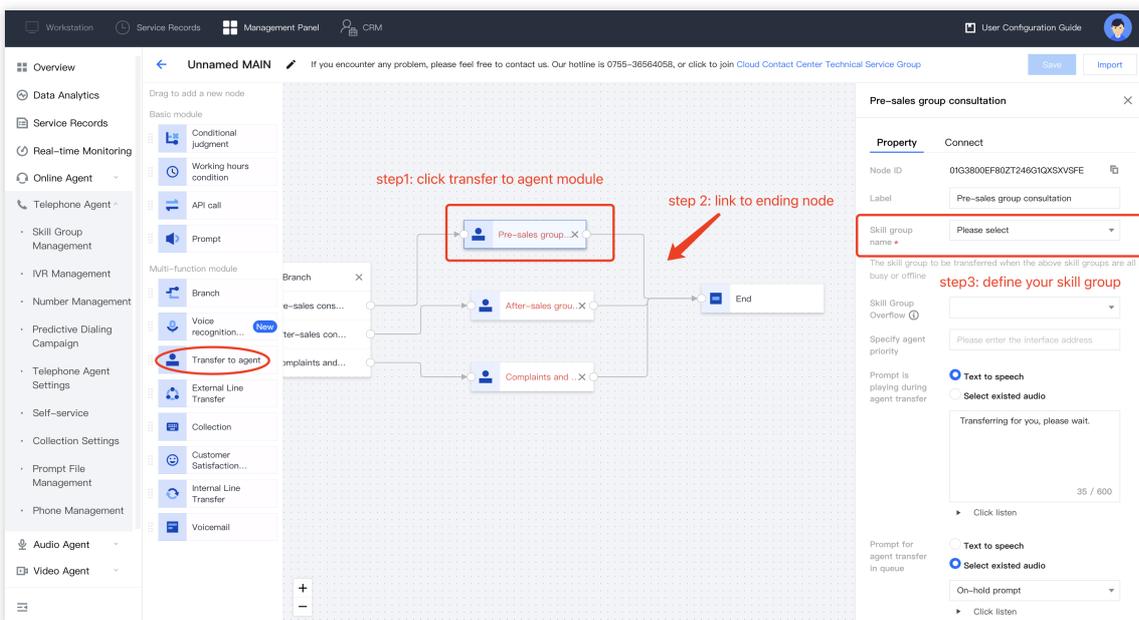


Click Create Button > Branch Navigation This template allows you to swiftly establish a workflow, while you can customize it to suit your business needs.



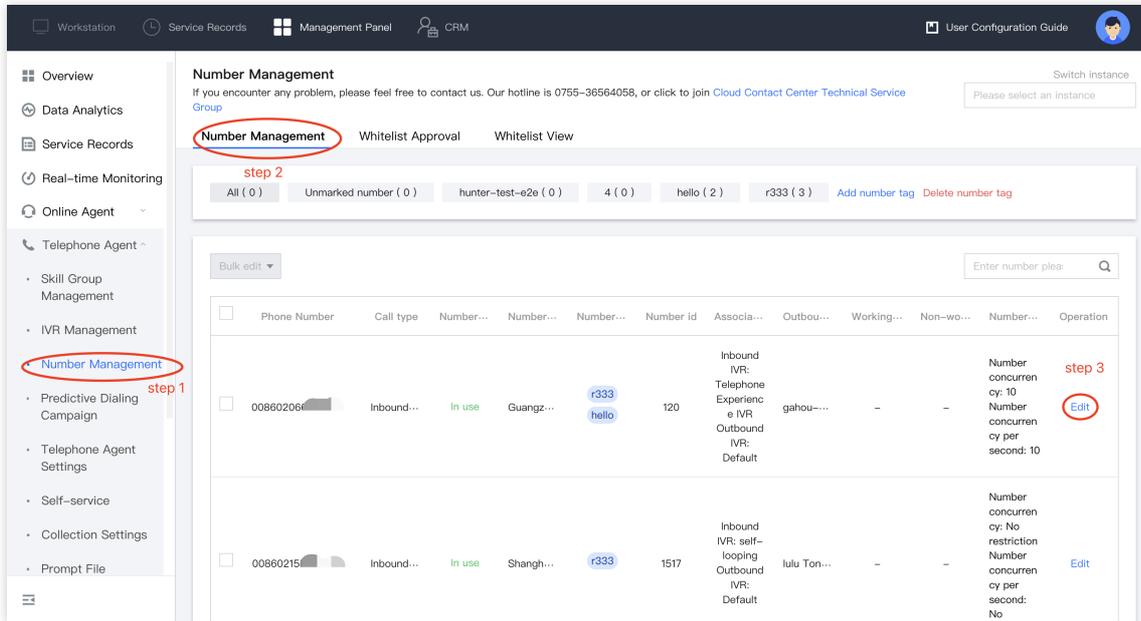
End your flow with Transfer Agent Node, assign a Skill Group in Node Setting.

Note: If returns error message, please check 1. Transfer Agent Node is filled with Skill Group info, 2. Link all nodes with lines, 3. IVR name is unique

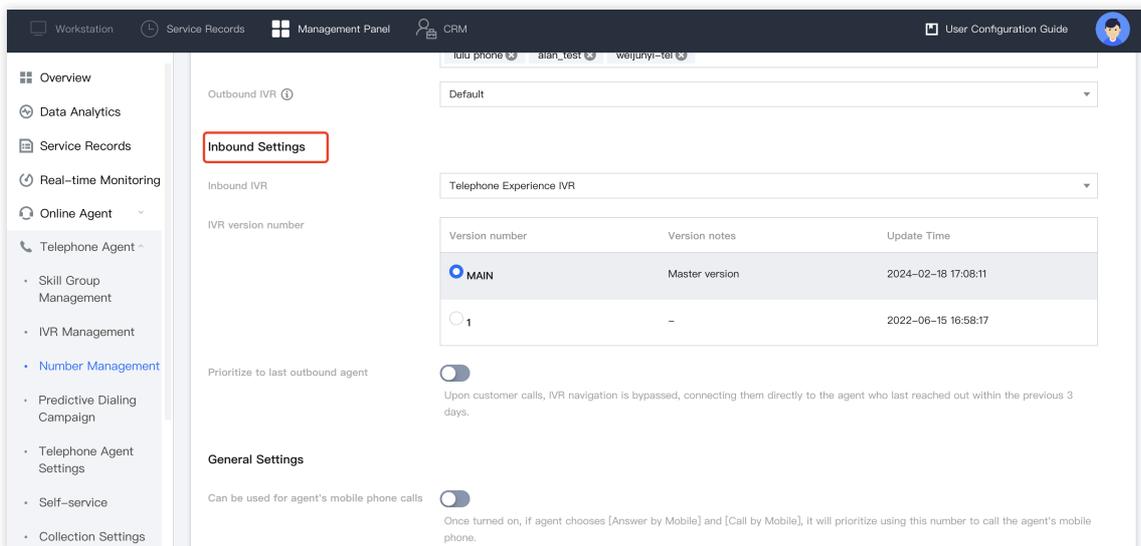


Step 4: Assign a Phone Number to IVR

Telephone Agent > Number Management, click **Edit** to manage number detail.

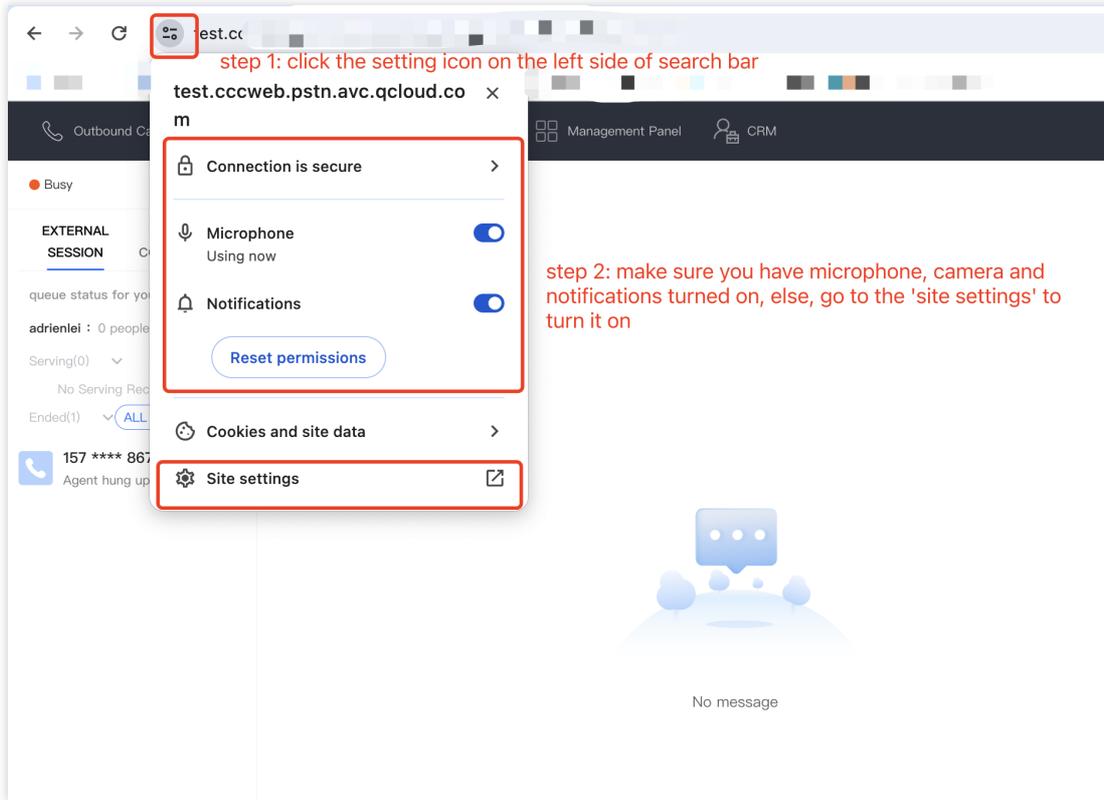


Inbound Settings > choose an IVR, click save. Effective in 1 minute.



Step 5: Mic Authorization Check

Check your browser if microphone is turned on

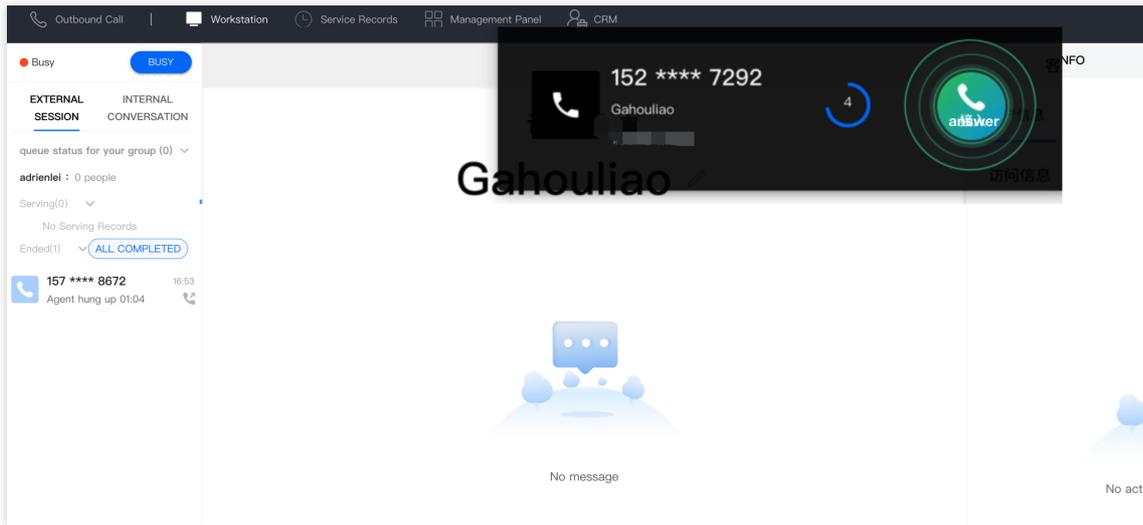


Step 6: Ready to receive calls

Note:

Please ensure IVR - Transfer Agent setting is made, at least one agent in the skill group is online. Call will be directed to available agents.

Dial the configured number. After hearing the voice broadcast, you can input corresponding keys and choose to route the call to the current agent. Click the Answer button to start the call.



Note:

If agents have not received call notification, go Management Panel > Service Records > View Details to check.

In Call Features

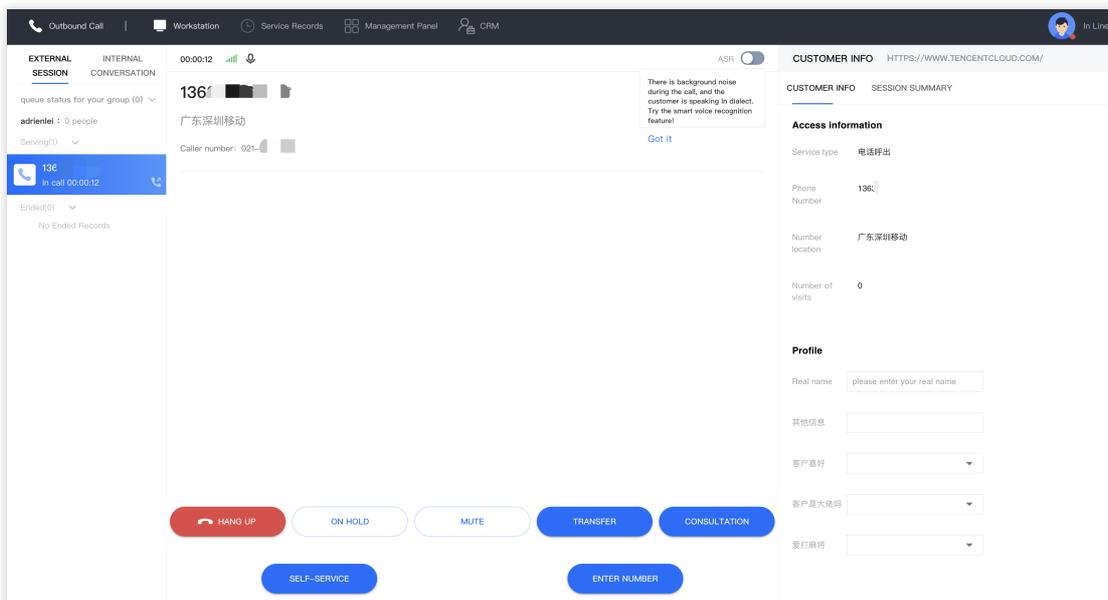
Agent Call Features

[Call Transfer to Skill Group/Agent](#)

[Call Hold and Mute](#)

[User Self-Service](#)

For more features, please refer to [Call feature overview](#).

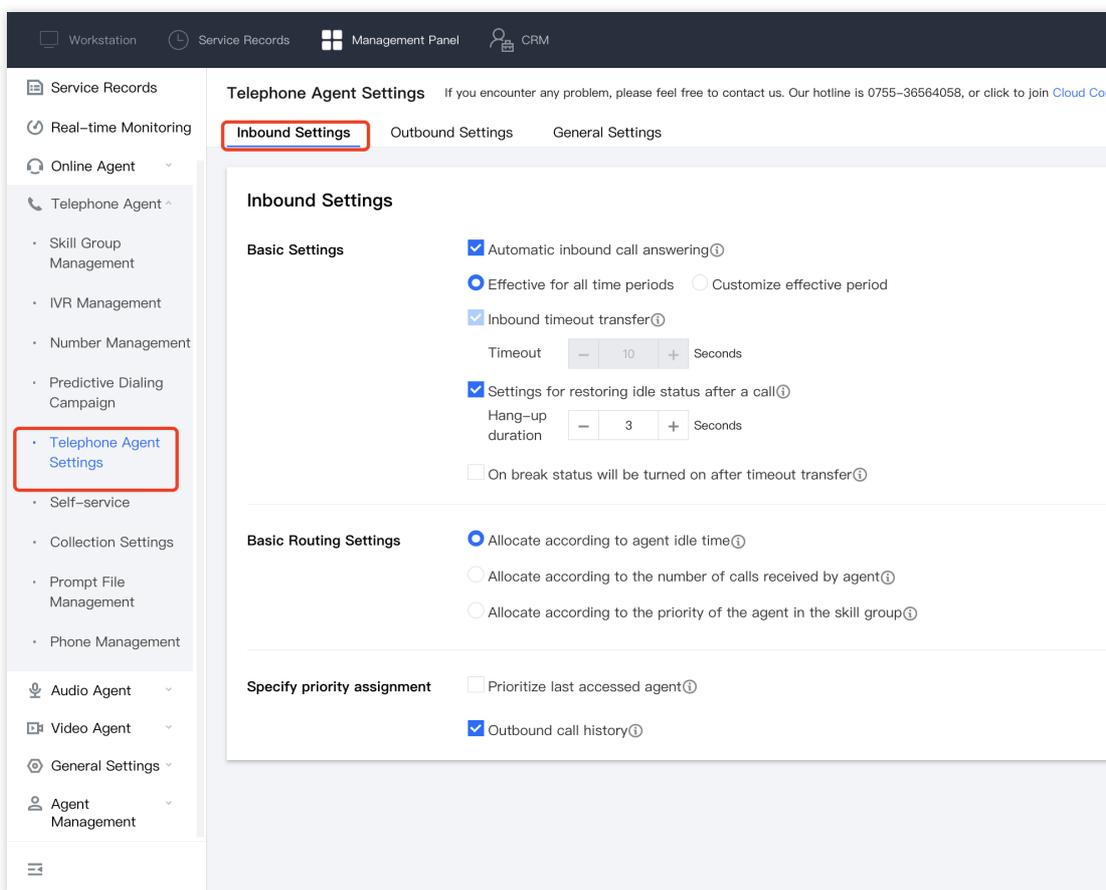


Multi-device Answering

[SIP Phone Answering](#): connect your sip phone on Cloud

Routing and ACD Strategy

If there are excessive incoming calls at the same time, our routing and allocation strategies can help you make your human resources limitless.



Post Call Features

[Viewing Service Records](#): CDR records are stored for free for 3 months by default. You can either pull the records to local storage using API or use the push feature to download them.

[Recording Storage and Access](#): dual-track call recordings stored for free for 3 months. Enterprises can transfer these recordings to Tencent Cloud COS for storage, or they can pull the recordings to local storage using the interface or

download them using the push feature.

Customer Service Evaluation: allows users to provide feedback after a call ends or even during the call. System automatically plays prompt, users can interact by pressing keys.