

# Cloud Contact Center Use Case Product Documentation





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#### 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 & Ro	outing			
Better Customer Suppo	rt Optimiz	e Labor Force	Minin	nize Cost
<b>24/7 available :</b> Customer can ge help by self-service options when live agents are unavailable	t <b>Minimize ag</b> assign the ri right agent	gent idle time: smartl ght customer to the	y <b>Free from re</b> Agents can fo complex issu experience	p <b>etitive task:</b> ocus on solving ue, bring client happie
Int	eractive Voice Res	pond		
Call Transfer Prompt	Branch Cond	litional ASR/TTS	Customer Evaluation	
	+			
	Routing Strateg	99		VoiceDat
Agent Idle Time Routing	Skill group based Ro	puting Priority b	based Routing	voiceBot

### **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.

Workstation 🕒 Service	Records 🕂 Management Panel	₽ <sub>∰</sub> CRM				User Configuration Guide
📞 Telephone Agent 🛛 ^	IVR Management If you	u encounter any problem, please fee	el free to contact us, click to join Cloud Cor	tact Center Technical Service Group		Switch instance Please select an instance
Skill Group	Inbound IVR Self-service IVR	Automatic Outbound IVR	Outbound IVR			
Management	New					Please enter the session service flow ID C
IVR Management	Name	Update Time	Session Service Flow ID	Associated phone number	Status	Operation
Number Management     Productive Dializer	▶ Kimi智能体	2024-12-19 16:30:19	44743		Published	View Details Delete
Campaign	▶ 未命名123abc	2024-11-27 15:22:14	43307		<ul> <li>Published</li> </ul>	View Details Delete
<ul> <li>Telephone Agent Settings</li> </ul>	▶ test_neixian	2024-11-20 20:20:02	39095	021 8034 4715	<ul> <li>In use</li> </ul>	View Details Delete
<ul> <li>Self-service</li> </ul>	▶ 转外线不添加 prefix	2024-11-19 16:00:27	38664		Published	View Details Delete
Collection Settings     Prompt File	▶ weijunyi-large	2024-11-12 16:06:06	42695		<ul> <li>Published</li> </ul>	View Details Delete
Management	▶ test	2024-11-10 12:41:04	42684		Published	View Details Delete

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.

ag to a	add a new node		Pre-sales group co	onsultation 💿
sic mo	odule			
	Conditional judgment	1. click transfer node	Property	Connect 3. assign skill group to handle the cal
9	Working hours condition		Node ID	01G3800EF80ZT246G1QXSXVSFE
2	API call	×ф-,	Label	Pre-sales group consultation
þ	Prompt	2. connect each node with connection line	Skill group name *	Please select the skill group ~
i-fur	nction module	Branch X	The skill group to be	transferred when the above skill groups are all busy or offline
	Branch	1: Pre-sales consult	Skill Group	Please select the skill group 🗸 🗸
2	Voice recognition navigation	2: After-sales consu	Overflow (j)	Diagon entry the interface address
	Transfer to agent	3: Complaints and Complaints an X	priority	Please enter the interface address
2	External Line		Prompt is playing during	• Text to speech • Select existed audio
	Collection		agent transfer	Chinese / ZhiMei
	Customer			Transferring for you, please wait.
٢	Satisfaction			
	Internal Line	•		

2.Add Phone Number to IVR

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

<ul> <li>(2) Real-time Monitoring</li> <li>(2) Online Agent</li> </ul>	Number Management         Switch           If you encounter any problem, please feel free to contact us. Our hotline is 0755-38564058, or click to join Cloud Contact Center Technical Service Group         Please select an instance           Number Management         Whitelist Approval         Whitelist View	1 instan
📞 Telephone Agent ^		
<ul> <li>Skill Group Management</li> </ul>	All (3) Unmarked number (0) 4 (0) helio (1) r333 (3) Add number tag Delete number tag	
<ul> <li>IVR Management</li> </ul>		
Number Management	Bulk edit 💌	Q
<ul> <li>Predictive Dialing Campaign</li> </ul>	Phone Number Call type Number st Number Io Number tag Number id Associate Outbound Working h Non-work Number c Operat	tion
<ul> <li>Telephone Agent Settings</li> <li>Self-service</li> <li>Collection Settings</li> </ul>	Inbound     Number       Inbound     concurrency:       IVR-talen_test     10       008602066.     Inbound/O     In use       r333     hello     120     _Test/v3       Qutbound     concurrency     IVR:Default       VR:Default     per       second:10	t
<ul> <li>Prompt File Management</li> <li>Phone Management</li> </ul>	Number concurrency: Inbound IVR: No restriction inbound/O In use (r333 1517 Original Like) Number Edit concurrency	t
	WR.Default per secondNo restriction	

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

Γ	← Edit phone settings				Switch instance
	If you encounter any problem, please feel free to co	ontact us. Our hotline is 0755-36564058, or click to j	oin Cloud Contact Center Technical Service Group		Please select an instance
	Phone Number	00860206£			
	Outbound Settings				
	Outbound Skill Group	- <b>1</b>	1000 AM	•	
	Outbound IVR 🚯	Default			•
	Inbound Settings				
	Inbound IVR	alan_test_Test			Ψ
	IVR version number	Version number	Version notes	Update Time	
			Master version	2024-01-12 17:15:32	
		0	-	2024-01-31 19:44:15	
		C	-	2024-01-30 14:29:47	
		<b>O</b> v3	-	2024-01-29 15:59:18	
		○ v2	-	2024-01-17 16:09:27	

### 3. Check Microphone Authorization

Check whether your Microphone is turned on or not.

← → C	est.cc step 1: click the setting icon on th	e left side of search bar
📞 Outbound Ca	test.cccweb.pstn.avc.qcloud.co × m	Banagement Panel Rem CRM
Busy	Connection is secure >	
EXTERNAL SESSION C queue status for yo adrienlei : 0 people Serving(0) ~ No Serving Rec Ended(1) ~ (ALL	<ul> <li>♦ Microphone Using now</li> <li>♠ Notifications</li> <li>● Reset permissions</li> <li>● Cookies and site data &gt;</li> </ul>	step 2: make sure you have microphone, camera and notifications turned on, else, go to the 'site settings' to turn it on
157 **** 867 Agent hung up	🔅 Site settings 🖸	
		No message

#### 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.

📞 Outbound Call   📃	Workstation C Service Records 😬 Management Panel 🆓 🗄 CRM	
EXTERNAL INTERNAL SESSION CONVERSATION	In call(00:00:21) ,,11	
Queue status for your group (0) $\lor$	157 **** 8672 🧷	
	<ul> <li>A state of the sta</li></ul>	
Serving(1) 🗸	Caller Number: 020-6 -7697	
<b>157 **** 8672</b> In call 00:00:21		
Ended(1) V ARCHIVE		
157 **** 8672 Just now Agent hung up 00:00		
	HANG UP     ON HOLD     MUTE	)
	TRANSFER CONSULT SELF-SERVICE	
	ENTER NUMBER	

### Admin Call Monitoring

#### **Real-Time Monitoring**

Uvrkstation	e Records 🚽 Managen	nent Panel 🛛 😤 🕻	IRM					E	User Configuration Guide
Overview	Real-time Mo	onitoring						Switch	Please select an insta
Data Analytics	If you encounter any p	roblem, please feel	free to contact u	s, click to join <mark>Cloud</mark>	Contact Center Techn	Call monitorin progress	gin <sub>att</sub> ∥ Please o		ing manually after the call ends
Service Records	Agent Monitoring	Skill Group Mon	itoring Rea	I-time Call Monito	ring	Agent 89 42c58014	10e0ec–d7ca– 103c3's conver	4a6d–9775 sation	-
Seal-time Monitoring	Call type Pleas	se select	*				Exit mo	nitoring	
🕽 Online Agent 🗸 🗸									
🖕 Telephone Agent 🛛 🗸	Refresh							F	Refreshing data in 17 second
Audio Agent 🗸 🗸									
🕽 Video Agent 🗸 🗸									
👌 General Settings 🛛 🗸	Caller	Contact	Agent ID	Agent ID	Call ringing ti	Call start time	Call type	Status	Operation
😫 Agent Management 🗸 🗸	0086020	008615;	540466		21:46:59	21:47:06	Outbound Call	In call	Monitor

### **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.



### **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.)



<ul> <li>Real-time Monitoring</li> <li>Online Agent</li> </ul>	Number Management           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           Number Management         Whitelist Approval         Whitelist View	Switch ins Please select an instance
📞 Telephone Agent 🗠		
<ul> <li>Skill Group Management</li> </ul>	All (3) Unmarked number (0) 4 (0) helio (1) r333 (3) Add number tag Delete number tag	
<ul> <li>IVR Management</li> </ul>		
Number Management	Bulk edit 💌	Enter number plea:
<ul> <li>Predictive Dialing Campaign</li> </ul>	Phone Number Call type Number st Number Io Number tag Number id Associate Outbound Working h Non-work	Number c Operatio
Telephone Agent     Settings	Inbound IVR:alan_test 008602066. Inbound/O in use r333 hello 120 _Test/v3 gahou-ph	Number concurrency: 10 Number Edit
Collection Settings	Outbound IVR:Default	concurrency per second:10
<ul> <li>Prompt File Management</li> </ul>		Number concurrency:
Phone Management	Inbound /VR: 008602151 Inbound/O In use (1333) 1517 Outpound Multi	restriction Number Edit concurrency
	iveoraut	per second:No restriction

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

🔲 Workstation 🕒 Service	Records 🕂 Management Panel 🏸 GRM	🔟 User Configuration Guide 🏾 🧑
Cverview	Telephone Agent Settings If you encounter any problem, please feel free to contact us, click to join Cloud Contact Center Technical Service Group	Switch instance Please select an instance
\Theta Data Analytics	Inbound Settings Outbound Settings General Settings	
E Service Records	Outbound Settings	
Real-time Monitoring	Outbound Display Rules 🕦 🛛 🗹 Associated outbound skill group assignment 🔘	
问 Online Agent 🗸 🗸	Same area assignment ()	
📞 Telephone Agent 🔷 🔨	Play IVR prompt when caller	
<ul> <li>Skill Group Management</li> </ul>	Allow agent to specify call-	
<ul> <li>IVR Management</li> </ul>		
Number Management		
<ul> <li>Predictive Dialing Campaign</li> </ul>		
Telephone Agent     Settings		
Self-service		
Collection Settings		

#### 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

Cutbound Call	Workstation	L Service Records	Management Panel	
Outbou	nd call Internal Call	SIP Call		
G Caller	r ID type O Automatic	Specified number		
ja S	Contact numbe	er		
E	MAKE A CALL			
157 **** 8672 User hang-up 00:40	22 mins ago			
<b>157 **** 8672</b> User hang–up 00:52	24 mins ago			
157 **** 8672 Agent hung up 00:00	25 mins ago			

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

← → C	est.cc step 1: click the setting icon on th	e left side of search bar
📞 Outbound Ca	test.cccweb.pstn.avc.qcloud.co × m	
Busy	合 Connection is secure >	
EXTERNAL SESSION C	Microphone Using now	step 2: make sure you have microphone, camera and
adrienlei : 0 people Serving(0) ~ No Serving Rec	A Notifications       Reset permissions	turn it on
Ended(1) ~ ALL	Cookies and site data >	
Agent hung up	🔅 Site settings	
		No message

#### 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 Al outbound call

Al Outbound Call: Initiate Al 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** 

Uvrkstation C Service	e Records 🗧 Management Panel 🖓 📇 CRM	User Configuration Guide
<ul> <li>Overview</li> <li>Data Analytics</li> <li>Service Records</li> </ul>	Real-time Monitoring         If you encounter any problem, please feel free to contact us, click to join Cloud Contact Center Technic         Agent Monitoring       Skill Group Monitoring         Real-time Call Monitoring	Switch Instance Please select aminst instance progress Agent 8910e0ec-d7ca-4a6d-9775- 42c5801403c3's conversation
Real-time Monitoring	Call type Please select v	Exit monitoring
<ul> <li>Online Agent v</li> <li>Telephone Agent v</li> </ul>	Refresh	Refreshing data in 17 second
♥     Video Agent     ✓       ●     General Settings     ✓	Caller Contact Agent ID Agent ID Call ringing ti	Call start time Call type Status Operation
2 Agent Management 🗸	0086020( 008615; 540466 21:46:59	21:47:06 Outbound Call In call Monitor
	Total items: 1	10 т / page н 4 1 / 1 раде н н

### **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.



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

지지 Material Dashboard 2	Pages / Tables Tables			Type here
E Dashboard	Authors Table			
Tables      Billing      Victual Deality	AUTHOR John Michael		FUNCTION Manager Ornanization	existence of the second length of the second l
RTL     Notifications	Alexa Liras     alexa@creative-tim.com	Mana	agement Panel	Serving(0) ~ C Ended(5) ~ Archive 157 8572 mins 199
ACCOUNT PAGES	laurent@creative-tim.com  Michael Levi michael@creative-tim.com		Call Records	Image: Constraint of the state of
⊶] Sign In È Sign Up	Richard Gran           richard@creative tim.com         Miriam Eric           minam@creative-tim.com         Miriam Eric		Manager Executive Programator Developer	Agent hung to 000 157 8672 to 10 User hung- 157 8672 counter 157 8672 counter No message
	Projects Table			Agent hung to 0000 to
	PROJECT	BUDGET \$2,500	STATUS	
	Github	\$5,000 \$3,400	done	100%
	B Bootstrap	\$14,000 \$1,000	working	Quick Access to Workstation
	DEV Devto	\$2,300	done	100%
DOCUMENTATION UPGRADE TO PRO	$\circledast$ 2024, made with $\pmb{\Psi}$ by $\pmb{\text{Creative Tim}}$ for a better	web.		Creative Tim About Us Blog License

### 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

Uvrkstation	Service Rec	ords Managemer	nt Panel R CRM				🔼 Use	er Configuration Guide
<ul><li>Overview</li><li>Otata Analytics</li></ul>	Skill ( If you e Group	Group Management encounter any problem, plea	step 1 ase feel free to contact us	s. Our hotline is 0755–3656	34058, or click to join Clou	d Contact Center Technica	al Service	Switch inst Please select an instance
<ul> <li>Service Records</li> <li>Beal-time Monitoring</li> </ul>	+Ac	dd skill group					Please enter the	e skill group name or age
Online Agent		Skill group name	Skill group ID	Ringing mode	Skill group extensio	Reception limit	Agent Count	Operation
📞 Telephone Agent 🗠		tt	2956	Ring in sequence	+Extension number	1	1 ste	o 3 Edit Pelete
Skill Group Management		after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
<ul> <li>IVR Management</li> </ul>		e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
Number Management		gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
<ul> <li>Predictive Dialing Campaign</li> </ul>		jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
<ul> <li>Telephone Agent Settings</li> </ul>		weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
Self-service		alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
Collection Settings		shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
Prompt File		lulu phone	2454	Ring in sequence	8889 🙁	1	3	Edit Delete

Click Edit , add your agents into groups.

Workstation 🕒 S	Service Records 🕂 Management Panel 🖓 🗄 CRM		User Configuration Guide
Overview	Skill Group Management	Edit skill group	
😔 Data Analytics	If you encounter any problem, please feel free to contact us. Our noti Group	Skill group name	tt ≠*
Service Records	+Add skill group	Skill group properties *	Phone
🧭 Real-time Monitoring		Reception limit	1
Online Agent	Skill group name Skill group ID Ringin	Ringing mode	O Ring in sequence O Ring simultaneously
📞 Telephone Agent ^	tt 2956 Ring in	Agents in skill groups	Add agent
Skill Group     Management	after sales group 2955 Ring in		Agent Name Email Priority <sup>①</sup> Operation
IVR Management	e2e-test 2939 Ring in		Xiao Guo 838632526@qq 3 🎤 Delete
Number Management	gahou-same vibration 2684 Ring si		Total items: 0 10 💌 /page 🛛 🖌 4 1 / 1 page 🕨 🕅
<ul> <li>Predictive Dialing Campaign</li> </ul>	jeremy_test 2609 Ring in	Telephone in skill group	Add telephone
<ul> <li>Telephone Agent Settings</li> </ul>	weijunyi-tel 2522 Ring in		Extensio Phone N Phone S Phone R Priority ① Operation
Self-service	alan_test 2488 Ring in		No data yet
Collection Settings	shuaisguo test 2462 Ring in		Total items:         0         10 ▼ /page         M         4         1         / 1 page         M
Prompt File	lulu phone 2454 Ring in		

### 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.

U Workstation	ervice Records 🕂 Management Panel 🖓 🗄 CRM	🚺 Usei	r Configuration Guide
<ul> <li>Overview</li> <li>Data Analytics</li> <li>Service Records</li> <li>Real-time Monitoring</li> <li>Opling Agent</li> </ul>	Number Management         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         Number Management       Whitelist Approval       Whitelist View         step 2       All (0)       Unmarked number (0)       hunter-test-e2e (0)       4 (0)       hello (2)       r333 (3)       Add number tag	Delete nu	Switch inst Please select an instance umber tag
Chine Agent     Telephone Agent     Skill Group     Management	Bulk edit 🔻	[	Enter number plea: C
<ul> <li>IVR Management</li> </ul>	Phone Number Call type Number Number Number Number id Associa Outbou Working	Non-wo…	··· Number··· Operation
<ul> <li>Number Management</li> <li>Predictive Dialing Campaign</li> <li>Telephone Agent Settings</li> </ul>	1 00860206 Inbound… In use Guangz… hello 120 Inbound 120 Inbound 1	-	Number concurren cy: 10 Number concurren cy per second: 10
Self-service     Collection Settings     Prompt File	00860215 Inbound In use Shangh (7333) 1517 Inbound IVR: self- Ourbound IVR: ourbound IVR: IVR: Default	-	Number concurren cy: No restriction Number concurren cy per second: No

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.

Uvrkstation	ervice Records 🛛 💾 Management Panel ,			💾 Use	er Configuration Guide
Overview	← Edit phone settings				Switch insta
💮 Data Analytics	If you encounter any problem, please feel free t Group	o contact us. Our hotline is 0755-36	564058, or click to join Cloud Contact Cente	r Technical Service	Please select an instance
Service Records					
🕑 Real-time Monitoring	Phone Number	008602066247698			
Online Agent	Outbound Sottings	butbound skill groups			]
📞 Telephone Agent 🗠	outbound Settings				
<ul> <li>Skill Group Management</li> </ul>	Outbound Skill Group	gahou-phone 😢 adrienlei	Iulu-tel  ttimwang  alanjch weijunyi-tel	uang  okhowang–tel 🔇	adrien32323 😒
<ul> <li>IVR Management</li> </ul>	Outbound IVR	Default			•
Number Management	Inbound Settings				
<ul> <li>Predictive Dialing Campaign</li> </ul>	Inbound IVR	Telephone Experience IVR			٢
<ul> <li>Telephone Agent Settings</li> </ul>	IVR version number	Version number	Version notes	Update Time	
Self-service		O MAIN	Master version	2024–02–18 17	:08:11
Collection Settings		01	-	2022-06-15 16	:58:17
Prompt File					
<b>I</b>	Prioritize to last outbound agent				

### 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!

Outb	ound Call   _ click 'Outbour	Workstation	C Service R	ecords	DD Management Pan	
•	Outbound calling	Internal Call	SIP Call			
	Caller ID type O Aut	omatic Spec	ified number			
q <b>a</b> S	Conta		er in th	put the r en click	number you wa 'Make a Call'	ant to dial
Ended(1)						
<b>157 **</b> Agent I	*** 8672 16:53 hung up 01:04					
						• • •

### 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

Uwrkstation C Service	Records Hanageme	nt Panel 🖉 CRM				🔳 User Co	nfiguration Guide	<b>?</b>
Overview S	kill Group Management	ase feel free to contact us	s. Our hotline is 0755–365	64058, or click to join Clou	d Contact Center Technica	I Service	Switch ins ease select an instance	stance
Data Analytics     Gr	oub							
Service Records	+Add skill group	step 2				Please enter the skil	I group name or age	Q
Ø Real-time Monitoring								
Online Agent	Skill group name	Skill group ID	Ringing mode	Skill group extensio	Reception limit	Agent Count	Operation	
📞 Telephone Agent ^	tt	2956	Ring in sequence	+Extension number	1	1 step 3	Edit Delete	
Skill Group     Management     step 1	after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete	
IVR Management	e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete	
Number Management	gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete	
<ul> <li>Predictive Dialing Campaign</li> </ul>	jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete	
<ul> <li>Telephone Agent Settings</li> </ul>	weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete	
Self-service	alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete	
Collection Settings	shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete	
Prompt File	lulu phone	2454	Ring in sequence	8889 📀	1	3	Edit Delete	

Click Edit to manage agent account

U Workstation	iervice Records 🕂 Management Panel 🖓 🔒 CRM		🛽 User Configuration Guide 🛛 🌍
Overview	Skill Group Management	Edit skill group	×
😔 Data Analytics	If you encounter any problem, please feel free to contact us. Our hot Group	ii Skill group name	tt 🖍
Service Records	+Add skill group	Skill group properties *	Phone
Ø Real-time Monitoring		Reception limit	1
Online Agent	Skill group name Skill group ID Ringir	g Ringing mode	O Ring in sequence Ring simultaneously
📞 Telephone Agent 🗠	tt 2956 Ring i	Agents in skill groups	Add agent
<ul> <li>Skill Group Management</li> </ul>	after sales group 2955 Ring i	h	Agent Name Email Priority ① Operation
IVR Management	e2e-test 2939 Ring in	1	Xiao Guo 8386 j@qq 3 🎤 Delete
Number Management	gahou-same vibration 2684 Ring s	ir	Total items: 1 10 ▼ /page K < 1 /1page > H
<ul> <li>Predictive Dialing Campaign</li> </ul>	jeremy_test 2609 Ring in	Telephone in skill group	Add telephone
<ul> <li>Telephone Agent Settings</li> </ul>	weijunyi-tel 2522 Ring i	h	Extensio Phone N Phone S Phone R Priority ① Operation
Self-service	alan_test 2488 Ring in	1	No data yet
Collection Settings	shuaisguo test 2462 Ring in	1	Total items: 0 10 ▼ /page H < 1 /1page → H
Prompt File	lulu phone 2454 Ring in	1	
=4			

### 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.** 

Uvrkstation	Service Records 🕂 Manageme	nt Panel 🖓 📇 CRM				User Configuration Guide
Overview     Data Analytics     Service Records	IVR Management If you encounter any problem, ple Group Inbound IVR Self-ser	ase feel free to contact us. Our vice IVR Automatic Our	hotline is 0755–36564058, or cl	ick to join Cloud Contact Cent	er Technical Service	Switch instance Please select an instance
Real-time Monitoring	New			Pleas	e enter the session se	rvice flow ID or name to search Q
Online Agent	Name	Update Time	Session Service Flow ID	Associated phone numbe	r Status	Operation
📞 Telephone Agent 🗠	▶ hunter-test-e2e	2024-03-22 10:06:14	1003311		Published	View Details Delete
<ul> <li>Skill Group Management</li> </ul>	▶ okho-test	2024-03-08 14:52:33	1003274		Published	View Details Delete
IVR Management     Number Management	➢ Self-looping	2024-02-05 17:01:54	1003028	010 888£ 021 550	<ul> <li>In use</li> </ul>	View Details Delete
Predictive Dialing	English version test	2024-01-24 15:49:04	1003223		Published	View Details Delete
Campaign	▶ 2024–1–17	2024-01-18 10:50:56	1003187		Published	View Details Delete
Settings	▶ alan_test_Test	2024-01-12 17:15:32	1002692		Published	View Details Delete
<ul> <li>Self-service</li> </ul>	Telephone experience IVR	2024-01-03 11:39:44	1002988		Published	View Details Delete

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



service IVR	Automat	ic Outbound IVR	Outbound IVR		
	Update Tim	е	Session Service F	Flow ID Associated phone n	umber Status
	2024- P	lease select a template	e to start creatin	g a new IVR	Published
	2024-	Empty IVR		Branch navigation V	, 🕒 In use
	2024-	Build IVR from scratch, y IVR to meet your busines	ou can cater s needs.	Start providing support to your customers through different message	Published
	2024-			channels.	Published
	2024-	Call Transfer			In use
VR	2024-	Transfer Inbound calls to or business number thro	your personal ugh call		Published
	2023-	transfer.			Published
	2023-				Published
	2023-		Confirm	Cancel	Published
	2023–10–31	17:34:08			Published
	2023–10–18	19:30:35	1002569		Published

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

Uvrkstation	Service Rec	cords 📑 Manager	ment Panel 🖓 📇 C	RM			🖪 User Configuration Guide 🛛 🤤
Overview	÷	Unnamed MAIN	🖌 If you encount	er any problem, please feel free to contact us. Our hotline is 0755-36	564058, or click to join Cloud Contact Center Technic:	al Service Group	Save
Oata Analytics	Drag to	add a new node				Pre-sales grou	p consultation ×
Service Records	Easic m	Conditional				Property	Connect
Real-time Monitoring	0	Working hours				Node ID	01G3800EF80ZT246G1QXSXVSFE
Telephone Agent		API call		step I: click transfer to agent module	step 2: link to ending node	Label	Pre-sales group consultation
Skill Group Management		Prompt		Pre-sales groupX		Skill group name *	Please select v
IVR Management	Multi-fu	nction module	Branch X			The skill group to busy or offline	be transferred when the above skill groups are all
Number Management	- <b></b>	Branch	e-sales cons	After-sales grouX	End	Skill Group	
<ul> <li>Predictive Dialing Campaign</li> </ul>	•	voice recognition	ter-sales con			Specify agent	Please enter the interface address
Telephone Agent	C	Transfer to agent	omplaints and	Complaints and ×		Prompt is	O Text to speech
Self_service	٥	External Line Transfer				playing during agent transfer	Select existed audio
Collection Settings		Collection					Transferring for you, please wait.
Prompt File	٢	Customer Satisfaction					
Management	0	Internal Line Transfer					35 / 600
		Voicemail					Click listen
video Agent      video Agent						Prompt for agent transfer in queue	<ul> <li>Text to speech</li> <li>Select existed audio</li> </ul>
			+				On-hold prompt *
=							<ul> <li>Click listen</li> </ul>

### Step 4: Assign a Phone Number to IVR

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

Uvrkstation	invice Records 🕂 Management Panel 🏸 CRM	🛯 User Configuration Guide 🛛 🤤
Cverview Color Data Analytics Color Service Records	Number Management 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 Number Management Whitelist Approval Whitelist View	Switch instance Please select an instance
Generative Accords     Generative Accords     Generative Accords	step 2           All (0)         Unmarked number (0)         hunter-test-e2e (0)         4 (0)         hello (2)         r333 (3)         Add number tag	Delete number tag
<ul> <li>Telephone Agent ~</li> <li>Skill Group Management</li> <li>IVR Management</li> </ul>	Bulk edit   Phone Number Call type Number Number Number Number id Associa Outbou Working	Enter number plea: Q
Number Management Predictive Dialing Campaign Telephone Agent Settings	1 00860206 Inbound In use Guangz (1333) 00860206 Inbound In use Guangz (1333) hello 120 Experienc outbound IVR: Experienc outbound IVR: Experienc outbound IVR: Experienc outbound IVR: Experienc outbound IVR: Table Default	Number concurren cy: 10 - Number concurren cy per second: 10
Self-service     Collection Settings     Prompt File	00860215 Inbound In use Shangh (1333) 1517 Outpoint UN: self- Icoping Outpoint UN: In USE Shangh (1333) 1517 Outpoint UN: - UN: Default	Number concurren cy: No restriction Number concurren cy per second: No

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

Uvrkstation 🕒 Servi	ice Records 🚽 Management Panel 🔗 📇	CRM		User Configuration Guide	<b>9</b>
Overview     Data Analytics	Outbound IVR 🕃	Default	tei 🕼	Ŧ	
Service Records	Inbound Settings				
Real-time Monitoring	Inbound IVR	Telephone Experience IVR		Ψ	
Online Agent	IVR version number	Version number	Version notes	Update Time	
<ul> <li>Skill Group</li> <li>Management</li> </ul>		O MAIN	Master version	2024–02–18 17:08:11	
<ul> <li>IVR Management</li> </ul>		$\bigcirc_1$	-	2022-06-15 16:58:17	
Number Management     Predictive Dialing     Campaign	Prioritize to last outbound agent	Upon customer calls, IVR navigation is bype days.	assed, connecting them directly to the agent v	who last reached out within the previous 3	
<ul> <li>Telephone Agent Settings</li> </ul>	General Settings				
Self-service	Can be used for agent's mobile phone calls	Once turned on, if agent chooses [Answer]	w Mobile] and [Call by Mobile], it will prioritiz	e using this number to call the agent's mobile	
Collection Settings		phone.	ar meaned and feed of mobiled it will broute	a anny cho harmon to buil the ugent of hobite	

### Step 5: Mic Authorization Check

🕗 Tencent Cloud

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.

📞 Outbound Call 🛛 📃	Workstation 🕒 Service Records 🔠 Management Panel 🖓 CRM		
EXTERNAL INTERNAL SESSION CONVERSATION	00:00:12 atl Q	ASR 🔵	CUSTOMER INFO HTTPS://WWW.TENCENTCLOUD.COM/
queue status for your group (0) $ \smallsetminus $	1361	There is background noise during the call, and the customer is speaking in dialect.	CUSTOMER INFO SESSION SUMMARY
adrienlei : 0 people	广东深圳移动	Try the smart voice recognition feature!	Access information
Serving(1) V	Caller number: 021-	Got it	Service type 电话評出
136			
Ended(0) ~			Phone 136. Number
No Ended Records			Number 广东课址移动 location
			Number of <b>0</b> visits
			Profile
			Real name please enter your real name
			其他信息
			客户喜好
		CONSULTATION	客户是大佬词
			爱打麻将
	SELF-SERVICE ENTER NUM	MBER	

### 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.

Uvrkstation	ervice Records - Management Par	nel Ag CRM
Service Records	Telephone Agent Settings	If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join Cloud Conf
🕜 Real-time Monitoring	Inbound Settings Outboun	d Settings General Settings
Online Agent		
📞 Telephone Agent 🗠	Inbound Settings	
<ul> <li>Skill Group Management</li> </ul>	Basic Settings	✓ Automatic inbound call answering ①
IVR Management		Effective for all time periods     Customize effective period
Number Management		Timeout - 10 + Seconds
<ul> <li>Predictive Dialing Campaign</li> </ul>		Settings for restoring idle status after a call
Telephone Agent Settings     Self-service		duration     3     +     Seconds       On break status will be turned on after timeout transfer     3
Collection Settings	Basic Routing Settings	• Allocate according to agent idle time()
<ul> <li>Prompt File Management</li> </ul>		<ul> <li>Allocate according to the number of calls received by agent<sup>3</sup></li> <li>Allocate according to the priority of the agent in the skill group<sup>3</sup></li> </ul>
Phone Management		
🍨 Audio Agent	Specify priority assignment	Prioritize last accessed agent
📭 Video Agent		✓ Outbound call history
General Settings ~		
Agent Management		
=		

### 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.