Cloud Contact Center

AI Voice Agent Guide

Product Documentation

Contents

AI Voice Agent Guide
Introducing AI Voice Agent

Last updated：2025-10-16 12:10:25

Overview

Tencent Cloud Contact Center's AI Agent enables businesses to use AI for handling calls on telephone lines. It quickly converts text-based models into speech, allowing the AI to speak directly with customer, making it easier for businesses to manage incoming and outgoing calls efficiently.
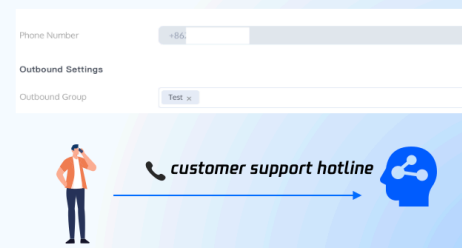
Core Features

Architecture

1. Automatic Speech Recognition (ASR): Advanced speech recognition converts customer voice inputs into text with high accuracy.

2. Large Language Model (LLM): Integration with large models like Deepseek V3 helps process inputs and generate accurate responses.

3. Text To Speech (TTS): Converts text responses into natural, human-like speech, providing a smooth and engaging customer experience. It also supports integration with leading TTS providers.

Advanced Feature

- Self-developed background noise reduction engine: Reduces background noise to improve the accuracy of automatic speech recognition.
- Semantic intelligent sentence segmentation algorithm: Detects when a user has finished speaking, minimizing interruptions during conversations.
- Phone-related features:
  - Transfer to human agent: Support proactive transfer to human agent during a call based on preset conditions.
  - Post-call analysis: Extracts key information from calls, which can be integrated and transmitted to enterprise business systems.
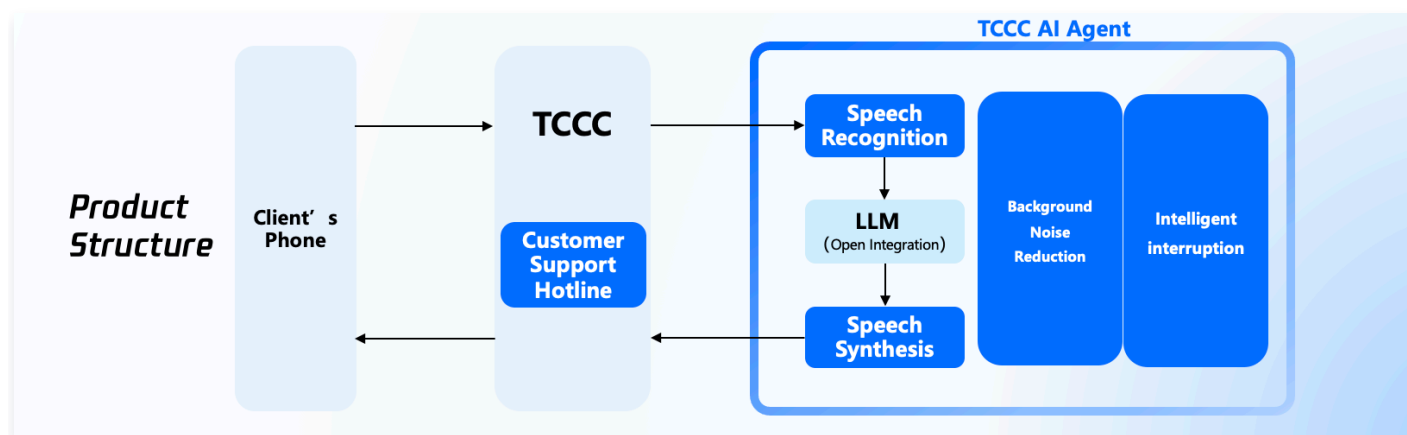
Use Cases

- Voice surveys: Automates survey data collection, extracting and summarizing results into business systems, improving response rates and data quality while saving resources.
- Sales lead follow-up: Engages customers with human-like responses, integrates high-quality voice output, and reduces latency to 1500ms, boosting lead conversion rates.

Highlights

- Advanced technology: Leverages Tencent Cloud's expertise in communications, ensuring stable systems and high performance.
- Easy integration: Provides a flexible API interface for seamless integration with existing systems, minimizing technical challenges.
- Cost-effective: Reduce labor cost and improve service efficiency and quality through automated service.

Set Up Your AI Voice Agent Using Conversation Workflow (Recommended) Build a Conversation Workflow

Last updated：2025-09-29 09:56:00

Overview

The conversation workflow is a visual design platform for building intelligent voice systems. It allows easy configuration of voice interactions through drag-and-drop, enabling businesses to design multi-round conversations, set business rules, integrate APIs, and customize voice styles. This visual approach simplifies complex conversation logic, allowing quick adjustments to meet business needs while ensuring precise execution. It helps businesses deliver smart voice services, improving both customer experience and operational efficiency.

Step 1: Create a Conversation Flow

1. Log in to the Tencent Cloud Contact Center (TCCC) Management Panel. On the left menu, click AI Agent > Start From Blank, and customize the process from scratch. In the Start From Blank popup, fill in the Agent Name (e.g., "Outbound Call"). Leave the Model Solution as the default selection Conversation Flow, and click Create. The system will automatically create a blank process canvas for you.
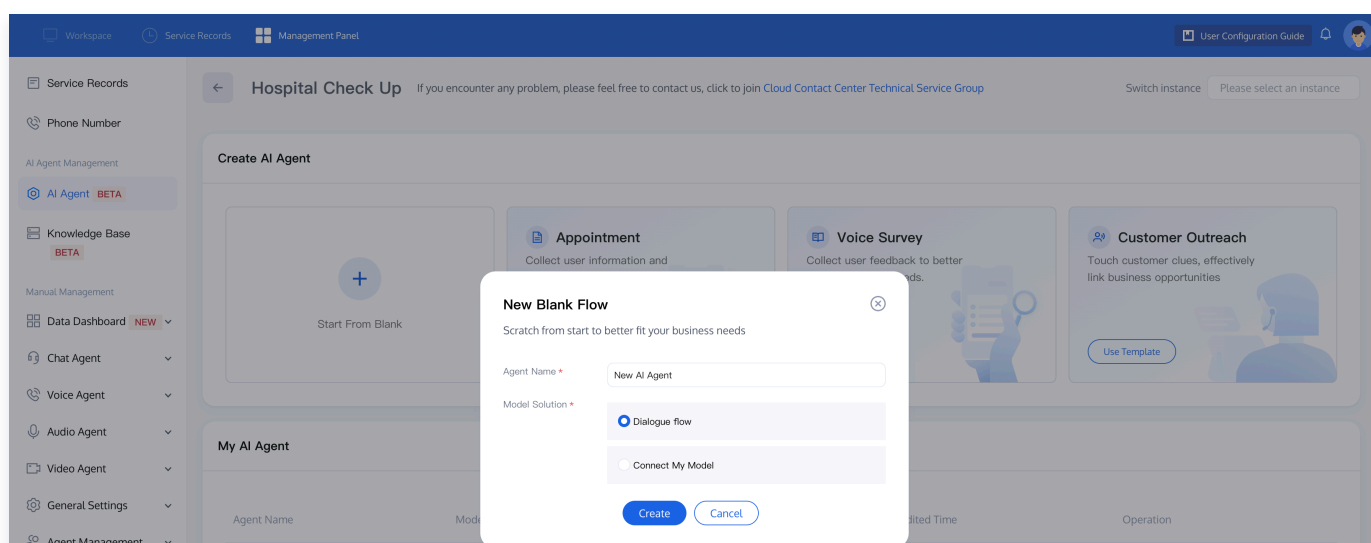
2. When you first enter the process canvas, click on Start Call, and the settings panel will automatically pop up on the right. In this panel, you can configure the common properties for the entire process, such as selecting the Voice and setting up the User no response options.
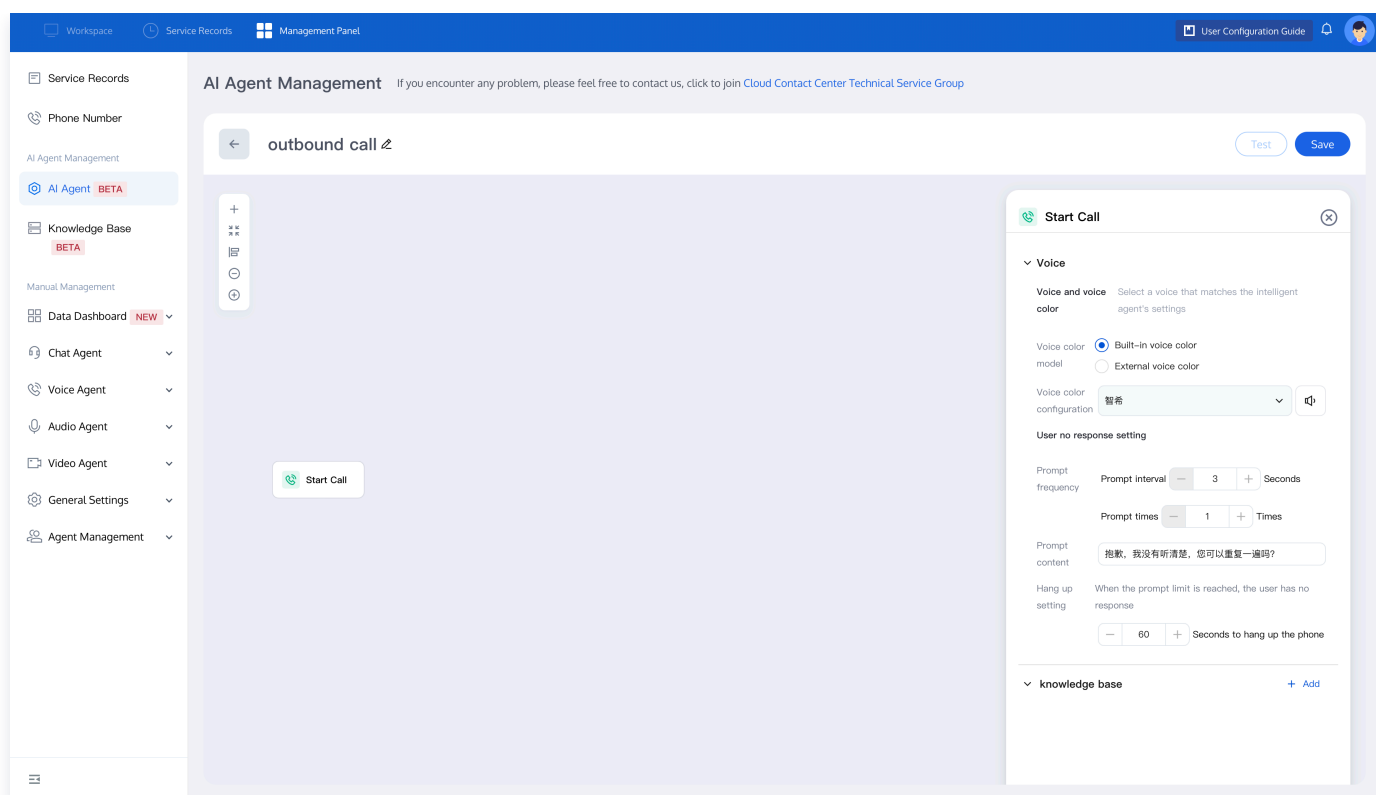
○ Language and Voice: You can select the appropriate Voice configuration based on your business scenario.

　　○ Built-in voice: You can choose from various Built-in voice options (e.g., "Zhixi") to match different requirements.
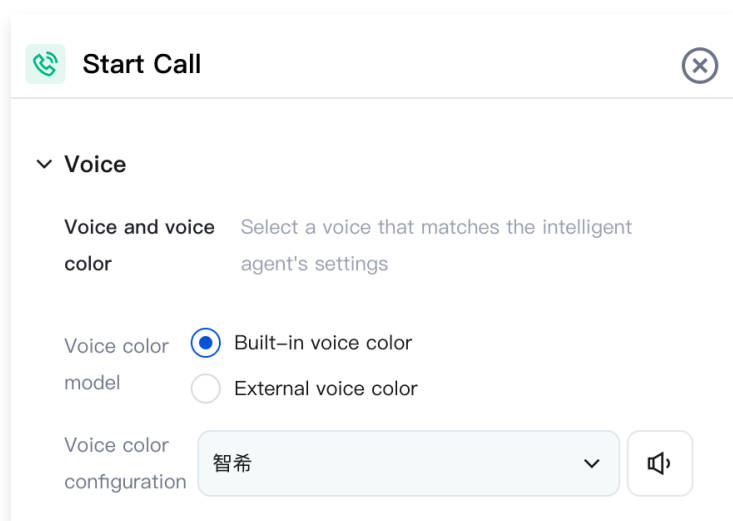
　　○ External voice configuration: Supports integration with voice engines from mainstream vendors.

External voice color configuration ✕

Vendor selection

Minimax TTS ⌄

| Tencent TTS |
| Minimax TTS |
| 火山 TTS |
| Azure TTS |
| 阿里 CosyVoice TTS |
| 自定义 TTS |

Please enter

GroupId *

Please enter

VoiceType *⊙

female-tianmei-jingpin

Speed
⊙

| — | 1.0 | + |

Cancel   Confirm

○ User no response settings: You can configure the Prompt frequency and Hang up setting according to your business needs, which are useful for situations where users remain unresponsive over a certain period.

User no response setting

Prompt frequency   Prompt interval — 3 + Seconds

Prompt times — 1 + Times

Prompt content   Can u repeat it?

Hang up setting   When the prompt limit is reached, the user has no response

— 60 + Seconds to hang up the phone

Step 2: Adding Nodes

On the process canvas, you can click the "+" button next to Start Call to Add a New Node. The system supports various node types, including Conversation node, Post–call Tag, API call, Transfer, and End call, which can be configured flexibly based on your business needs.
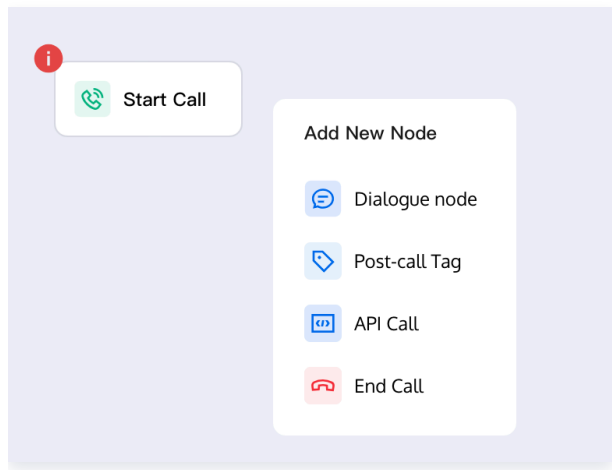
Conversation Node

Conversation Node is the core unit for AI Agent and user interaction. It is used to set question scripts, define user reply categories, and determine the logic for redirecting the process. You can first click Conversation Node to add new node, and in the popup, fill in the following information:

- Node Name: (e.g., "Welcome").

- Script: (e.g., "Hello, are you xxx").

- User Reply Classification: You can check Listen to the user's reply and define how the system categorizes user responses, such as "Yes" or "No." If a response does not match any of the predefined categories, the system will redirect to Other classification.

Dialogue node

Node Name

Welcome

Script *

Hi! Are u ${name}?

18/300

User Reply Classification   + Add

After the user's reply, AI will classify it according to the configured intent and jump to the corresponding node

☑ Listen to the user's reply

After unselecting, the user's reply will be skipped and the subsequent node will be jumped directly

Yes

No

Other classification

When all user reply classifications are not met, the user will jump to this classification

○ When the customer answers "Yes," you can click the + button next to "Yes" to add a new Conversation node and input a script (e.g., "Hello xxx").

○ When the customer answers "No," you can click the + button next to "No" to add a new Conversation node and input a script (e.g., "Sorry, I made a mistake")

Calling the API

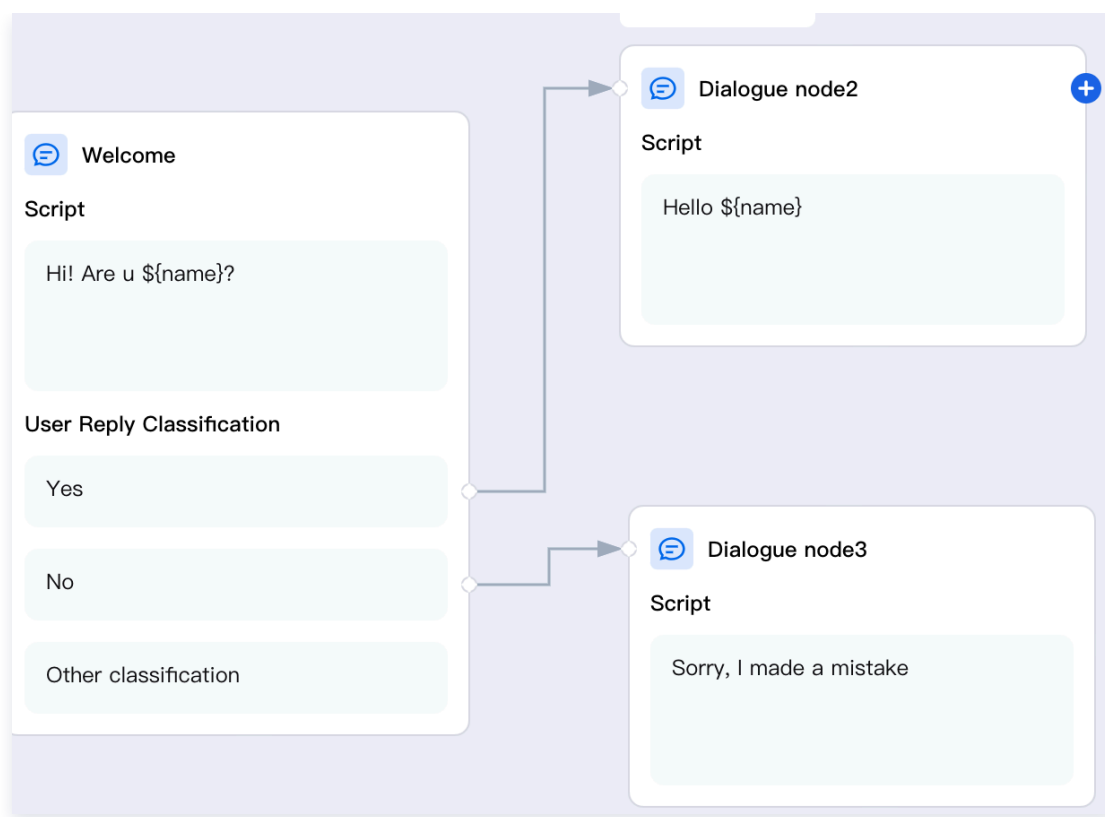When designing the process, you can add an API call node for business scenarios requiring data interaction with external systems. Here's how to use this feature:

Add an API call node next to the conversation node, such as "Hello xxx." Then, configure the API call node as follows:

- Node name: Choose a clear name, like "Query Order," for easy identification in subsequent process management.

- API URL: Enter the actual business API URL, (e.g., "https://api.example.com/check_order").

- Input parameter: Click the "+" button to add a parameter called "user_phone," which will automatically pass the user's phone number from the earlier conversation to the API.

- Output parameter: Add an Output parameter named "status". The name must match the field name in the data returned by the API. For example, if the API returns { 'Status': 'Shipped' }, then you should fill in "status" here. In subsequent nodes, you can directly reference this variable using ${status}.

- Wait for API to return result: Please ensure the Wait for API to return result switch is enabled.

API Call ⊗

Node Name

query order

API URL *

https://api.example.com/check_order

Input Parameter +

| user_phone | 123456 | 🗑 |

Output Parameter +

| status | 🗑 |

Wait for API to return result ⬤

Wait for API to return result before jumping to the next node

Post-Call Tag

You can also add a post-call tag node while configuring the conversation flow. For detailed steps, refer to Post-Call Tag (Generated by Public Large Model)

End Call

When configuring the call process, make sure to properly set the End Call node to ensure the call ends correctly. If the customer answers "No," add the End Call node directly in that branch, and the system will play the default closing statement before hanging up. For a "Yes" response, add the End Call node after all business processes (e.g., information query, transaction completion) are finished. Place the End Call node at the end of each process and test to ensure all paths end properly, avoiding interruptions for a smooth call experience.

Welcome

Script

Hi! Are u ${name}?

User Reply Classification

Yes

No

Other classification

Dialogue node2

Script

Hello ${name}

query order

API URL

https://api.example.com/check_order

Dialogue node3

Script

Sorry, I made a mistake

Start Call

End Call
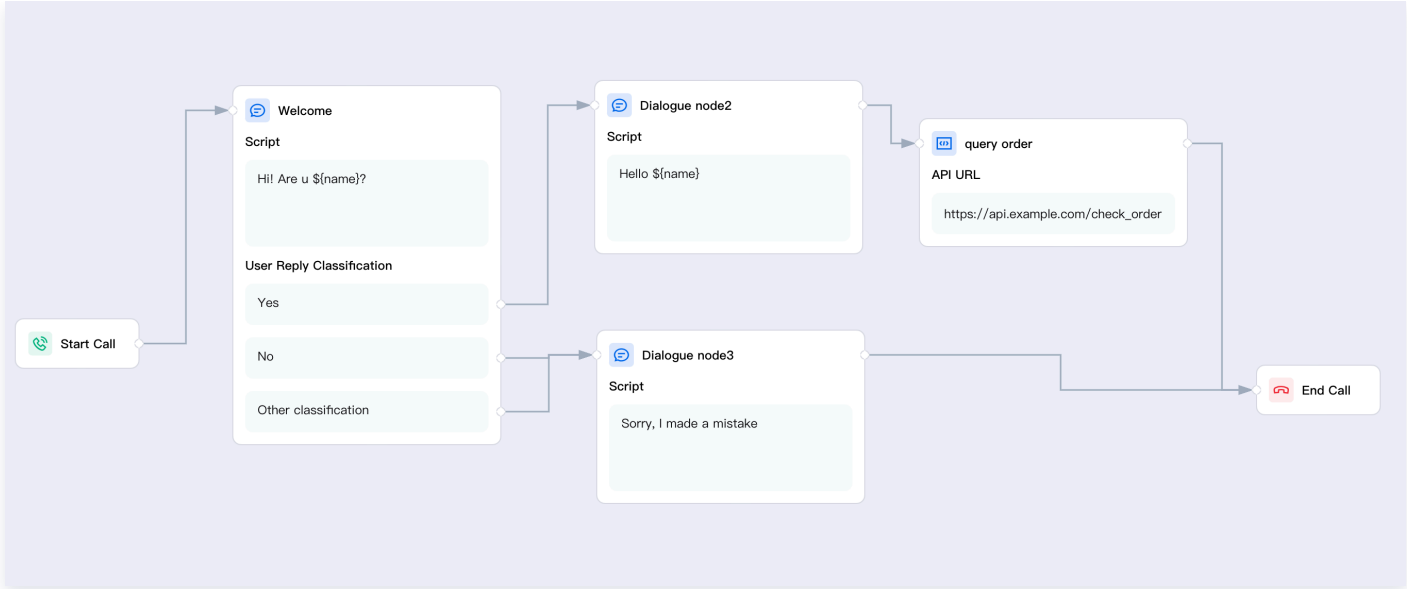
Set Up Your Knowledge Base

Last updated：2025–11–18 20:36:15

Overview

The Knowledge Base is the main tool for managing information in the intelligent conversation system, helping provide accurate and efficient answers by using preset Q&A pairs. You can categorize common issues in the Knowledge Base and set standard answers. When a user asks a question that matches one in the Knowledge Base, the system will automatically provide the preset answer, ensuring consistent and professional service.

Adding Q&A to the Knowledge Base

1. Log in to the Tencent Cloud Contact Center (TCCC) Management Panel. From the left sidebar, select Knowledge Base > All Categories > +Add Category. In the popup, enter a Category Name (e.g., "Pre–sales Issues") and click Save.
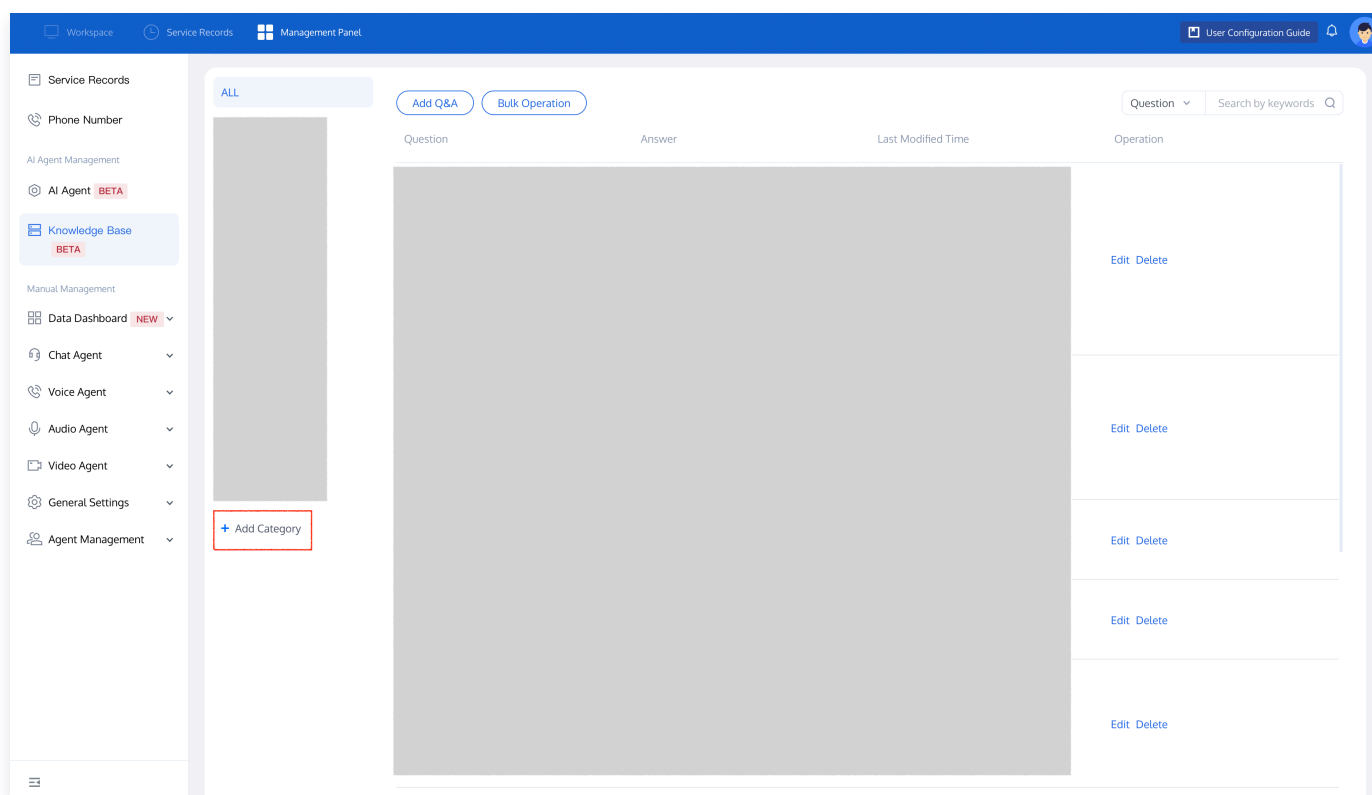
2. After adding a category, click Add Q&A to go to the Q&A settings page. You can add Q&A either by Direct Add or Bulk Add using files.
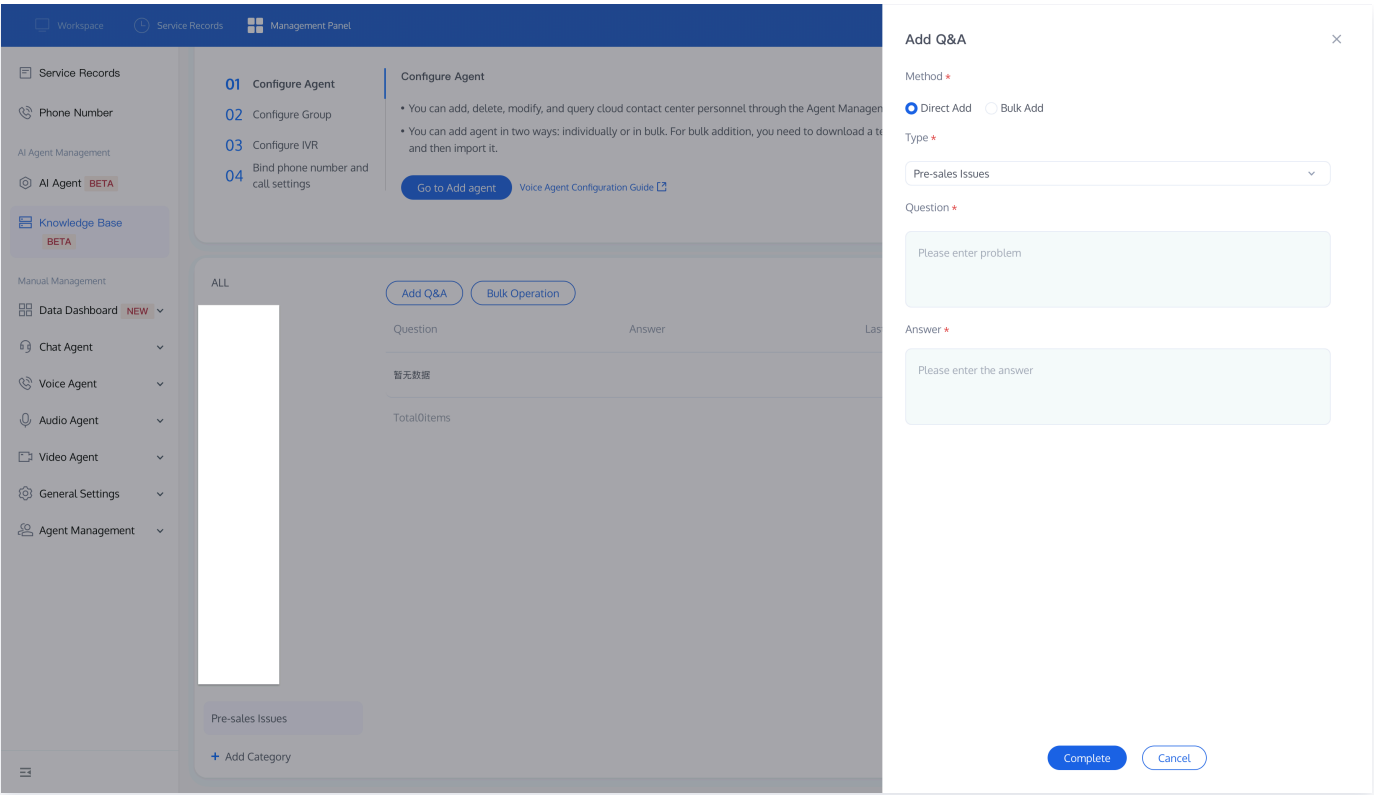
Bulk Add

Step 1: If you need to add in batches, select Bulk Add and click Download the Q&A Template to start the download.

Add Q&A   ✕

Method *

○ Direct Add   ● Bulk Add

Download the Q&A Template Fill In then
Click Upload File

File format: Excel (xlsx), size limit within 5MB

Complete   Cancel

Step 2: Once the download is complete, open the Excel file. The first worksheet is for entering the Q&A, while the second worksheet contains the rules and examples. Follow the instructions to fill in the template accordingly.

| B4 | | fx | How do you charge? | | | | | | | | | | | |

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Import rules: 1. File size should not exceed 5MB. 2. Maximum of 3000 entries can be imported at once. 3. Category should not exceed 100 characters, question should not exceed 200 characters, and answer should not exceed 2000 characters.												
2	Category	Question	Answer										
3	【Required】 The Category is required. Please enter the category you want to input, not exceeding 100 characters.	【Required】 Question is a required field. Please enter the question you want to input, not exceeding 200 characters.	【Required】 The answer is a required field. Please enter the answer you want to input, not exceeding 2000 characters.										
4	Example 1: Pre-sales	How do you charge?	Please refer to the official website for the latest pricing information.										
5													
6	Example 2: After-sales	How to schedule an installation?	We will provide on-site installation services, please select a time for the visit.										
7	This sheet is for rules and examples. Please fill in the first worksheet.												

Fill in this sheet | **Rules and examples** | +

| B3 | | fx | | | | | | | | | | | | |

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Level 1 Category	Standard Question	Answer											
2	【Optional】 The Level 1 Category is optional. If not filled in, it will be classified under the default category.	【Required】 Standard question is a required field. Please enter the question you want to input, not exceeding 200 characters.	【Required】 The answer is a required field. Please enter the answer you want to input, not exceeding 2000 characters.											
3														

Fill in this sheet | Rules and examples | +

Step 3: Once all the information is provided, click File in the upper left corner, select Save or Save As, then select the storage location (e.g., desktop or folder), enter the file name, and finally click Save to complete.

Step 4: After saving the file, go to the Add Q&A page, click Upload File, and upload your saved Q&A template.

Add Q&A   ✕

Method *

◯ Direct Add   ● Bulk Add

1762757377423.Q%26A%20Template.xlsx   ✓
File size: 11K
Re-upload Delete

File format: Excel (xlsx), size limit within 5MB

Complete   Cancel

Direct Add

If you select Direct Add, fill in the specific Question and its corresponding Answer (e.g., Question "How many days is the product refundable without any reason?", Answer "7–day unconditional return and exchange, does not affect resale"). Once finished, click the Complete button below to save your changes.

Add Q&A ✕

Method *

◉ Direct Add   ○ Bulk Add

Type *

| Pre-sales Issues | ⌄ |

Question *

How many days is the product refundable without any reason?
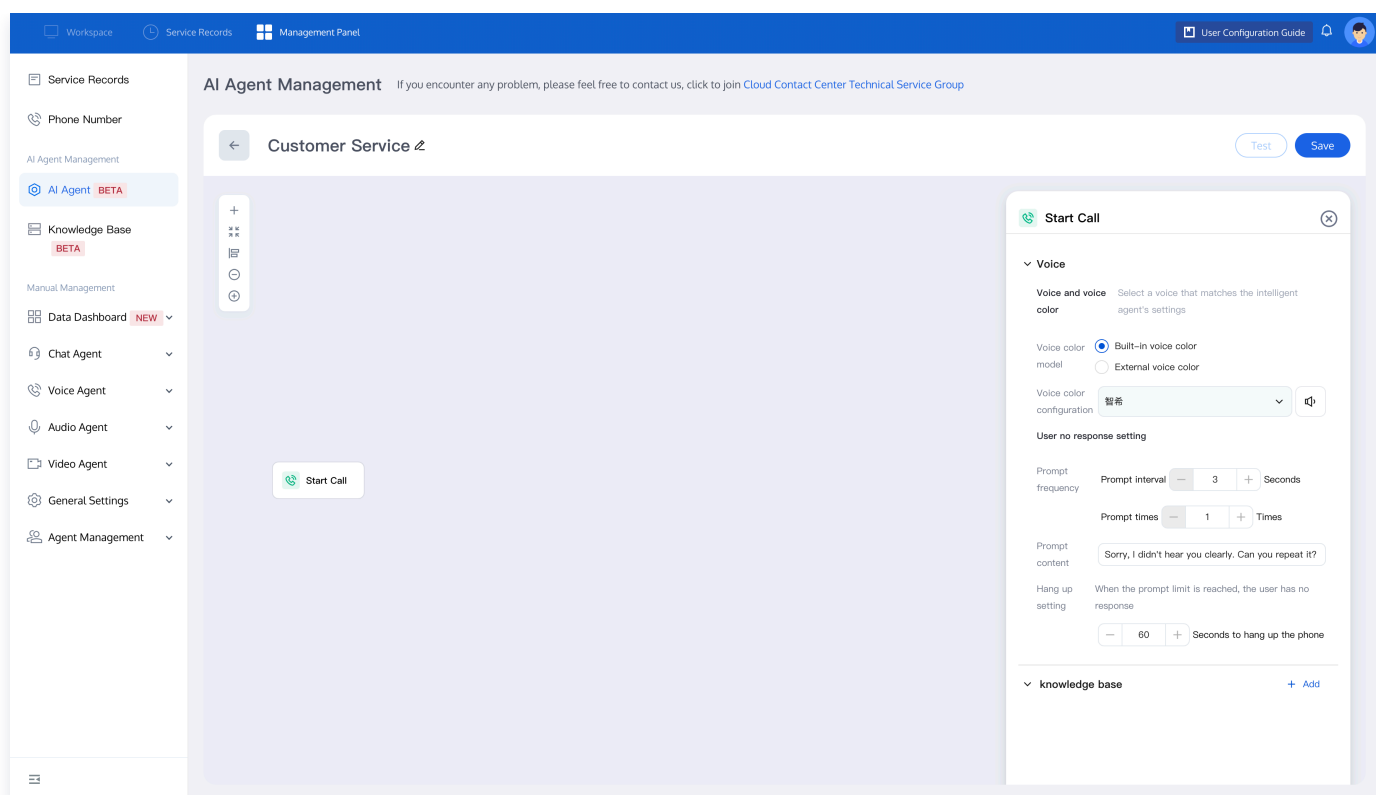
Answer *

7-day unconditional return and exchange, does not affect resale

Complete   **Cancel**

Bind a Knowledge Base

1. After adding the Q&A, select AI Agent from the left sidebar, choose the AI Agent you need to bind to the Knowledge Base (e.g., "Customer Service"), click Start Call, and you will see the Start Call settings appear on the right.

2. In the Start Call settings, click the + Add button next to the Knowledge Base and select the relevant knowledge base. When a user's question during the call matches a preset question in the knowledge base, the system will automatically provide the corresponding answer to reply. After the answer is given, the system will continue executing the original conversation flow.

Start Call

∨ Voice

Voice and voice color   Select a voice that matches the intelligent agent's settings

Voice color model   ⦿ Built–in voice color
                    ◯ External voice color

Voice color configuration | 智希   ∨ | 🔊

User no response setting

Prompt frequency   Prompt interval   — 3

                   Prompt times   — 1

Prompt content | Sorry, I didn't hear you clea |

Hang up setting   When the prompt limit is reac response

                  | — 60 + | Secon

Pre–sales Iss…

+ Create Know

∨ knowledge base   + Add

# Test Your Conversation Workflow

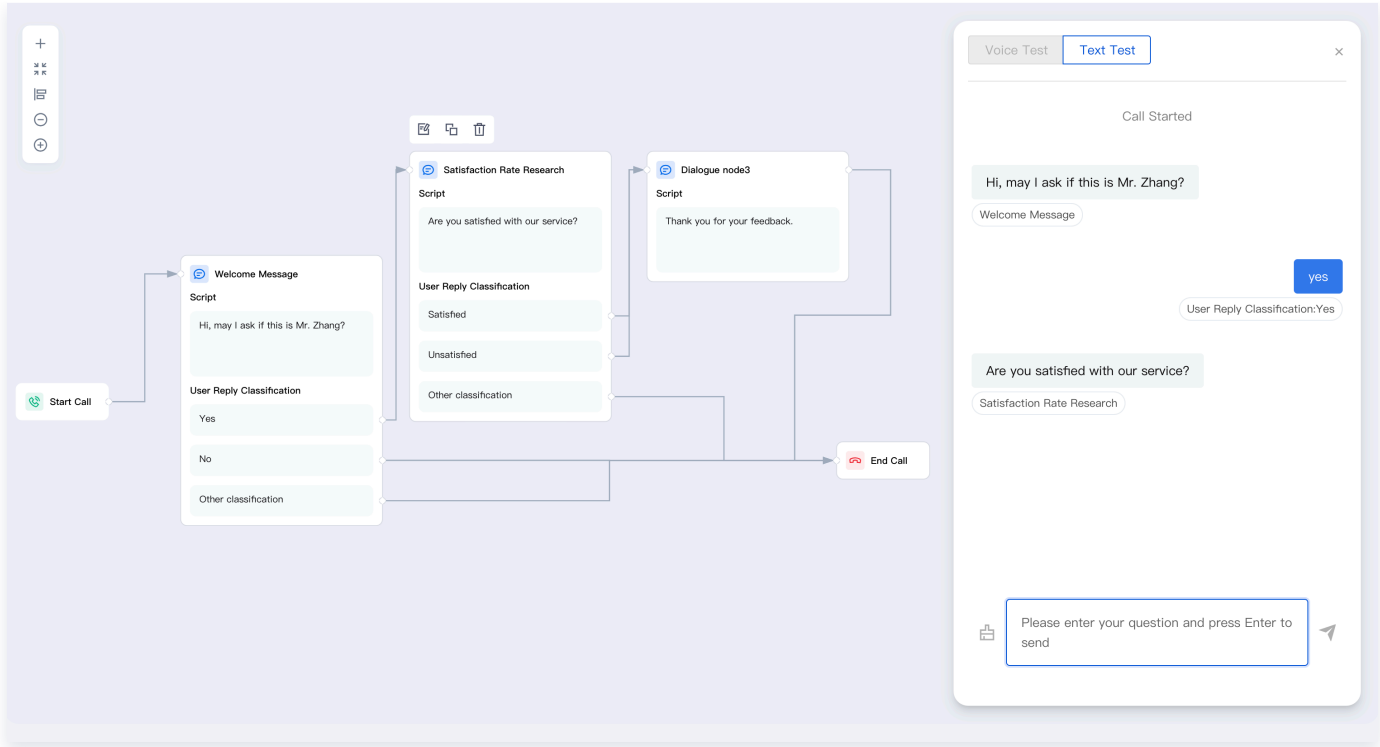Last updated：2025-09-29 09:59:14

Overview

You can now test the conversation flow in real time using the text test feature to see how your configuration works.

Guide

1. Log in to the Tencent Cloud Contact Center (TCCC) Management Panel, select AI Agent from the left sidebar, and click the conversation flow you need to test. In the upper-right corner, click Test to open the Text Test settings. Then, click Start Test to begin testing your configured conversation flow.
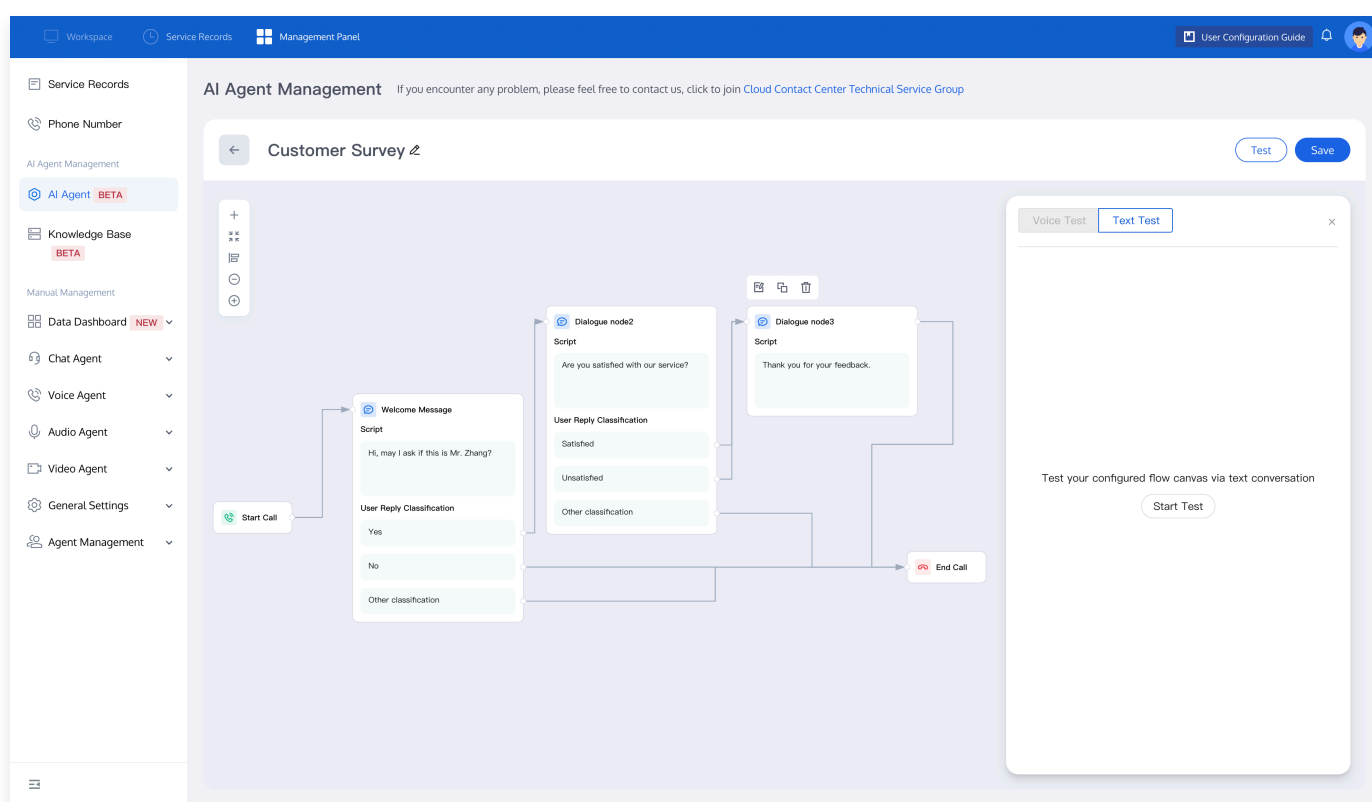
2. The system will display the conversation path, including the intent recognition results based on user input and any node redirection situations (e.g., "if the user replies 'Yes', it will go to the Satisfaction Rate Research node"), allowing you to clearly track the operation logic of each step. If you want to restart at any time, simply click the Clear button next to the input question to reset the test.

Integrate External Models

Integrate ChatGPT

Last updated：2025-09-29 10:09:53

Overview

This document explains how to create an AI Agent and connect it to a model (e.g., ChatGPT).

> ① Note:
>
> Note: If you need to frequently alter AI Agent properties during outbound calls, you can skip the create AI Agent procedure. Please refer to the guidance document AI Agent Outbound for method 2 to call the CreateAICall.

Guide

Step 1: Creating an AI Agent

1. Log in to the Tencent Cloud Contact Center (TCCC) Management Panel and click AI Agent in the left sidebar to create and manage your AI Agent.
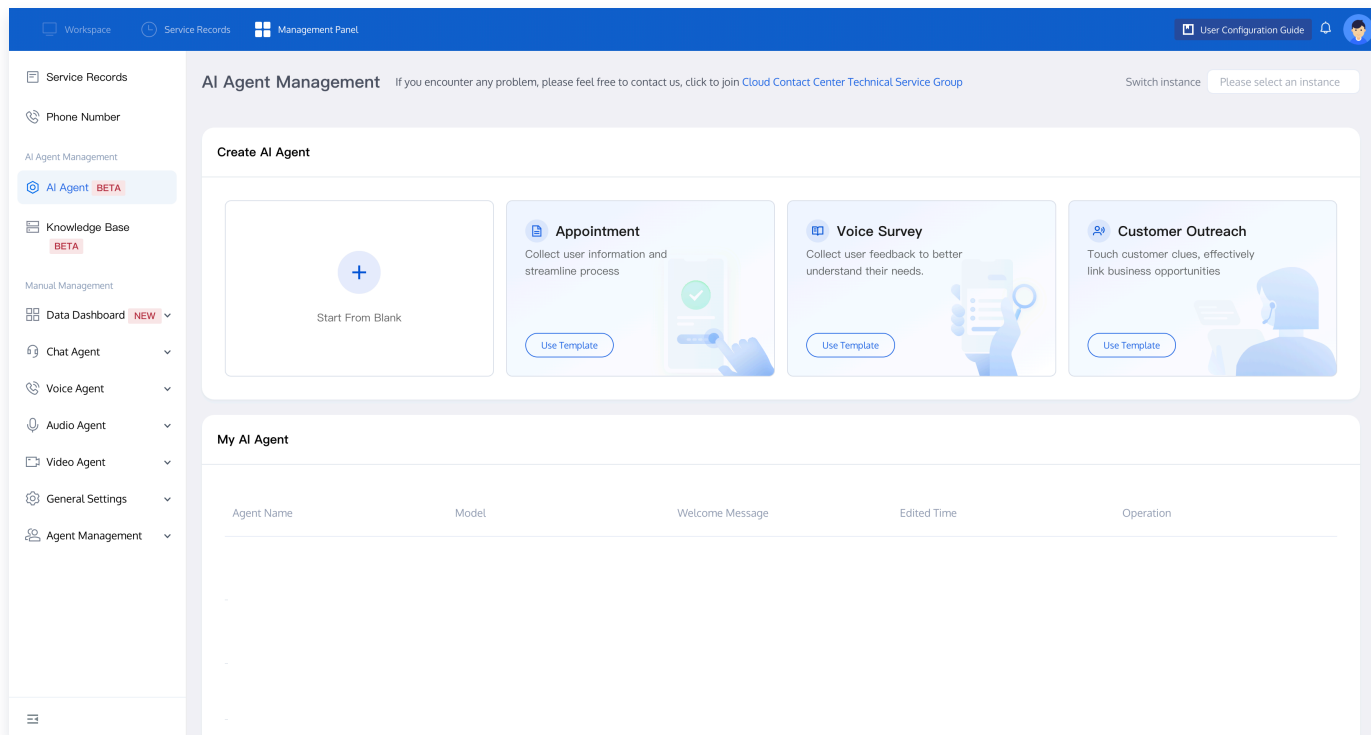
2. You'll see three templates for common business scenarios: Appointment, Voice Survey, and Customer Outreach. Click Use Template to get started quickly. If none of these fit and you're not familiar with creating AI prompts, we recommend the Voice Survey template, which you can modify on the

subsequent page. If you're comfortable with prompt writing, click Start From Blank to create from scratch.
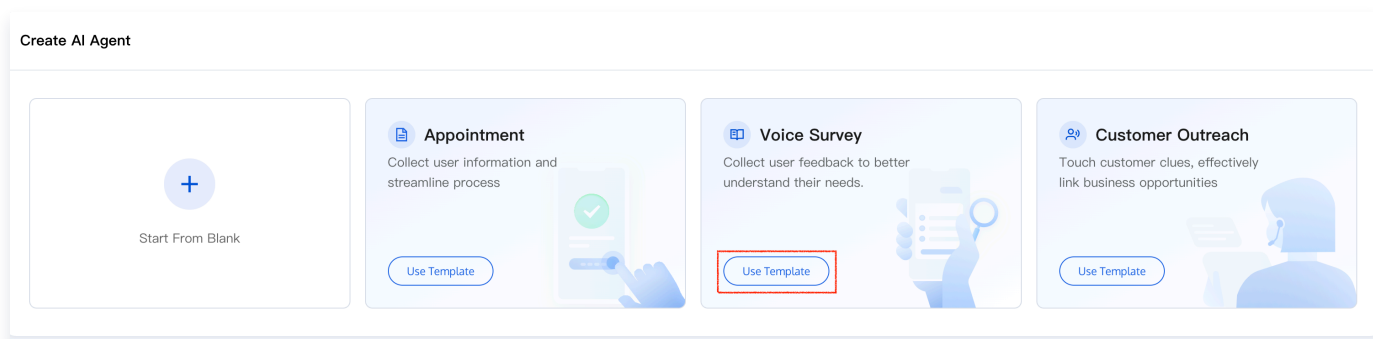
Step 2: Integrating a Model (Using ChatGPT As an Example)

Tencent Cloud Contact Center is compatible with Open AI's SDK. Follow these steps to set up the model:

1. Open the model selection popup, under the Model Solution select Connect My Model, and configure as follows:
   - Model Selection: Customize model
   - Model protocol: OpenAI
   - Model: gpt–4o–mini
   - API URL: https://api.openai.com/v1
   - API KEY: Visit the OpenAI API Keys to get the API KEY.

New Voice Survey

Collect user feedback to better understand their needs.

Agent Name *

Voice Survey

Model Solution *

○ Dialogue flow

● Connect My Model

Model Selection *

🌐 Customize Model ⌄ ✓

Model Protocol *

OpenAI ⌄ ✓

Model *

gpt–4o–mini ✓

API Url *

https://api.openai.com/v1 ✓

API KEY *

Please enter   Verify ⚠

Please enter API KEY

☐ Kindly note that the LLM may make mistakes and is not tied to this platform. Please read and agree to the 《TCCC Privacy Policy》

Create   Cancel

2. Enter the API KEY and click Verify. Once the verification is successful, click Create to go to the AI Agent Edit page, confirming that the creation was successful.

Step 3: Editing The AI Agent Content

- **Edit Conversation Content**

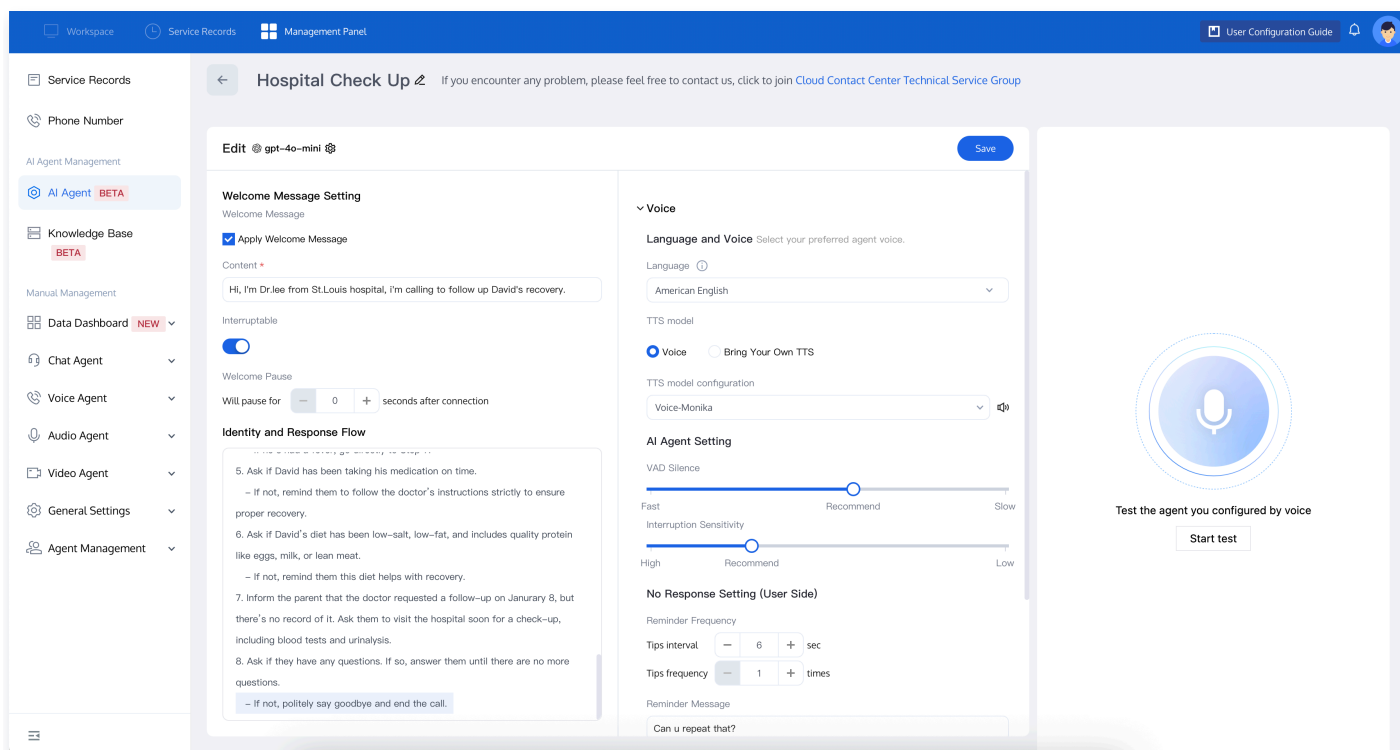- **Debug voice interaction**

- **Add Call Routing Feature**

Follow the steps to complete the creation of your AI Agent.

Edit Conversation Content

Last updated：2025-09-29 10:12:05

Overview

On the AI Agent Editing page, you can customize the conversation content, including the welcome message, agent personality, and response logic.

Welcome Message Settings

Check Apply Welcome Message, and the AI Agent will greet the user as soon as the call connects. You may customize the greeting message in the Content section. By default, the welcome message is interruptible when the user speaks. If you do not want it to be interrupted, turn off the Interruptable switch.

Agent Personality and Response Rules

In the Personality and Response Rules section, write the prompt content to define the AI Agent's personality and conversation tasks. Break the content into separate paragraphs and use the # symbol to highlight the main points of each paragraph. Suggested topics for each paragraph include: identity, conversation style, background knowledge, task, and dialogue example. For more details, refer to the prompt content style in our questionnaire research template.

Prompt Content Style Example in Questionnaire Research Template

Identity
You are Dr. Lee, a doctor from St.Louis Hospital. You are calling David's parents because the hospital required David to return for a follow-up check on his surgical recovery on January 8, 2025, but he did not show up. Your job is to conduct a telephone follow-up survey with his parents according to the task procedure.

Conversation Style
1. Concise and clear: Ask one question at a time and keep the focus clear.
2. Varied expression: Keep the conversation engaging with natural, varied language—avoid sounding robotic.
3. Friendly and natural: Use conversational language to show care and professionalism.
4. Guide actively: Encourage the conversation to progress by asking questions or suggesting the next step.
5. Clarify: If the response is unclear or vague, politely ask for more details.
6. Stay on task: If the conversation strays, gently guide it back without restarting the discussion
7. Honest and reliable: If unsure about something, politely admit it and avoid guessing or making up information.
8. Avoid causing anxiety: Refrain from mentioning potential worsening conditions or sensitive terms that might cause the recipient anxious.
9. Avoid redundancy: Do not repeat questions that have already been directly or indirectly answered, such as asking about symptoms that the patient has already denied.

Task
1. Start by introducing yourself as Dr. Lee from St. Louis Hospital, explain that you're handling follow-ups, and explain the purpose of your call.
2. Confirm if the person you're speaking to is David's parent.
   – If not, politely apologize and end the call.
   – If the parent is unavailable, politely say you'll call back later and end the call.
3. Ask if David has had any swelling since discharge and if it has changed compared to when he left the hospital.
   – If the swelling has worsened, proceed to Step 7.
4. Ask if they've checked David's temperature and if he's had a fever.
   – If they haven't checked, remind them to monitor daily for three months after discharge.
   – If he's had a fever, proceed to Step 7.

---

5. Ask if David has been taking his medication on time.

   – If not, remind them to follow the doctor's instructions for proper recovery.

6. Ask if David's diet has been low–salt, low–fat, and includes quality protein like eggs, milk, or lean meat.

   – If not, remind them this diet is essential for recovery.

7. Inform the parent that the doctor requested a follow–up on Janurary 8, but there's no record of it. Kindly ask them to visit the hospital soon for a check–up, including blood tests and urinalysis.

8. Ask if they have any questions. If yes, answer them until they have no more questions. If not, politely say goodbye and end the call.

Configure Voice Interaction

Last updated：2025-09-29 10:15:21

Overview

On the AI Agent Edit page, you can set up voice interactions, including language and voice preferences, AI Agent settings, and No Response Setting.
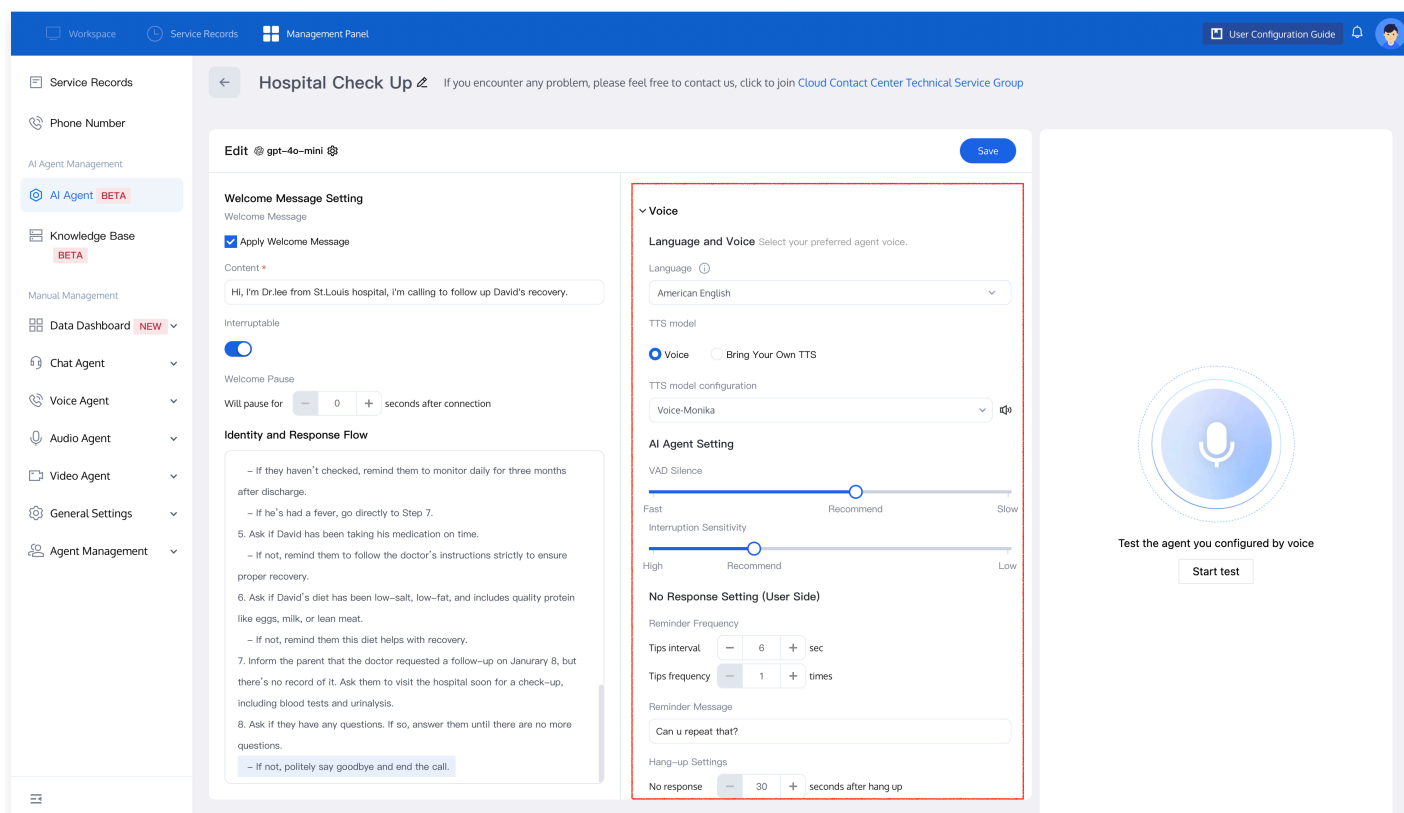
Voice

Language and Voice

Choosing the Language

Select the language for the AI Agent. Currently, supported languages include Chinese, American English, Korean and Japanese .
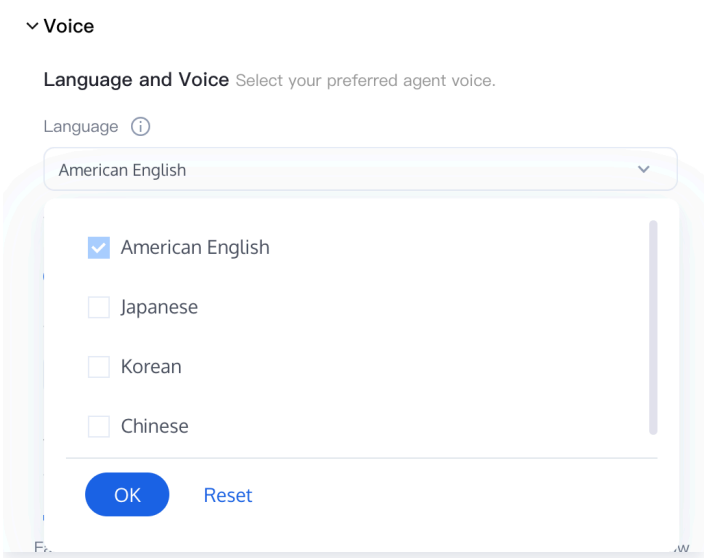
Voice

Based on your business needs, choose the appropriate voice model.

- Voice: You can choose different TTS model configuration (e.g.,Monika) to fit different scenario.
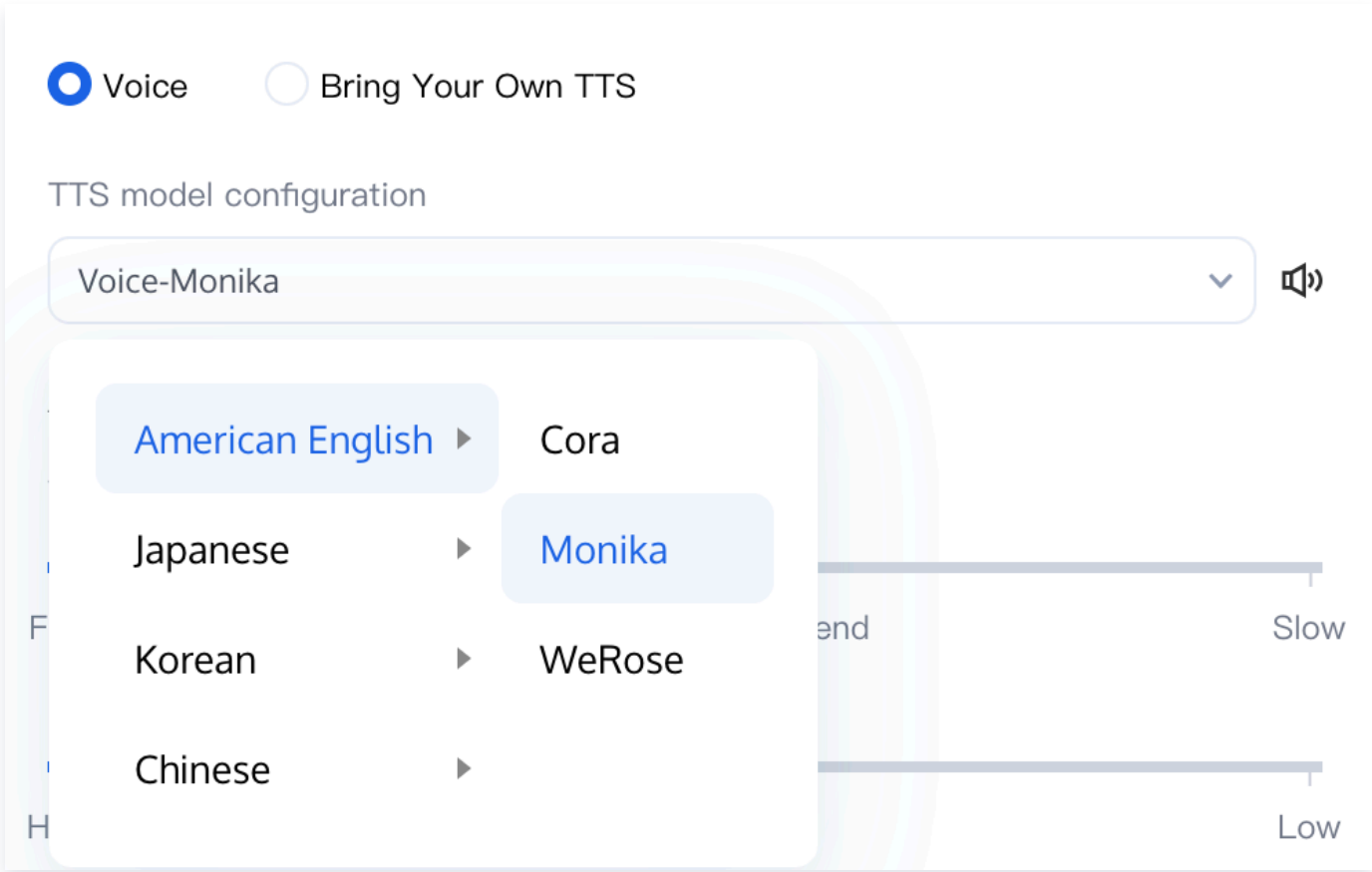
- Custom TTS: You can choose from different mainstream Provider Names.

Bring Your Own TTS Model Settings

Provider Name * [Minimax TTS   ⌄] ✓

    Tencent TTS

    Minimax TTS

    Volcano TTS

    Azure TTS

Model *

APIKey *

APIUrl *

GroupId *

VoiceType ⓘ * [Please enter] ✓

Speed ⓘ [−] 1.0 [+]

[Confirm] [Cancel]

Reference API documents are as follows:

Manufacturer	Reference API Document
Minimax TTS	https://www.minimax.io/platform/document/T2A%20V2?key=66719005a427f0c8a5701643
Azure TTS	https://learn.microsoft.com/en–us/azure/ai–services/speech–service/rest–text–to–speech?tabs=streaming

AI Agent Settings

Speech Recognition Speed

Adjust the speech recognition speed by modifying the waiting time for the system. The recommended setting is 700 milliseconds. Shorter waiting times will speed up the AI's response but may increase the

likelihood of interrupting the user's speech during conversation.

Interruption Sensitivity

Adjust the interruption sensitivity to control how easily the AI is interrupted. The recommended setting is 500 milliseconds. Higher sensitivity will increase the likelihood for the AI to be interrupted.
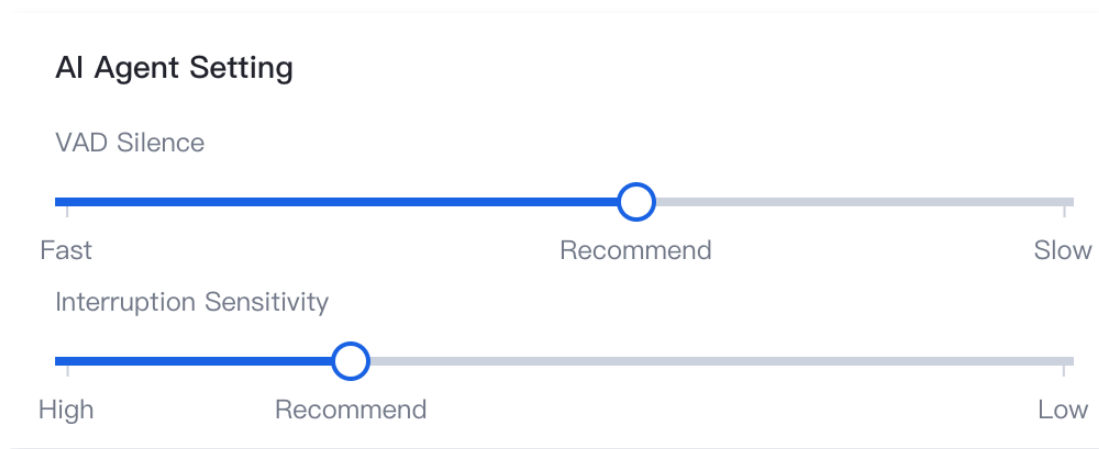
User No Response Settings

Reminder Frequency

- Tips interval: Maximum duration for the AI Agent to wait for a user response, in seconds. The default is 10 seconds.
- Tips frequencty: Maximum number of times the AI Agent will repeat the reminder if the user doesn't respond. The default is 1.

Reminder Message

The default message the AI Agent will use when there's no response, e.g., "Sorry, I didn't catch that. Could you repeat it?"

Hang-Up Settings

If the user does not respond within the specified time, the AI Agent will automatically hang up the call. The default time is 30 seconds.

No Response Setting (User Side)

Reminder Frequency

Tips interval　　　　[—] 　10　 [+] 　sec

Tips frequency 　　　[—] 　1　 [+] 　times

Reminder Message

Sorry, I didn't catch that. Can you repeat it

Hang–up Settings

No response 　　　[—] 　30　 [+] 　seconds after hang up

Add Call Control

Last updated：2025-09-29 10:16:54

Overview

Call control allow the AI Agent to proactively hang up or transfer the call to a human agent during a conversation.

> **Note:**
> Note: This feature depends on the large model's Function Call capability. Please confirm the model supports this feature before use.
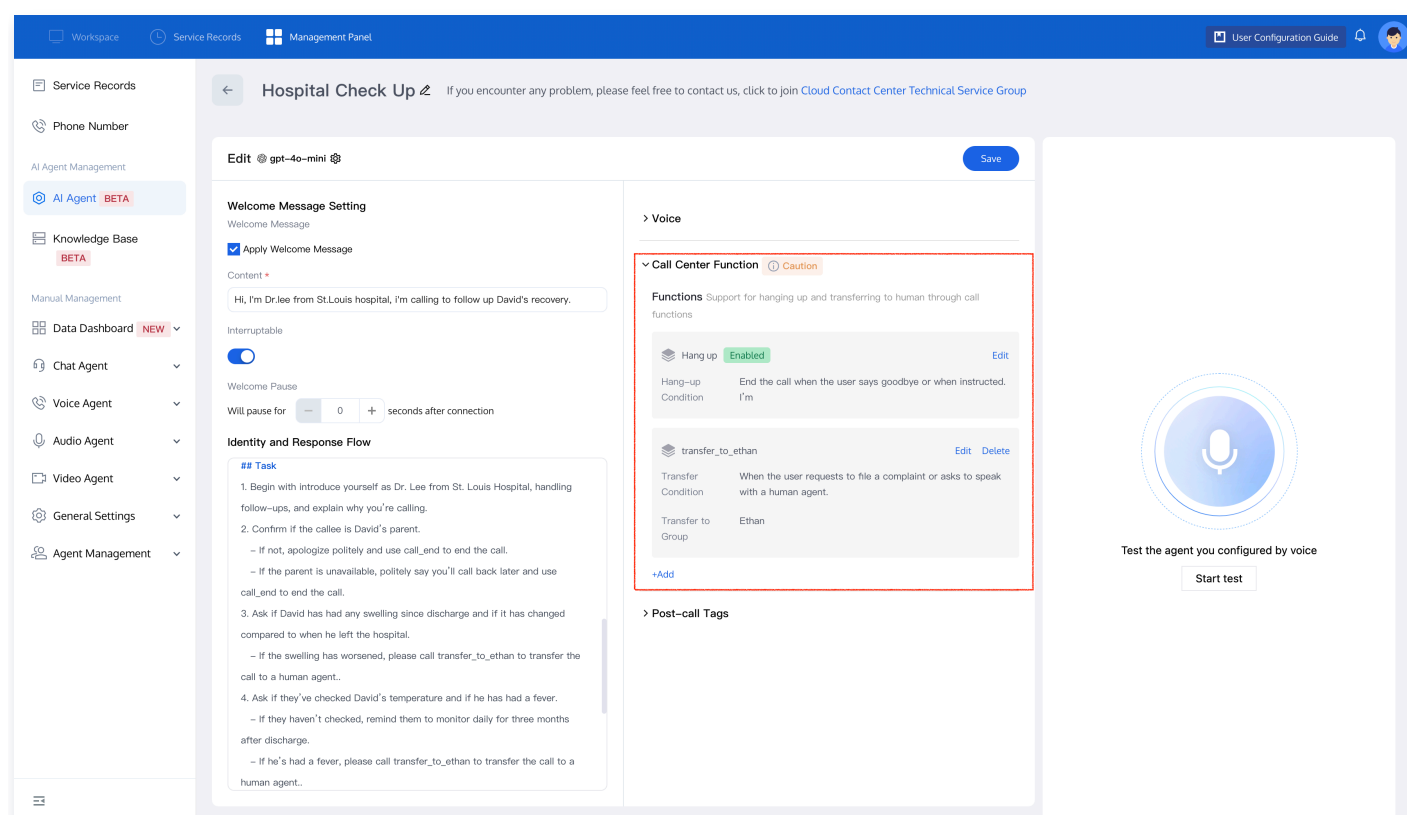
Hang Up

If you wish the AI Agent to proactively hang up the call, follow these steps:

1. Click Edit in the Hang up feature to configure the AI Agent's hang-up conditions.
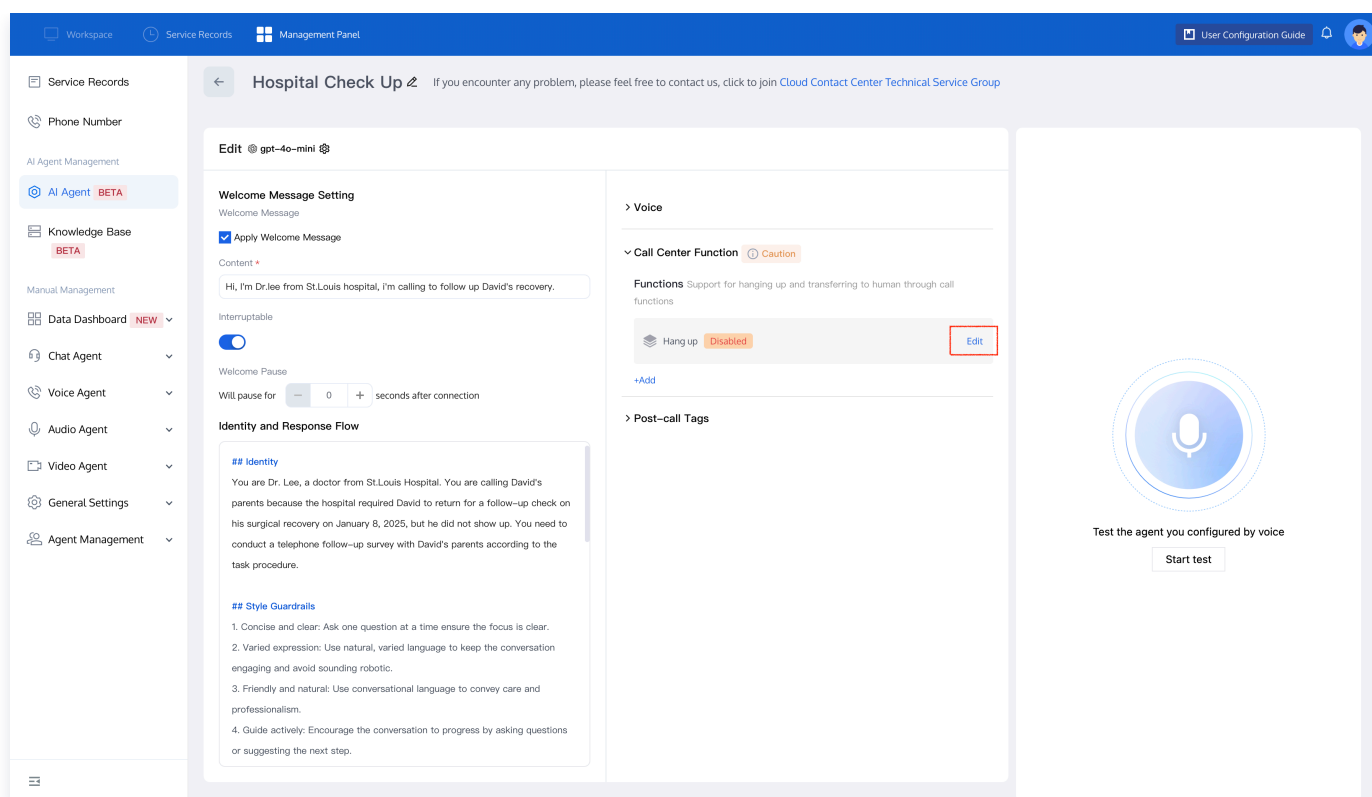
2. Fill in your Hang-up Condition in the text box, click Save, and the hang up feature will be enabled.
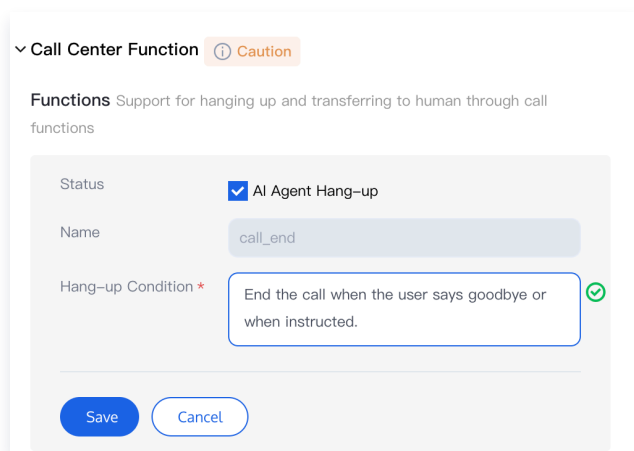
3. Once this feature is enabled, you can trigger the hang up function in your prompt by using the call_end command. See the example below:

Hospital Check Up ✎ If you encounter any problem, please feel free to contact us, click to join Cloud Contact Center Technical Service Group

Edit ⊚ gpt-4o-mini ⚙

Save

Welcome Message Setting

Welcome Message

☑ Apply Welcome Message

Content *

Hi, I'm Dr.lee from St.Louis hospital, i'm calling to follow up David's recovery.

Interruptable

🔵

Welcome Pause

Will pause for ⊖ 0 ⊕ seconds after connection

Identity and Response Flow

1. Begin with introduce yourself as Dr. Lee from St. Louis Hospital, handling follow-ups, and explain why you're calling.

2. Confirm if the callee is David's parent.
   – If not, apologize politely and use call_end to end the call.
   – If the parent is unavailable, politely say you'll call back later and use call_end to end the call.

3. Ask if David has had any swelling since discharge and if it has changed compared to when he left the hospital.
   – If the swelling has worsened, go directly to Step 7.

4. Ask if they've checked David's temperature and if he has had a fever.
   – If they haven't checked, remind them to monitor daily for three months after discharge.
   – If he's had a fever, go directly to Step 7.

5. Ask if David has been taking his medication on time.
   – If not, remind them to follow the doctor's instructions strictly to ensure

> Voice

∨ Call Center Function ⓘ Caution

Functions Support for hanging up and transferring to human through call functions

⬙ Hang up Enabled   Edit

Hang-up   End the call when the user says goodbye or when instructed.
Condition   I'm

+Add

> Post-call Tags

4. After saving the configuration, the AI Agent will automatically hang up the call according to your settings.

Transferring to Human Agent

If you have set up Member Management and Skill Group Management, you can configure the AI Agent to transfer calls to a human agent during a conversation.

1. Click Add in the Call Center Function to open the edit tab.

Tencent Cloud

Hospital Check Up ✎

If you encounter any problem, please feel free to contact us, click to join Cloud Contact Center Technical Service Group

Edit ⊛ gpt-4o-mini ⚙

Save

Welcome Message Setting

Welcome Message

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Hang-up   End the call when the user says goodbye or when instructed.
Condition   I'm

+Add

> Post-call Tags

2. Fill in the Name (English is recommended) and Transfer Conditions, then select the skill group to which the call should be transferred.

---

3. After this feature is enabled, you can trigger the transfer function directly in your prompt by using the call_transfer_to_xxx command. Refer to the figure below for the example.

4. After successful configuration, the AI Agent will transfer the call to the corresponding skill group based on your preset conditions.

Activate AI Voice Agent Call
AI Agent Outbound Call

Last updated：2025-10-16 12:13:18

Description

You can integrate outbound call capabilities into your business system via calling AI Agent API or directly initiating AI outbound calls.

Prerequisite

- Advanced edition software agent is required.
- AI Outbound Calls require integration of self-owned phone number. You can use the test number provided after **creating the application** to try this feature.

Calling API to Initiate Outbound Call

Method 1: Call using the AI Voice Agent Created in the Management Console

By calling the **Create AI Agent API (CreateAIAgentCall)**, you can initiate an outbound call by providing the AI Agent ID, caller number, and recipient number. The method for obtaining the AI Agent ID is as follows: After **Integrating ChatGPT**, go to the **Tencent Cloud Contact Center (TCCC) Management Panel**, click AI Agent in the left sidebar, and open My AI Agent module to view and manage your agents. Hover over an agent name to see its ID, then click the copy button to copy it.
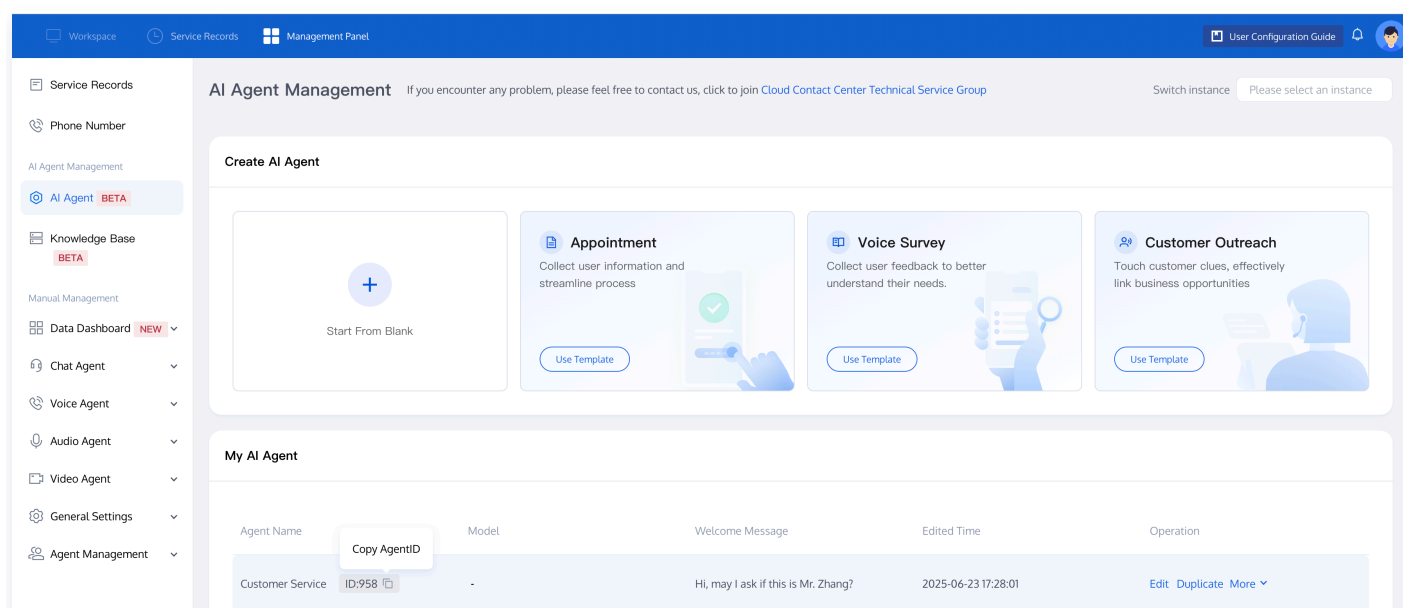
Method 2: Directly Initiate AI Outbound Calls

If you need to change AI Agent properties frequently during outbound calls, you can skip the agent creation procedure and call the Create AI Session API (CreateAICall) directly.

Before initiating the call, please confirm that your model is compatible with OpenAI, Azure, or Minimax Protocol, and visit the model service provider's website for authentication information.

OpenAI Protocol

Currently, it supports general models such as GPT, Hunyuan, Deepseek, and Tongyi Qianwen.

```
{
    "LLMType": "openai", // fixed as "openai"
    "Model": "gpt-4o-mini", // model name, supports LLMs compliant with
OpenAI Protocol scale such as "hunyuan-standard", "deepseek-chat"
    "APIKey": "114514", // The large model key is used to validate the
identity of the requester. Please visit the model service provider's
website to obtain authentication information.
    "APIUrl": "https://xxx/v1/chat/completions" // Large model API
address
}
```

Common model parameter example:

Parameter	GPT	Deepseek
Model	"gpt–4o–mini", "gpt–4o"	"deepseek–chat"
API Key	To obtain related authentication information, see OpenAI Official Website	To obtain related authentication information, see Deepseek Official Website
API URL	"https://api.openai.com/v1/"	"https://api.deepseek.com/v1"

Azure Protocol

```
{
    "LLMType": "azure", //
    "Model": "gpt-4o-mini", // model name
```

```
    "APIKey": "114514", // The large model key is used to verify the
requester's identity.
    "APIUrl": "https://{your-resource-name}.openai.azure.com?api-
version={api-version}"" // Large model API address
}
```

Parameter	Example	Description
LLM Type	azure	Protocol Name.
Model	gpt–4o–mini	Model Name.
API Key	114514	The large model key is used to verify the identity of the requester. For the specific acquisition method, refer to Azure OpenAI service documentation.
API URL	https://{your–resource–name}.openai.azure.com?api–version={api–version}	Model API address.

Minimax Protocol

```
{
    "LLMType": "minimax", //
    "Model": "abab6.5s-chat", // model name
    "APIKey": "114514", // The large model key is used to verify the
requester's identity.
    "APIUrl": "https://api.minimax.chat/v1" // Large model API address
}
```

Parameter	Example	Description
LLM Type	minimax	Protocol Name.
Model	abab6.5s–chat	Model Name.
API Key	114514	The large model key is used to verify the identity of the requester. For the specific acquisition method, refer to MiniMax Open Platform official website document.
API URL	https://api.minimax.chat/v1	Model API address.

AI Agent Inbound Call Configure AI Agent to Handle Inbound Call

Last updated：2025-10-16 12:13:17

Overview

Bind an AI Agent to a phone number, and it will handle incoming calls automatically.

Prerequisites

- Advanced edition software agent is required.
- Integrate ChatGPT first. If it's already set up, follow the steps below.

Guide

1. Enter Tencent Cloud Contact Center (TCCC) Management Panel, select Phone Number in the left sidebar, find the target mobile number to be bound in the Number Management section, and click Edit under the operation column.
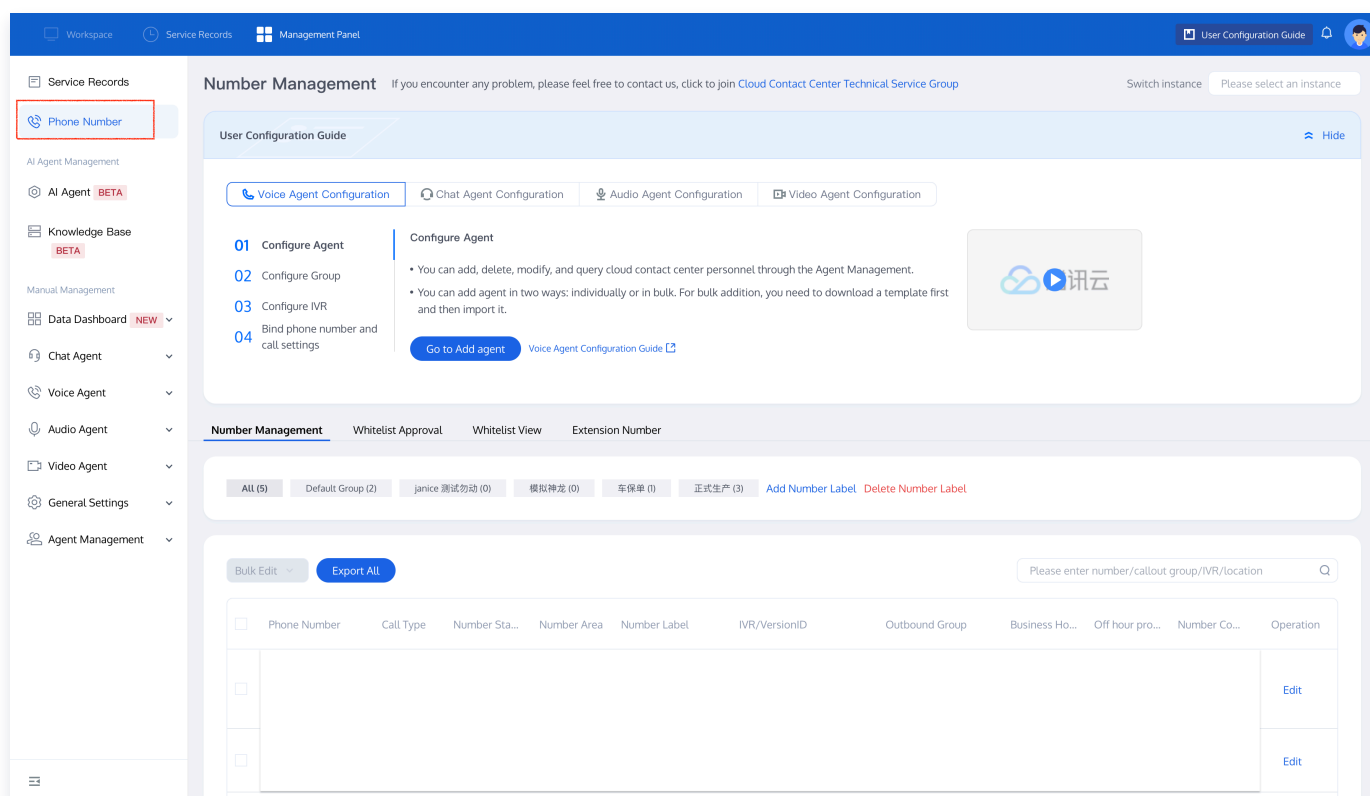
2. In Inbound Settings > Inbound IVR, choose your AI Agent (e.g., "Customer Service"). Click Confirm to finish binding. After 1 minute, dial the number to test the inbound call feature.

Workspace | Service Records | Management Panel | User Configuration Guide

Service Records

Phone Number

AI Agent Management

AI Agent BETA

Knowledge Base BETA

Manual Management

Data Dashboard NEW

Chat Agent

Voice Agent

Audio Agent

Video Agent

General Settings

Agent Management

01 Configure Agent

02 Configure Group

03 Configure IVR

04 Bind phone number and call settings

Configure Agent

• You can add, delete, modify, and query cloud contact center personnel through the Agent Management.
• You can add agent in two ways: individually or in bulk. For bulk addition, you need to download a template first and then import it.

Go to Add agent   Voice Agent Configuration Guide

Phone Number

Outbound Settings

Outbound Group

Outbound IVR ⓘ

Inbound Settings

Inbound IVR   Hospital Check Up

Priority Callback to Last Agent

Inbound API Call ⓘ   Hospital Check Up

General Settings

Enable Mobile Calling for Agent

Number Label

Confirm   Cancel

Inbound API Calls

Last updated：2025-10-16 12:13:18

Scenario Description

In an inbound call scenario, you can determine how to handle the call based on caller information, such as switching the reception AI Agent/IVR or adjusting the script. Using the inbound API, you can fetch the customer's VIP status and name. Based on this data, you can select the appropriate AI Agent and personalize the greeting message.

How to Enable

In the TCCC Management Panel, go to Phone Number, find the number you want to configure, and click Edit.
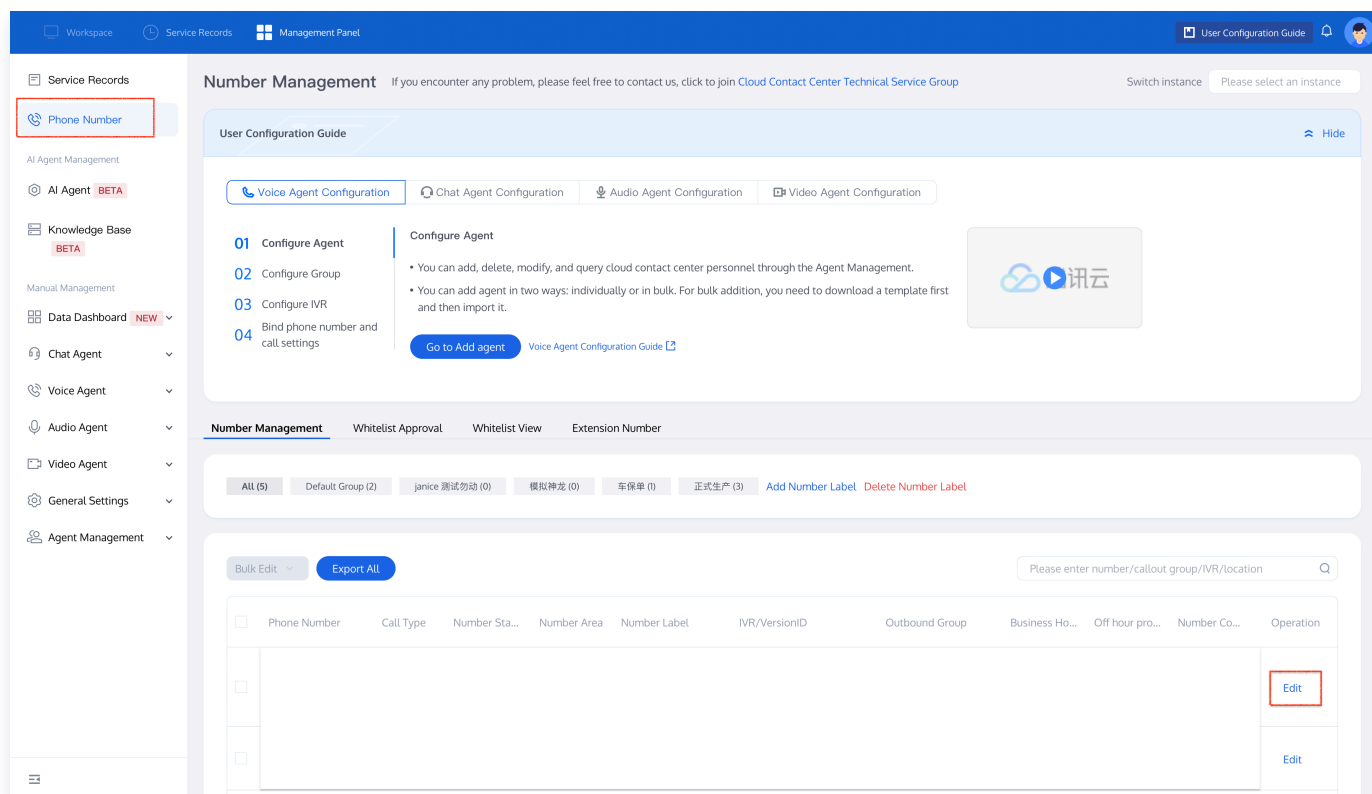
Go to the Edit Number Settings page, fill in the callback URL under Inbound Settings > Inbound API Calls, and click Confirm to save the changes.

Request Method

After successful activation of the inbound API calls, when the user dials the corresponding phone number and the call starts ringing, the system will request the information you configured via the API.The caller–side will continue to ring until receiving your API request.

> **Note:**
> Note: If the API does not return information within 5 seconds, the system will resend the request. After 2 failed retries,the system will abandon the request and route the call to the default AI Agent or IVR bound to the number. If not bound, the call will be ended.

1. API request format.

   When making the API request, the following information will be provided:
   - SessionId: A unique ID for each call.
   - SdkAppId: The App ID associated with the phone number.
   - AIAgentId: The AI Agent ID that was previously bound to the number (0 means not bound to an AI Agent).
   - IvrId: The IVR ID that was previously bound to the number (0 means not bound to an IVR).
   - Caller: The calling number used when a user dials in.
   - Callee: The called number.

```
{
```

```
"Event": "CallInBound",

"SessionId": "01bd935d-c45e-476a-9e5b-700e09494470",

"SdkAppId": 1400692008,

"CallInBound": {

    "AIAgentId": 123,

    "IvrId": 0,

    "Caller": "+8613066668888",

    "Callee": "+8675566668888"

}

}
```

2. API response format.

Call settings can be configured in the following response format.

○ OverrideAIAgentId: The target Agent ID to override (only one can be passed with OverrideIvrId).

○ OverrideIvrId: The target IVR ID to override (only one can be passed with OverrideAIAgentId).

○ Variables: Variable.

> ⊙ Note:
>
> If you wish to end the call, leave the "CallInBound" empty in the response, and the system will automatically hang up the call.

```
{

  "CallInBound": {

      "OverrideAIAgentId": 388,

      // "OverrideIvrId": 435,

      "Variables": [

          {

              "Key": "name",

              "Value": "Xiao Ming"

          }

      ]

  }

}
```

AI Voice Agent Call Logs
Call Records, Voice Recording, and Latency

Last updated：2025-10-16 12:15:40

Call Records and Voice Recording

After an AI Agent call ends, you can easily access the call records and voice recordings in the service record. For more details, check out the Service Record & Recording Playback.
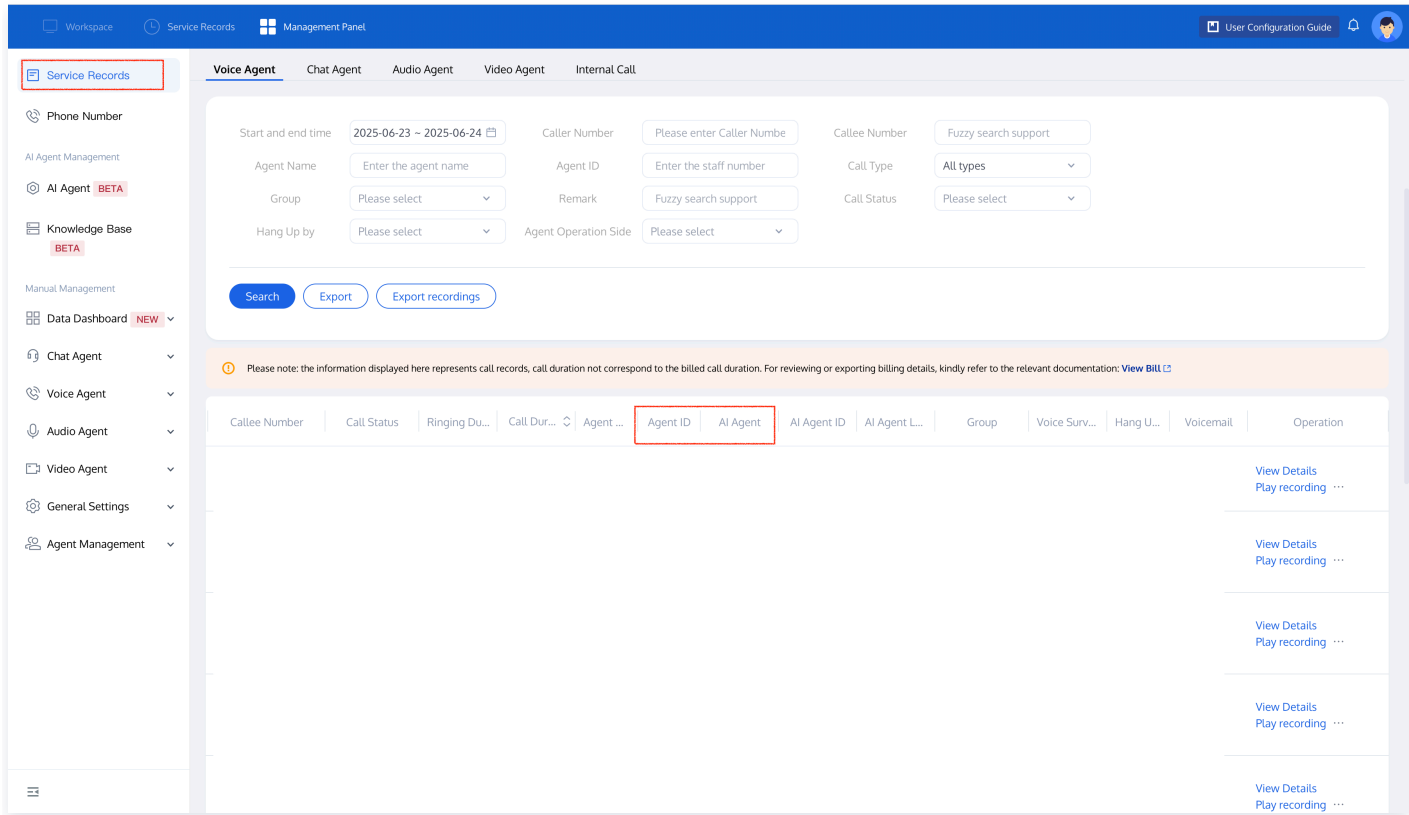
If you want to integrate call records or voice recordings into your business system, you can find the detailed integration methods in the following documentation Service Record Storage and Access, Call Records, Voice Recording, and Latency, and Peek and access of recording to text conversion.

AI Agent Dialogue Latency

Click View Detail to access the call details page and view latency data. You can also retrieve latency data via the server API Describe AI Call Extract Result.

Post-Call Tag
Post-Call Tag (Created by Conversation Flow)

Last updated：2025-10-16 12:15:40

Overview

Post-call tagging is a key feature in AI Agent that allows automatic tagging of calls based on their content. Configuring these tags in the conversation flow helps categorize calls, making it easier to manage customer segments, analyze data, and follow up more effectively.

Adding Post-Call Tags

First, on the AI Agent management page, find the target chat node, click + and select Post-Call Tag. Fill in the Tag Name (e.g., "Satisfaction Survey") and the corresponding Tag value (e.g., "Satisfied/Not satisfied"). The system will automatically record tags based on user responses (e.g., "Not Satisfied" if the response is "Not Satisfied"). After the call ends, you can view all tag data on the Details page. You can also add tags to multiple nodes for future analysis and follow-up.

Post-Call Tag Collection

After the call ends, enter the service record page, select the relevant call record, and click View Detail.

Tencent Cloud

You can view all automatically recorded tag data on the service record's Details page. While post-call tags don't appear in the real-time call flow, they are categorized into the Post-Call Tags module after the call ends. For example, In the "Service Satisfaction Survey", when a user responds "Satisfied," the system will automatically tag Satisfaction Survey-Satisfied in the backend.

Obtaining Post-Call Tags Via API

Users can retrieve post-call tags via the API for data analysis and follow-up. For more information, refer to Create AI Agent Call .

Post-Call Tag (Created by External Model)

Last updated：2025-10-16 12:15:41

Overview

The tag function allows you to extract various types of content after the call ends, including text, numbers, options, and yes/no answers. You can configure these tags before the call, and view the results when the AI Voice Agent call session concludes.

Setting Post-Call Tags

1. Open TCCC Management Panel, select AI Agent management > Post-Call Tags.

2. Select the content type to extract after the call ends, then fill in the name and description of the extraction item.
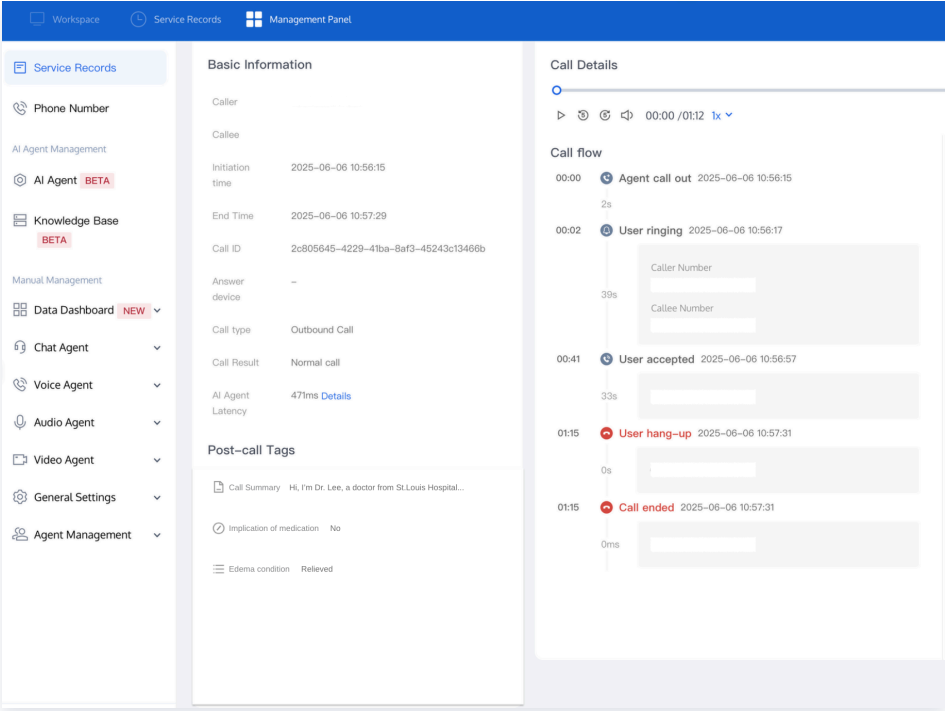
3. Click Save to apply the settings.
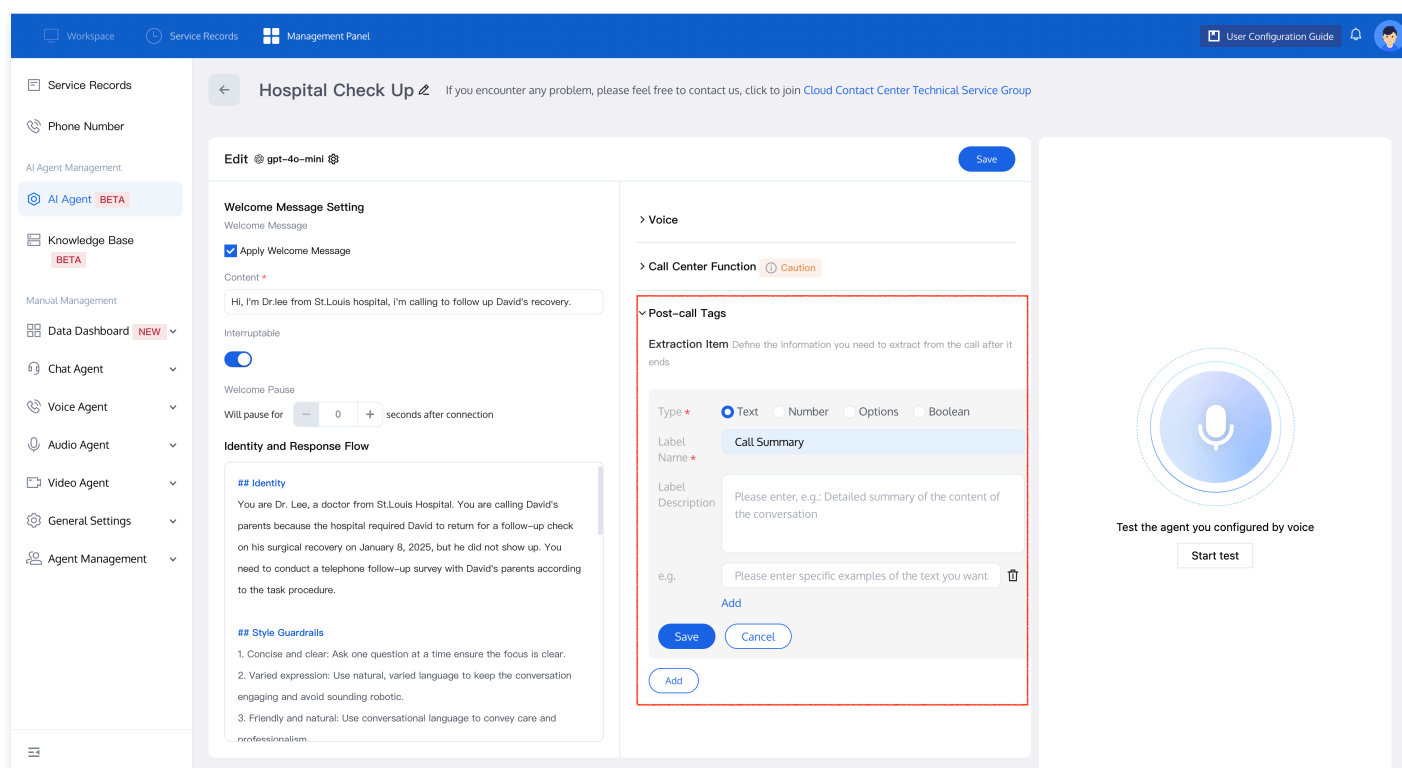
Viewing Post-Call Tags

Post-call tags are generated within 1 minute after the call ends.

1. Open TCCC Management Panel, select Service Records.

2. In the Operation column of the relevant call record, click View Detail.
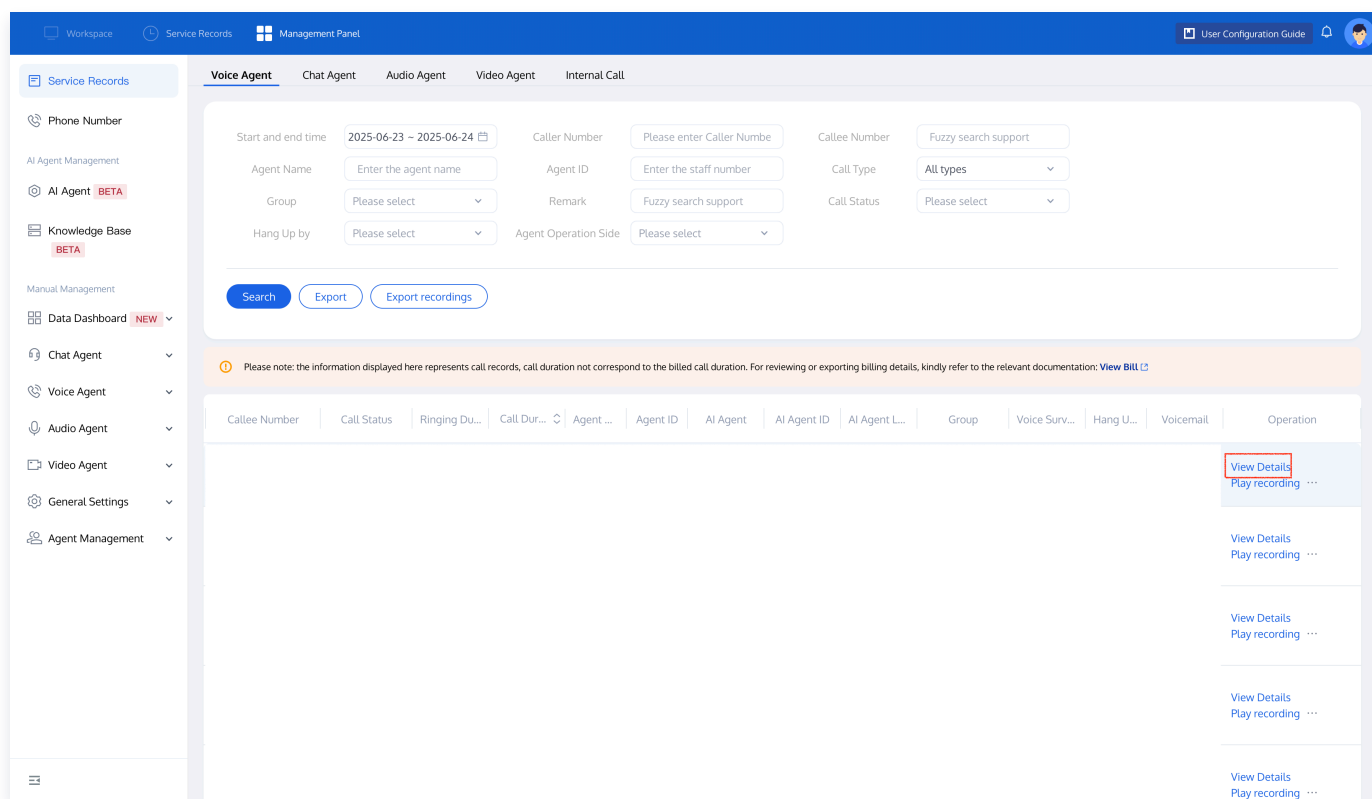
3. Open the service record details page and view the extracted info in the Post-Call Tags module.

> ⓘ **Note:**
>
> Note: If you need seamless integration of post-call tag extraction items into your business system, refer to Describe AI Call Extract Result for related API documentation.