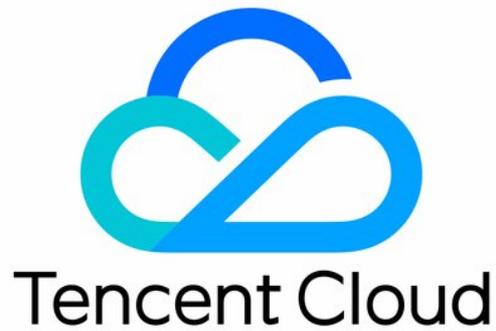


Chat Desk Product Documentation



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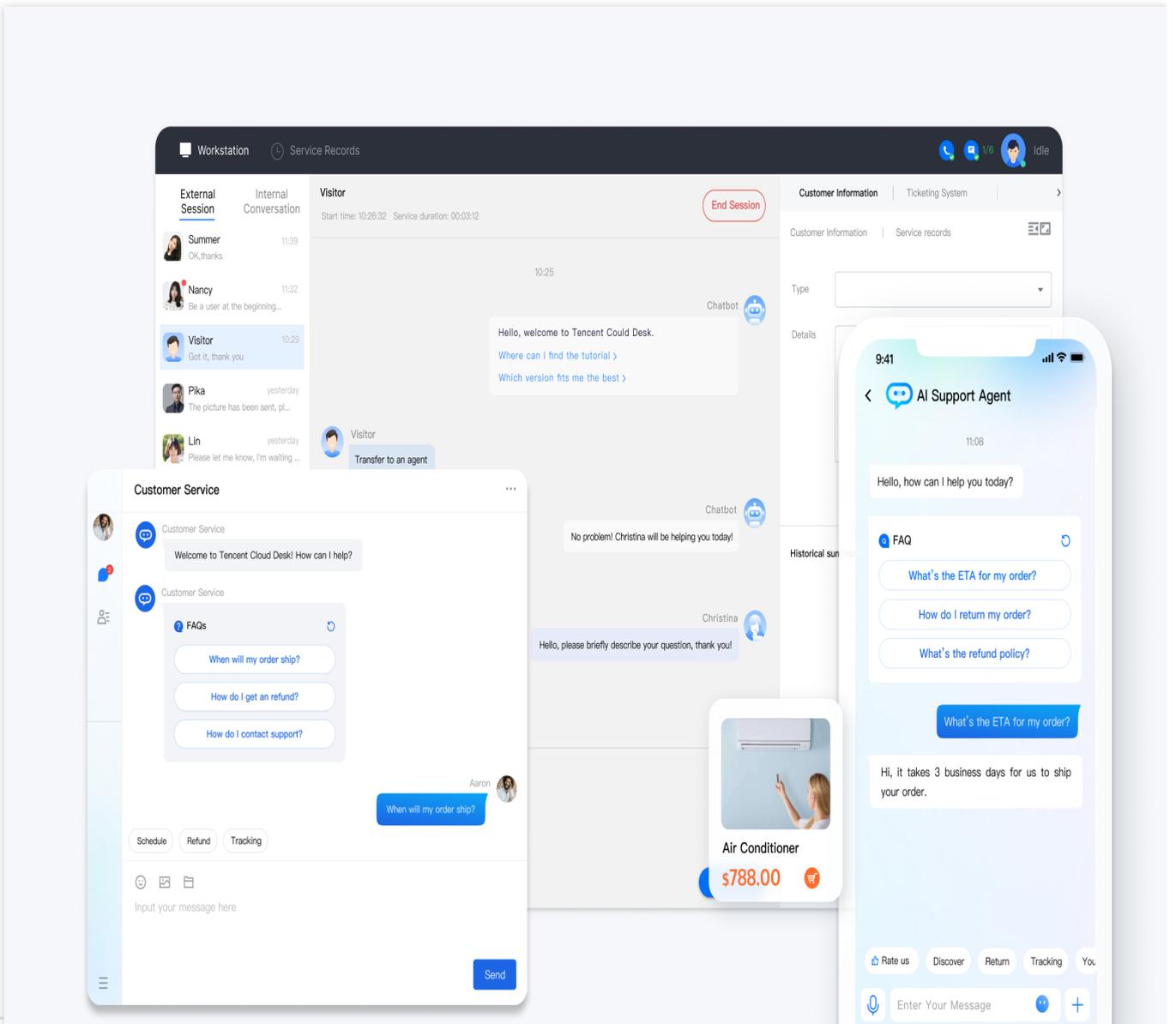
Online Service Records and Session Details

Offline and Logout

Desk Overview

Last updated : 2024-10-18 17:42:36

Tencent Cloud Desk, leveraging Tencent's extensive experience in instant messaging and artificial intelligence, offers an all-in-one customer service solution for businesses. You can seamlessly integrate this AI-based customer service system into your corporate website, mobile apps, and Wechat mini-programs, enhancing the efficiency of services provided to your users. Furthermore, built on the robust Tencent Cloud Chat platform, Desk provides developers with advanced Instant Messaging capabilities and open APIs, enabling tailored solutions to meet specific business requirements.



Categories	Functionalities	Description
------------	-----------------	-------------

Administrator	Session Management	Supports customizing session workflows and prompts
	Working Hours Check	Configurable customer service hours; no service outside working hours
	Team Management	Includes member management, role management, and group management
	Data Dashboard	Real-time monitoring of customer service session data
Agent	Multi-platform Office	Provides web and mobile workstations (Wechat mini-programs)
	Status Management	Supports setting customer service statuses
	Efficiency Enhancement	Offers quick reply functions for customer service and settings for maximum reception capacity
	Message Handling	Supports message recall and initiating conversations proactively
User	Messages Types	Supports various text, multimedia messages, card messages, and emoticons
	Multi-channel Access	Supports using customer service functions on websites, apps, and Wechat mini-programs
	Custom UI	Supports custom development of user inquiry interfaces.
Chatbot	FAQ Database	Supports uploading knowledge bases
	Natural Language Understanding(NLU)	Intelligently matches user messages and knowledge base to provide answers to user queries
	Custom Strategies	Supports customizing chatbot response strategies

Quick Start

Last updated : 2025-02-28 17:32:39

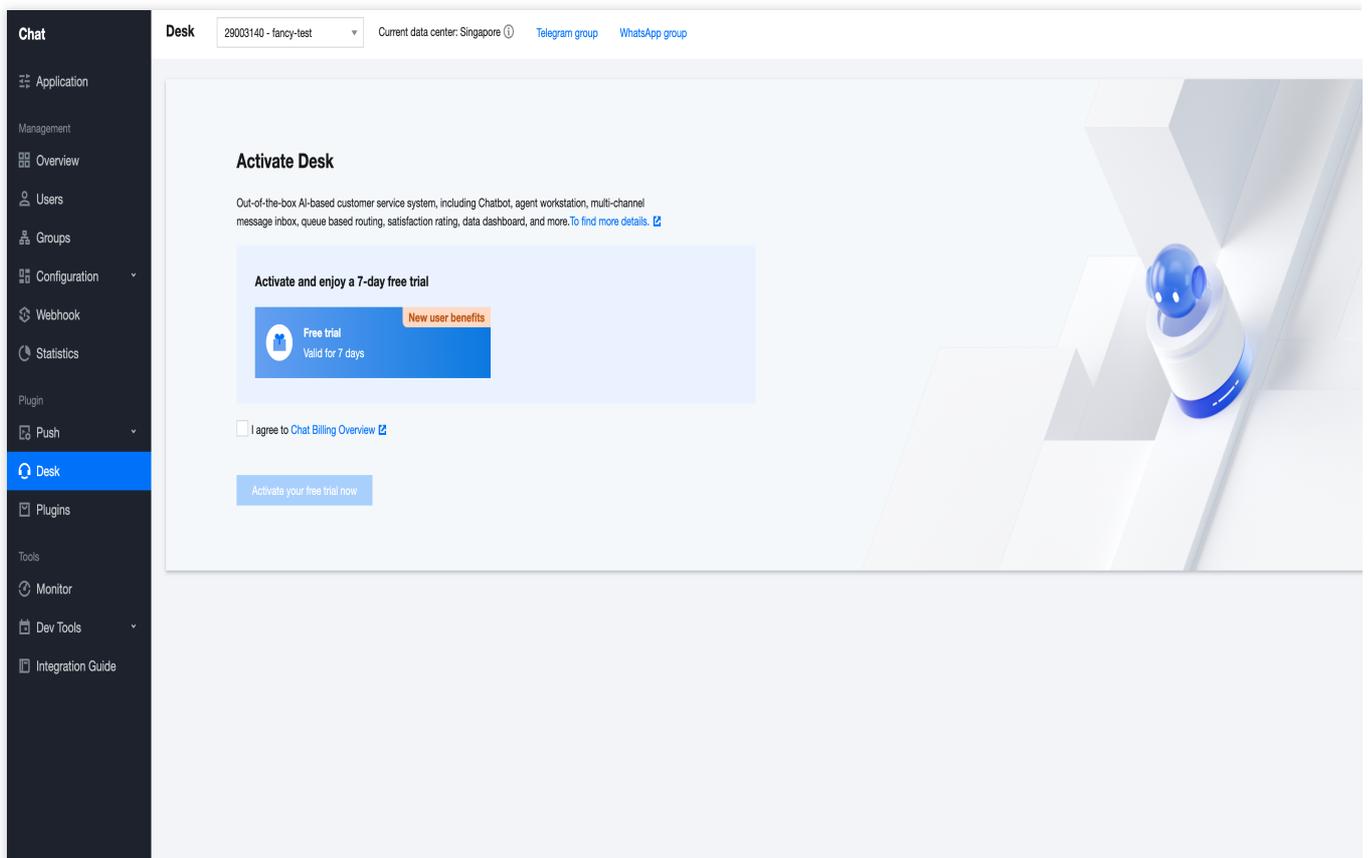
Overview

Tencent Cloud Desk is divided into three components: user side, agent side, and management side, tailored respectively for your users, agents, and administrators. You can follow this document to complete the process of activating, configuring, and integrating Intelligent Customer Service.

Integration Guide

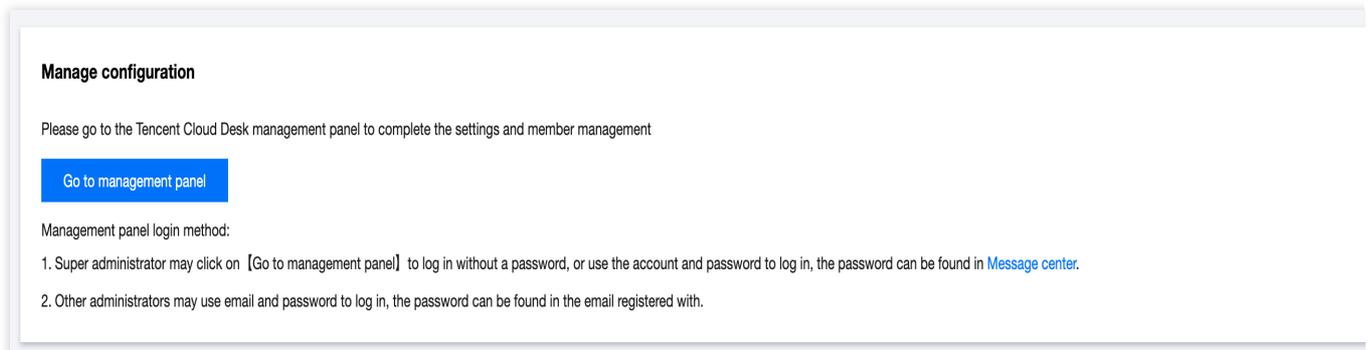
Activating Tencent Cloud Desk

[Create](#) a Chat application, proceed to the Chat [Console](#) to activate the Desk.



Logging into the Desk Management Panel

Method One: After activation, click **Go to management panel** within the manage configuration for password-free access to the management panel.



Method Two: After activating Desk, you will receive the login credentials via Tencent Cloud internal messages, which you can use to directly log into the [management panel](#).

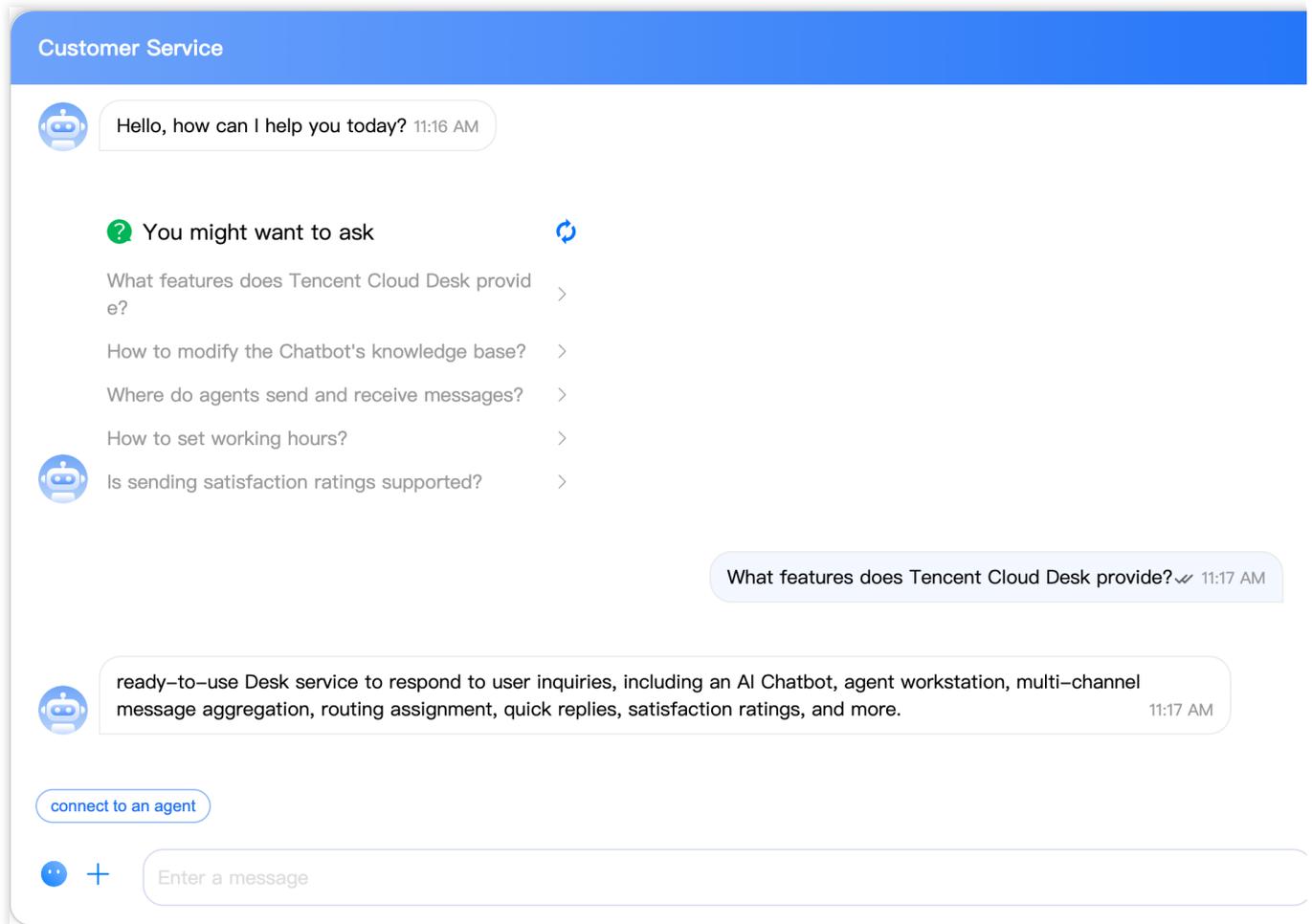
Configuring the User End

Based on your scenario, select the appropriate user interface and complete its configuration:

User Inquiry Channels	Suitable Scenarios
Web (H5)	No development required, directly configure a web-based customer service page that can be embedded or linked to any part of your website. Supports both web and H5, but the UI is not customizable.
App/Client	Integrate customer service functionality within your Chat application. Your users send inquiries to the Chat customer service virtual number, which are routed to available agents. After completing the Application Configuration , use the customer service UserID for setup.

Configuring the Chatbot

The Chatbot, powered by Tencent Cloud's cutting-edge artificial intelligence technology, provides advanced FAQ capabilities. You can quickly implement a multi-platform, cross-terminal chatbot. Once Desk is activated, the Chatbot function is enabled by default; if you need to disable the Chatbot or check its status, please see [Basic Configuration](#).

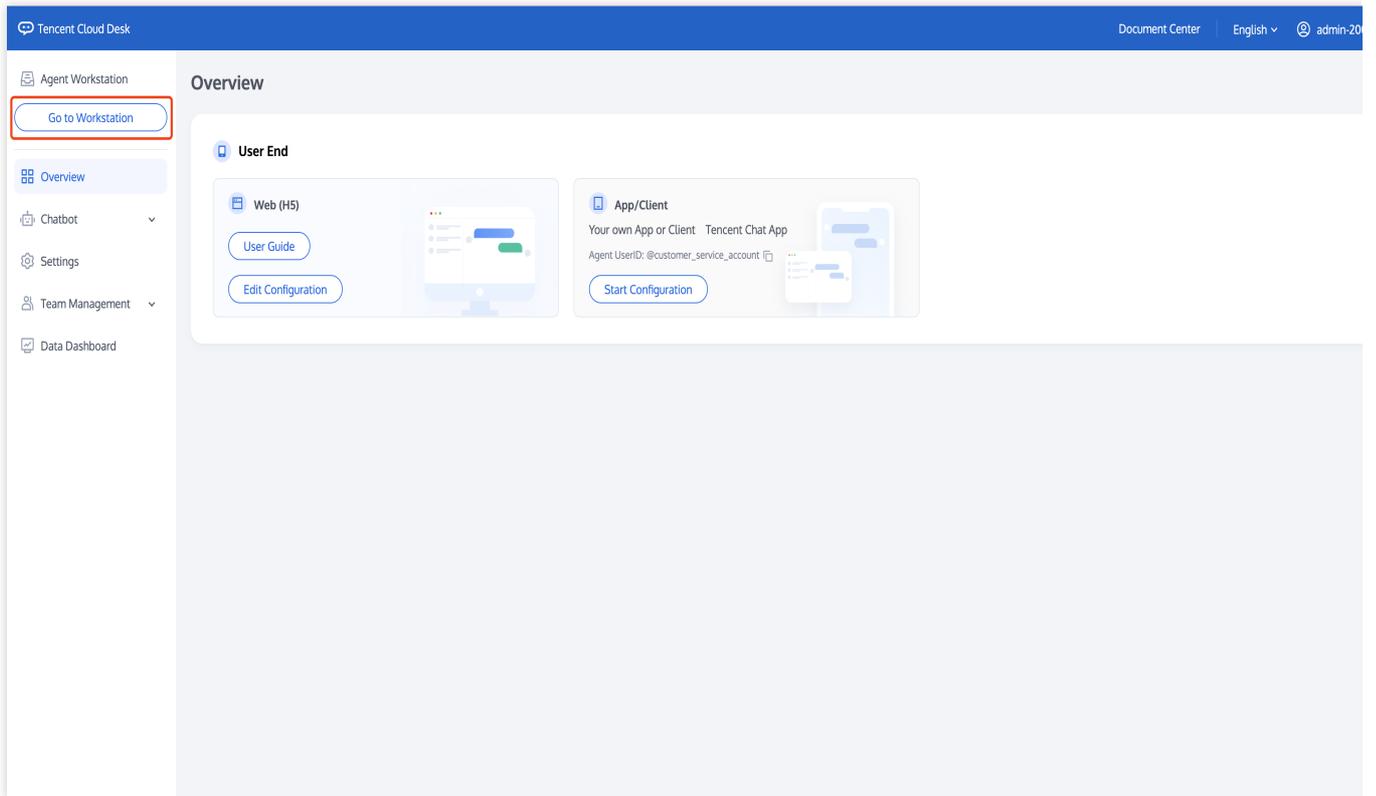


For further management of the [knowledge base](#), [basic configuration](#), etc., please go to the management panel, as detailed in the [Administrator's Manual](#).

Initiating Conversations

After completing the integration of the user end, you can directly start conversations with the Chatbot on the respective user interface.

If you need to initiate a conversation manually, click "Go to Workstation" in the [management panel](#) for password-free access to the workstation.



In the conversation, after choosing to connect to an agent, send messages and conduct customer service consultation at the workstation, as detailed in the [Agent Manual](#).

Customer Service

Hello, how can I help you today? 11:16 AM

? You might want to ask

- What features does Tencent Cloud Desk provide? >
- How to modify the Chatbot's knowledge base? >
- Where do agents send and receive messages? >
- How to set working hours? >

Is sending satisfaction ratings supported? >

What features does Tencent Cloud Desk provide? ✓ 11:16 AM

ready-to-use Desk service to respond to user inquiries, including an AI Chatbot, agent workstation, multi-channel message aggregation, routing assignment, quick replies, satisfaction ratings, and more. 11:17 AM

connect to an agent

+ Enter a message

For further management of agents or sessions, such as [team management](#) and [session settings](#), please go to the management panel, as detailed in the [Administrator's Manual](#).

Terminology Explanation

Management Panel: A management platform for managing team member-related information, such as creating adding agents and session settings. For more details, see the Management Panel documentation.

Workstation: A platform where customer service agents handle user inquiries and respond to messages. For more details, see the Agent documentation.

Agent: Refers to personnel who complete user service tasks through online sessions.

User End: Different access mediums for customer service inquiries, supporting both Instant Messaging Chat and web access.

Integration Guide

Introduction

Last updated : 2024-09-04 10:10:51

You can develop and integrate as outlined in the steps below:

Steps	Operation
1	Refer to Quick Start to activate and finish configuring the Desk application.
2	For an integrated Agent Workstation, you may use it without developing . You may integrate it using the SDK to embed the Agent Workstation into your own system if needed. For a detailed demonstration, please refer to the document Choose the appropriate solution .
3	For integrating User End, please refer to Integrating User End (No UI) .
4	Administrators may refer to the Administrator Manual . Agents may refer to the Agent Manual .

Integration of UIKit (recommend) Web (vue2/vue3)

Last updated : 2024-10-12 10:48:16

Environment Requirements

Vue (Fully compatible with both Vue2 & Vue3. While incorporating below, please select the Vue version guide that matches your needs)

TypeScript (Should your project be based on JavaScript, please proceed to [JS project integrate](#) to set up a progressive support for TypeScript)

Sass (sass-loader ≤ 10.1.1)

node (node.js ≥ 16.0.0)

npm (use a version that matches the Node version in use)

Step 1. Create a project

Support creating a project structure using webpack or vite, configured with Vue3 / Vue2 + TypeScript + sass. Below are a few examples of how to construct your project:

vue-cli

vite

Please make sure you have @vue/cli version 5.0.0 or above . The following sample code can be used to upgrade your @vue/cli version to v5.0.8.

Establish a project using Vue CLI, with configuration set to Vue2/Vue3 + TypeScript + Sass/SCSS.If Vue CLI is not yet installed, or the version is below 5.0.0, you can use the following method for installation via Terminal or CMD:

```
npm install -g @vue/cli@5.0.8 sass sass-loader@10.1.1
```

Create a project through vue-cli and select the configuration items depicted below.

```
vue create chat-example
```

Please make sure to select according to the following configuration:

```
Vue CLI v5.0.8
? Please pick a preset:
  Default ([Vue 3] babel, eslint)
  Default ([Vue 2] babel, eslint)
> Manually select features
? Check the features needed for your project: (Press <space> to select, <a> to toggle all, <i> to invert selection, and <enter> to print)
   Babel
   TypeScript
   Progressive Web App (PWA) Support
   Router
   Vuex
>  CSS Pre-processors
   Linter / Formatter
   Unit Testing
   E2E Testing
? Choose a version of Vue.js that you want to start the project with (Use arrow keys)
> 3.x  If you need to create a vue3 project, please choose 3.x
  2.x  If you need to create a vue2 project, please choose 2.x
? Use class-style component syntax? Yes
? Use Babel alongside TypeScript (required for modern mode, auto-detected polyfills, transpiling JSX)?  Yes
? Pick a CSS pre-processor (PostCSS, Autoprefixer and CSS Modules are supported by default): (Use arrow keys)
>  Sass/SCSS (with dart-sass)
   Less
   Stylus
? Where do you prefer placing config for Babel, ESLint, etc.? (Use arrow keys)
>  In dedicated config files
   In package.json
? Save this as a preset for future projects? No
```

After creation, switch to the directory where the project is located:

```
cd chat-example
```

If you are a vue2 project, please make the following corresponding environment configurations based on the Vue version you are using.

If you are a vue3 project, please ignore.

vue2.7

vue2.6 and below

```
npm i vue@2.7.9 vue-template-compiler@2.7.9
```

```
npm i @vue/composition-api unplugin-vue2-script-setup vue@2.6.14 vue-template-compiler@2.6.14
```

Vite requires [Node.js](#) versions 18+, 20+. Pay attention to upgrade your Node version when your package manager issues a warning, for more details refer to [Vite official website](#).

Create a project using Vite, configure Vue + TypeScript according to the options in the picture below.

```
npm create vite@latest
```

```
✓ Project name: ... chat-example
✓ Select a framework: > Vue
✓ Select a variant: > TypeScript
```

Then, switch to the project directory, and install the project dependencies:

```
cd chat-example
npm install
```

Install the sass environment dependency required for TUIKit:

```
npm i -D sass sass-loader
```

Step 2. Download the UI component

Download the TUIKit component through [npm](#). To facilitate your subsequent expansion, it is recommended that you copy the TUIKit component to the src directory of your project:

macOS

Windows

```
npm i @tencentcloud/chat-uikit-vue
mkdir -p ./src/TUIKit && rsync -av --exclude=
{'node_modules','package.json','excluded-list.txt'}
./node_modules/@tencentcloud/chat-uikit-vue/ ./src/TUIKit

npm i @tencentcloud/chat-uikit-vue

xcopy .\node_modules\@tencentcloud\chat-uikit-vue .\src\TUIKit /i /e
/exclude:.\node_modules\@tencentcloud\chat-uikit-vue\excluded-list.txt
```

Step 3. Import TUIKit component

On the page where you want to display it, simply import the TUIKit component to use it.

For example, implementing the following code on the App.vue page allows for a quick setup of the chat interface (the following example code supports both Web and H5):

The example code below uses the setup syntax. If your project does not use the setup syntax, please register components according to the standard methods of Vue3/Vue2.

vue3

vue2.7

vue2.6 and below

```
<template>
  <div id="app">
    <TUIKit :SDKAppID="0" userID="xxx" userSig="xxx" />
  </div>
</template>
<script lang="ts" setup>
import { TUIKit } from './TUIKit';
</script>
<style lang="scss">
</style>
```

```
<template>
  <div id="app">
    <TUIKit :SDKAppID="0" userID="xxx" userSig="xxx" />
  </div>
</template>
<script lang="ts" setup>
import { TUIKit } from './TUIKit';
</script>
<style lang="scss">
</style>
```

```
<template>
  <div id="app">
    <TUIKit :SDKAppID="0" userID="xxx" userSig="xxx" />
  </div>
</template>
<script lang="ts" setup>
import { TUIKit } from './TUIKit';
</script>
<style lang="scss">
</style>
```

1. Install dependencies supporting composition-api and script setup, as well as dependencies related to vue2.6.

```
npm i @vue/composition-api unplugin-vue2-script-setup vue@2.6.14 vue-template-compi
```

2. Import VueCompositionAPI in `main.ts/main.js` .

```
import VueCompositionAPI from "@vue/composition-api";
Vue.use(VueCompositionAPI);
```

3. Add the following in `vue.config.js` . If the file does not exist, please create it.

```
const ScriptSetup = require("unplugin-vue2-script-setup/webpack").default;
module.exports = {
  parallel: false, // disable thread-loader, which is not compactible with this plu
  configureWebpack: {
    plugins: [
      ScriptSetup({
        /* options */
      }),
    ],
  },
  chainWebpack(config) {
    // disable type check and let `vue-tsc` handles it
    config.plugins.delete("fork-ts-checker");
  },
};
```

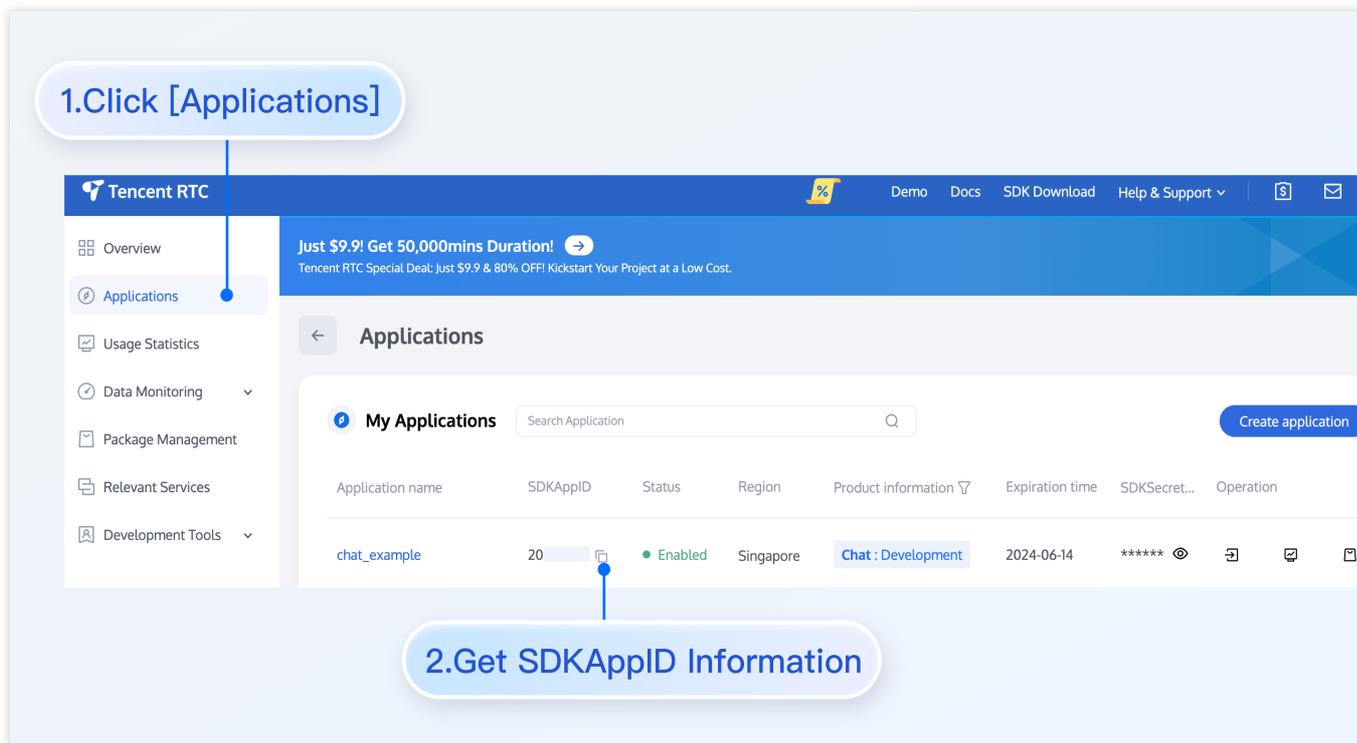
4. At the end of the `src/TUIKit/adapter-vue.ts` file, replace the export source:

```
// Initial notation
export * from "vue";
// Replace with
export * from "@vue/composition-api";
```

Step 4: Obtain SDKAppID, userID, and userSig

Set the relevant parameters SDKAppID, userID, and corresponding userSig in <TUIKit>:

SDKAppID can be obtained through the [Chat Console](#) in Applications:



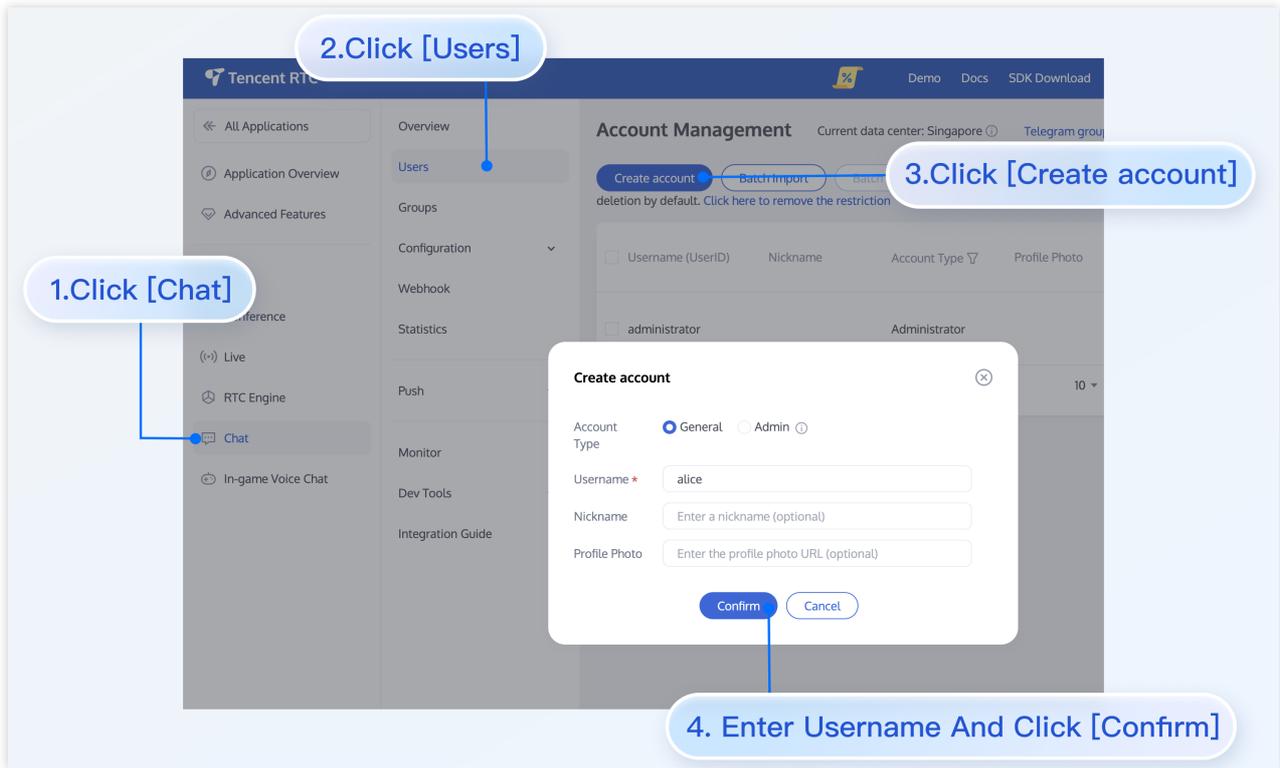
userID

1.1 Click to enter the [Application](#) you created above. You will see the Chat product entrance in the left sidebar. Click to enter.

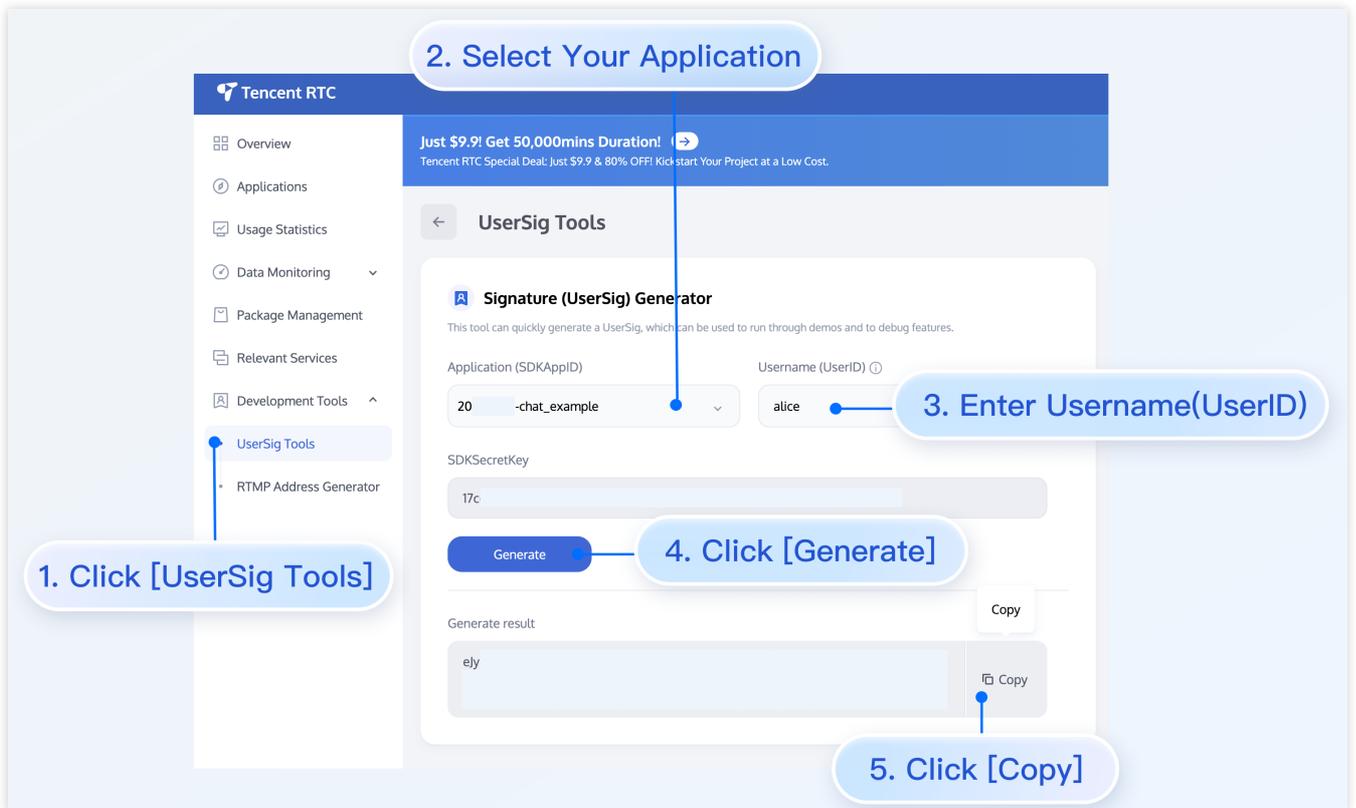
1.2 After entering the Chat Product subpage, click on Users to go to the User Management Page.

1.3 Click Create account, a form for creating account information will pop up. If you are just a regular member, we recommend you choose the General type.

1.4 To enhance your experience with message sending and receiving features, we recommend creating two userIDs.



userSig can be generated in real-time using the development tools provided by the console. To access the development tools, click [Chat Console > Development Tools > UserSig Tools > Signature \(UserSig\) Generator](#).



Step 5. Launch the project

vue-cli

vite

Since vue-cli enables Webpack Global Overlay Error Message Prompt by default, for a better experience, it is recommended to disable the global overlay error prompt.

webpack4

webpack3

```
module.exports = defineConfig({
  devServer: {
    client: {
      overlay: false,
    },
  },
});
```

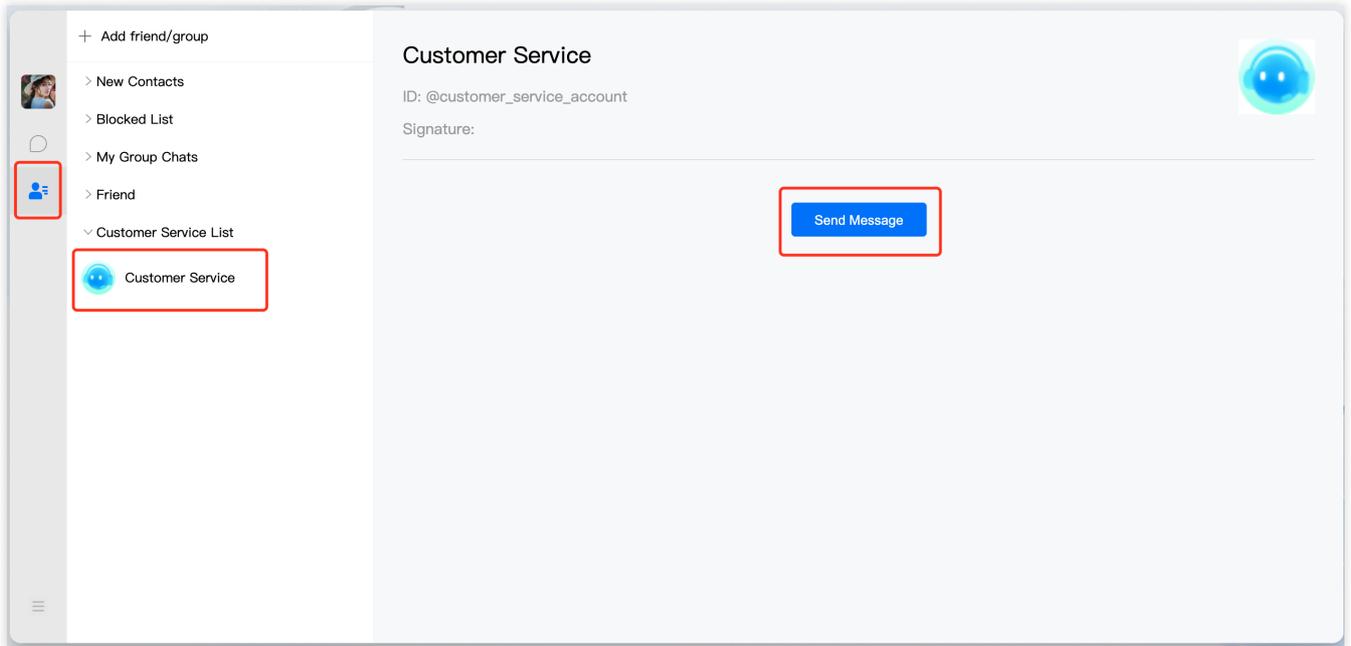
```
module.exports = {
  devServer: {
    overlay: false,
  },
};
```

```
npm run serve
```

```
npm run dev
```

Step 6 : Initiate Your First Customer Service Inquiry

Initiate your first customer service inquiry through the TUIContact.

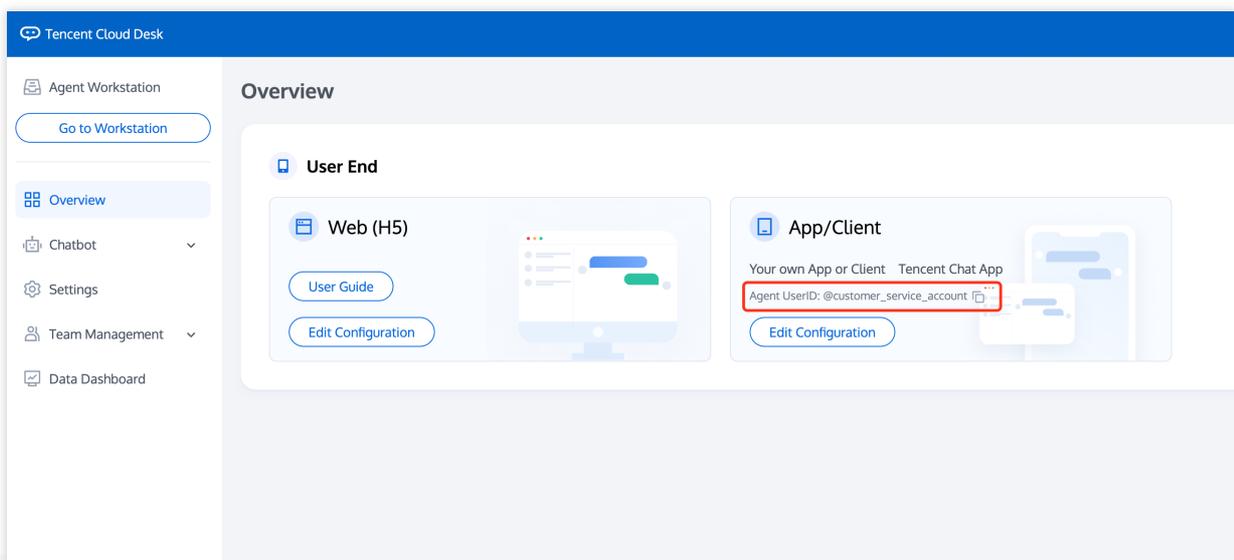


Integrate Customer Service Chat Independently

To display the customer service chat, simply import the TUIChat component on the desired page.

For example, by implementing the following code in the App.vue page, you can quickly set up a chat page and initiate a conversation:

The userID required to generate the conversationID is the customer service ID.



```
<template>
  <div id="app">
    <TUIKit
```

```
:style="{ width: '500px', height: '800px', margin: '0 auto', boxShadow: '0 11px 0px #ccc'}"
:SDKAppID="YOUR_SDKAppID"
userID="YOUR_USERID"
userSig="YOUR_USERSIG"
conversationID="C2C@customer_service_account"
>
  <TUIChat><h1>Welcome to Tencent Cloud Chat</h1></TUIChat>
</TUIKit>
</div>
</template>
<script lang="ts" setup>
import { TUIKit, TUIChat } from "./TUIKit";
</script>
<style lang="scss"></style>
```

Integrating Agent End

Choose the appropriate solution

Last updated : 2025-02-28 17:32:39

Strategy presentation

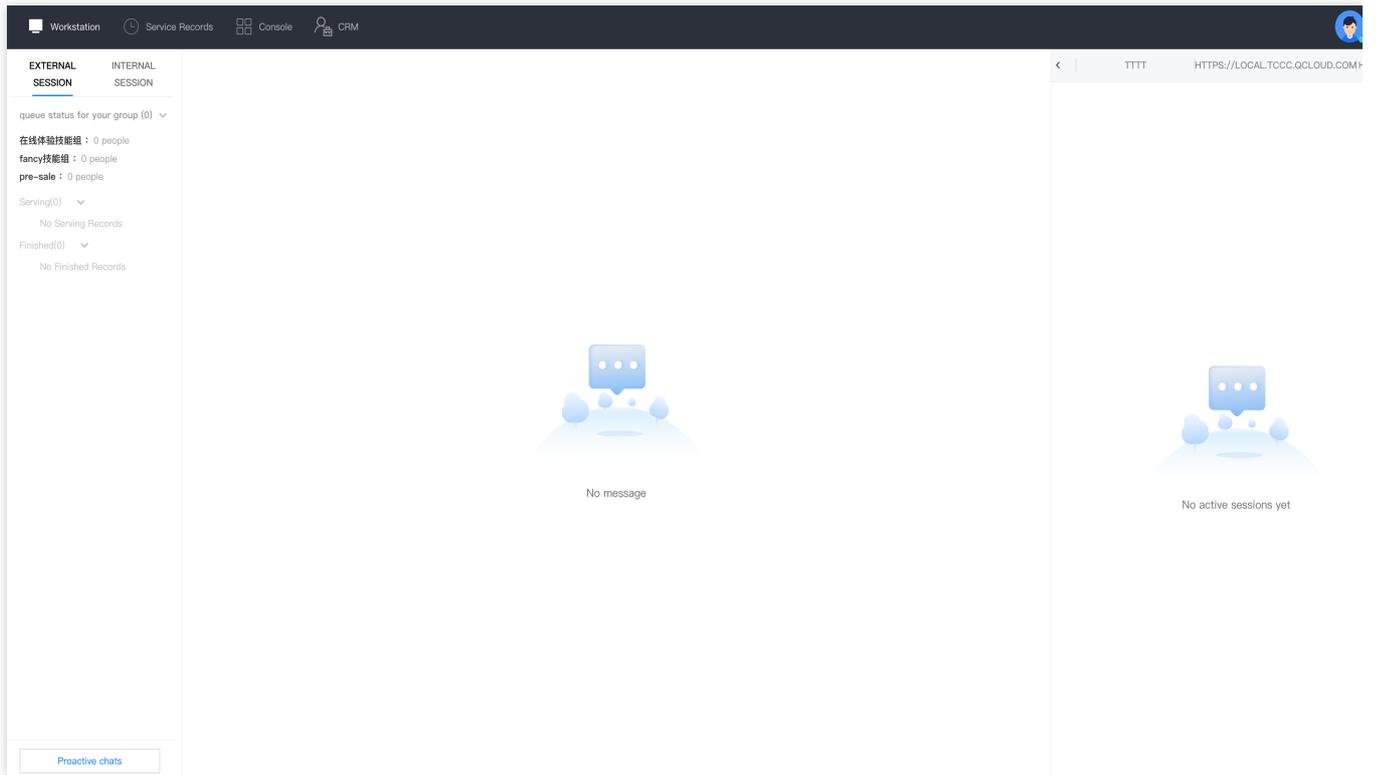
Both of the following solutions offer full functionality and can be used independently. However, please note that a agent account can only be logged in at one location at a time. Therefore, if you choose to use both solutions simultaneously, you will need separate agent accounts for each solution.

Strategy	Note	Target Users
Solution 1: Use directly without development	By directly accessing Agent Workspace in web.	Suitable for enterprises that do not wish to engage in development.
Solution 2: SDK Integration	By integrating the agent SDK, the agent workstation can be integrated into any proprietary system, allowing for highly customized and secondary development.	Suitable for enterprises with development capabilities.

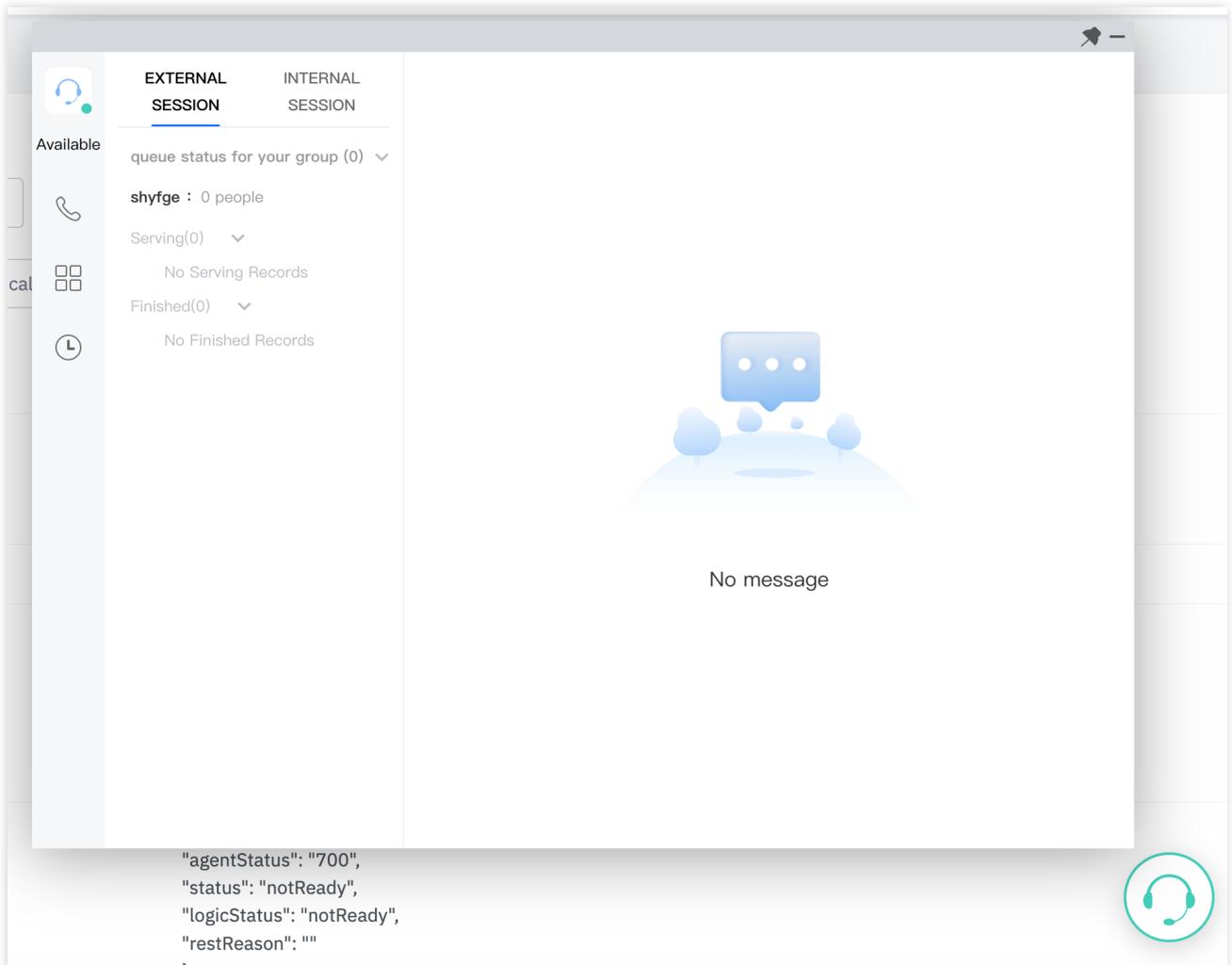
You can choose the solution that suits you best for the next step or combine both solutions.

Display Effect

Agent Workspace



SDK Integration



Exchange and Feedback

Click here to join the Chat community and enjoy the support of professional engineers to help you solve your challenges.

Solution One: No development required

Last updated : 2025-02-28 17:32:39

The Customer Service Desk provides a [Workstation](#) which can be used directly, allowing the full functionality to be used without any development.

Prerequisites

Ensure the following actions have been completed:

1. Refer to the [Quick Start Guide](#) to enable and configure the online customer service
2. Admins refer to [Customer Service Management](#) to add the customer service account

Log in to the agent workstation

1. Step one: Open [Customer Service Workstation](#) and enter the corresponding account password (refer to [Login and Online](#)).

Tencent Cloud | Tencent Cloud Contact Center

Cloud Contact Center TCCC

Tencent Cloud Contact Center (TCCC) helps companies quickly build a customer contact platform that integrates telephony, online communication, and audio and video calls. Tencent Cloud Contact Center can be flexibly integrated into the business system, providing a solid, stable, and unified communication foundation for enterprise businesses, and is committed to improving the digital competitiveness of enterprise services and marketing.

[Register for free](#) [Demo experience](#)

[Product documentation](#)

Sign in

 
 I have read and agree to [Privacy Policy](#) and [User Agreement](#)
[LOGIN](#)
[Forgot password](#) | [First login guide](#)



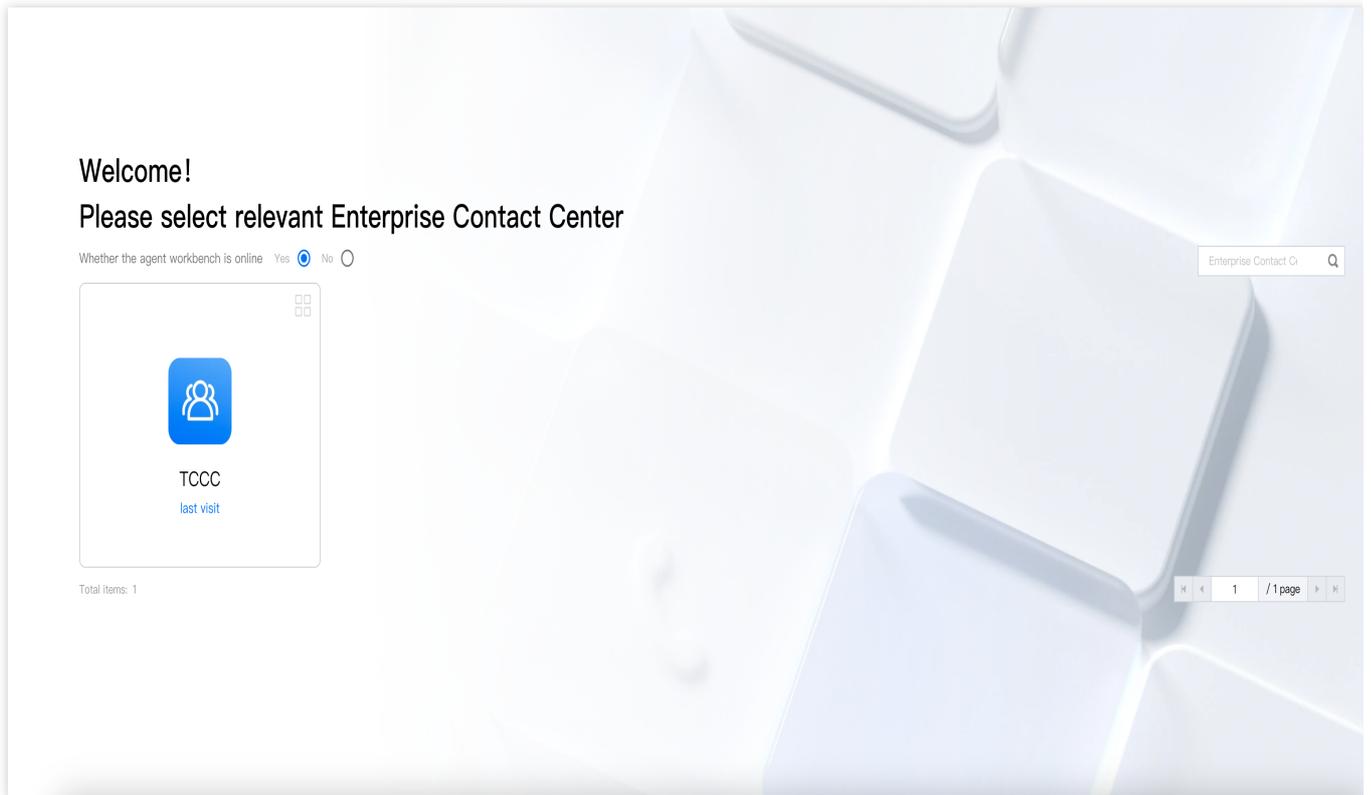
CPaaS field, ranking first in China for three consecutive years!

The latest Gartner® report shows that Tencent Cloud ranks first among domestic manufacturers in the CPaaS field for three consecutive years:

We have the industry's richest CPaaS capability matrix, covering core products such as Tencent Cloud Instant Messaging (IM), Tencent Real-Time Communication (TRTC), and Tencent Cloud Contact Center (TCCC).

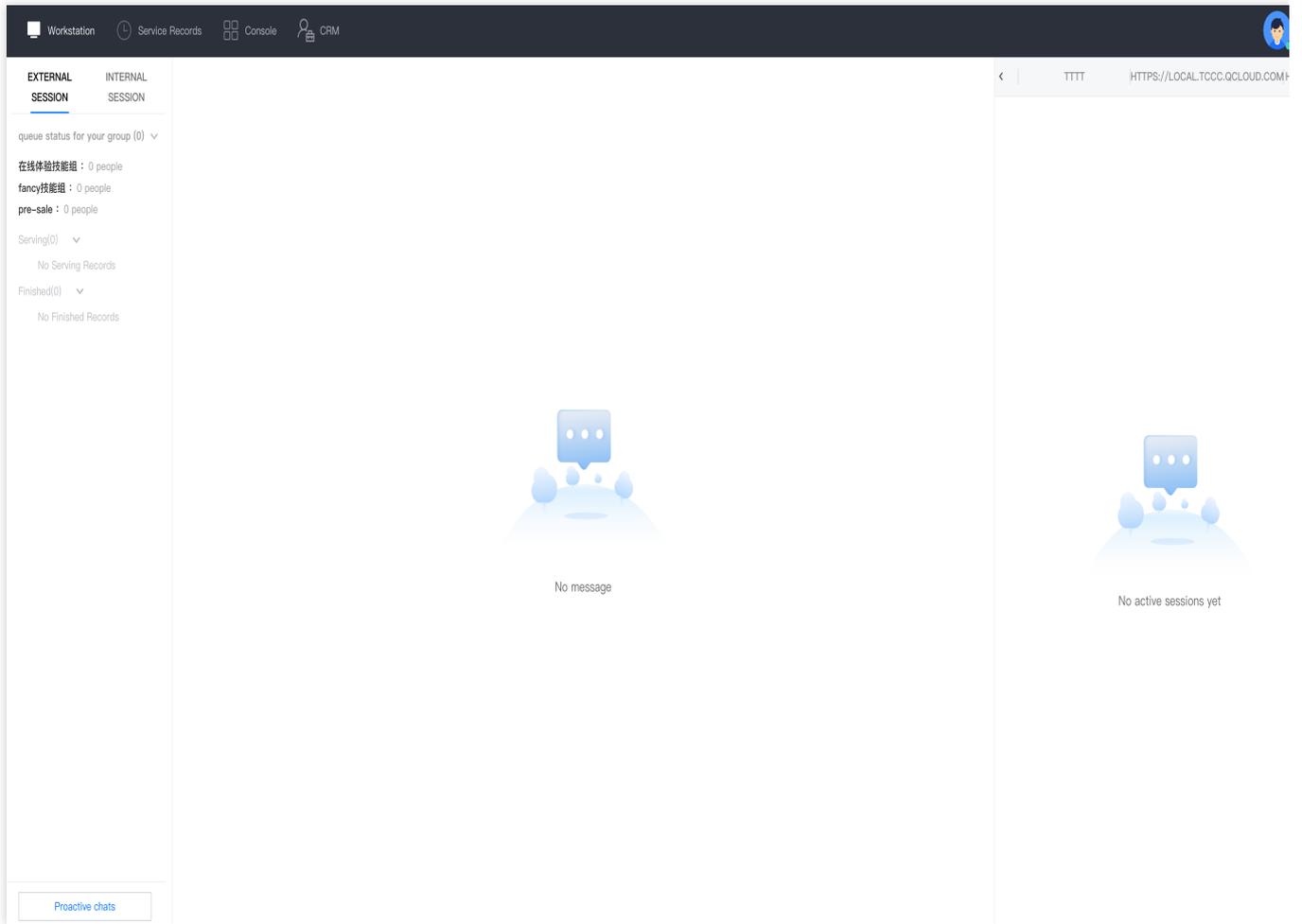
[Learn more](#)

2. Step two: Enter the application selection page, click the corresponding application to enter the workstation.



3. For subsequent steps, you can refer to the [Agent Operation Manual](#), [Administrator Operation Manual](#).

Agent workspace showcase



Workspace Management

Workstation Service Record Console Newbie Configuration Guide

Overview Overview Switch instance

Newbie Configuration Guide

Online agent configuration

01 Configure agent **Configure agent**

02 Configure skill group

03 Configure session service flow

04 Configure the channel [Go to add agent](#)

Configure agent

- You can add, delete, modify, and query cloud contact center personnel through the agent management function.
- There are two ways to add agent: single addition and batch addition. Batch addition requires downloading the template and then importing it.

Livechat settings

Today Yesterday Last 7 Days Last 30 Days 2024-01-17 ~ 2024-01-17 Refresh 58 seconds to refresh th

1 0.8 0.6 0.4 0.2

Service Record

The screenshot displays the Tencent Cloud console interface. At the top, there are navigation tabs for 'Workstation', 'Service Record', and 'Console'. A 'Newbie Configuration Guide' link is visible in the top right corner. On the left, a sidebar menu includes 'Overview', 'Data analysis', 'Service Record' (highlighted), 'Monitoring', 'Livechat settings', 'General settings', and 'Agent'. The main content area is titled 'Newbie Configuration Guide' and contains a section for 'Online agent configuration'. This section lists four steps: 01 Configure agent, 02 Configure skill group, 03 Configure session service flow, and 04 Configure the channel. A 'Go to add agent' button is located under step 04. Below this, the 'Livechat settings' section features a search and filter interface with fields for 'Start and End Time' (2024-01-16 to 2024-01-17), 'Skill Group' (Please select), 'Agent Name' (Enter Agent Name), 'Agent Number' (Enter agent number), and 'Keyword matching' (Enter keyword matching). 'Search' and 'Export' buttons are provided. A note below the search fields states: 'Note: This is a call record, and the call duration is not the billable call duration. If you need to view or export the bill, please refer to the document View Bill'. At the bottom, a table displays call records with columns: Time, Session source, userid, User nickname, Agent Name, Agent Number, Skill Group, Satisfaction eval..., Service status, Waiting duration, Service duration, and Oper. One record is shown for the time 2024-01-17 10:13:09, originating from a 'Website channel' with a 'user_0af3'.

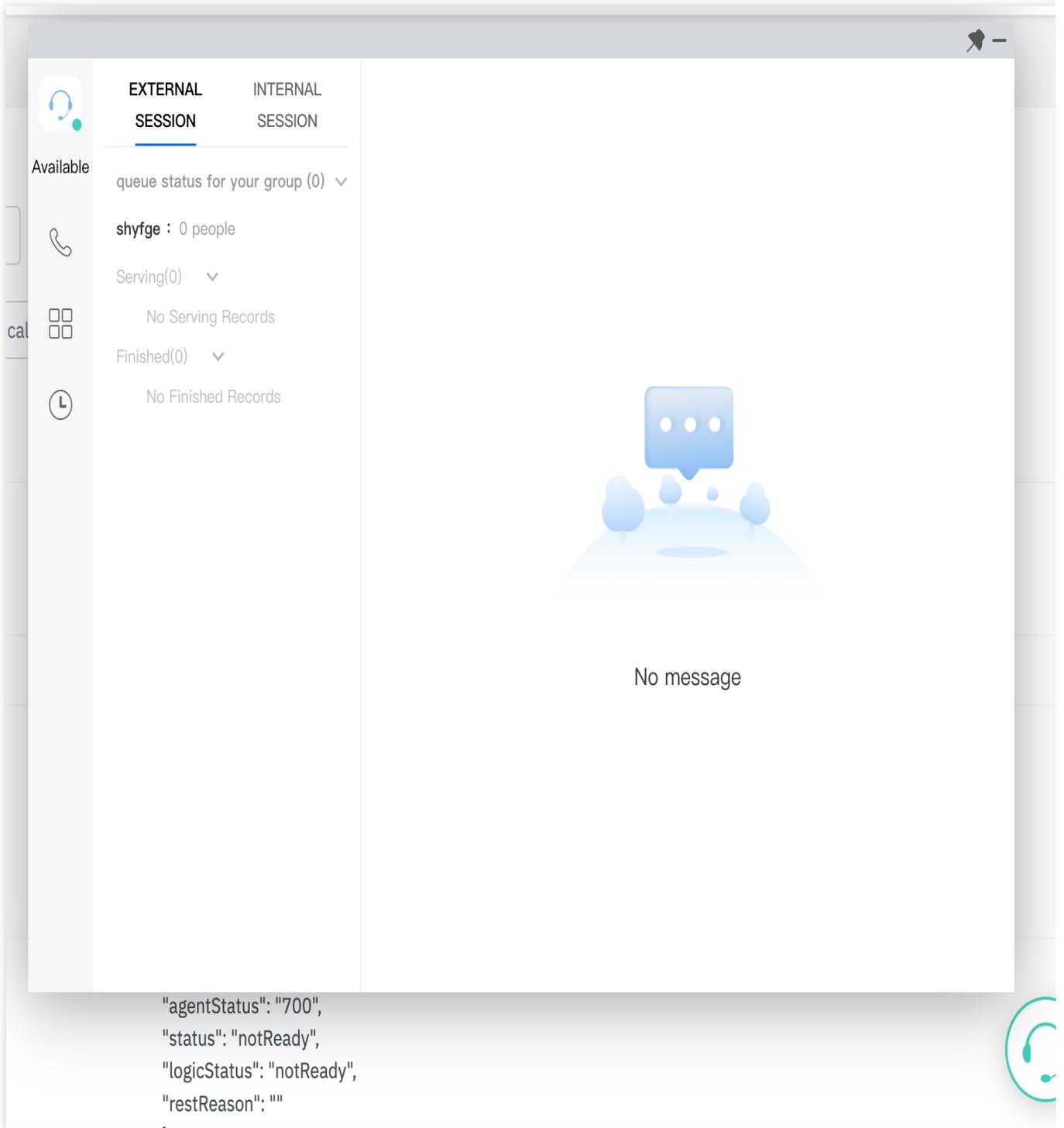
Exchange and Feedback

Click here to join the Chat community and enjoy the support of professional engineers to help you solve your challenges.

Solution Two: SDK Integration

Last updated : 2025-02-28 17:32:40

The integration results



Software requirements

Workstation requires Microsoft Edge or Google Chrome browser (Version 70 or above), download links are as follows:

[Microsoft Edge](#)

[Google Chrome](#)

Integration steps

You can follow the steps below for integration:

1. Please refer to [Getting Started](#) to activate and configure customer service.
2. You can either run the Demo, or initialize it by yourself.

Execute the Demo

We offer Demos under different frameworks, which can be quickly executed after download:

[Vue Demo](#)

[React Demo](#)

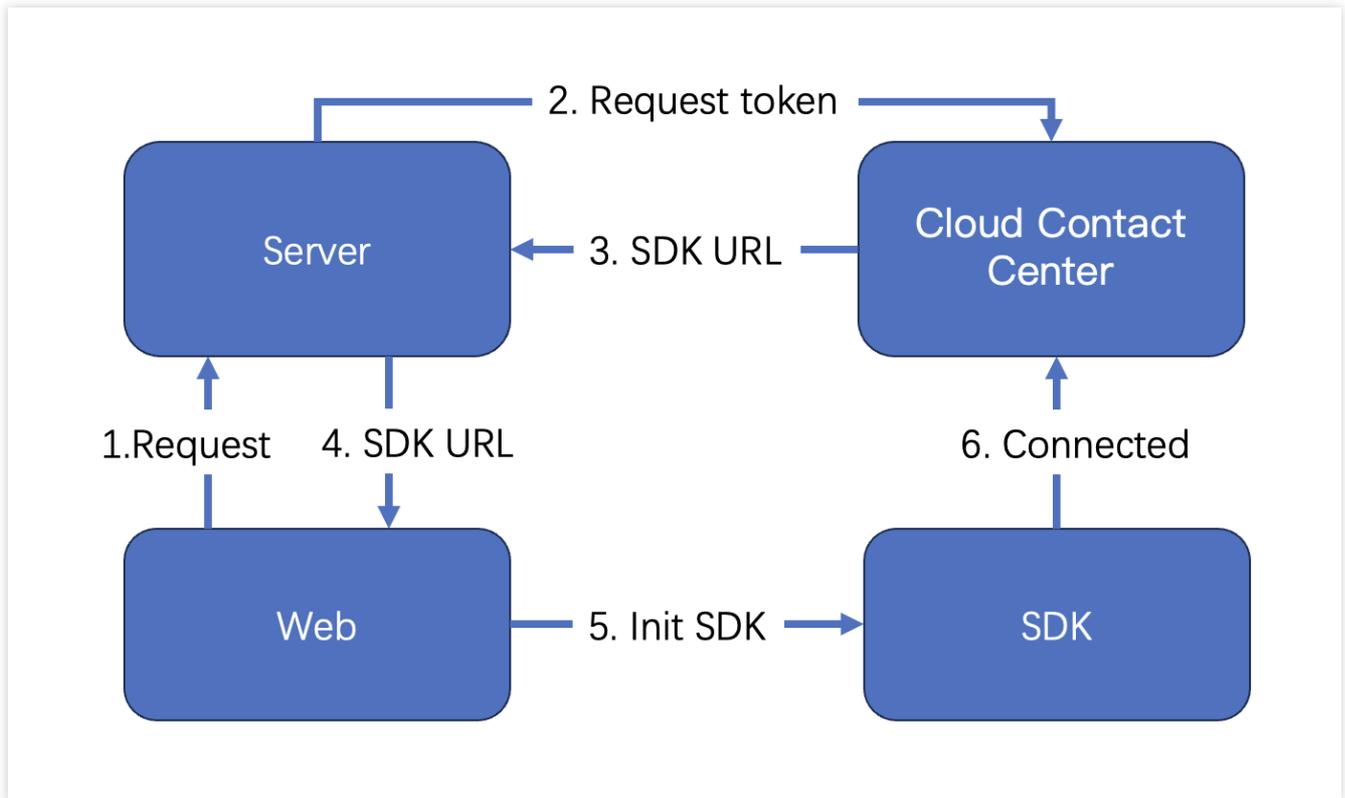
Following the download, proceed as guided by the `README.md` document for execution. You can also continue integrating this into your own project by following the subsequent documentation.

Initialize the SDK

Principles

The Customer Service Desk provides a JavaScript SDK to developers. Developers can integrate the SDK into their webpage by including it as a script, thus completing the initialization of the SDK. The schematic diagram of the SDK integration is as follows:

("Tencent Cloud Contact Center" refers to the Customer Service Desk)



Key Concepts

SdkAppId: The appid of the Customer Service Desk you activated, known as SdkAppId, typically begins with 160.

UserID : The accounts of agents or administrators in Tencent Cloud Contact Center are typically in email format.

Administrators can refer to [Manager Service](#) for adding customer service accounts.

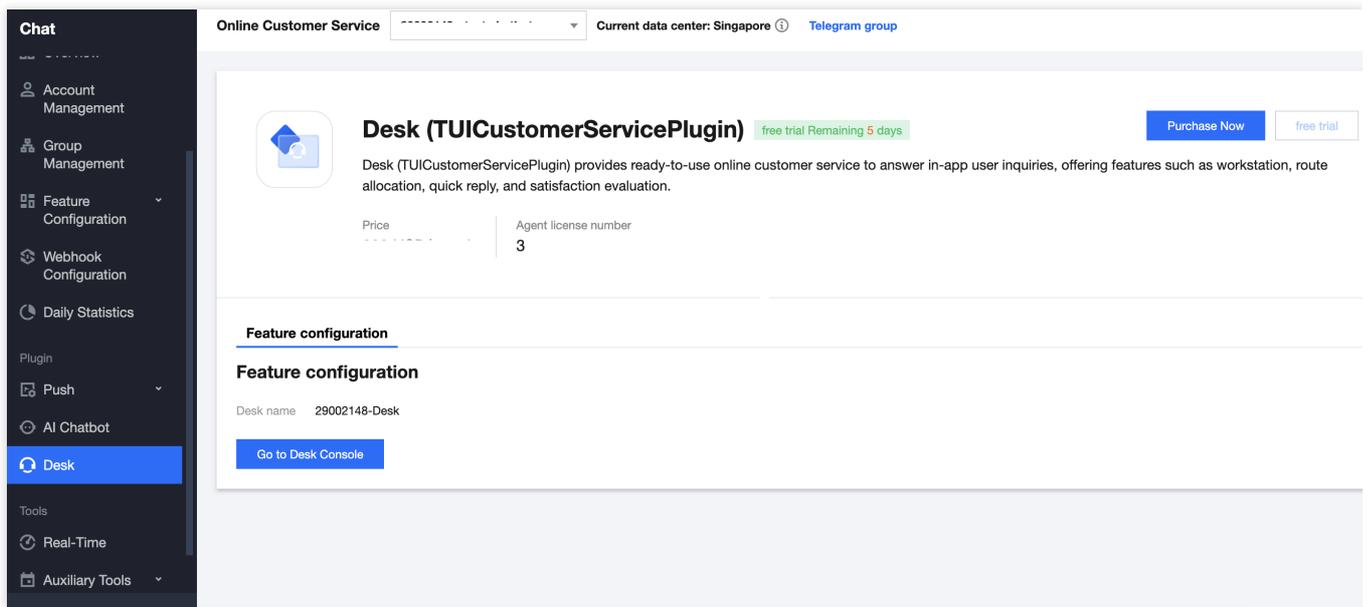
SecretId and SecretKey: Developers need to create SecretId and SecretKey through the [Tencent Cloud Console](#) to call cloud APIs.

SDKURL: The JS URL when initializing the Web SDK, created through cloud API. This URL has an effective duration of 10 minutes, so be sure to use it only once. Request its creation when you need to initialize the SDK. Once the SDK is successfully initialized, there is no need to recreate it.

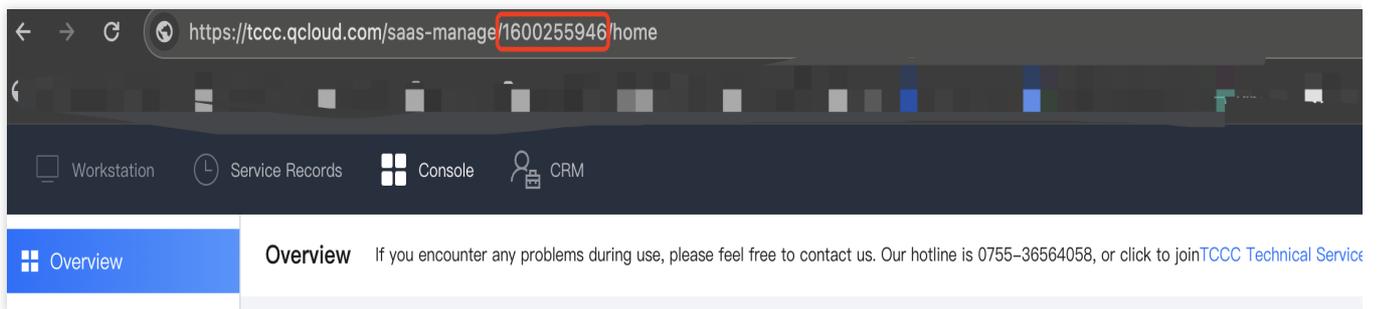
SessionId: A unique ID, SessionId, is used to identify users during usage. Through the SessionId, developers can associate recordings, service records, and event notifications, among other things.

Step 1: Obtain necessary parameters

1. To obtain the SecretId and SecretKey of your Tencent Cloud account, please refer to the [GetKey](#).
2. To obtain the sdkappid of the customer service desk, go to the 'Function Configuration' page of the [customer service desk page](#) and click on 'Go to the Customer Service Plugin Management Console'



3. On the redirected page URL, you can find a number starting with '160,' and that number is the sdkappid for the customer service desk.



Step 2: Obtain SDK URL

Note: This step needs to be implemented through backend development.

1. Import the Tencent Cloud SDK. To see the specific way to import the Tencent Cloud SDK, please visit the [Tencent Cloud SDK Center](#) and select the programming language you need.

2. Calling an API: `CreateSDKLoginToken`.

3. Return the acquired `SdkURL` to the front-end.

The interface name `/loginTCCC` will be used in the following text to explain the developed interface in this step.

The code below is an example for Node.js. Please refer to `CreateSDKLoginToken` for example codes in other languages.

```
// A version of `tencentcloud-sdk-nodejs` that is 4.0.3 or higher.
const tencentcloud = require('tencentcloud-sdk-nodejs');
const express = require('express');
```

```
const app = express();
const CccClient = tencentcloud.ccc.v20200210.Client;

app.use('/loginTCCC', (req, res) => {
  const clientConfig = {
    // Secret retrieval address: https://console.tencentcloud.tencent.com/cam/capi
    credential: {
      secretId: 'SecretId',
      secretKey: 'SecretKey'
    },
    region: 'ap-singapore',
    profile: {
      httpProfile: {
        endpoint: 'ccc.tencentcloudapi.com'
      }
    }
  };
  const client = new CccClient(clientConfig);
  const params = {
    SdkAppId: 1600000000, // Please replace with your own SdkAppId
    SeatUserId: 'xxx@qq.com' // Replace with the agent account
  };
  client.CreateSDKLoginToken(params).then(
    (data) => {
      res.send({
        SdkURL: data.SdkURL
      })
    },
    (err) => {
      console.error('error', err);
      res.status(500);
    }
  );
});
});
```

Step 3: Request to get the SDK URL on the Web frontend and complete the initialization

Note: This step requires front-end developers to integrate.

1. Send a request to the `/loginTCCC` interface, which was achieved in the second step, to obtain the SdkURL.
2. Insert the SdkURL into the page using the script tag.
3. Once the page receives the event "tccc.events.ready" successfully, you can proceed to execute your business logic.

```
function injectTcccWebSDK(SdkURL) {
  if (window.tccc) {
    console.warn('SDK has already been initialized. Please confirm if it is being
    return;
  }
}
```

```
}
return new Promise((resolve, reject) => {
  const script = document.createElement('script');
  script.setAttribute('crossorigin', 'anonymous');
  // The DomId that needs to be rendered
  // To ensure a complete workspace UI, the rendering Dom has a minimum height
  // script.dataset.renderDomId = "renderDom";
  script.src = SdkURL;
  document.body.appendChild(script);
  script.addEventListener('load', () => {
    // JS SDK file is loaded successfully. You can now use the global variable
    window.tccc.on(window.tccc.events.ready, () => {
      /**
       * Once the TCCC SDK is successfully initialized, you can start using func
       * Caution: Ensure that the SDK is initialized only once
       * */
      resolve('Successfully initialized')
    });
    window.tccc.on(window.tccc.events.tokenExpired, ({message}) => {
      console.error('Initialization failed', message)
      reject(message)
    })
  })
})
})

// Request the interface implement in the second step /loginTCCC
// Caution: The following is merely code illustration, not advisable to execute dir
fetch('/loginTCCC')
  .then(res => res.json())
  .then((res) => {
    const SdkURL = res.SdkURL; // Ensure SdkURL is always returned through request,
    return injectTcccWebSdk(SdkURL);
  })
  .catch((error) => {
    // Initialization failed
    console.error(error);
  })
})
```

Exchange and Feedback

Click here to join the Chat community and enjoy the support of professional engineers to help you solve your challenges.

Agent SDK API

Last updated : 2024-02-06 09:19:42

Caution

TCCC is a global variable that can be accessed directly after loading the SDK.

General structure

AgentStatus

Seat Status.

Field	Description
free	Available
busy	Busy
arrange	Organizing information
notReady	Not ready yet
rest	Short break

CommonSDKResponse

Parameter	Type	Required	Remarks	
options	status	'success' 'error'	Yes	SDK API call result: Successful: returns 'success' Failure: returns 'error'
	errorMsg	string	No	Error information, returns when the status is error

Chat (Apis related to customer service)

Access the Conversation

`tccc.Chat.accept(options): Promise<CommonSDKResponse>`

Parameter	Type	Required	Remarks
-----------	------	----------	---------

options	sessionId	String	Yes	Conversation ID
---------	-----------	--------	-----	-----------------

End the session

tccc.Chat.end(options): Promise<CommonSDKResponse>

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID

Transfer session

tccc.Chat.transfer(): Promise<CommonSDKResponse>

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID
	skillGroupId	String	No	Transferred skill group
	userId	String	No	Transferred agent

Agent (Apis related to agent status)

Launch

tccc.Agent.online(): void

Decommission

tccc.Agent.offline(): void

Set agent status

tccc.Agent.setStatus(options): Promise<CommonSDKResponse>

Parameter		Type	Required	Remarks
options	status	String	Yes	Agent status, valid values: free rest Arrange NotReady StopNotReady

	restReason	String	No	Short break reason
--	------------	--------	----	--------------------

Obtaining Agent Status

`tccc.Agent.getStatus():AgentStatus`

Devices (Device-related API Functions)

Detect Whether the Current Browser is Supported

`tccc.Devices.isBrowserSupported(): boolean`

Note

TCCC Web SDK supports browsers Chrome 56 or above, or Edge 80 or above.

Get the microphone device list

`tccc.Devices.getMicrophones(): Promise<MediaDeviceInfo []>`

Get the speaker device list

`tccc.Devices.getSpeakers(): Promise<MediaDeviceInfo []>`

UI (Apis related to UI)

Hide all UI of SDK

`tccc.UI.hide(): void`

Display all UI of SDK

`tccc.UI.show(): void`

Display Floating Button

`tccc.UI.showfloatButton(): void`

Hide Floating Button

`tccc.UI.hidefloatButton(): void`

Show Workbench

`tccc.UI.showWorkbench(): void`

Hide Workbench

`tccc.UI.hideWorkbench(): void`

Events

Listening for events

`tccc.on(event, callback)`

Canceling Event Listening

`tccc.off(event, callback)`

SDK Initialization Completed

`tccc.events.ready`

Triggered When SDK Initialization is Complete, APIs Can Now Be Safely Invoked.

Incoming Session

`tccc.events.callIn`

Types of call-in conversations include:

phone: Telephonic conversation

im: Online conversation

voip: Audio conversation

video: Video conversation

Internal: Internal Conversation

Online Conversation Incoming

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID
	type	'phone'	Yes	Conversation Type
	timeout	Number	Yes	Session access timeout duration, 0 represents no timeout
	nickname	String	Yes	User's nickname

	avatar	String	No	User profile photo
	remark	String	No	Remarks
	peerSource	String	No	Channel Source
	channelName	String	No	Custom Parameters
	clientData	String	No	User-Defined Parameters

Agent Accesses Session

tccc.events.userAccessed

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID

Session Timeout Transfer Event

tccc.events.autoTransfer

Parameter		Type	required	Remarks
options	sessionId	String	Yes	Conversation ID

Conversation End Event

tccc.events.sessionEnded

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID
	closeBy	String	Yes	Indication of end party: client: User end seat: Agent end admin: System end timer: Timer end
	mainReason	String	No	This field only exists in phone calls and when the hang-up party is 'admin' indicating the reason for the hang-up.
	subReason	String	No	This field only exists in phone calls and when the hang-up party is 'admin' indicating the detailed

				reason for the hang-up.
--	--	--	--	-------------------------

Session Transfer Event

tccc.events.transfer

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID

Agent Status Change Event

tccc.events.statusChanged

Parameter		Type	Required	Remarks
options	status	AgentStatus	No	For detailed explanation, please refer to agent status

Agent End SDK FAQs

Last updated : 2024-02-06 09:19:52

What frameworks does TCCC Web SDK support?

TCCC Web SDK is implemented in pure JavaScript and supports running in environments such as Vue, React, uni-app, PHP, JSP, etc.

What is UserId when initializing the SDK?

UserId refers to the login account of the [Console](#) in the customer service desk, usually in email format. You can add account in the [Console](#).

How to switch accounts in SDK?

By initializing the SDK with different UserId, the account will be switched automatically.

Why is it necessary to deploy the page using HTTPS when using the SDK?

Due to browser restrictions, microphone permissions can only be obtained under HTTPS.

Does the Token need to be renewed? What happens when it expires?

Once the SDK is initialized, there is no need to renew the Token. Please ensure that the SDK is initialized with a Token that is within its valid period.

Device error occurred after login.

1. Verify if the website URL uses HTTPS.
2. Please check if microphone permission is granted.
3. Use a [testing website](#).
4. Developers can provide custom prompts based on the SDK's provided APIs: isBrowserSupported and isEnvSupported..

Detection error



Microphone: User Mic is not authorized, the microphone is unavailable. Incoming phone calls, audio and video calls will not be able to hear the user's voice.

OK

Cancel

Integrating User End (No UI)

Last updated : 2025-02-28 17:32:40

Prerequisites

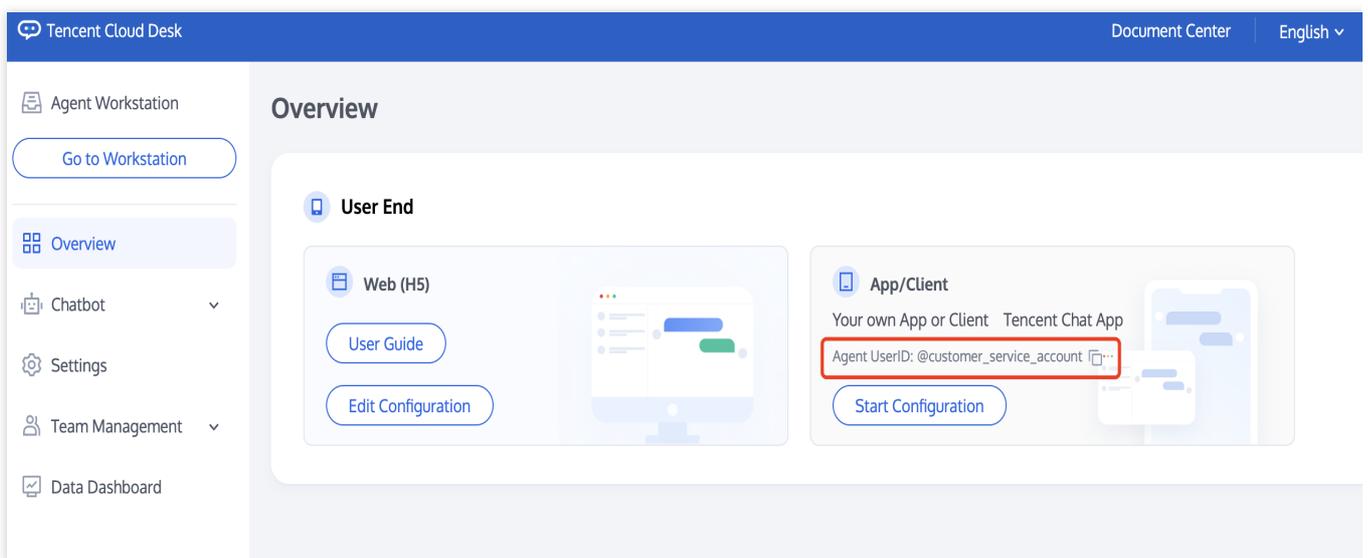
1. Understand the relevant terminology and configuration of customer service desk and have completed the following steps: adding agent, configuring skill groups, creating conversation service flows. For more information, please refer to [Quick Start](#).
2. Integrate Chat SDK and successfully implement features such as login and sending one-to-one chat messages. For details, please refer to [Integration Solution \(UI Included\) \(Recommended\)](#).

Process

The process description will elucidate the progression from accessing a Chat agent virtual number to the completion of a session service flow.

Step 1: Create a Chat agent virtual number and incorporate the virtual number session into the user-side conversation list

Kindly follow along with the [management side configuration](#) to create a Chat agent virtual number, bind a session service flow, and add the Chat agent virtual number to the conversation list.



Step 2: Trigger the session flow

When entering the customer service virtual number session from the user side, please send a [session service flow triggering message](#) to this Chat agent virtual number. It will automatically prompt the session service flow and receive the [session evaluation settings message](#).

Step 3: Execute the conversation service flow

Online customer service uses different custom messages to complete various session service flow interactions. Each custom message corresponds to an event or a type of message. For example, users send custom messages to complete session start and submit customer service evaluations in the session flow, and the Chat backend sends branch messages to users.

The Chat backend will send various types of messages or transfer to agent according to the session service flow you have configured until this session process is over.

Step 4: The conversation flow ends

When the session flow ends, a session end flag will be sent by Chat backend, indicating the end of this session. The format of different custom messages can be seen in the documentation below, and you can develop independently based on the fields of custom messages.

Custom Message Format

The data field of the custom message described in this article is the serialized value of the JSON structure. The methods for obtaining the data field of custom messages on different platforms can be found in their respective platform documentation ([Android & iOS](#) / [Web](#) / [Flutter](#) / [Unity](#) / [React Native](#)).

The custom message of online customer service is distinguished by the value of the 'src' field in the JSON structure. The following shows the description and examples of custom message fields :

Field name	Field Type	Field Description
customerServicePlugin	Number	Customer service custom message flag, '0' represents that this message is an online customer service custom message.
src	String	Online customer service custom message type. For example, "15" represents that this message is branch message
content or menuContent	Any	The content of customer service custom messages varies according to message type

Example:

```
{
```

```
"customerServicePlugin": 0, // '0' represents that this message is an online message
"src": "15", // Custom message types, 15 refers to the branch message
"content": { // Branch Message Content
  "header": "Please enter the feature you wish to connect",
  "items": [{
    "content": "Artificial",
    "desc": ""
  }, {
    "content": "Form Option Branch",
    "desc": ""
  }, {
    "content": "Form input",
    "desc": ""
  }, {
    "content": "Return",
    "desc": ""
  }],
  "tail": ""
}
```

Trigger message (src = 7)

Message Description:

After entering the chat page, users can send the following custom messages with the following `data` field, to automatically trigger service flow.

After receiving this message, the backend will send a session evaluation setting message (src = 23) to determine whether the user side can actively send customer service evaluations.

We recommend sending this custom message proactively when entering the conversation page.

Please Note:

When sending this message you need to set the parameter `onlineUserOnly` to true.

Message Style:

This message is a flag message and does not need to be rendered in the message list.

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "7"
}
```

Satisfaction message (src = 9)

Message Description:

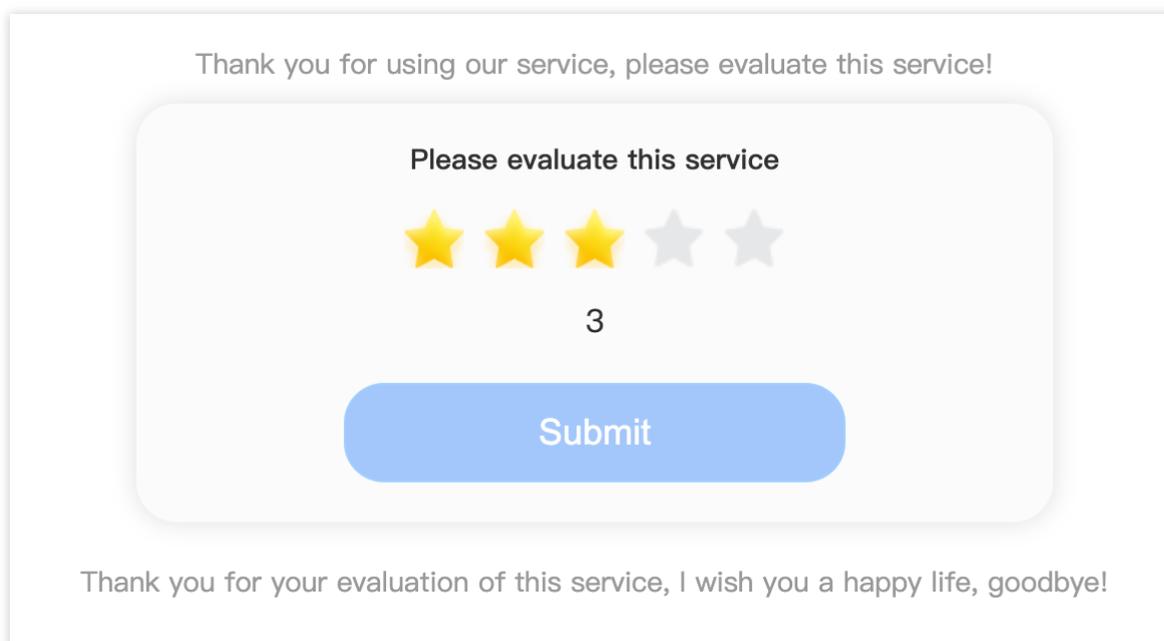
Satisfaction evaluation is generally used to collect user satisfaction evaluation information after the conversation. The settings and detailed explanations of satisfaction evaluation can be found in the Satisfaction Evaluation documentation.

After user evaluation, the `selected` field corresponds to the chosen option of the user.

Please Note:

Please make sure that the selected field is not empty, otherwise the submitted record is invalid.

Message Showcase:



Thank you for using our service, please evaluate this service!

Please evaluate this service

★ ★ ★ ☆ ☆

3

Submit

Thank you for your evaluation of this service, I wish you a happy life, goodbye!

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "9",
  "menuContent": {
    "head": "Thank you for utilizing our services, please evaluate this",
    "tail": "Thank you for providing evaluation for this service, wishi",
    // Evaluation structure. Content is the description of this document
  },
  "menu": [
    { "id": "101", "content": "Extremely dissatisfied" },
    { "id": "102", "content": "Dissatisfied" },
    { "id": "103", "content": "General" },
    { "id": "104", "content": "Satisfied" },
    { "id": "105", "content": "Highly satisfied" },
  ]
}
```

```
    ],
    "type": 2, // 1 represents star rating, 2 represents numeric rating
    "sessionId": "7a67f6bb-8fac-41e5-8bab-78c0259ae5a9", // Identifier i
    "effectiveHour": 12, // Evaluation message effective hours
    "expireTime": 1691074320 // Evaluation message expiration time
    "selected": {id: '105', content: 'Very satisfied'} // If the evaluation has
  },
}
```

Satisfaction selection message (src = 10)

Message Description:

After receiving the evaluation message, the user can send a custom message with the following data field to notify the backend of the user's evaluation results for this time.

After the backend receives the selection message, the selected field of the evaluation message (src = 9) will be filled with the data of this selection.

Please Note:

When sending this message you need to set the parameter `onlineUserOnly` to true.

Message Showcase:

This message is a flag message and does not need to be rendered in the message list.

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "10",
  "menuSelected": {
    'id': 'id', // ID of the selection
    "content": 'content', // Description of the selection
    "sessionId": 'sessionId' // The identifier ID of the satisfaction me
  }
}
```

Input Status (src = 12)

Message Description:

When the customer service agent is typing a message in the input box, a custom message with the following data field will be sent, indicating that the customer service agent is in the typing state. When receiving this message, you can display "typing" on the UI interface.

Please Note:

When sending this message you need to set the parameter `onlineUserOnly` to true.

Message Showcase:

This message is a flag message and does not need to be rendered in the message list.

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "12"
}
```

Branch message (src = 15)

Message Description:

Branch messages are used to divert users' different service demands.

The setting and detailed explanation of branch messages can be seen in the Branch Message Document.

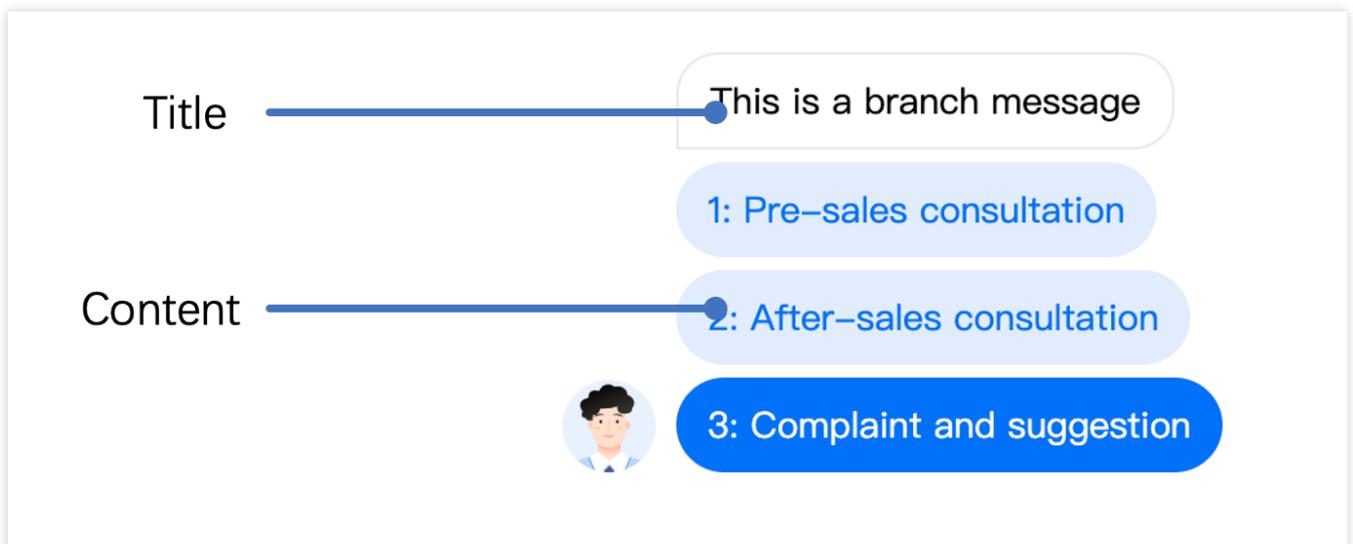
When a user selects a branch, the `selected` field indicates the user's chosen option.

Please Note:

The trigger of the branch message is the user sending a text message.

The selection match of the branch message is a strong equal match of the text. The text in the text message sent by the user must be the same as the text of the branch to trigger this branch.

Message Showcase:



Structure of custom data fields:

```
{
```

```
    "customerServicePlugin": 0,
    "src": "15", // Custom message types, 15 refers to the branch message
// Branch message content
    "content": {
    // Branch title
        "header": "Please enter the feature you wish to connect",
        "items": [{
            "content": "Artificial",
            "desc": ""
        }, {
            "content": "Form Option Branch",
            "desc": ""
        }, {
            "content": "Form input",
            "desc": ""
        }, {
            "content": "Return",
            "desc": ""
        }
    ],
        "tail": "",
    // If a branch has already been selected, this would represent the selected
        "selected": {"content": "Artificial"}
    }
}
```

Conversation Ending Flag (src = 19)

Message Description:

When the conversation flow ends normally, the backend will send a custom message with the following data field.

Message Showcase:

Should you require the display of conversation termination markers, you may render this message.

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "19"
}
```

Timeout flag (src = 20)

Message Description:

When the conversation flow ends due to timeout, the backend will send a custom message with the following data field.

Message Showcase:

Should you require the display of a session timeout termination indicator, this message could be rendered.

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "20"
}
```

Form collection messages (src = 21)

Message Description:

Form collection messages guide users to input information through prompts. The user input information will be stored in the set variable name. The form type supports collecting text and options.

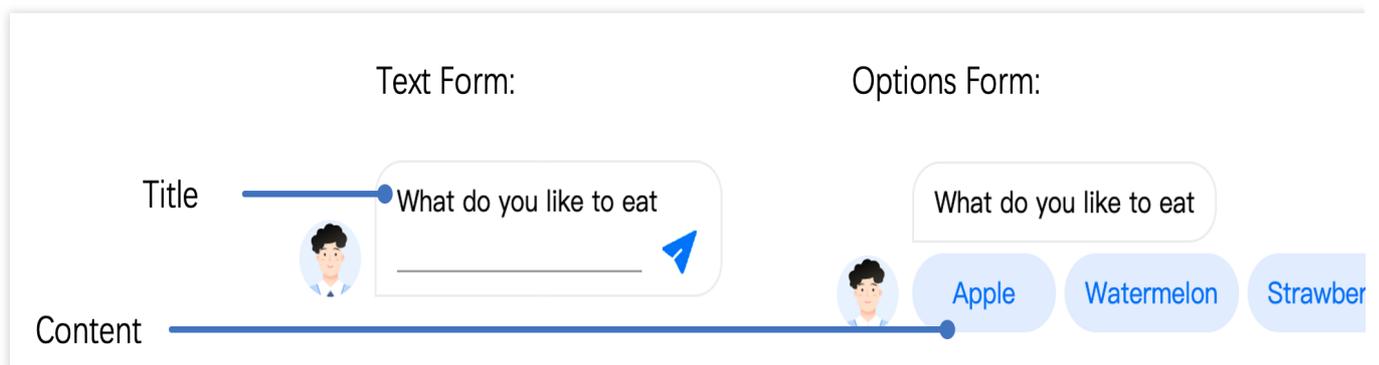
The setting and detailed explanation of form collection messages can be found in the Form Collection Message Document.

After the user fills in the collected information, the selected field is the content filled in by the user.

Please Note:

The trigger for collecting form messages is sending text messages from the user end.

Message Showcase:



Structure of custom data fields:

```
// Structure of the Form collection messages
{
```

```
"customerServicePlugin": 0,
"src": "21",
"content": {
  // Option title
  "header": "What do you like to eat?",
  // Collecting options
  "items": [{
    "content": "Apple",
    "desc": ""
  }, {
    "content": "Watermelon",
    "desc": ""
  }, {
    "content": "Strawberry",
    "desc": ""
  }],
  // 1 stands for the option form
  "type": 1,
  // If submitted before, then the content would be that which was submitted
  "selected": {
    "content": "Apple"
  }
}

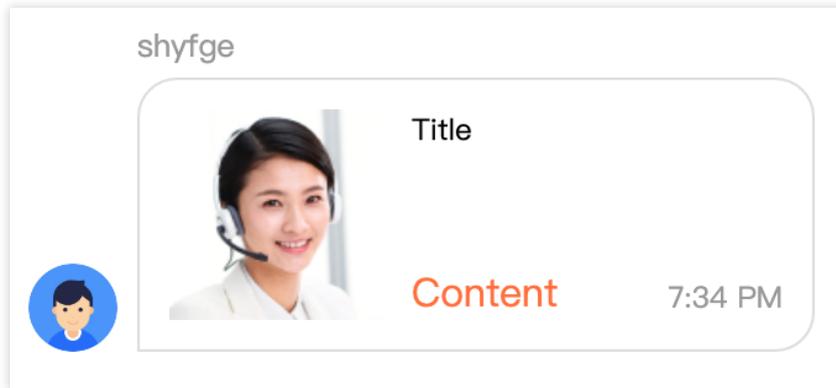
// Text form structure
{
  "customerServicePlugin": 0,
  "src": "21",
  "content": {
    // Collecting Titles
    "header": "What do you like to eat?",
    // 0 denotes a text form
    "type": 0,
    // If submitted before, then the content would be that which was submitted
    "selected": {
      "content": "Peach"
    }
  }
}
```

Card message (src = 22)

Message Description:

Card message is a type of product card-like message, which is a custom message that combines product name, description, image, and jump link. The user end can actively send such messages to the agent.

Message Showcase:



Structure of custom data fields:

```
{
  "src": "22",
  "content": {
    // Product Title
    "header": "This is the title",
    // Product Description
    "desc": "This is the description",
    // Product Image Link
    "pic": "https://cloudcache.tencent-cloud.com/qcloud/portal/kit/imag
    // Product redirection link
    "url": "https://www.qcloud.com/"
  },
  "customerServicePlugin": 0
}
```

Conversation evaluation setting (src = 23)

Message Description:

Satisfaction Rating

Satisfaction Rating

Agent Initiate Ratings

Send after conversations

★	Very Dissatisfied
★ ★	Dissatisfied
★ ★ ★	Neutral
★ ★ ★ ★	Satisfied
★ ★ ★ ★ ★	Very Satisfied

Rating Invitation Message

Thank you for using our service. Please rate this service!

Submission Message

Thank you for your feedback. We wish you a pleasant day, goodbye!

Submission Validity Period

When user sends a trigger message (src = 7), the backend will respond with this message. The menuSendRuleFlag represents different sending rules based on its value. Please refer to the details below:

Message Showcase:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:

```
// The value "1 << 0" represents automatic sending of a message when the session en
// The value "1 << 1" represents that the agent can send,
// The value 1 << 2 represents that the user can send
```

```
{
  "customerServicePlugin": 0,
  "src": "23",
  "content": {
    "menuSendRuleFlag": 7
  }
}
```

Actively retrieve customer service evaluation messages (src = 24)

Message Description:

When the user enters manual service and the rules for sending evaluation messages include that the user can send, they can send a custom message with the following "data" field to notify the backend to send an satisfaction message. Upon receiving this message, the backend will send an satisfaction message (src = 9).

Please Note:

When sending this message you need to set the parameter `onlineUserOnly` to true.

Message Showcase:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "24",
}
```

Artificial Conversation Status (src = 26)

Message Description:

When the user sends a trigger message (src = 7), the backend will send this message. Different values of "content" represent different manual conversation status.

Message Showcase:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:

```
// The value 'inSeat' represents connected to agent
// The value 'outSeat' represents not connected to agent
{
  "customerServicePlugin": 0,
```

```
"src": "26",
"content": {
  "command": "updateSeatStatus",
  "content": "inSeat"
}
}
```

The user actively terminates the artificial conversation (src = 27)

Message Description:

When the user side has accessed the agent, they can send a custom message with the following "data" field to actively end this conversation.

Please Note:

When sending this message you need to set the parameter `onlineUserOnly` to true.

Message Style:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:

```
{
  "customerServicePlugin": 0,
  "src": "27",
}
```

Order message (src = 28)

Message Description:

The order message is an order business card type message, which is a custom message that integrates product name, description, picture, and custom data. The client can proactively send such messages to the agent.

Custom data field structure:

```
{
  src: "28",
  content: {
    guide: "introductory title",
    name: "order name",
    desc: "describe",
    pic: "https://cloudcache.tencent-cloud.com/qcloud/portal/kit/images/presale.a49",
    customField: [
      {
        name: "order status:", // field name
      }
    ]
  }
}
```

```
    value: "completed", // field value
    customerValue: "customerValue",
  },
  {
    name: "order amount:", // field name
    value: "1000 yuan", // field value
    customerValue: "customerValue",
  },
],
},
customerServicePlugin: 0,
},
```

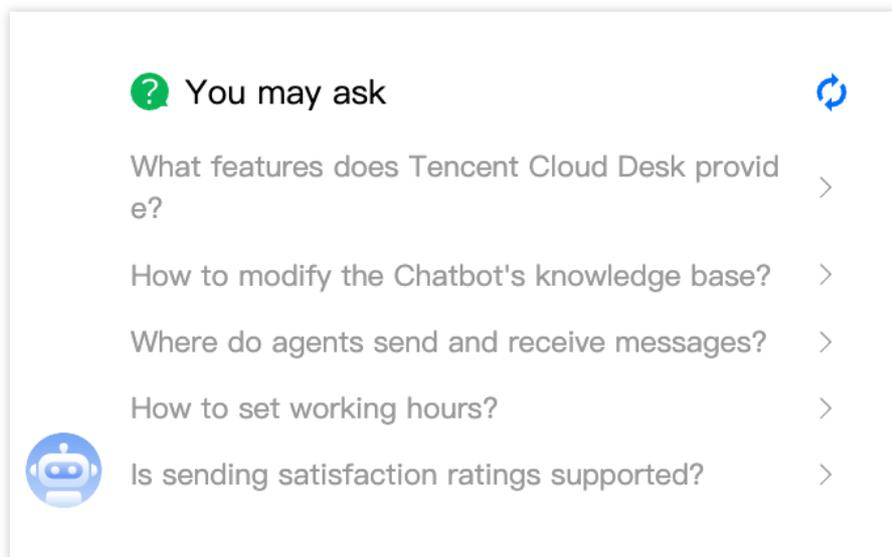
Robot welcome card (src = 29)

Message Description:

When the user triggers the robot for the first time, the background will send a welcome card message with subtype `welcome_msg`.

When a guided question is set and the user's input is within the similarity setting range, the background will send a guided question message with subtype `clarify_msg`.

Message Style:



Custom data field structure :

```
// When subtype is welcome_msg, it is a welcome card
```

```
{
  "customerServicePlugin": 0,
  "src": "29",
  "subtype": "welcome_msg",
  "content": {
    "title": "You may ask",
    "content": "",
    "items": [
      {
        "content": "What features does Tencent Cloud Desk provide?"
      },
      {
        "content": "How to modify the Chatbot's knowledge base?"
      },
      {
        "content": "Where do agents send and receive messages?"
      },
      {
        "content": "How to set working hours?"
      },
      {
        "content": "Is sending satisfaction ratings supported?"
      },
      {
        "content": "Can the Chatbot function be turned off?"
      },
      {
        "content": "What messaging channels are supported?"
      },
      {
        "content": "When does queuing occur?"
      }
    ]
  }
}

// When the subtype is clarify_msg, it is a guidance question message.
{
  "customerServicePlugin": 0,
  "src": "29",
  "subtype": "clarify_msg",
  "content": {
    "title": "You might want to ask:",
    "content": "You might want to ask:",
    "items": [
      {
        "content": "How does customer service serve users?"
      }
    ]
  }
}
```

```
    },
    {
      "content": "What user consultation channels are supported?"
    },
    {
      "content": "What functions does intelligent customer service provide?"
    },
    {
      "content": "How to achieve all questions answered by customer service?"
    },
    {
      "content": "What is smart customer service?"
    }
  ]
}
```

Robot rich text (src = 30)

Message Description:

When the reply set in the user robot's answer is rich text and the user's title hits the question, the background will send a rich text message in markdown format.

Custom data field structure :

```
{
  "customerServicePlugin": 0,
  "src": "30",
  "content": "This is our configuration information\\n\\n with a webhook URL set up, and the customer service allocation method set to **Assigned by Webhook**.

The direction of the webhook is an HTTPS POST request initiated by the Instant Messaging Chat backend to the App backend.

Upon receiving the webhook request, the App backend must verify that the SDKAppID parameter in the request URL matches its own SDKAppID.

For additional security-related considerations, please refer to the "[Webhook Overview: Security Considerations](#)" document.

### Scenarios That May Trigger This Webhook

This webhook may be triggered when a user in a session initiates a request to transfer to human customer service, and the application is configured to assign agents by webhook.

### Timing of the Webhook

When the application is set to assign agents by webhook, this webhook is triggered by the Chat backend when a user in the session initiates a request for transferring to human customer service.

### Interface Description

## Webhook URL Example

In the following example, the App's configured webhook URL is <https://www.example.com>.

### Example:

```
https://www.example.com?SdkAppid=$SDKAppID&CallbackCommand=$CallbackCommand&content
```

## Request Parameter Description

| Parameter       | Description                                                                                                                  |
|-----------------|------------------------------------------------------------------------------------------------------------------------------|
| https           | The request protocol is HTTPS, and the method is POST                                                                        |
| www.example.com | Callback URL                                                                                                                 |
| SdkAppid        | The SDKAppID assigned in the Instant Messaging Chat console when creating the application                                    |
| CallbackCommand | Fixed as ChatBot.OnAssignAgent                                                                                               |
| contenttype     | Fixed value as JSON                                                                                                          |
| ClientIP        | Client IP, format such as: 127.0.0.1                                                                                         |
| OptPlatform     | Client platform, see the " <a href="#">Webhook Overview: Webhook Protocol</a> " for the meaning of parameters in OptPlatform |

## Request Package Example

```
{
 "CallbackCommand": "ChatBot.OnAssignAgent", //Webhook command
 "SessionId": "aa-bb-cc-dd", //SessionID of the conversation
 "ClientUserId": "123", // User ID of the client triggering the req
 "EventTime": 1670574414123 //Timestamp
}
```

## Request Package Field Description

| Field           | Type   | Description                   |
|-----------------|--------|-------------------------------|
| CallbackCommand | String | Webhook command               |
| SessionId       | String | SessionID of the conversation |

|              |        |                                                                   |
|--------------|--------|-------------------------------------------------------------------|
| ClientUserId | String | User ID of the client triggering the request for human assistance |
| EventTime    | String | Timestamp of the event in milliseconds                            |

## Response Package Example

After synchronizing data, the App backend sends a webhook response package.

```
{
 "ActionStatus": "OK",
 "ErrorInfo": "",
 "ErrorCode": 0,
 "AgentGroupId": 6521, //Agent Group ID sent from your end
 "AgentIdList": ["penn_svc", "dramon_svc"] //List of agent sent from your end
}
```

## Response Package Field Description

| Field        | Type    | Attribute | Description                                                                                                                            |
|--------------|---------|-----------|----------------------------------------------------------------------------------------------------------------------------------------|
| ActionStatus | String  | Required  | Result of the request processing:<br>OK for success<br>FAIL for failure                                                                |
| ErrorCode    | Integer | Required  | Error code:<br>0 for successful processing and sends RspData back to the smart robot<br>1 for failure, RspData is ignored              |
| AgentGroupId | Integer | Optional  | ID of the agent group returned from your end; if only this field is provided, the Chat backend will assign agent from this agent group |
| AgentIdList  | Array   | Optional  | List of agents returned from your end; if specified, one agent from the list will be assigned based on availability rules              |

# Admin Operation Manual

## User End Configuration

Last updated : 2024-09-04 10:19:03

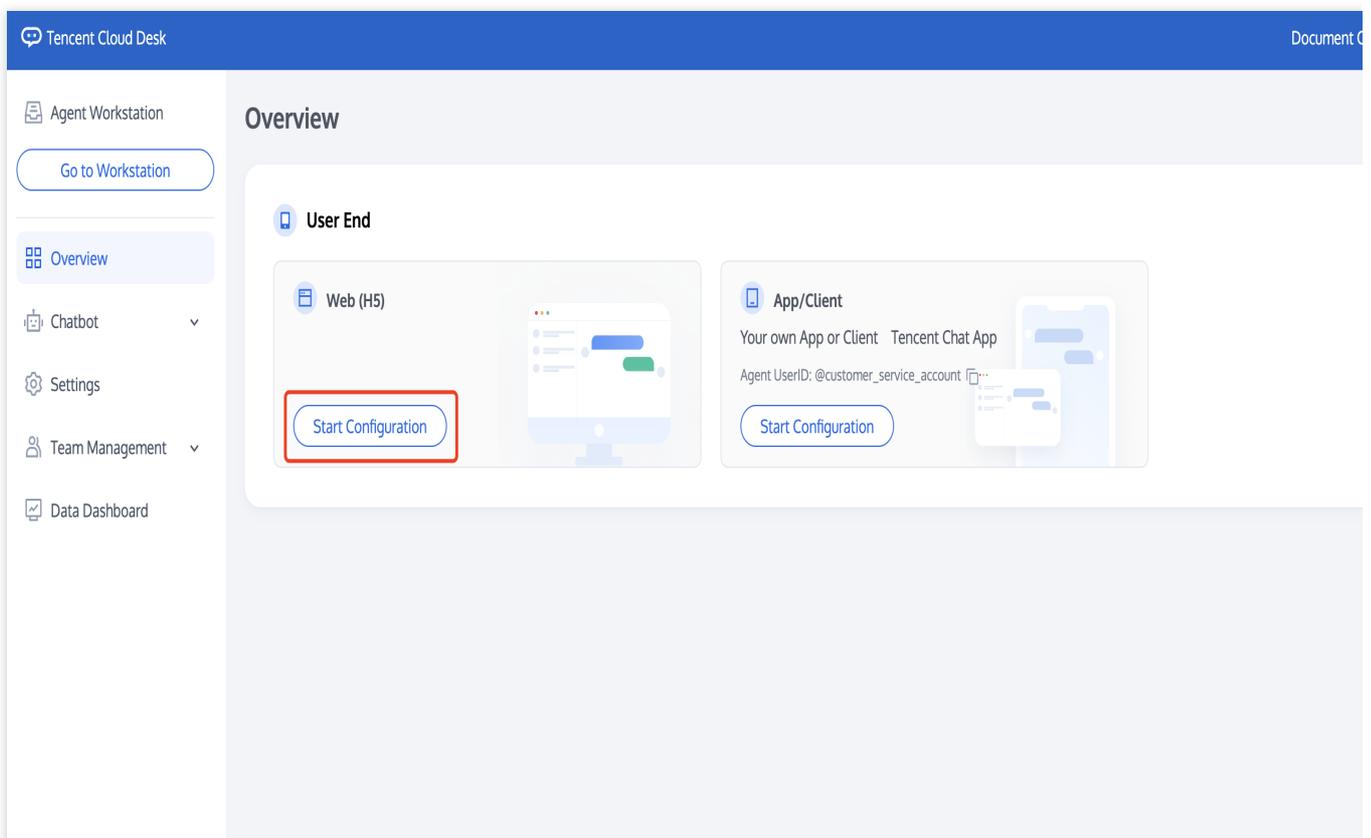
The user end of Tencent Cloud Desk offers two platforms for access: a web-based interface that requires no development, and an application-based interface.

## Prerequisite

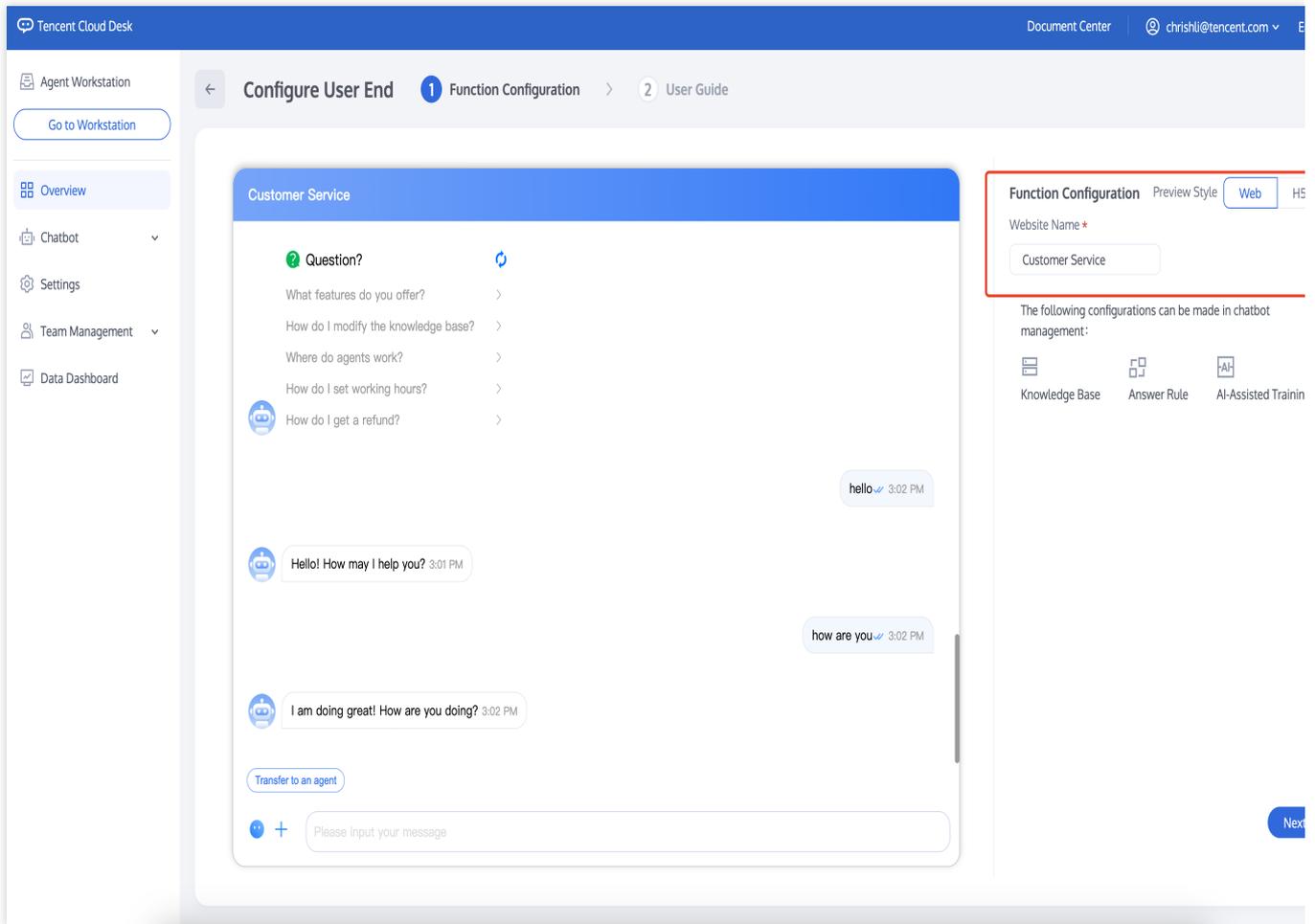
Refer to the [Quick Start](#) guide to activate Tencent Cloud Desk.

## Web Configuration

Visit the [Management Panel](#), and click '**Start Configuration**' under the **Web Section**.



This page allows you to modify the website name. Once done, click 'Next'.



This page provides specific configuration guidelines. There are two ways to configure:

Method One: Directly copy the generated link to send messages to an agent.

Method Two: Copy the code and insert it into HTML.

← **Configure User End** ✓ Function Configuration > 2 User Guide

Users can now send you messages via web page

**Web (H5)**

Method 1: Use the link below

`https://test.cccweb.pstn.avc.qcloud.com/web/im/chat?webAppId=72920ee2676c6c4aef5fe71e914ebfd0` copy

[Download](#)

Method 2: Copy the code and insert it into HTML

```
<script src="https://test.cccweb.pstn.avc.qcloud.com/web/im/imPublish.js?webAppId=72920ee2676c6c4aef5fe71e914ebfd0"></script>
```

 copy

[Complete Configuration](#)

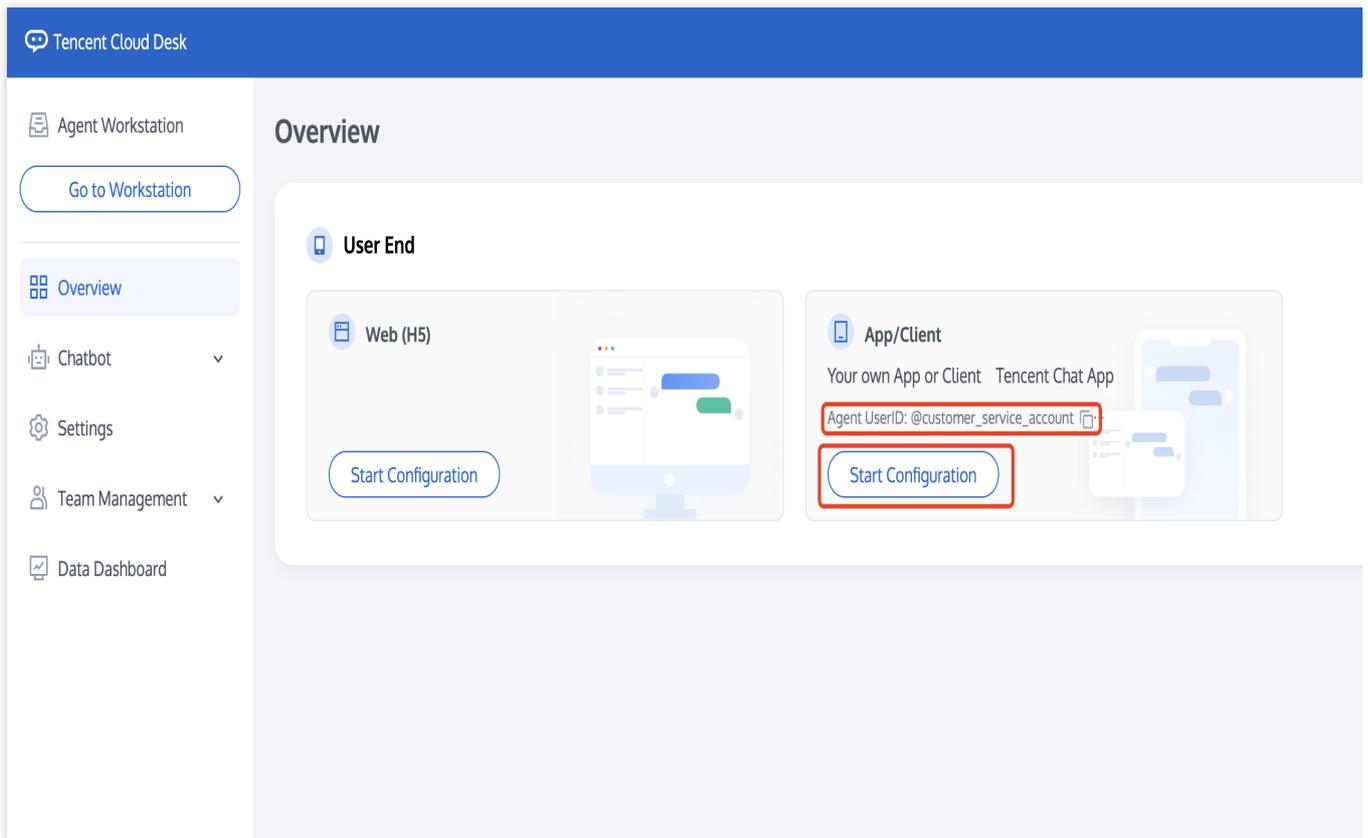
**App/Client**

Your own App or Client  
Tencent Chat App

[Go to configure](#)

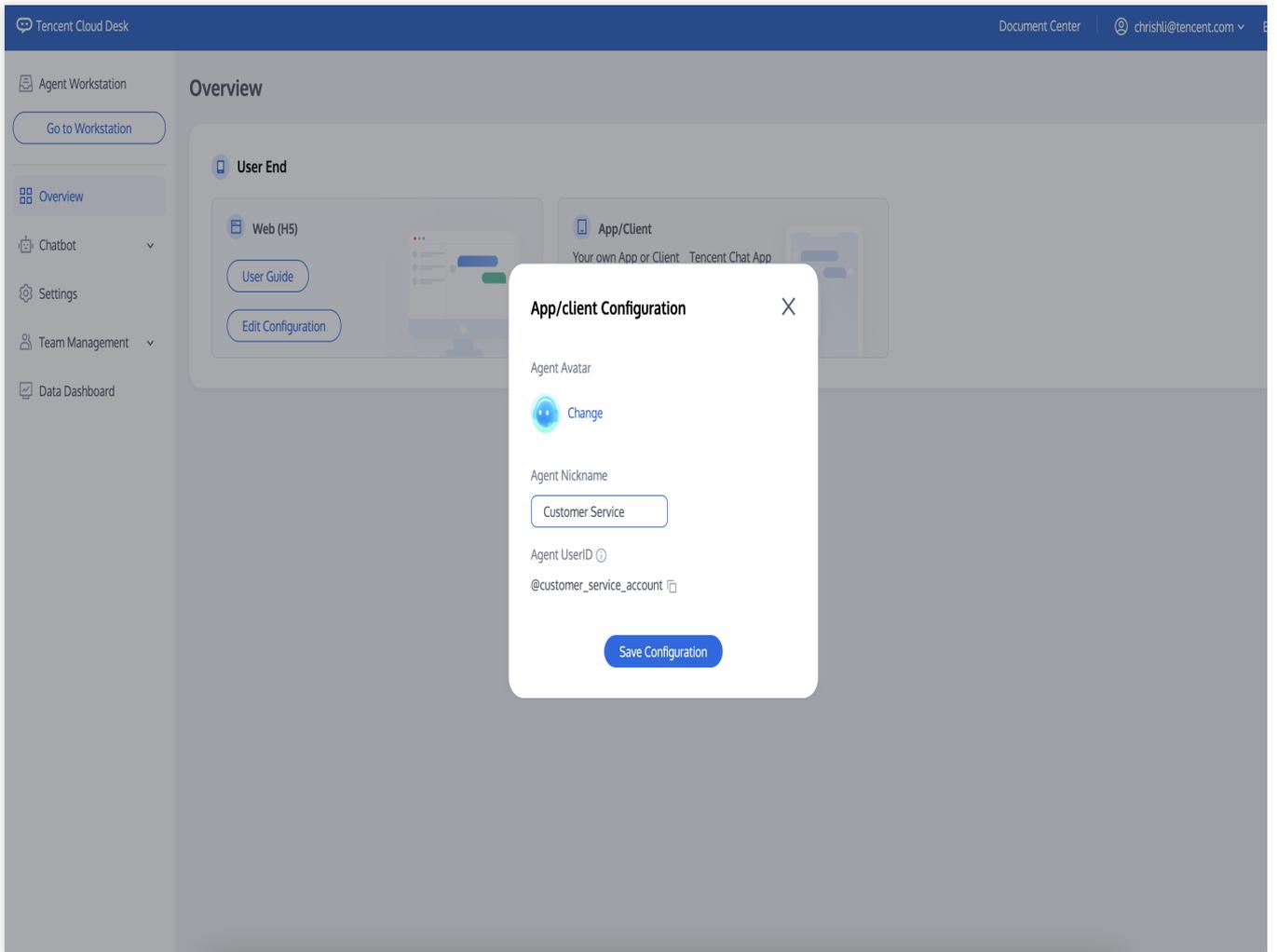
## Application Configuration

Visit the [Management Panel](#), and click 'Start Configuration' under the App/Client section, and copy the Agent UserID (please keep it for future development).



This page supports:

1. Modify the agent avatar: The avatar displayed to the public.
2. Modify the agent name: The name displayed to the public.
3. Copy the agent UserID: For use in subsequent development.
4. For a detailed development tutorial, see the [Integration Guide](#).



# Chatbot

## Knowledge Base Configuration

Last updated : 2024-09-03 17:47:12

Access the Admin Panel, click on **Chatbot > Knowledge Base** to enter the settings page for the chatbot's knowledge base.

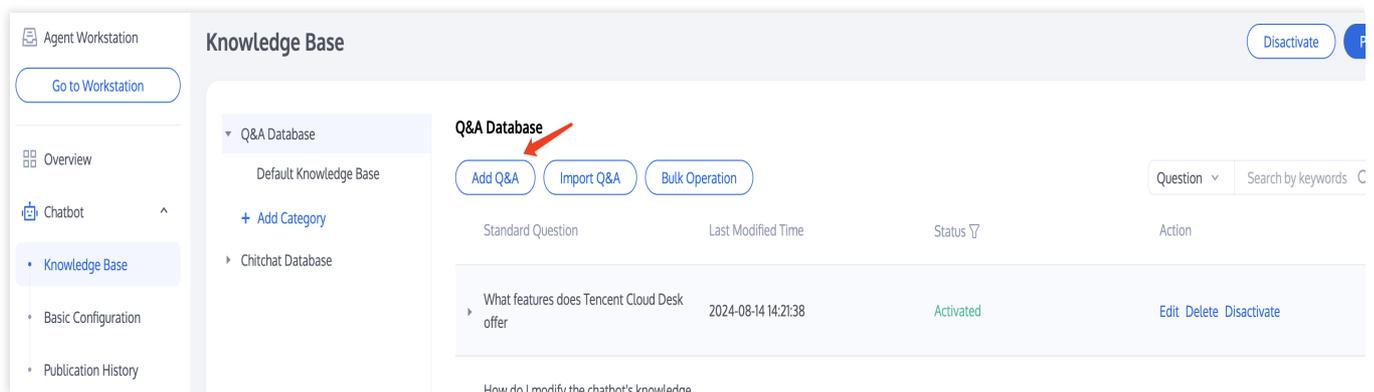
The knowledge base includes a Q&A database and a chitchat database. You can configure common questions and answers in the knowledge base, and the chatbot will respond to user queries based on these settings.

## Q&A Database

### Manually Adding Q&A

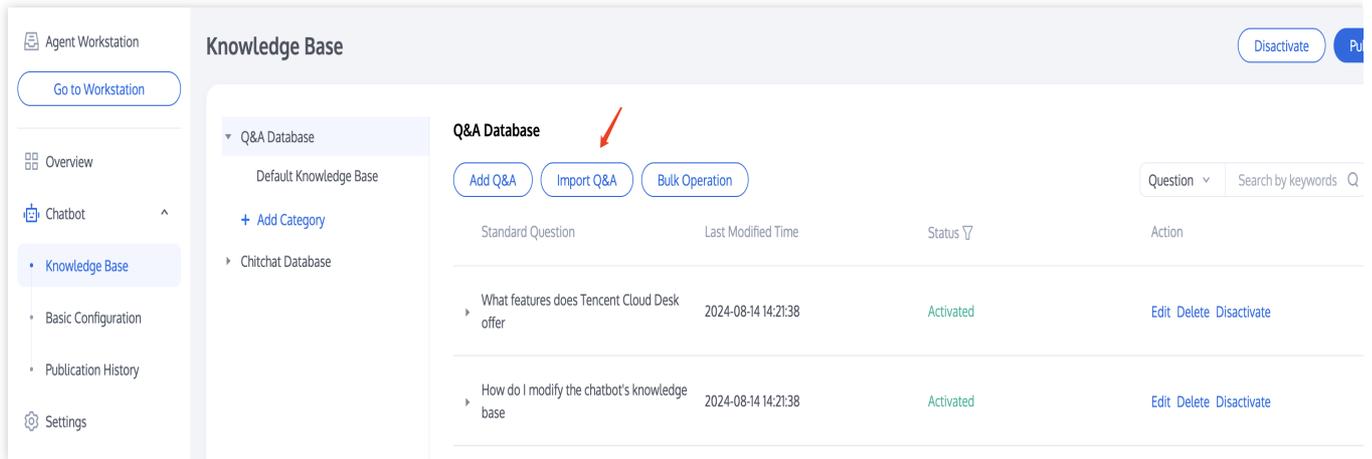
Click '**Add Q&A**' below the Q&A database, and in the pop-up window that appears, select the category for the question, enter the standard question, similar questions (optional), and the answer. Click 'Done' to complete the addition.

The Q&A will be enabled by default in the test environment, and you can test its effectiveness online.



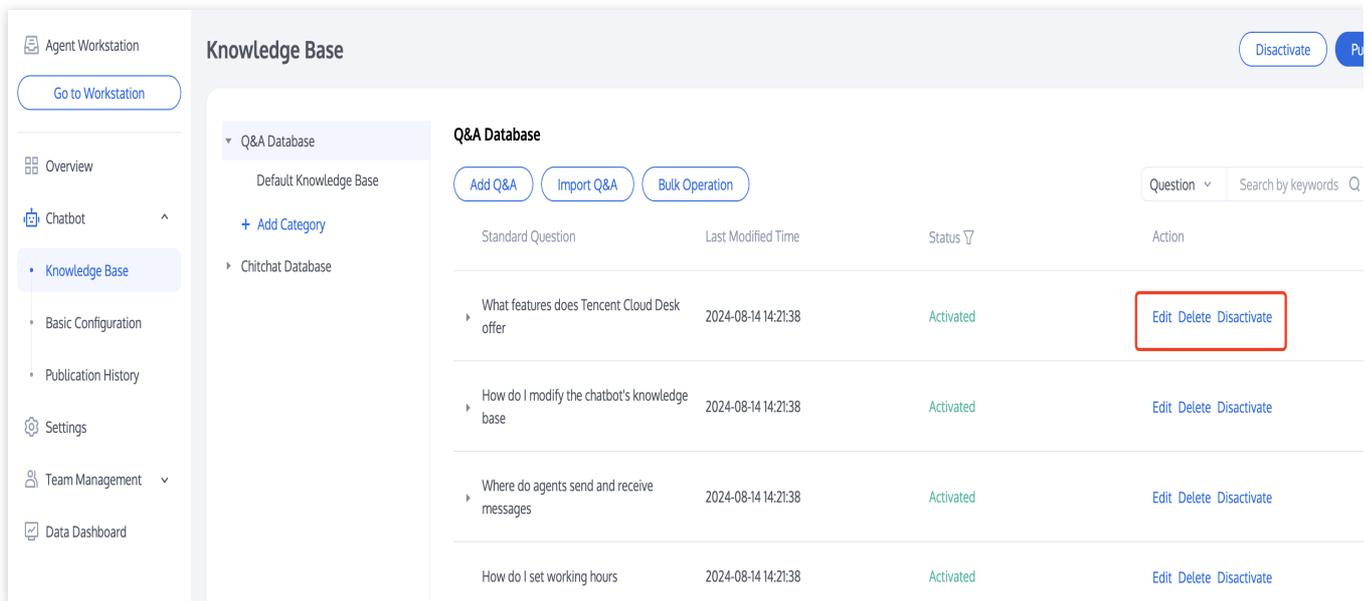
### Bulk Import Q&A

Click 'Import Q&A' below the Q&A database, and in the pop-up window that appears, download the bulk upload template. Complete the Q&A pairs based on the template and upload them.



## Modifying Q&A

After uploading, you can edit, delete, disable, or enable each Q&A in the operations area to the right of the question. For bulk operations, you can also click 'Bulk Operation' below the Q&A database to manage multiple Q&As simultaneously.



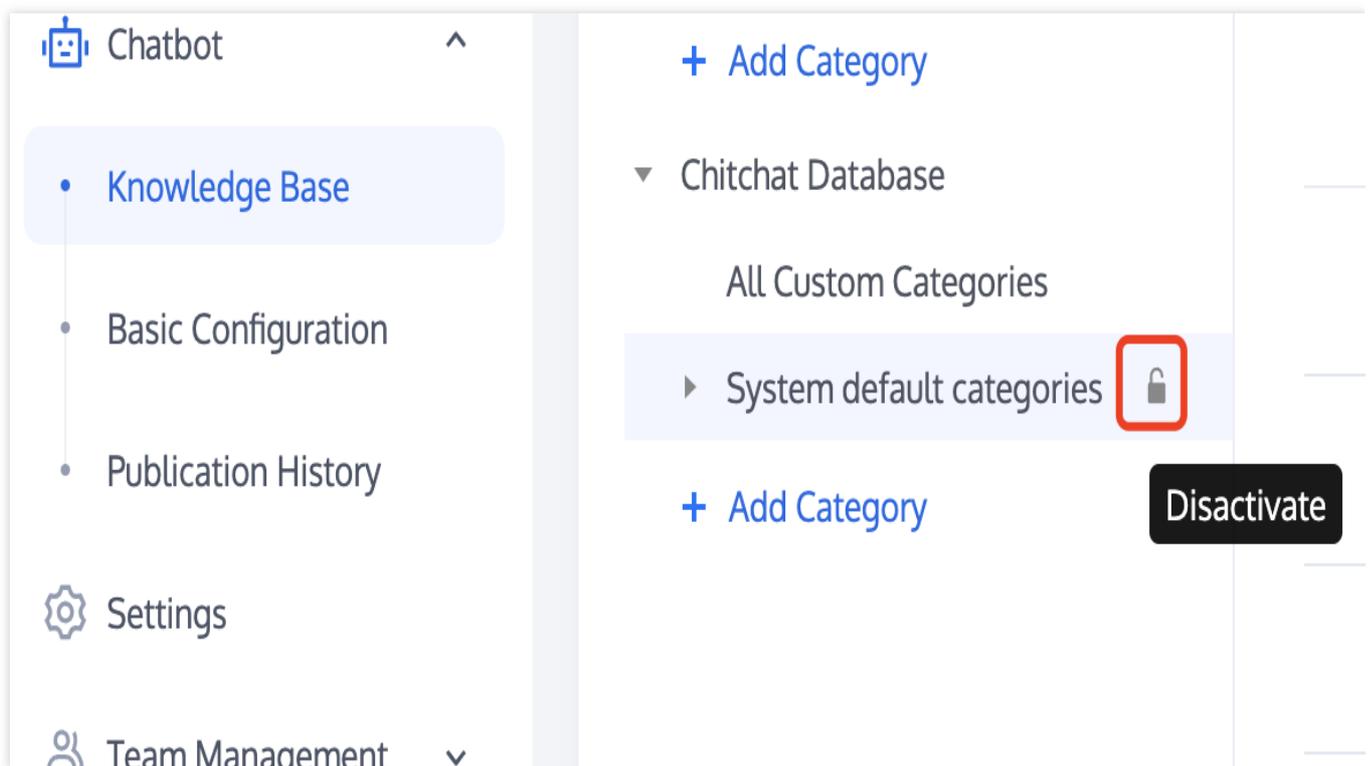
## Chitchat Database

You can use the chitchat database to enable your chatbot to respond to casual greetings from users. The response strategy for the chitchat database differs from that of the Q&A database, with details available in Basic Configuration >

Q&A Strategy. You can configure the chitchat Q&A in the chitchat database. Please enable the chitchat feature first by going to Basic Configuration > Q&A Strategy > Chitchat Strategy.

## Default Chitchat Database

A default chitchat database is provided for you. You can enable or disable the default categories with a single click using the buttons next to the system's pre-set categories. For individual questions, you can also click 'Edit' next to the question to modify the answer or click 'Disactivate' to stop the answer.



## Custom Categories

You can also configure your own chitchat database, similar to the operations available for the [Q&A database](#).

# Basic Configuration

Last updated : 2024-09-03 17:48:42

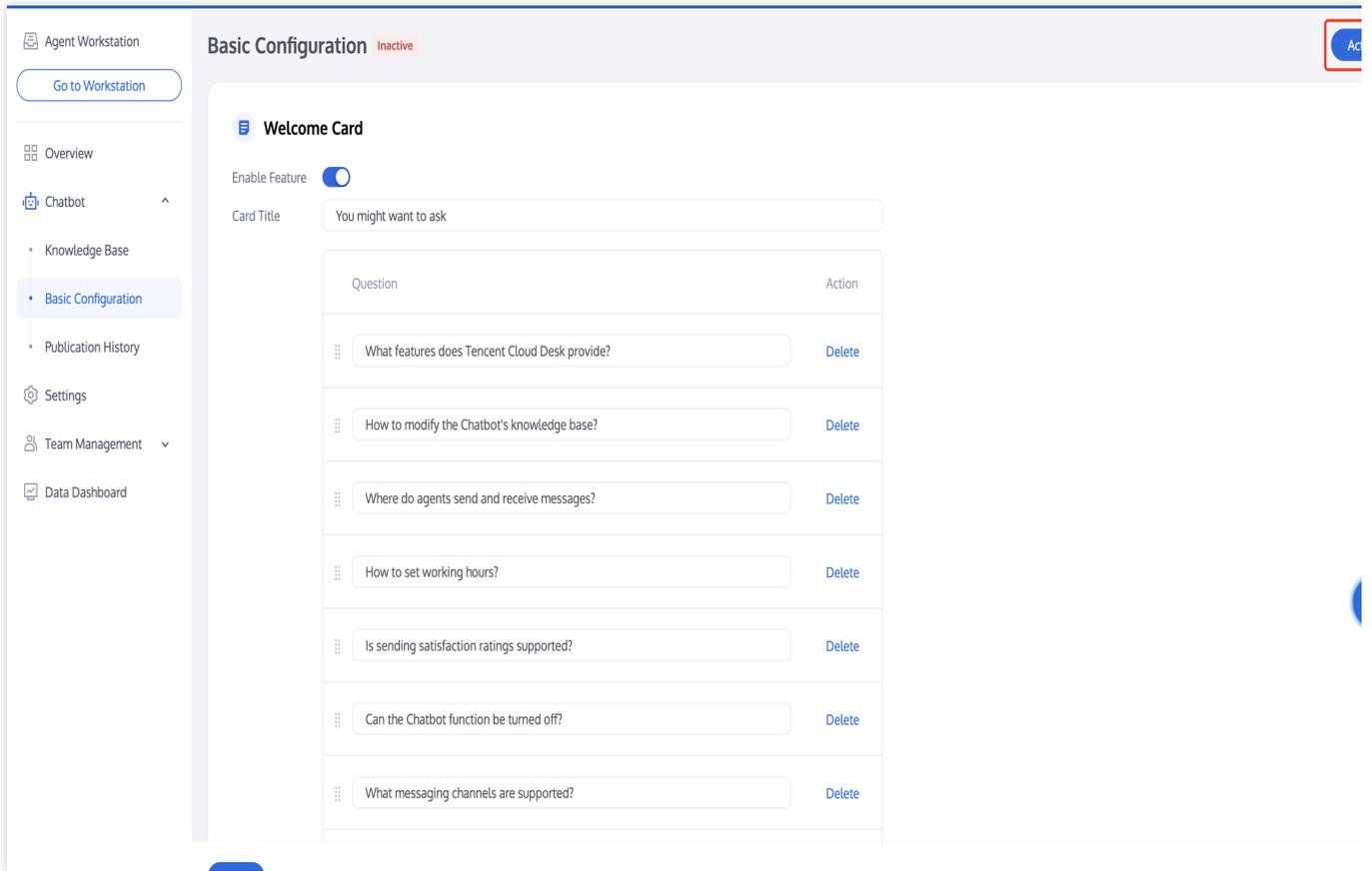
Access the Administrator Panel and click on **Chatbot > Basic Configuration** to enter the Chatbot basic configuration page.

## Deactivating/Activating the Chatbot

After configuration, the Chatbot feature in Desk is enabled by default. To disable it, click "Disactivate" in the upper right corner of the page.

The screenshot displays the 'Basic Configuration' interface for a chatbot. On the left is a navigation sidebar with options like 'Agent Workstation', 'Overview', 'Chatbot', 'Knowledge Base', 'Basic Configuration', 'Publication History', 'Settings', 'Team Management', and 'Data Dashboard'. The main content area is titled 'Basic Configuration' and features a 'Welcome Card' section. This section includes an 'Enable Feature' toggle (currently on), a 'Card Title' input field with the text 'You might want to ask', and a table of questions. The table has columns for 'Question' and 'Action'. The questions listed are: 'What features does Tencent Cloud Desk provide?', 'How to modify the Chatbot's knowledge base?', 'Where do agents send and receive messages?', 'How to set working hours?', 'Is sending satisfaction ratings supported?', 'Can the Chatbot function be turned off?', and 'What messaging channels are supported?'. Each question has a 'Delete' button. In the top right corner, there are 'Disactivate' and 'Publish' buttons, with 'Disactivate' circled in red. A 'Save' button is at the bottom left.

If you need to activate the Chatbot after it has been deactivated, click "Activate" in the upper right corner.



## Chatbot Status

The Chatbot's status can be directly viewed on any page under Basic Configuration or Chatbot categories.  
 Status when the Chatbot is activated:

**Basic Configuration**

Status when the Chatbot is deactivated:

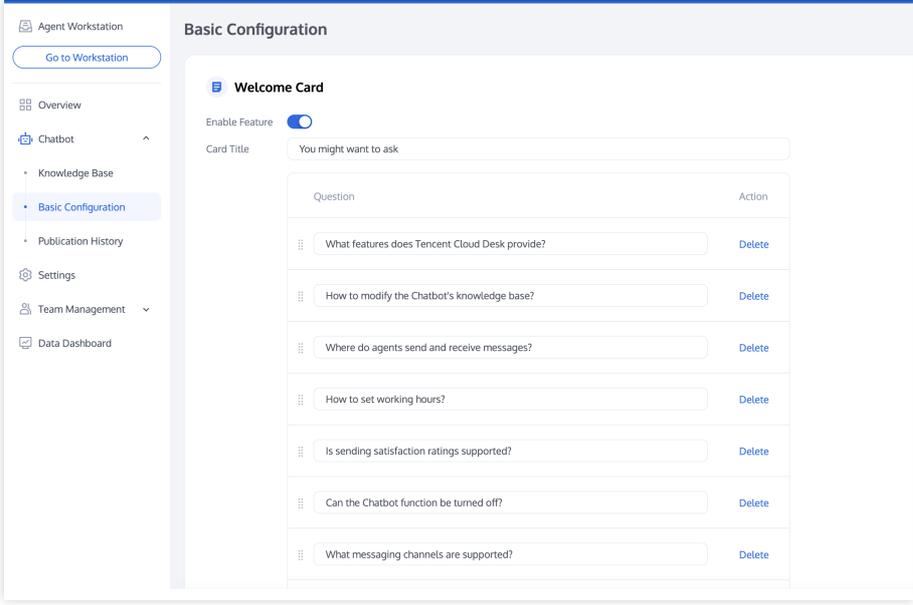
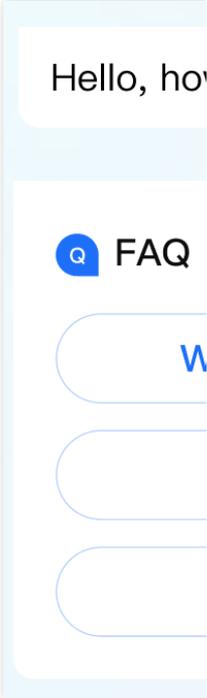
**Basic Configuration** Inactive

# Welcome Card Settings

Upon entering a conversation, the Chatbot automatically pushes a card displaying the configured question, which can be used to showcase frequently asked questions.

You can configure the title and questions of the welcome card, with support for up to 20 questions.

Questions can be reordered using the sorting button on the left side of the question. The Chatbot by default prioritizes questions that are higher in the order.

| Configuring Welcome Card                                                            | Example of Welcome C                                                                 |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|  |  |

# Q&A Strategy Settings

We offer the following Q&A strategies, with "Direct Answering" as the default strategy. Additionally, you can choose to enable the chitchat strategy and prompt questions based on your business needs.

| Function         | Description                                                                                                                                                                                                                       |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Direct Answering | The chatbot directly answers user's questions. When a user's question reaches the set threshold of similarity to the Q&A database, the chatbot will directly respond with the answer corresponding to the most similar question.F |

|                        |                                                                                                                                                                                                                                                                                             |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Chitchat Strategy      | The chatbot responds to casual greetings from users. Once enabled, if a user's question does not meet the direct answering threshold but reaches the chitchat database's set threshold, the chatbot will reply with the answer corresponding to the most similar casual greeting.           |
| Question Clarifying    | The chatbot asks the user for clarification on their questions. If a user's question does not meet the direct answering threshold or the chitchat threshold but exceeds the threshold for clarifying questions, the chatbot will return several of the most similar questions.              |
| Fallback Response Rule | If a user's question does not hit any entries in the Q&A or chitchat databases, the chatbot triggers a fallback response. The following fallback modes are supported:<br>Fixed Fallback: When a fallback response is triggered, the chatbot replies with a pre-configured fallback message. |

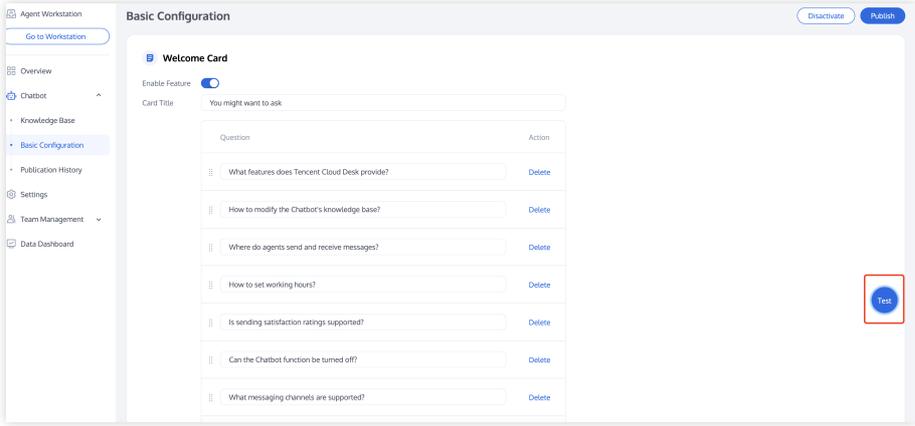
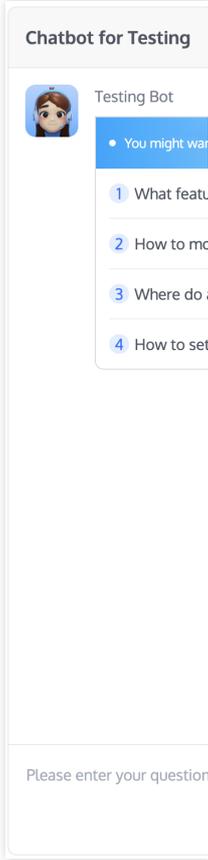
# Test and Publish

Last updated : 2024-09-03 17:50:01

Access the Administrator Panel, click on "Chatbot" and then any page to test and publish your Chatbot.

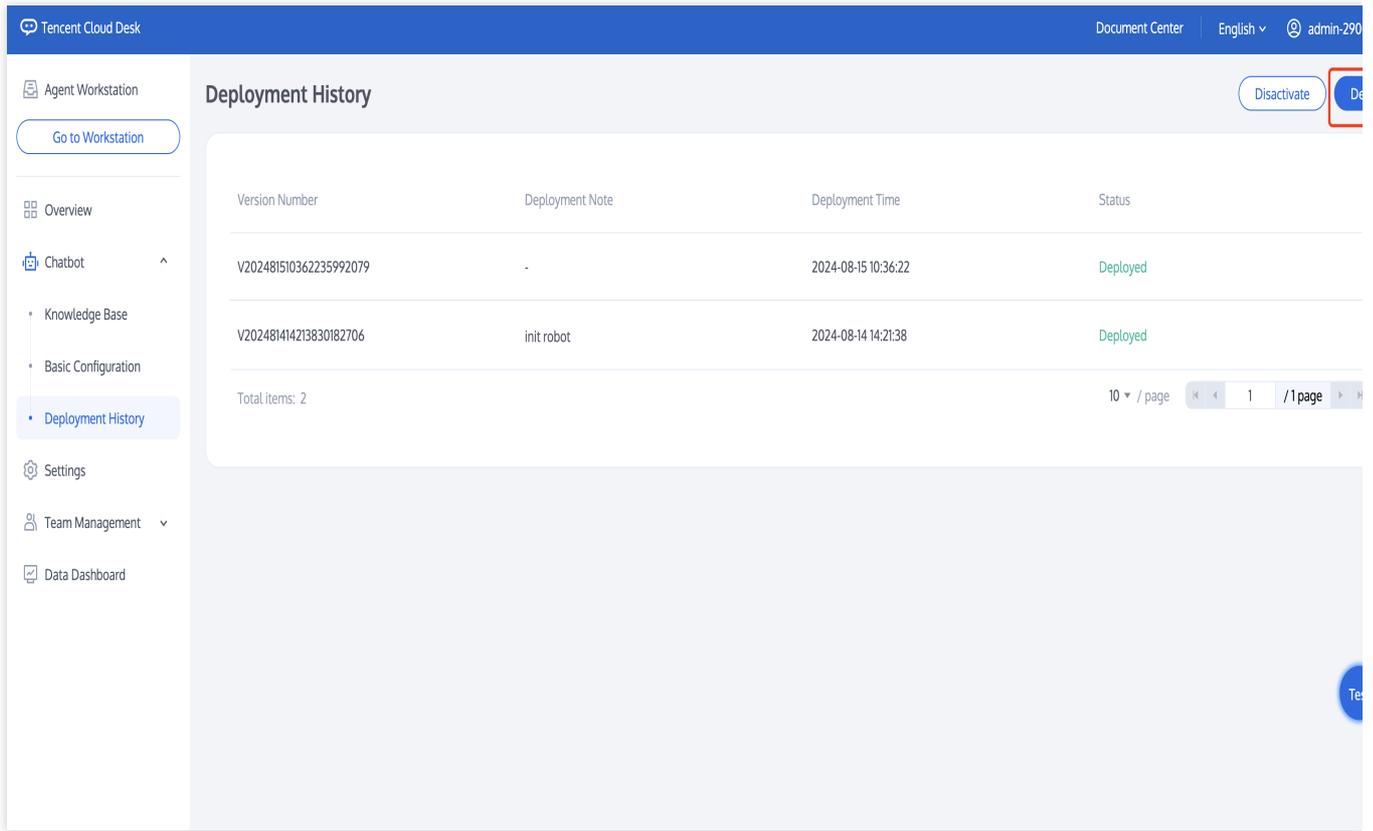
## Chatbot Testing

During or after configuring the knowledge base and basic configuration, you can test your chatbot by using the test entry found on the right side of any page under the smart robot category.

| Administrator Panel Test Entry                                                      | Example of testing                                                                   |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|  |  |

## Deployment

Once the configuration and testing are complete, and if your chatbot is enabled, you can publish the configurations to the live environment by clicking "Deploy" located in the upper right corner of the page.



## Deployment History

To view the deployment history, click on "Chatbot > Deployment History" in the left navigation bar. The information includes the Version Number, Deployment Note, Deployment Time, and the Status of the deployment.

Tencent Cloud Desk Document Center English admin-2900

Agent Workstation Disactivate De

[Go to Workstation](#)

Overview

- Chatbot ^
- Knowledge Base
- Basic Configuration
- Deployment History**
- Settings
- Team Management v
- Data Dashboard

### Deployment History

| Version Number         | Deployment Note | Deployment Time     | Status   |
|------------------------|-----------------|---------------------|----------|
| V202481510362235992079 | -               | 2024-08-15 10:36:22 | Deployed |
| V202481414213830182706 | init robot      | 2024-08-14 14:21:38 | Deployed |

Total items: 2 10 / page < 1 / 1 page >

# Session Settings

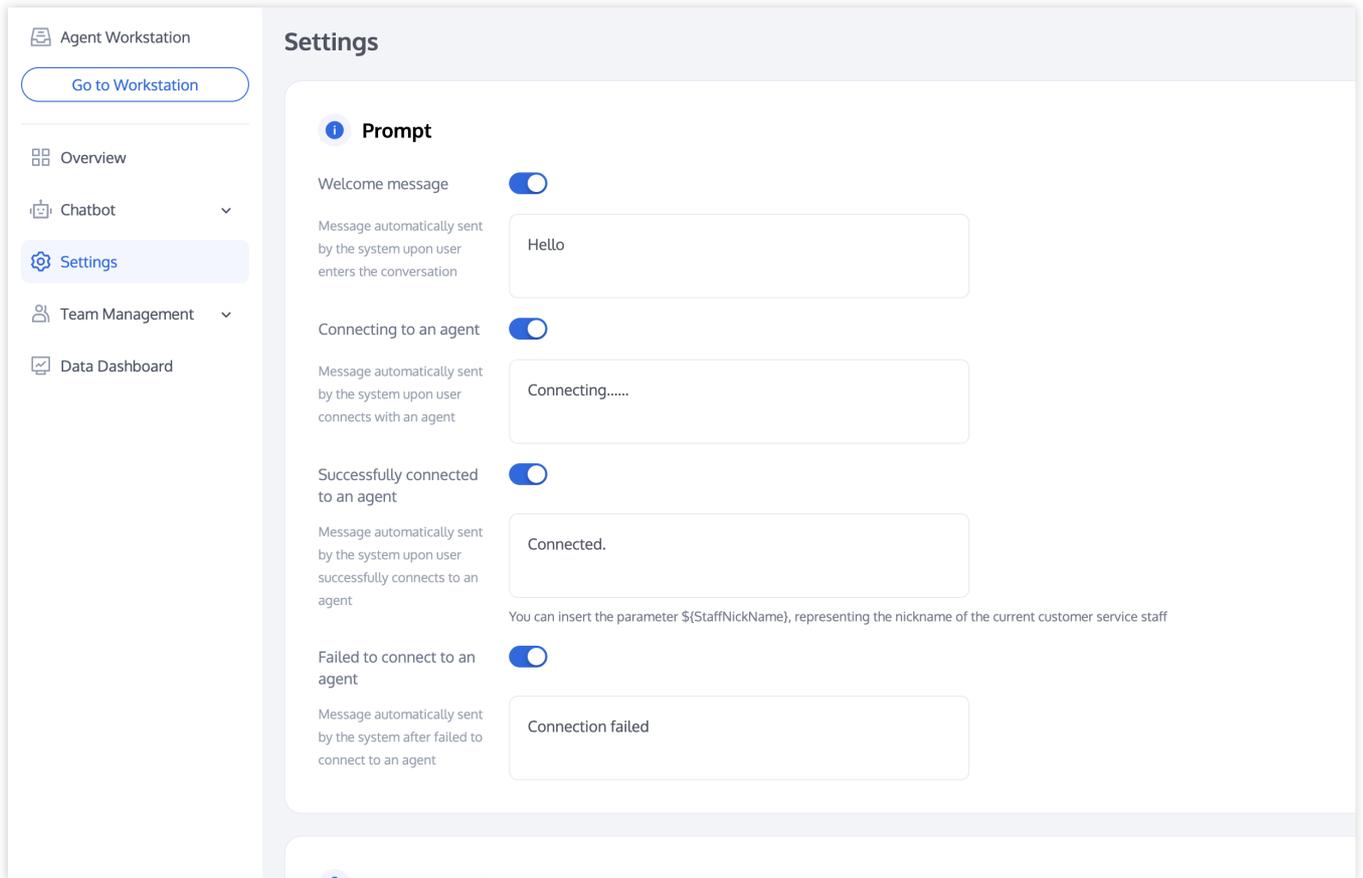
Last updated : 2024-09-04 10:26:02

Access the [Management Panel](#), and click '**Settings**' in the left navigation bar to enter the Session Settings page.

## Conversation Prompts

Desk can send specific prompts based on your needs in different scenarios.

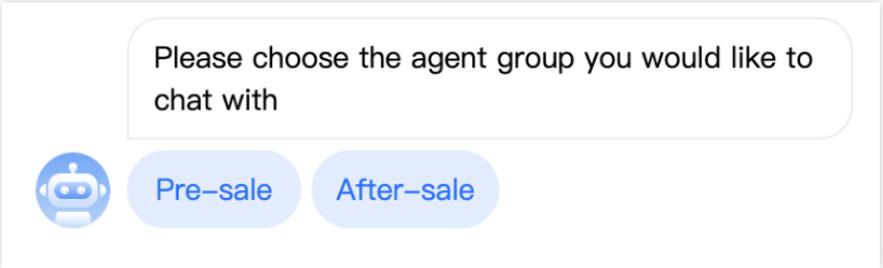
| Prompt                             | Description                                                                                   |
|------------------------------------|-----------------------------------------------------------------------------------------------|
| Welcome Message                    | After a user enters a conversation, the system automatically sends the first welcome message. |
| Connecting to an agent             | After a user requests to connect to an agent, the system automatically sends a prompt.        |
| Successfully connected to an agent | After a user successfully transfers to an agent, the system automatically sends a prompt.     |
| Failed to connect to an agent      | After a user fails to transfer to an agent, the system automatically sends a prompt.          |



## Assignment Strategy

Desk offers multiple options that allow you to quickly assign users to the appropriate agent team based on customized assignment strategies.

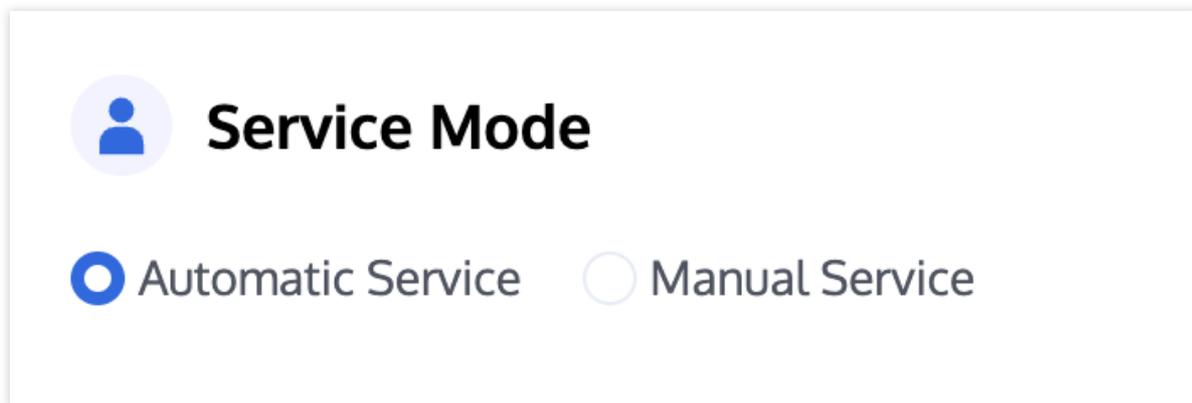
| Strategy                | Explanation                                                                                                                                                                                                                                                                             |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assign Automatically    | The default system strategy is 'Assigning Automatically', where the system assigns users to the agent who has not handled a conversation for the longest time.                                                                                                                          |
| Assign by User's Choice | The option for users to choose a group is not available by default. To enable the group feature, please refer to <a href="#">Group Management</a> . After enabling the group feature, you can the strategy. Under this strategy, the system assigns users to the group of their choice. |

|                     |                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     |                                                                                                                                                                                                                                                                                    |
| Assigned by Webhook | <p>Assigned by Webhook</p> <p>If you require more advanced assignment logic, you can use the strategy 'Assigned by Webhook'. After configuring a callback URL, user access requests are forwarded to your server, which then assigns them to the specified group or agent. For specific usage, refer to the <a href="#">Business server allocation callback</a>.</p> |

## Service Mode

Desk offers the functionality to set agent service modes.

**Automatic Service:** When this service mode is selected, agents will automatically handle user inquiries when available.



**Manual Service:** When this service mode is selected, only when agents clicks "Access", will the available agents start handling user inquiries.

After enabling manual service, if customer service exceeds the set time without clicking access, the user will be automatically transferred to another agent.

After enabling "Switch to short break after transfer timeout", if the conversation assigned to customer service is not attended to after the set time, the agent's status is automatically set to break.

### Service Mode

Automatic Service  Manual Service

Automatically transfer after  seconds

Switch to short break after transfer timeout

## Conversation Queue

Desk allows you to customize the queuing logic and the prompts during queuing.

**Maximum Concurrent Sessions per Agent:** Set the maximum number of users a single agent can handle at the same time.

**Queuing Prompts:** During user queuing, the system automatically sends preset prompts. Use parameters such as `$(QueuePosition)` (current queuing position) and `$(WaitNo)` (number of people waiting in front) to provide real-time information to users.

### Conversation Queue

Queue when an agent is handling over  people

Message while queuing

You can insert parameters here: `$(QueuePosition)` represents the current queue position, starting from 1; `$(WaitNo)` represents the number of people in front of the queue, starting from 0

## Conversation Closure

Desk offers flexible configurations for conversation closure.

**Automatic end time for user response timeout:** If the user does not respond within the set time, the conversation automatically closes.

**Timeout Auto-Closure Message:** Once enabled, if the user does not respond on time, the system automatically sends a preset prompt.

**Proactive Closure Message:** Once enabled, after a conversation is actively ended by the user or customer service, the system automatically sends a preset prompt.

### Conversation Closure

Automatic end time for user response timeout  seconds

Timeout Auto-Closure Message

Message automatically sent by the system when the conversation ends with a user times out without replying

Proactive Closure Message

Message automatically sent by the system upon ending the conversation

## Working Hours

Desk allows you to customize the working hours for agents.

**Working Hours Check:** Once this feature is enabled, you can customize the working dates and times for customer service; otherwise, the working hours check is not enabled by default.

**Automatic reply after working hours:** Prompt sent to users during non-working hours.

### Working Hours

Working Hours Check

|                                               |               |                                                                                   |                                                                                   |
|-----------------------------------------------|---------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Monday    | 08:00 ~ 19:56 |  |  |
| <input checked="" type="checkbox"/> Tuesday   | 09:00 ~ 11:00 |  |  |
| <input checked="" type="checkbox"/> Wednesday | 09:00 ~ 22:00 |  |  |
| <input checked="" type="checkbox"/> Thursday  | 09:00 ~ 23:00 |  |  |
| <input checked="" type="checkbox"/> Friday    | 09:00 ~ 23:00 |  |  |
| <input type="checkbox"/> Saturday             | 09:00 ~ 18:00 |  |  |
| <input type="checkbox"/> Sunday               | 09:00 ~ 18:00 |  |  |

Automatic reply after working hours

Not working hours

## Satisfaction Ratings

Desk offers various satisfaction rating features:

**Agent Initiate Ratings:** Once this feature is enabled, customer service personnel can actively invite users to rate.

**Send after conversation ends:** Once enabled, agents automatically send a custom satisfaction rating card after the conversation ends.

**Rating Invitation Message:** Customize the rating invitation prompt for agents.

**Rating Submission Message:** Customize the prompt sent by customer service personnel after a user submits a rating.

**Submission Validity Period:** Customize the validity period for user rating submissions.

### Satisfaction Rating

Satisfaction Rating

Agent Initiate Ratings

Send after conversations

|                                                                                   |                                |
|-----------------------------------------------------------------------------------|--------------------------------|
|  | <input type="text" value="1"/> |
|  | <input type="text" value="2"/> |
|  | <input type="text" value="3"/> |
|  | <input type="text" value="4"/> |
|  | <input type="text" value="5"/> |

Rating Invitation Message

Submission Message

Submission Validity Period

# Team Management

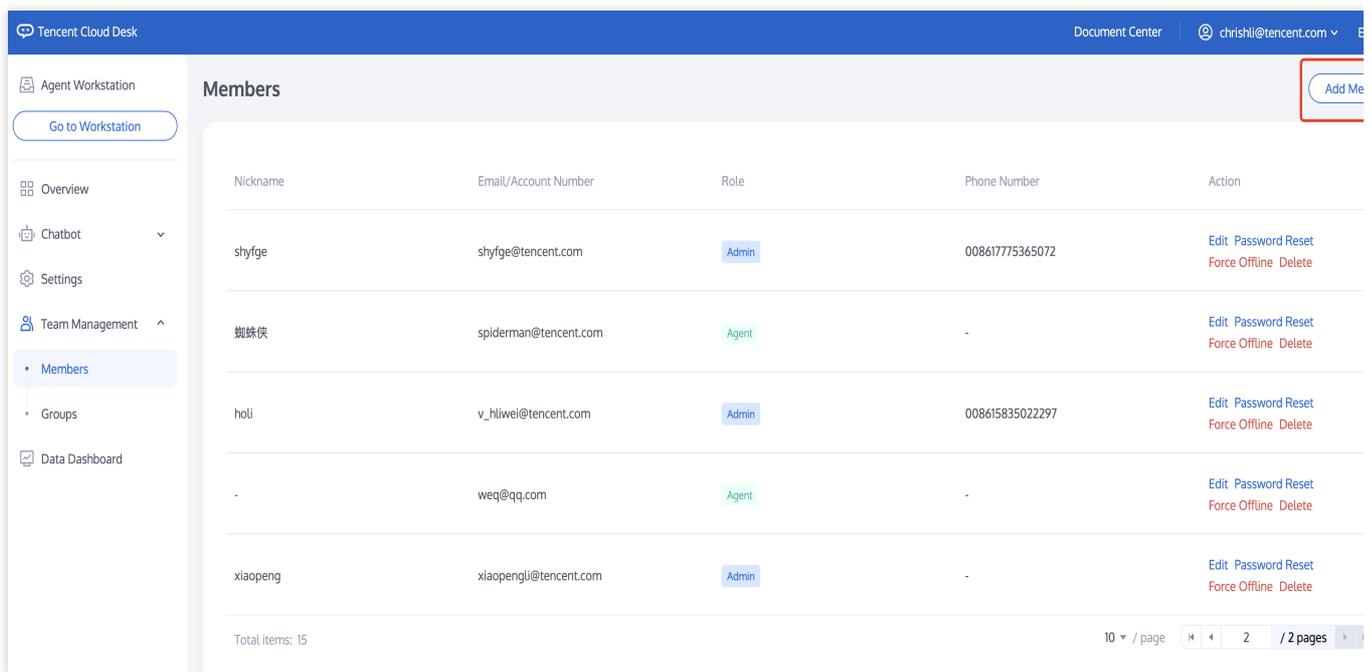
## Member Management

Last updated : 2024-09-04 10:23:38

Manage team members by adding, deleting, editing, and searching for member information.

## Add Member

1. Access the Management Panel, click on "Team Management" in the left navigation bar to enter the Members page. In the upper right corner of the Members page, click "Add Member."



2. Fill in the member's nickname, email, and role. Once completed, click "Complete." Once added successfully, the system will send an email to the member's email address containing a random password, advising the agents to check their email to log in.

### Add Member ✕

Nickname \*

Email/Account Number ⓘ \*

Member Role  Agent  Admin

[Complete](#)

## Member Roles

Member roles consist of Super Administrators, Administrators, and Agents.

**Super Administrator:** The default administrator created when activating Tencent Cloud Desk, who can perform any action on administrators and agents, except delete or modify themselves.

**Administrator:** Can edit other administrators and agents, reset passwords, force logoffs, and delete accounts.

Administrators cannot reset their own passwords or have themselves forced offline.

**Agent:** Cannot access the Management Panel.

## Edit Member

Click "Edit" in the action column of the member to change the member's nickname and role. Email addresses cannot be changed; you may delete and re-add a member if necessary.

| Agent Workstation |                        |       |                 |                      |                                                                                        |
|-------------------|------------------------|-------|-----------------|----------------------|----------------------------------------------------------------------------------------|
| Members           |                        |       |                 |                      |                                                                                        |
| Nickname          | Email/Account Number   | Role  | Phone Number    | Action               |                                                                                        |
| shyfge            | shyfge@tencent.com     | Admin | 00861775365072  | <a href="#">Edit</a> | <a href="#">Password Reset</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| 蜘蛛侠               | spiderman@tencent.com  | Agent | -               | <a href="#">Edit</a> | <a href="#">Password Reset</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| holi              | v_hliwei@tencent.com   | Admin | 008615835022297 | <a href="#">Edit</a> | <a href="#">Password Reset</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| -                 | weq@qq.com             | Agent | -               | <a href="#">Edit</a> | <a href="#">Password Reset</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| xiaopeng          | xiaopengli@tencent.com | Admin | -               | <a href="#">Edit</a> | <a href="#">Password Reset</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |

Total items: 15 10 / page 2 / 2 page

## Reset Password

If a member forgets their password or does not receive the email with the random password, an administrator can click "Password Reset" in the action column for the member to send an email with a new random password to the member's email address, deactivating the original password.

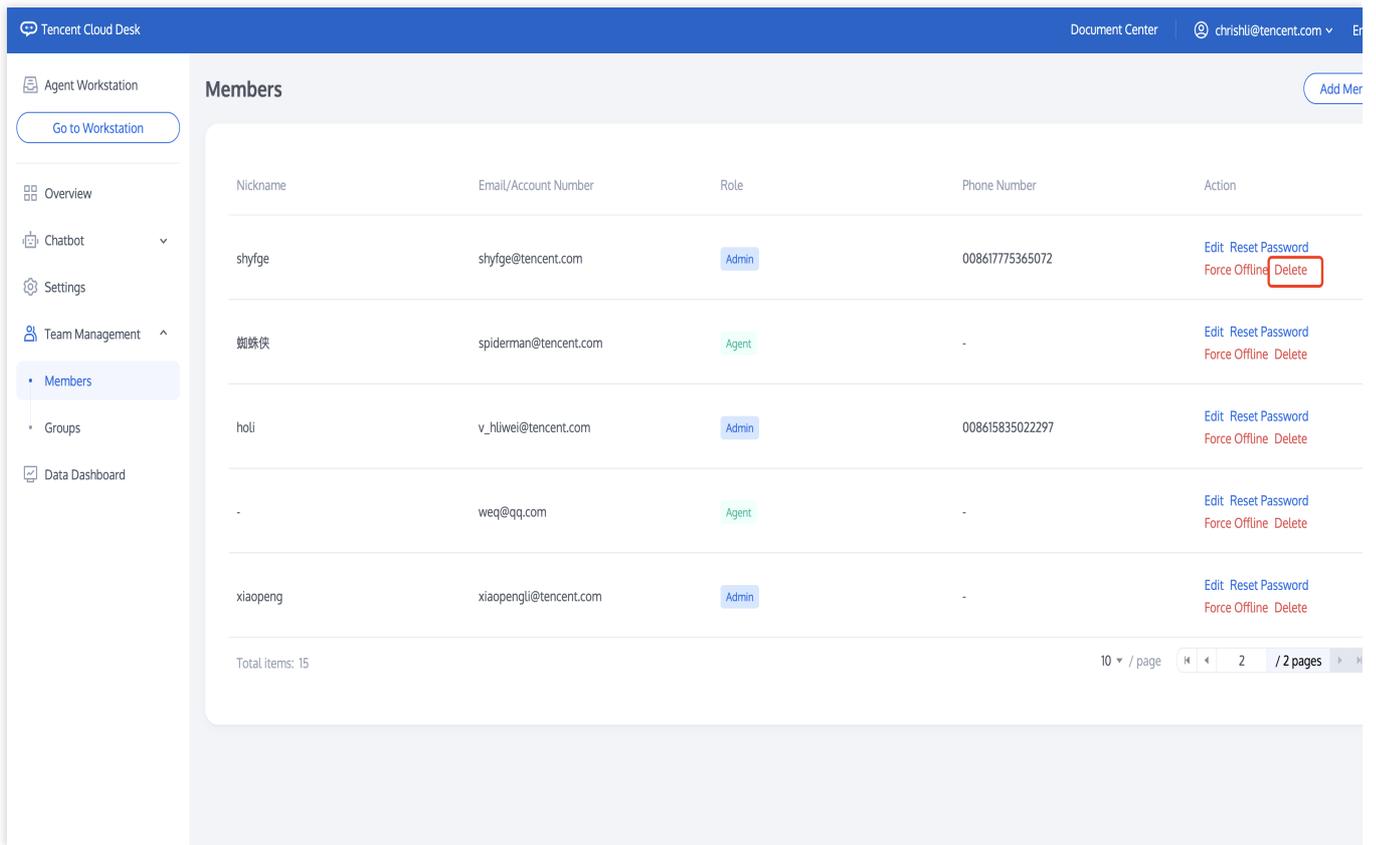
The screenshot shows the 'Members' management interface in Tencent Cloud Desk. The interface includes a sidebar with navigation options like 'Agent Workstation', 'Overview', 'Chatbot', 'Settings', 'Team Management', and 'Data Dashboard'. The main content area displays a table of team members. The 'Reset Password' link for the first member is highlighted with a red box.

| Nickname | Email/Account Number   | Role  | Phone Number    | Action                                                                                                      |
|----------|------------------------|-------|-----------------|-------------------------------------------------------------------------------------------------------------|
| shyfge   | shyfge@tencent.com     | Admin | 008617775365072 | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| 蜘蛛侠      | spiderman@tencent.com  | Agent | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| holi     | v_hiwei@tencent.com    | Admin | 008615835022297 | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| -        | weq@qq.com             | Agent | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| xiaopeng | xiaopengli@tencent.com | Admin | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |

Total items: 15      10 / page      2 / 2 pages

## Delete Member

Click "Delete" in the action column for the target member. Once deleted, the member will no longer be able to log in.



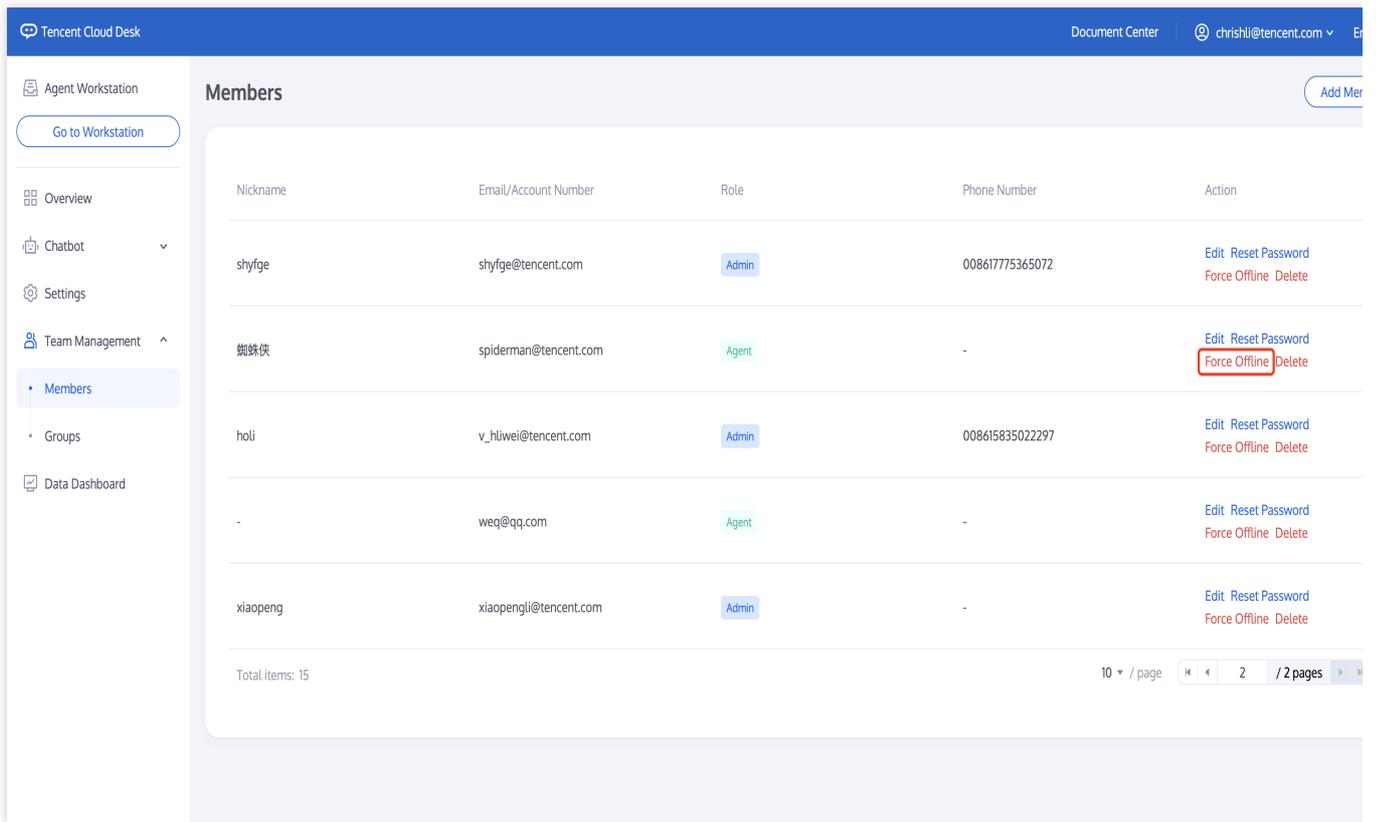
The screenshot displays the 'Members' management interface in Tencent Cloud Desk. The left sidebar contains navigation options: Agent Workstation, Overview, Chatbot, Settings, Team Management (with sub-items Members and Groups), and Data Dashboard. The main content area shows a table of team members. The 'Delete' link for the first member is highlighted with a red box.

| Nickname | Email/Account Number   | Role  | Phone Number    | Action                                          |
|----------|------------------------|-------|-----------------|-------------------------------------------------|
| shyfge   | shyfge@tencent.com     | Admin | 00861775365072  | Edit Reset Password Force Offline <b>Delete</b> |
| 蜘蛛侠      | spiderman@tencent.com  | Agent | -               | Edit Reset Password Force Offline Delete        |
| holi     | v_hliweitencent.com    | Admin | 008615835022297 | Edit Reset Password Force Offline Delete        |
| -        | weq@qq.com             | Agent | -               | Edit Reset Password Force Offline Delete        |
| xiaopeng | xiaopengli@tencent.com | Admin | -               | Edit Reset Password Force Offline Delete        |

Total items: 15      10 / page      2 / 2 pages

## Force Offline

Click "Force Online" in the action column for the member. After this operation, the member will not be able to log in again.



The screenshot displays the 'Members' management interface in Tencent Cloud Desk. The left sidebar contains navigation options: Agent Workstation, Overview, Chatbot, Settings, Team Management (with sub-items Members and Groups), and Data Dashboard. The main content area shows a table of team members. The 'Force Offline' link for the member '蜘蛛侠' is highlighted with a red box.

| Nickname | Email/Account Number   | Role  | Phone Number    | Action                                                                                                      |
|----------|------------------------|-------|-----------------|-------------------------------------------------------------------------------------------------------------|
| shyfge   | shyfge@tencent.com     | Admin | 00861775365072  | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| 蜘蛛侠      | spiderman@tencent.com  | Agent | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| holi     | v_hliwei@tencent.com   | Admin | 008615835022297 | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| -        | weq@qq.com             | Agent | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |
| xiaopeng | xiaopengli@tencent.com | Admin | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a> |

Total items: 15      10 / page      2 / 2 pages

## Restore Online

If a member has been set to "Force Offline" and you wish to lift the login restrictions, click "Restore Online" in the action column for the member, allowing them to log in again.

Tencent Cloud Desk Document Center | chrishi@tencent.com

Agent Workstation Add Member

[Go to Workstation](#)

- Overview
- Chatbot
- Settings
- Team Management
  - Members**
  - Groups
- Data Dashboard

### Members

| Nickname | Email/Account Number   | Role  | Phone Number    | Action                                                                                                       |
|----------|------------------------|-------|-----------------|--------------------------------------------------------------------------------------------------------------|
| shyfge   | shyfge@tencent.com     | Admin | 008617775365072 | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a>  |
| 蜘蛛侠      | spiderman@tencent.com  | Agent | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Restore Online</a> <a href="#">Delete</a> |
| holi     | v_hliwei@tencent.com   | Admin | 008615835022297 | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a>  |
| -        | weq@qq.com             | Agent | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a>  |
| xiaopeng | xiaopengli@tencent.com | Admin | -               | <a href="#">Edit</a> <a href="#">Reset Password</a><br><a href="#">Force Offline</a> <a href="#">Delete</a>  |

Total items: 15 10 / page | 2 / 2 pages

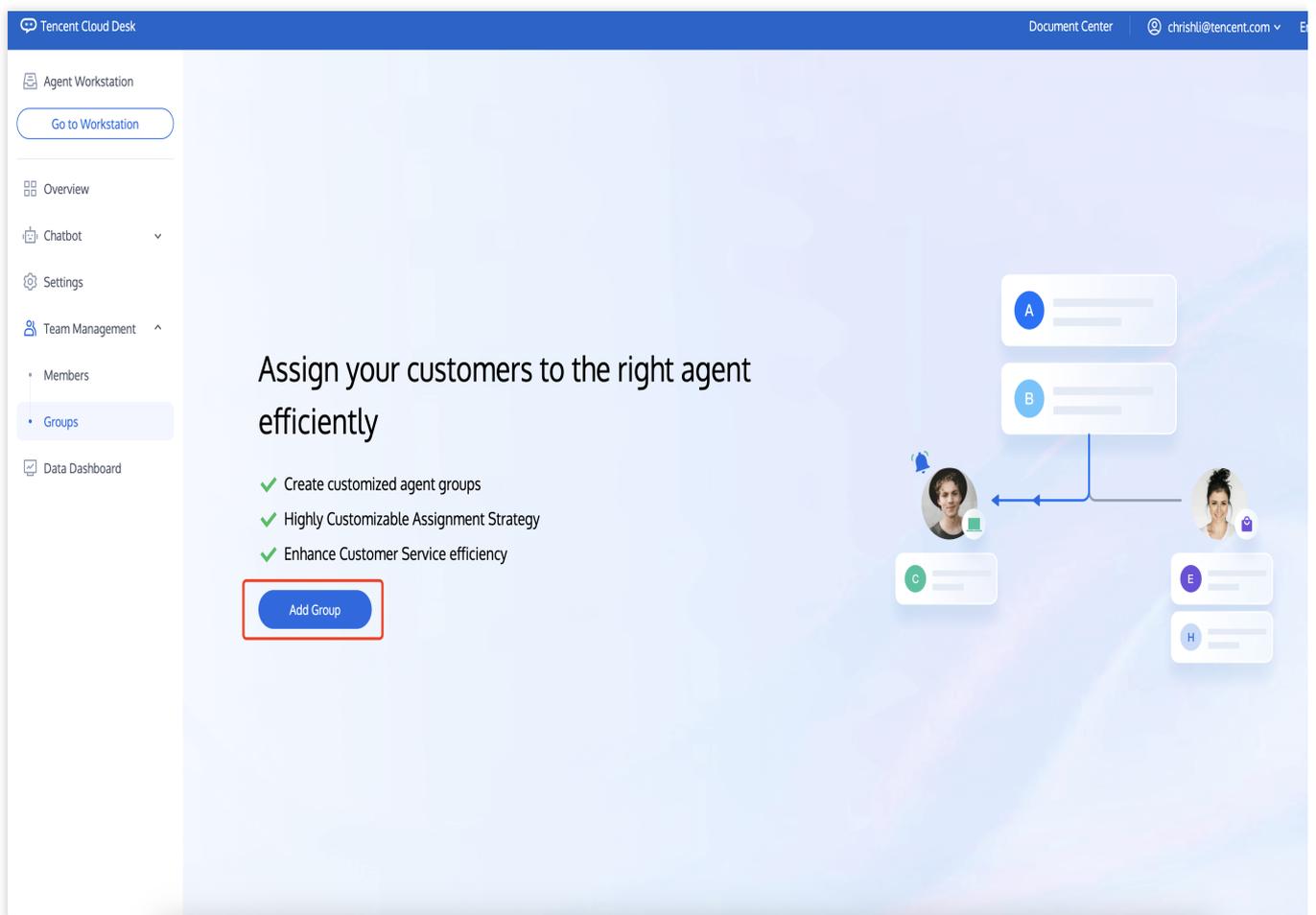
# Group Management

Last updated : 2024-09-04 10:24:55

You can create and manage multiple agent groups through the team management's Group feature. You can quickly assign users to the appropriate agent group using customized assignment strategies, thereby enhancing service efficiency.

## Add a Group

1. Access the Management Panel, click on "Team Management" in the left navigation bar to enter the Group feature, and then click "Add Group."



2. Enter a name for the group and select members to add.

**Add Group**
✕

Group Name \*

Group Member

Complete

## Edit a Group

To edit a group, click "Edit" in the action column for the target group to modify the group name and its members.

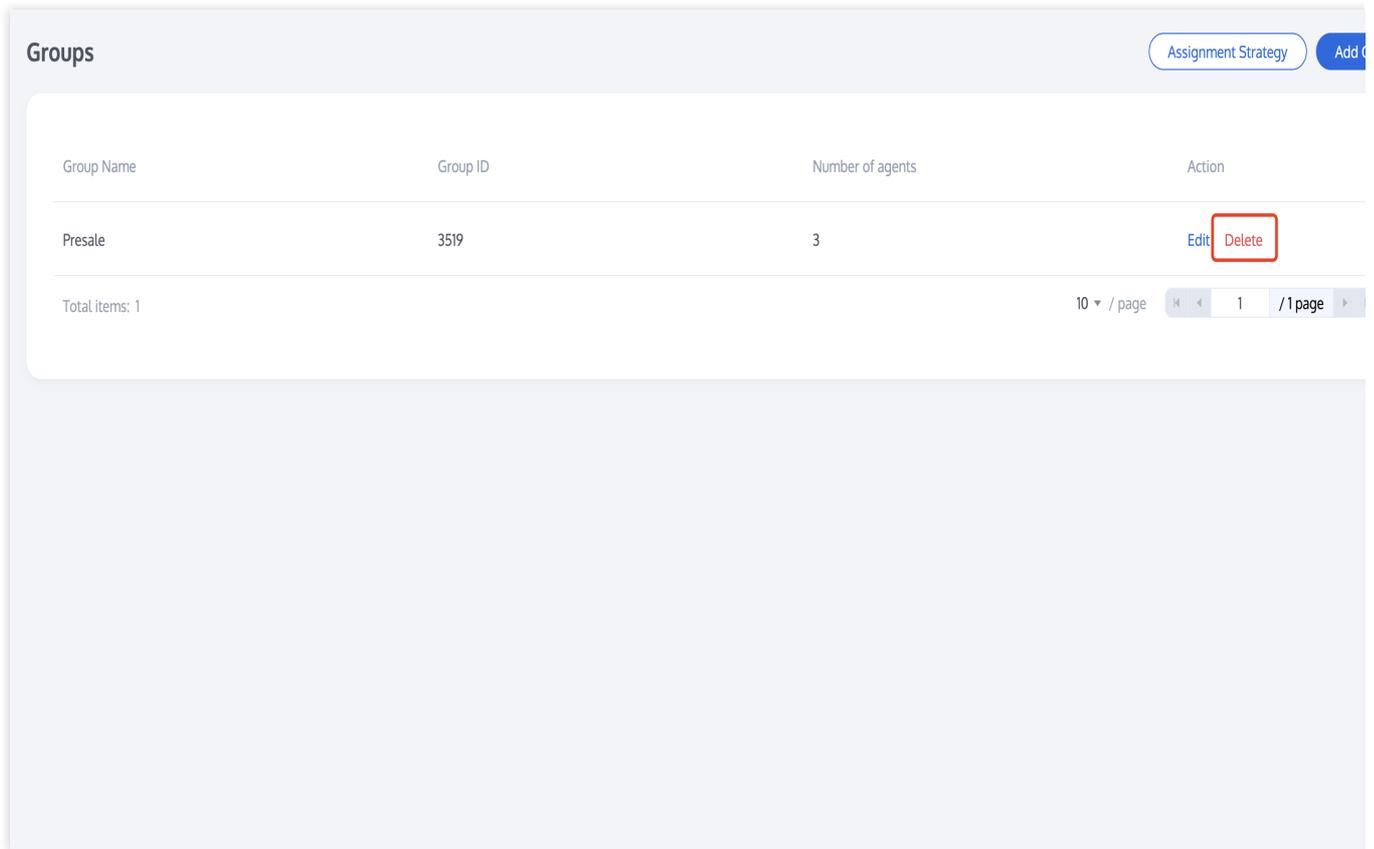
**Groups**
Assignment Strategy
Add Gr

| Group Name | Group ID | Number of agents | Action                                                                                                                                    |
|------------|----------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Presale    | 3519     | 3                | <span style="border: 1px solid red; padding: 2px 5px; color: red;">Edit</span> <span style="color: red; margin-left: 10px;">Delete</span> |

Total items: 1
10 / page
« 1 » / 1 page

## Deleting a Group

To delete a group, click "Delete" in the action column for the target group. Once deleted, all information for that group will be lost.



The screenshot shows a web interface for managing groups. At the top right, there are buttons for "Assignment Strategy" and "Add Group". Below this is a table with the following columns: "Group Name", "Group ID", "Number of agents", and "Action". A single row is visible with the group name "Presale", ID "3519", and 3 agents. The "Action" column for this row contains "Edit" and "Delete" buttons, with the "Delete" button highlighted by a red square. Below the table, it says "Total items: 1" and "10 / page". At the bottom right of the table area, there is a pagination control showing "1 / 1 page".

| Group Name | Group ID | Number of agents | Action                                      |
|------------|----------|------------------|---------------------------------------------|
| Presale    | 3519     | 3                | <a href="#">Edit</a> <a href="#">Delete</a> |

Total items: 1

10 / page

1 / 1 page

## Group Assignment Strategy

After adding or editing a group, click on "Assignment Strategy" to configure the assignment strategy for your created groups. For settings, please refer to [Assignment Strategy](#).

Tencent Cloud Desk Document Center English ▾

Agent Workstation **Assignment Strategy** Add G

[Go to Workstation](#)

- Overview
- Chatbot ▾
- Settings
- Team Management ^
  - Members
  - Groups**

### Groups

| Group Name | Group ID | Number of agents | Action                                      |
|------------|----------|------------------|---------------------------------------------|
| 11         |          | 1                | <a href="#">Edit</a> <a href="#">Delete</a> |

共 1 条 10 ▾ 条 / 页 1 / 1 页

# Agent Manual

## Online and Login

Last updated : 2024-09-04 10:41:40

### Guidelines for Account and Password

**Login Account (Email):** Your account is the email address you provided to the administrator or the one assigned to you by the administrator.

**Password:** Once the administrator has successfully created your account, the system will send an email with a random password to that email address. Please use this random password to log in for the first time.

### First Time Login and Phone Number Binding

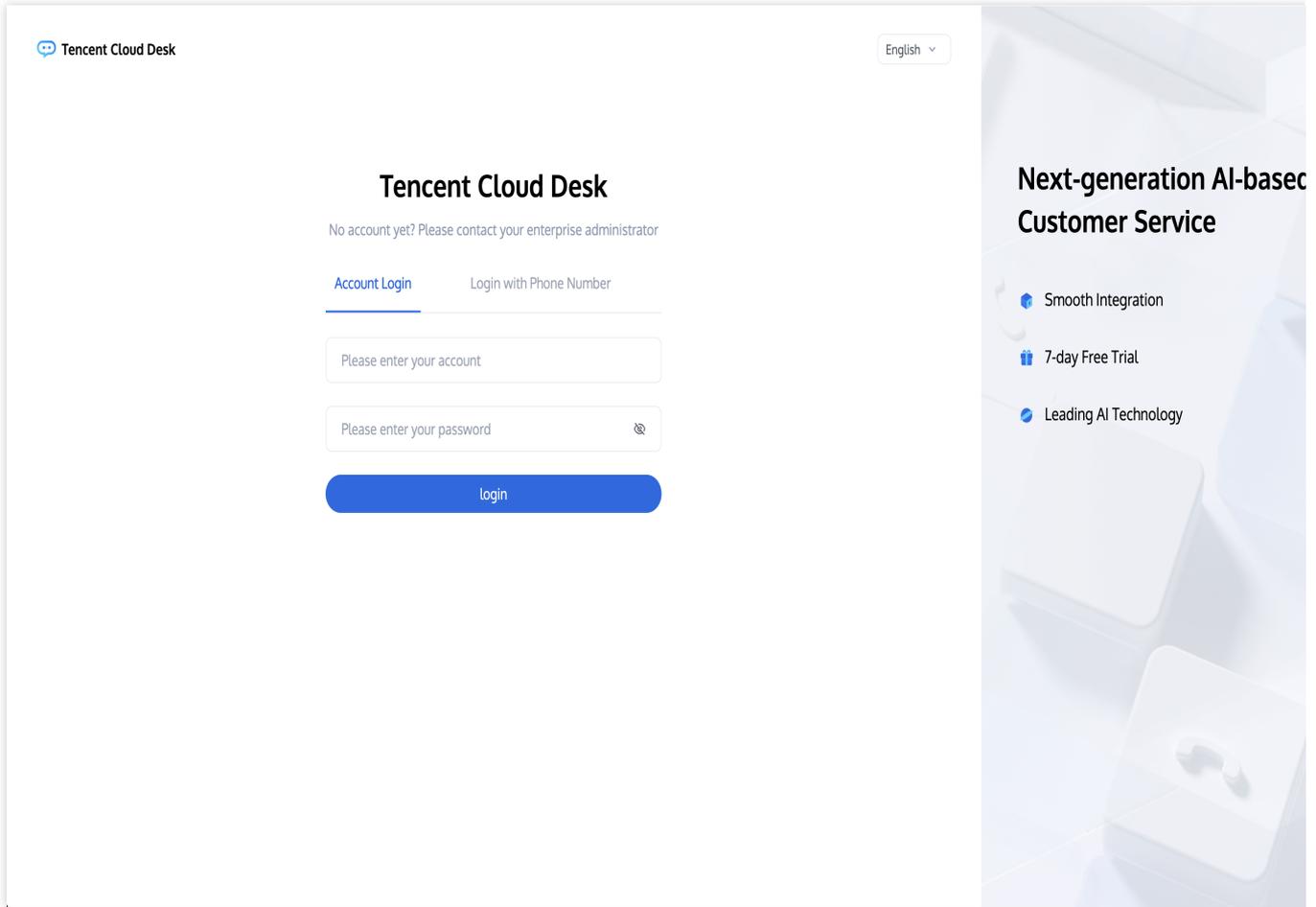
#### Step 1: Log in to the workstation

Directly access the [workstation](#) by entering your email address and password as shown below:

Direct access link: <https://desk.tencentcloud.com>

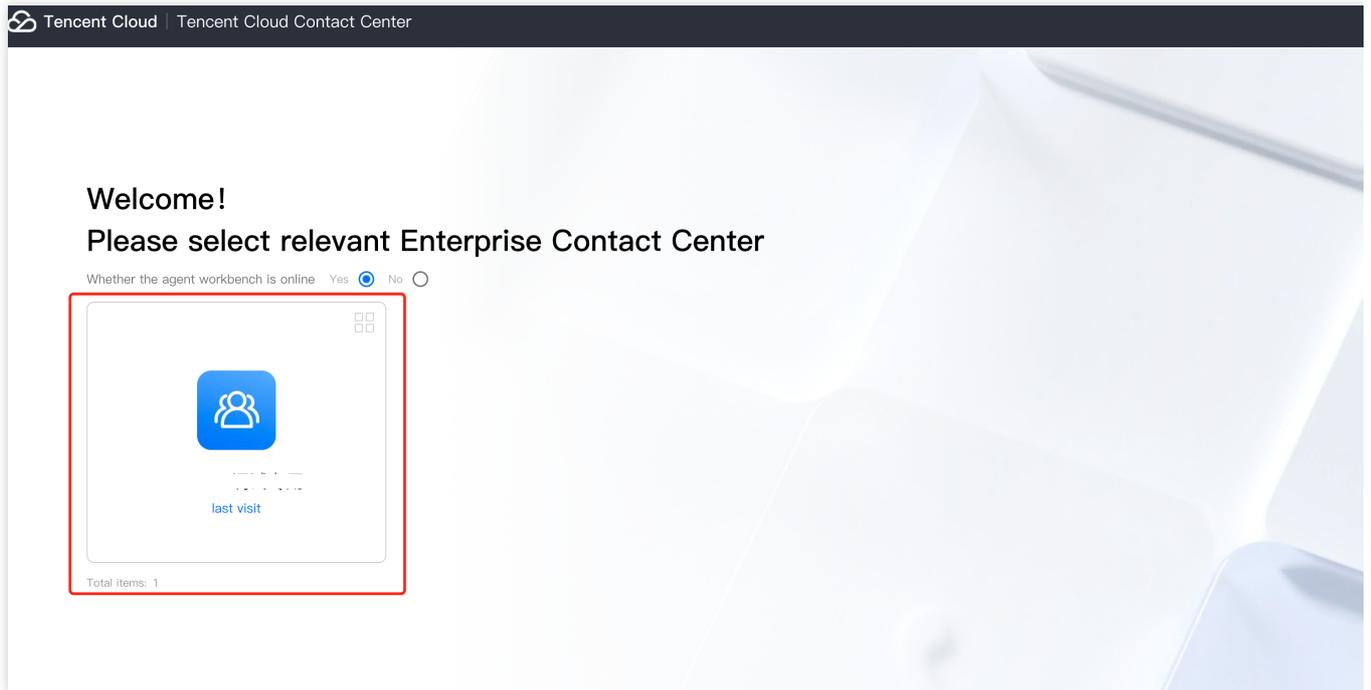
Email address: The email address you provided to the administrator.

Login password: Use the random password sent to your email after the administrator has successfully created your account.



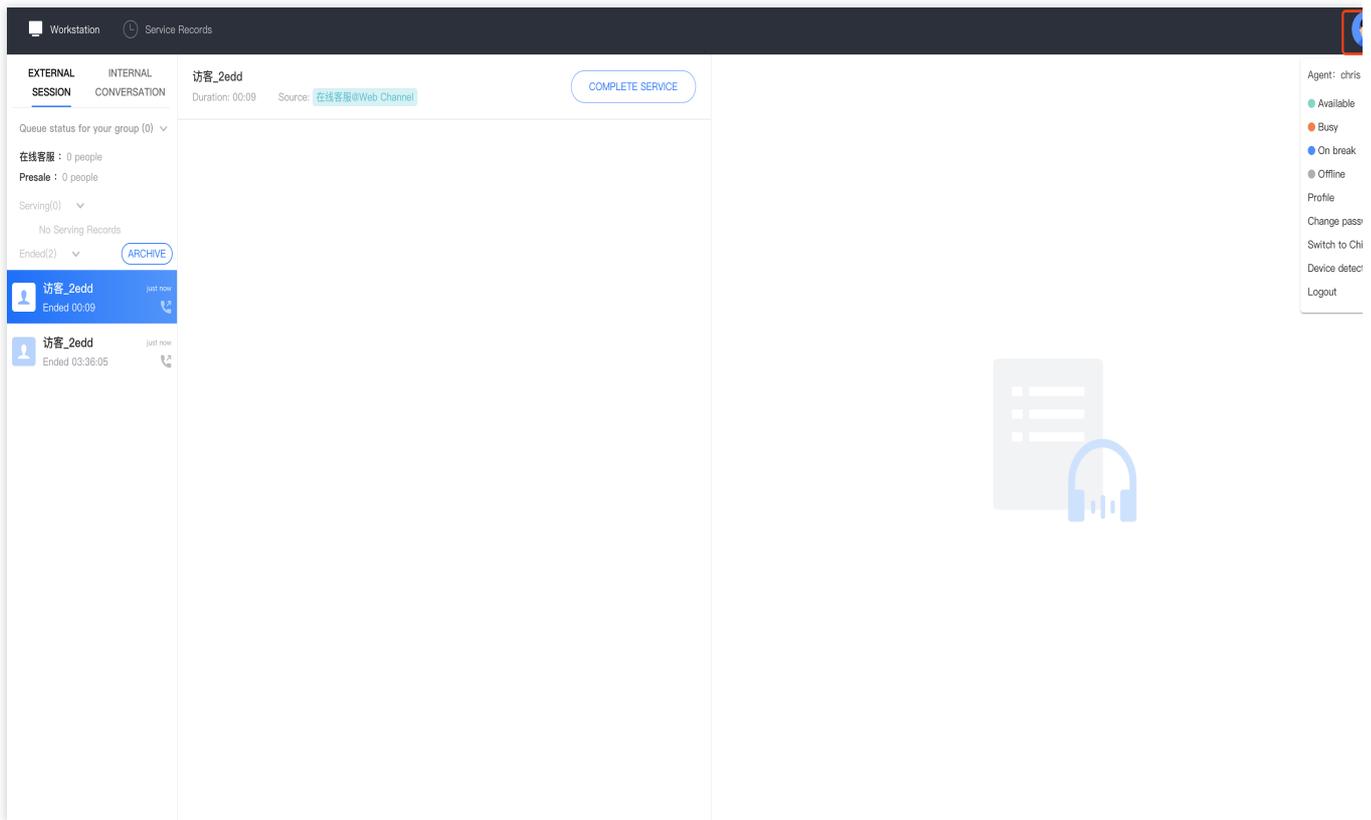
## Step 2: Enter the Application

You need to authorize your microphone before going online for the first time.



### Step 3: Official Launch

You can confirm that you are online if the agent status in the upper right corner is a green dot, indicating that the agent is available and ready to assist.



## SMS Verification Code Login

Access the Workstation, click on 'Login With Phone Number,' enter your phone number, and click Send' as shown below.

Direct access link: <https://desk.tencentcloud.com>

Phone Number: The Phone number you bound when you first logged into the workstation.

Verification code: The SMS verification code sent to your Phone number.

Tencent Cloud Desk English ▾

## Tencent Cloud Desk

No account yet? Please contact your enterprise administrator

[Account Login](#) [Login with Phone Number](#)

  
 [Send](#)

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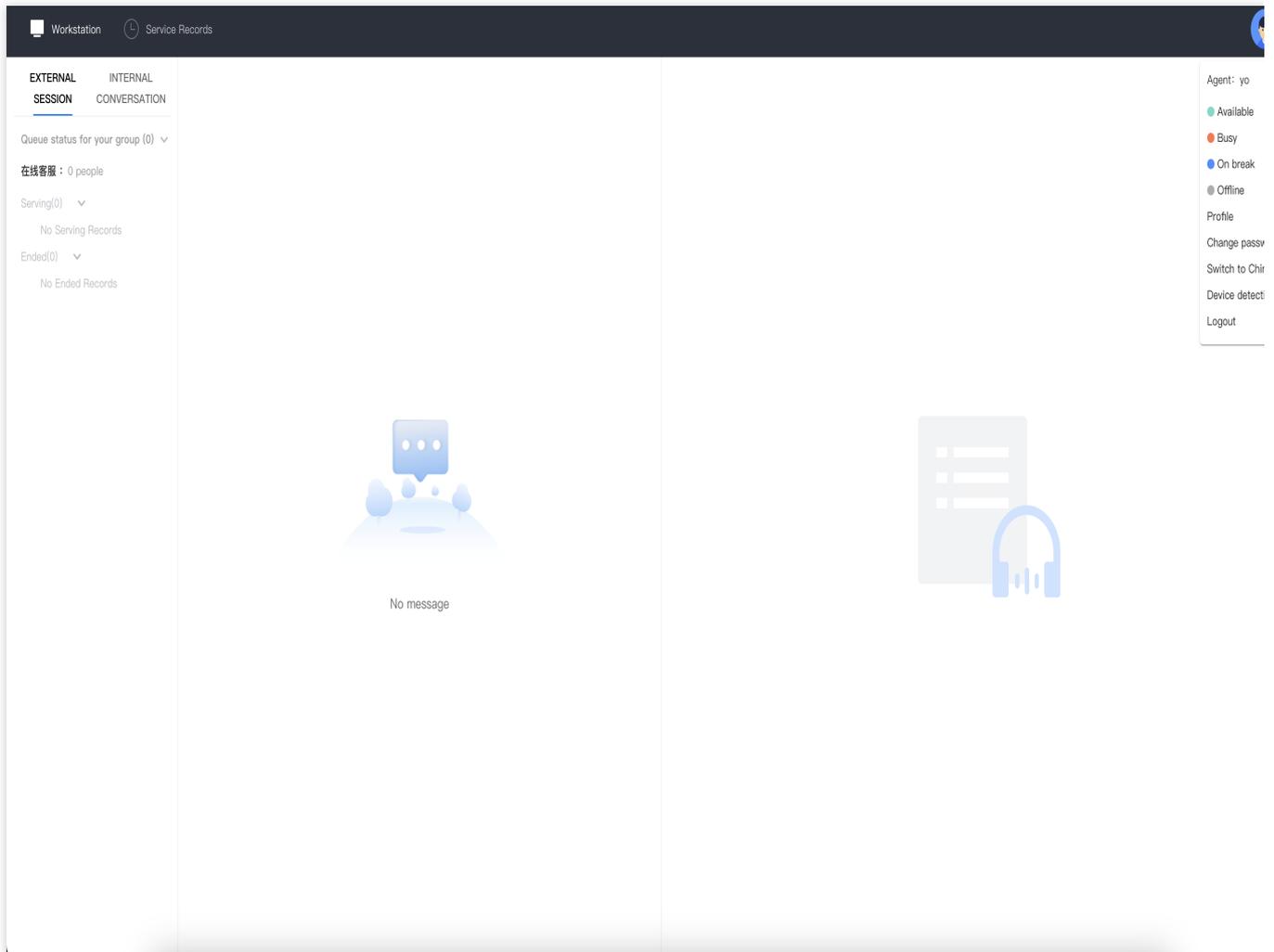
login

# Agent Workstation

Last updated : 2024-09-03 18:05:51

## Workstation Overview

The agent workstation is primarily divided into three functional areas and one top navigation bar, as shown below:



| Position           | Feature     | Description                                                                                                        |
|--------------------|-------------|--------------------------------------------------------------------------------------------------------------------|
| Top Navigation Bar | Workstation | Current Workstation                                                                                                |
|                    | Status      | Available: When available, the system assigns conversations to the agent. Agents can also initiate outbound calls. |

|              |                        |                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                        | <p>Busy: When busy, the system does not assign new tasks, but the agent can still make outbound calls.</p> <p>On break: During a break, agents can select a specific reason for the break; the system will not assign tasks, but outbound calls can still be made.</p> <p>Offline: Once offline, the system stops assigning tasks, and the agent cannot make outbound calls.</p> |
| Left Section | Conversation Task Area | This area displays current active tasks, including phone calls and online audio/video communications.                                                                                                                                                                                                                                                                            |

# Reception and Ending of Sessions

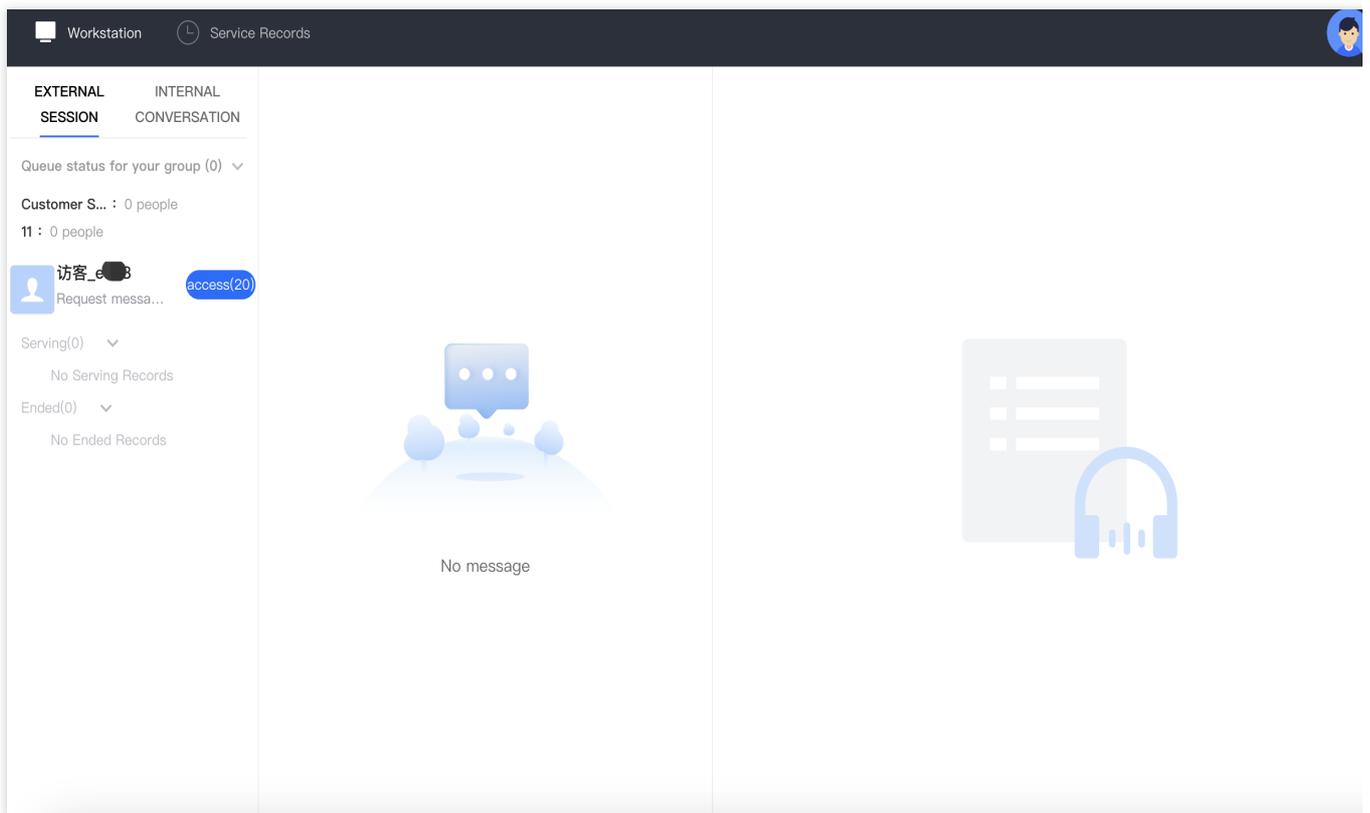
Last updated : 2024-09-04 10:43:13

## Manual Service of Conversations

When a conversation is assigned to an agent, the agent workstation will display a notification bar and play a ringtone to alert the agent to the new session. The agent can click the blue button to accept the session.

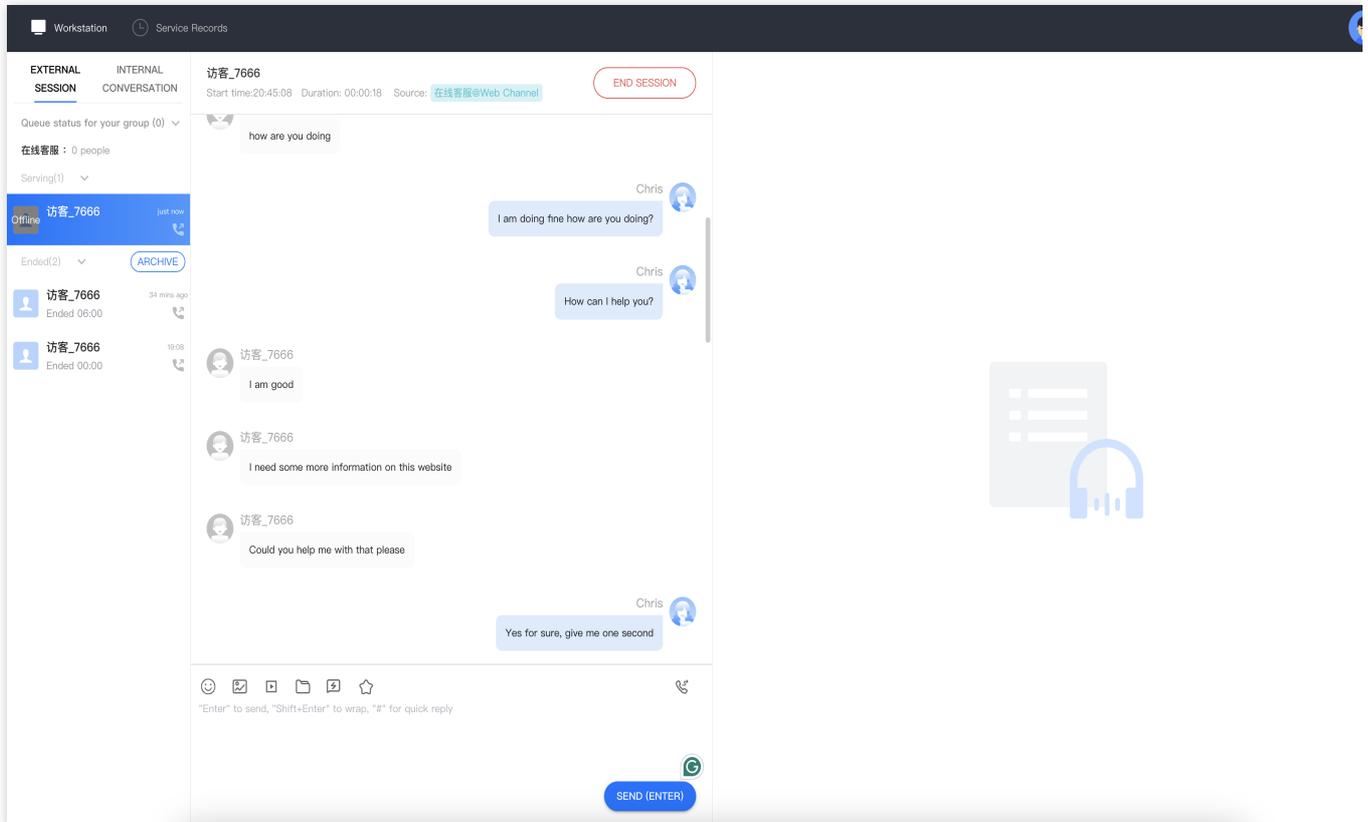
### Note

The notification bar will display a countdown timer. If the agent does not accept the session before the timer expires, the session will be transferred to another agent.



## Automated Service of Conversations

If the administrator has enabled automatic service, when a conversation is assigned to an agent, the workstation will automatically start servicing without displaying a notification bar.



## Manual Ending a Conversation

Agents can manually end a conversation with a user by clicking the "End Session" button located in the upper right corner of the conversation window.

Workstation Service Records

EXTERNAL SESSION INTERNAL CONVERSATION

访客\_7666 Start time:20:45:08 Duration: 00:00:32 Source: 在线客服@Web Channel **END SESSION**

Queue status for your group (0) 在线客服 : 0 people Serving(1)

Offline 访客\_7666 just now

Ended(2) ARCHIVE

访客\_7666 34 mins ago Ended 06:00

访客\_7666 19:08 Ended 00:00

how are you doing

Chris I am doing fine how are you doing?

Chris How can I help you?

访客\_7666 I am good

访客\_7666 I need some more information on this website

访客\_7666 Could you help me with that please

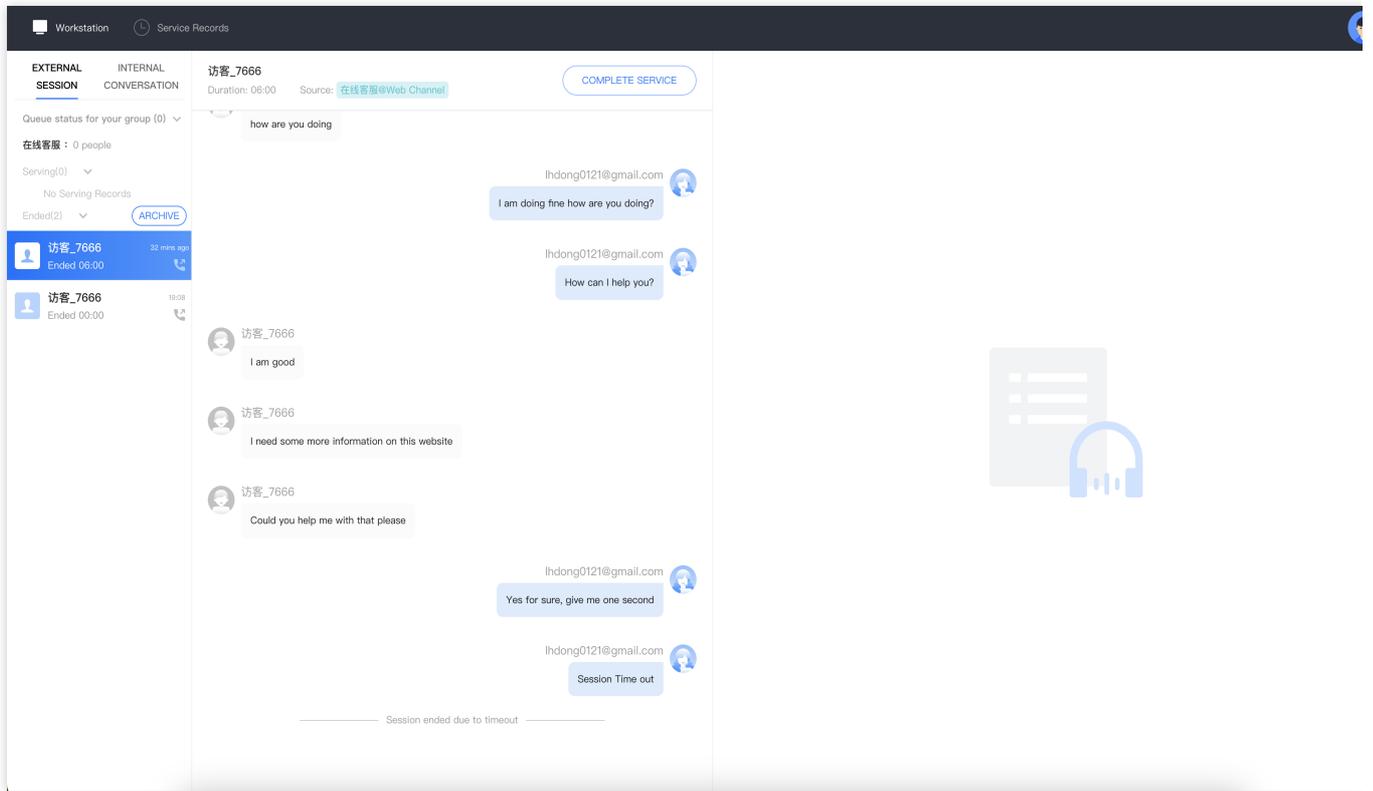
Chris Yes for sure, give me one second

SEND (ENTER)

"Enter" to send, "Shift+Enter" to wrap, "#" for quick reply

## Automated Closure of Conversations

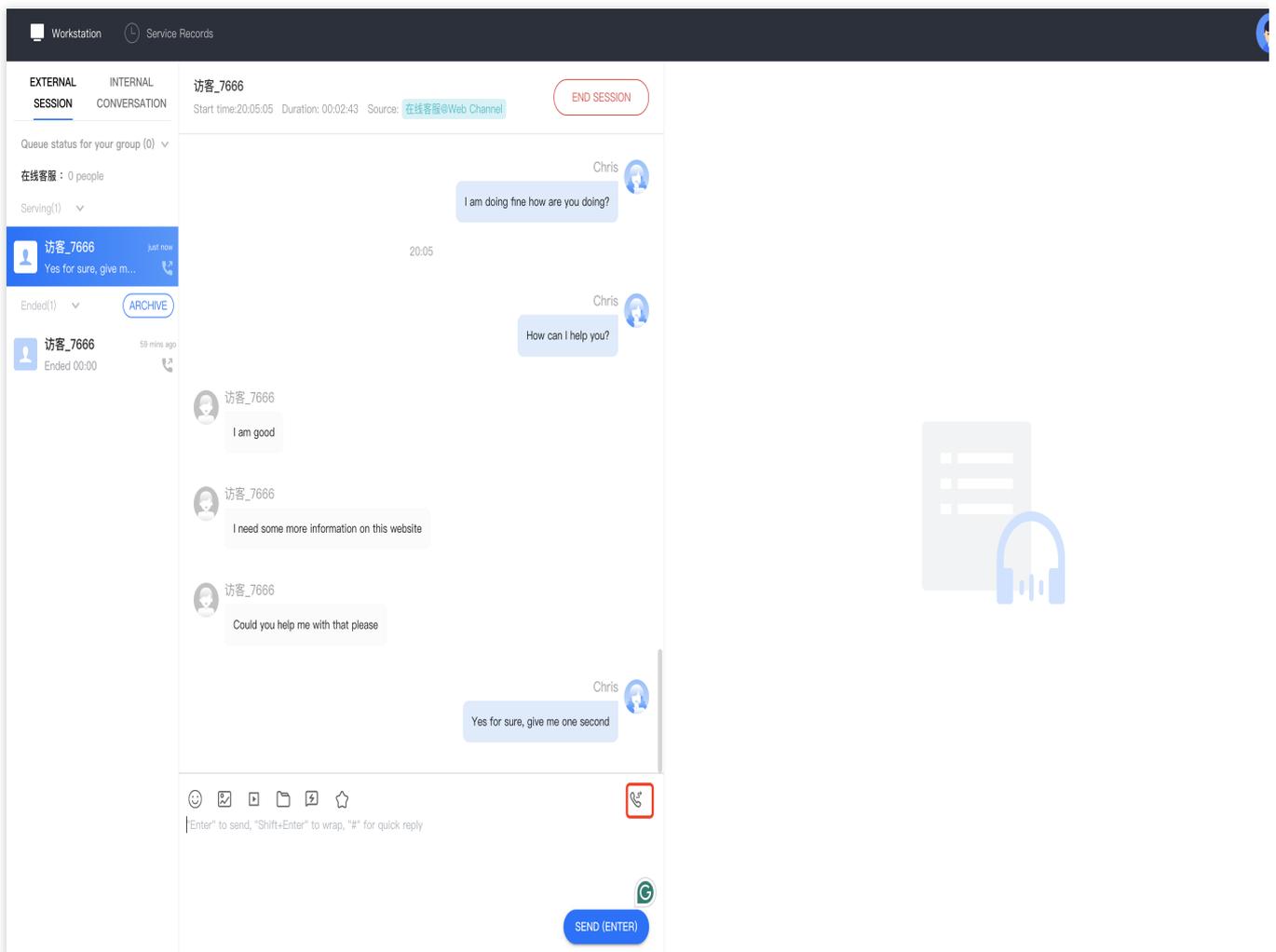
If an agent sends a message to a user and the user does not respond within the administrator-specified time, the system will automatically end the conversation. The agent does not need to manually end it; the conversation will automatically close and send an automatic closure message to the user.



# Session Transfer

Last updated : 2024-09-03 18:10:39

During a conversation with a user, if the conversation needs to be transferred to another group or agent for further communication, the agent can redirect the call to a specific group or another agent. Agents can initiate a transfer by clicking on the "Transfer Call" icon at the workstation, as shown in the image below.



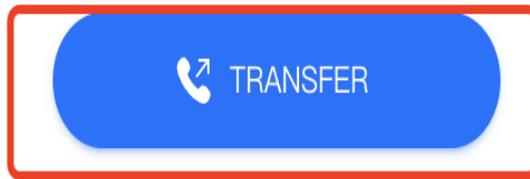
## Transfer to another agent

You can search for and select the agent, and click "Start ." Before initiating the transfer, you can view the current status of the agent.

### Transfer to Agent

Email

| Nickname                               | Email            | Status ↻  |
|----------------------------------------|------------------|-----------|
| <input checked="" type="radio"/> Super | admin-1600045926 | Available |



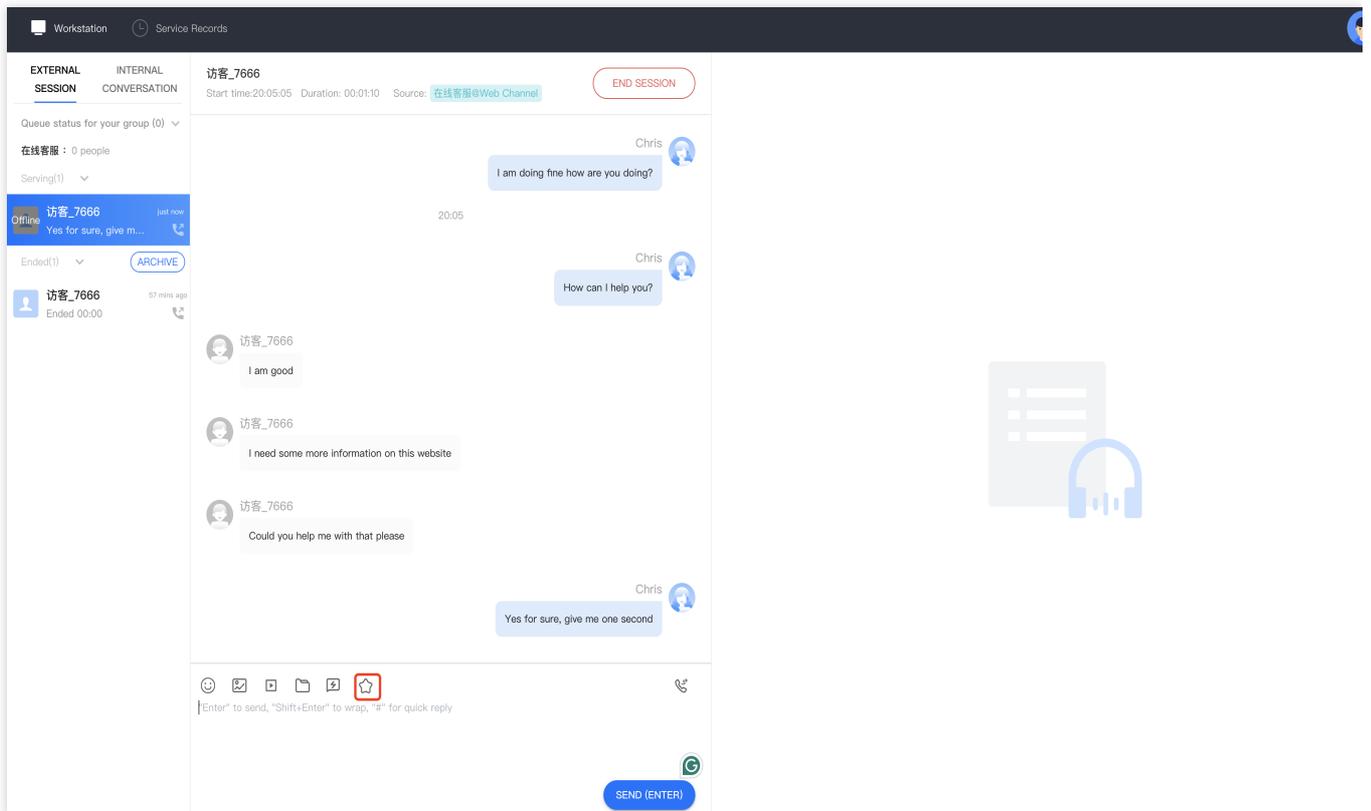
# Satisfaction Evaluation

Last updated : 2024-09-04 10:44:29

The agent may click on the star button for Satisfaction Rating within the conversation window, thereby sending the rating request to the user.

## Note

The Satisfaction Rating is pre-set by the administrator on the management panel.

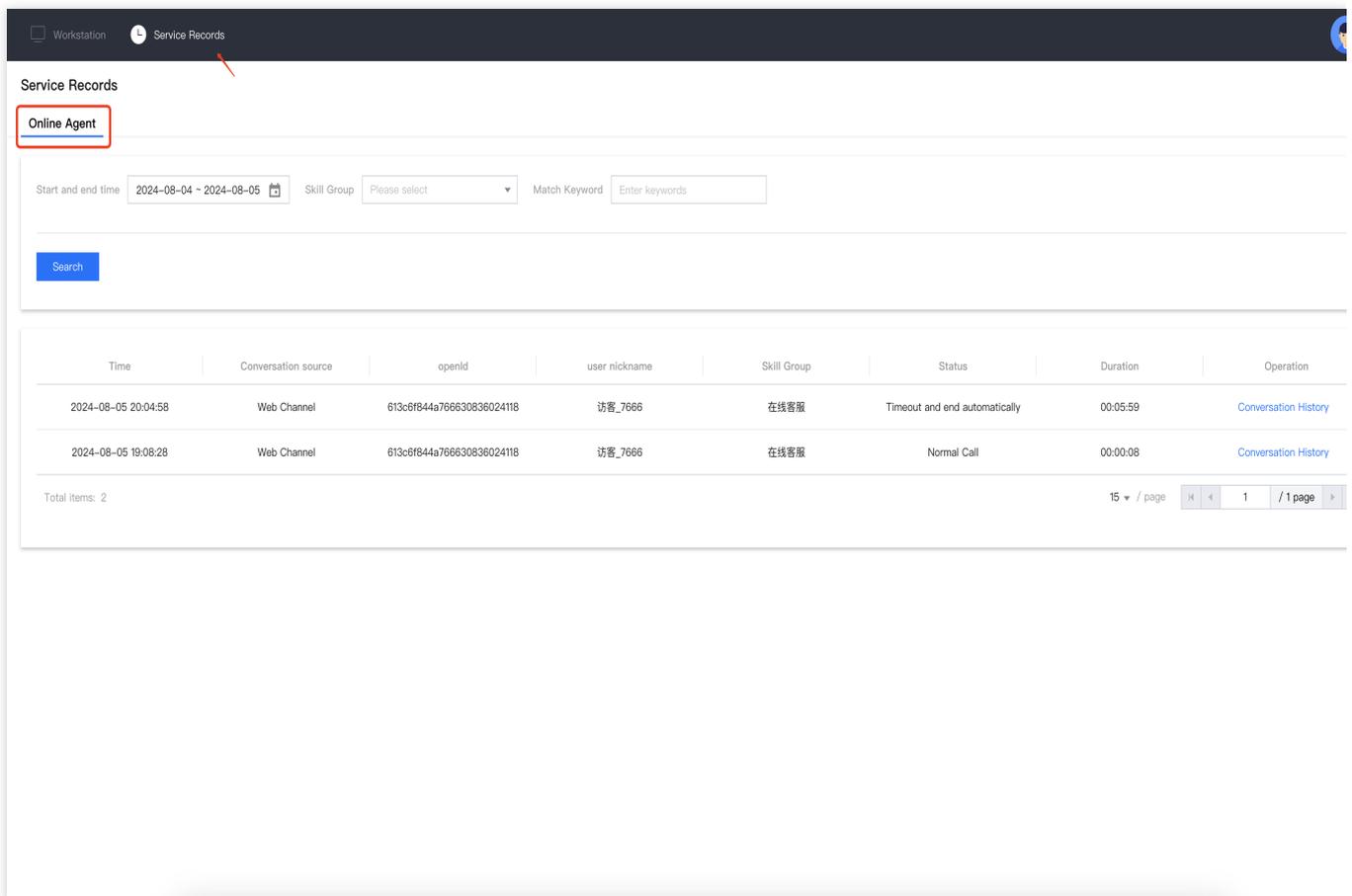


# Online Service Records and Session Details

Last updated : 2024-09-03 18:11:58

## Service Records

Agents can view their online conversation history by clicking on "Service Records" at the top of the workstation. Agents can only access their own service records and cannot view the records of other agents. Agents have the option to filter their searches by date, skill group, or keyword matches.



The screenshot displays the 'Service Records' interface within a workstation. At the top, there are tabs for 'Workstation' and 'Service Records'. Below the tabs, there is a search bar with the following fields: 'Start and end time' (2024-08-04 ~ 2024-08-05), 'Skill Group' (Please select), and 'Match Keyword' (Enter keywords). A blue 'Search' button is located below the search bar. The main content area contains a table with the following columns: Time, Conversation source, openId, user nickname, Skill Group, Status, Duration, and Operation. Two records are listed in the table:

| Time                | Conversation source | openId                    | user nickname | Skill Group | Status                        | Duration | Operation                            |
|---------------------|---------------------|---------------------------|---------------|-------------|-------------------------------|----------|--------------------------------------|
| 2024-08-05 20:04:58 | Web Channel         | 613c6f844a766630836024118 | 访客_7666       | 在线客服        | Timeout and end automatically | 00:05:59 | <a href="#">Conversation History</a> |
| 2024-08-05 19:08:28 | Web Channel         | 613c6f844a766630836024118 | 访客_7666       | 在线客服        | Normal Call                   | 00:00:08 | <a href="#">Conversation History</a> |

At the bottom of the table, it shows 'Total items: 2' and a pagination control for '15 / page'.

## Conversation History Details

To view the details of a specific conversation history, click on the conversation history in the action column of the service record.

Workstation Service Records

### Service Records

Online Agent

Start and end time: 2024-08-04 ~ 2024-08-05 Skill Group: Please select Match Keyword: Enter keywords

Search

| Time                | Conversation source | openid                    | user nickname | Skill Group | Status                        | Duration | Operation                            |
|---------------------|---------------------|---------------------------|---------------|-------------|-------------------------------|----------|--------------------------------------|
| 2024-08-05 20:04:58 | Web Channel         | 613c6f844a766630836024118 | 访客_7666       | 在线客服        | Timeout and end automatically | 00:05:59 | <a href="#">Conversation History</a> |
| 2024-08-05 19:08:28 | Web Channel         | 613c6f844a766630836024118 | 访客_7666       | 在线客服        | Normal Call                   | 00:00:08 | <a href="#">Conversation History</a> |

Total items: 2 15 / page 1 / 1 page

The conversation history details will be displayed as shown below. You can search for specific chat records in the top right corner.

SESSION RECORDS WITH 访客\_7666



访客\_7666

how are you doing

lhdong0121@gmail.com

I am doing fine how are you doing?

lhdong0121@gmail.com

How can I help you?



访客\_7666

I am good



访客\_7666

I need some more information on this website



访客\_7666

Could you help me with that please

lhdong0121@gmail.com

Yes for sure, give me one second

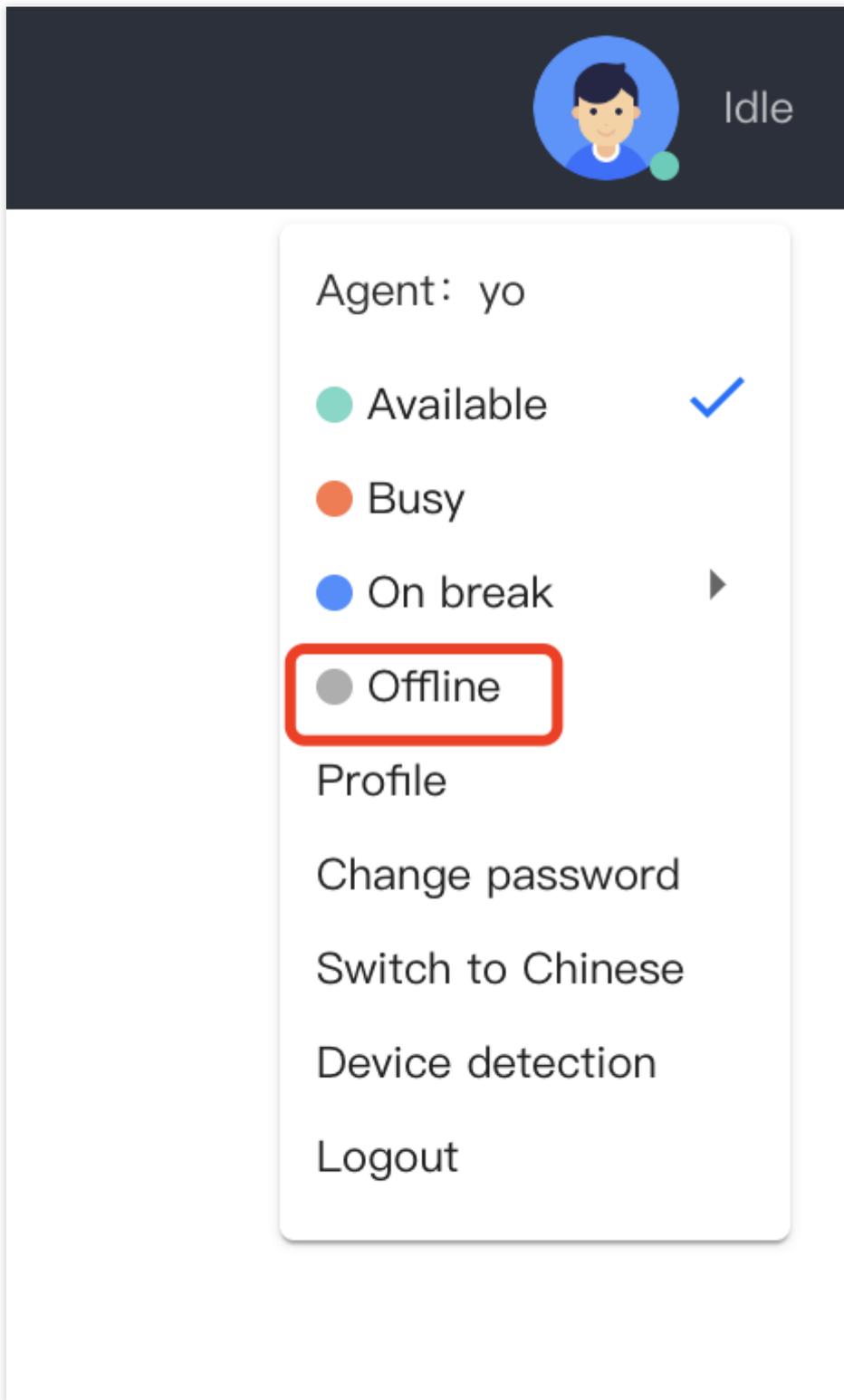
---

# Offline and Logout

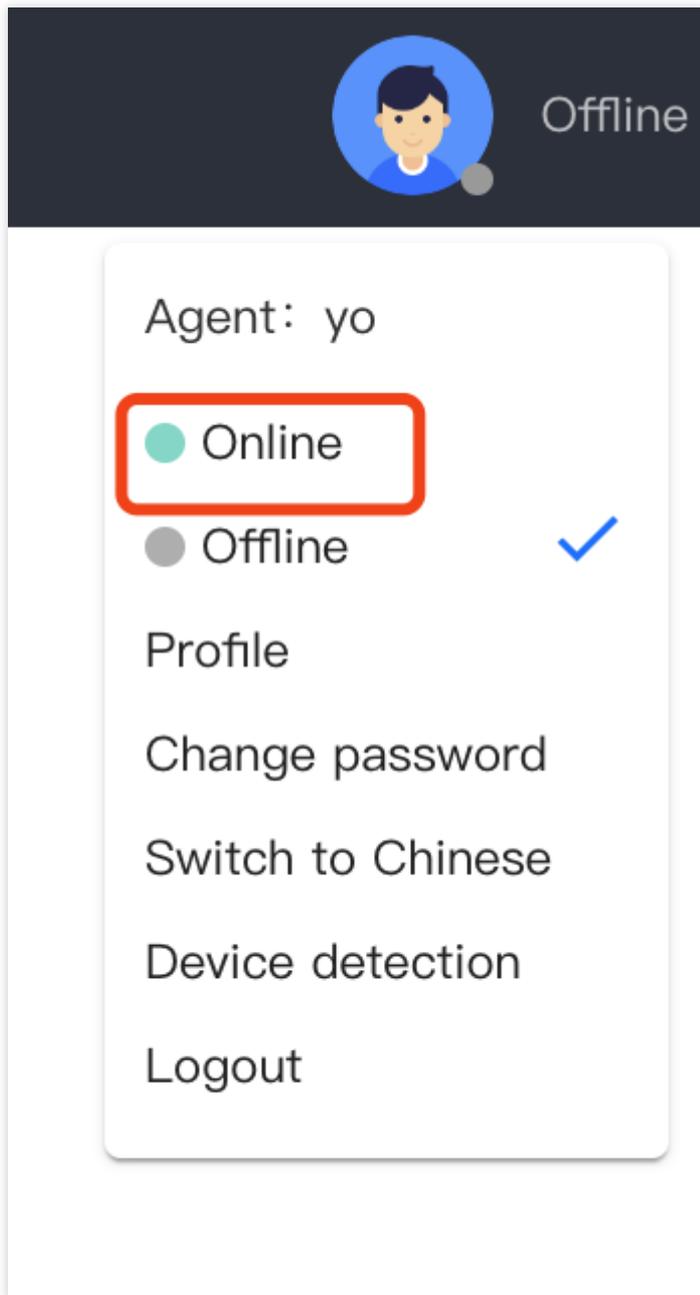
Last updated : 2024-09-03 18:14:15

## Go Offline

To go offline, click the profile icon in the upper right corner of the agent workstation, and then click "Offline," as shown below.



After going offline, your status will be set to "Offline." The system will not assign you any new sessions. You can click "Online" to resume active status.



## Logout

Click on the profile picture button at the top right corner of the service desk, and click on **Logout** as shown below.

Idle

Agent: yo

- Available ✓
- Busy
- On break ▶
- Offline

Profile

Change password

Switch to Chinese

Device detection

**Logout**