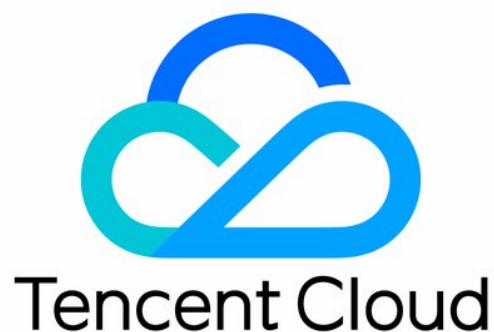


# **Cloud Contact Center**

## **What is Tencent Cloud Contact Center**

### **Center**

### **Product Documentation**



## Copyright Notice

©2013-2025 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

## Trademark Notice



All trademarks associated with Tencent Cloud and its services are owned by the Tencent corporate group, including its parent, subsidiaries and affiliated companies, as the case may be. Trademarks of third parties referred to in this document are owned by their respective proprietors.

## Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

# Contents

What is Tencent Cloud Contact Center

Overview

Feature List

Terms Introduction

AI Voicebot

# What is Tencent Cloud Contact Center

## Overview

Last updated : 2025-04-01 18:07:27

Cloud Contact Center unifies voice, chat and video capability into one platform, enhancing customer experience, boosting sales conversion, and increasing workforce productivity.

## Voice

Cloud Contact Center is a telephony system built on an omnichannel platform, supporting multiple devices for scenarios not limit to customer service inquiries, telemarketing, and hybrid work.

## Desk

An AI-driven customer service solution features intelligent chatbots and live agents, with no-code and low-code integration options, reshaping customer interactions to a next level.

## Our Service Highlights

### - Get Hands-On Testing in Just 1 Day

1. Comprehensive APIs & SDKs enable seamless integration with enterprise system. 2. Adapting solutions to fit your business needs. 3. Easily scale up and down in line with your business development.

### -Omnichannel Converged Communication

1. Agents can make and receive calls on Workstation. 2. Work can be done via web browser, No Download Needed.

### - AI Contact Center

1. Streamline client interaction by automating repetitive tasks with LLMs. 2. Enhance workforce scheduling with algorithm-driven predictive dialer for improved productivity.

## About Us

## Contact Us

Come and join our social media communities! Let's create a double win together!

Come and Join our [Whatsapp Community](#)

Come and Join our [Discord Community](#)

# Feature List

Last updated : 2025-02-05 17:24:34

## 1. Cloud Contact Center voice capabilities include the following features:

Outbound call

Inbound call

## 2. Feature difference table for voice capabilities between the standard and advanced versions

Features Category		Features	Feature Description	Standard Package	Premium Package
Integration methods		Business system integration	Supports integration with business systems (e.g., CRM), B/S architecture	✓	✓
Inbound Call Pop-Up Window		Inbound Call Pop-Up Window	Supports connecting with the enterprise's own business systems (for example, CRM), and pops up relevant user information on inbound or outbound calls.	✓	✓
Call line (number)	Bring Your Own Carrier	Connecting/Migrating self-owned numbers	Supports connecting your own number to Cloud Contact Center, using standard SIP_TRUNK for connection.	✓	✓
	Number application	Number application	Provides an access to apply for different types of numbers according to business needs, no need to get your own number.	✓	✓
Login & answering method	Login method	Login with email	Supports logging in with email account+password.	✓	✓

		Mobile phone login	Supports logging in with mobile number+verification code.	✓	✓
Agent feature	Agent Status	Status switch	Supports agent switch to available, busy, on break, offline, and other statuses. Busy: In the busy state, the agent can make outbound calls but won't be assigned new inbound calls. In line: The in-line state indicates that the agent is on a call or making an outbound call, and won't be assigned new inbound calls. On break: Switching to on break state, the agent can select reasons such as "meal", "meeting", "training" etc. (The reasons for break are configured by the administrator on the console.)	✓	✓
			Supports setting the default status of an agent when they get online: either idle or busy. If set to busy as default, the agent won't be assigned new inbound calls after they go online.	✓	✓
		Changing agent's bound mobile number	An agent can change their bound mobile number under their	✓	✓
	Personal information				

			personal information. This phone number is generally used for the "mobile phone answering" and "mobile outbound call" features.		
	Internal communication	Internal Call	Supports internal calls between agents in the same call center. When the agent is offline, the agent's mobile phone can be called.	✓	✓
		Internal IM	Supports the internal exchange of pictures and text messages between the agents in the same call center.	✓	✓
Inbound softphone	Inbound softphone	Web page answering	Supports using Google Chrome on the computer to answer calls through the web page of the call center.	✓	✓
		Agent's mobile reception	Allows the agent to enable the mobile reception feature. You can choose: (1) always use mobile reception; (2) Mobile reception only when the computer is offline. Note: This feature requires application for a phone number used for the system to call out the agent's mobile phone when the user is incoming, which will generate call-out	✓	✓



			communication charges.		
		Automatic call answering	Supports automatic connection without the need for the agent to click answer after a call comes in.	✓	✓
		Inbound call number display	Supports displaying the number of the caller when the user calls in. If the administrator enables the number protection feature, the actual number of the caller will not be displayed.	✓	✓
		Enterprise number display	Supports displaying the enterprise telephone number (called party) called by users.	✓	✓
		Inbound call location display	Supports displaying the location of inbound calls when a user calls in.	✓	✓
		IVR key trail	Supports displaying user's key trail in IVR during incoming calls	✓	✓
		Hold/Retrieve Call	Supports a feature where an agent can click "On Hold" during a conversation with a user, causing the user to hear default hold prompt but not the agent's voice. Clicking "Retrieve Call" enables the agent to return to a regular call.	✓	✓

		Mute/Unmute	Supports a feature where an agent can click "Mute" during a conversation with a user to prevent the user from hearing the agent's voice. Clicking "Unmute" enables the agent to return to a regular call.	✓	✓
		Call transfer (to designated skill group)	During a call, an agent can transfer the call to a designated skill group. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		Call transfer (to designated agent)	During a call, an agent can transfer the call to a designated agent. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		Call transfer (to designated external line)	During a call, an agent can transfer the call to a third-party number. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		After-call-work	Supports the agent	✓	✓

			going into after-call-work state after a call ends. No new inbound calls will be assigned to the agent during this time, and they can manually end the after-call-work.		
		Redial	After a call is hung up, the agent can click the redial button to call this user again.	✓	✓
		Blocklist	Allows the agent to add an inbound call number to the blocklist when a malicious user causes a nuisance by making frequent calls. Once the user is added to the blocklist, they won't be able to make calls in.	✓	✓
		Three-way calling/Call conference	Supports three-way calling between agent & user & external third party, or agent A & agent B & user.	✓	✓
		Receive Number During Call	Allows the agent to select the DTMF collection template configured by the administrator during a call, play a prompt tone, and collect a string of numbers (such as ID card number, order number, etc.).	×	✓
		Self Service	Allows the agent to	×	✓

			transfer the call to the designated IVR process during the call (for example, play a default prompt to the user during the call and ask the user to press the key to confirm, etc.).		
Inbound IVR	Service time	Business hour	Supports entering different IVR processes during working hours and non-working hours.	✓	✓
	Prompt	Text to speech	Supports text-to-speech conversion of input text for playback. Settings provide the ability to preview the text-to-speech conversion effect.	✓	✓
		Audio upload	Supports playback of pre-recorded enterprise audio by uploading.	✓	✓
		Playback interruption	Supports the choice of whether playback can be interrupted or not.	✓	✓
		Number of playbacks	Supports setting the number of times for playback.	✓	✓
	Static branch	Branch playback	Supports playback prompts to guide the user to press keys during this branch. (For example: Please press 1 for pre-sales consultation, press 2	✓	✓

			for customer service, and press the star key to return to the previous menu.)		
		Branch key	Supports setting branch key options (for example, press 1 for pre-sales consultation, press 2 for post-sales consultation).	✓	✓
		Timeout period	Supports setting the timeout period for user key presses.	✓	✓
		Timeout Prompt	Supports setting the prompt to be played when a user's key press exceeds a specified time (for example, your input has timed out).	✓	✓
		Key error prompt	Supports setting the prompt for user key press errors (for example, your input is incorrect. Please re-enter).	✓	✓
		Maximum number of errors	Supports setting the maximum number of user key press errors. If it exceeds the specified number, the call will automatically be disconnected.	✓	✓
	Dynamic branches	Dynamic branches	-	×	✓
	Agent Transfer	Transfer to skill group	Supports selecting the skill group needed for manual reception.	✓	✓

		Prompt during transfer to agent	Supports setting the prompt to be played during the transfer process (for example, transferring to the agent. Please wait).	✓	✓
		Prompt during queuing for transfer to agent	Supports setting the prompt to be played when the user is queuing for the transfer. The system parameter \${WaitNo} is supported to broadcast the current number of people in queue.	✓	✓
		Queue timeout period	Supports setting the queue timeout period. After the customer waits more than the set time, the system will play the timeout prompt tone. After the prompt tone is finished, the customer can press any key to continue waiting or press # to exit the queue and hang up.	✓	✓
		Queue timeout prompt	Supports setting the prompt to be played when the user queues for more than a specified time (for example: due to high consultation volumes, you can press any key to continue waiting).	✓	✓
		Prompt for failed call transfer	Supports setting the prompt to be played when all agents are	✓	✓

			offline during the transfer. (For example: There are currently no agents online. Please try again later.)		
		User-side prompt after connection	Supports setting a prompt tone for the user side when the user is successfully transferred to an agent. You can use the system parameter \${StaffNo} to broadcast the agent's ID. (For example: Successfully transferred. Agent 1005 is at your service.)	✓	✓
		Skill group overflow	Supports setting overflow for a skill group when all agents are busy in the skill group to which a call is transferred.	×	✓
		Designated agent priority	During the transfer, priority is given to specified agents through the interface.	×	✓
	Voice Satisfaction Survey	Prompt	Supports setting user prompts for satisfaction evaluation: "Please evaluate my service. Press 1 if satisfied; press 0 if unsatisfied."	✓	✓
		Satisfaction key	Supports configuration of user key satisfaction tags. For example, press 1	✓	✓

			for satisfaction, and press 0 for dissatisfaction.		
		Satisfaction variables	Supports storing the collected keys and satisfaction evaluation tags into designated variables.	×	✓
	Transfer to External Line	Prompt Playing During External Line Transfer	Supports setting the prompt to be played during the transfer process.	✓	✓
	Collect User Input (DTMF)	Number collection type	Maximum digits: Maximum digits are suitable for receiving numbers with a dynamic length. When the user inputs the # key, it means the input is over and it goes back to the IVR process (Voice prompt for users to input # key is recommended.)	×	✓
			Fixed length: Fixed digits are suitable for receiving numbers with a fixed length, such as ID card numbers, phone numbers, etc. When the user's input reaches the specified digits, it automatically goes back to the call.	×	✓
		Number collection prompt	Supports setting the prompt to be played for reminding users to enter information. For example: Please input	×	✓



			your order number and press the # key to finish.		
		Timeout period	Supports setting the timeout period for user key presses.	×	✓
		Timeout prompt	Supports setting the prompt to be played when a user's key press exceeds a specified time (for example, your input has timed out).	×	✓
		Failure prompt	Supports setting the prompt for the user side when number collection fails.	×	✓
		Maximum number of errors	Supports setting the maximum number of user key press errors. If it exceeds the specified number, the call will automatically be disconnected.	×	✓
		Storage to variable	Supports storing collected user key information to a specified variable.	×	✓
	Calling the API	Maximum Number of Errors	Supports setting the maximum number of errors. When the specified number of errors is exceeded, the output parameter will pass the default value.	×	✓
		Timeout period	Supports setting the API call timeout period. When the specified time is	×	✓

			exceeded, the output parameter will pass the default value.		
		API request address	Supports specifying the API request address. When the process reaches this module, the call center will request this API.	×	✓
		Input and output parameters	Supports setting the variables of input and output parameters in API call as well as setting the default value for the output parameters.	×	✓
	Conditionals	Conditionals	Based on the value of parameters, it'll enter the next specified module if matching the custom condition rules. This must be used with self-defined parameters or system parameters.	×	✓
	Voicemail	Voicemail	Supports storing the messages collected from users in the voice mailbox.	×	✓
	End	End of IVR process	The end of the IVR process is indicated by connecting the end module.	✓	✓
	IVR management	IVR creation, query, and deletion	Supports creating, viewing, and deleting IVR.	✓	✓
		Direct editing of IVR	Supports direct editing of in-use IVRs. Changes take effect	✓	✓

			immediately after saving.		
		IVR Version Management	Supports creating multiple related versions based on one primary IVR. Different versions can be edited, viewed, and deleted after the version number is set.	×	✓
Inbound route assignment	Basic Routing	Allocate by Agent Idle Time	When a user turns to agent service after calling in, it is prioritized to be assigned to the agent who has been idle the longest.	✓	✓
		Allocate by the Number of Calls Accessed by Agent	When a user turns to agent service after calling in, the agent with the smallest number of current calls is prioritized.	✓	✓
		Allocate by Agent Priority of the Skill Group	When a user turns to agent service after calling in, allocation is based on the priority of the agent in skill group configuration.	✓	✓
	Advanced routing	Previous Agent Preference	When a user turns to agent service after calling in, the call is first assigned to the agent who handled their previous call.	✓	✓
Inbound settings	Inbound timeout transfer	Inbound timeout transfer	After it is turned on, if the inbound call rings for longer than the set time without being answered, it is	✓	✓

			automatically assigned to another agent.		
	Settings for restoring idle status after a call	Settings for restoring idle status after a call	After it is turned on, if the call is hung up, the phone agent will return to the pre-call state after the set time.	✓	✓
	Inbound call number protection	Number Masking	Supports hiding the middle four digits of the user's phone number when a user's phone call comes in, so the agent cannot see the full number of the user, preventing information leakage.	✓	✓
		Actual number mapped to user ID (agent side)	After it is turned on, the system will obtain and display the user ID corresponding to the actual number through the interface, and the phone agent cannot view the customer's actual number, preventing customer information leakage.	×	✓
Outbound softphone	Outbound softphone	Web page outbound call	Supports making calls to a call center through a Web page with Google Chrome on your computer.	✓	✓
		System click dialing	Supports calling the outbound call interface in the business system to make a one-click outbound call.	✓	✓

		Manual dial out	Supports dialing a user's phone number from a dial pad.	✓	✓
		WeChat mini program outbound call	Once an enterprise connects to the mini program outbound call feature, it can integrate the mini program outbound call feature into its WeCom, app, and WeChat mini programs to build a mobile outbound call capability.	✓	✓
		Mobile outbound call	Allows agents to enable the mobile outbound call feature. After it is enabled, the agent clicks Outbound Call in the business system, the system will first dial the agent's mobile phone, and the user will be called after the agent's mobile phone answers. Note: Using this feature requires you to apply for a phone number that the system will call out to the agent's mobile phone when an outbound call request is initiated, which will incur outbound communication costs.	✓	✓
		Entering extension number	Allows agents to input the extension number after the call.	✓	✓

		Hold/Retrieve Call	Supports a feature where an agent can click "On Hold" during a conversation with a user, causing the user to hear default hold prompt but not the agent's voice. Clicking "Retrieve Call" enables the agent to return to a regular call.	✓	✓
		Mute/Unmute	Supports a feature where an agent can click "Mute" during a conversation with a user to prevent the user from hearing the agent's voice. Clicking "Unmute" enables the agent to return to a regular call.	✓	✓
		Call transfer (to designated skill group)	During a call, an agent can transfer the call to a designated skill group. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		Call transfer (to designated agent)	During a call, an agent can transfer the call to a designated agent. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓

	Call transfer (to designated external line)	During a call, an agent can transfer the call to a third-party number. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
	After-call-work	After-call-work	✓	✓
	Redial	After a call is hung up, the agent can click the redial button to call this user again.	✓	✓
	Blocklist	Allows the agent to add an inbound call number to the blocklist when a malicious user causes a nuisance by making frequent calls. Once the user is added to the blocklist, they won't be able to make calls in.	✓	✓
	Three-way calling	Supports three-way calling between agent & user & external third party, or agent A & agent B & user.	✓	✓
	Self Service	Allows the agent to transfer the call to the designated IVR process during the call (for example, play a default prompt to the user during the call and ask the user to press the key to confirm, etc.).	×	✓

Outbound settings	Outbound display rules	Associated outbound skill group assignment	Priority is given to assigning the caller number associated with the outbound skill group during an outbound call. If not available, it is randomly assigned.	✓	✓
		Outbound display rules - Same area assignment	Priority is given to assigning a number that has the same location as the contact number during an outbound call. If not available, it is randomly assigned.	×	✓
	Outbound call number protection	Number Masking	Supports hiding the middle four digits of the user's phone number when the agent is calling, so the agent cannot see the full number of the user, preventing information leakage.	✓	✓
		Actual number mapped to user ID (agent side)	After it is turned on, the system will obtain and display the user ID corresponding to the actual number through the interface, and the phone agent cannot view the customer's actual number, preventing customer information leakage.	×	✓
	Satisfaction Evaluation	Outbound satisfaction evaluation	Supports the configuration of outbound satisfaction evaluation templates (You can customize	✓	✓



			satisfaction guidance, closing statements, and key content.) If the agent hangs up first, the system will automatically invite users for satisfaction evaluation.		
	Outbound recall	Designated assignment	When the customer calls in, the call will skip the IVR navigation and be directly assigned to the agent who made the last call to the customer within the past 3 days.	✓	✓
		Priority assignment	If the original agent is busy or offline and cannot answer the call, the call is transferred to the current switchboard's corresponding IVR process for reception.	×	✓
Audio management	Audio management	Audio management	Allows enterprises to record scripts and upload them, forming an internal voice library of the enterprise. The existing audio can be used in IVR or other places where voice scripts can be configured.	✓	✓
Number management	Number grouping	Number grouping	Supports grouping numbers according to different purposes, and setting the name and corresponding	✓	✓

			description for the number group.		
	IVR binding	IVR binding	Supports binding a number to the corresponding IVR (can be chosen according to the IVR version).	✓	✓
	Outbound skill group	Outbound skill group	Supports setting this number for the skill group for outbound calls. Configuration gives priority to this number when the skill group makes outbound calls.	✓	✓
	Agent's mobile call	Agent's mobile call	When the configuration supports the agent's choice to answer/make a call on the mobile phone, the system gives priority to this number to call the agent's mobile phone.	✓	✓
Skill Group Management	Skill Group Management	Skill Group Management	Supports grouping agents to different skill groups. When a user's phone call comes in, they can navigate to different skill groups according to their needs (for example, pre-sales skill group, after-sales skill group). Outbound agents can also be grouped for easy use of different outbound numbers (for example,	✓	✓

			telesales group 1, telesales group 2).		
		Setting priority	Supports setting different priority levels for agents within a group. The priority level is from 1 to 5, which can be used to receive calls according to the priority of the agents when phone calls are routed.	✓	✓
Agent management	Adding agents	Manually adding agents	Supports adding new agent information. After the addition is successful, the system will send an email containing a random password to the agent.	✓	✓
		Adding agents in bulks	Supports bulk import of new agent information to add agents in bulks.	✓	✓
		Adding agents through API	Supports adding new agent information through the API.	✓	✓
	Agent management	Agent management	Supports viewing all agent list, searching for agents by ID, email address, skill group, etc.; and modifying the name and skill group of agents.	✓	✓
		Force offline	Allows administrators to force specific agents to go offline.	✓	✓
		Resetting the	Allows administrators	✓	✓

		Password	to reset agent's login password.		
Service record	Service record	Service record query	Supports viewing historical call records. The fields supported are: time, call type, caller number/caller ID, call notes, call status, call duration, agent name, agent ID, skill group, satisfaction evaluation, and hang-up party.	✓	✓
		Service record pull	Supports pulling service record data through the interface.	✓	✓
		Service records push	Supports pushing CDR data to the enterprise's specified push address.	✓	✓
	Call recording	Real-time recording generation	Call recording is generated in real time after the call ends.	✓	✓
		Online recording playback	Supports online playback of call recordings, and the playback progress can be dragged via the progress bar.	✓	✓
		Recording download	Supports downloading recordings online in the format of MP3.	✓	✓
		Recording pull through interface	Supports pulling the corresponding recordings to the local computer through the interface.	✓	✓

		Recording push	Supports pushing recording data to the enterprise's specified push address.	✓	✓
		Recording transferred to COS	Supports transferring recordings to the enterprise's specified Tencent Cloud Object Storage (COS) bucket.	✓	✓
Real-Time monitoring	Real-Time monitoring	Agent monitoring	Allows the administrator to monitor the service situation of the agent. The fields include: agent ID, agent name, agent type, skill group, agent status, online duration, break duration, busy duration, current reception volume, and today's reception volume.	✓	✓
		Skill group monitoring	Allows the administrator to monitor the skill group service conditions. The fields include: skill group name, skill group type, number of online agents, number of idle agents, number of busy agents, number of agents on break, today's reception volume, queue volume, and maximum wait duration.	✓	✓

	Call Monitoring	Real-time call monitoring	Allows the administrator to view the ongoing calls and access or exit the monitoring.	x	✓
Data Analysis	Inbound service	Real-time inbound trend	Supports viewing inbound call trends at different time points of the day and specified dates. The data is refreshed automatically every 5 minutes.	✓	✓
		Real-time inbound statistics	Supports viewing the number of current inbound calls, the number of calls transferred to agents, the number of calls answered, the connection rate, queue volume, IVR abandonment volume, the number of abandoned call transfers, and other data in real time.	✓	✓
		Inbound data report and export	Supports viewing or exporting inbound data by day or specified date. The fields include: number of inbound calls, number of calls answered, connection rate, average wait time, average call duration, number of calls transferred to agents, IVR abandonment volume, number of abandoned call	✓	✓

			transfers, and call abandon rate.		
	Outbound service	Real-time outbound trend	Supports viewing outbound call trends at different time points of the day and specified dates. The data is refreshed automatically every 5 minutes.	✓	✓
		Real-time outbound statistics	Supports viewing the number of current outbound calls, the number of calls answered, the connection rate, and the average call duration in real time.	✓	✓
		Inbound data report and export	Supports viewing or exporting outbound data by day or specified date. The fields include: number of outbound calls, number of calls answered, connection rate, and average call duration.	✓	✓
	Agent data	Overall report	Supports viewing agent working condition by day or specified date. The fields include: average online duration, average idle duration, average in-line duration, average break duration, and average after-call-work duration.	✓	✓
		Detailed report	Supports viewing	✓	✓

			detailed agent data by day. The fields include: online duration, idle duration, in-line duration, average after-call-work duration, number of inbound calls, number of inbound calls answered, inbound call answer rate, average inbound call duration, average inbound call ringing duration, number of outbound calls, number of successful outbound calls, total outbound call duration, average outbound call duration, and number of timeout transfers.		
Developer capabilities	SDK API	Call	Inbound call	✓	✓
			Answer Video Session	✓	✓
			End Video Session	✓	✓
			Delete Call	✓	✓
			Mute.	✓	✓
			Unmute.	✓	✓
			Whether Mic is Muted	✓	✓
			Internal Call	✓	✓
			Transfer	✓	✓
			Call on Hold	✓	✓
			Cancels call hold.	✓	✓



		Agent	Switch to Online Status	✓	✓
			Offline	✓	✓
		Admin	Obtains the skill group list.	✓	✓
			Hides SDK UI.	✓	✓
		UI	Shows SDK UI.	✓	✓
			Web Browser Availability Check	✓	✓
		Devices	Return Microphone List	✓	✓
			Return Speaker List	✓	✓
	SDK event	SDK initialization completion event	SDK initialization completion event	✓	✓
		Token expiration event	Token expiration event	✓	✓
		Session access inquiry event	Session access inquiry event	✓	✓
		Session start event	Session start event	✓	✓
		Timeout transfer event	Timeout transfer event	✓	✓
		Session End Event	Session End Event	✓	✓
		Session completion event	Session completion event	✓	✓
		Session completion event	Session completion event	✓	✓
		Outbound call answering event	Outbound call answering event	✓	✓
		Outbound call answering event	Outbound call answering event	✓	✓
	API	Obtaining telephone	Obtains telephone	✓	✓

		service records and recordings	service record related information through the interface, including: total number of call records, specific call records (including: caller's and contact's numbers, agent related information, etc.), recording URL, etc.		
		Obtaining the agent information list	Obtaining the agent information list	✓	✓
		Obtaining the skill group information list	Obtains the skill group information list through the API, including: total number of skill groups, ID, name, type, and session distribution strategy of each skill group, etc.	✓	✓
		Obtaining PSTN session information	Obtains PSTN session information through the API, including session ID, temporary session room ID, caller and callee, agent's mailbox, number for external line, etc.	✓	✓
	Data Push	Recording push	Supports pushing recording data to the enterprise's specified push address.	✓	✓
		Service records push	Supports pushing CDR data to the enterprise's specified push address.	✓	✓



# Terms Introduction

Last updated : 2025-04-07 12:03:26

## TCCC

Tencent Cloud Contact Center (TCCC) is designed to help enterprises rapidly establish an integrated customer engagement platform that combines voice calls and chat. TCCC SDK supports embedding the communication console into an enterprise's own business systems, providing a robust, stable, and unified communication foundation.

## Our Platforms

Cloud Contact Center (TCCC) provides three major platforms: user end, workspace and management panel.

**User Side: Offers two integration methods—no code required or low-code development—covering multiple platforms and channels.**

User end refers to the platform provided for users to use. It is the carrier of user inquiries, mainly providing two access methods:

1. No development required, ready-to-use web SaaS.
2. A small amount of development, supports integration into platforms such as enterprise websites, mobile applications, and mini programs. Selectable SDK integration with or without UI is available to better satisfy business customization needs.

The user end can cover across the platform and multi-channel, including but not limited to:

Supported platforms: Web, Android, iOS, mini program, Flutter, uni-app.

Supported channels: Web/H5, App, WeCom, WeChat official account, WhatsApp, Facebook.

**Workspace: Two Access Methods, No Code or SDK Integration. Quickly get on a unified workspace for your agents.**

Workstation: A platform for staff to handle inquiries and respond to multi-channel messages, offering two access methods.

1. No Code, ready-to-use web page/mini program workbench.
2. Low Code: our omnichannel workspace can be embeded into your business system via SDK integration.

Workspace:

**Management Panel: Feature-rich, easy to use, and configurable in 5 minutes without documentation.**

**Management Panel:** A one-stop platform for admins and super admins to configure bots, set up conversation flows, assign routing logic, and manage team members.

**Management Panel:**

- Voice call management console

- Smart customer service management console

## Four Types of Roles

### User

**User:** An external individual using the client-side platform to seek assistance, typically a consumer or potential customer of a service/product.

### Staff

**Employee:** A workspace user responsible for assisting users, typically from customer service inquiry, sales, or reception, engaging directly with users.

### Admin

**Admin:** A management panel user responsible for overseeing personnel and system configuration. They can edit team member details, reset passwords, force logouts, delete accounts, configure bots, set prompts, and monitor in real time.

### Super Admin

**Super Admin:** The default role created when the intelligent customer service account is activated. It cannot be deleted or modified and has all role permissions.

## IVR

Interactive Voice Response (IVR) is the voice service process that users enter when they call a company's phone. Through IVR, users can be guided according to their own needs, using keypad navigation to be directed to the appropriate agent. It's like: Welcome to XX Company. For product inquiries, press 1, for business cooperation, press 2.

## Session Service Flow

The session service flow is similar to IVR. IVR is applied to telephone reception, and the session service flow is applied to the graphic text session reception process. Through the session service flow, users can be guided to perform keypad navigation according to their needs and be guided to appropriate agent receptions. For example: Hello! What can I do for you? For product consultation, please reply "product". For business cooperation, please reply "business".

## Inbound Call Pop - Up

Inbound call pop-up window refers to the embedding of a third-party page directly into the agent's workstation within the Cloud Contact Center. When a user calls in, this page can pop up with business information related to that user. This information is generally derived from the company's customer management CRM systems, ticketing systems, or order systems, etc., and can serve as a reference for the agent.

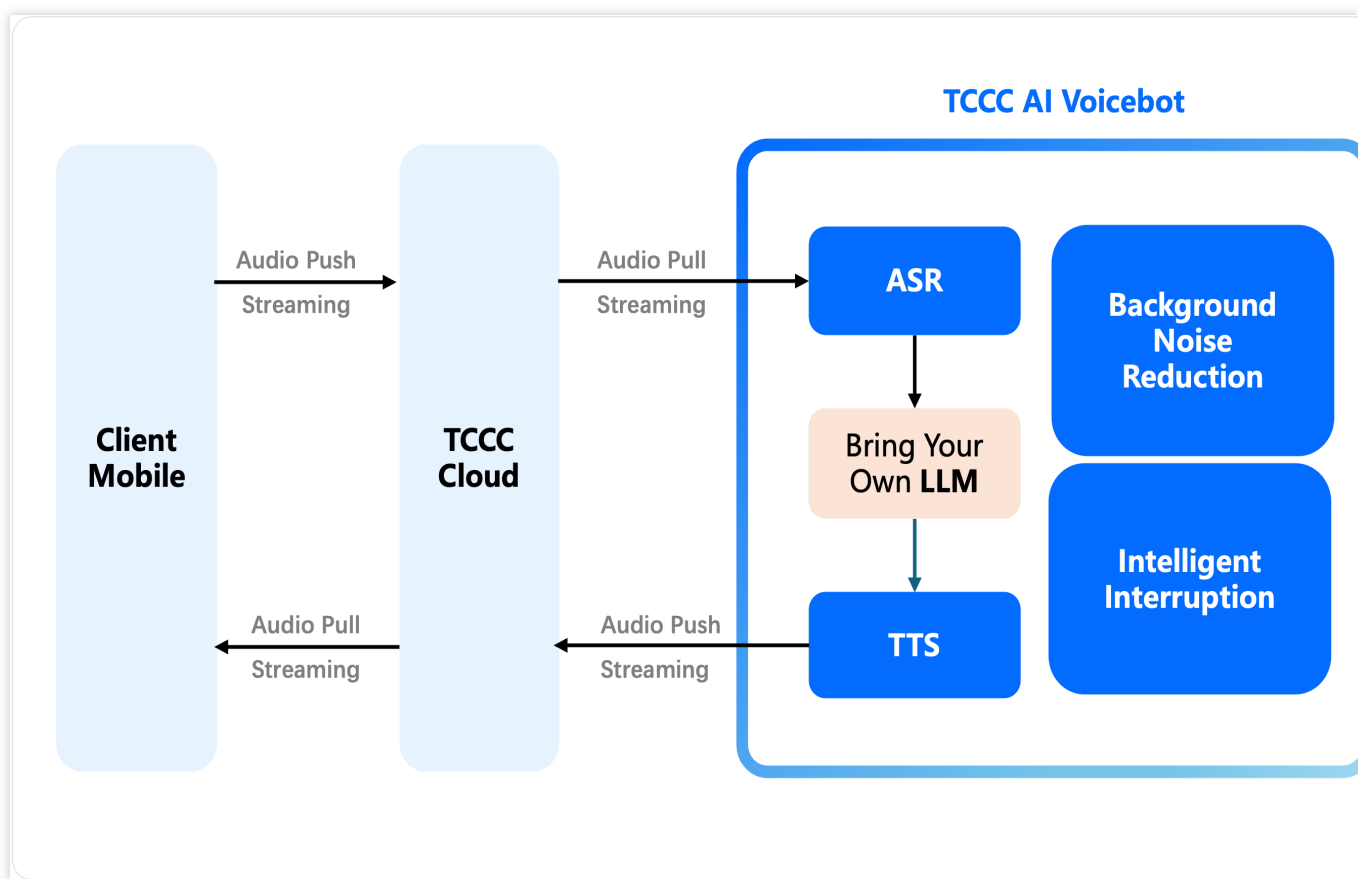
# AI Voicebot

Last updated : 2024-12-10 17:35:42

## Feature Overview

Tencent Cloud Contact Center AI Calling Platform is a solution that helps enterprises quickly apply general large models or their own AI models to telephone scenarios.

Enterprises only need [number access SIP Trunk](#) and ensure the AI model complies with OpenAI protocol specifications to utilize the built-in phone capabilities, Automatic Speech Recognition (ASR), Text To Speech (TTS), noise reduction, and interruption capabilities of the AI call platform for quick AI call implementation.



## 1. Use Cases and Highlights

### Use Cases

Suitable for enterprises with a certain level of development capability that wish to quickly apply general large models or their own AI models to telephone scenarios and integrate them with existing business systems.

Currently, it supports initiating AI outbound calls through API invocation. The coverage scenarios mainly include voice surveys, appointment confirmations, sales outbound.

## Highlights

Highlights	Description
Ultra-low latency AI real-time dialogue	End-to-end latency as low as 1000ms, comparable to human dialogue reaction speed, allowing customers to enjoy a smooth and natural interaction experience, enhancing service satisfaction.
Simple access, efficient launch	Provides comprehensive API documentation, simplifying the development process, saving more than one month of development work compared to traditional solutions.
Built-in precise ASR	Built-in advanced ASR technology supports multiple languages, including English, Spanish, Japanese, and other international languages. Provides robust multilingual AI dialogue support for global business.
Service model integration flexibility	Supports integration of third-party LLM and TTS models. Just configure the account credentials for the LLM and TTS services to seamlessly integrate into the AI call platform.

## Preparation Steps

1. After you have completed [creating the application](#), log in to the [Tencent Cloud Contact Center console](#).
2. Purchase the [Premium Seat Package for a limited time](#) free trial.
3. Complete the [Bring Your Own Number Access](#).

### Note:

The AI Call Platform only supports the use of enterprise-owned numbers for access and usage.

## Access Process

### Step 1: Initiate an AI Call

TCCC provides a server-side API for initiating AI calls:[Create AI call \(CreateAICall\)](#).

Before initiating a call, please confirm whether your model is compatible with OpenAI and Azure protocols, and visit the model provider's website to obtain relevant authentication information:

#### OpenAI Protocol

Currently supports general models like GPT and Azure.



```
{
  "LLMType": "openai", // Fixed as "openai"
  "Model": "gpt-4o-mini", // Model name, all LLMs compliant with OpenAI protocol
  "APIKey": "114514", // The large model key is used to verify the identity of th
  "APIUrl": "https://xxx/v1/chat/completions" // The large model API URL
}
```

Common model parameter examples:

Parameters	GPT
Model	"gpt-4o-mini", "gpt-4o"
APIKey	For information on obtaining relevant authentication methods, please refer to <a href="#">OpenAI official website</a>
APIUrl	"https://api.openai.com/v1/"

Azure protocol

```
{
  "LLMType": "azure", //
  "Model": "gpt-4o-mini", // Model name
  "APIKey": "114514", // The large model key is used to verify the identity of th
  "APIUrl": "https://{your-resource-name}.openai.azure.com?api-version={api-versi
}
```

Parameters	Example	Description
LLMType	azure	Agreement Name.
Model	gpt-4o-mini	Model Name.
APIKey	114514	The large model key is used to verify the identity of the requester. For specific acquisition methods, please refer to <a href="#">Azure OpenAI Service Documentation</a> .
APIUrl	https://{your-resource-name}.openai.azure.com?api-version={api-version}	The large model API URL.

Step 2: Get Call Detail Records

Call the server-side API to obtain caller and contact information, call duration, and other service records, as well as call recordings. For specific API information, refer to: [Phone Service Records and Recording](#).