Cloud Contact Center

Getting Started

Product Documentation

Contents

Getting Started
Creating and Trying Out a Cloud Contact Center Application

Last updated：2024-11-08 15:03:40

This tutorial is to help you activate Tencent Cloud Contact Center.

Note:

Prerequisite: Sign up Tencent Cloud Account and complete identity verification.

**Cloud Console**: uses CAM, where you can use Console Account to login for application resource management: Create application, SIP Truck Connection, Package Subscription, Recording Storage and Data Push

Management Panel: is for administrators and managers to monitor call records, view agent performance dashboards, and configure general settings for calls, IVRs, and agent accounts.

Agent Workstation: is for agents to make and receive calls.

First Activation - Free Package

1. Log in to the Cloud Contact Center console.

2. Enter the application name. **New users receive a 14-day free trial of Cloud Contact Center core features after creating an application.**
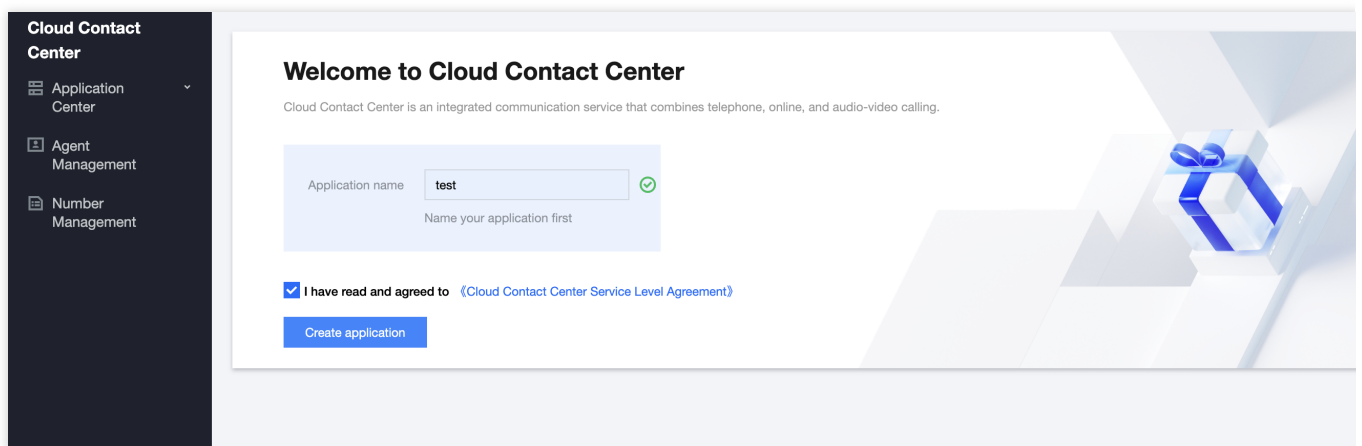

3. The gift includes 3 standard edition seats. After creating the application and receiving the trial package, you can click **Start configuring the application** to view the newly created application information (such as SDKAppID) and configure features.

Creating Application (Not the First Activation)

If you create an application not for the first time, you can add a new application on the Cloud Contact Center console.

1. Log in to the Cloud Contact Center console.

2. click **Add Application** (SDKAppID).
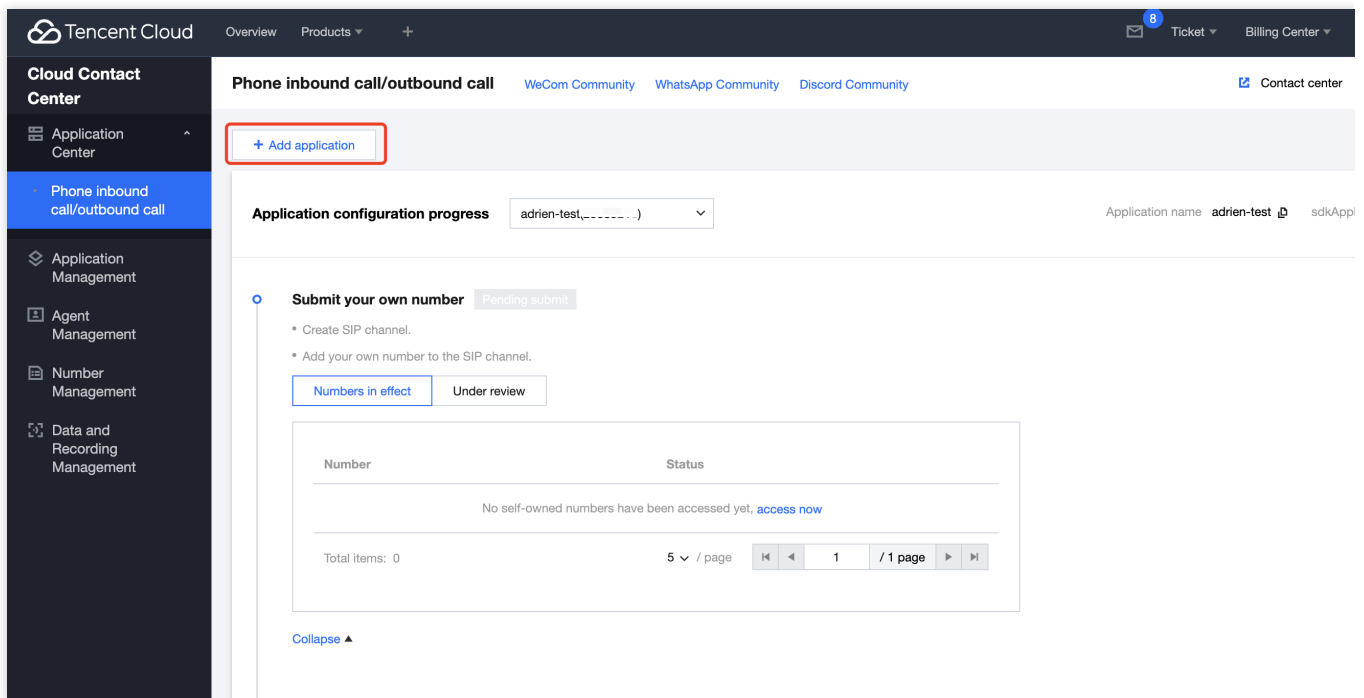
3. Enter your application name in the Create Application dialog box, click Create Now.

4. After creation, click **Create Now** to view the newly created application information (such as: SDKAppID), feature configuration (such as: Data push), and phone number.

Next, you can obtain login account password to log in to the workstation for administration and configuration, and choose an appropriate solution to start use.

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Click here to enter the Cloud Contact Center community, where you can get support from professional engineers to solve your problems.

SIP_Trunk Connection with Own Landline

Last updated：2024-11-11 14:22:42

Cloud Contact Center supports SIP Trunk integration with enterprise numbers, enabling the use of the enterprise's own numbers for incoming and outgoing calls. After the integration, the enterprise independently settles the communication costs incurred by the number with the originating ISP. Tencent Cloud Contact Center does not charge for integration or communication costs. This document will demonstrate the number integration SIP process.
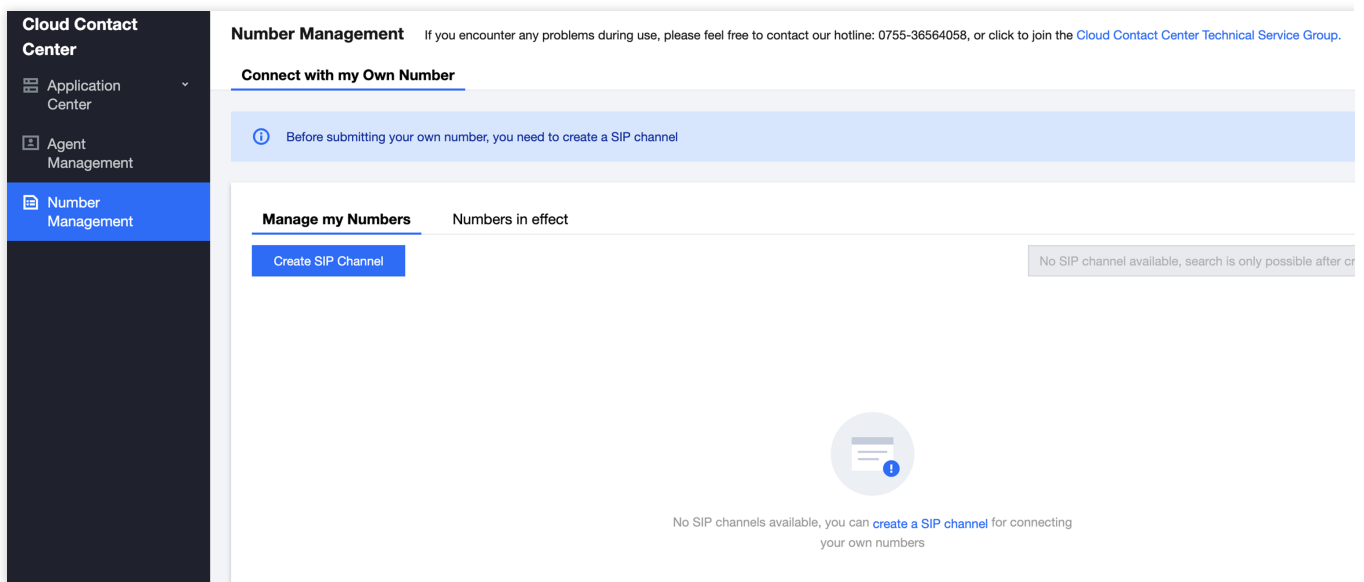
The process includes two steps:

1. Create a SIP channel and configure the SIP device/SIP trunk.

2. Add numbers within the SIP channel.

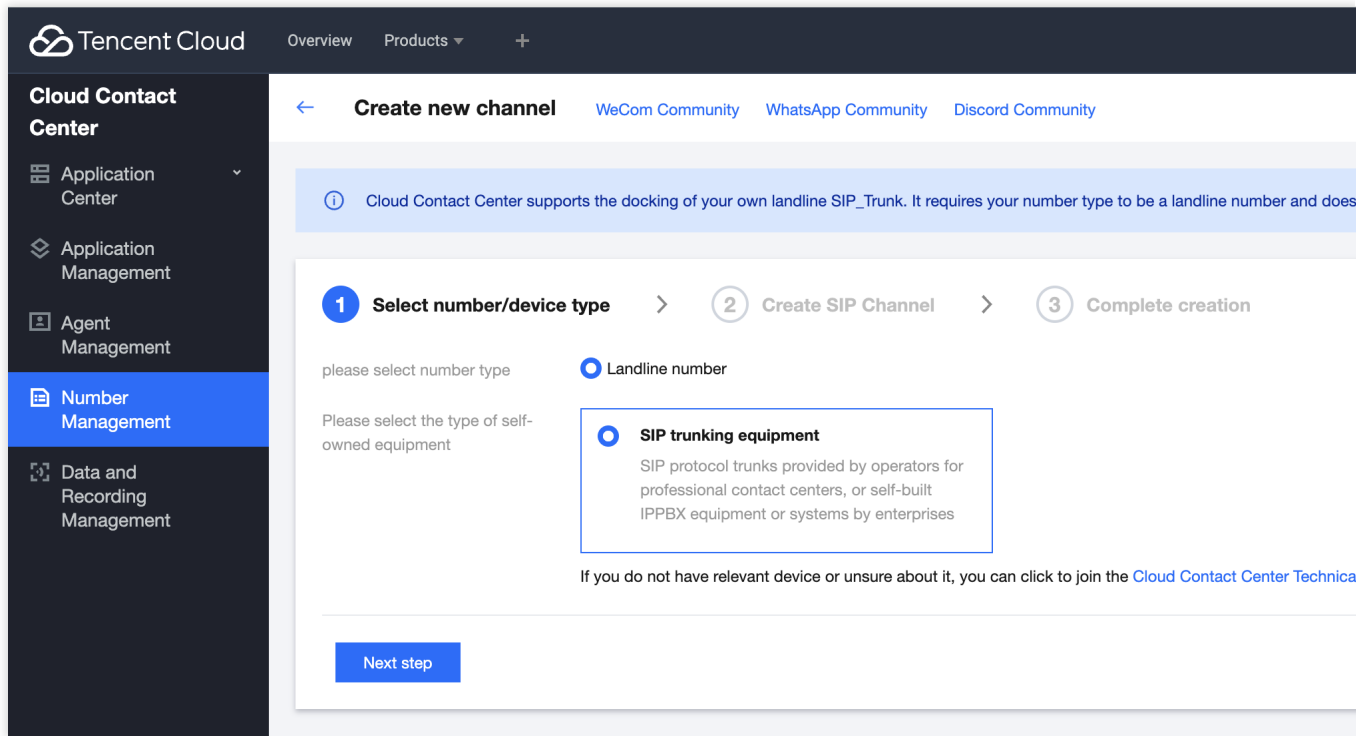## Step 1: Create a SIP Channel and Configure the SIP Device/SIP Trunk

1. Go to the configuration page for your own numbers

Go to Cloud Contact Center Number Management, select Connect with My Own Number, and click **Create SIP Channel**.

2. Select your number type

Currently, **Landline numbers** are supported for integration. Please directly click **Next.**

2. Create a SIP Channel

2.1 First, name your channel

2.2 Choose an access method

Cloud Contact Center provides four connection modes:

Public network SIP trunk docking (Domain Name Integration)

Public network SIP trunk docking (IP Allowlist Integration)

Cloud Contact Center provides a SIP account

The line ISP provides a SIP registration account

Public network SIP trunk docking (Domain Name Integration)

Public network SIP trunk docking (IP Interconnection)

The line ISP provides a SIP registration account

Cloud Contact Center provides a SIP account

This method is suitable for when you purchase a number from ISPs like Twilio, Vonage, etc., and fill in the ISP-provided address into the Cloud Contact Center platform.

I. Outbound call configuration

1. Domain name and port

Domain name: Cloud Contact Center overseas data centers are independently deployed in Singapore. You can refer to the ISP documentation to select nodes near Singapore.

Port: Typically defaults to 5060.

2. Account authentication

In the **Authentication information** field, enter the ISP's authentication information.

Account: Please refer to the ISP platform.

Password: Please refer to the ISP platform.

II. Outbound call configuration

After completing the entry, please click **Create.**

This method is suitable for docking with the enterprise line ISP **through the SIP trunk of the Internet**.

1. Fill in the SIP address

Fill in the public IP address for your SIP device or ISP's SIP trunk to receive SIP signaling. (The default port for SIP UDP is 5060. Confirm whether the IP address you filled in is a SIP address.)

You can find the SIP gateway IP address and SIP UDP port in the background of your gateway, for example:
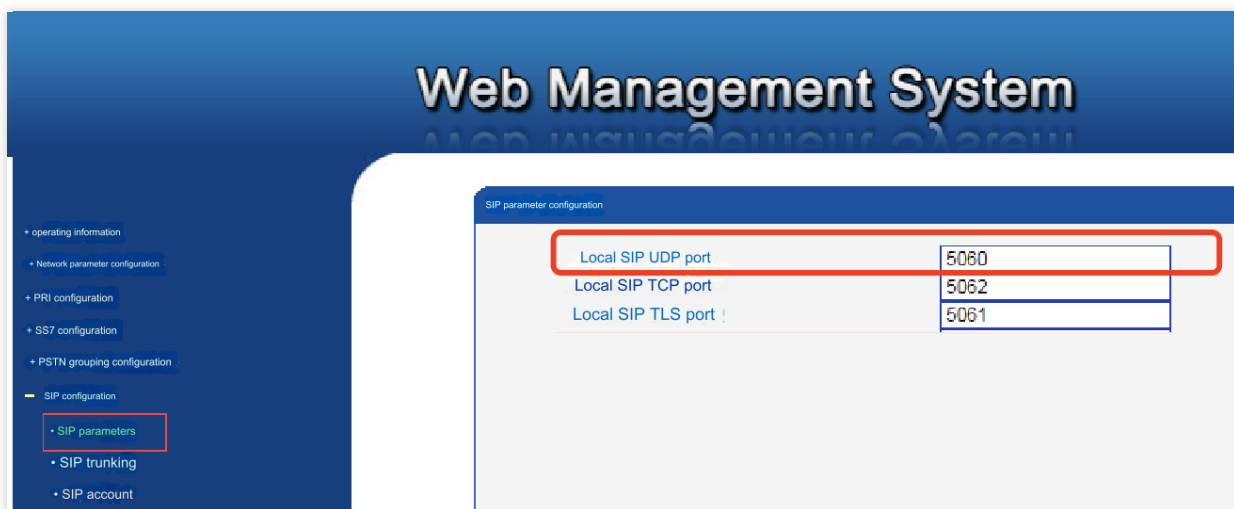
2. Authorize Tencent Cloud to access the IP

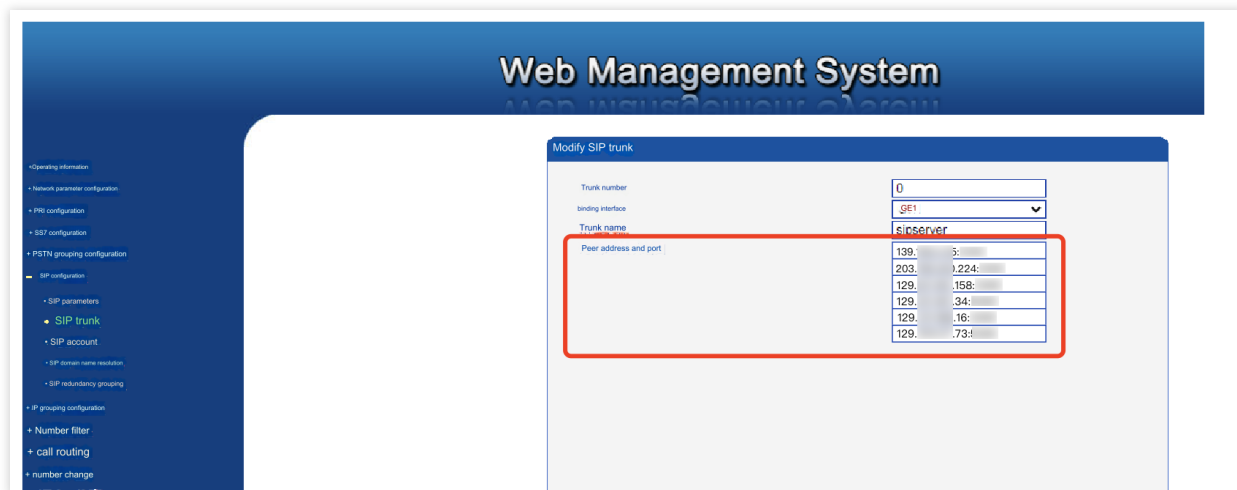Add the following addresses to the allowlist of the SIP device/SIP trunk to authorize Tencent Cloud to access your SIP device or ISP's SIP trunk.

Copy the above addresses and add them to the allowlist, for example:

3. Configure the Tencent Cloud SIP address for your SIP device or ISP's SIP trunk to send signaling to Tencent Cloud's address.

This method is fit for enterprise lines **ISP provided** SIP registration accounts. The cloud call center registers with the line ISP through SIP accounts and configures the SIP account information provided by the ISP into the gateway.

This method is applicable when an **enterprise-owned** gateway device or IPPBX is connected to Cloud Contact Center.

Click **Create Channel** and configure the gateway information of the channel into your gateway.

1. The following figure shows the SIP account information of the channel created by Tencent Cloud.

2. Configure your gateway.

2.1 Configure the SIP server

2.2 Configure the port O.

Note: If you dial within the "delay time", the "dial number" will not take effect.

2.3 Add the call and routing policies.

Step 2: Add numbers

1. When the SIP channel is successfully created, please click **Add Number** under your channel.
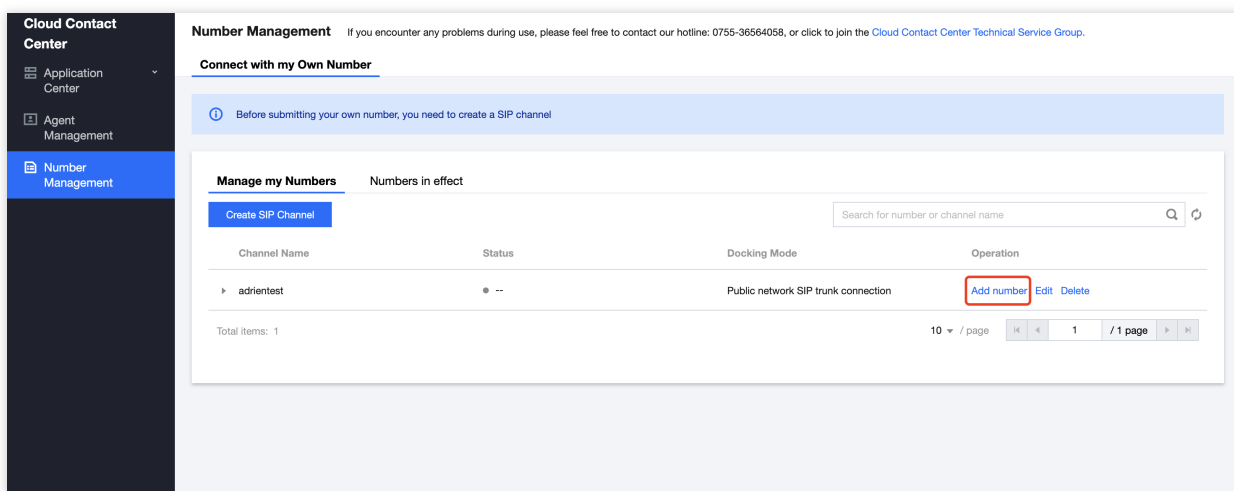
2. Add numbers.

Select the application of using your own number, configure prefix for sending numbers, and add your number (please enter the number with area code in the number details).

Note:

International numbers typically use the +E.164 format, i.e., [+][country code][number] (e.g., +86123456789). Some ISPs use E.164 (i.e., without the plus sign). It is recommended that you confirm the sending number format with the ISP when filling out the information

Edit number   ×

Select application *   [Please select an application   ⌄]

Prefix *   ○ Yes   ● No

Outbound prefix: When dialing outbound, Cloud Contact Center sends a fixed prefix number before the called number. It is usually explicitly required by the operator, otherwise no configuration is needed. (Please do not fill in the country code and area code of the caller number) Example: When the prefix 99 is configured, dial 139XXXXXXXX, the final number sent by Cloud Contact Center is 99139XXXXXXXX.

Number *

Number Format ⓘ	Number details	Maximum Concurrency	Calling Type	Operation
[{+E.164} ⌄]	[e.g.: +6012345678]	[−] 0 [+]	[Inbound & Outbc ⌄]	

Add

1. International numbers usually use the + e.164 format, which is [+][country code][number], e.g., +6012345678. Please confirm the sending format with your carrier.
2. The maximum number of concurrent calls and call type fields are optional, default is 0 (unlimited) and incoming & outgoing calls

[Submit for review]   [Cancel]

Click **Submit for Review**. After approval, you can manage numbers under the numbers that have taken effect.

First Login to Management Panel

Last updated：2024-11-08 15:03:40

Note:
Prerequisite: Complete Create a Cloud Contact Center application, log in to Cloud Contact Center Console.
Cloud Console: uses CAM, where you can use Console Account to login for application resource management:
Create application, SIP Truck Connection, Package Subscription, Recording Storage and Data Push
Management Panel: is for administrators and managers to monitor call records, view agent performance
dashboards, and configure general settings for calls, IVRs, and agent accounts.
Agent Workstation: is for agents to make and receive calls.

Log in using the default account.

You can log into Management Panel using the default admin account after creating the application.
In Phone Inbound and Outbound Call, click the "Go to Cloud Contact Center Management Panel" button. You can log
in with the default account without entering password, or you can find the admin password in Message Center.

Number	Status
	No self-owned numbers have been accessed yet, access now

Total items: 0   5 ▾ / page |◀ ◀ 1 / 1 page ▶ ▶|

Collapse ▲

○ **Configure Contact Center** Pending Configuration

Before use, the admini needs to configure the Contact Center.

Administrator name	Account/Email	Operation
Default administrator Default	admin-1500015083	Reset password Delete

Add Administrator

Total items: 1   5 ▾ / page |◀ ◀ 1 / 1 page ▶ ▶|

Contact center login method:
1. **Default admin** uses **to log in. Password is sent to internal Message Center.**
2. **General admins** log in with **Email and Password** , and password is sent to their email account.

[Go to Cloud Contact Center Management Panel ⧉]

Cloud Contact Center

▦ Application Center ▴

Phone inbound call/outbound call

▤ Agent Management

▤ Number Management

Collapse ▲

● **Configure Contact Center** Configured

Before use, the admini needs to configure the Contact Center.

Administrator name

hello

Default administrator Defau

Add Administrator

Total items: 2

Contact center login method:
1. **Default admin** uses **to log in. Password is sent to internal Message Center.**
2. **General admins** log in with **Email and Password** , and password is sent to their email account.

Go to Cloud Contact Center Management Panel ⧉

Collapse ▲

Go to Cloud Contact Center Management Panel   ✕

Please use administrator identity to login

| ● admin
Default administrator | ○ @tencent.com
hello |

[Confirm]   Cancel

Adding Admins

You can create more admin account:

Step 1: Create an admin account

Click **Add Administrator** and fill in the name and login email

Check the admin's email inbox for an email with a random password to log into the Management Panel.

Step 2: Find the email and use the password to log in.

Click the login link in the email navigate to Management Panel

Dear Tencent Cloud Contact Center Users,

Please download the latest version of Google Browser and use the following password to log in to ◼ ▬▬.▬▬... ▪ ▪ ◼˝▝˝ ◼).

Random Password:◼▬▬

Click to login to Tencent Cloud Contact Center

Or copy the link below to login to Tencent Cloud Contact Center

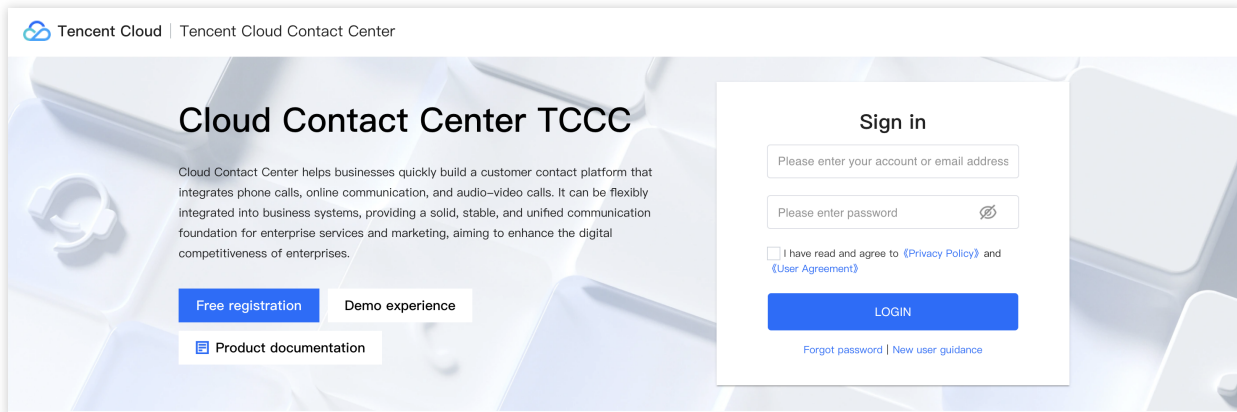https://tccc.qcloud.com/login

This brings

Tencent Cloud Contact Center team

Step 3: Go to the management panel to log in

On the login page, enter the admin email and the random password from the email, then click "Log In."

Agent Onboarding Guide

Step 1: The administrator creates an agent account on the management panel

Admin log intoManagement Panel to create agent account.

Step 2: Find the email and use the password to log in.

Click the login link in the email navigate to Management Panel

Step 3: Go to the management panel to log in

On the login page, enter the admin email and the random password from the email, then click "Log In."
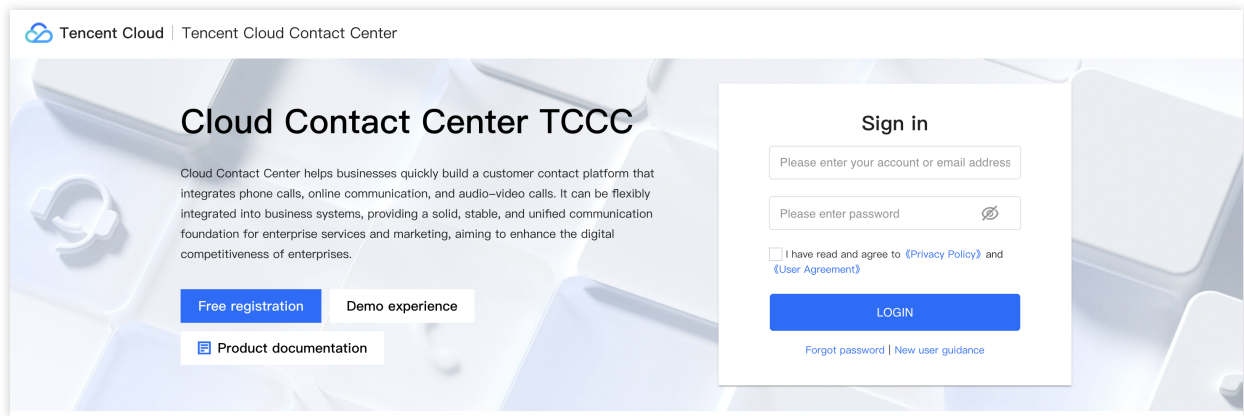
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Choosing an Appropriate Solution

Last updated：2024-11-08 15:03:40

Overview

Both options enable you to embark on your journey with our Contact Center service. (Notice: You can only sign in to one account at a time, either on the SDK or the web.)

Option	Explaination	Potential User
Option 1: Out of the Box	Visit Cloud Contact Center Agent Workstation through web browser to enable your agents to make and receive calls with just a few configuration steps in the Management Panel.	Perfect for companies that don't want to develop anything or just need a simple connection with their existing systems.
Option 2: SDK Integration	Easily integrate our operation panel and call toolbar into your system or CRM (e.g., Salesforce) to enhance interaction and boost agent productivity, better catering to your business needs	Perfect for enterprises with development team and want to closely interact with their system.

Please select your preferred way

Examples

Out of the Box: No additional development needed. Here's an example of the Agent Workstation Interface

SDK Integration example:
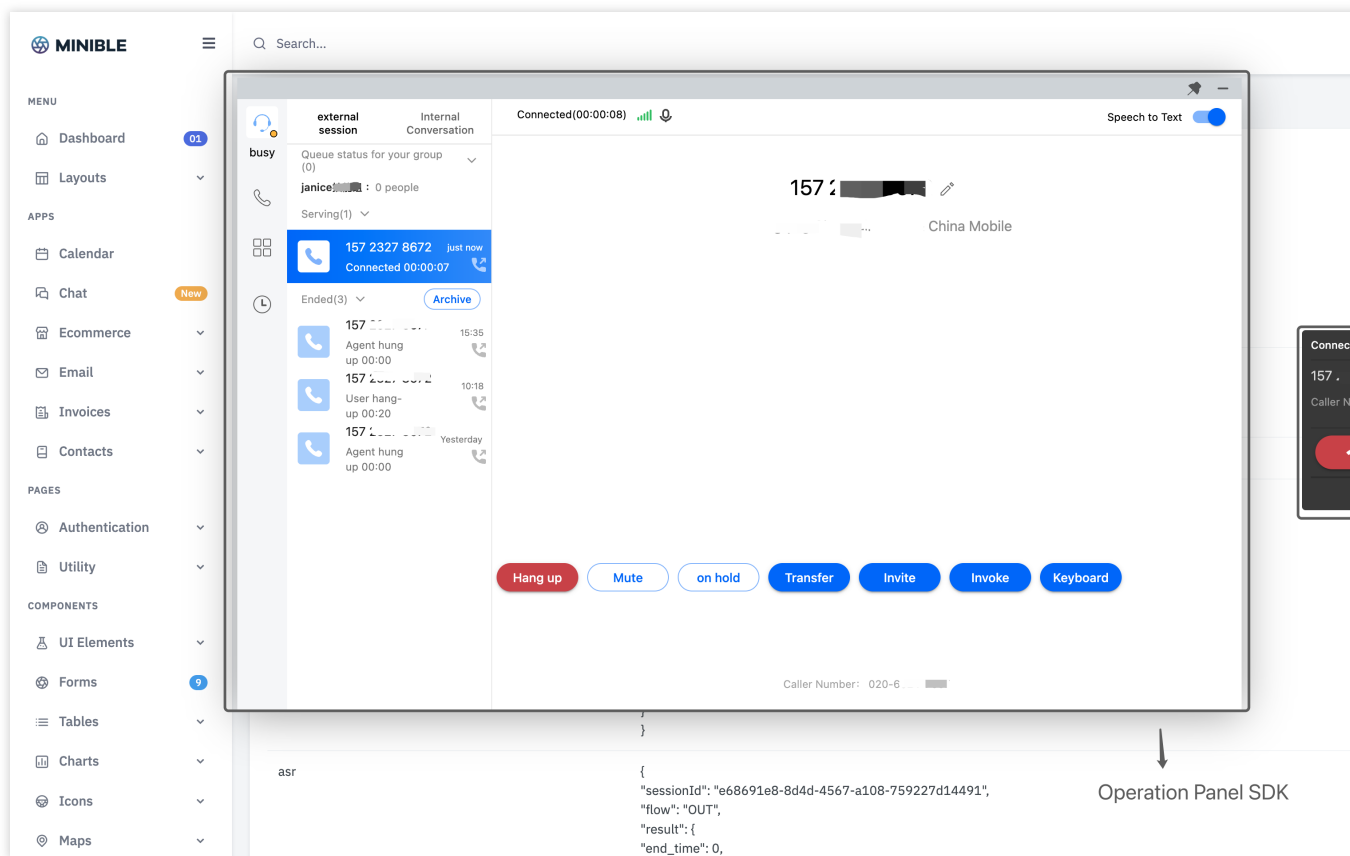
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Solution 1: Ready to Use Without Development

Last updated：2024-11-08 15:03:40

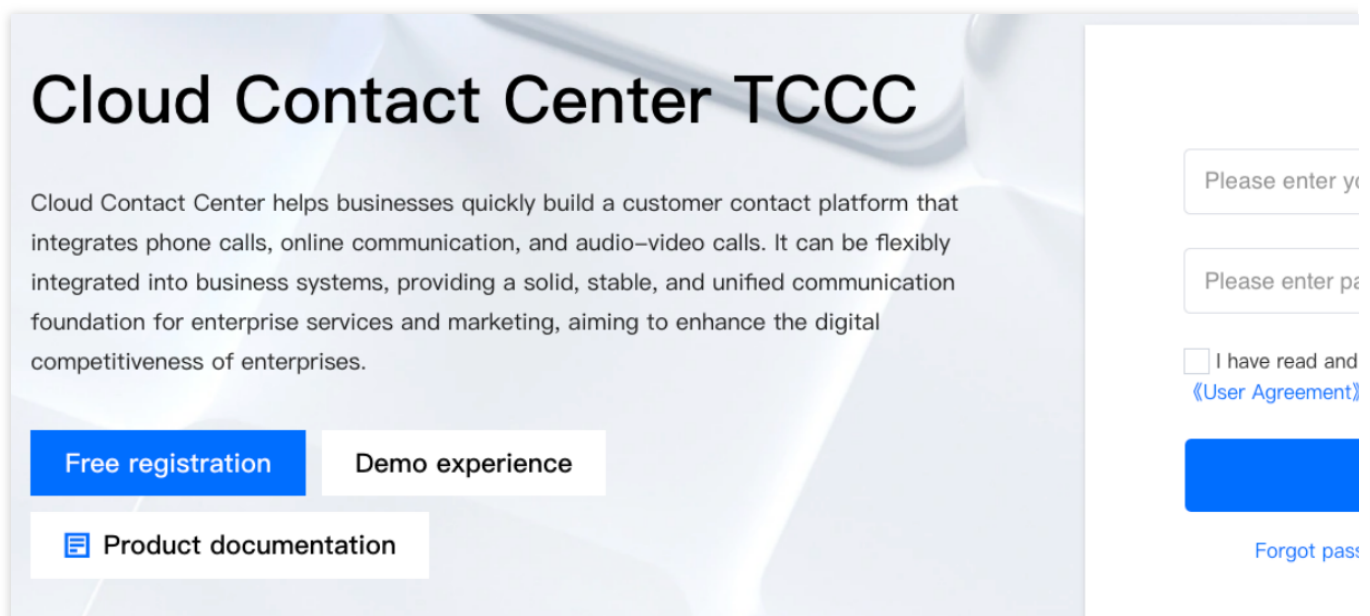Cloud Contact Center provides an agent workstation that can be used directly without any development.

Prerequisite

Follow the steps before you get started

1. Creating Cloud Contact Center application

2. Get login password

Agent Workstation Log In

Step 1: Go to Cloud Contact Center agent workstation, enter password (see Get Login Account Password).

Step 2: Choose your application
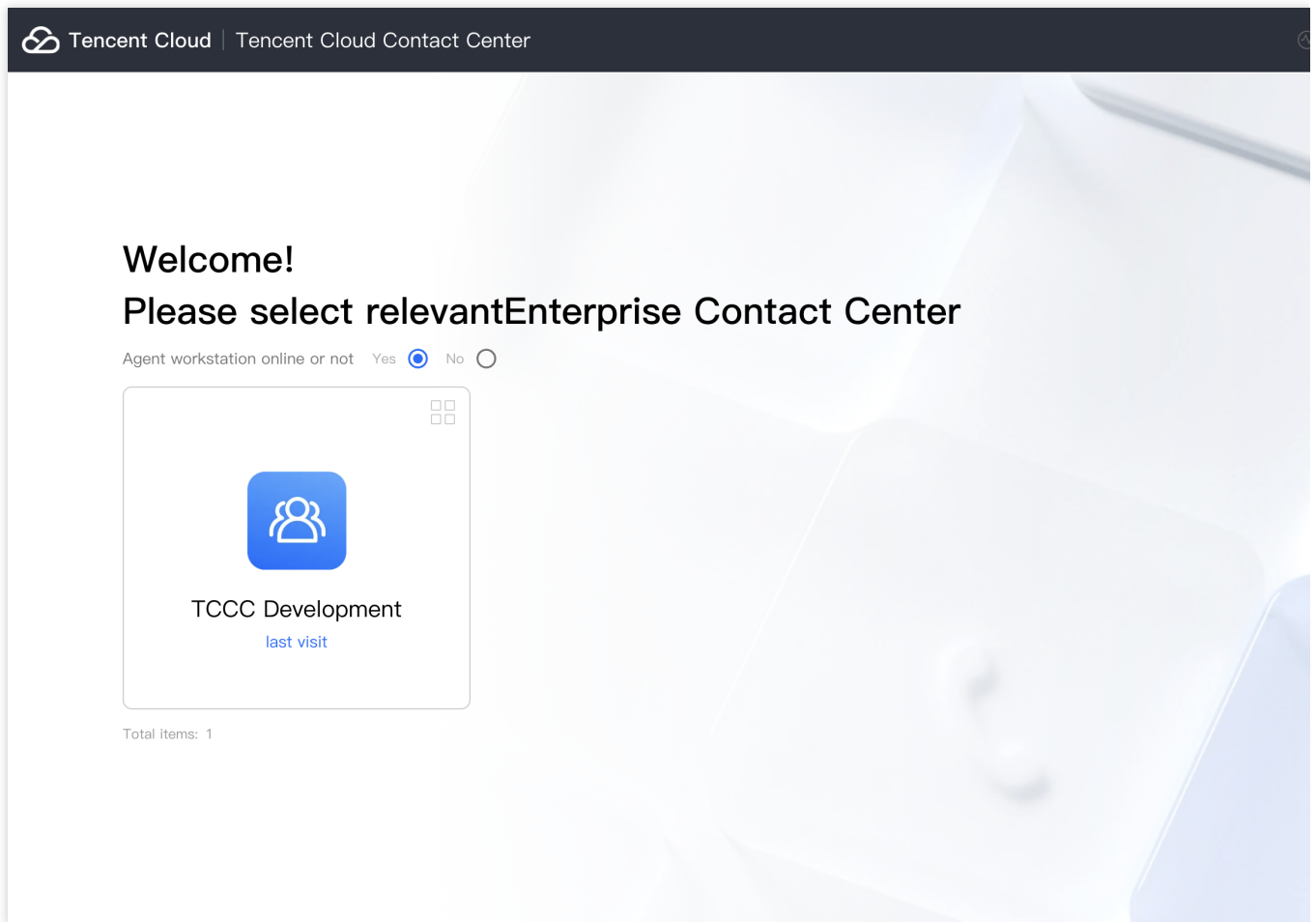
Admins need to configure the Inbound and Outbound settings.

Quick configuration for outbound calls

Quick configuration for inbound calls

Agent Workstation Demo

Agents can perform call operations on the left side, while you can embed the enterprise system on the right side.

Tencent Cloud

Outbound Call | Workstation Service Records Management Panel CRM

● Busy   BUSY

EXTERNAL SESSION   INTERNAL CONVERSATION

queue status for your group (0) ⌄

adrienlei：0 people

Serving(0) ⌄
No Serving Records

Ended(1) ⌄ ALL COMPLETED

157 **** 8672   just now
Agent hung up 01:04

CUSTOMER INFO

No message

No active conve

In-Call Demo
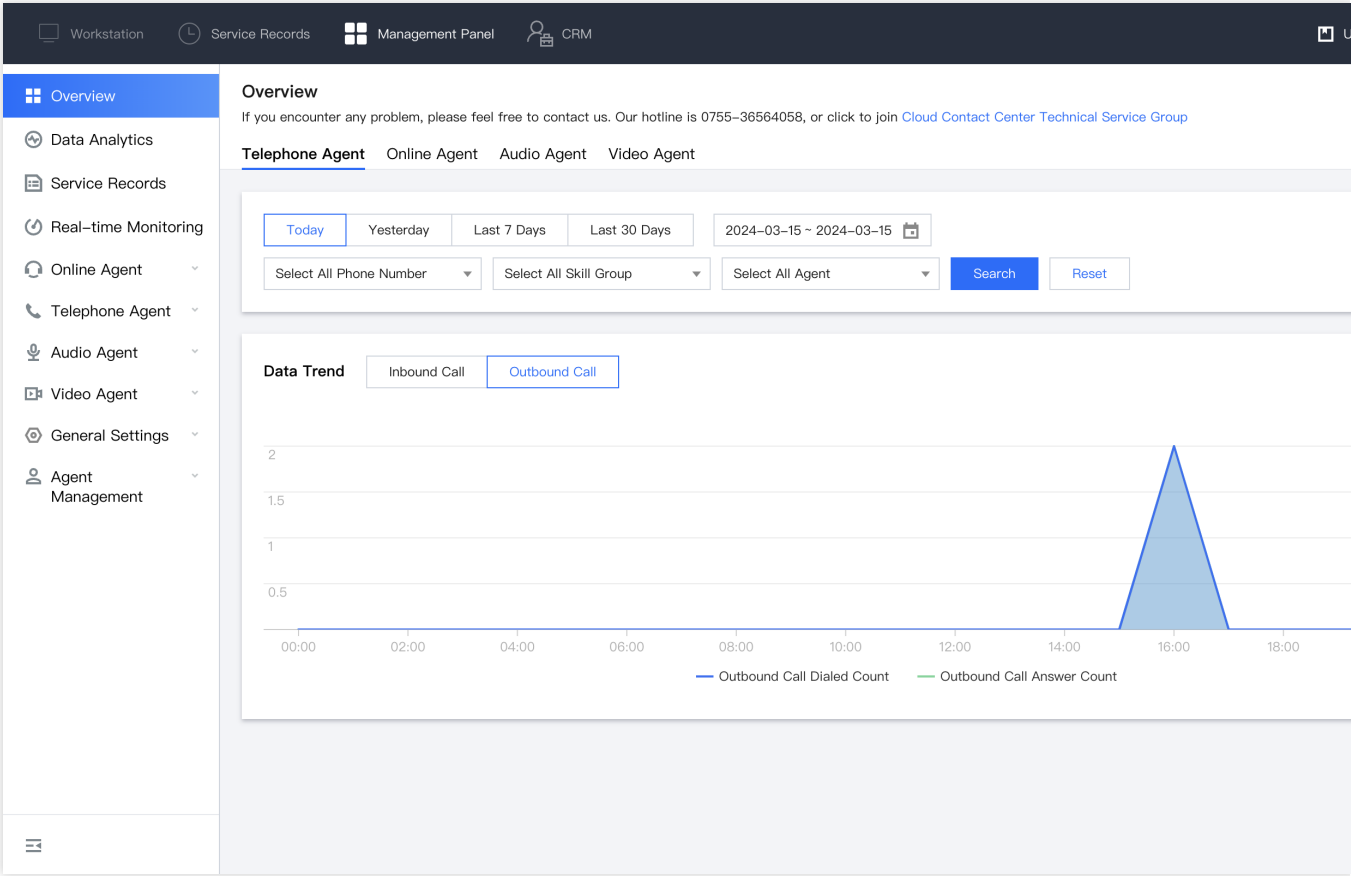
Management Panel

Service Record and Recording

Workstation   Service Records   Management Panel   CRM

- Overview
- Data Analytics
- **Service Records**
- Real-time Monitoring
- Online Agent
- Telephone Agent
- Audio Agent
- Video Agent
- General Settings
- Agent Management

Service Records

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

Telephone Agent   Online Agent   Audio Agent   Video Agent   Internal Call

Start and end time	2024-03-14 ~ 2024-03-15	Caller number		Contact number	
Agent Name		Agent ID		Call type	All types
Skill Group	Please select	Remark		Call status	Please select
Hang Up by	Please select	Agent Operation Side	Please select		

Search   Export   Export recordings

⚠ Please note: the information displayed here represents call records, call duration not correspond to the billed call duration. For reviewing or exporting billing details, kindly re documentation: View Bill 🗗

Time	Call type	Agent O...	Caller number	Remark	Contact number	Call status	Call dur... ⬍	Agent N...
2024-03-15 16:52:48	Outboun...	Computer	008602155044000 Self-owned number	–	008615723278672	正常通话	00:01:03	janicesq...
2024-03-15 16:51:05	Outboun...	Computer	008602155044000 Self-owned number	–	008615723278672	正常通话	00:00:39	janicesq...
			008602066247698					

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Solution 2: SDK Integration

Last updated：2024-11-08 15:03:40

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

Integration Showcase

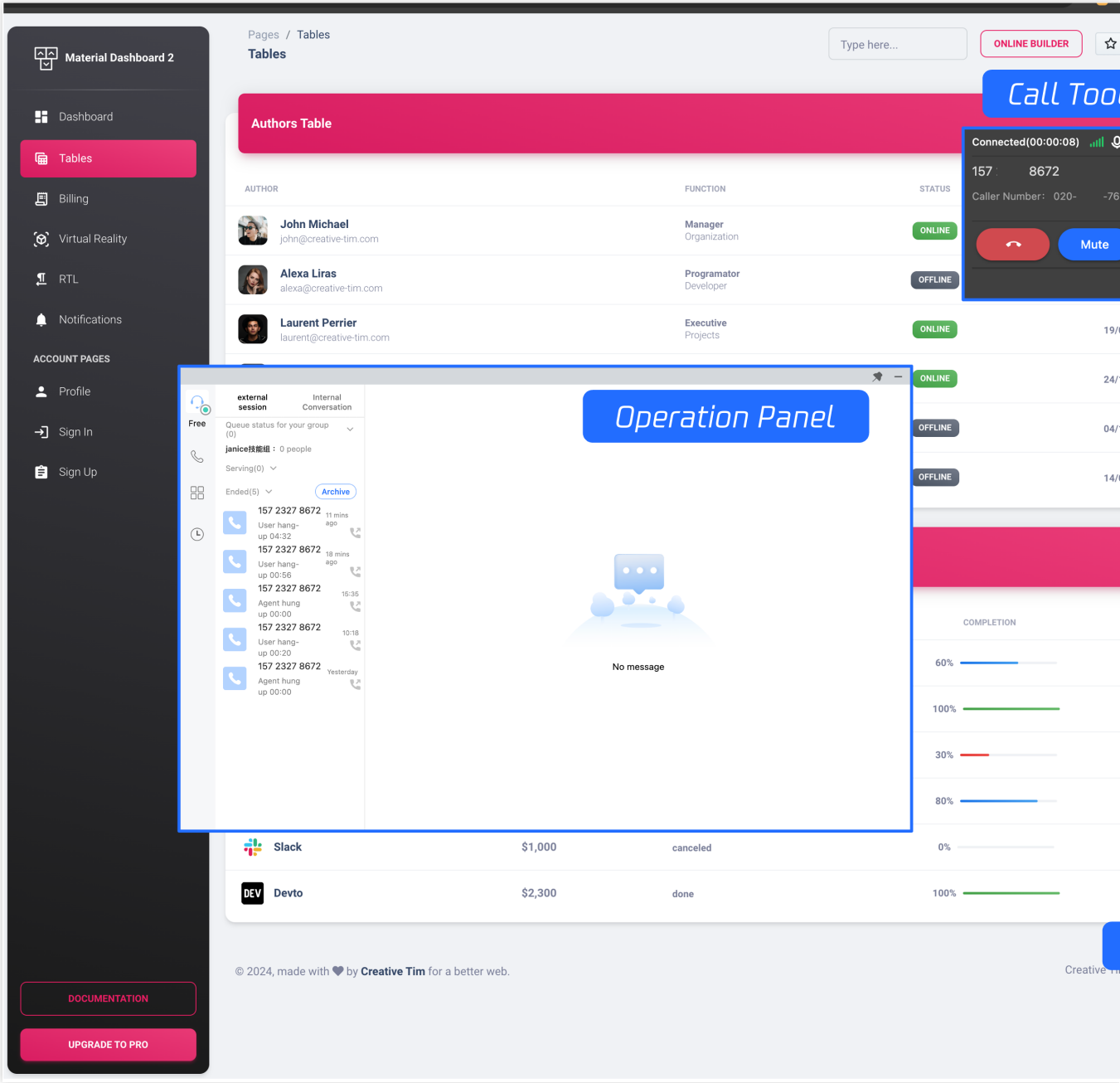### SDK Integration - Unified Communication Agent Workstation

SDK Integration - Inbound/Outbound Calls

Integration Guidance

You can follow these steps for integrated development:

Step	Operation
1	Creating Cloud Contact Center application
2	Inbound / Outbound Configuration Guide Outbound Call Quick Set Up

	Inbound Call Quick Set Up
3	Refer to Agent SDK Integration Guidance to insert Toolbar SDKs into your system
4	Omni SDKs support different terminals including IOS, Android, Uniapp, Web SDK, please refer to the link for more Omni SDK for Inbound and Outbound

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Configuration and Use
Quick Configuration for Outbound Calls

Last updated：2024-11-08 15:03:40

Prerequisite

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

1. Create Cloud Contact Center application

2. Add Agent Accounts.

3. SIP Trucking: Bring Your Own Carrier.

Note:

Google Chrome is recommended for a better experience.

Completed the above steps, you can start setting up Call Configurations

1. Create Group based on Agent different skills

2. Assign phone number to Skill Groups

Steps:

1: Cloud Contact Center Agent Workstation

Sign in Cloud Contact Center agent workstation.

2: Skill Group Set Up

In **Management Panel** -**Telephone Agent**-**Skill Group Management**

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

3: Assign number to Skill Groups

Note:

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

Management Panel- **Telephone Agent**-**Number Management.**

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

4: Authorize Browser Microphone

Check whether your Microphone is turned on or not.

step 1: click the setting icon on the left side of search bar

step 2: make sure you have microphone, camera and notifications turned on, else, go to the 'site settings' to turn it on
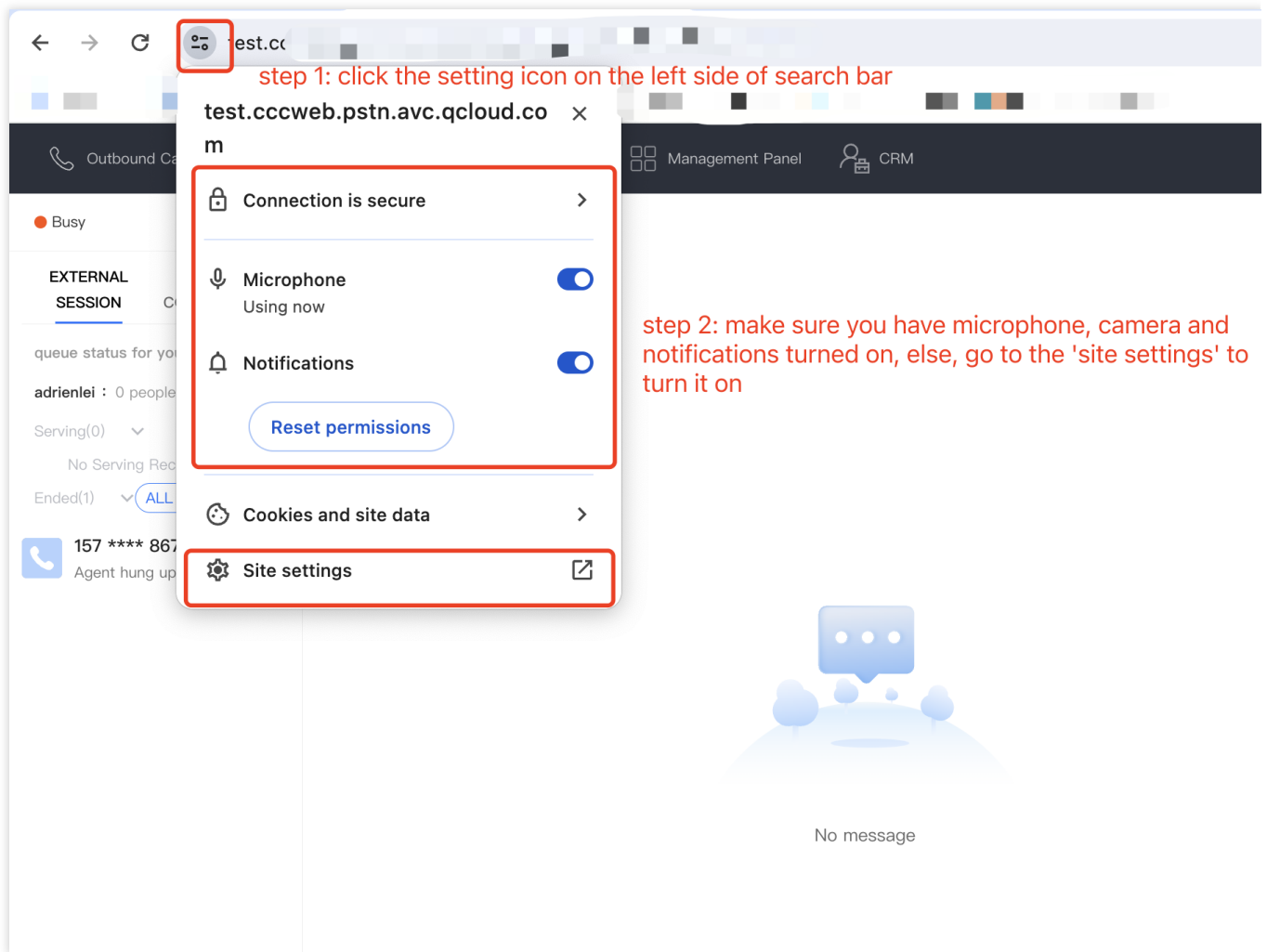
5: Ready to Call

Input your Callee Number, let's try it!
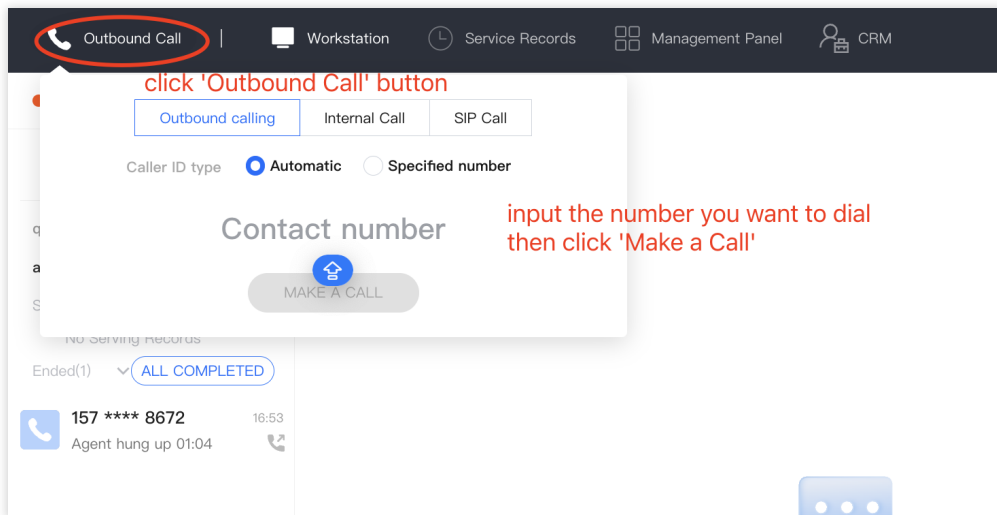
Advanced Feature During a Call

Features:

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

[On Hold and Mute](#)

[Self Service - IVR](#)

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

More Ways to Make Outbound Calls

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

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

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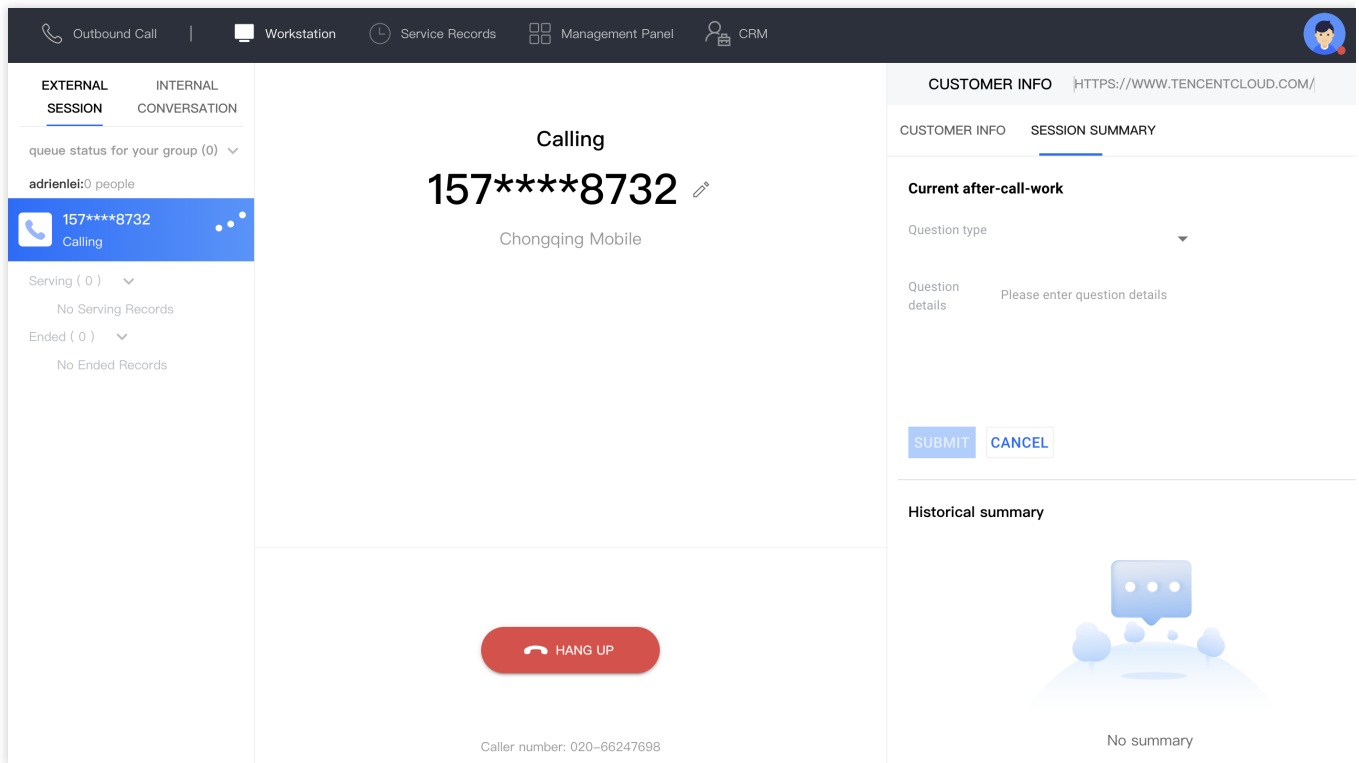
API Dual Call: We also provide an HTTP method to use the outbound call API. In the scenario where SDK is not loaded in the frontend, you can trigger this API to make an outbound call from the backend. Currently, only mobile callbacks are supported (first connect to agent's mobile), and it has been confirmed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

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

FYI

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

feature to download the service records to the local storage.

Recording Storage and Access: Cloud Contact Center provides full dual-track call recordings, stored for free for 3 months by default. Enterprises can transfer the recordings to Tencent Cloud COS for cloud storage. You can also use the interface to pull the recordings to the local storage or use the push feature to download the recordings to the local storage.

Customer Service Evaluation: Cloud Contact Center supports the satisfaction evaluation feature, that is, after a call is hung up or during the call, the system automatically plays a satisfaction evaluation prompt to the user side, and users can give a rating by pressing a key.

Quick Configuration for Phone Incoming Calls

Last updated：2024-11-11 14:29:46

Prerequisite

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

1. Create Cloud Contact Center application

2. Add Agent Accounts

3. Bring you Own Carrier via SIP Trunk

Google Chrome is recommended for a better experience.

Step 1: Agent Workstation Sign In
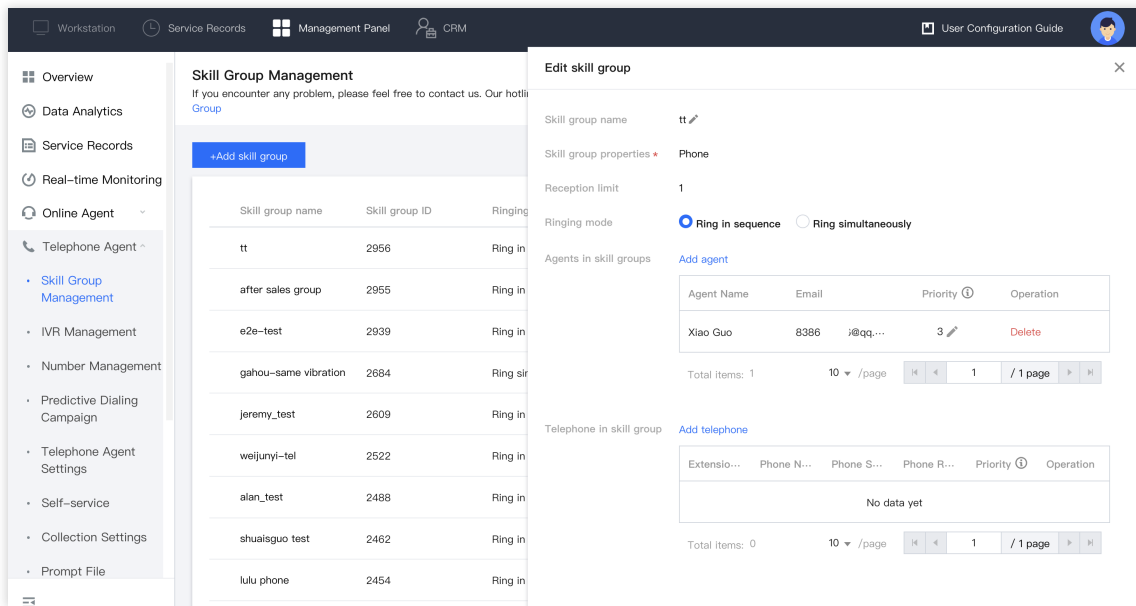
Sign in Cloud Contact Center agent workstation.

Step 2: Skill Group Set Up

Management Panel > Telephone Agent > Skill Group Management

Click **Edit** to manage agent account

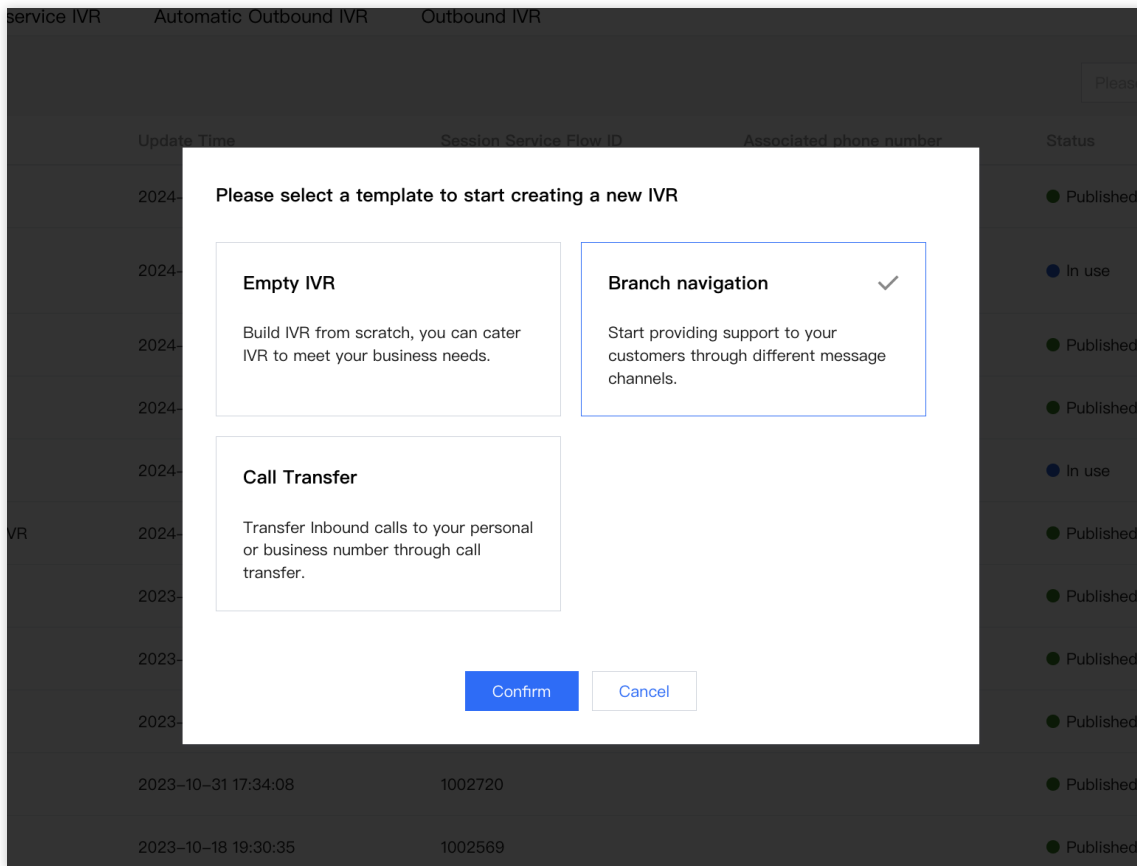# Step 3: Create your Inbound IVR

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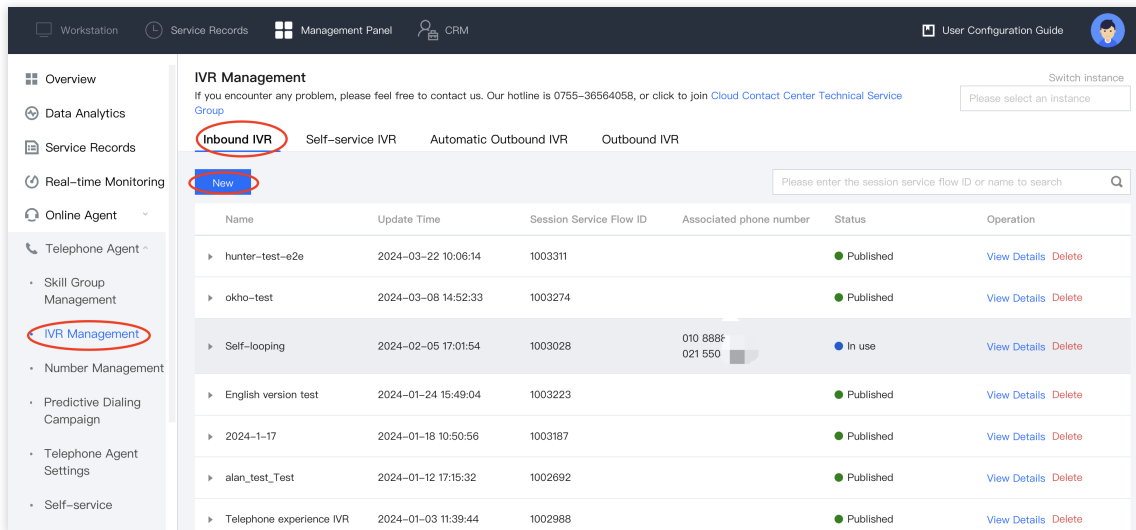

Click Create Button > Branch Navigation This template allows you to swiftly establish a workflow, while you can customize it to suit your business needs.

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

Note: If returns error message, please check 1. Transfer Agent Node is filled with Skill Group info, 2. Link all nodes with lines, 3. IVR name is unique
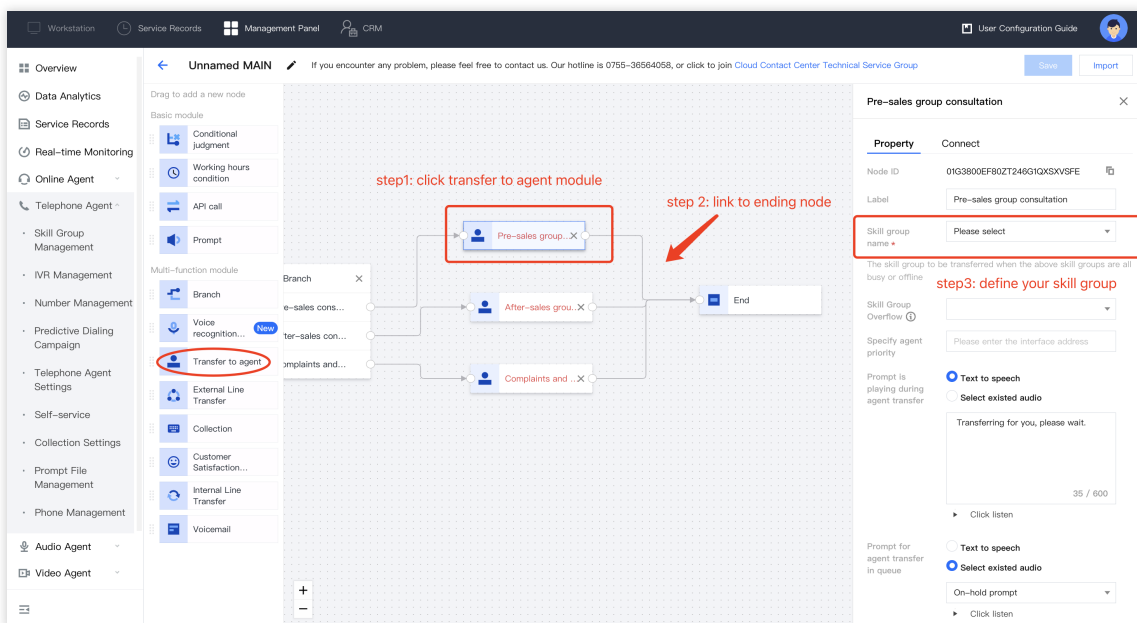
Step 4: Assign a Phone Number to IVR

Telephone Agent > **Number Management**, click **Edit** to manage number detail.
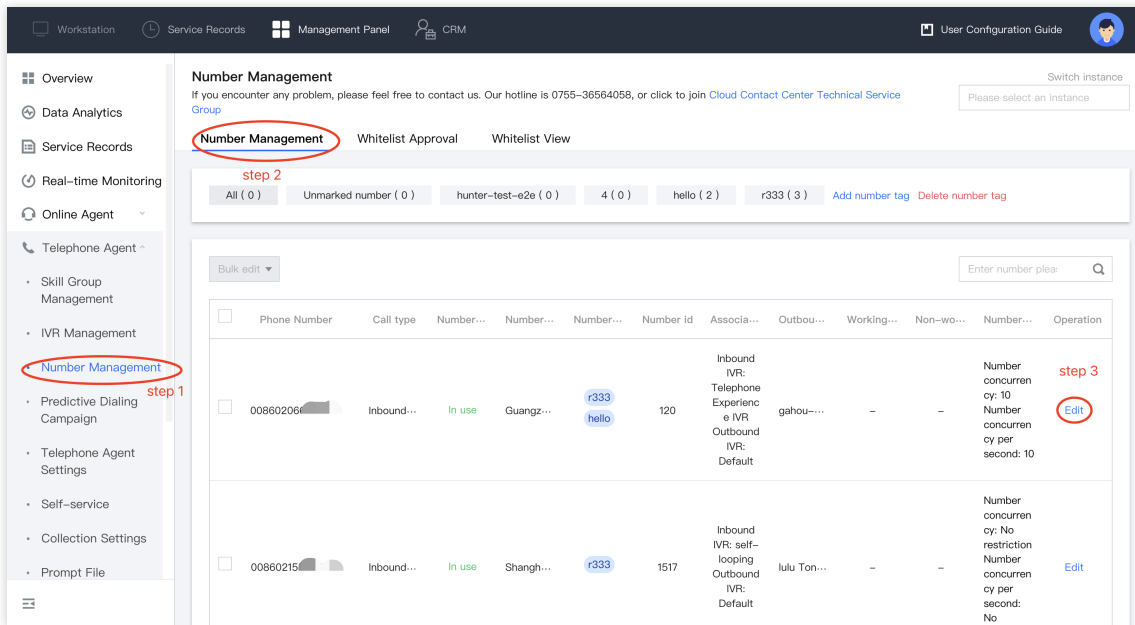
Inbound Settings > choose an IVR, click save. Effective in 1 minute.

Step 5: Mic Authorization Check

Check your browser if microphone is turned on
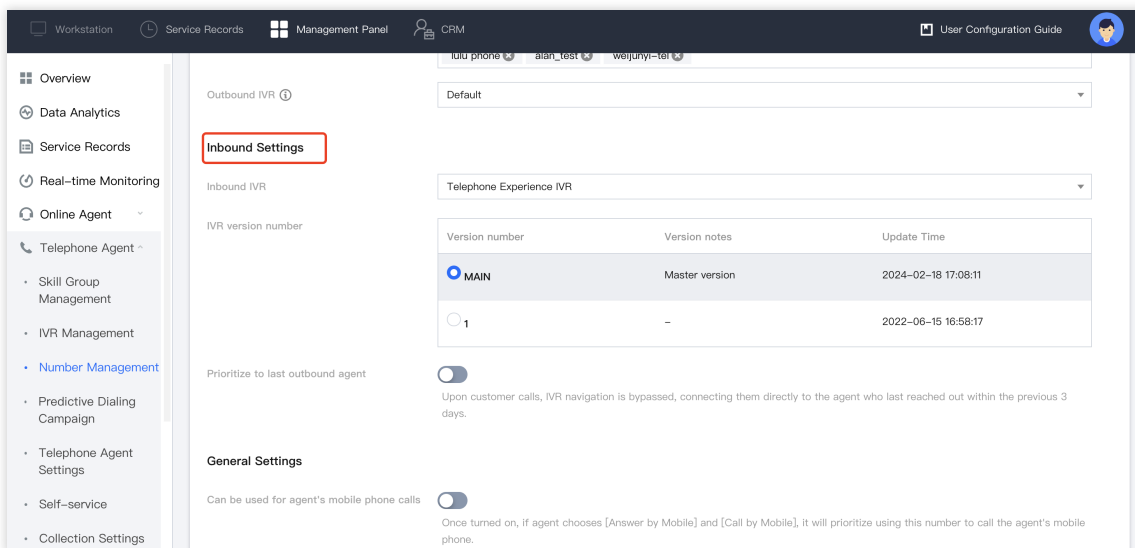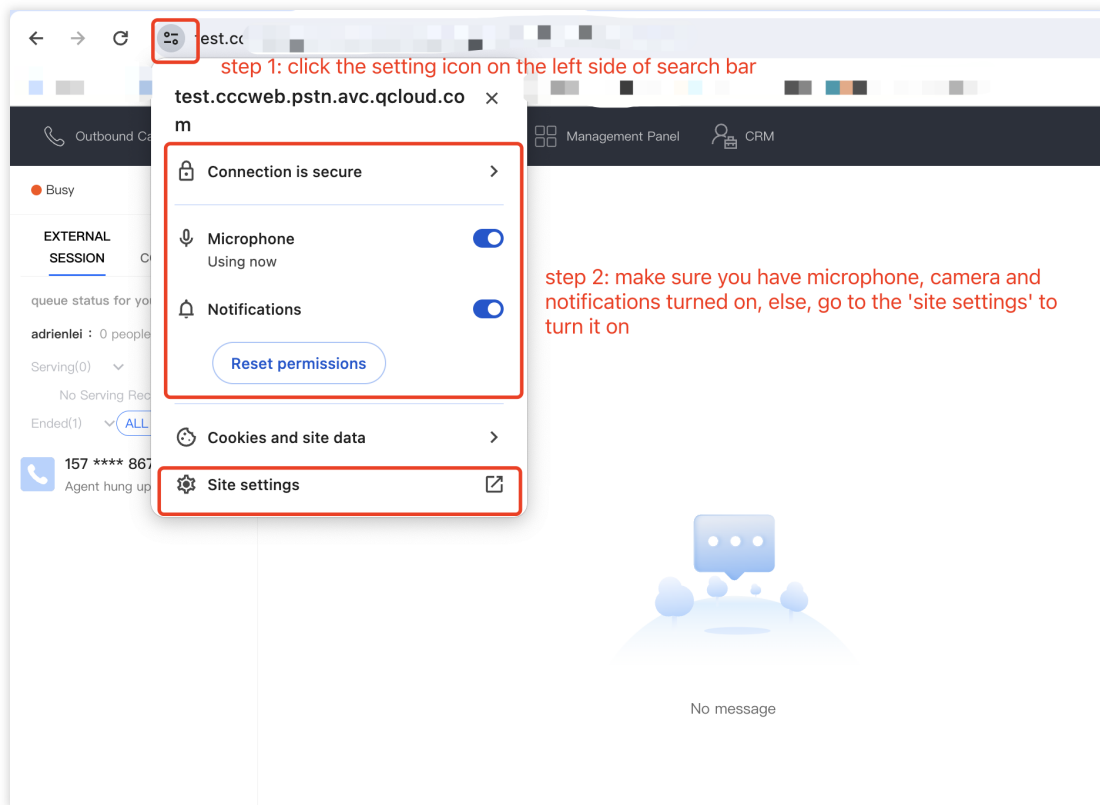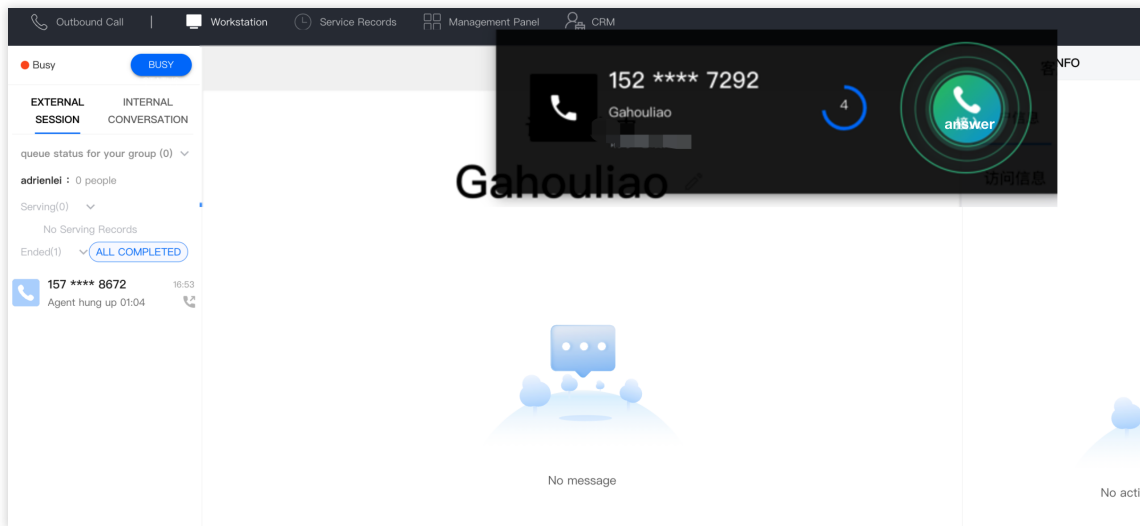

Step 6: Ready to receive calls

Note:

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

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

Note:

 If agents have not received call notification, go Management Panel > Service Records > View Details to check.
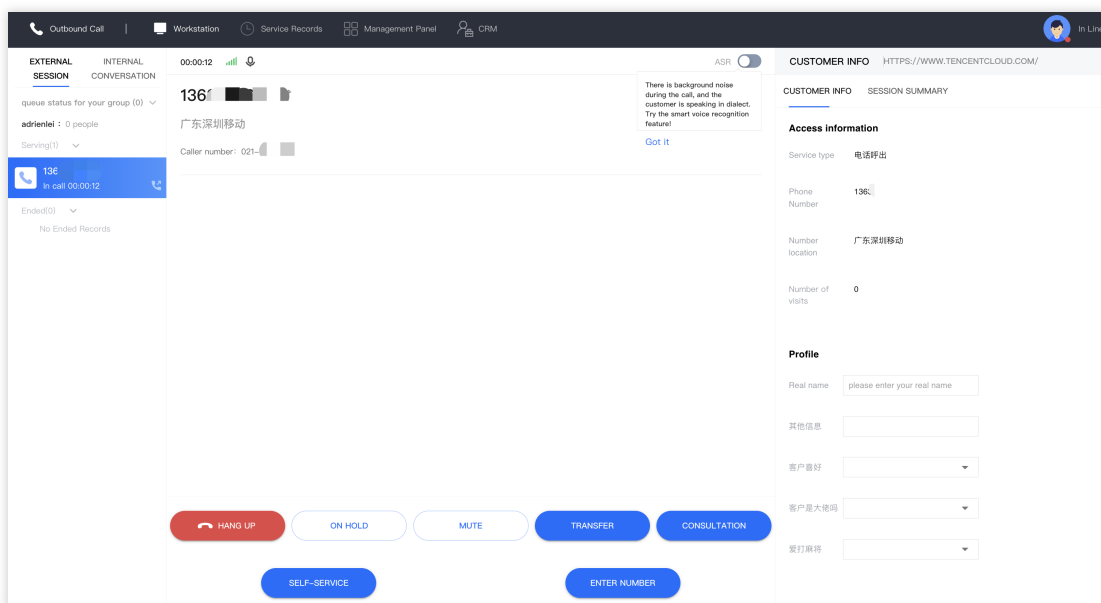
Advanced Features During a Call

Advanced features like

Call Transfer to Skill Group/Agent

Call Hold and Mute

User Self-Service

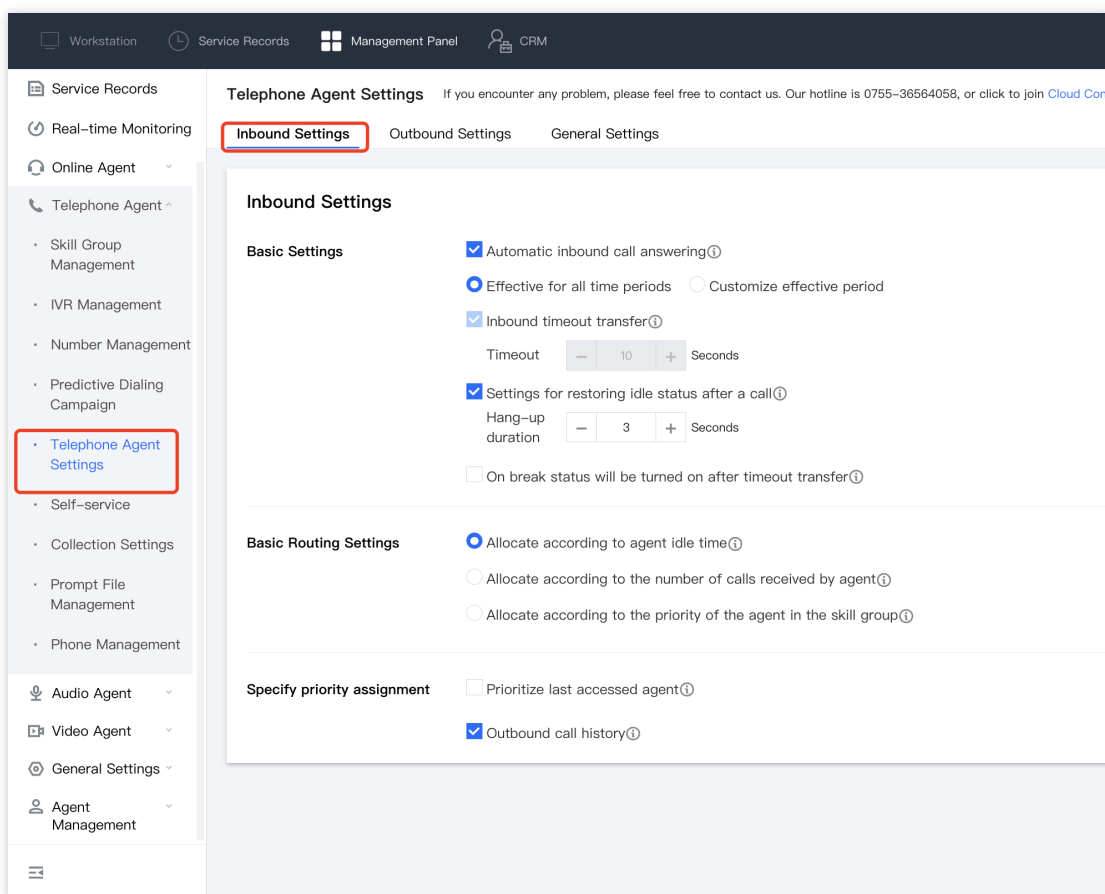For more features, please refer to Call feature overview.

Multi-device Support

SIP Phone Answering: connect your sip phone on Cloud

Routing and ACD Strategy

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

Introduction to Features After Call Ends

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

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

download them using the push feature.

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