

Cloud Contact Center

Getting Started

Product Documentation



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Contents

Getting Started

- Creating and Trying Out a Cloud Contact Center Application

- SIP_Trunk Connection with Own Landline

- First Login to Management Panel

- Choosing an Appropriate Solution

- Solution 1: Ready to Use Without Development

- Solution 2: SDK Integration

Configuration and Use

- Quick Configuration for Outbound Calls

- Quick Configuration for Phone Incoming Calls

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:

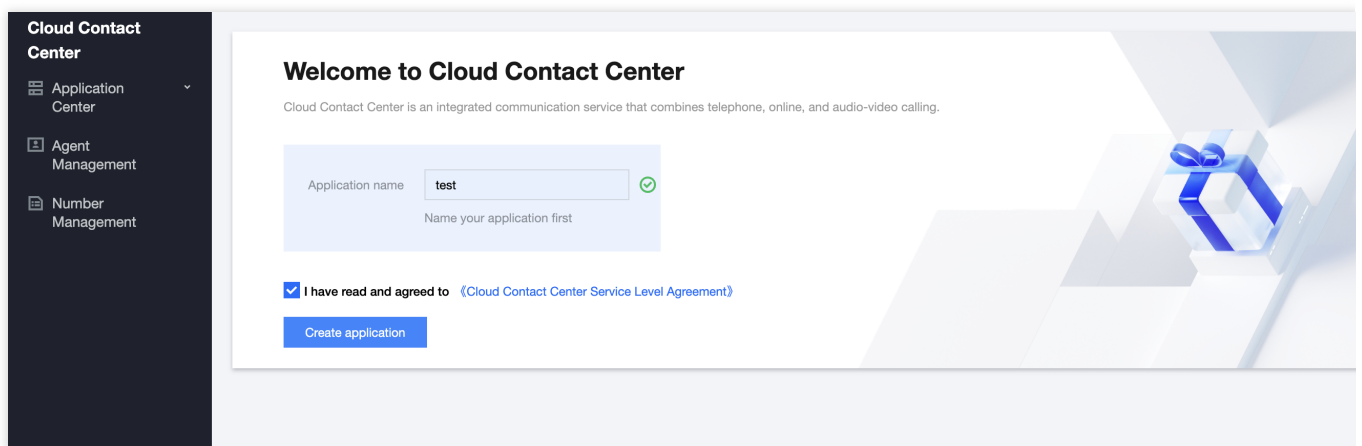
Create application, SIP Trunk Connection, Package Subscription, Recording Storage and Data Push

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.**

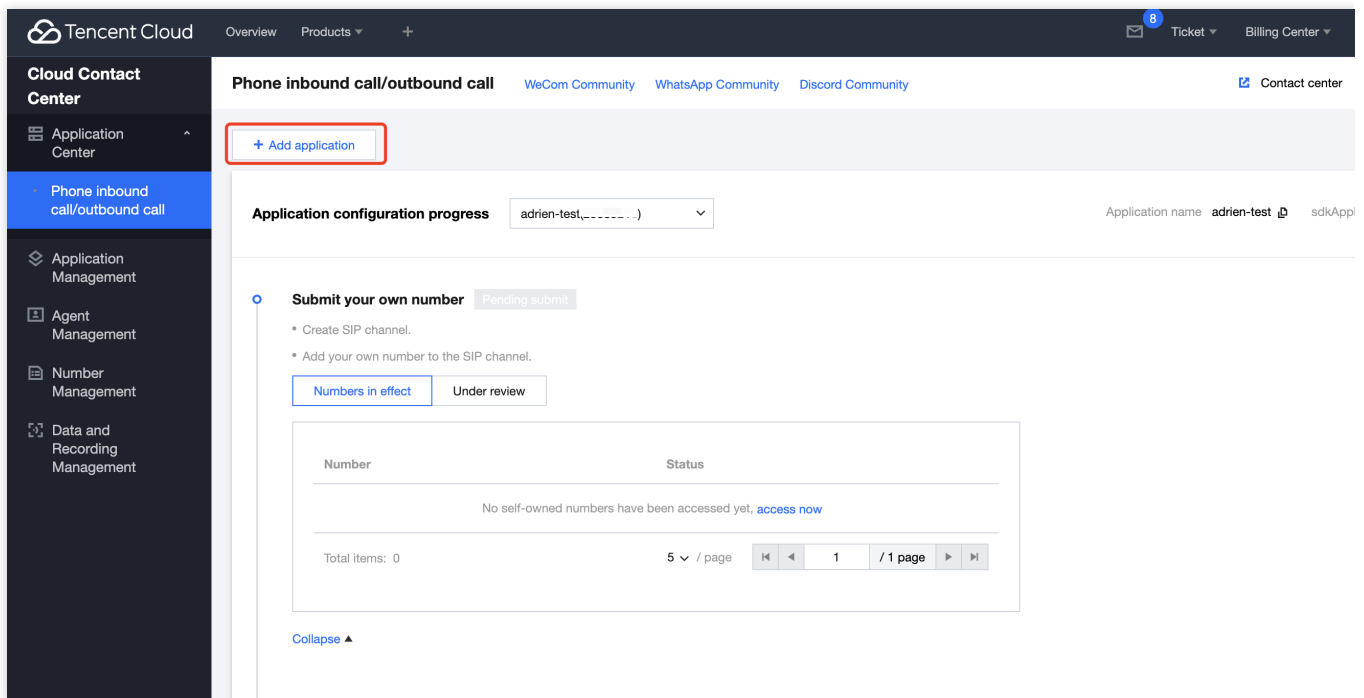


3. The gift includes 3 standard edition seats. After creating the application and receiving the trial package, you can click **Start configuring the application** to view the newly created application information (such as SDKAppID) and configure features.

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.

The image shows a 'Create Application' dialog box. It has a text input field for 'Application name' with the placeholder text 'Enter your application name'. Below the input field is a checkbox that is checked, followed by the text 'I have read and agreed to' and a link to the 'Cloud Contact Center Service Level Agreement'. At the bottom of the dialog are two buttons: 'Create now' and 'Cancel'.

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.

Join our community

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.

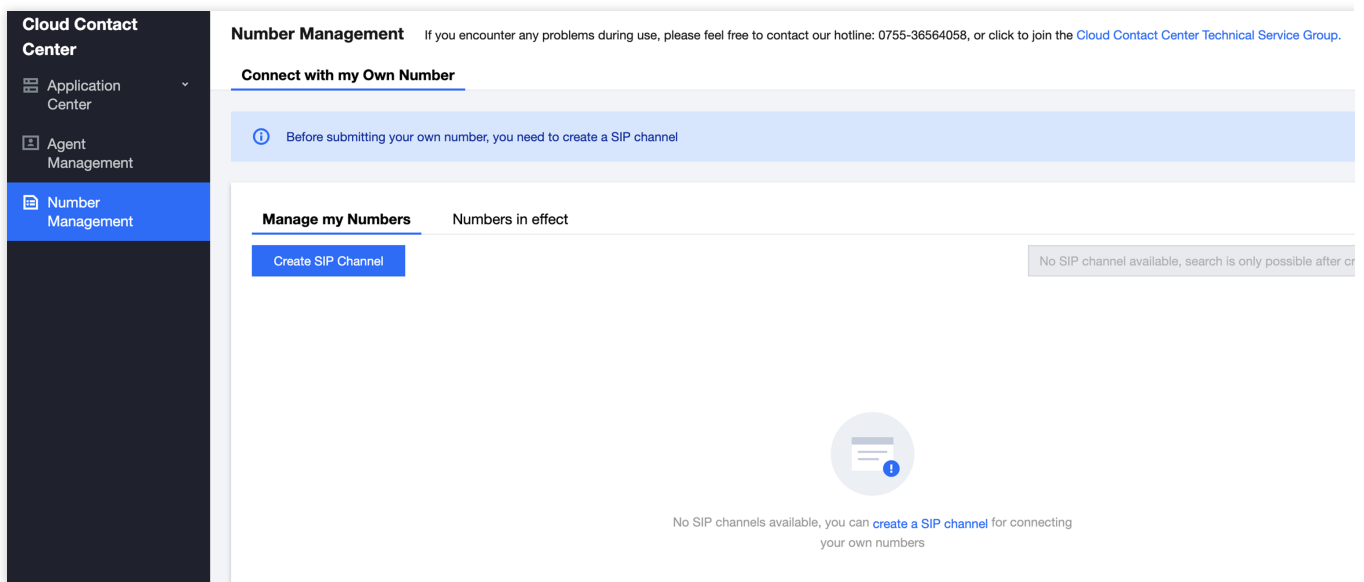
The process includes two steps:

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

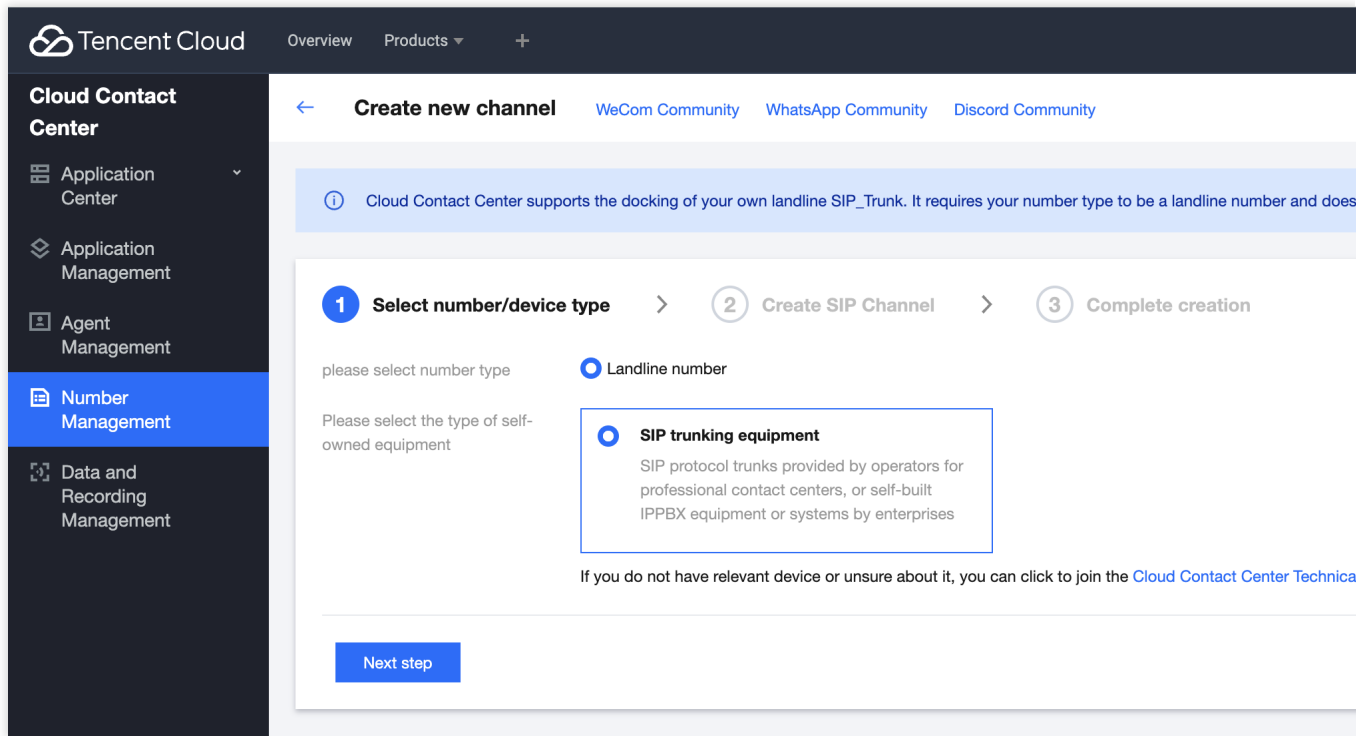
1. Go to the configuration page for your own numbers

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.

Tencent Cloud

Overview Products +

Ticket Billing Center English

Cloud Contact Center

Application Center

Application Management

Agent Management

Number Management

Data and Recording Management

Create new channel WeCom Community WhatsApp Community Discord Community

Cloud Contact Center supports the docking of your own landline SIP_Trunk. It requires your number type to be a landline number and does not support mobile phone access

1 Select number/device type 2 Create SIP Channel 3 Complete creation

Channel Name * Please enter the Channel Name

Please select the docking mode

☒ Public network SIP trunk interconnection (domain name interconnection)
For cloud contact center to dock with enterprise line operators through the Internet SIP trunk

☐ Public network SIP trunk interconnection (IP whitelist interconnection)
For cloud contact center to dock with enterprise line operators through the Internet SIP trunk

☐ Cloud Contact Center provides SIP registration accounts
Suitable for enterprise own gateway devices or IPPBX docking to the Cloud Contact Center

☐ Channel provider offers SIP registration account
For enterprise line provider to provide SIP registration accounts, Cloud Contact Center registers with line operators through SIP accounts.

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.

1 Outbound configuration

The Cloud Contact Center database is deployed in Singapore. You can refer to the operator's documentation to select the nearest node

Trunk provider address * sip: Example {example}.pstn.twilio.co : e.g. 5060

Account *

Password *

II. Outbound call configuration

2 Inbound configuration

You can fill in the TCCC IP port in the origination URI of the operator platform according to the corresponding format
Example: for Twilio, you can fill in sip:ip:port;edge=singapore;transport=udp

4.0.0.0/24

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**.

✓ Select number/device type

2 Create SIP Channel

3 Complete creation

Channel Name *

Please enter the Channel Name

Please select the docking mode

☐ Public network SIP trunk interconnection (domain name interconnection)
For cloud contact center to dock with enterprise line operators through the Internet SIP trunk

☒ Public network SIP trunk interconnection (IP whitelist interconnection)
For cloud contact center to dock with enterprise line operators through the Internet SIP trunk

☐ Cloud Contact registration account
Suitable for enterprise devices or IPPE Contact Center

☐ Channel provider offers SIP registration account
For enterprise line provider to provide SIP registration accounts, Cloud Contact Center registers with line operators through SIP accounts.

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.)

1 Fill in SIP address

Public network address: used for your SIP device or operator SIP trunk to receive signaling (SIP UDP default port is 5060, please confirm). If there are device IPs used for sending signaling but not receiving signaling, you can fill them in the IP whitelist

Public network address *

e.g. 117.136.32.22

:

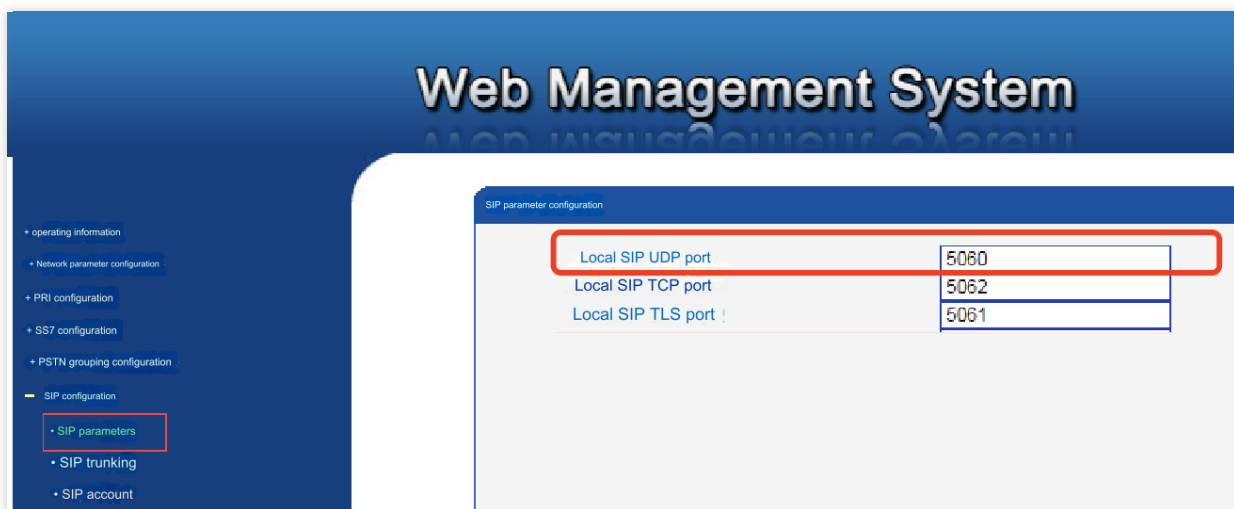
e.g. 5060

Add

IP whitelist (optional)

Add

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

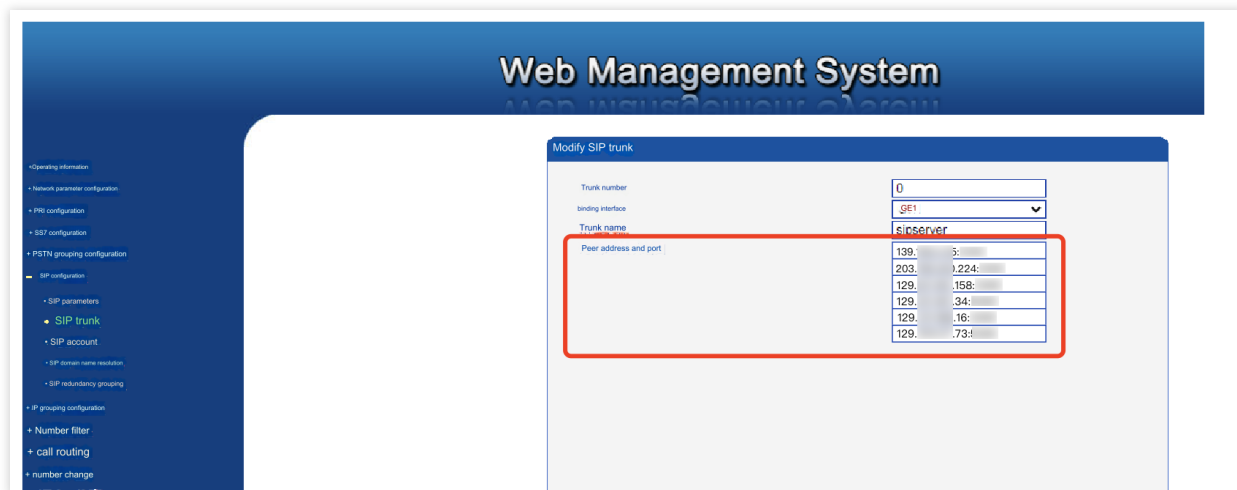
Add the following addresses to the allowlist of the SIP device/SIP trunk to authorize Tencent Cloud to access your SIP device or ISP's SIP trunk.

2 Authorize access IP

Add the following address to your SIP device whitelist to authorize access your SIP device
Or provide the following address to the operator to authorize access the operator'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.

3 Configure SIP address

Your SIP device or operator's SIP trunk sends signaling to address

Cloud Contact Center domain name

Please prefer to send domain name, if your device does not support domain name, please send the corresponding IP

IP list corresponding to Cloud Contact Center domain name

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.

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

DINSTAR Web Management System

SIP server

SIP server address:

SIP server port (default: 5060):

Registration duration (default: 300): s

✓ Enable

Primary outbound proxy server

Primary outbound proxy server address:

Primary outbound proxy server port (default: 5060):

Backup outbound proxy server

Alternate outbound proxy server address:

Alternate outbound proxy server port (default: 5060):

register

Re-registration time percentage (0: random, range is 25%-75%): %

Re-registration interval after registration failure: s

Registration flow control (number of times/time, time 0 means no limit): / s

Force deregistration before registration after device startup: ☐ enable

call hold music

enable: ☐ enable

Number called while the call is on hold:

SIP transmission method:

SIPS URL: ☐ ✓ Enable

Local SIP port

Use random port: ☐ ✓ Enable

Local SIP UDP/TCP port:

Local SIP TLS port:

2.2 Configure the port O.

DINSTAR Web Management System

port

port	IP policy	Tel strategy	SIP user display name	SIP account	SIP authentication account	DND	Caller ID	Unattended call forwarding	Self-answered call
...

Port - Add

port	4
disable port	<input type="checkbox"/>
register	<input checked="" type="checkbox"/> enable
IP policy	0 <default>
Tel strategy	0 <default>
SIP user display name	gateway100..._1099
SIP account	gateway100..._1099
SIP authentication account	gateway100..._1099
Authentication password
dial number	021...1
Delay time	1

keepCancel

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

2.3 Add the call and routing policies.

DINSTAR

Web Management System

- Status and statistics
- Quick configuration wizard
- network
 - SIP server
 - IP policy
 - Tel policy
 - Port
- Advanced configuration
 - Calling and routing
 - Wildcard group
 - port group
 - IP relay
 - Routing parameters
 - IP->Tel routing
 - Tel->IP/Tel routing

IP->Tel routing						
	index	describe	call source	calling prefix	called prefix	call target
<input type="checkbox"/>	127	tencent_lc...	SIP server	any	any...	Port 4

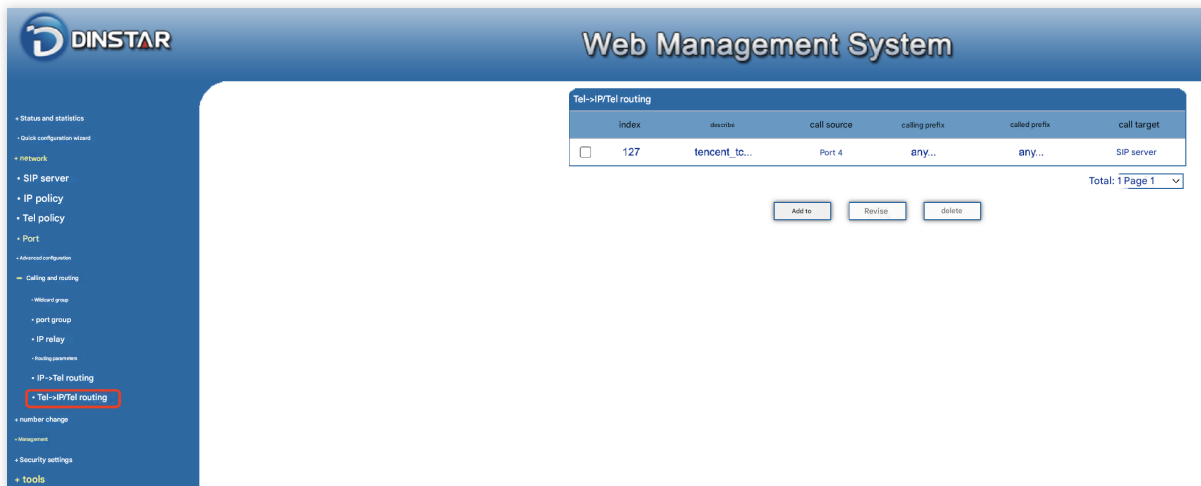
Add to

Revise

delete

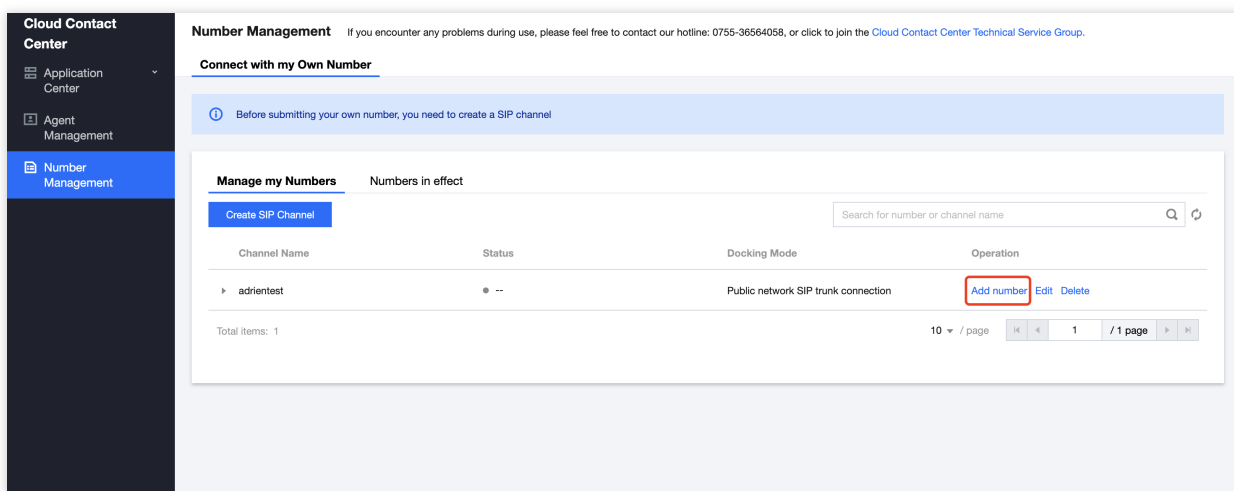
Add in batches

Total: 1 Page 1



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 139XXXXXXX, the final number sent by Cloud Contact Center is 99139XXXXXXX.

Number *

Number Format ^①	Number details	Maximum Concurrency	Calling Type	Operation
<div>{+E.164} ▾</div>	<div>e.g.: +6012345678</div>	<div>− 0 +</div>	<div>Inbound & Outbc ▾</div>	
<div>Add</div>				

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.

Cloud Contact Center

- Application Center
- Agent Management
- Number Management**

Number Management If you encounter any problems during use, please feel free to contact our hotline: 0755-36564058, or click to join the [Cloud Contact Center Technical Service Group](#).

Connect with my Own Number

① Before submitting your own number, you need to create a SIP channel

Manage my Numbers Numbers in effect

Create SIP Channel

Search for number or channel name

Channel Name	Status	Docking Mode	Operation
▶ adriantest	● --	Public network SIP trunk connection	<div>Add number Edit Delete</div>

Total items: 1

10 / page

1 / 1 page

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Page 16 of 50

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 Trunk 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: 05 / page1 / 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	admin-1500015083	Reset password Delete

Add Administrator

Total items: 15 / page1 / 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	Default administrator

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](#)

Go to Cloud Contact Center Management Panel

Please use administrator identity to login

☒ admin

Default administrator

☐ hello

@tencent.com

Confirm

Cancel

Collapse

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

Numbers in effect

Order review

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

Total items: 05 / page1 / 1 page

Collapse

Configure Contact Center

Pending Configuration

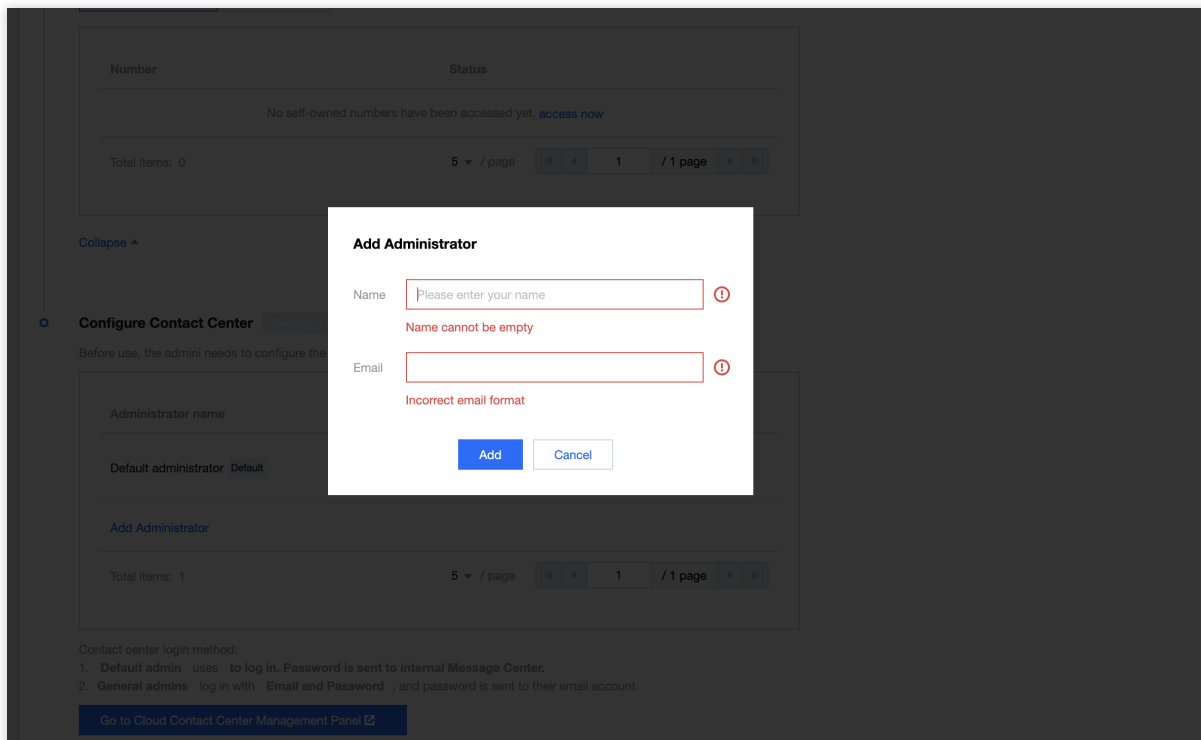
Before use, the admini needs to configure the Contact Center.

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

Total items: 15 / page1 / 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](#)



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 [\[redacted\]](#).

Random Password: [\[redacted\]](#)

[Click to login to Tencent Cloud Contact Center](#)

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

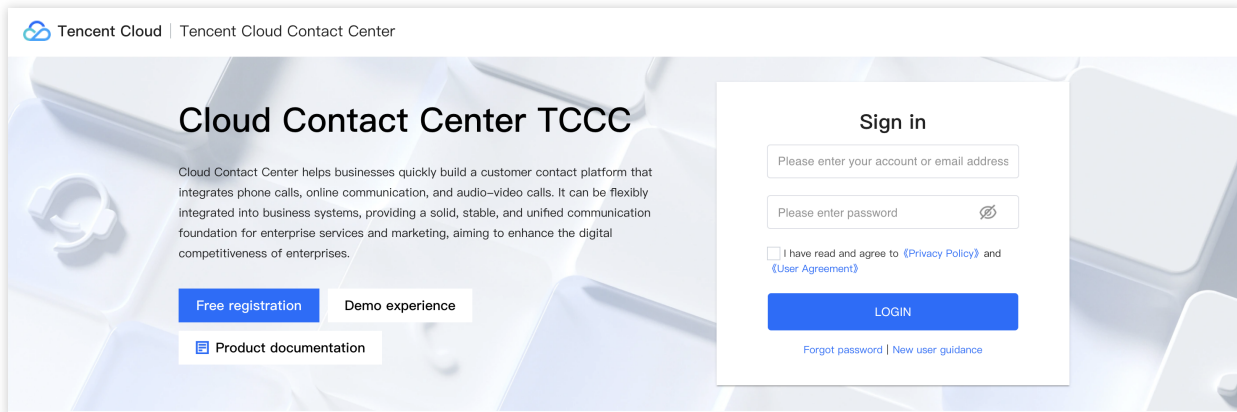
<https://tccc.qcloud.com/login>

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 into [Management 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

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: q

[Click to login to Tencent Cloud Contact Center](#)

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

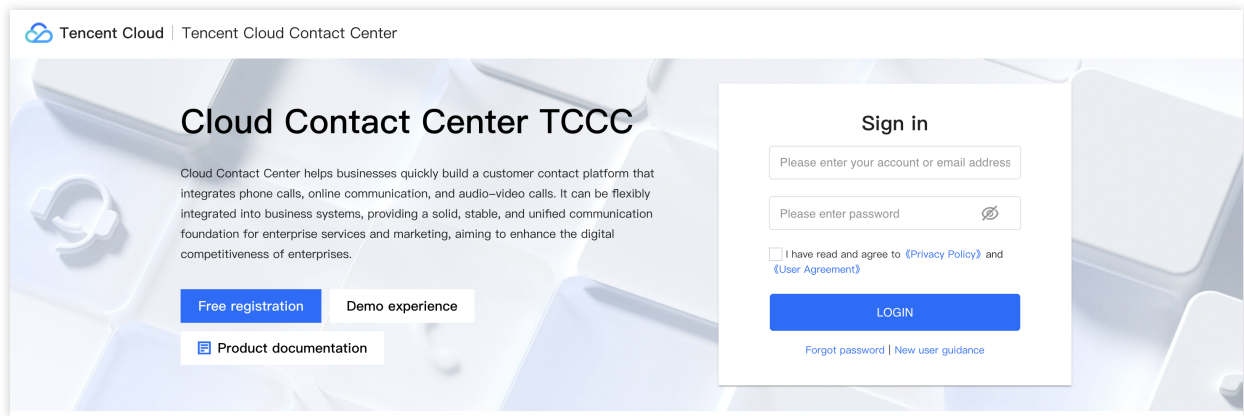
<https://tccc.qcloud.com/login>

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."



Join our community

[Click here to enter the Cloud Contact Center community](#), where you can get support from our engineers to solve your problems.

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	Explanation	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

Outbound Call

Workstation

Service Records

Management Panel

CRM

EXTERNAL
SESSION

INTERNAL
CONVERSATION

queue status for your group (0) ▾

adrienlei : 0 people

Serving(1) ▾

157 **** 8672

In call 00:00:01

Ended(0) ▾

No Ended Records

00:00:01

157 **** 8672

Caller number: 021 .000

There is background noise during the call, and the customer is speaking in dialect. Try the smart voice recognition feature!

Got it

HANG UP

ON HOLD

MUTE

TRANSFER

CONSULTATION

SELF-SERVICE

ENTER NUMBER

ASR

CUSTOMER INFO

CUSTOMER INFO

SESSION

Access information

Service type

Phone Number 15 367

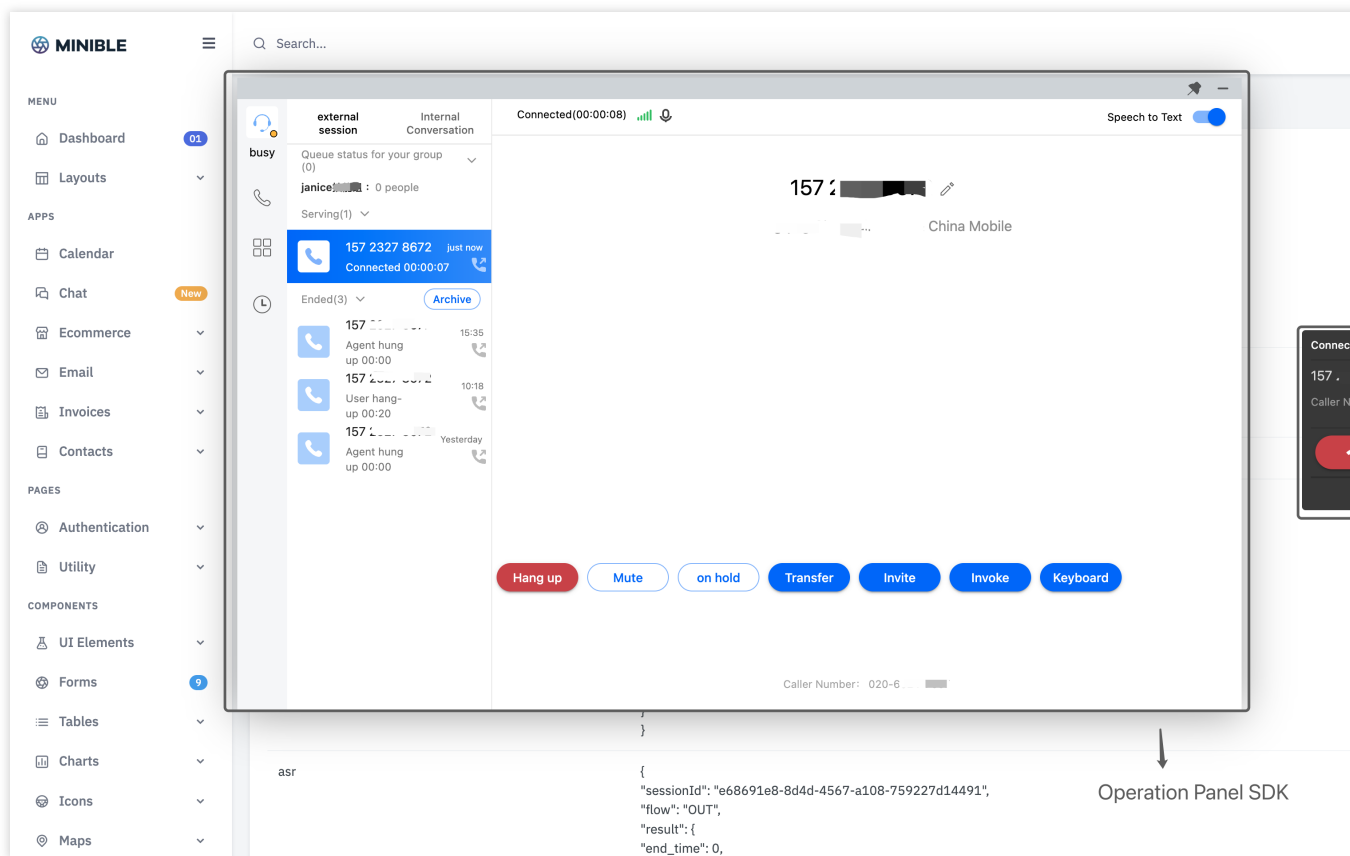
Number location

Number of visits 1

Profile

Real name please enter yc

SDK Integration example:



Join our community

Click here to join [Cloud Contact Center community](#), where you can get support from our engineers.

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.

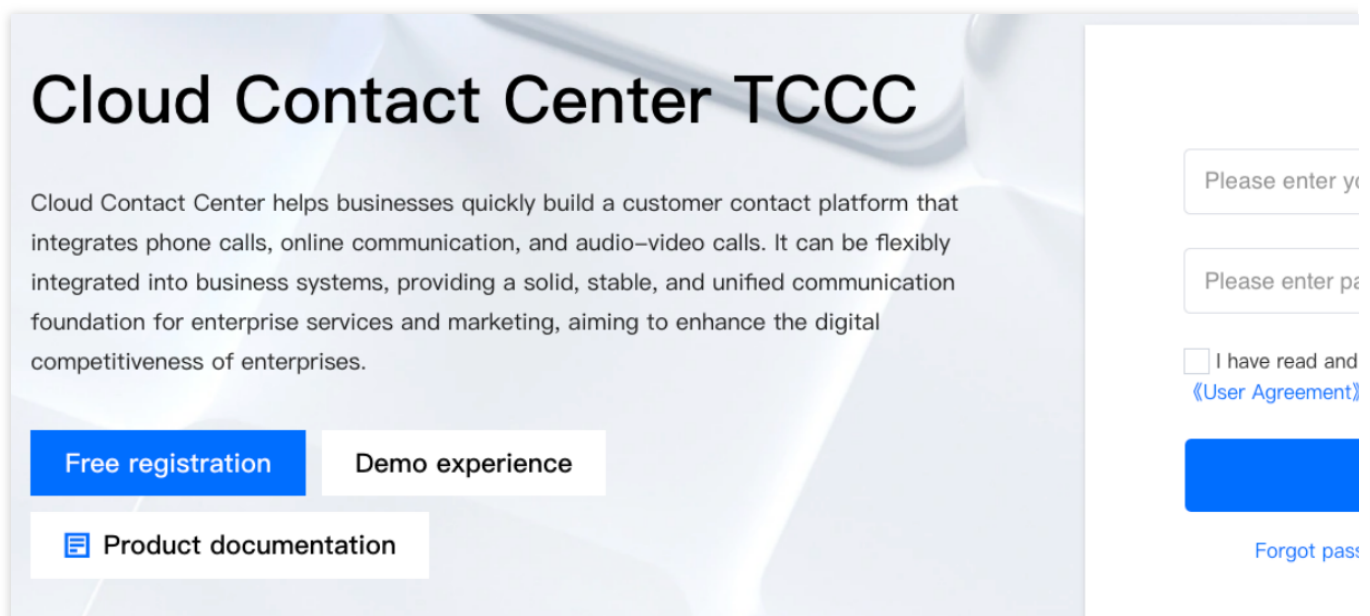
Prerequisite

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](#)).



Cloud Contact Center TCCC

Cloud Contact Center helps businesses quickly build a customer contact platform that integrates phone calls, online communication, and audio-video calls. It can be flexibly integrated into business systems, providing a solid, stable, and unified communication foundation for enterprise services and marketing, aiming to enhance the digital competitiveness of enterprises.

[Free registration](#) [Demo experience](#) [Product documentation](#)

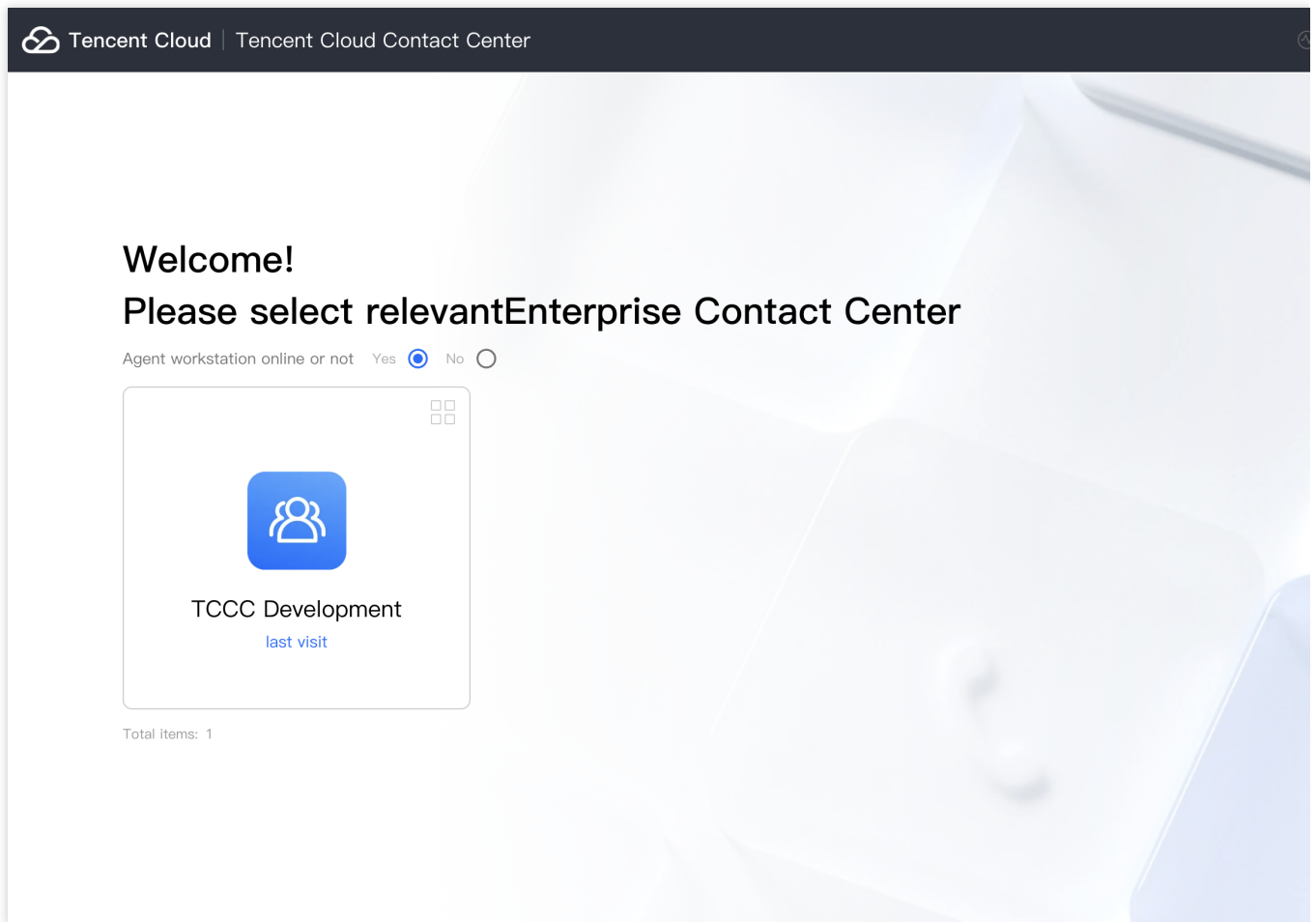
Please enter your username

Please enter your password

☐ I have read and agree to the [User Agreement](#)

[Forgot 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.

Outbound Call

Workstation

Service Records

Management Panel

CRM

Busy

BUSY

EXTERNAL

INTERNAL

SESSION

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

No message

CUSTOMER INFO

No active conve

In-Call Demo

Outbound Call

Workstation

Service Records

Management Panel

CRM

EXTERNAL
SESSION

INTERNAL
CONVERSATION

queue status for your group (0) ▾

adrienlei : 0 people

Serving(1) ▾

157 **** 8672

In call 00:00:01

Ended(0) ▾

No Ended Records

00:00:01

157 **** 8672

Caller number: 021 .000

ASR

There is background noise during the call, and the customer is speaking in dialect. Try the smart voice recognition feature!

Got it

HANG UP

ON HOLD

MUTE

TRANSFER

CONSULTATION

SELF-SERVICE

ENTER NUMBER

CUSTOMER INFO

SESSION SUMMARY

Access information

Service type

Phone Number

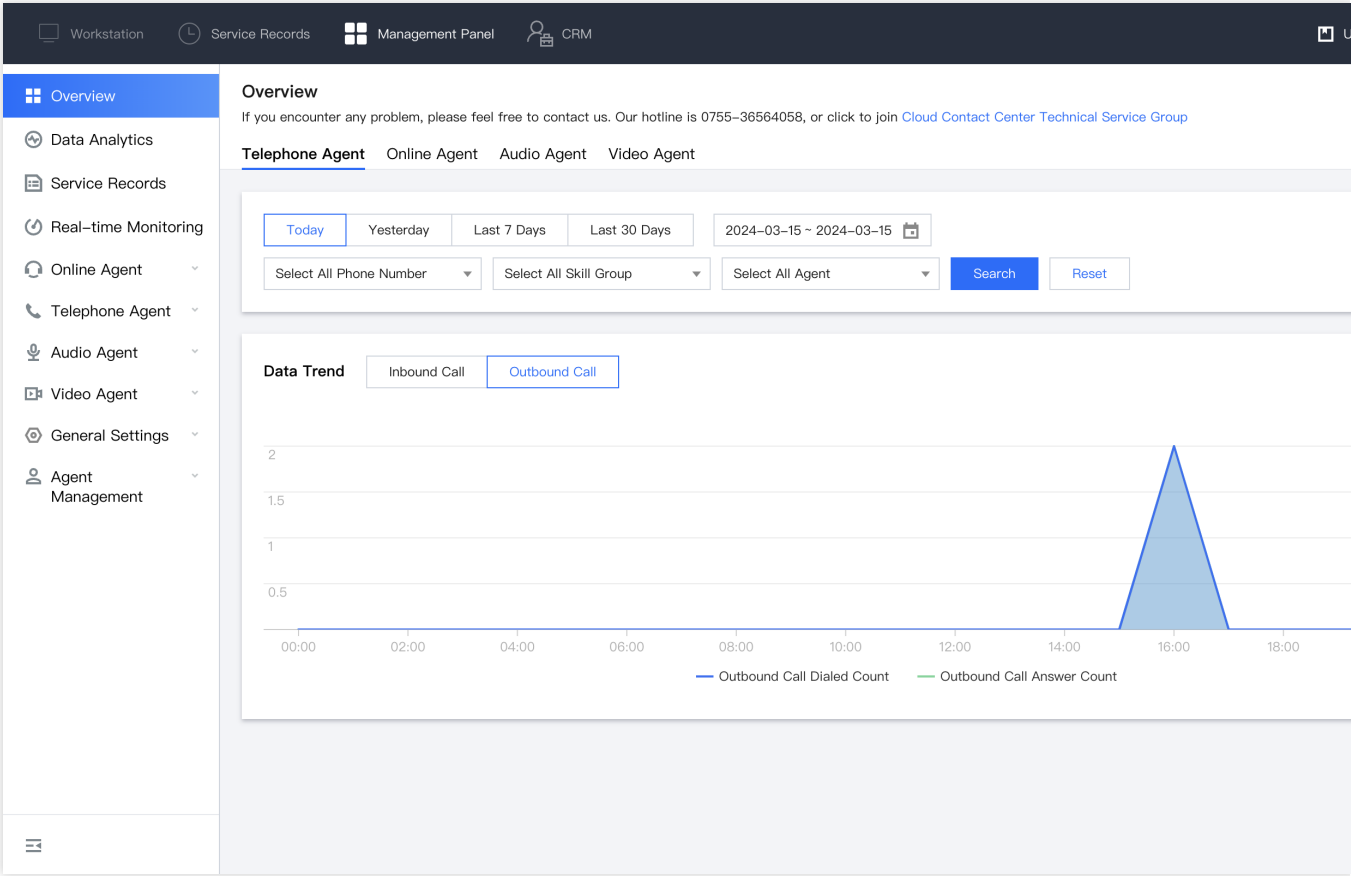
Number location

Number of visits

Profile

Real name

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 refer to the 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			

Join our community

Click here to join [Cloud Contact Center community](#), where you can get support from our engineers.

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

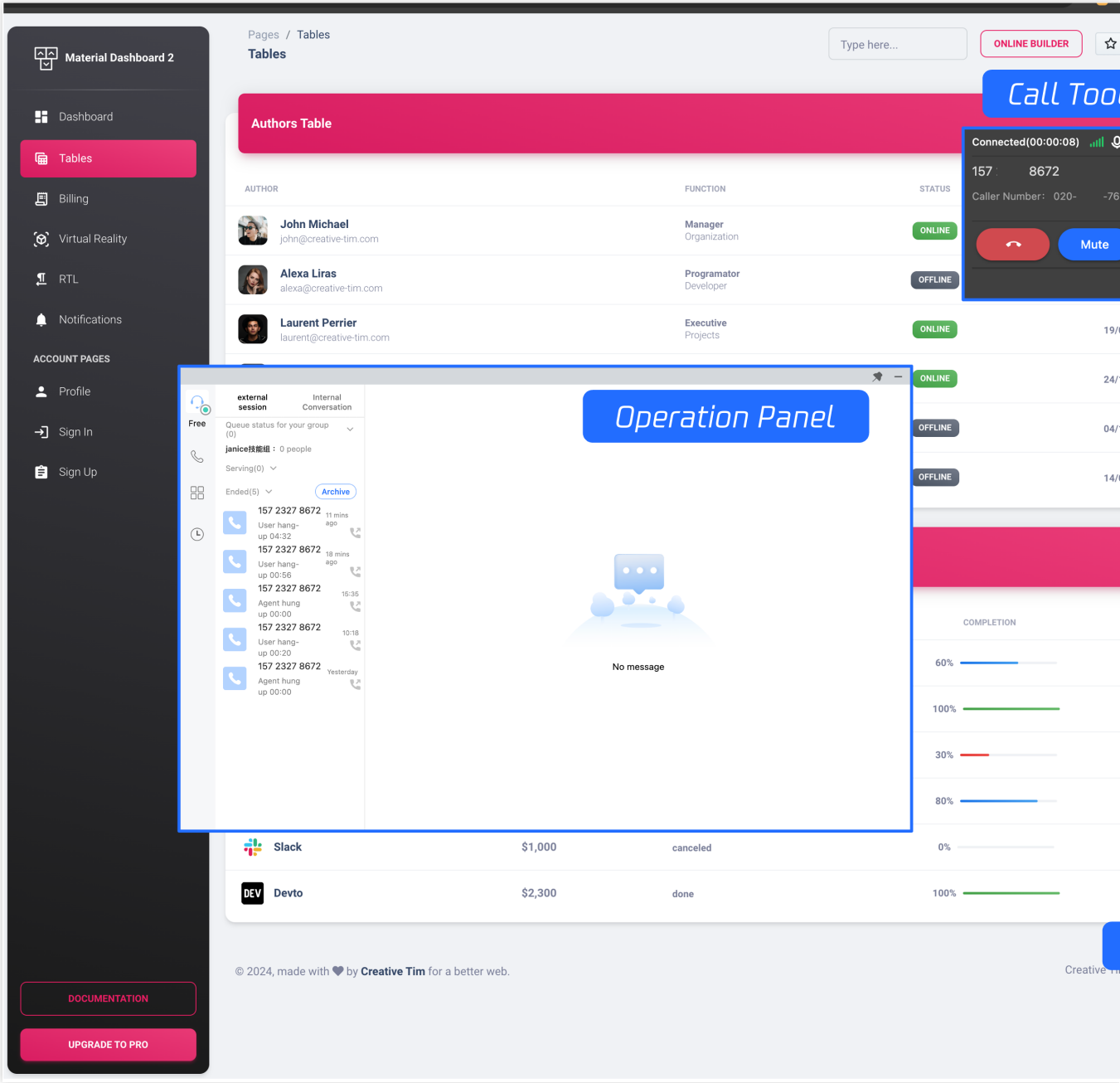
The screenshot displays the Creative Tim Material Dashboard 2, which serves as a unified communication agent workstation. The interface is divided into several key sections:

- Sidebar:** Contains navigation links for Dashboard, Tables, Billing, Virtual Reality, RTL, Notifications, and Account Pages (Profile, Sign In, Sign Up).
- Main Content Area:**
 - Authors Table:** A table listing authors with columns for Author, Function, and Organization. Authors include John Michael, Alexa Liras, Laurent Perrier, Michael Levi, Richard Gran, and Miriam Eric.
 - Projects Table:** A table listing projects with columns for Project, Budget, Status, and Progress. Projects include Asana, Github, Atlassian, Bootstrap, Slack, and Devto.
- Management Panel:** A section for managing agents, including a list of agents and a 'Call Records' button.
- Chat Window:** A floating chat window on the right side, showing a list of messages and a 'Quick Access' button.

Annotations in the image highlight specific features:

- Quick Access:** Points to the 'Call Records' button in the Management Panel.
- Floating:** Points to the floating chat window.

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

Join our community

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

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**

Workstation Service Records Management Panel CRM User Configuration Guide

Overview Data Analytics Service Records Real-time Monitoring Online Agent Telephone Agent Skill Group Management (step 2) IVR Management Number Management Predictive Dialing Campaign Telephone Agent Settings Self-service Collection Settings Prompt File

Skill Group Management step 1

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](#)

+Add skill group Please enter the skill group name or age

Skill group name	Skill group ID	Ringing mode	Skill group extension number	Reception limit	Agent Count	Operation
tt	2956	Ring in sequence	+Extension number	1	1	step 3 Edit Delete
after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
lulu phone	2454	Ring in sequence	8889	1	3	Edit Delete

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

Workstation Service Records Management Panel CRM User Configuration Guide

Skill Group Management

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

+Add skill group

Skill group name	Skill group ID	Ringing mode
tt	2956	Ring in sequence
after sales group	2955	Ring in sequence
e2e-test	2939	Ring in sequence
gahou-same vibration	2684	Ring simultaneously
jeremy_test	2609	Ring in sequence
weijunyi-tel	2522	Ring in sequence
alan_test	2488	Ring in sequence
shuaisguo test	2462	Ring in sequence
lulu phone	2454	Ring in sequence

Edit skill group

Skill group name: tt

Skill group properties: Phone

Reception limit: 1

Ringing mode: ☒ Ring in sequence ☐ Ring simultaneously

Agents in skill groups: Add agent

Agent Name	Email	Priority	Operation
Xiao Guo	838632526@qq.com	3	Delete

Total items: 0 10 /page 1 / 1 page

Telephone in skill group: Add telephone

Extension number	Phone number	Phone status	Phone reason	Priority	Operation
No data yet					

Total items: 0 10 /page 1 / 1 page

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.

The screenshot displays the Tencent Cloud Management Panel interface. The top navigation bar includes options for Workstation, Service Records, Management Panel, CRM, and a User profile. The left sidebar lists various management options, with 'Number Management' highlighted under the 'Telephone Agent' section. The main content area shows the 'Number Management' tab, which includes a sub-header with a note and a link to the 'Cloud Contact Center Technical Service Group'. Below this, there are tabs for 'Number Management', 'Whitelist Approval', and 'Whitelist View'. The 'Number Management' tab is active, showing a table of phone numbers. The table has columns for Phone Number, Call type, Number..., Number..., Number..., Number id, Associa..., Outbou..., Working..., and Non-wo... The table contains two rows of data, each representing a phone number and its associated settings. The first row shows a phone number 00860206... with an inbound call type, 'In use' status, and 'Guangz...' location. The second row shows a phone number 00860215... with an inbound call type, 'In use' status, and 'Shangh...' location. Both rows have 'r333' and 'hello' tags. The interface also includes a 'Bulk edit' button and a 'step 2' label.

Phone Number	Call type	Number...	Number...	Number...	Number id	Associa...	Outbou...	Working...	Non-wo...
00860206...	Inbound...	In use	Guangz...	r333 hello	120	Inbound IVR: Telephone Experience IVR Outbound IVR: Default	gahou----	-	-
00860215...	Inbound...	In use	Shangh...	r333	1517	Inbound IVR: self-looping Outbound IVR: Default	lulu Ton...	-	-

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.

Workstation Service Records Management Panel CRM User Configuration Guide

Overview

Data Analytics

Service Records

Real-time Monitoring

Online Agent

Telephone Agent

Skill Group Management

IVR Management

Number Management

Predictive Dialing Campaign

Telephone Agent Settings

Self-service

Collection Settings

Prompt File

← Edit phone settings

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](#)

Switch inst: Please select an instance

Phone Number 008602066247698

here to select outbound skill groups

Outbound Settings

Outbound Skill Group

gahou-phone adrienlei lulu-tel ttimwang alanjchuan okhowang-tel adrien32323

lulu phone alan_test weijunyi-tel

Outbound IVR ① Default

Inbound Settings

Inbound IVR Telephone Experience IVR

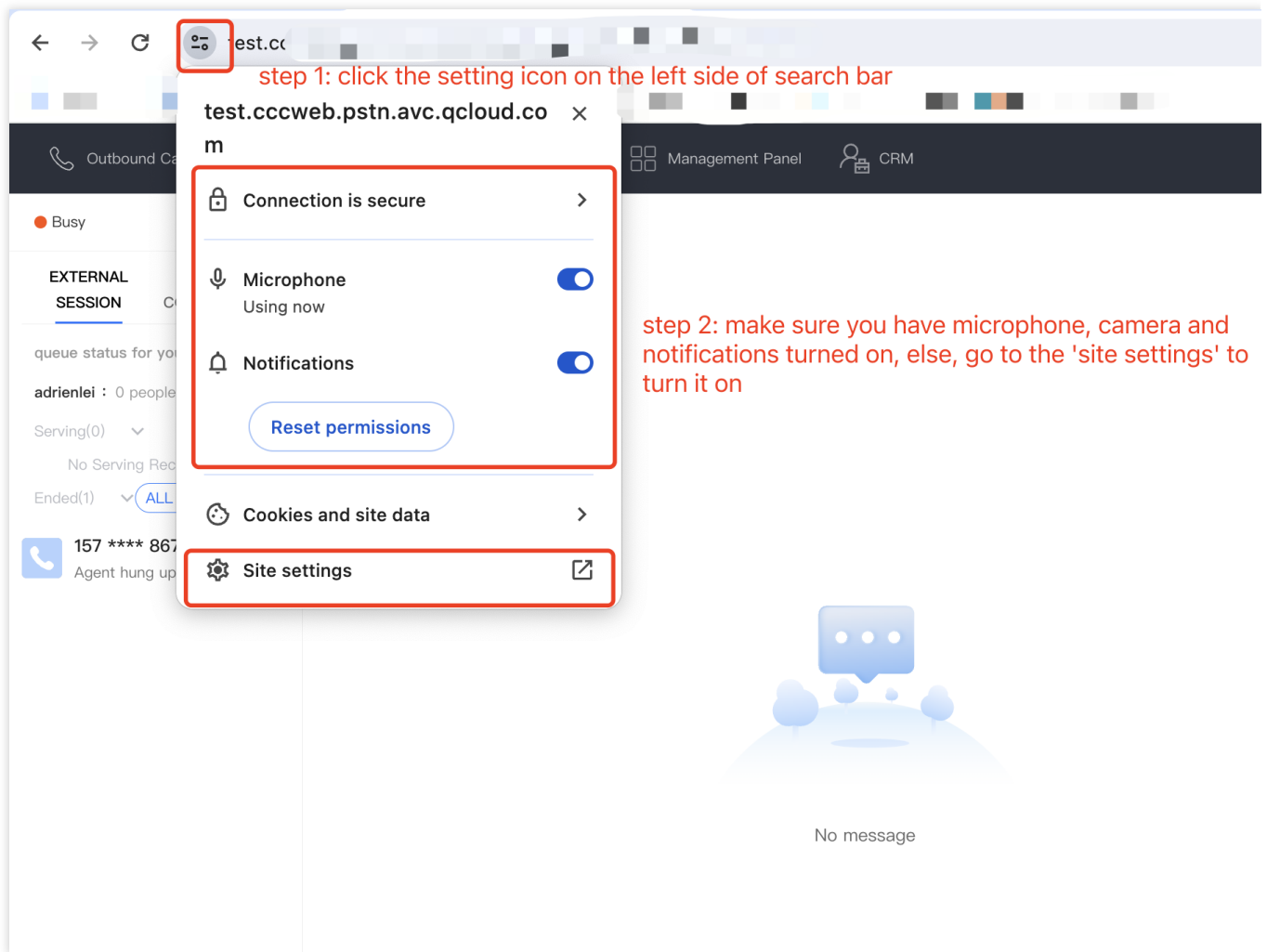
IVR version number

Version number	Version notes	Update Time
MAIN	Master version	2024-02-18 17:08:11
1	-	2022-06-15 16:58:17

Prioritize to last outbound agent

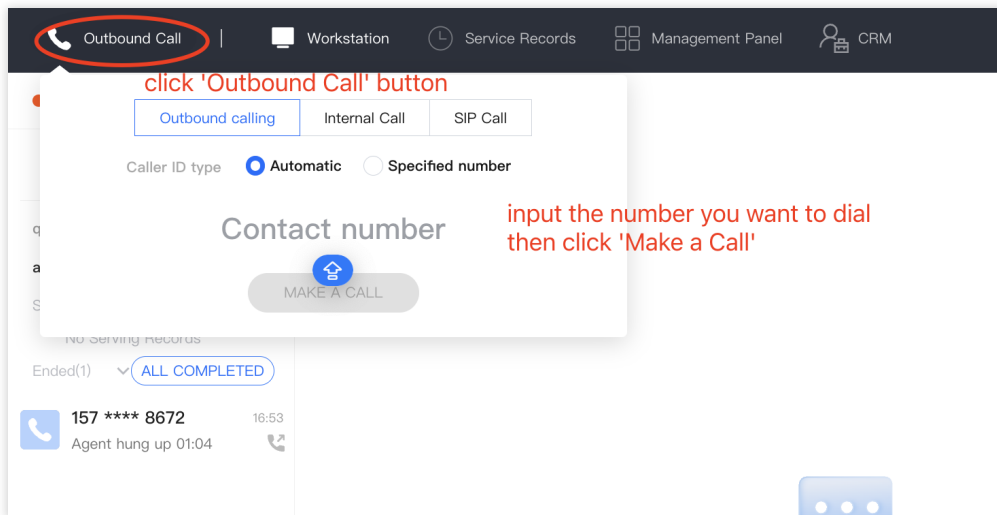
4: Authorize Browser Microphone

Check whether your Microphone is turned on or not.



5: Ready to Call

Input your Callee Number, let's try it!



Advanced Feature During a Call

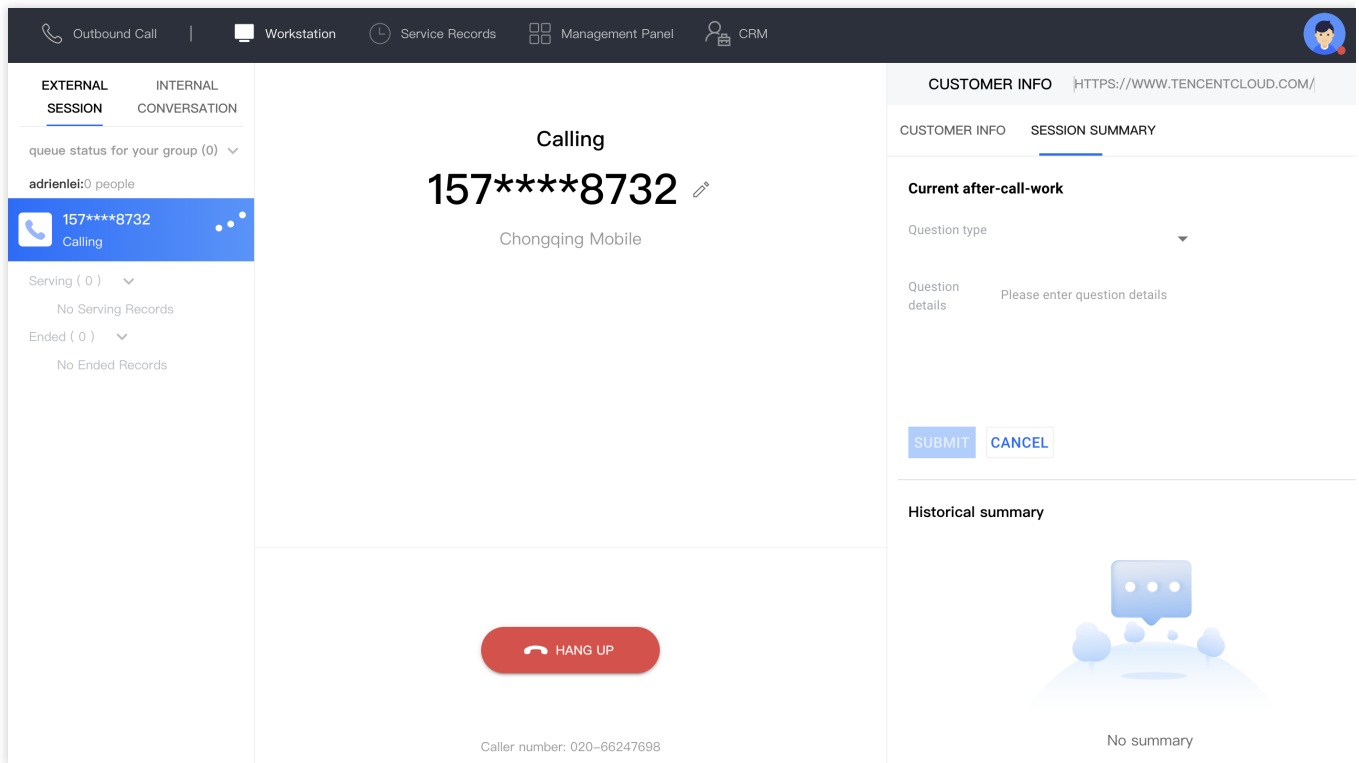
Features:

[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](#).

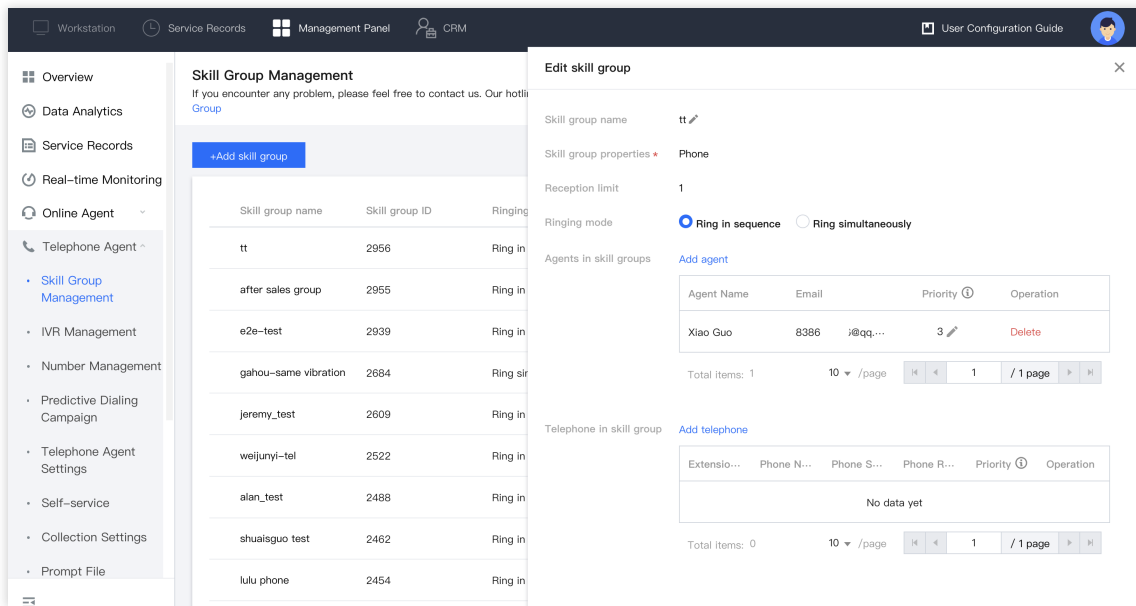
Step 2: Skill Group Set Up

Management Panel > Telephone Agent > Skill Group Management

The screenshot shows the 'Skill Group Management' page in the Cloud Contact Center Management Panel. The sidebar on the left has 'Skill Group Management' highlighted with a red box and labeled 'step 1'. The top header has 'Management Panel' selected. The main content area has a '+Add skill group' button highlighted with a red box and labeled 'step 2'. Below this is a table of skill groups.

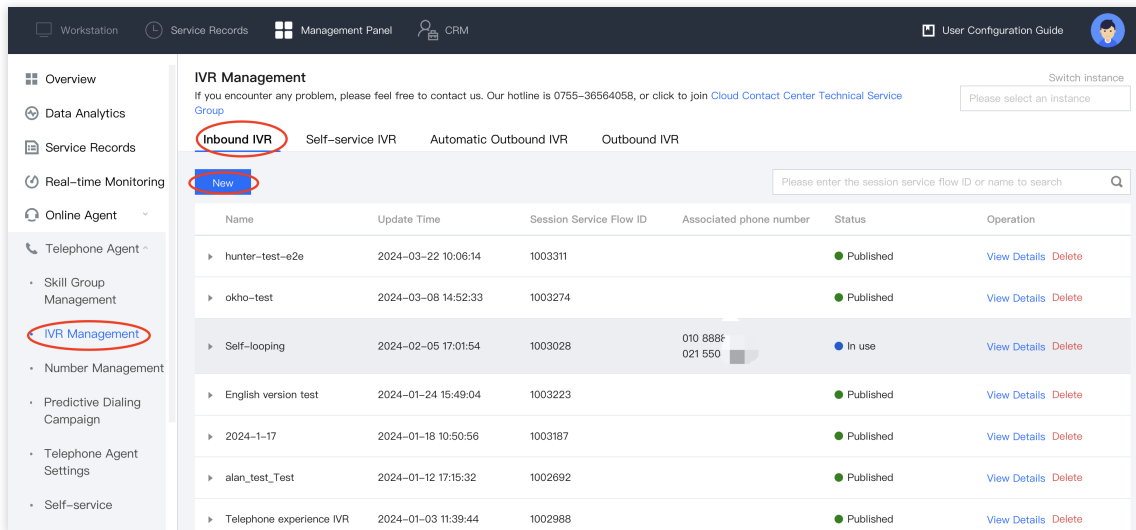
Skill group name	Skill group ID	Ringling mode	Skill group extensio...	Reception limit	Agent Count	Operation
tt	2956	Ring in sequence	+Extension number	1	1	step 3 Edit Delete
after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
lulu phone	2454	Ring in sequence	8889	1	3	Edit Delete

Click **Edit** to manage agent account

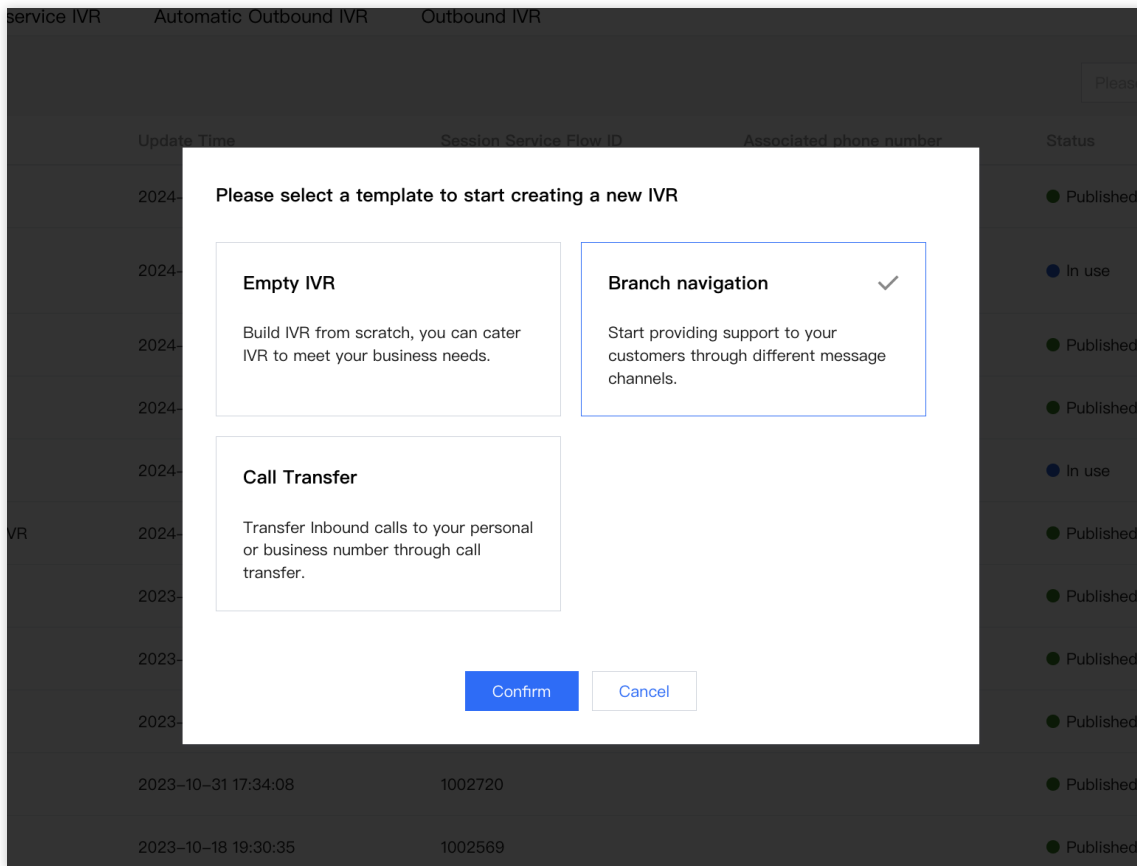


Step 3: Create your Inbound IVR

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

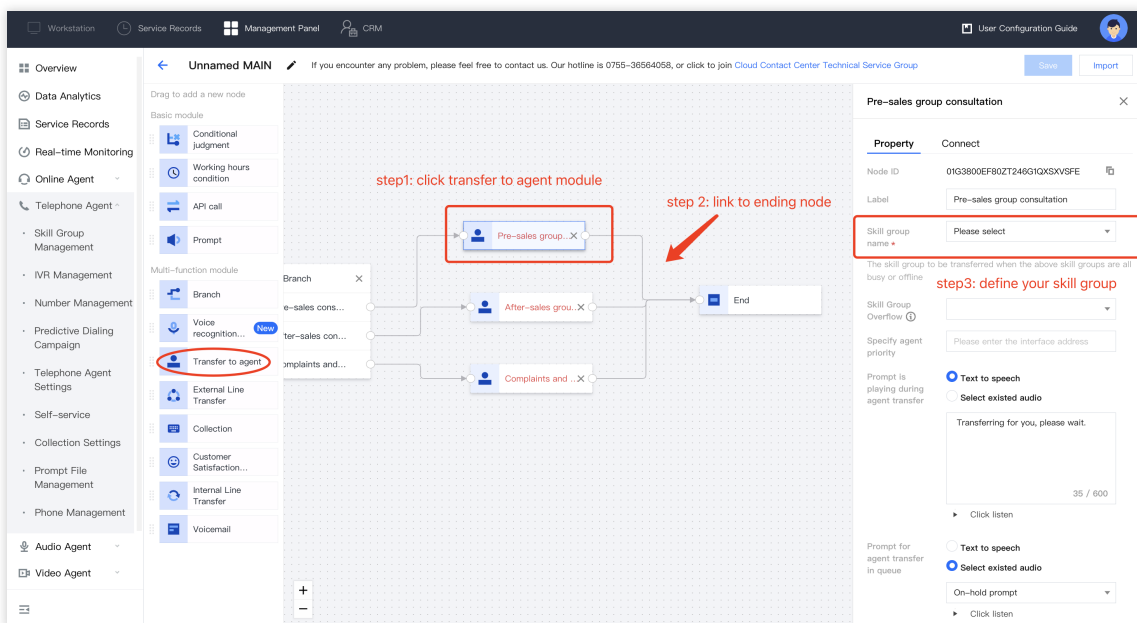


Click Create Button > Branch Navigation This template allows you to swiftly establish a workflow, while you can customize it to suit your business needs.



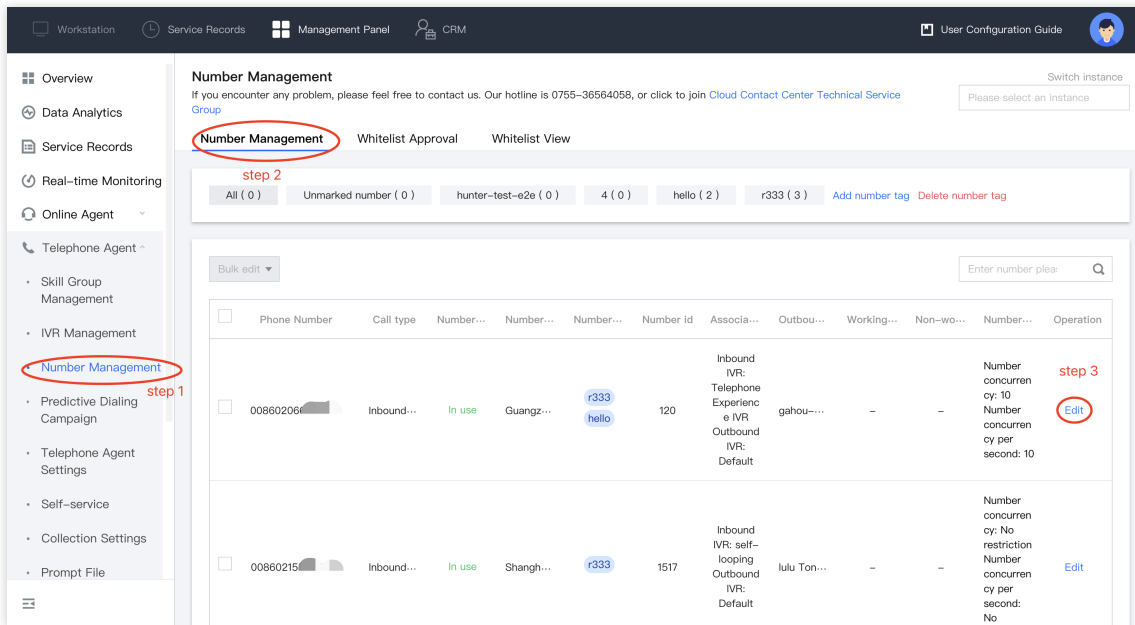
End your flow with Transfer Agent Node, assign a Skill Group in Node Setting.

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

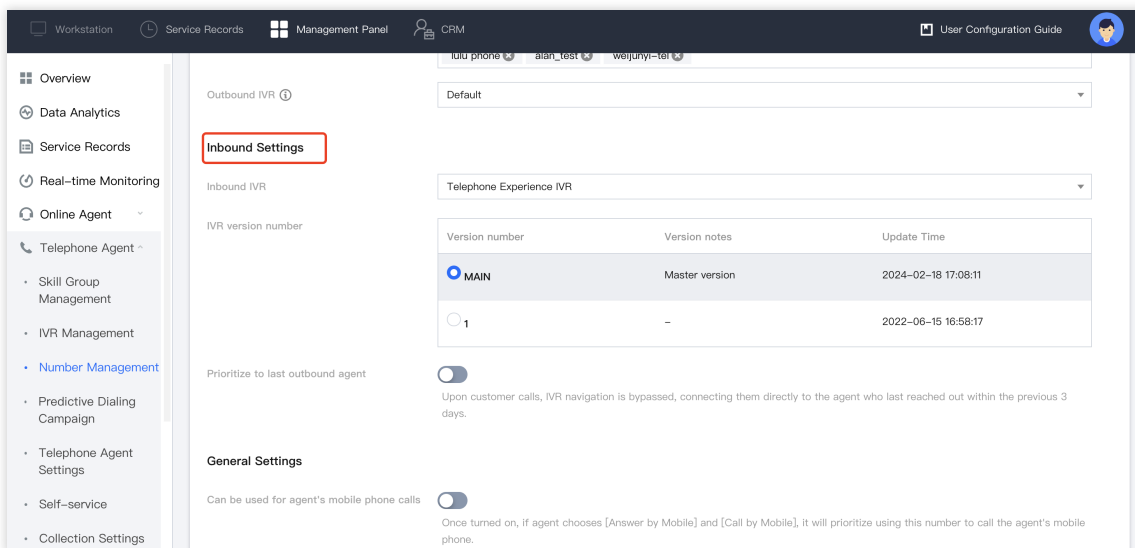


Step 4: Assign a Phone Number to IVR

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

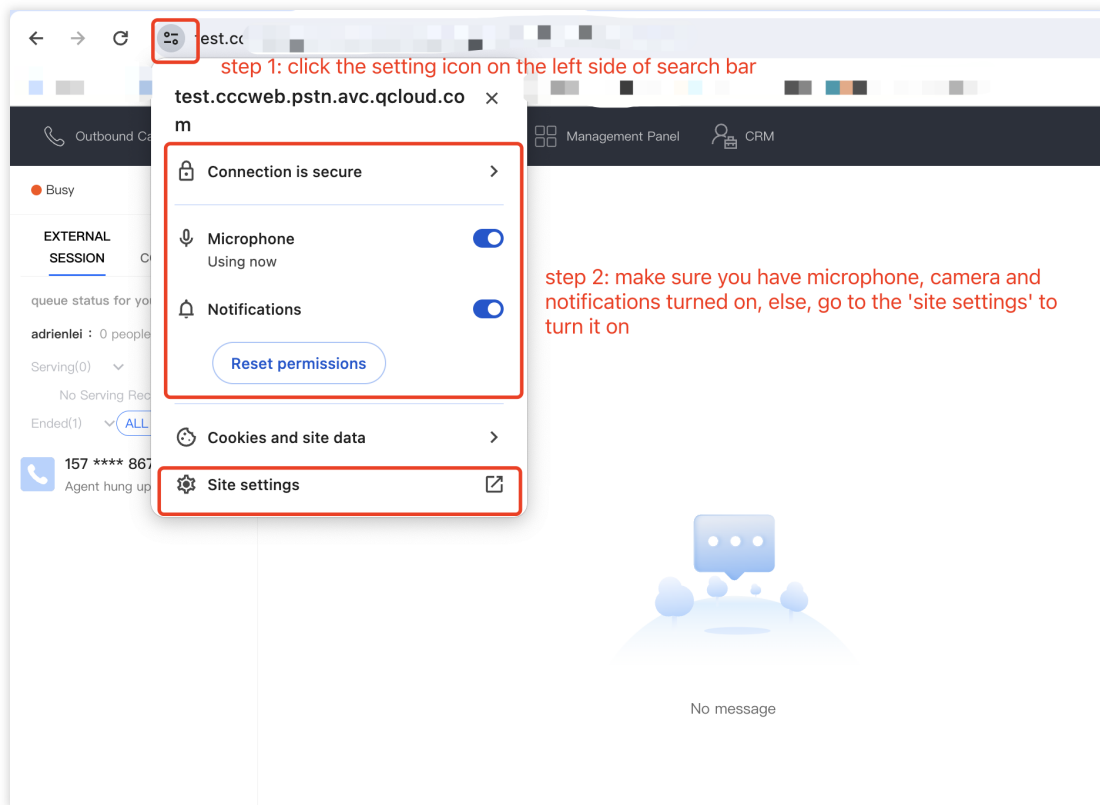


Inbound Settings > choose an IVR, click save. Effective in 1 minute.



Step 5: Mic Authorization Check

Check your browser if microphone is turned on

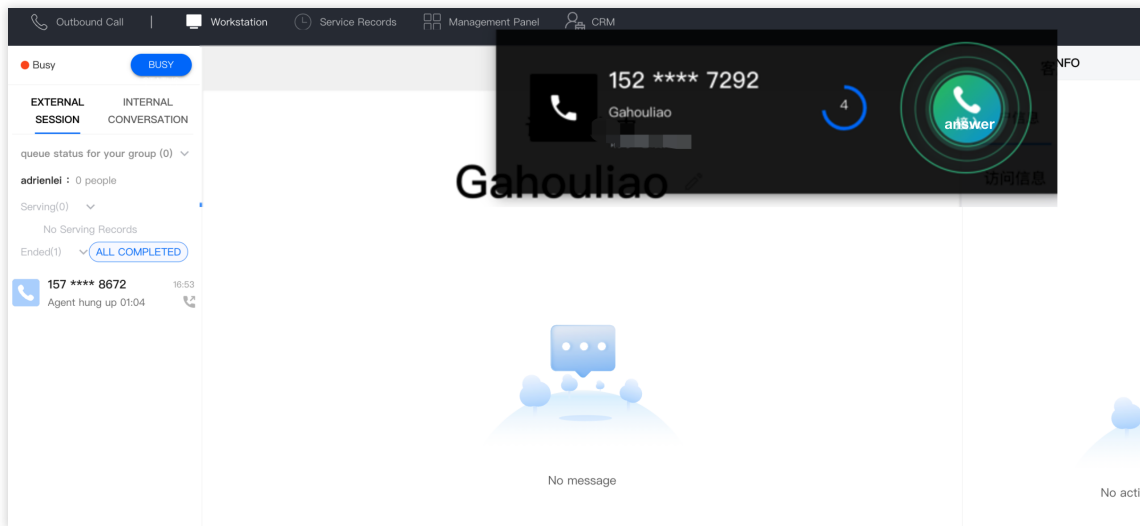


Step 6: Ready to receive calls

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

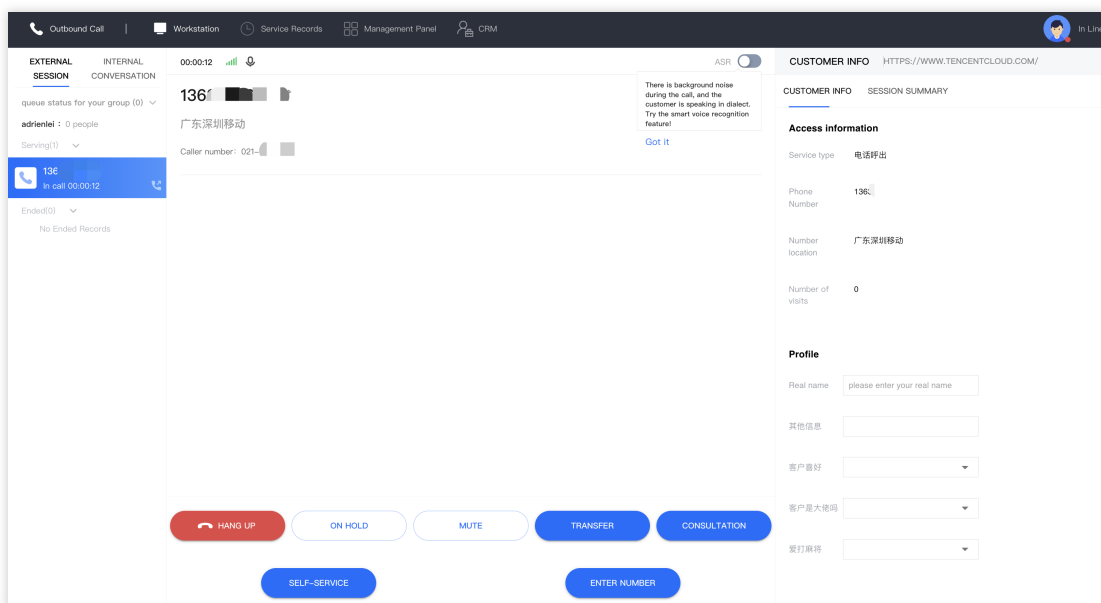
Advanced features like

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

[Call Hold and Mute](#)

[User Self-Service](#)

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

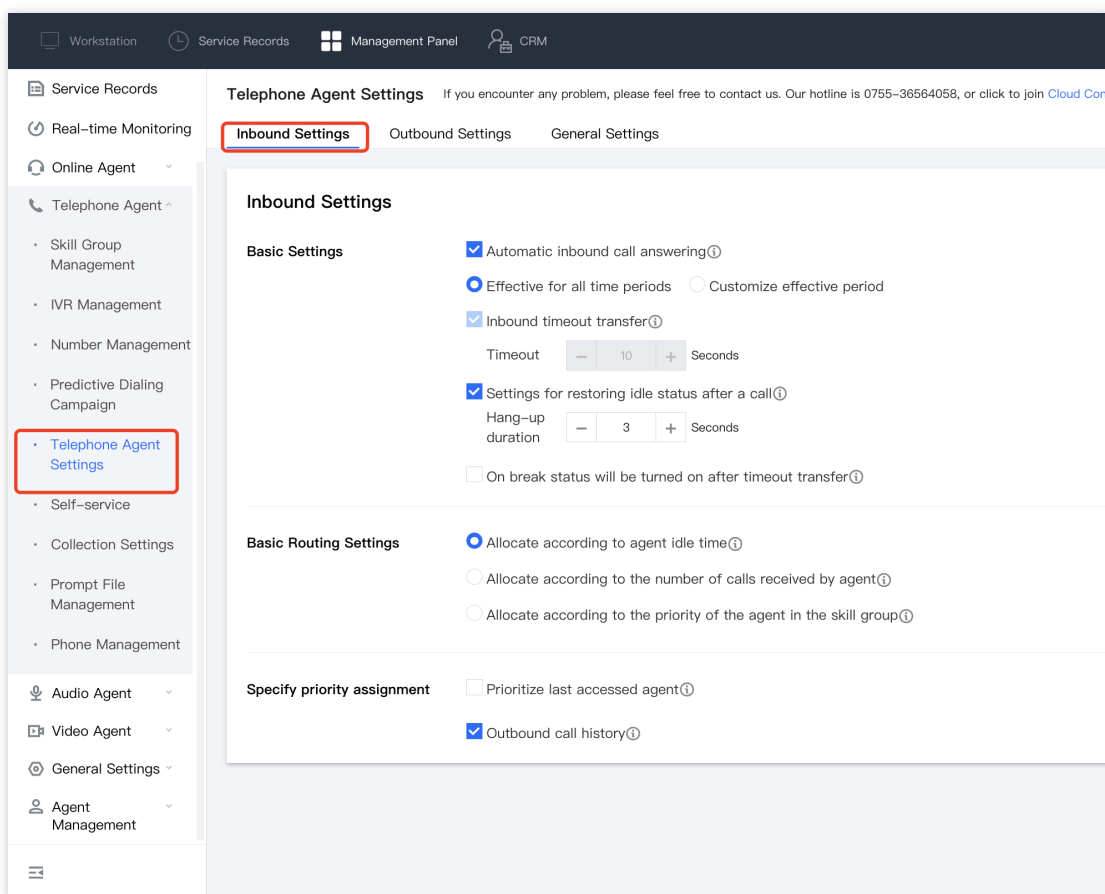


Multi-device Support

[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.