

# Cloud Contact Center

## Getting Started

### Product Documentation



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Quick Configuration for Phone Incoming Calls

# Getting Started

## Creating and Trying Out a Cloud Contact Center Application

Last updated : 2024-04-02 10:23:49

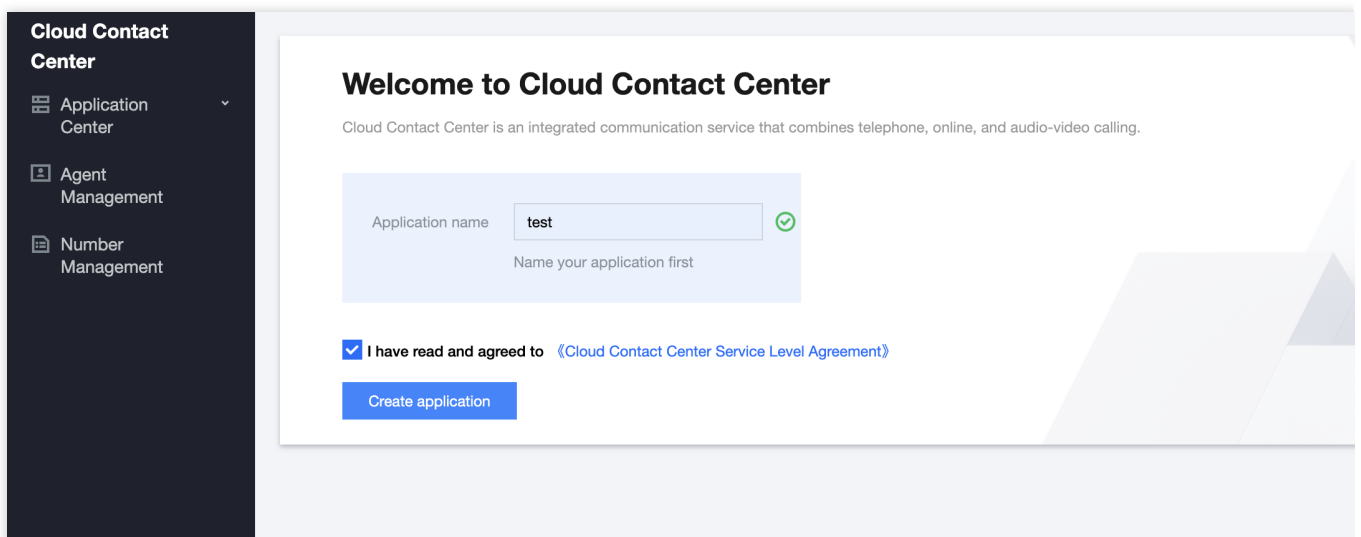
This tutorial will guide you through the process of quickly activating Tencent Cloud Contact Center

### Prerequisites

You have [Signed up for a Tencent Cloud Account](#) and completed [Identity Verification](#).

### Activating the Application for the First Time and Getting a Trial Package

1. Log in to the [Cloud Contact Center console](#).
2. Enter the name of the application, **new users will automatically receive a 14-day trial of Tencent Cloud Contact Center core features upon creating an application.**



3. The trial includes three standard seats, and one test number (which can make free calls to associated mobile numbers)

After creating the application and receiving the trial package, click **Start configuring the application** to view the newly created application information (such as SDKAppID) and feature configuration.



4. Click Bind Mobile Number, enter the mobile number and the correct verification code, and click OK to activate the trial landline number.

The trial landline number only supports calls to and from the bound mobile number, up to 3 bound mobile numbers.

The screenshot shows the 'Configure Contact Center' page in the Tencent Cloud console. The left sidebar contains navigation options: 'Application Center', 'Phone inbound call/outbound call', 'Agent Management', and 'Number Management'. The main content area is titled 'Configure Contact Center' and is marked as 'Configured'. It includes a warning that administrators need to be configured before use. A table lists administrators with columns for name, account/email, and operations (Edit, Reset password, Delete). The table contains two entries: one named 'hello' and another 'Default administrator' with a 'Default' tag. Below the table is an 'Add Administrator' link and a pagination control showing 2 total items on page 1 of 1. A section titled 'Contact center login method:' lists two methods: 'Default admin' (internal message center) and 'General admins' (email and password). A blue button 'Go to Cloud Contact Center Management Panel' is also present.

The screenshot shows a 'Bind mobile phone number' dialog box. It has a title bar with a close button (X). The form contains two input fields: 'Phone number' with a placeholder 'Please enter phone number' and 'Mobile phone verification code' with a placeholder 'please enter verification code'. A blue link 'get verification code' is positioned to the right of the verification code field. At the bottom, there are two buttons: a blue 'Sure' button and a white 'Cancel' button.

## Adding New Application (Not the First Time to Activate)

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** to create a new application (SDKAppID).

**Cloud Contact Center**

- Application Center
- Phone inbound call/outbound call**
- Agent Management
- Number Management

**Phone inbound call/outbound call**

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](#)

[+ Add application](#)

**Application configuration progress** test1(1500070235)

- Submit your own number** Pending submit
  - Create SIP channel.
  - Add your own number to the SIP channel.

[Numbers in effect](#) [Under review](#)

Number	Status
No self-owned numbers have been accessed yet, <a href="#">access now</a>	

Total items: 0      5 / page      1 / 1 page

[Collapse](#)
- Configure Contact Center** Pending Configuration

3. In the Create Application dialog box, enter your application name and click Create Now.

## Create application



After successfully creating the application, you can check the Cloud Contact Center login account and password in the internal message.

Application name \*



I have read and agreed to [《Cloud Contact Center Service Level Agreement》](#)

4. After creation, click **Got it** 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.

## Exchange and Feedback

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 : 2024-09-29 11:34:41

Cloud Contact Center supports integration with enterprise-owned numbers via SIP Trunk, enabling the use of the enterprise's own numbers for incoming and outgoing calls. Once the integration is complete, the enterprise settles the communication costs incurred by the number with the ISP, while Tencent Cloud Contact Center does not charge for the integration or the communication costs. This article will demonstrate the number integration SIP process.

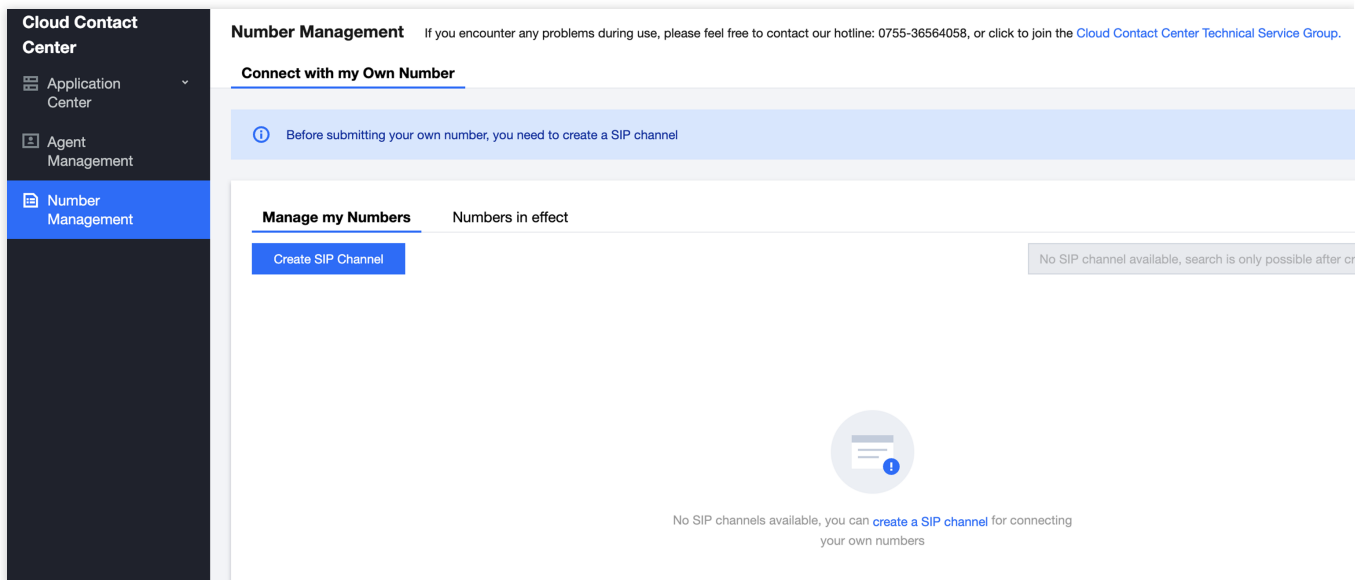
The process includes two steps:

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

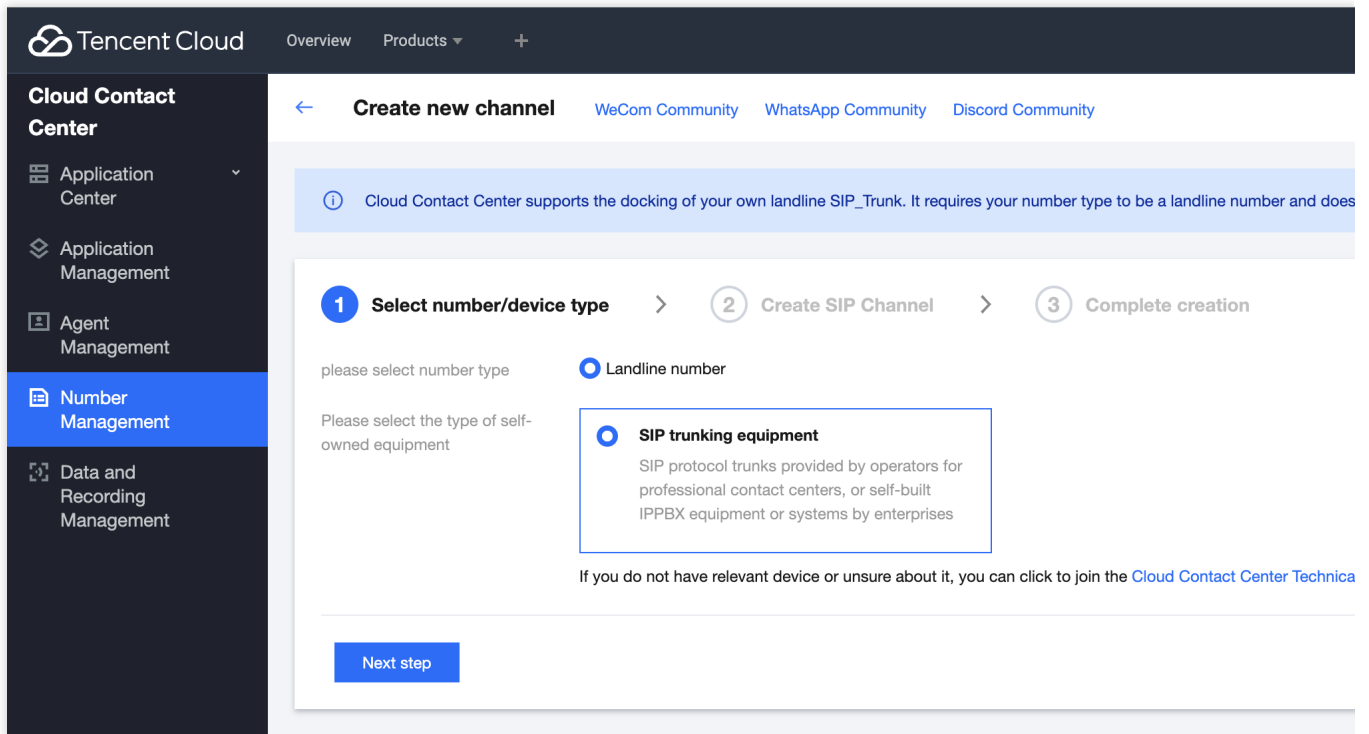
### 1. Go to the configuration page for your own numbers

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

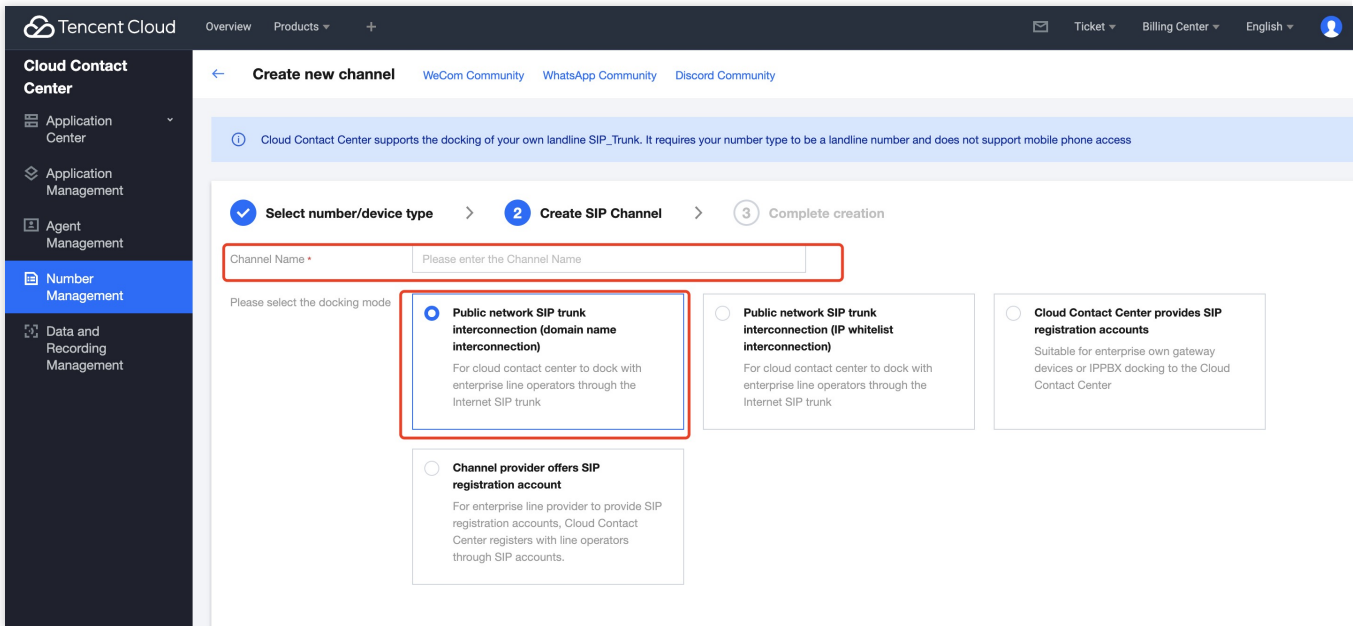
Public network SIP trunk docking (Domain Name Integration)

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.

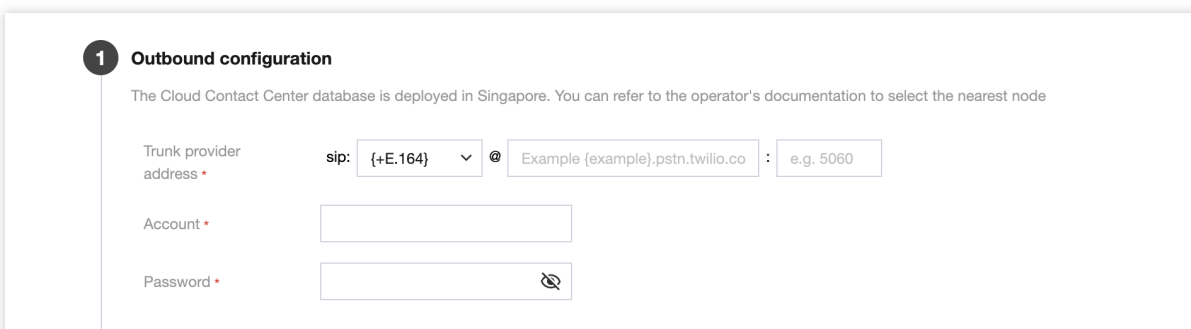
Port: Typically defaults to 5060.

### 2. Account authentication

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

Account: Please refer to the ISP platform.

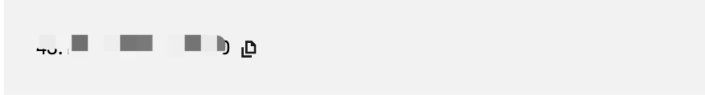
Password: Please refer to the ISP platform.



## II. Outbound call configuration

**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



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 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**

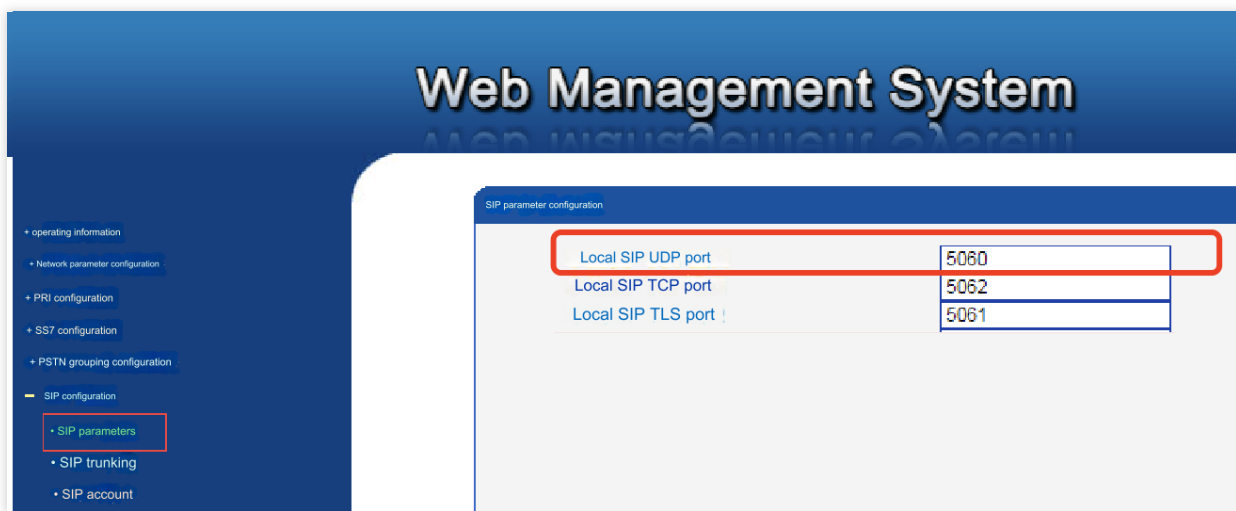
Public network address: used for your SIP device or operator SIP trunk to receive signaling (SIP UDP default port is 5060, please confirm) If there are device IPs used for sending signaling but not receiving signaling, you can fill them in the IP whitelist

Public network address \*  :

[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

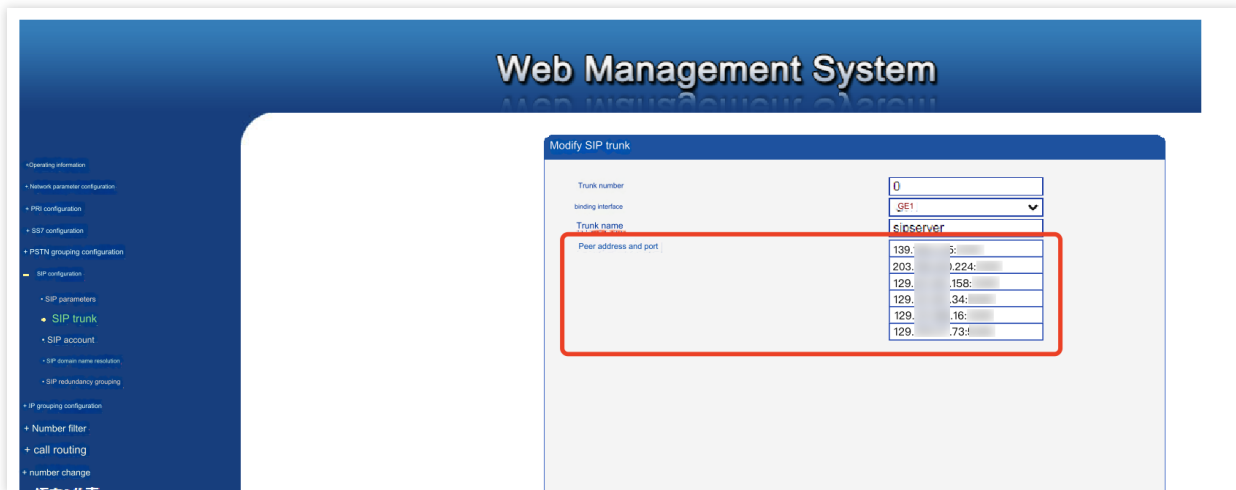
### Authorize access IP

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.

Gateway IP	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">129.226.1.107</div> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">/24</div> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">129.226.1.0/24</div> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">129.226.1.0/24</div> </div>	<a href="#" style="color: #007bff; text-decoration: none;">Copy all IP</a>
------------	--	--

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

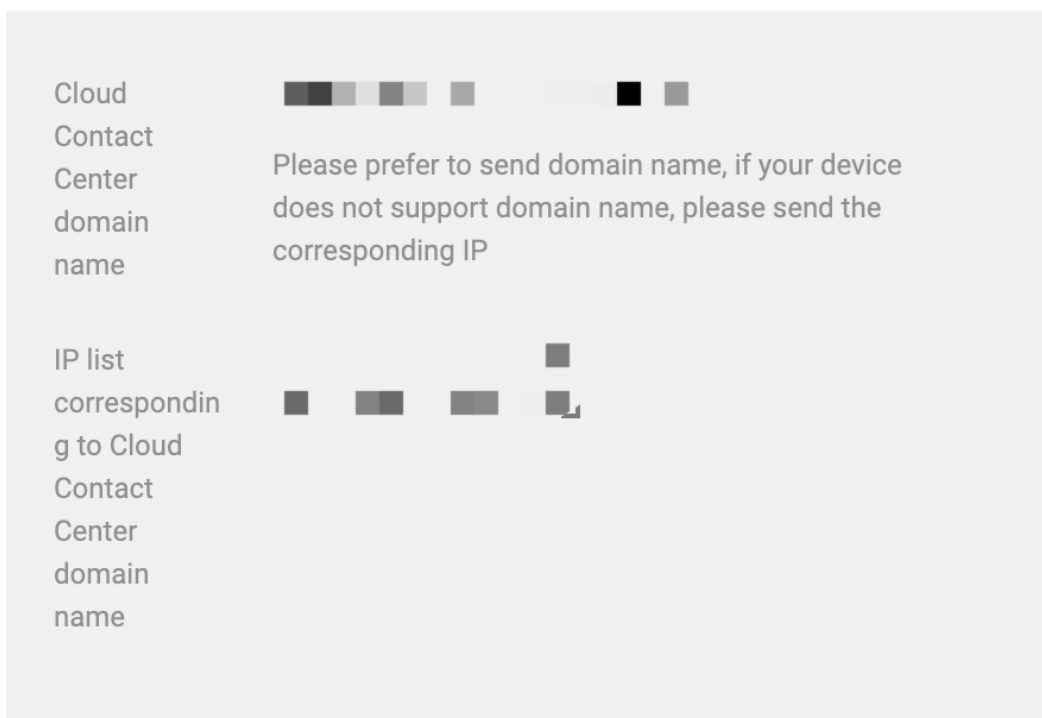




3. Configure the Tencent Cloud SIP address for your SIP device or ISP's SIP trunk to send signaling to Tencent Cloud's address.

### 3 Configure SIP address

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



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.

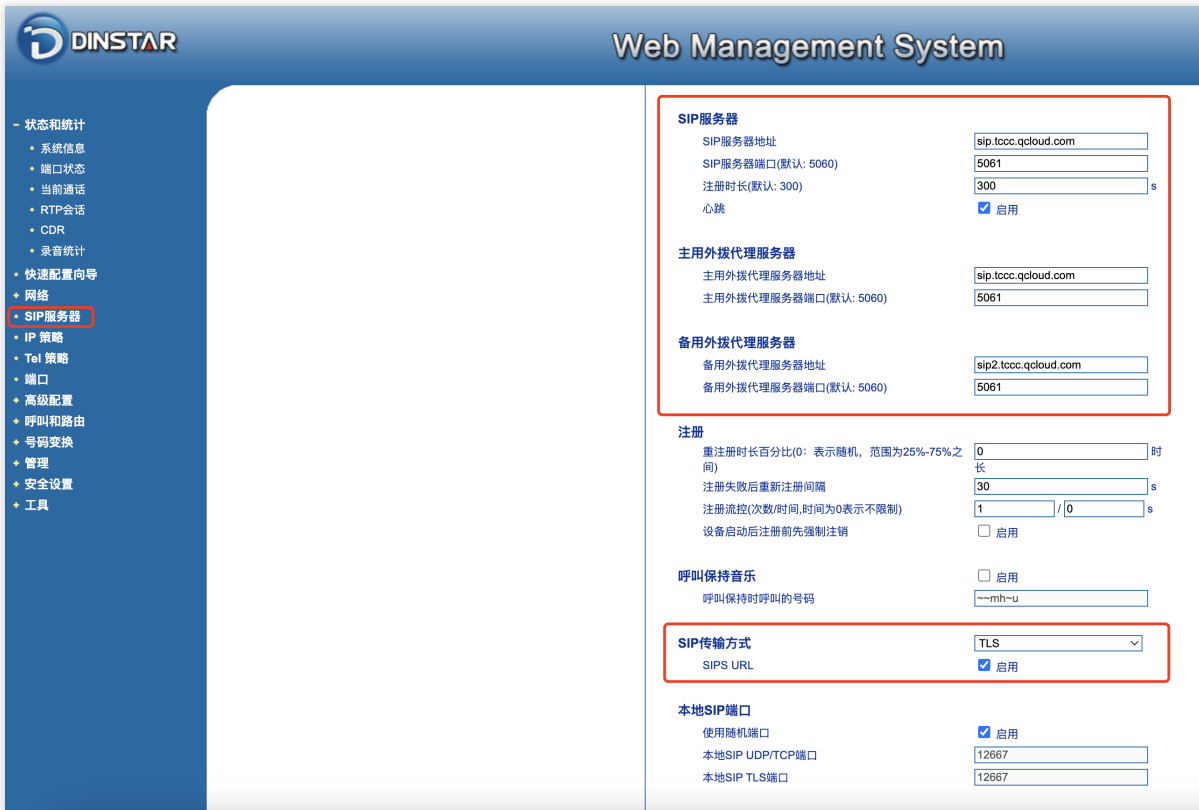
1. The following figure shows the SIP account information of the channel created by Tencent Cloud.

### 网关信息

网关用户名	gateway1000  网关1_1099
网关密码	P
注册状态	<span style="color: orange;">●</span> 未注册
服务器地址	sip.tccc.qcloud.com
服务器端口	TLS : 5061     TCP :35090 推荐使用TLS
Outbound代理服务器地址	sip.tccc.qcloud.com
备选Outbound代理服务器地址	sip2.tccc.qcloud.com
Outbound代理服务器端口	TLS : 5061     TCP :35090

2. Configure your gateway.

2.1 Configure the SIP server



2.2 Configure the port O.



### 端口 - 添加

端口 4

禁用端口

注册  启用

IP 策略 0 <default>

Tel 策略 0 <default>

SIP用户显示名称 gateway100...\_1099

SIP账户 gateway100...\_1099

SIP认证账户 gateway100...\_1099

认证密码 .....

代拨号码 021 ...

延迟时间 1 s

保存
取消

注意:如果在"延迟时间"之内进行拨号, "代拨号码"不会生效。

2.3 Add the call and routing policies.

## Web Management System

- 状态和统计
- 快速配置向导
- 网络
- SIP服务器
- IP 策略
- Tel 策略
- 端口
- 高级配置
- 呼叫和路由
  - 通配组
  - 端口组
  - IP中继
  - 路由参数
  - IP->Tel路由
  - Tel->IP/Tel路由

IP->Tel路由

索引	描述	呼叫来源	主叫前缀	被叫前缀	呼叫目标
127	tencent_tc...	SIP服务器	any	any...	端口 4

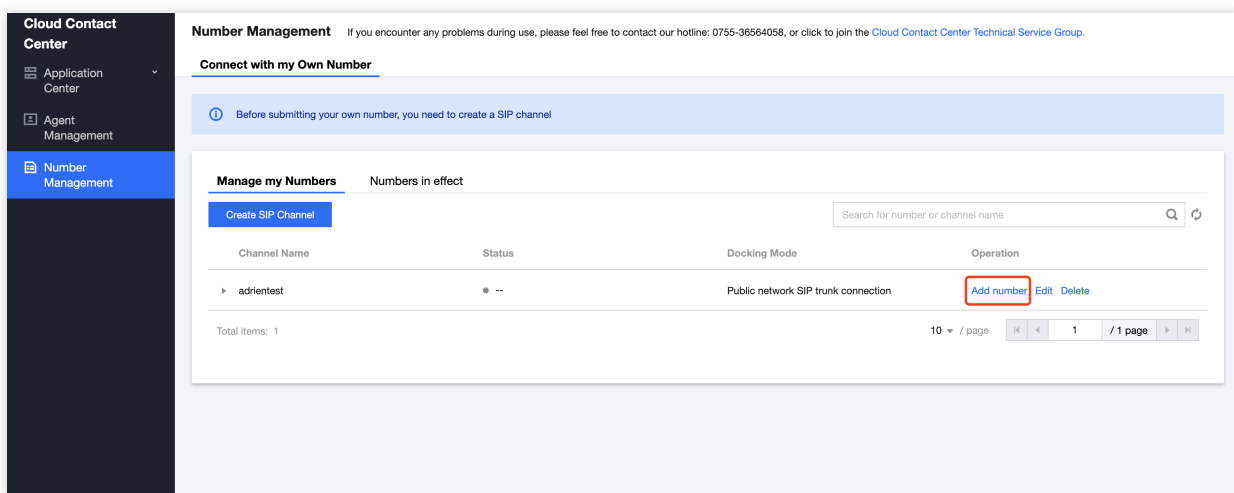
共计: 1 条 第 1 页

添加
修改
删除
批量添加



## 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).

### Edit number ✕

Select application \*

Is there a send number 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.

Business number \*

Number details	Maximum number of ...	Number type	Operation
<input type="text" value="e.g.: +862187654321"/>	<input type="text" value="0"/> - <input type="text" value="0"/> +	<input type="text" value="Inbound &amp; Outbc"/>	
<a href="#">Add</a>			

1. International numbers should use the e164 format, example: +862187654321  
2. The maximum number of concurrent calls and call type fields are optional, default is 0 (unlimited) and incoming & outgoing calls

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

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

#### Manage my Numbers

Numbers in effect

[Create SIP Channel](#)

Channel Name	Status	Docking Mode	Operation
adrientest	● --	Public network SIP trunk connection	<a href="#">Add number</a> <a href="#">Edit</a> <a href="#">Delete</a>

Total items: 1 10 / page  / 1 page

# First Login to Management Panel

Last updated : 2024-04-17 17:56:31

## Prerequisites

After you have completed [creating your Tencent Cloud Contact Center application](#), sign in to the [Tencent Cloud Contact Center console](#).

## Default Administrator Account for Password-Free Login

For the official use of Cloud Contact Center, you can directly use the default admin account for password-free login to the contact center for configuration.

In Application Center - Phone Inbound/Outbound Call Module, scroll down and click **Go to Contact Center Management Panel**, select the default admin and click **OK** to go to password-free sign-in. If you need to view the default admin's password, you can go to the console's Inbox to view.

Number	Status
No self-owned numbers have been accessed yet, <a href="#">access now</a>	
Total items: 0	5 / page <span>⏪</span> <span>⏩</span> 1 / 1 page <span>⏪</span> <span>⏩</span>

[Collapse](#) ▲

○ **Configure Contact Center** Pending Configuration

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

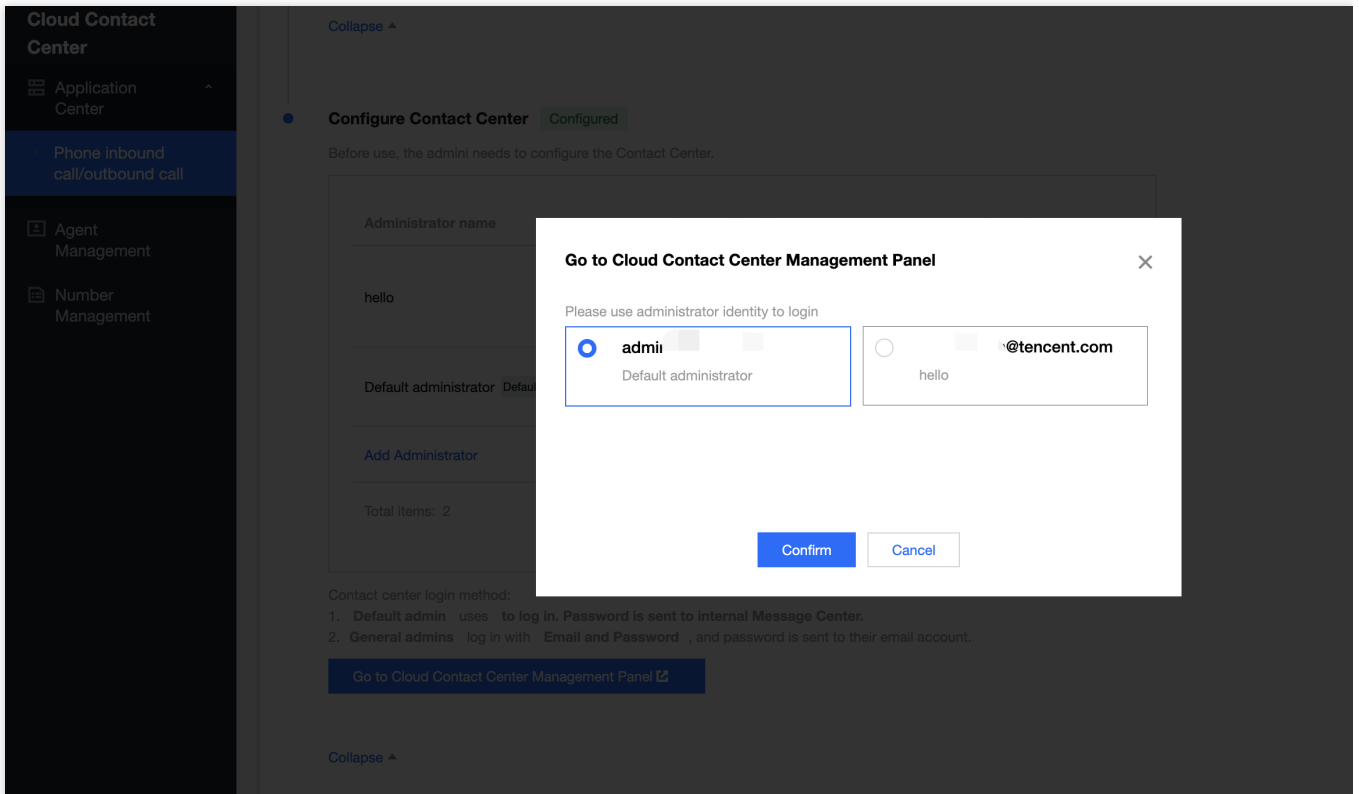
Administrator name	Account/Email	Operation
Default administrator <span>Default</span>	admin-1500015083	<a href="#">Reset password</a> <a href="#">Delete</a>
<a href="#">Add Administrator</a>		
Total items: 1	5 / page <span>⏪</span> <span>⏩</span> 1 / 1 page <span>⏪</span> <span>⏩</span>	

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](#) ↗





## Adding More Administrators

If more administrators are needed to manage the configuration or use it, you can add more administrators in the console. The detailed steps are as follows:

### Step 1: Create an administrator account

Click **Add Administrator** and fill in the name and login email, as shown in the following figure:

Numbers in effect    Order review

Number	Status
No self-owned numbers have been accessed yet, <a href="#">access now</a>	

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 <small>Default</small>	admin-1500015083	<a href="#">Reset password</a> <a href="#">Delete</a>
<a href="#">Add Administrator</a>		

Total items: 1      5 / page    1 / 1 page

Contact center login method:

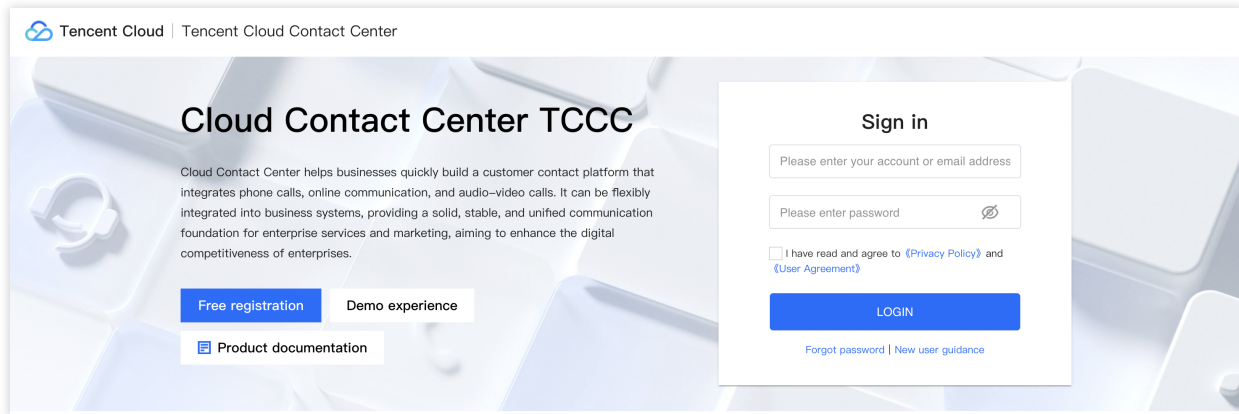
1. **Default admin** uses **to log in**. Password is sent to internal Message Center.
2. **General admins** log in with **Email and Password** , and password is sent to their email account.

[Go to Cloud Contact Center Management Panel](#)



### Step 3: Go to the management panel to log in

On the login page, enter the admin email as the account and the random password from the email, and click to log in.



## Agent First Login Guide

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

The administrator goes to the [Tencent Cloud Contact Center management panel](#) to [create customer service](#).

### Step 2: Go to your email and view the login password

Click the login link in the email, and go to the login page.

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

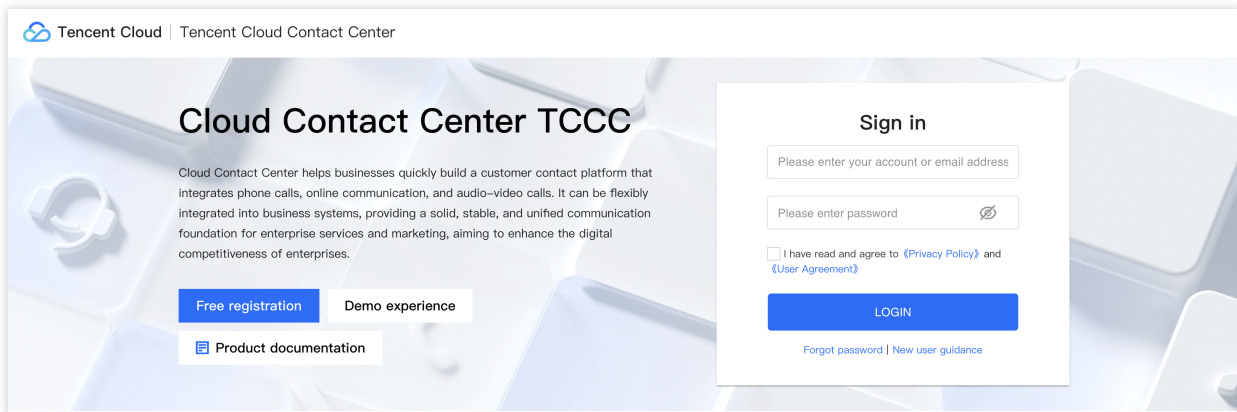
<https://tccc.qcloud.com/login>

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 as the account and the random password from the email, and click to log in.



## Exchange and Feedback

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

# Choosing an Appropriate Solution

Last updated : 2024-04-17 17:53:28

## Solution Introduction

Both of the following methods can use the full set of features, and you can use both at the same time. (Note that the same account cannot be used to log in at two locations at the same time.)

Solution	Note	Applicable Object
<a href="#">Solution 1: Ready to Use Without Development</a>	Go to the <a href="#">Cloud Contact Center agent workstation</a> to use it directly. The enterprise's own page can be embedded into the workstation through simple configuration and interact with each other (for example, call customer data and numbers from enterprise's own system).	Suitable for companies that do not want to develop or only need to link with their own systems simply.
<a href="#">Solution 2: SDK Integration</a>	Through the development and integration of Cloud Contact Center SDK, the contact center can be integrated into any system of the enterprise to achieve highly customized, secondary development.	Suitable for enterprises that have development capabilities, have their own information systems, and hope to use these information for customized integration.

You can choose a suitable solution for the next step, or combine the two solutions.

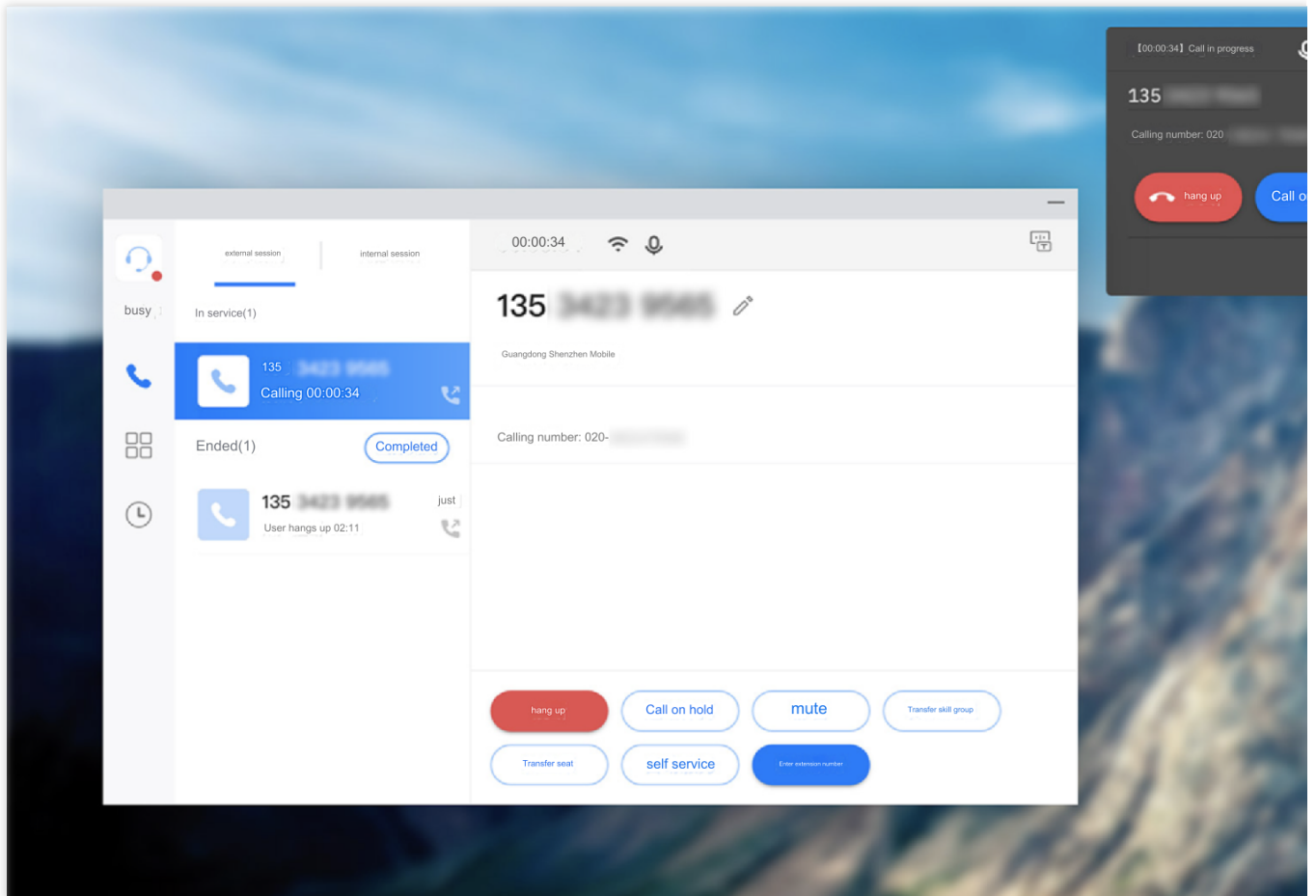
## Display Effect

Ready to use without development, Cloud Contact Center agent workstation:

The screenshot displays the Cloud Contact Center interface. At the top, a dark navigation bar contains icons and labels for 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. Below this, the interface is divided into several sections:

- Session Header:** Shows 'EXTERNAL SESSION' and 'INTERNAL CONVERSATION' tabs. The call duration is '00:00:01'. A status bar indicates signal strength and microphone status. The call number is '157 \*\*\*\* 8672'. A notification box states: 'There is background noise during the call, and the customer is speaking in dialect. Try the smart voice recognition feature!' with a 'Got it' button. The caller number is '021 .000'. An 'ASR' toggle is visible.
- Customer Info:** A sidebar on the right titled 'CUSTOMER INFO' with a 'HTTP' indicator. It includes 'Access information' (Service type, Phone Number: 15 367, Number location, Number of visits: 1) and a 'Profile' section with a 'Real name' field containing 'please enter yc'.
- Call List:** A list on the left shows the current call '157 \*\*\*\* 8672' as 'In call 00:00:01'. Below it, 'Ended(0)' is shown with 'No Ended Records'.
- Control Panel:** A bottom section with buttons for 'HANG UP' (red), 'ON HOLD', 'MUTE', 'TRANSFER', 'CONSULTATION', 'SELF-SERVICE', and 'ENTER NUMBER'.

SDK integration effect:



## Exchange and Feedback

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



# Solution 1: Ready to Use Without Development

Last updated : 2024-04-01 12:33:09

Cloud Contact Center provides an [agent workstation](#) that can be used directly without any development.

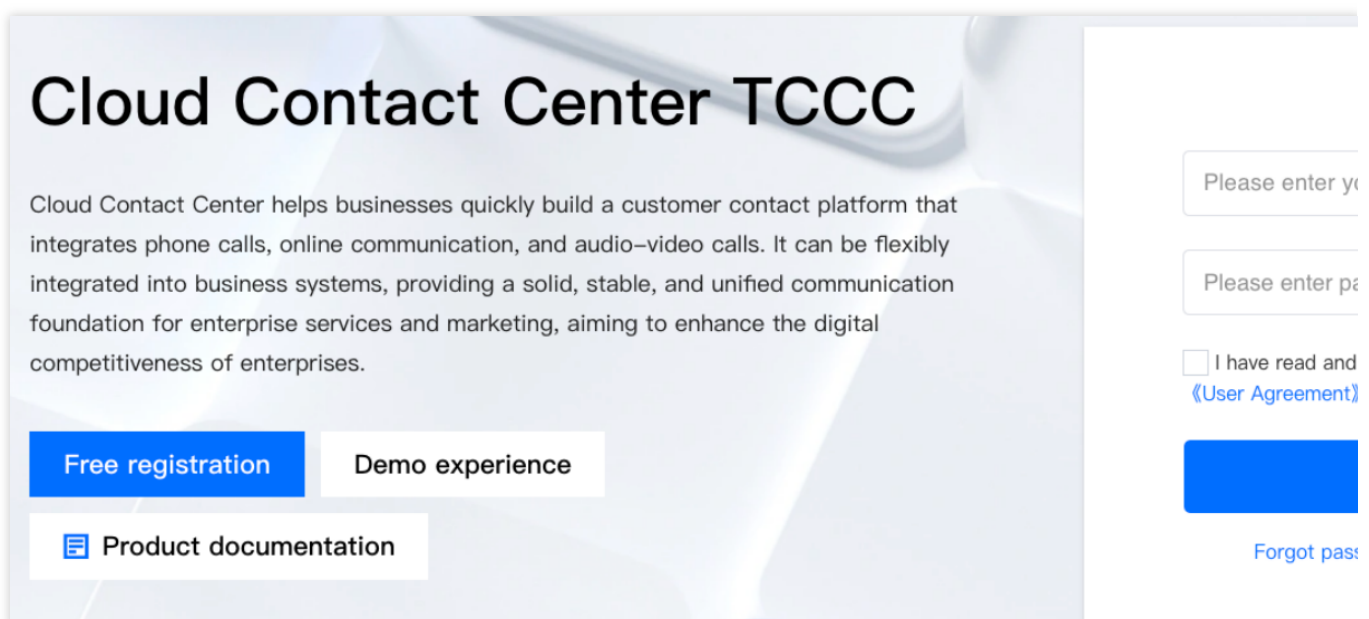
## Prerequisites

Ensure that the following operations have been completed:

1. [Creating Cloud Contact Center application](#)
2. [Obtaining login account password](#)

## Logging In to the Cloud Contact Center Agent Workstation

Step 1: Open the [Cloud Contact Center agent workstation](#), and enter the corresponding account password (see [Obtaining 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](#)

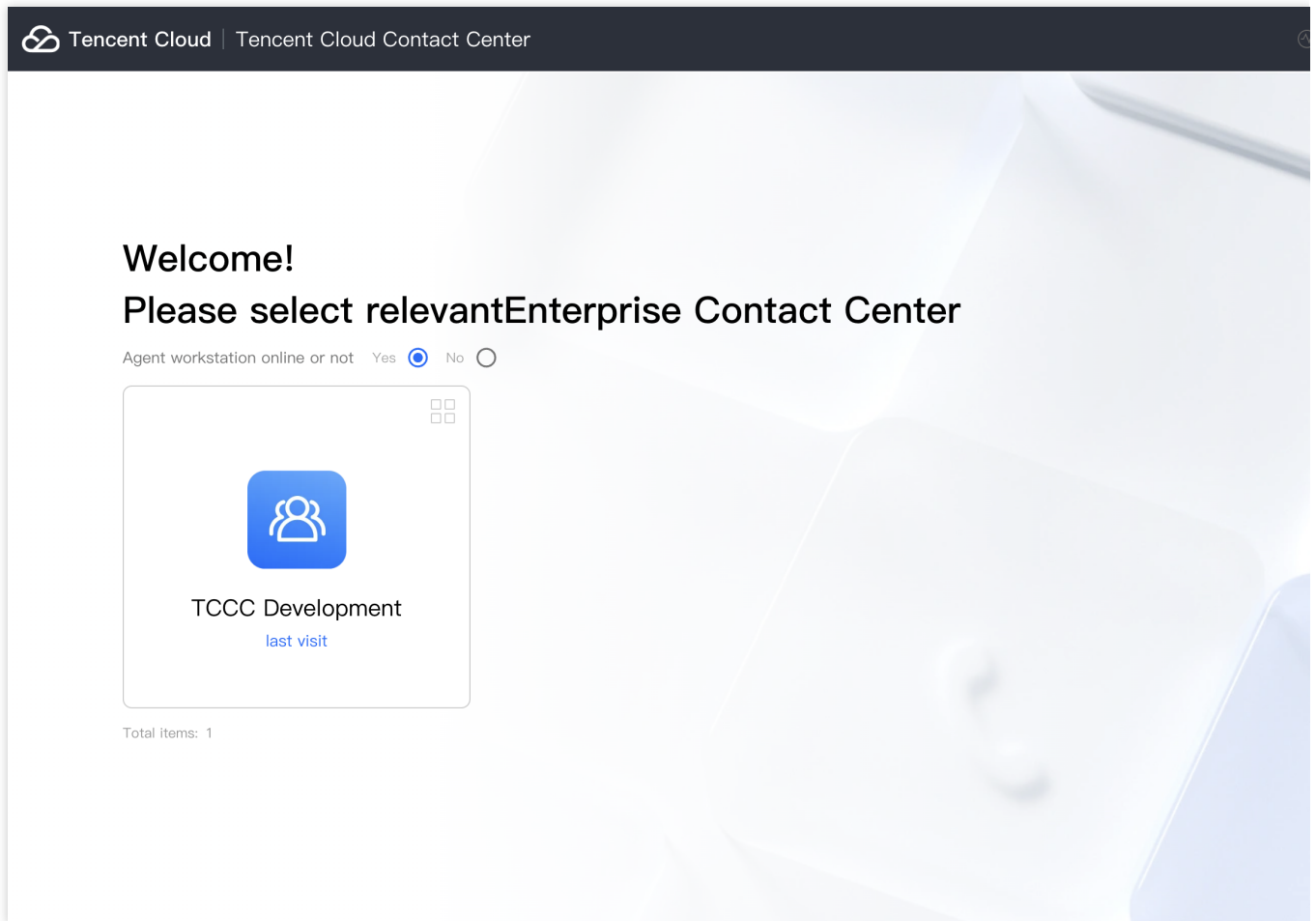
Please enter your account name

Please enter your password

I have read and [<User Agreement>](#)

[Forgot password](#)

Step 2: Go to the application selection page, and click the corresponding application to enter the workstation.



**Next, you can refer to different customer service configuration guides:**

[Quick configuration for outbound calls](#)

[Quick configuration for inbound calls](#)

## Demonstration of the Agent Workstation Interface

The agent work area is on the left, and on the right, you can choose to embed your own corporate system for intercommunication.

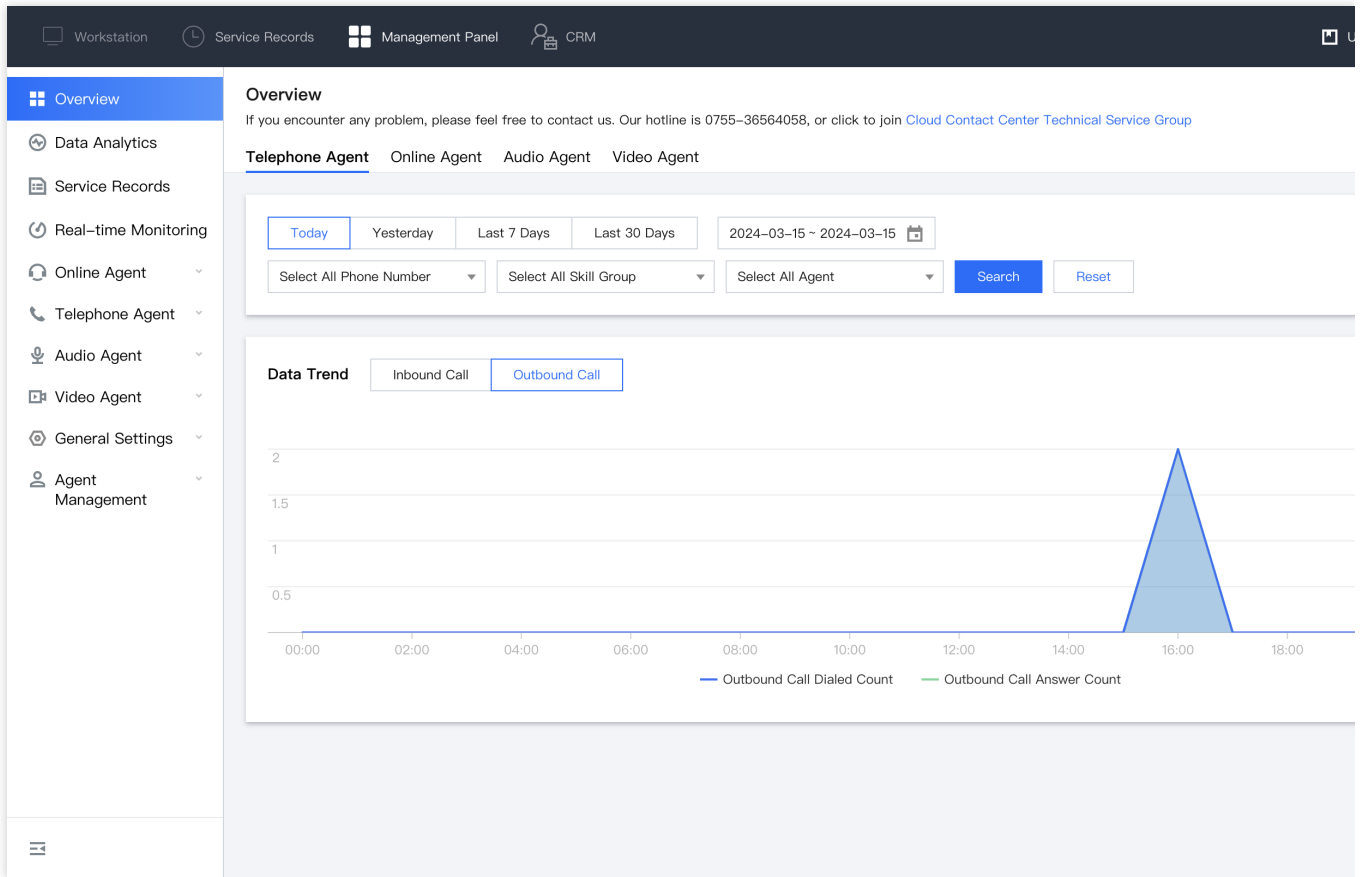
The screenshot displays a contact center dashboard with a dark navigation bar at the top containing icons for Outbound Call, Workstation, Service Records, Management Panel, and CRM. The main interface is divided into three vertical sections. The leftmost section is titled 'Busy' and features a blue 'BUSY' button. Below this, there are tabs for 'EXTERNAL SESSION' and 'INTERNAL CONVERSATION'. The 'EXTERNAL SESSION' tab is active, showing a 'queue status for your group (0)' dropdown, 'adrienlei : 0 people', 'Serving(0)', 'No Serving Records', and 'Ended(1)' with a blue 'ALL COMPLETED' button. A call log entry shows a phone icon, the number '157 \*\*\*\* 8672', the time 'just now', and the text 'Agent hung up 01:04'. The middle section contains a large blue speech bubble icon and the text 'No message'. The rightmost section is titled 'CUSTOMER INFO' and contains a smaller blue speech bubble icon with the text 'No active conve'.

## Telephone Call in Progress

The screenshot displays the Cloud Contact Center interface for an active call. At the top, a navigation bar includes 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. The main interface is divided into several sections:

- Session Information:** Shows 'EXTERNAL SESSION' and 'INTERNAL CONVERSATION' tabs. The call number is '157 \*\*\*\* 8672' with a duration of '00:00:01'. A status bar indicates 'adrienlei : 0 people' and 'Serving(1)'. A 'Got it' button is present next to a notification: 'There is background noise during the call, and the customer is speaking in dialect. Try the smart voice recognition feature!'.
- Call Controls:** A row of buttons includes 'HANG UP' (red), 'ON HOLD', 'MUTE', and 'TRANSFER' (blue). Below this are 'CONSULTATION', 'SELF-SERVICE', and 'ENTER NUMBER' buttons.
- Customer Information:** A sidebar on the right shows 'CUSTOMER INFO' and 'SESSION SUMMARY' tabs. Under 'Access information', fields for 'Service type', 'Phone Number', 'Number location', and 'Number of visits' are visible. Under 'Profile', a 'Real name' field contains the placeholder text 'please enter your real name'.

## Management Panel



## Service Record and Recording Playback

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:

Agent Name:

Skill Group:

Hang Up by:

Caller number:

Agent ID:

Remark:

Agent Operation Side:

Contact number:

Call type:

Call status:

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 <span style="background-color: #add8e6;">Self-owned number</span>	-	008615723278672	正常通话	00:01:03	janicesq...
2024-03-15 16:51:05	Outboun...	Computer	008602155044000 <span style="background-color: #add8e6;">Self-owned number</span>	-	008615723278672	正常通话	00:00:39	janicesq...

## Exchange and Feedback

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

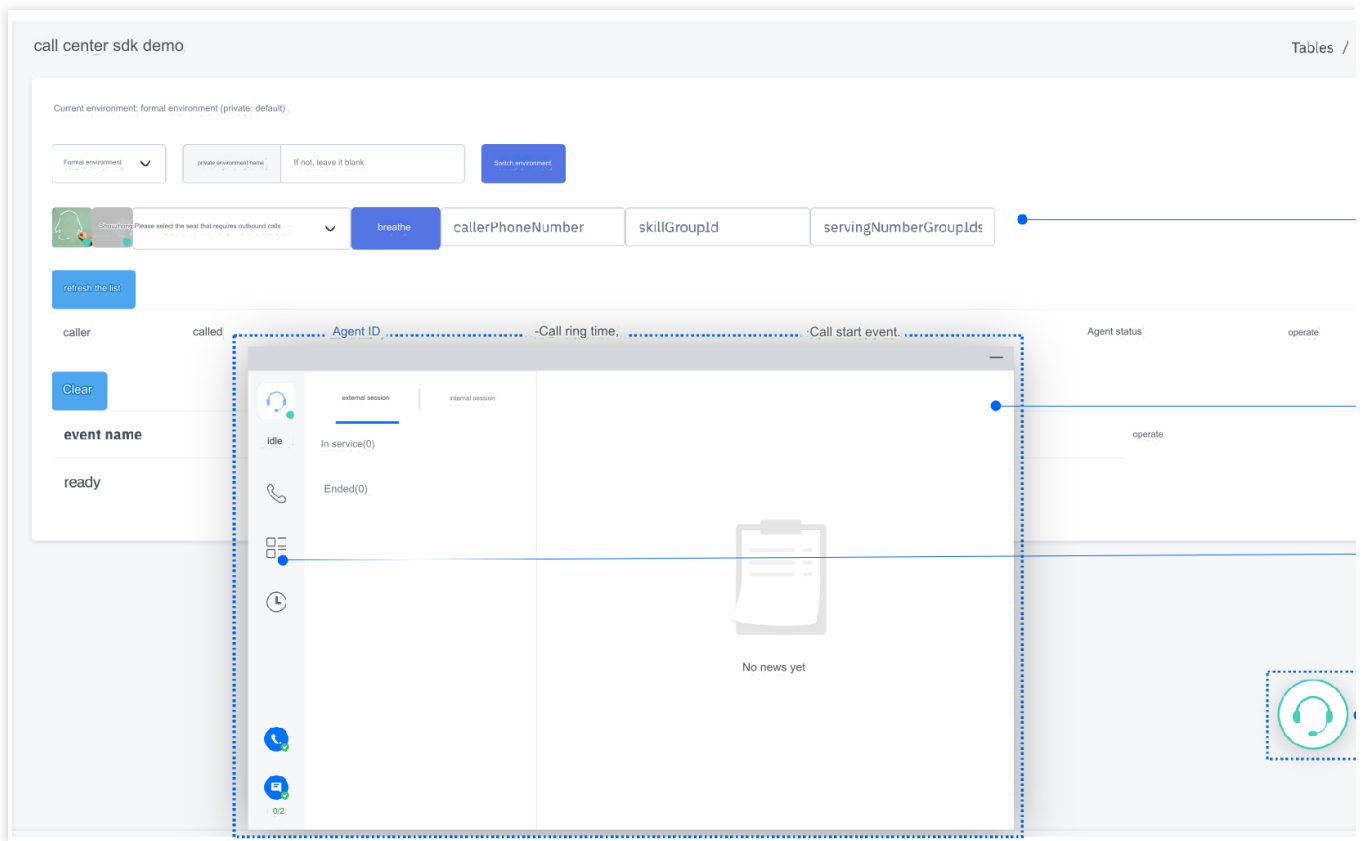
# Solution 2: SDK Integration

Last updated : 2024-04-01 12:35:34

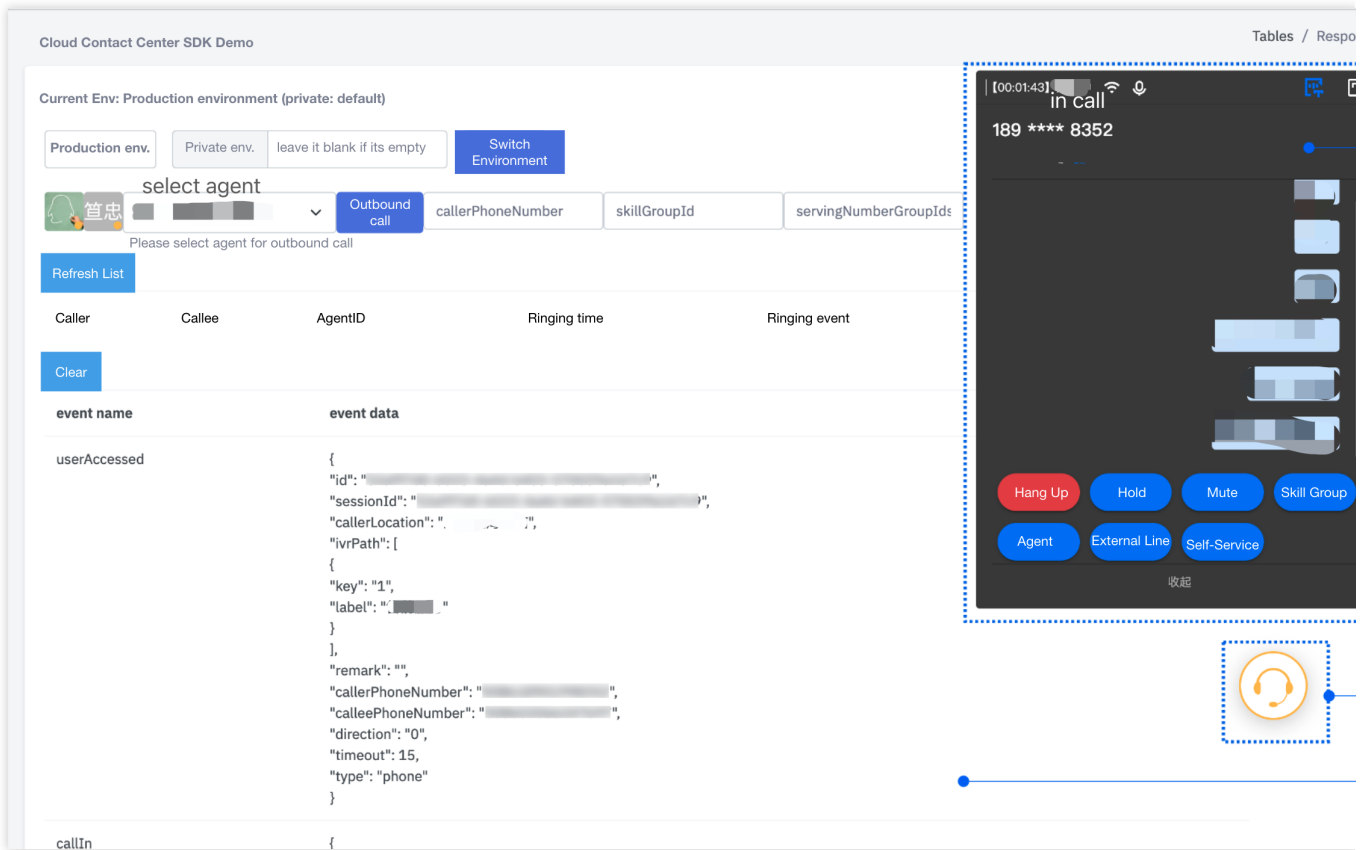
You can use SDK integration to incorporate the unified communication capabilities provided by Cloud Contact Center into your own business system. After development, your enterprise business system will have unified communication capabilities.

## Integration Effect

### SDK Integration - Unified Communication Agent Workstation



### SDK Integration - Inbound/Outbound Calls



## Integration Steps

You can follow these steps for integrated development:

Step	Operation
1	<a href="#">Creating Cloud Contact Center application</a>
2	Referring to the required customer service type, configure accordingly: <a href="#">Quick configuration for outbound calls</a> <a href="#">Quick configuration for inbound calls</a>
3	Refer to the document <a href="#">Integrating Agent SDK</a> to incorporate the agent side into your own system
4	Refer to the corresponding documents for the customer service type you need to integrate: <a href="#">Integrating Telephone Customer Service</a>

## Exchange and Feedback



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 : 2024-09-20 17:15:53

### Prerequisites

Before officially making the call, please ensure the following steps have been completed:

1. Creating the Cloud Contact Center application has been completed.
2. Purchased seats and added [customer service accounts](#).
3. Completed [connecting your own number](#).

#### Note:

We recommend using the Google Chrome browser for a better experience.

Overall, the call operation can be completed through two configurations:

1. Configuring a phone skill group
2. Binding a phone number to the skill group

Specific ways of configuration are discussed below.

### Step 1: Log In to the Cloud Contact Center Agent Workstation

Go to the [Cloud Contact Center agent workstation](#). For detailed login methods, please refer to [Solution 1: Ready to Use Without Development](#).

### Step 2: Configure the Phone Skill Group

Choose **Management Panel-Telephone Customer Service-Skill Group Management** to create or add an agent account.

**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](#)

Skill group name	Skill group ID	Ringing mode	Skill group extensio...	Reception limit	Agent Count	Operation
tt	2956	Ring in sequence	<a href="#">+Extension number</a>	1	1	<span style="color: red;">step 3</span> <a href="#">Edit</a> <a href="#">Delete</a>
after sales group	2955	Ring in sequence	<a href="#">+Extension number</a>	1	2	<a href="#">Edit</a> <a href="#">Delete</a>
e2e-test	2939	Ring in sequence	<a href="#">+Extension number</a>	1	3	<a href="#">Edit</a> <a href="#">Delete</a>
gahou-same vibration	2684	Ring simultaneously	<a href="#">+Extension number</a>	1	2	<a href="#">Edit</a> <a href="#">Delete</a>
jeremy_test	2609	Ring in sequence	<a href="#">+Extension number</a>	1	2	<a href="#">Edit</a> <a href="#">Delete</a>
weijunyi-tel	2522	Ring in sequence	<a href="#">+Extension number</a>	1	8	<a href="#">Edit</a> <a href="#">Delete</a>
alan_test	2488	Ring in sequence	<a href="#">+Extension number</a>	1	3	<a href="#">Edit</a> <a href="#">Delete</a>
shuaisguo test	2462	Ring in sequence	<a href="#">+Extension number</a>	1	2	<a href="#">Edit</a> <a href="#">Delete</a>
lulu phone	2454	Ring in sequence	8889 <a href="#">✖</a>	1	3	<a href="#">Edit</a> <a href="#">Delete</a>

Click **Edit** and add a customer service account.

**Edit skill group**

Skill group name:

Skill group properties: **Phone**

Reception limit:

Ringing mode:  Ring in sequence  Ring simultaneously

Agents in skill groups: [Add agent](#)

Agent Name	Email	Priority	Operation
Xiao Guo	838632526@qq...	3	<a href="#">Delete</a>

Total items: 0  /page  / 1 page

Telephone in skill group: [Add telephone](#)

Extensio...	Phone N...	Phone S...	Phone R...	Priority	Operation
No data yet					

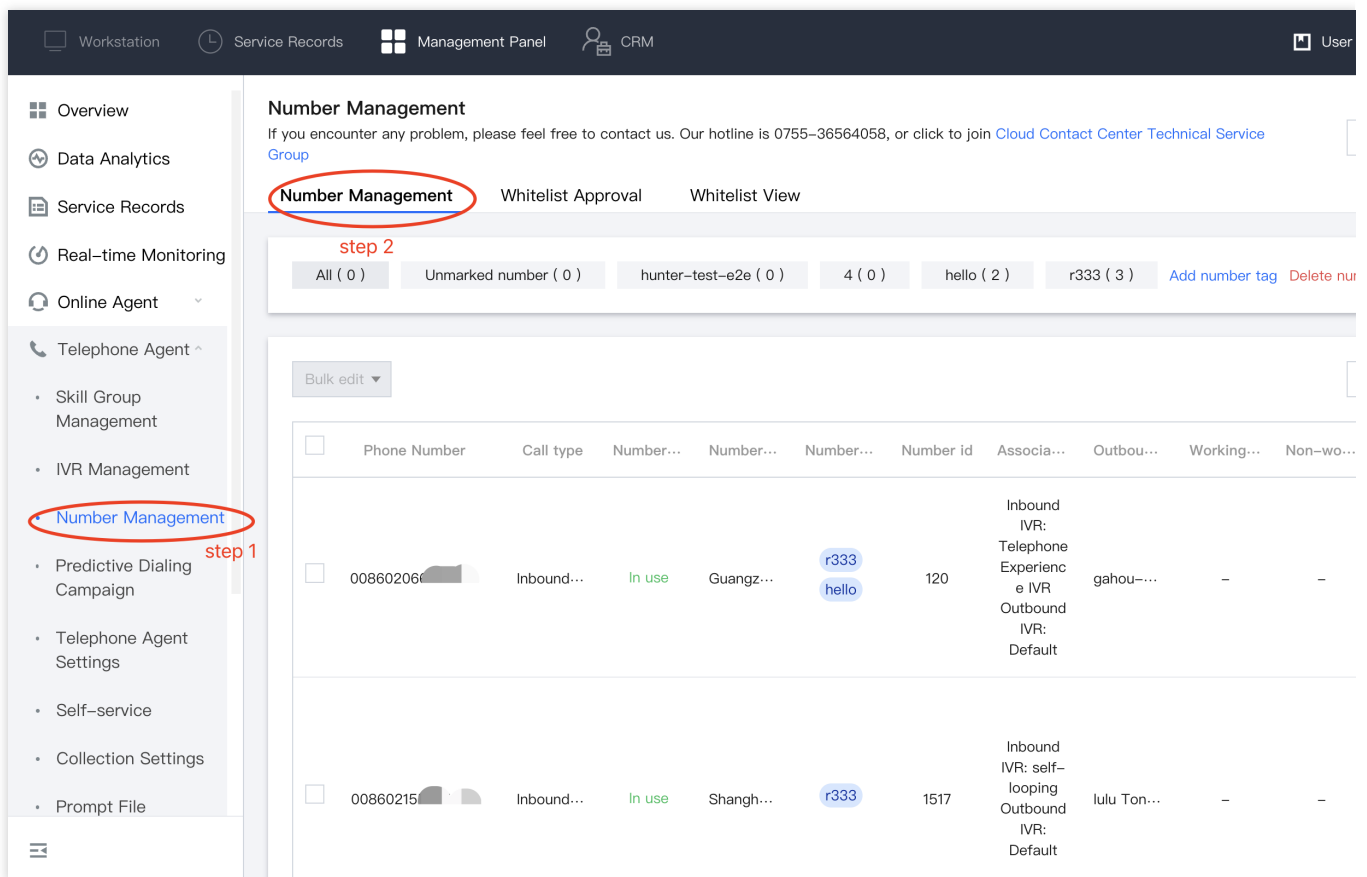
Total items: 0  /page  / 1 page

## Step 3: Configure the Skill Group in Number Management

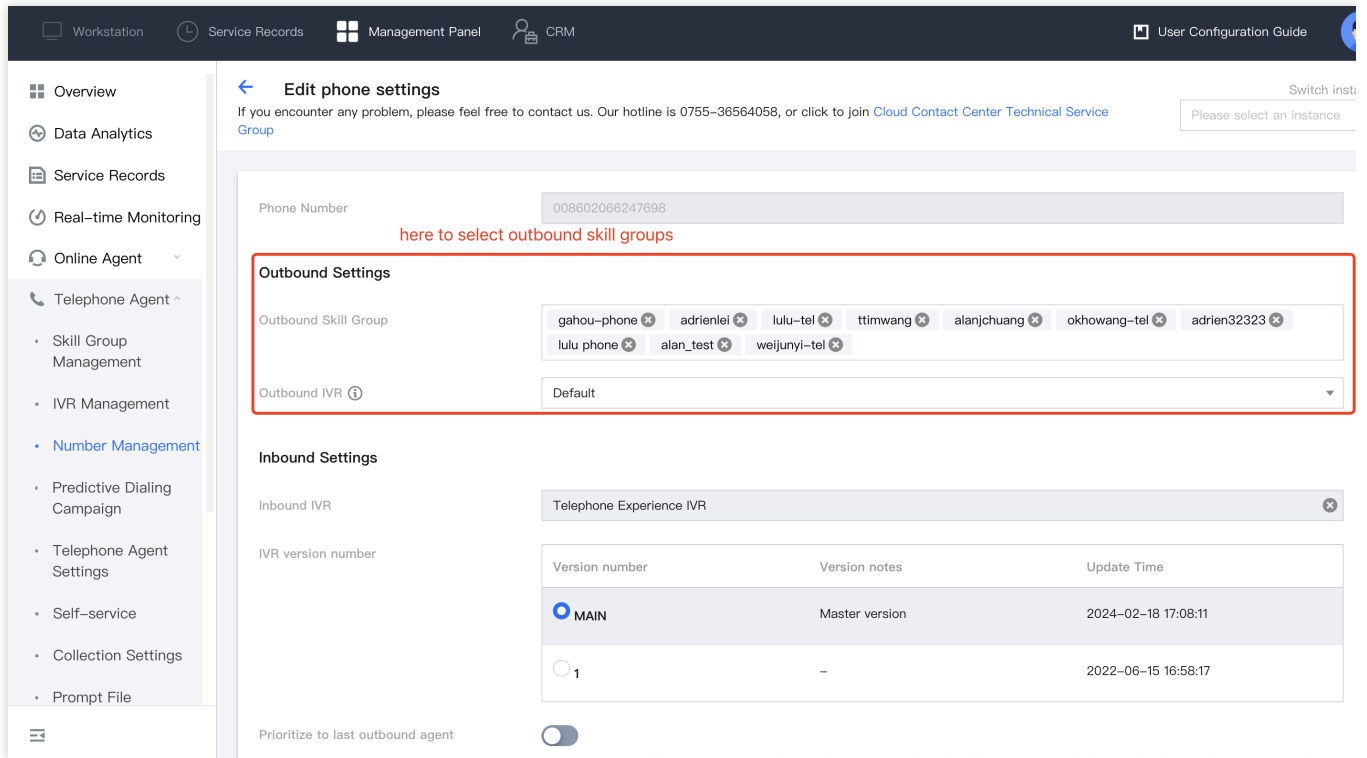
**Note:**

If no number management outbound call skill group has been configured, a number will be selected randomly from all available outbound numbers at the time of outbound calling. If there are multiple numbers, you can configure different skill groups to use different numbers.

Choose **Management Panel- Telephone Customer Service-Number Management**.

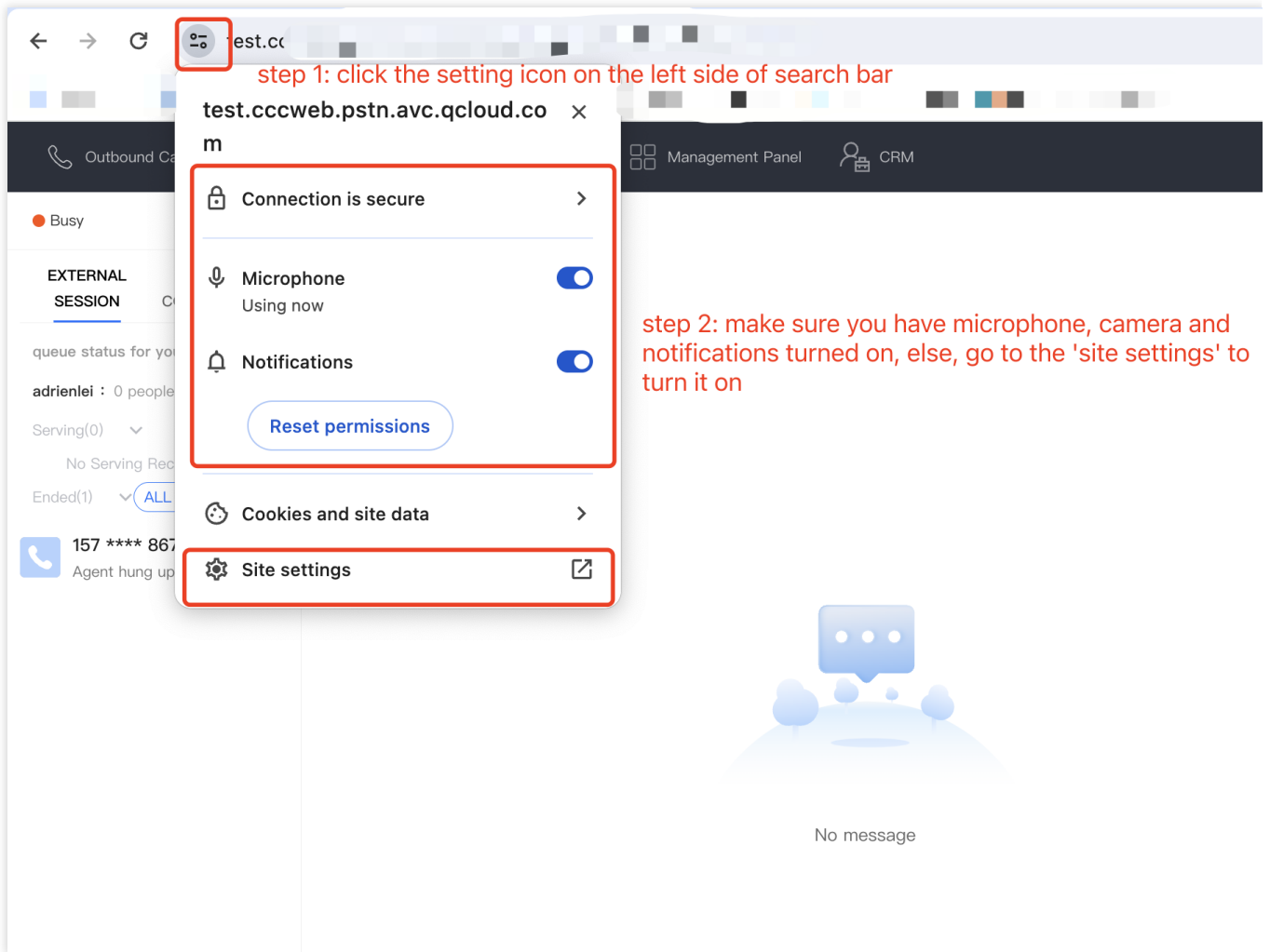


Edit and select the above skill group. After the configuration is complete, the agents in this skill group will select this number for outbound calls.



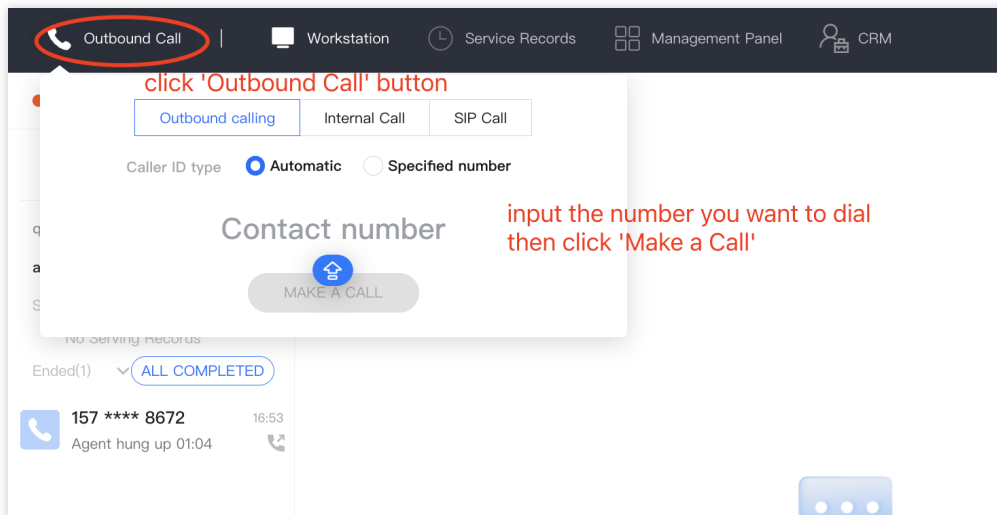
## Step 4: Check Whether the Microphone Is Authorized

Click the lock icon in the browser address bar (upper left corner), check the permissions that the website has accessed, and check whether the computer is connected to a microphone.



## Step 5: Enter the Number to Make an Outbound Call

Click Outbound Call in the upper left corner and enter the corresponding contact number. Add the area code for the landline number.



## Features in the Call Process

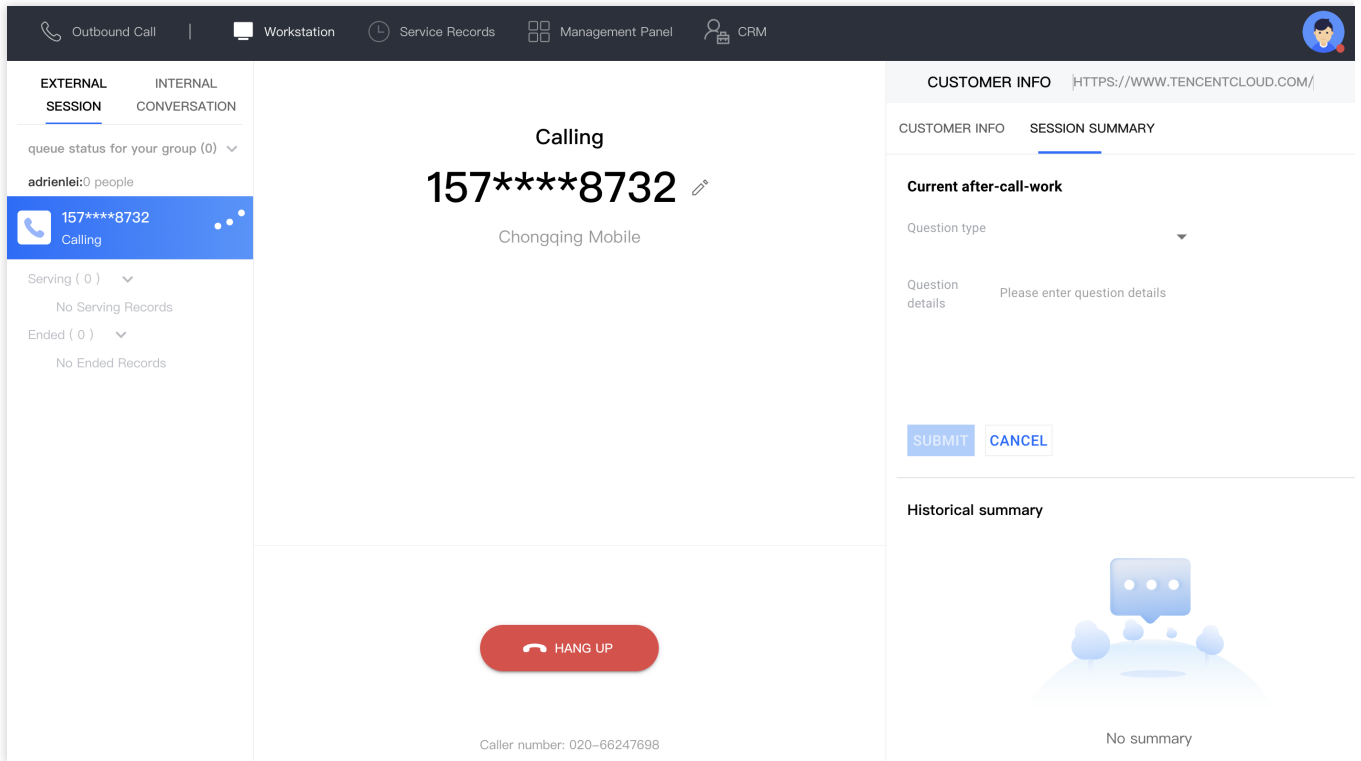
Rich features are provided during the call, such as:

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

[Call Hold and Mute](#)

[Call Self-Service](#)

For more features, please 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.

## Call-related Features

**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 : 2024-09-18 14:38:38

## Prerequisites

Before officially making the call, please ensure the following steps have been completed:

1. Creating the Cloud Contact Center application has been completed.
2. Purchase seats and add [Agent management](#).
3. Please complete the [SIP\\_Trunk Connection with Self-owned Landline](#).

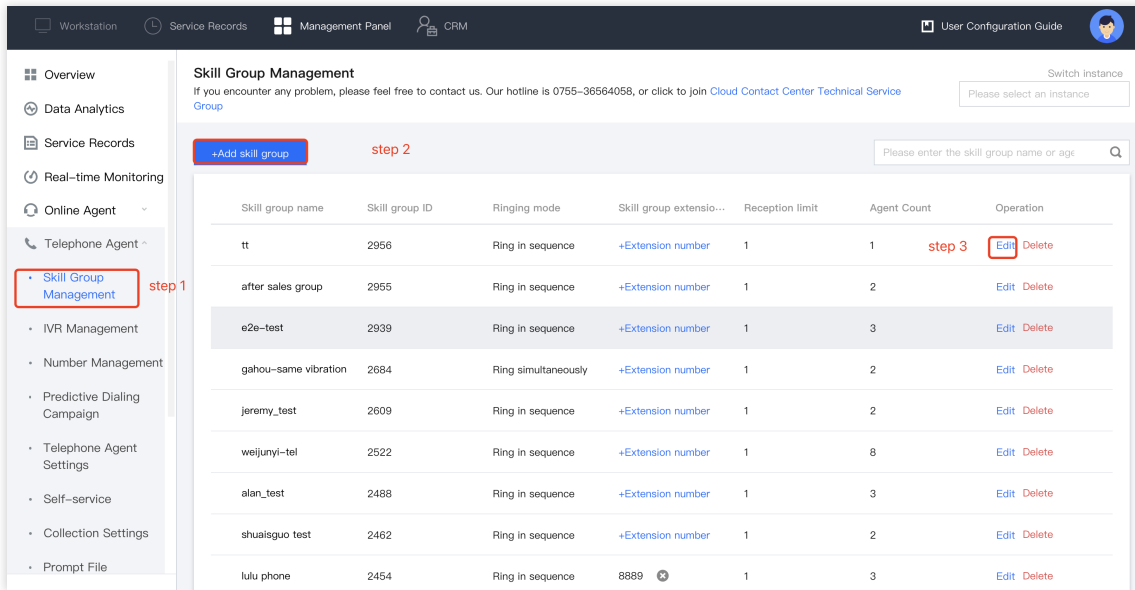
We recommend using the Google Chrome browser for a better experience.

## Step 1: Log In to the Cloud Contact Center Agent Workstation

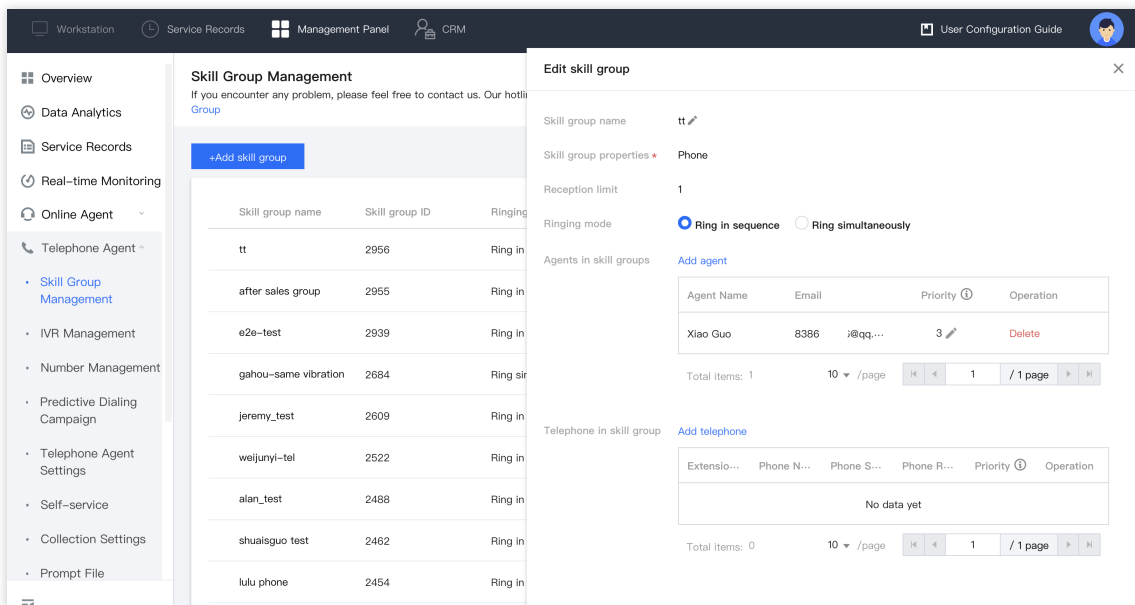
Go to the [Cloud Contact Center agent workstation](#). For detailed login methods, please refer to [Solution 1: Ready to Use Without Development](#).

## Step 2: Configure the Phone Skill Group

Choose **Management Panel > Telephone Customer Service > Skill Group Management** to create or add an agent account.

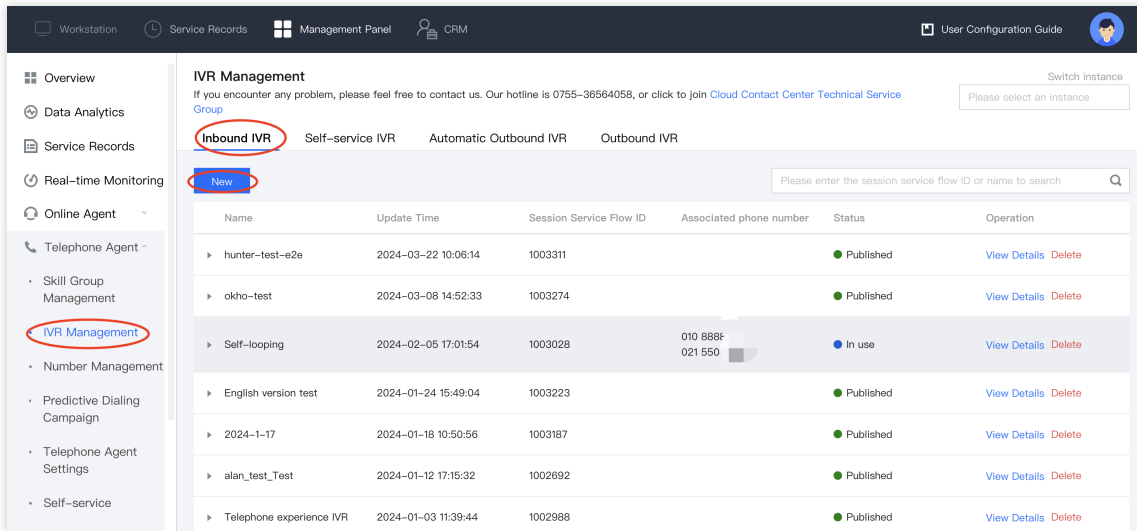


Click **Edit** and add a customer service account.

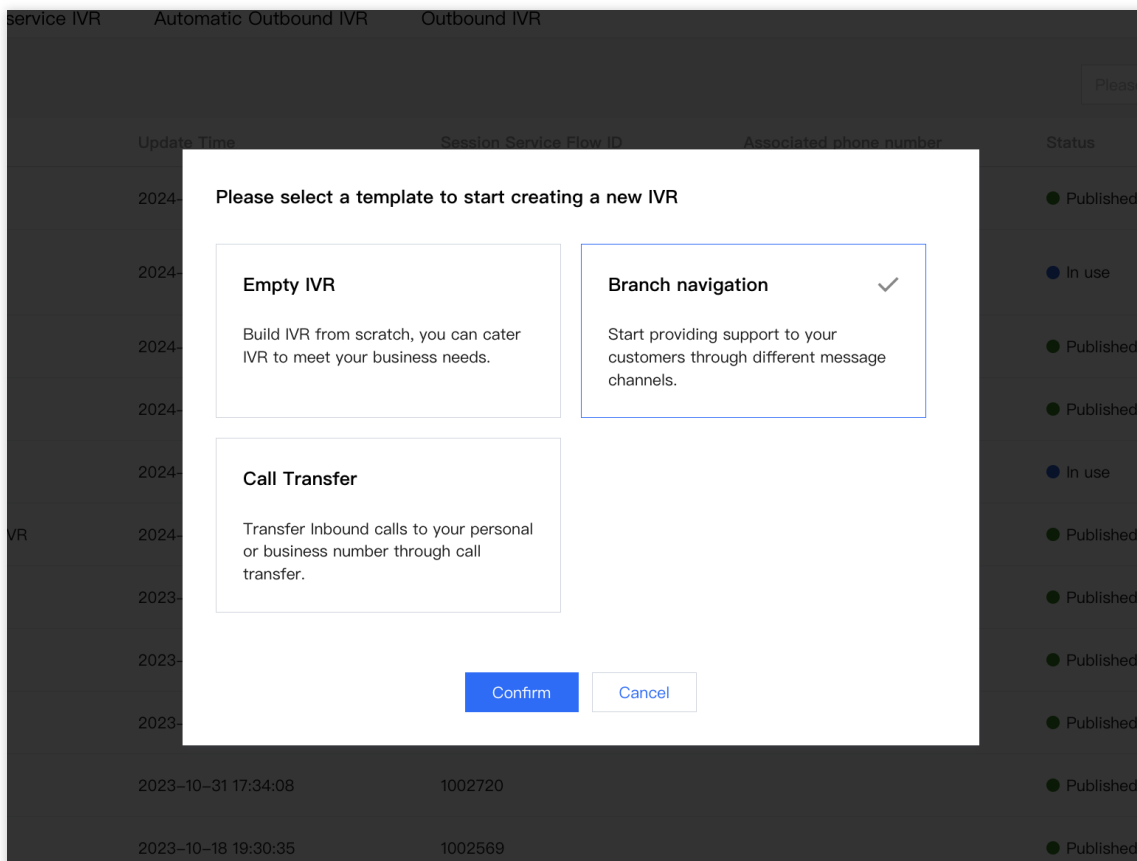


## Step 3: Configure Inbound IVR

IVR provides various interactive voice response features. You can configure your own voice broadcast, key branch, etc. On the Management Panel, choose **Telephone Customer Service > IVR Management**.

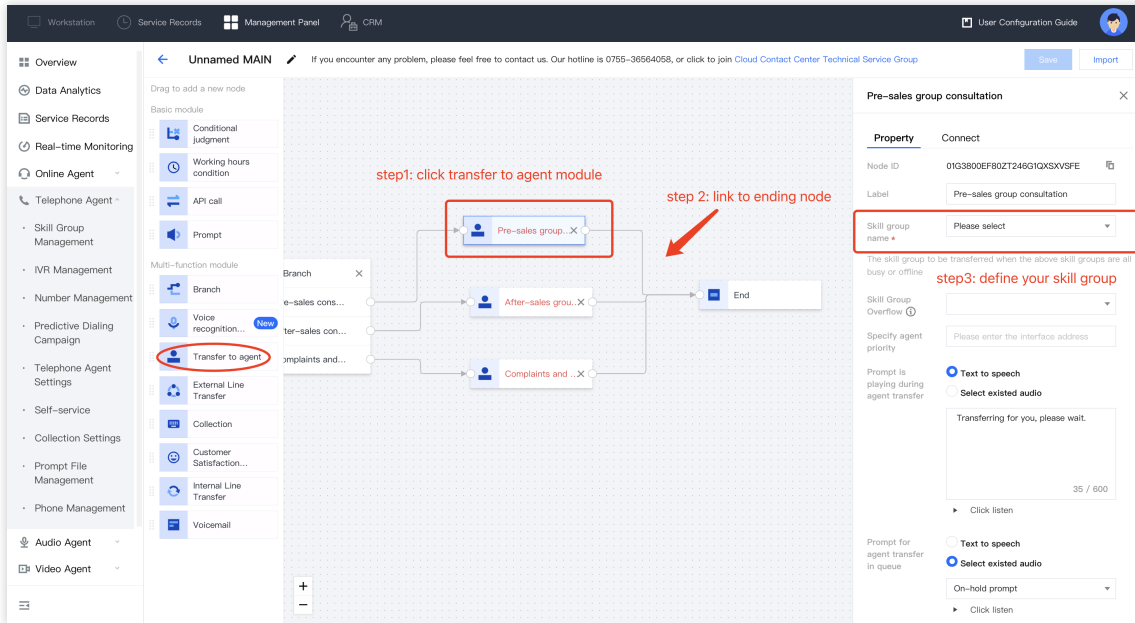


Click **Create**, and select the **Branch Navigation** template to quickly create. (The branch navigation template provides keys after playing a prompt, and allocates the calls to different skill groups for service.)



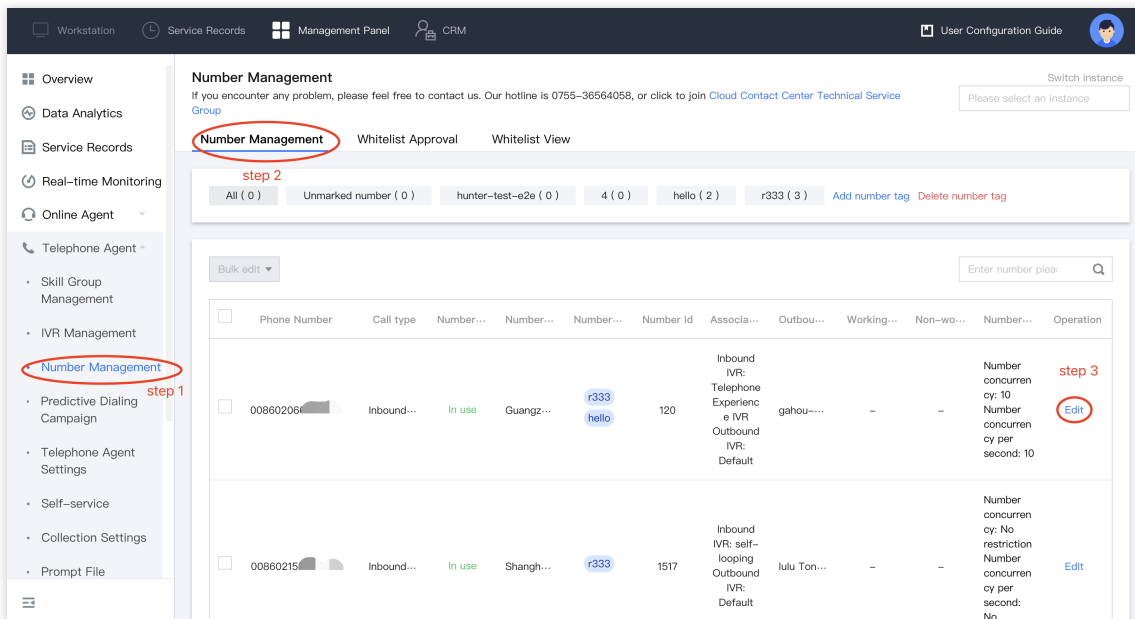
Connect the transfer to agent node to the end node and configure the skill group. If the current account is used for testing, configure the current account to the skill group.

**Note:** If a parameter error is prompted, please check whether a skill group is configured for the transfer to agent node, whether all connections are performed, and whether the IVR name is unique.

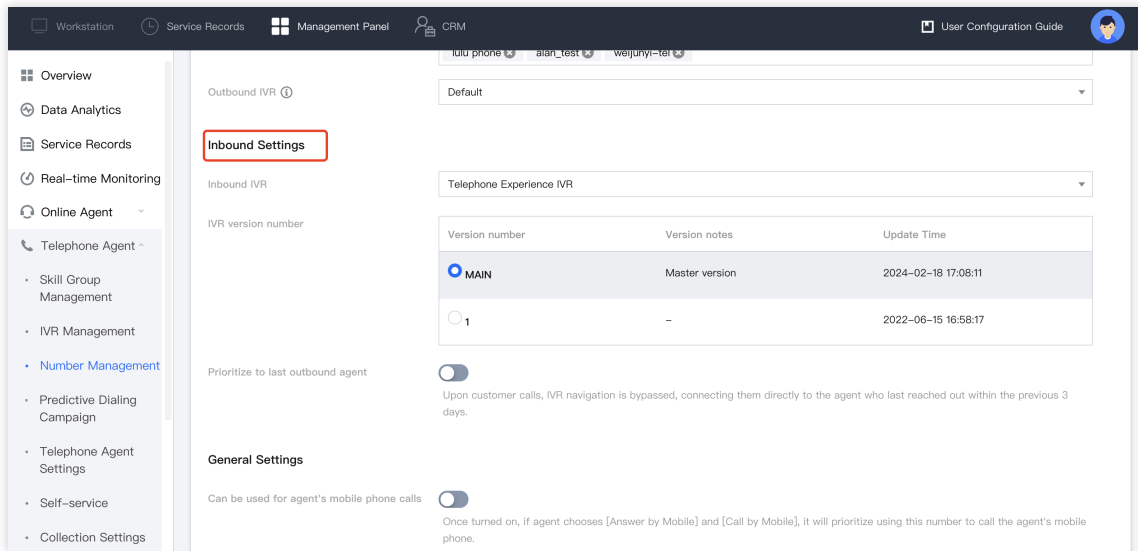


## Step 4: Bind a Phone Number to IVR

Choose **Telephone Customer Service > Number Management**, select the number that needs to be configured, and click **Edit**.

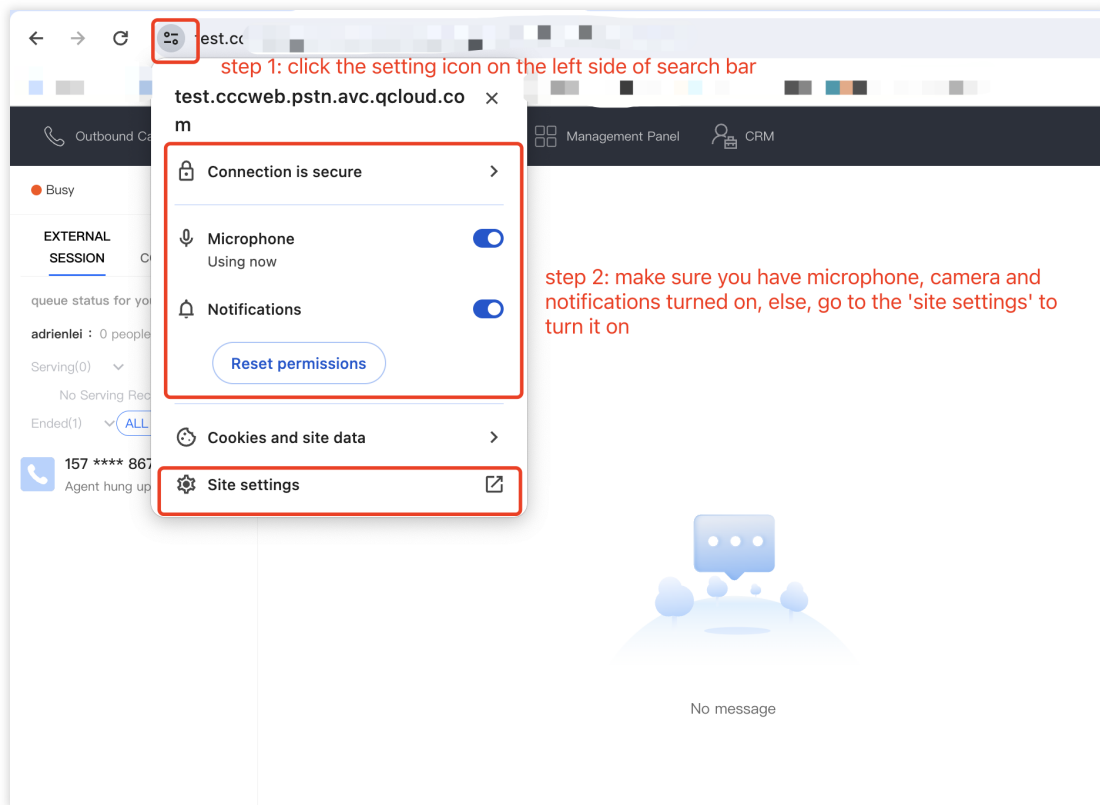


In Inbound Settings, select the IVR saved in Step 3, save and wait for 1 minute to take effect.



## Step 5: Check Whether the Microphone Is Authorized

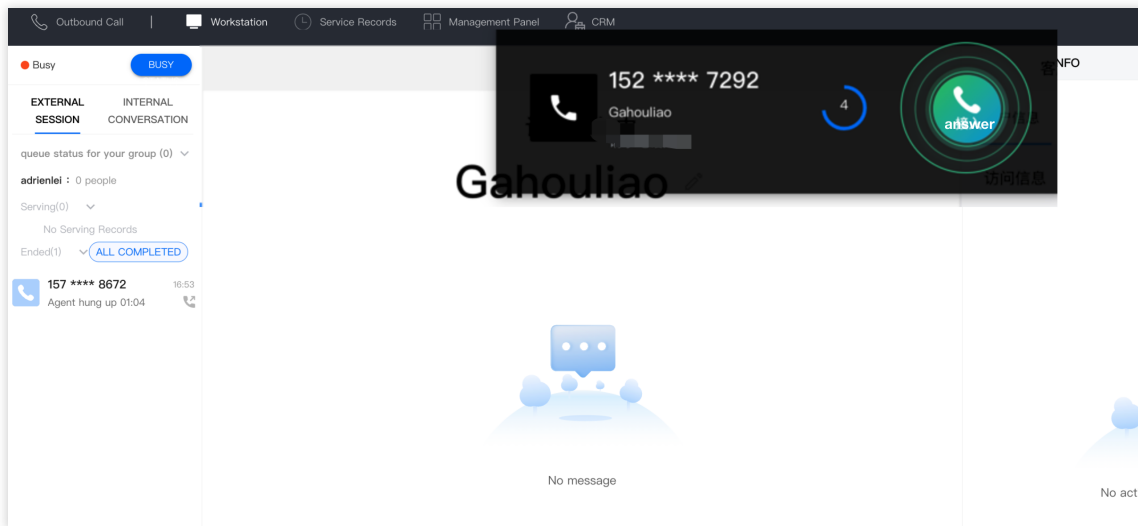
Click the lock icon in the browser address bar (upper left corner), check the permissions that the website has accessed, and check whether the computer is connected to a microphone.



## Step 6: Start Receiving Calls

### Note:

Before officially starting to receive calls, please ensure that you are the only one online in the skill group of the IVR transfer to agent node in the number configuration. Otherwise, the call may be distributed to other 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 it is not transferred to the configured agent's skill group, please go to the Management Panel - Service Records - View Details to check the inbound call trajectory and connection status.

## Features in the Call Process

Rich features are provided during the call, such as:

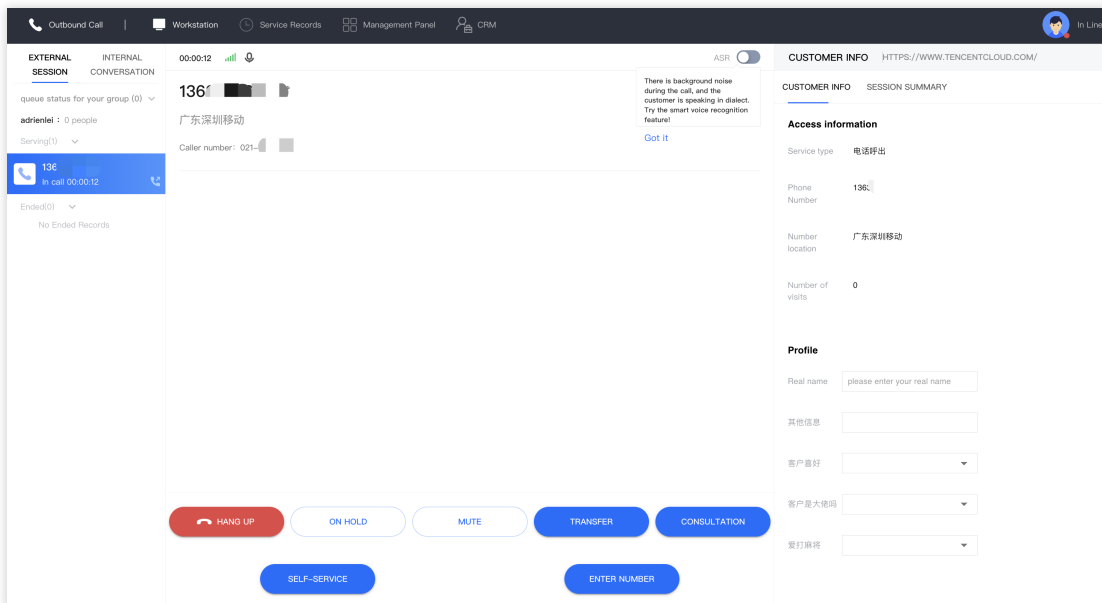
[Direct Transfer to Skill Group/Agent](#)

[Call Hold and Mute](#)

[Call Self-Service](#)

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



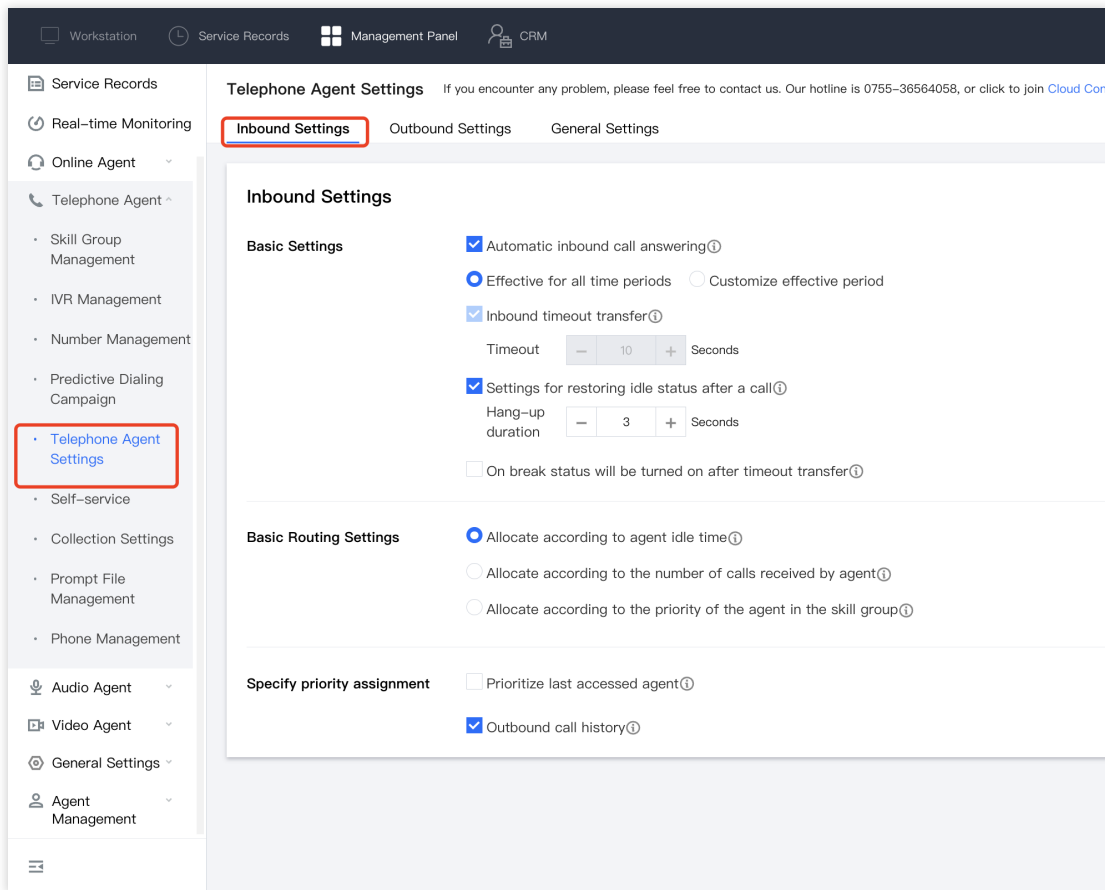


## Incoming Call Mode

**SIP Phone Answering:** Cloud Contact Center allows customers to connect the SIP landline phones they purchase with the agents on Cloud Contact Center, so that agents can make calls through their landline phones.

## Routing and Assignment Strategy

Basic routing settings and specific priority allocation features are provided. This means that when the number of inbound calls exceeds the number of agents, the system can distribute inbound calls to suitable agents based on predefined rules.



## Introduction to Features After Call Ends

**Viewing Service Records:** 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.

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