Cloud Contact Center

Workspace Guide

Product Documentation

Contents

Workspace Guide
Voice Guide
Voice Agent Login

Last updated：2025-03-31 17:22:01

Account and Password

Login Account: use the email address you provided to admin or the one assigned by admin.
Password: once account is created, system will send an email with a random password to that mailbox.

First Time Login

Step 1: Log in to Tencent Cloud Contact Center

Directly access Tencent Cloud Contact Center (TCCC), enter the email address and password to log in, as shown below:
Direct access: https://connect.tencentcloud.com/login
Email Address: registration email you provided to the admin.
Login Password: After added account, system will email agent a random password for first-time login.

Procedure 2: Choose Target Application

First time authorization requires clicking to allow the use of the microphone before going online.

Procedure 3: Officially Go Live

Green dot means a successful login. Click avatar to switch status.

Staff Status

Last updated：2025-03-31 17:09:24

Status Description

Staff Status	Status Description
Available	During idle time, the system will assign inbound calls to the current staff. Staff can also proactively make outbound calls.
Busy	When marked as busy, system will not assign new inbound call to the staff, but staff can manually make outbound calls. When marked as busy, staff may receive internal calls or call transfer requests.
On break	When on break, staff can select a specific reason for the break. System will not assign new inbound call to the staff, but staff can manually make outbound calls.
In line	When staff is **in-line**, the system does not assign inbound calls to the staff, meanwhile, staff cannot make any outbound calls. When staff is in a call, system will automatically switch to **in line** status, staff is unable to change it until call is over.
After-call-work	When staff ends a call, the status will change from busy to after-call wrap-up(ACW) and ACW countdown turns on. After time is up, agent. status automatically update to idle. Before countdown ends, staff can click **Back to Reception** to switch back to idle, or click **Continue After-Call Work** to maintain this state.
Offline	Once offline, the system does not assign new tasks to the staff, and staff is unable to make outbound calls manually.

Staff can click avatar in the upper-right corner of the workspace to update new status.

Make and Answer Call (Via Web Page)

Last updated：2025-03-31 17:10:18

Manual Answer Calls

When there is a user incoming call, the workbench will pop up a prompt bar to answer the call as well as an incoming call ringtone to notify the employee of a new incoming call. The employee can click the green button to answer the call. The employee status changes from idle to busy.

Notes:

The countdown will be shown in the call tool bar. If the staff does not click to answer before the countdown ends, the call will be transferred to another staff within the same group.

Automatic Answering Calls

With automatic answering enabled, incoming calls are answered instantly without a prompt. Staff status changes from idle to in-line until the call ends.

Calls Hungup

With automatic answering enabled, incoming calls are answered instantly without a prompt. The employee's status changes from idle to busy until the call ends.

Before the countdown ends, staff can click Back to Reception to go idle or Continue After-Call Work to stay in the current status.

Make Outbound Calls

Staff can click Outbound Call icon, enter the phone number, and click the icon again to place the call.

Call Hold and Mute

Last updated：2025-03-31 17:11:06

Call Hold

During a call, staff can click On Hold in Voice module to play the default on-hold prompt. To resume, click Cancel Hold. While on hold, staff can still hear the user.

Mute a Call

During a call, staff can click Mute in the Voice module to Mute their audio while still hearing the user. Click Unmute to resume talking.

Call Transfer Feature

Last updated：2025-03-31 17:11:56

Feature Description

Staff can transfer calls to a voice group, voice agent, SIP phone, or an external line as needed.

Transfer to Group

After clicking **Transfer** button, select **Internal Transfer > Group**, choose the target group from the group list, and click **Transfer**. Staff can see available agent status in the target group.
After the transfer, staff call ends, and the user hears hold music until the target skill group staff answers, completing the transfer.

Transfer to Agent

Click Transfer, select Internal Transfer > Agent, choose the target agent, and click Transfer. The current agent can check the target agent’s status before transferring. After initiating the transfer, the current agent hangs up, and the user hears the on-hold prompt until the target agent answers, completing the transfer.

Transfer to SIP phone

After staff clicks **Transfer** button, select **Internal Transfer** > **SIP phone**, and click **Transfer.**

Transfer External Line

Staff can select **External Line Transfer** tab, starts inputting external number, and click **Start to Transfer.**

Self-Service IVR During Call

Last updated：2025-03-31 17:12:51

Defination

During a call, staff can initiate self-service IVR process that is configured by admin, such as playing a product introduction and prompting users to press a key to confirm.

Guide

1. clicks **self-service** button, select the target **Start Service IVR** to initiate.

2. After self-service is completed, staff can click **back** to return to the call with the user.

Input Extension Number

Last updated：2025-03-31 17:13:45

Defination

During outbound call, staff can dial an extension number to reach the target hotline.

Guide

1. Employees can click the **input number** button during an outbound call.

2. Staff enters the extension number, and the system automatically sends it for transfer.

Staff Internal Communication

Last updated：2025-03-31 17:14:28

Feature Overview

Staff can initiate internal calls with each other.

Guide

1. Click the 'expand' icon at the top navigation bar on the workspace.

2. Next, select **Internal Call** in the floating window. You can search name or email address to find the staff. You can call an online staff or a SIP phone.

Change Password

Last updated：2025-03-31 17:18:11

Feature Overview

Staff can change passwords on workspace.

Guide

1. After staff log in to workspace, they can click the set button in the bottom-left corner and select **Change Password**
.

2. Enter your **current password, new password, and confirm it.**

3. Click the **Change Password** then you can update password successfully.

Notes:

Password strength needs to meet the following conditions:

Password length: 8-20 characters.

It is required to contain numbers, letters, and special symbols (such as! @ # ¥ % ^ & * () etc. excluding spaces).

Agent Offline and Log Out

Last updated：2025-03-31 17:19:06

Offline

After staff clicks on the avatar in the upper right corner on the workspace, click **Offline**, and staff status will change to "Offline", as shown below.

After staff status changes to "Offline", it indicates that the staff is unavailable to work. The system will not assign any inbound to this staff, and the staff will not be able to make outbound calls. Staff can click **Online** to change their status back to available.

Log Out

After staff clicks on the avatar in the upper right corner on workspace and then clicks **Logout**, as shown below.

Desk Guide
Agent Workstation Login

Last updated：2025-03-31 16:56:09

Account and Password

Login Account: use the email address you provided to admin or the one assigned by admin.

Password: once account is created, system will send an email with a random password to that mailbox.

Account and Password Log-In

Directly access Workbench, enter the email address and password to log in, as shown below:

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

Email Address: The registration email you provided to the administrator.

Login Password: After the administrator successfully creates the account, the system will send an email with a random password to that mailbox. For the first login, please use that random password.

Reception and Ending Session

Last updated：2025-03-31 16:57:32

Automatic Service Session

If the admin sets up automatic service, when a user session is allocated to this employee, you can process the session on the workbench.

Manual Service Session

If the admin sets up manual reception, when a session is allocated to an employee, a reception prompt bar and a ringtone prompt will pop up on the workbench indicating a new session. You can click a button to serve.

Note:

A countdown will be shown in the new session prompt bar. If the employee does not click to receive before the countdown ends, the session will be transferred to another employee.

Manually End a Session

Employees can manually click **End Chat Session** in the upper-right corner of the session window to manually end the chat session with the user.

End a Session Automatically

When an employee sends a message to a user and the user does not reply within the time specified by the administrator, the system will execute execution timeout to automatically end the session automatically without manually clicking. The session will end automatically and send an overtime end reminder to the user.

Session Transfer

Last updated：2025-03-31 16:58:15

Feature Overview

Staff can transfer sessions to a **target group** or **member** member via the transfer icon

Transfer to Target Member

Click **Transfer**. In the pop-up window, select **target member**. You can search for a member by Nickname or account (the member status must be online). Select the target member and click **Confirm Transfer**.

Transfer to Target Group

Click **Transfer**. In the pop-up window, select **target group**. You can search for the group to be transferred. Select the target group and click **Confirm Transfer**. You can see the idle status of the members of the target group before starting the transfer.

How staff initiate chat with user

Last updated：2025-04-07 16:41:42

Description

Staff can re-initiate a session through the service record or proactively contact user through UserID.

Notes:

Only support staff to proactively contact users through the application/client channel. Other message channels are not supported.

Re-Start a Session through Service Records

Staff can view closed session in **Service Record** on Workspace. Click **Reconnect** below the chat record to open a new session window with the user.

Proactively Contact the User by UserID

Step 1: Staff can click in the upper left corner on the workspace and choose **Direct chat.**

Step 2: In the pop-up window, select **external contact**, search for the UserID of the IM user and choose user. Click **start conversation**, and a new session window with the user will open.

Voice Satisfaction Survey

Last updated：2025-03-31 17:01:18

Staff can click the user satisfaction button in the conversation window to send invitation to user.

Notes:

The user satisfaction feature is managed by the admin in the management panel.

Staff Internal Session

Last updated：2025-03-31 17:02:06

Feature Overview

Employees can initiate internal sessions, that is, perform internal communication by sending text, images and other methods.

Initiate a Conversation

Step 1: Staff can click Add button in the upper left corner on the workspace and choose Direct Chat.

Step 2: In the pop-up window, select **internal contacts**, search for the staff's nickname or account. Click **start conversation**, to open a conversation.

Do Not Display Sessions

If there is no need to show the completed internal conversation, you can right-click to **hide** it. This operation will not delete the chat record.

Get Offline and Log Out

Last updated：2025-03-31 17:02:59

Offline

Click agent avatar on the top right, select **Offline**, as shown below.

Once get offline, staff status is unavailable. System no more assign any new session to the staff. Staff can manually switch back online status.

Log Out

Click the avatar button in the upper right corner and click **Logout**, as shown below.