

Cloud Contact Center New User Guide Product Documentation





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New User Guide Voice Guide Hardware, Software, and Network Requirements

Last updated : 2025-04-24 10:43:03

The requirements for hardware, software, and network environment for Cloud Contact Center are as follows:

Hardware Requirements

Computer: The recommended specification is 8 GB memory, with no CPU requirement. Headset and microphone.

Software Requirements

Microsoft Edge or Google Chrome Browser (version later than 70) Microsoft Edge Google Chrome

Network Environment Requirements

1. Phone: digital trunk --> TCCC SIP connection bandwidth G711: 90.4 kbit/s for each uplink/downlink

G729: 34.4 kbit/s for each uplink/downlink

2. Audio-video: TCCC --> agent workstation network bandwidth

Audio call: 60 kbit/s for each uplink/downlink

Video call: 960 kbit/s for each uplink/downlink

Note

Calculation example: If the SIP encoding is G729 and the call concurrency is estimated at 400, the network bandwidth is: 400 x 34.4 kbit/s = 13.76 Mbit/s.

Assistant Check

You can use your device to access Cloud Contact Center Assistant for device detection, browser detection, and network monitoring.

The detection pass is shown in the figure below:

New User Home

Last updated : 2025-02-05 16:21:46

This article helps you understand cloud contact center and quickly run through our services.

Note:

Cloud Console: Provides application-level management, including app creation, BYOC via SIP Trunk, service subscription, data push setting, and recording storage.

TCCC Management Panel: Offers member management, data reports, call records, IVR configuration, and call settings (Note: Console and Management Panel use separate account systems).

Agent Workstation: agents can make and answer calls on the workstation.

User Type	Description	Guide Document
Free Trial User	Cloud Contact Center provides users with a 14-day free trial package to help you run through your use case.	Application Creation to claim the trial package Connect your number (SIP Trunk) Log in to the management end Quick Configuration for Use Cases Customer Service Hotline (Inbound) Outbound: Telemarketing Voice Reminder (automatic outbound call) SDK Integration Guide Cloud Contact Center Billing Overview
New Paid User	Follow guidance to complete preliminary tasks that you must perform after you subscribe to our service.	Application Creation Connect your number (SIP Trunk) Log in to the management end Quick Configuration for Use Cases Customer Service Hotline (Inbound) Outbound: Telemarketing Voice Reminder (automatic outbound call) SDK Integration Guide
Admin Handle daily operations such as data analysis,	Member Management	Agent Account Creation Role & Permission Management Skill Group Management Custom Agent Status
monitoring, call configurations, and more.	Inbound settings	IVR Management Inbound Call Routing and Answering Settings Satisfaction Evaluation



	Outbound settings	Outbound Number Assignment One-Click Outbound Call on Dial Pad Predictive Outbound Call Customer Callback Reception
	Call Features (On Hold, Call Conference, Transfer etc.)	Call Feature Overview Screen Pop: iframe integration with business system Number Masking Setup
	Data Analysis and Live Call Monitor	Data Overview Real-Time Monitoring
	SIP Phone Setup	SIP Phone and Extension Number SIP Telephone Registration SIP Telephone Usage
AI Agent Conversational AI agent delivering human-like call experience.	Admin configures the prompt flow, connecting your LLM to enhance your call experience.	-
Agent Perform inbound and outbound service to end users.	Agents can log in to the workstation to make and answer calls, edit personal account, and view service records.	Before starting, ensure: Hardware and Network Requirements Agent Manual
Developers	Frontend: Cloud Contact Center provides an SDK to help you quickly integrate the workbench and Telephone Capability. Backend: Provides rich APIs and detailed atomic data, flexibly integrating with your business.	Frontend: SDK Development Guide Workstation SDK: API Guide Web Android iOS Backend: API Documentation Data Push

Create Application

Last updated : 2025-05-30 14:42:46

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.

Claim Freemium Package as New User

1. Log in to the Cloud Contact Center Console.

Application Center > Voice. New users get a 14-day free trial of Cloud Contact Center core features after creating an application.

2. Our trial package includes 3 standard agent licenses. After creating an application and claiming the trial package, start configuring application, you can find SDKAppID and explore on available features.

Create Application After Initial Setup

If you are not first time creating TCCC application, you can create additional one on Console as well.

1. Log in to the Cloud Contact Center Console.

2. Click Add New Application (SDKAppID).

3. Input your application name, read and agree on our user requirement. click Create Now.

4. To view your new application detail (such as: SDKAppID), app settings (such as: Data push), and telephony number.

Next, obtain login account and password to log into Workspace or Management Panel, and select your preferred solution to get started.

Next: BYOC: SIP trunking



Number Guide Bring Your Own Carrier via SIP Trunk

Last updated : 2025-01-08 15:19:00

Before you use Cloud Contact Center to make/answer calls, you need to first connect your number to the **Cloud Contact Center - Console**. Cloud Contact Center provides free platform number integration and does not charge any communication costs.

Note:

1. If you do not have a number, you can purchase a number from international ISPs such as Twilio, Avoxi, Vonage. Refer to Number Purchase Guide (Twilio)

- 2. Once number is purchased, you can connect telephone line via SIP trunk to make and answer calls.
- The process consists of two steps:
- 1. Create SIP Channel
- 2. Add numbers in the SIP Channel.

Step 1: Create SIP Channel

1. Console [Cloud Contact Center] - Number Management

Cloud Contact Center Number Management, select Bring Your Own Number Access tab, click Create SIP Channel.

Cloud Contact Center	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
Center	
Agent Management	Before submitting your own number, you need to create a SIP channel
management	
 Number Management 	Manage my Numbers In effect
	Create SIP Channel available, search is only possible after creating a Q
	No SIP channels available, you can create a SIP channel for connecting your own numbers



Default Fixed-line Number - SIP Trunking Device, click Next.



3. Create SIP Channel

3.1 Enter the Channel Name

3.2 Choose an access mode

Note:

Please confirm the docking method with your number ISP. Cloud Contact Center supports the following four methods:

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.



0. 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.

1. 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.

Outbound configu	ation
The Cloud Contact Ce	ter database is deployed in Singapore. You can refer to the operator's documentation to select the near
Trunk provider address *	sip: Example {example}.pstn.twilio.co : e.g. 5060
Account *	
Decoverd	20

2. Outbound call configuration



You car	n fill in the TCCC IP port in the origination URI of the operator platform according to the corresponding form
Exampl	e: 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.

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		
	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.)

II in SIP address	
ublic network address	s: used for your SIP device or operator SIP trunk to receive signaling (SIP UDP default port is 5060, please confirm if it is the SIP address)
there are device IPs ι	used for sending signaling but not receiving signaling, you can fill them in the IP whitelist
ublic network	a a 117 126 20 00
ldress *	e.g. 117.130.32.22
	Add
whitelist	Add
ptional)	
	II in SIP address ublic network address there are device IPs t ublic network Idress * whitelist otional)

You can find the SIP gateway IP address and SIP UDP port in the background of your gateway, for example:

DINSTAR	Web Mana	agement System
 Status and statustics Out configuration waters Instructive Cocal metwork Cocal metwork Cocal metwork SiP server SiP server Port Status and statustics Auration statustics <li< th=""><th>Instruct, mode network mode Network mode Course working mode Course produces automaticat Course produces automaticat Course produces automaticat Course automaticat Course Co</th><th>routing®ridging</th></li<>	Instruct, mode network mode Network mode Course working mode Course produces automaticat Course produces automaticat Course produces automaticat Course automaticat Course Co	routing®ridging
	Web Manage	ement System
• operating information • Network parameter configuration • PRI configuration • SS7 configuration • PSTN grouping configuration • SIP configuration • SIP configuration	SIP parameter configuration Local SIP UDP port Local SIP TCP port Local SIP TLS port	5060 5062 5061
SIP trunking SIP account		

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.

Authorize acces	S IP	
Add the following ad Or provide the follow	dress to your SIP device white ing address to the operator to	ist to authorize access your SIP devic authorize access the operator's SIP tr
Gateway IP	120.220 .04 Af -11 1. 0 .226 更1. ∎	Copy all IP

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

_	Web Management	System
	Modify SIP trunk	
Operating information		
Network parameter configuration	Trunk number	0
PRI configuration	binding interface	.gei .
SS7 configuration	Trunk name	sipserver
STN grouping configuration	Peer address and port	139. 5: 203 1224
SIP configuration		129158:
SIP parameters		12934:
SIP trunk		12916:
SIP account		12073.
SIP domain name resolution		
SIP redundancy grouping		
grouping configuration		
umber filter		
all routing		
imber change		

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 ac	Idress
	Your SIP device or o	operator's SIP trunk sends signaling to address
	Cloud Contact Center domain name IP list correspondin g to Cloud Contact Center domain name	Please prefer to send domain name, if your device does not support domain name, please send the corresponding IP

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.

Select number/device ty	vpe ≻	2 Create SIP Channel > (3) Complete creation
Channel Name *	Please enter th	ne Channel Name
Please select the docking mode	Cloud Co registrati Suitable devices o Contact (ontact Center provides SIP Public network SIP trunk connection for enterprise own gateway For cloud contact center to dock with or IPPEX docking to the Cloud Internet SIP trunk Center Internet SIP trunk
	Gateway information	
	Gateway	Please enter gateway username
	username •	Only supports letters or numbers
	Gateway	Please enter gateway pa 🧭
	password *	Password must be at least 8 characters, including uppercase, lowercase letters, numbers, and special characters
	Server	Please enter server address Port 5060
	autress *	Address is domain name or IP address
	Outbound proxy server address	Please enter the outbound proxy Port Please ente
	Transmissio n protocol *	O UDP TCP TLS
	Registration Timeout Time	3600 Seconds

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.

Gateway information	
Gateway username	1000 gateways 🝙 👞 J1_1099 🔽
Gateway password	€ ■ ■ = P E
Registration status	Not registered
Server address	sip.tccc.qcloud.com
Server port	TLS : 5061 To TCP :35090 To
Outbound generation Management server address	sip.tccc.qcloud.com
alternative Outbound generation Management server address	sip2.tccc.qcloud.com
Outbound generation management server port	TLS : 5061 🔂 TCP :35090 🔂

2. Configure your gateway.



2.1 Configure the SIP server

	W	eb Management Sys	item
 Brits and series Agrees identifies port status Corret call If Pression CDR Nordy extents 		SIP server SIP server address SIP server port (default: 5060) Regularition duration (default 200) Lineature	sip.tccc.qcloud.com 5061 300 s √Enable
Outh comparison neard Particle Suff Server If policy Tel strategy port dament endparter calling and routing intragener damage intragener		Philing autoand proy serve addee Philing autoand proy serve port (default 5060) Backup outbound proy server Alternate outbound proy server Alternate outbound proy server port (default 5060) register Re-registration time percentage (O: random, range is 25 wangeness tend die ingeness teles	sip2.tccc.qcloud.com 5061 sip2.tccc.qcloud.com 5061 \$6,~75%)
+ tools		Registration flow control fourneer of impairme, free 8 means no limb) three despiration before reportation after about some control call hold mussic Menter called wild be call is on hold SP Support	1 / 0 s ownable ownable mh-u TLS _ √ Enable
		Local SIP port Use random port Local SIP UDP/TCP port Local SIP TLS port	√ Enable 12667 12667

2.2 Configure the port O.

· Status and statistics
Port status

- Add	
port	4
disable port	
register	enable
IP policy	0 <default></default>
Tel strategy	0 <default></default>
SIP user display name	gateway10(1099
SIP account	gateway100 _1099
SIP authentication account	gateway100 _1099
Authentication password	•••••
Polo otro	
Delay time	[<u>1</u> s
	Cancel
Note: If you did y	vithin the "delay time" the "dial number" will not take effect

2.3 Add the call and routing policies.

	-						
	IP->Tel rout	ing					
		index	describe	call source	calling prefix	called prefix	call target
	Π	127	tencent_tc	SIP server	any	any	Port 4
L							Total: 1 Page 1 🗸
			of the	Pavies	delete	triti in hatabas	
					00.000		

	V	Veb N	lanage	ment Sy	ystem		
	Tel->I	P/Tel routing					
+ Status and statistics		index	describé	call source	calling prefix	called prefix	
- Guick configuration wizard		127	topcost to	Creat 4	2014	2014	
+ network		127	tencent_tc	Port 4	any	any	
• SIP server							Total:
IP policy						1	
policy				Add to Re	delete	1	
rt 1							
sed configuration							
Calling and routing							
•Wildcard group							
• port group							
- IP relay							
Pouling parameters							
IP->Tel routing							
Tel->IP/Tel routing							
umber change							
gener							
curity settings							
+ tools							

Step 2: Add numbers

1. After the SIP channel is successfully created, please click **Add Numbers** under your channel.

Cloud Contact Center	Number Management If you encount	er any problems during use, please feel free to	contact our hotline: 0755-36564058, or click to	join the Cloud Contact Center Technical Service Group.	
E Application ~ Center	Connect with my Own Number				
Agent Management	Before submitting your own number, ye	ou need to create a SIP channel			
Number Management	Manage my Numbers Numbe	s in effect			
	Create SIP Channel			Search for number or channel name	Q Ø
	Channel Name	Status	Docking Mode	Operation	
	▶ adrientest	•	Public network SIP trun	Add number Edit Delete	
	Total items: 1			10 v / page 🛛 🖂 1 👘 1	1 page 🕨 🕨

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 usually use the +E.164 format, which is [+][country code][number] (e.g., +86123456789). Some ISPs use E.164 (without the plus sign). It is recommended that you confirm the number sending format with your ISP when filling out the details



Select application *	Please select an applicat	ion	~		
Prefix *	Yes 🔾 No				
	Outbound prefix: When dia explicitly required by the op caller number) Example: W 99139XXXXXXXX.	ling outbound, Cloud Conta perator, otherwise no configu hen the prefix 99 is configure	ct Center sends a fixed pre uration is needed. (Please o ed, dial 139XXXXXXX, the	fix number before the callec to not fill in the country code final number sent by Cloud	d number. It is usually e and area code of the I Contact Center is
Number *	Number Format(i)	Number details	Maximum Concurrency	Calling Type	Operation
	{+E.164} ~	e.g.: +6012345678	- 0 +	Inbound & Outbc 🗸	
	Add				
	1. International numbers us	sually use the + e.164 format	, which is [+][country code][number], e.g., +601234567	78. Please confirm the
	2. The maximum number of	arrier. f concurrent calls and call ty	ne fields are ontional, defa	ult is 0 (unlimited) and incor	ning & outgoing calls

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

Cloud Contact Center	Number Management If you end	ounter any problems during use, please feel free	a to contact our hotline: 0755-36564058, or click to	join the Cloud Contact Center Technical Service Group.						
器 Application ・ Center	Connect with my Own Number	Connect with my Own Number								
Agent Management	Before submitting your own number	er, you need to create a SIP channel								
Number Management	Manage my Numbers Num	nbers in effect								
	Create SIP Channel			Search for number or channel name	Q Ø					
	Channel Name	Status	Docking Mode	Operation						
	▶ adrientest	0	Public network SIP trun	Add number Edit Delete						
	Total items: 1			10 v / page 🛛 🖌 🔺 1	/1 page 🕨 🗵					

Next: Add Administrator & Log in to Management Panel

Twilio Number Guide

Last updated : 2025-01-23 11:55:46

Note:

Tencent Cloud Contact Center (TCCC) lets you quickly integrate softphones and connect your own numbers for free. If you don't have an international number, we recommend getting one from providers like Twilio, Avoxi, or Nexmo. This is a step by step guide to connect to your Twilio account via SIP trunking. Custom Telephony Provide integration Guide: BYOC: SIP trunking

1. Twilio

1. Enter Twilio Official website, click Sign up for registration.





2. You can register quickly by filling in the information or using your Google email.

(::) twilio	
Sign up	
Get access to your free trial of Twilio Comms, SendGrid and Segment within 30 seconds!	By signing up today, you will get access
First name	products. No credit card is required!
Last name	twilio comms
Email address*	Streamline your communication capabilities w Twilio's advanced suite of APIs
Password*	🗧 twilio segment
Verify you are human	Collect, unify, and enrich customer data across or device, all in one safe place
By clicking Continue, you agree to the <u>Twilio</u>	sendgrid
If you are in the EEA or UK, you agree to the <u>European Electronic Communications Code</u> <u>Rights Waiver</u> , if applicable.	Integrate in minutes with our email API and tru emails reach the inbox
Continue	
Already have an account? Log in	
OR	
G Sign up with Google	

3. Mobile number binding and verification.

(i) twillo		
	We'll also need to verify your phone number So you can hit the ground running and start using our Twillio services. To verify you during log in through two-factor authentication (2FA). To help us mitigate fraud and abuse.	
	Country Phone Number	
	Send code via SMS Send code via voice call	

4. Enter the Twilio Console - select **Phone numbers > Buy a number**.

Select the desired country/number.

Check number capability (Voice, SMS, MMS, Fax).

Select the preferred number, click **Purchase.**

(D) Twilio Home	My first Twilio account v Trial: \$13.20 Upgrade						phone number	X Admin ~	↓• ⑦ ⊞
# Phone Numbers Manage Active numbers Released numbers Buy a number Verified Caller IDs TwiML apps Port & Host Regulatory	Country • (+1) United States - US • (+1) United States • (+1) United • (+1) United	Capabilities Voice Match to First part ant in your phone	SMS MM	S Fax Search R	eset filters				Can't find a nur
Compliance Short Beta Codes Sender Ibe	Sending OTP or 2FA?		Ski	p wait times, let us ha	ndle compliance, ar	nd launch globally or	n day 1 with Verify.	Learn more	about Verify →
	Number	Туре		C	capabilities		Address Requirement	Monthly fee	
> 🗞 Voice			Voice	SMS	MMS	Fax			
	+1 775 306 6270 A Carson City, NV US	Local	6	Ē	Ø	Ĝ	None	\$1.15	Buy
Explore products +	+1 775 306 6266 A Carson City, NV US	Local	S	Ę	þ	۵.	None	\$1.15	Buy
	+1 775 628 7451 A Dyer, NV US	Local	6	Ē	A	ß	None	\$1.15	Buy

5. Select the number and view details.



2. SIP Trunk Configuration

1. Please click **Elastic SIP Trunking > Manage > Trunks**, then click the **Create new SIP Trunk** button.

(ii) Twilio Home	My first Twilio accou	unt V Trial: \$13.20 Upgrade					٩	Jump to	Admin ▾ Ậ• ⑦ ☷
 O United States (US1) > % Voice 	Elastic S	IP Trunks							
> 🖻 Studio	Twilio's Elastic SIP Tr	unking enables you to make & receive te	elephone calls from your IP comm	unications infrastructure around	the globe over a p	ublic or private co	nnection.		
> 🕜 Marketplace Beta	If you're interested in	accessing Twilio's Programmable Voice	platform from your IP communica	ations infrastructure, go to Progr	ammable SIP Dor	nains.			
v (se Elastic SIP	Below is a list of your	Elastic SIP Trunks							
Overview									Create new SIP Trun
Manage Trunks IBarcace	Trunk SID	Trunk Name	Termination SIP URI	Origination SIP URI	Filter	lear			
control lists	NAME	ACTIVE CONFIGURATION		TERMINATION SIP URI				ORIGINATION SIP URIS	
Credential lists	test3	United States (US1)		test.pstn.twilio.com				sip:43.153.248.231:35090	
Networking info									
> Settings									
✓ # Phone Numbers									
✓ Manage									
Active numbers									
Released numbers									
Buy a number									
Verified Caller IDs									
TwiML apps									
> Port & Host									

2. Name your SIP TRUNK

Twilio Home	My first Twilio account V Trial: \$13.20 Upgrade	Q Jump to	Admin ~ $\hat{\Box}$ • (
Account Dashboard	General Settings		
Develop Monitor	• Friendly name		
·	test3		
Elastic SIP Trunking (US1)	A human readable descriptive text, up to 64 characters long.		
\leftarrow test3	Trunk SID		
General	TK483469413e1e57619e875f13e83e477f3ee		
Termination			
Origination	Features		
Numbers	To learn more about SIP Trunking features, please see our user documentation. [2		
	Call Recording (i)		
	Disabled Calls will not be recorded		
	Call Recording		
	Record from ringing ~		
	Recordina Trim		
	Silance will not be trimmed from recording		
	Disabled Silence will not be dimined in intrecording		
	Secure Trunking ①		
	Disabled RTP must be used for media packets. SIP messages may be sent unencrypted or encrypted using TLS. Any		
	Call Transfer (SIP REFER) 🛈		
	Disabled Twillo will reject any incoming SIP REFERs from your communications infrastructure		
«	Save Cancel Delete Trunk		
rmination C	opfiguration		

Name Termination URL in your prefered way. Later, you will need to fill in this domain (xxxx.pstn.twilio.com) in the TCCC Number Management

(i) Twilio Home	My first Twilio account v Trial: \$13.20 Upgrade				Q Jump to
Account Dashboard	Termination				
Develop Monitor	Outgoing traffic from your communications infrastructure to the PSTN. In order to use a Trunk fc	or termination it must have a			
	Termination SIP URI and at least one authentication scheme (IP Access Control Lists and/or Cred	dential Lists).			
	Termination URI				
← test3					
General	Configure a SIP Domain Name to uniquely identify your Termination SIP URI for this Trunk. Thi communications infrastructure to direct SIP traffic towards Twilio. Be sure to select a localizer	is URI will be used by your d SIP URI to ensure your traffic			
	takes the lowest latency path. If a localized version isn't selected, then your traffic will be sen	t to US1. <u>Learn more about</u>			
Iermination	Termination Settings [건				
Origination	Termination SIP URI			ן	
Numbers	test-example-name	.pstn twilio.com			
		.potintineitorin	Available	J	
	Show Localized LIDIs				
	Routing 🔞 Regional	Pe-route			
	United States (US1) Region Termination SIP URI routing is: Inactive	Re-route			

To enable your elastic SIP trunk to accept our outbound requests, you need to set up authentication using a username and password. Later you need to fill in credential information in the TCCC Number Management

 Twilio Home 	My first Twilio account 🔹 Trial: \$13.2.0 Mograde Q Jump to Admin 👻 💭 🛞 🖗 V
<u>Account Dashboard</u> Develop Monitor	Routing (@ Regiona) United States (US1) Region Termination SIP URI routing is: Active
Elastic SIP Trunking (US1) ← test3 General	Authentication View all Authentication lists The following IP ACLs and Cycle that Lists will be used to authenticate the INVITE for termination calls inbound to Twillo. IP Access IP ACLs and ISTS Click to relate to UK Access Constant Lists
Termination Origination	Credential Lists
Numbers	Click to select a Credential List
	Calls Per Second
	Missing Business Profile Calls per second (CPS) and concurrent calls are limited by Twilio until a Business Profile is approved. To remove limitations, create a <u>Business Profile</u>
«	Save Cancel Delete this Trunk



n T		New Credenti	al List	×
	Properties			
<u>v a</u> Cre	Add Credentials			
ss	USERNAME @			
al L	PASSWORD 🛛			
			Cancel	Create

✓ Origination Configuration

Here you can enter TCCC static IP address on Twilio (sip:43.153.248.231:35090).

(ii) Twilio Home	My first Twilio account v Trial: \$13.20 Upgrade					
Account Dashboard	Origination					
Develop Monitor	Incoming traffic to your communications infrastructure from the PSTN.					
Elastic SIP Trunking (US1)	Origination URIs					
\leftarrow test3	Configure the IP address (or FQDN) of the network element entry point into your communications infrastructure (e.g. IP-PBX, SBC).					
General						
Termination	Show more about provisioning for high service availability					
Origination						
Numbers	This Trunk has no Origination URIs to whitelist, add ICCC IP address in here Add new Origination URI Add new Origination URI					

.				
Account Dashboard				
Develop Monitor	Origination			
			_	
- test3	Incoming traffic to your communications infrastructure from the PSTN.	Add Origination URL	×	
Conoral	Origination URIs			
Termination	Configure the IP address (or FQDN) of the network element entry point into y	Origination SIP URI		
Origination	SBC).	sip:43.153.248.231:35090		
Numbers	Show more about provisioning for high service availability	please note: format needs to align with sip:xxxxxxx Priority	_	
		10	0	
	This Trunk has no Origination URIs	Numeric range from 0 to 65535.		
	Address Origination (10)	Weight		
		10	0	
		Numeric range from 1 to 65535.		
	CNAM Lookup	Enabled		
	Look up the caller ID name for Origination calls from the PSTN. If present it is communications infrastructure and displayed in the Call Loos. The price is \$0	enabled		
			-	
		Cancel	\dd	
	-			
	Disaster Recovery			
	In the case of a disaster, preventing your calls from being delivered to your Or	igination SIP URI above, you can configure a		
«	Sauce Cancel Delete this trunk			

1. After completing the above configurations, add a number to the SIP channel OR purchase a new number.

Twilio Home	My first Twilio account v	al: \$14.35 <u>Upgrade</u>		٩	Jump to	Admin 🗸	↓• ⑦ ⊞ ()
 Account Dashboard 	Numbers						Add a number 🗸
Develop Monitor Elastic SIP Trunking (US1)	Filter Parameter Number ~	Number +1415GETTW	<i>LO</i>	Filter	Clear Configure Emergency Addr	Bulk Add	Existing Number
← test3 General	Number F	riendly Name	Emergency Address Status	Emergency Address	Country		
Termination Origination Numbers	You don't have any Twilio SIP T	runk Phone Number	S.				
«							

Twilio Home	My first Twilio account 👻	Trial: \$13.20 Upgrade			Q Jump to	Admin 🗸 🃮 🖗 🗄
Account Dashboard	Numbers					Add a number
Develop Monitor	Filter Parameter	Number				Bulk Add Existing Number
Elastic SIP Trunking (US1)	Number	✓ +1415GETTWLO		Filter Clear	Configure Emergency A	dre: Buy a Number
\leftarrow test3						
General	Number	Friendly Name	Emergency Address Status	Emergency Address	Country	
Termination	+177	(775)	Unregistered	-	United States	View details
Origination						
Numbers						

 You can add the number to TCCC Management > Number Management > Select the channel you just created > After the channel is created, add the number you successfully purchased.

Note:

TCCC Related Guide:

Console Number Integration:BYOC: SIP Trunk

Management Panel Outbound Rules:Outbound Number Assignment

3. After adding the number, you can make a call to the number in the Twilio red box for testing in the TCCC workspace.

(iii) Twilio Home	My first Twilio account v Trial: \$14.35 Upgrade		Q Jump to	Admin 🗸	Ū• (ĵ) 🗄
Account Dashboard	Update and test new IP range.					
Develop Monitor	Starting 26 September 2023 Twilio will be u in all regions to 168.86.128.0/18 and expan	pdating the media IPs and port ran ding the UDP port range to 10000	nges for SIP and Voice SDK calls)-60000. You will need to			
Elastic SIP Trunking (US1)	update your network infrastructure to ensure migration completes on 10 October 2023. C	e that you have whitelisted the full IId IP and port ranges will no longe	IP and port ranges before the r accept or send traffic after this			
← test3	date but will need to be kept open in your inta audio and dropped calls. Learn more [2]	frastructure until that time. Failure	to do so will result in one-way			
General						
Termination	Old IP Range	New IP Range				
Origination	United States:	United States:				
Numbers	+1(650) 4-TWILIO (+1(650) 489-4546)	+1 812 389 4546				
	+1(415) 475-TEST (+1(415) 475-8378)	+1 706 702 8378				
	Europe:	Europe:				
	+44-1-61-850-TEST (+44-1-61-850-8378)	+44 1749 608378				
	South America:	South America:				
	+55-1-940-42-22-55	+55 11 4933 1754				
	If you heard both an announcement and your recorder good to go!	d message, then your configuration	n is working just fine and you're			
	Diagnose common problems:					
«	Save Cancel Delete this Trunk					

Cutbound Call 🛄 Workstation 🕒 Service Records 🔠 Management Panel	S 🔍 🔍 0/1 🌀
Outbound call Internal Call SIP Call G Caller ID type Automatic Specified number	
° +18123894546 ×	
Agent hung up 00:16	
	Integrate inbound call pop-up »
COMPLETE SERVICE CALL BACK ADD TO BLACKLIST	

3. Twilio Number Monitor

Monitor > Insights > Billing Usage

Twilio Home	100				Q Jump to	Admin 🗸 🗘 🔡 🖽	
Account Dashboard	Account Insights - Billing	Usage Insights	S				
Develop Monitor	Select a timeframe Last 30 days	n Coordinated Universal Time (I	UTC)			View all Billing Usage Insights rep	
 V insights Audit Billing Usage Voice 	Total Spend D -	able SMS Spend SI	MS Transactions	Programmable Voice Spend O -	Voice Transactions O -	Phone Number Spend	
 > Video Messages Messaging Beta Calls > □ Alarms 	Spend by top-level SKU group	So to report	Programmable SMS spend	No data to display	<u>Go to r</u> No data to display		
«	Programmable Voice spend		<u>Go to report</u>	Other usage spend		<u>Go to reç</u>	
https://console.twilio.com/us1/monitor/insig	hts/billing			\$40.00	۱ ۸	* *1	

4. Twilio Number Price (For Reference Only)

Twilio Home		Q price		
← Back	Pricing			
Manage Billing	Programmable Voice	Programmable SMS		
Billing overview	Twilio's voice application stack combines the power of advanced call control, global connectivity, and RESTful	Build intelligent SMS logic in your web applications over local, toll-free, and short-code numbers globally from		
Expense management	APIs. It's an all-in-one phone call powerhouse designed for instant scale, flexibility, and cost-effective communications.	one API. Send and receive pictures on all US & Canadian phone numbers.		
Subscriptions				
Payment settings	View Voice prices [2] ↓ Outbound Prices CSV ↓ Inbound Prices CSV	View SMS prices I2 ↓ Outbound Prices CSV ↓ Inbound Prices CSV		
Pricing				
Preferences				
	Phone Numbers	Elastic SIP Trunking		
Usage	Instantly acquire local, national, mobile, and toll-free phone numbers in nearly 50 countries with one API.	Instantly provision your IP infrastructure with global voice connectivity designed for resilience.		
Usage summary				
Usage by subaccount	To download twilio price detail			
Triggers	View Numbers prices F2	View SID Trupking prices [2		
Authorized apps				
Nonprofit benefits				
Sign up	Programmable Chat	Client		
Builder Hub	Twilio Programmable Chat allows you to embed in-app chat into any mobile or web application, without building	Embed voice into your web or mobile applications and let your users communicate with context.		
	or scaling the messaging backend. You can add Programmable Chat to your apps through Twilio's iOS, Android,			
	and JavaScript SDKs, and integrate Programmable Chat into your app back-end using its REST API.			
	View Programmable Chat prices 12	View Client prices 12		
«				

phone-number-pricing.csv

5. Twilio Number Cancellation

 Twilio Home 			Q Jump to Admin ✓ Ω ⑦ ⊞
 Account Dashboard Develop Monitor 	(775) 370-7696 Properties Configure Calls Log	Messages Log Events Log Re	gulatory Information
> 🤃 Elastic SIP Trunking	(775) 370-7696 🖉	PN383b00e759a83728921	10076c65dd5373
 # Phone Numbers Manage Active numbers Released numbers Buy a number Buy a number Verified Caller IDs TwiML apps 	Capabilities Voice, SMS, MMS, Fax, SIP Additional notes - Actions	Phone Number Type Local	Locality Mc Dermitt, NV, US
Port & Host Pert & Host Pegulatory Compliance Short Codes Beta Alphanumeric Sender IDs Explore products	Configure Voice & Messaging In order to use your Phone number, config preferences. Go to Configure	gure the voice and messaging	Release phone number Release this phone number from the account. After release, phone numbers can be repurchased up to 10 days from the time of release. Release phone number 若号码不再使用,则可点击释放

Management Panel

Last updated : 2025-01-08 15:23:08

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.

Fast Login Management Console

You can use the default admin account to log in to the Cloud Contact Center **Management Console** without a password. To view the default admin password, you can check the site message in the Console.



iotal items: U	5 ♥ / page	i /ipage n	
Collapse A			
Configure Contact Center Pending Before use, the admini needs to configure th	Configuration le Contact Center.		
Administrator name	Account/Email	Operation	
Default administrator Default	admin-1500015083	Reset password Delete	
Add Administrator			
Total items: 1	5 ▼ / page	 ✓ 1 /1 page ▶ ▶ 	
Contact center login method:			
1 Default admin uses to log in Passy	vord is sent to internal Message Center.		

Cloud Contact Center	Collapse *
Application ^ Center	Configure Contact Center Configured
Phone inbound call	
Agent Management	Administrator name
 Number Management 	Go to Cloud Contact Center Management Panel × hello Please use administrator identity to login
	Default administrator Default administrator Default administrator
	Add Administrator
	Total items: 2 Confirm Cancel
	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.
	Collapse *

Adding Admins

You can create more admin account:

1.Create an admin account

Click Add Administrator and fill in the name and login email

	Number	Status				
	No self-owned numbers have been accessed yet, access now					
	Total items: 0	5 💌 / page 🛛 🕅 🔺	1 /1 page 🕨 🕅			
	Collapse ▲					
0	Configure Contact Center Pendin Before use, the admini needs to configure	g Configuration the Contact Center.				
	Administrator name	Account/Email	Operation			
	Default administrator Default	admin-1500015083	Reset password Delete			
	Add Administrator					
	Total items: 1	5 💌 / page 🛛 🖂 🖂	1 /1 page 🕨 🕅			

		5 🔻 / page 🛛 🔣 🧧 1 👘 / 1 p	age 🕨 🕨	
ollapse 🔺	Add Ad	dministrator		
	Name	Please enter your name	0	
Configure Contact Center Pending C		Name cannot be empty		
efore use, the admini needs to configure the	Email		0	
Administrator name		Incorrect email format		
Default administrator Default		Add Cancel		
Add Administrator				
		5 🔻 / page 🛛 🕅 🖌 1 👘 / 1 p	age 🕨 🕅	

After submission, the system will automatically send a random password to the email address.

2.View login password

Click the login link in the email to go to the Management Console login page.



Step 3: Go to the Management Console to log in

On the Management Console login page, select account login. The account is the admin email, and the password is the random password from the email. Click Login.

S Tencent Clo	ud Tencent Cloud Contact Center		
	Cloud Contact Center TCCC	Sign in	
9	Cloud Contact Center helps businesses quickly build a customer contact platform that	Please enter your account or email address	
	integrates prone cails, online communication, and audio-video cails. It can be flexibly integrated into business systems, providing a solid, stable, and unified communication foundation for enterprise services and marketina, almina to enhance the diaital	Please enter password	
	competitiveness of enterprises.	I have read and agree to (Privacy Policy) and (User Agreement)	
	Free registration Demo experience	LOGIN	
	Product documentation	Forgot password New user guidance	
			4

Next: The administrator goes to the Cloud Contact Center Management Console to create an agent.

Desk Guide

Last updated : 2025-04-03 18:00:49

This document outlines a quick three-step guide to Desk.

Guide

Step 1: Create Desk Application

Go to Cloud Contact Center Console, choose **Desk**, select application and click **Free Trial** to claim for 7-day free trial. If the application is selectable, simply click **Free Trial**.

If no application is available, enter TCCC application name, select a data center, and click Free Trial.

To connect Desk with Chat session data, link your Tencent Chat application (ensure it hasn't activated Desk capabilities or been suspended).

Notes:

If you want to connect with your Chat application, please go to Chat console to create an application, and then return to Cloud Contact Center console to connect.

Step 2: Management Panel > Try out Client Capabilities

1. Once created Desk on Cloud Contact Center console, click Management Panel login as a super admin by default with password-free.

2. Management Panel. On the **configure client** interface, you can directly try all the steps of sending messages for consultation, interacting with the chatbot, and transferring to live agent on the user end.

3. If you need to invite others, or want to open the client portal in your mobile phone or other applications, click **Next** in to obtain the user-end link, QR code, and code in the interface below.

Step 3: Go to Workspace

In the management panel, click **Go to Workspace** to log in to the workspace without a password, and view/process the "transfer to agent" user conversation as staff role.

Advanced Guide

Chatbot, Session Prompt, Group Members Configuration

Admins and super admins can perform configuration operations in the management console, for example: Configure Chatbot's intelligent FAQ library, document Q&A, multi-turn tasks, question clustering, etc. Configure session prompt, routing rules, service modes, session queues, session closures, business hours, user satisfaction, etc.

Manage group members by adding, deleting, editing, and querying. You can also group team members and assign user inquiries to specific members for better reception efficiency and quality.

Integration of Self-Built AI or Third-Party Large Model

If you have self-built AI or have purchased a third-party large model, admins and super admins can disable the smart chatbot in management panel nd connect the AI. Once connected, AI and agent chats are merged, agents can view AI chat history after transfer.

Add Custom Business Logic on the Client-Side, Adjust UI Interaction, Etc

Our SDK, designed for customer support scenarios, includes a customizable UI component and requires only a few lines of code to integrate.

Embedding the Workspace in Existing Enterprise Systems

If you want to integrate the workspace into your system, use the workspace SDK for seamless integration, high customization, and further development. For details, see SDK Integration.

View Data Dashboard

Admins and super administrators can view related data in the management panel, including:

Real-time monitoring, including data such as real-time reception, today's session, online status, and today's work status.

Data analysis, providing conversation analytics and human customer service analysis features.

Conversation history, support viewing or exporting historical sessions.

Contact Us

Feel free to connect with us via Telegram, WhatsApp.