

Cloud Contact Center

New User Guide

Product Documentation



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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: $400 \times 34.4 \text{ kbit/s} = 13.76 \text{ Mbit/s}$.

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, performance monitoring, call configurations, and more.	Member Management	Agent Account Creation Role & Permission Management Skill Group Management Custom Agent Status
	Inbound settings	IVR Management Inbound Call Routing and Answering Settings Satisfaction Evaluation

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

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.

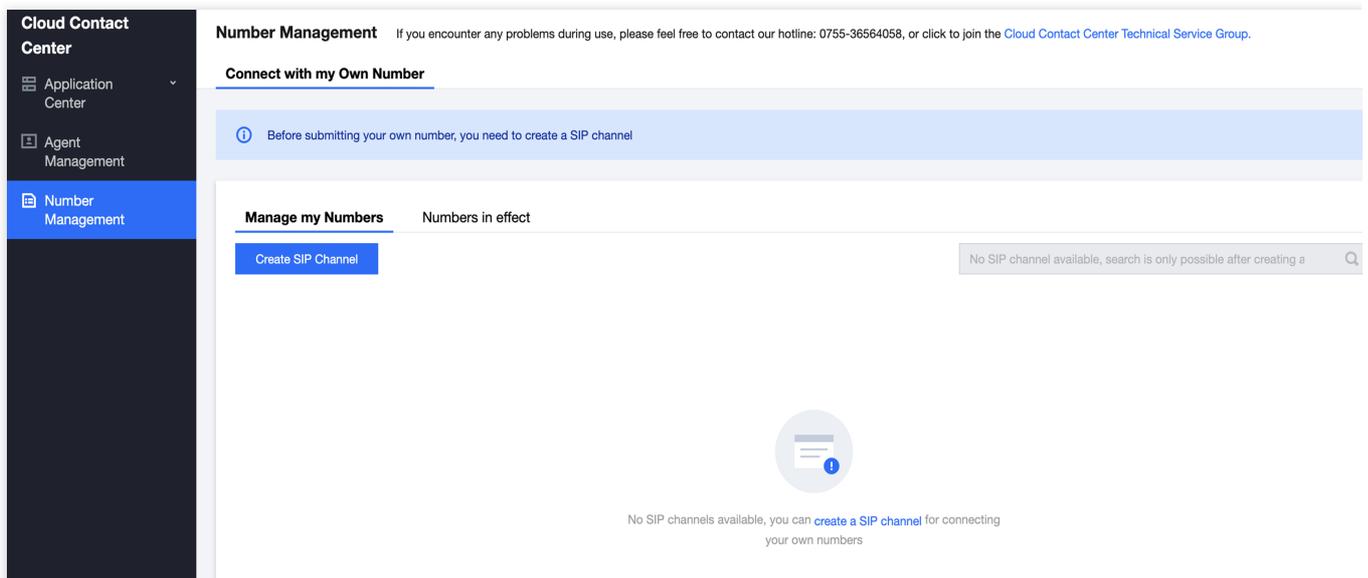
The process consists of two steps:

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**.



2. Select Number Type

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

Tencent Cloud Overview Products + Ticket Billing Center English

Cloud Contact Center

Application Center

Application Management

Agent Management

Number Management

Data and Recording Management

← Create new channel WeCom Community WhatsApp Community Discord Community

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

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

please select number type Landline number

Please select the type of self-owned equipment

SIP trunking equipment

SIP protocol trunks provided by operators for professional contact centers, or self-built IPPBX equipment or systems by enterprises

If you do not have relevant device or unsure about it, you can click to join the [Cloud Contact Center Technical Service Group](#) for more detail.

Next step

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

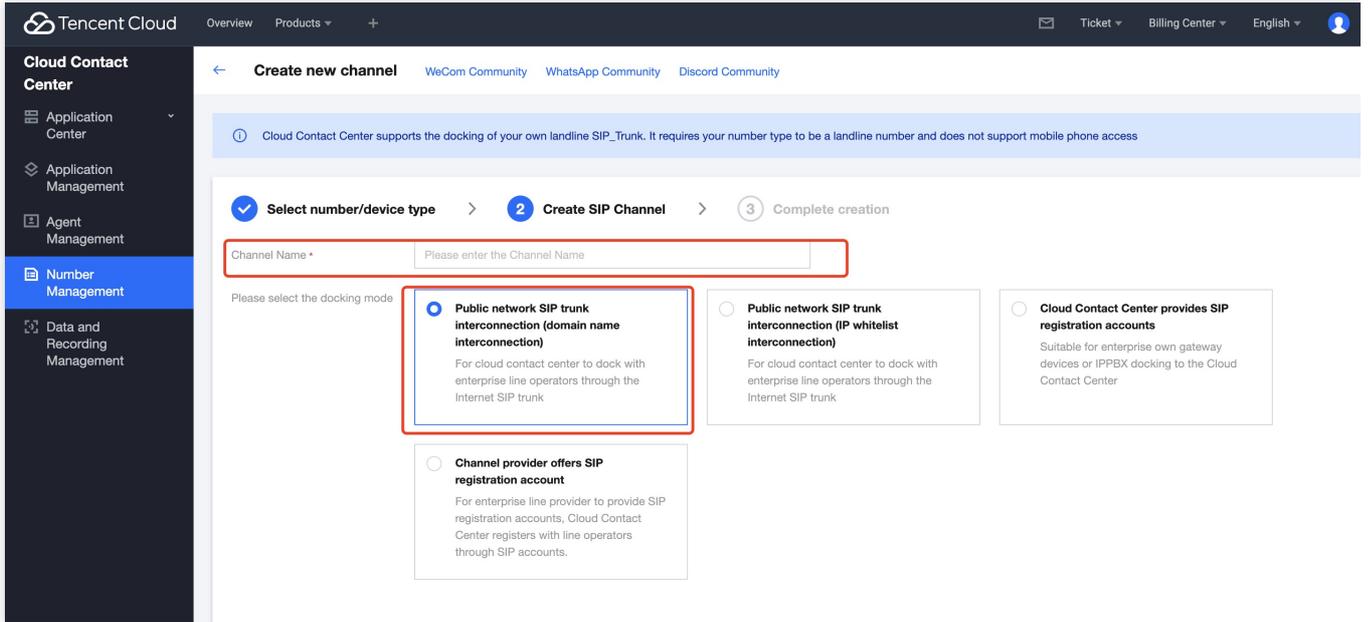
Public network SIP trunk docking (Domain Name Integration)

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.

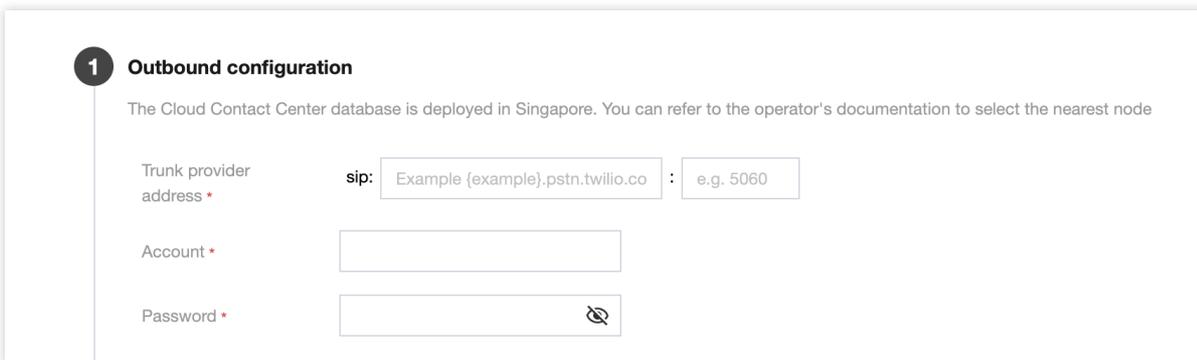
Port: Typically defaults to 5060.

1. Account authentication

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

Account: Please refer to the ISP platform.

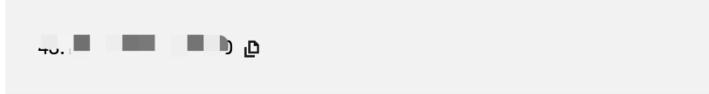
Password: Please refer to the ISP platform.



2. 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 Center provides SIP registration accounts**
 Suitable for enterprise own gateway devices or IPPBX docking to the Cloud Contact Center
- Channel provider offers SIP registration account**
 For enterprise line provider to provide SIP registration accounts, Cloud Contact Center registers with line operators through SIP accounts.

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

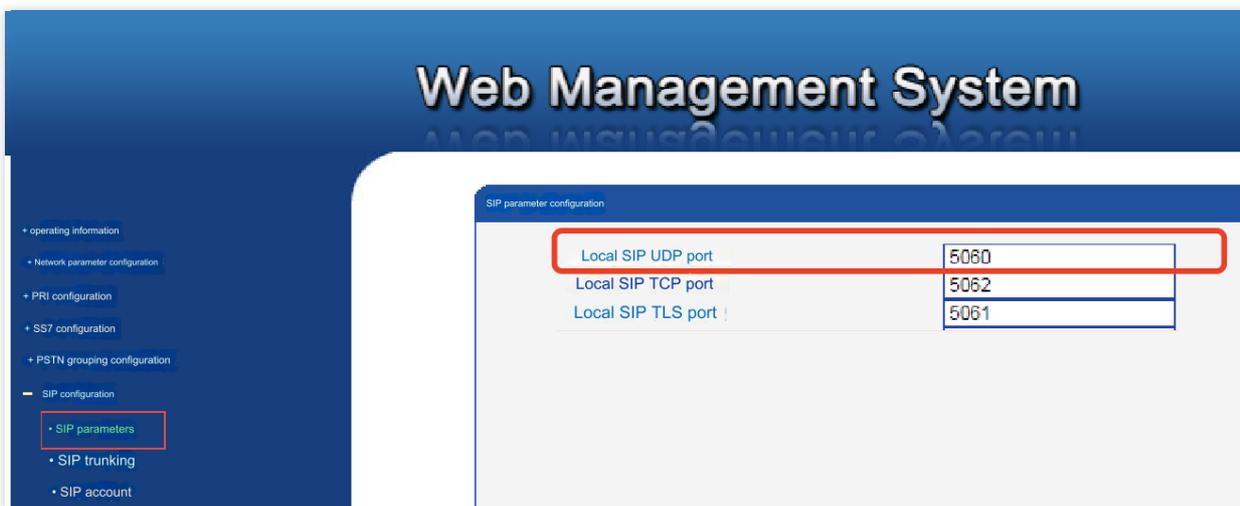
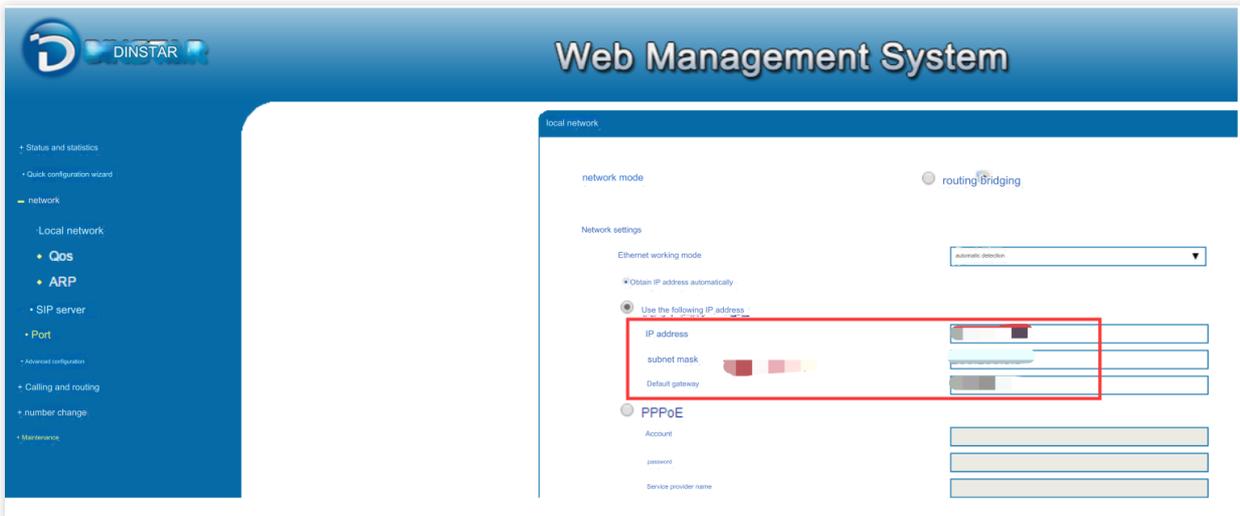
Public network address: used for your SIP device or operator SIP trunk to receive signaling (SIP UDP default port is 5060, please confirm if it is the SIP address)
 If there are device IPs used for sending signaling but not receiving signaling, you can fill them in the IP whitelist

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

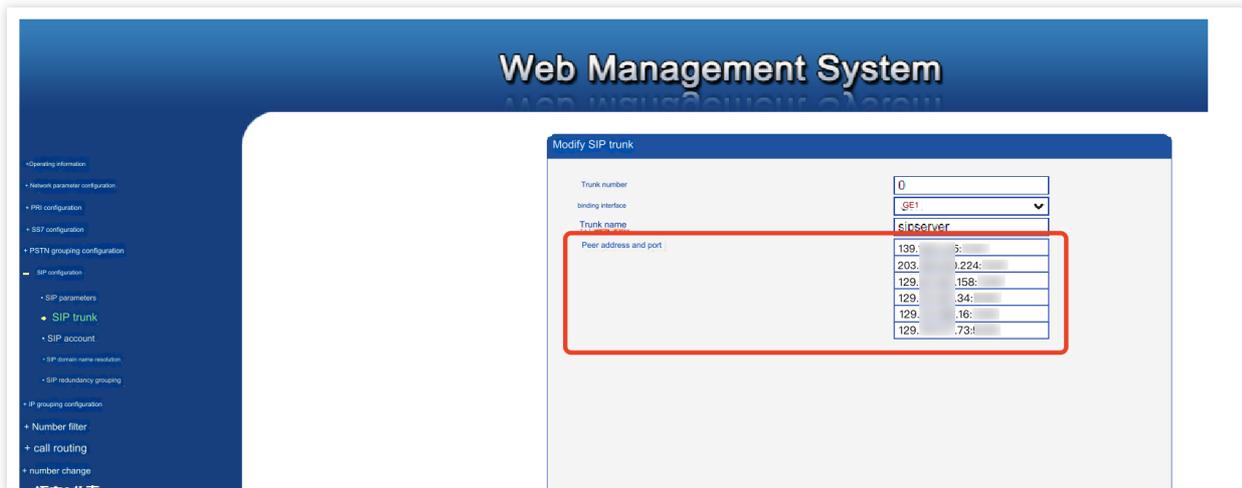
Add the following address to your SIP device whitelist to authorize access your SIP device
Or provide the following address to the operator to authorize access the operator's SIP trunk.

Gateway IP	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">129.226.10.10</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;">129.226.10.10</div> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">/24</div> </div>	Copy all IP
------------	--	--

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

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

3

Configure SIP address

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

Cloud Contact Center domain name

IP list corresponding 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.

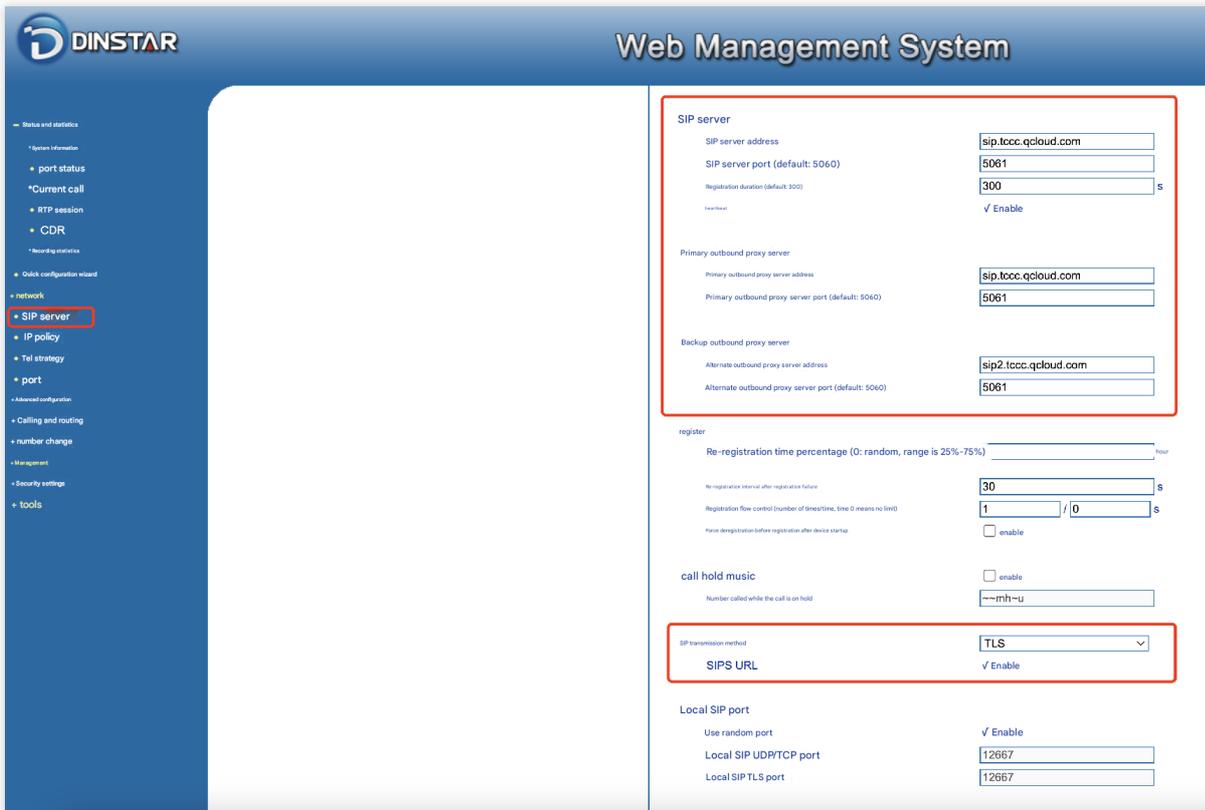
This method is applicable when an **enterprise-owned** gateway device or IPPBX is connected to Cloud Contact Center.

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

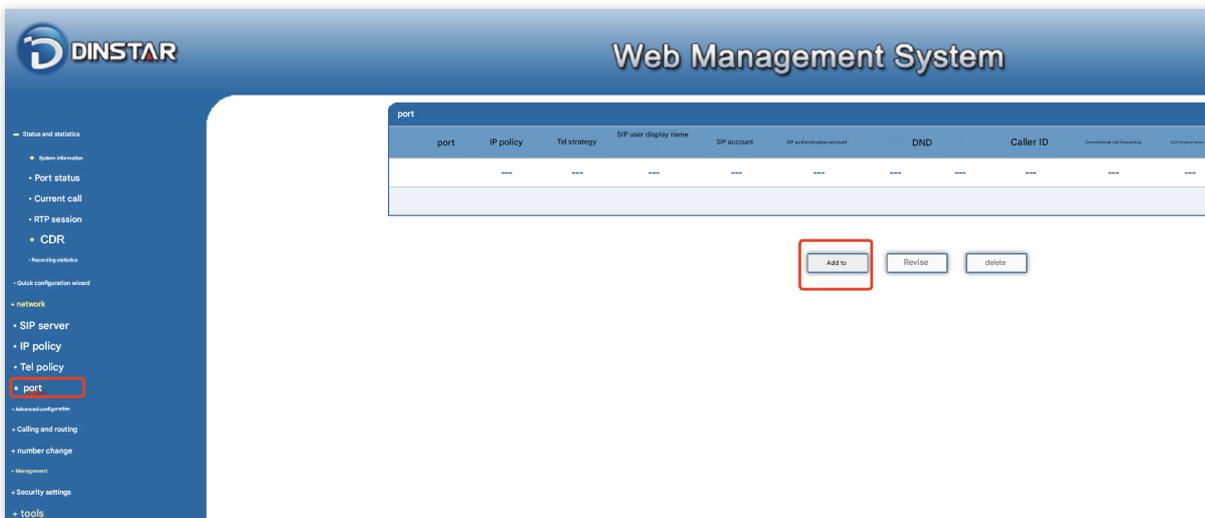
1. The following figure shows the SIP account information of the channel created by Tencent Cloud.

2. Configure your gateway.

2.1 Configure the SIP server



2.2 Configure the port O.



Port - Add

port 4

disable port

register enable

IP policy 0 <default>

Tel strategy 0 <default>

SIP user display name gateway100..._1099

SIP account gateway100..._1099

SIP authentication account gateway100..._1099

Authentication password

dial number 021...1

Delay time 1

keep
Cancel

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

2.3 Add the call and routing policies.

Web Management System

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

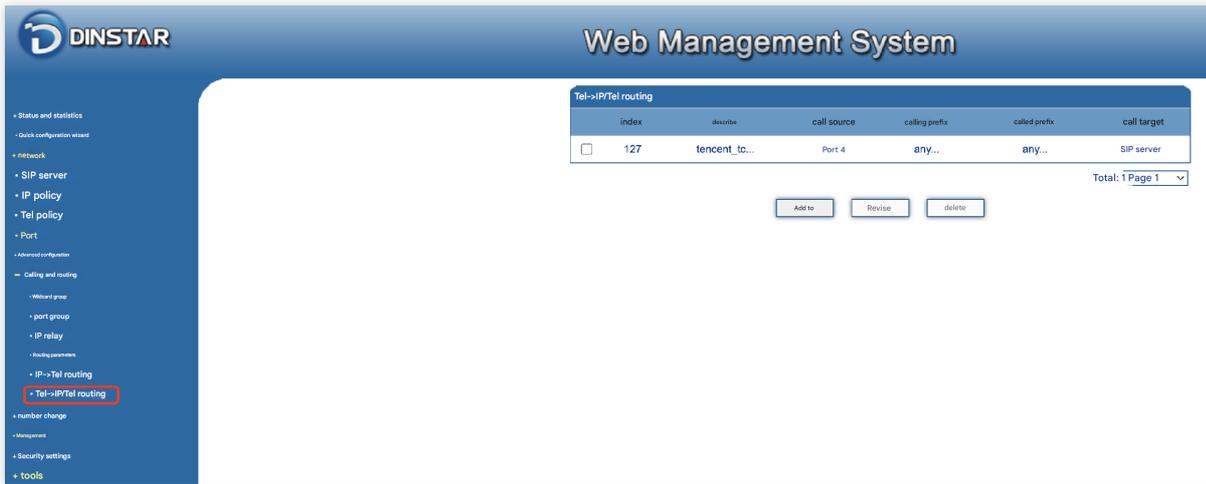
IP->Tel routing						
index	describe	call source	calling prefix	called prefix	call target	
<input type="checkbox"/>	127	tencent_lc...	SIP server	any	any...	Port 4

Total: 1 Page 1

Add to
Revise
delete
Add in batches

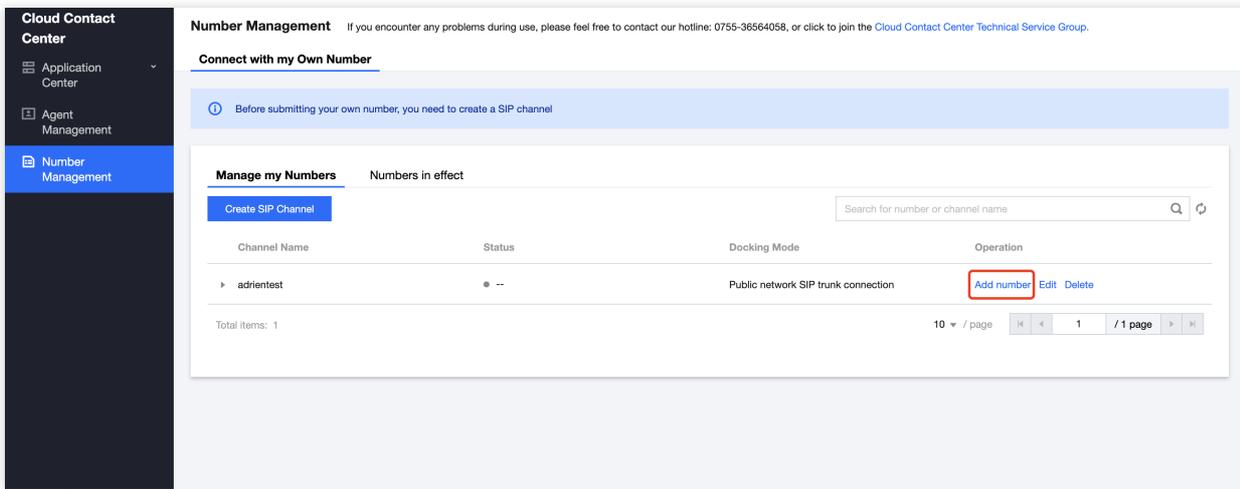
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Step 2: Add numbers

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



2. Add numbers.

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

Note:

International numbers 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

Edit number ✕

Select application *

Prefix * Yes No

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

Number *

Number Format ^①	Number details	Maximum Concurrency	Calling Type	Operation
<input type="text" value="{+E.164}"/>	<input type="text" value="e.g.: +6012345678"/>	- 0 +	<input type="text" value="Inbound & Outbc"/>	
Add				

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

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

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

Total items: 1 10 / 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.



Log in

Email address

example@twilio.com

Continue

Don't have an account? [Sign up.](#)

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



Sign up

Get access to your free trial of Twilio Comms, SendGrid and Segment within 30 seconds!

 Verify you are human
 By clicking Continue, you agree to the [Twilio Terms of Service](#) and the [Twilio Privacy Notice](#). If you are in the EEA or UK, you agree to the [European Electronic Communications Code Rights Waiver](#), if applicable.

Already have an account? [Log in](#)

OR



By signing up today, you will get access to all Twilio products. No credit card is required!



Streamline your communication capabilities with Twilio's advanced suite of APIs

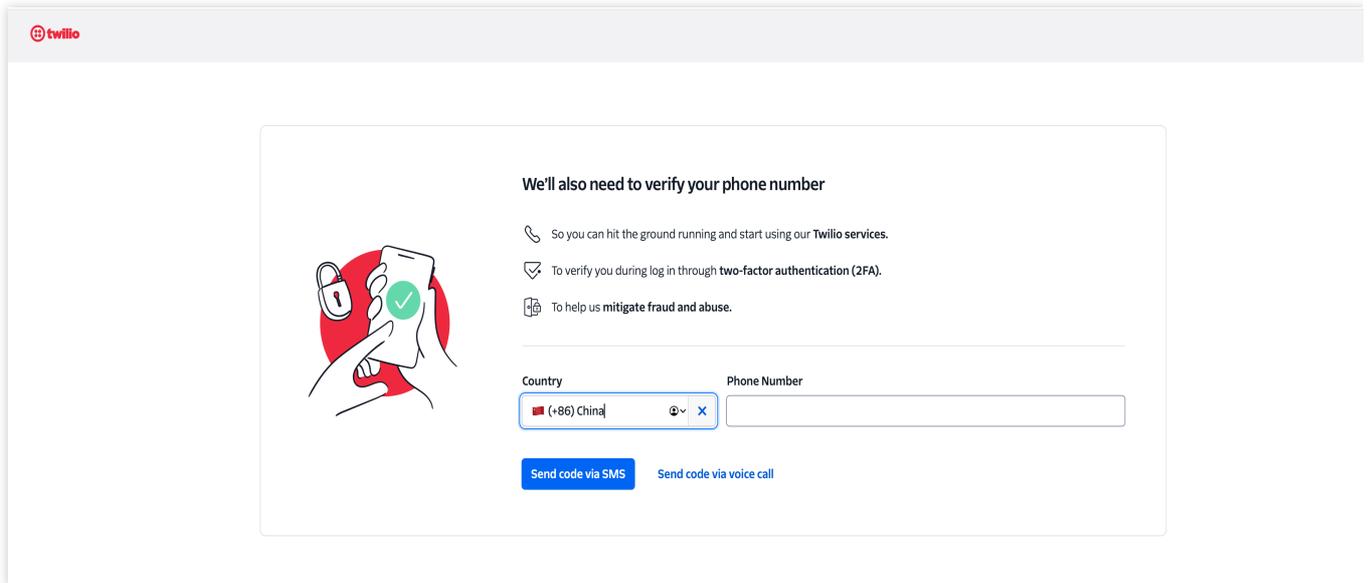


Collect, unify, and enrich customer data across any app or device, all in one safe place



Integrate in minutes with our email API and trust your emails reach the inbox

3. Mobile number binding and verification.

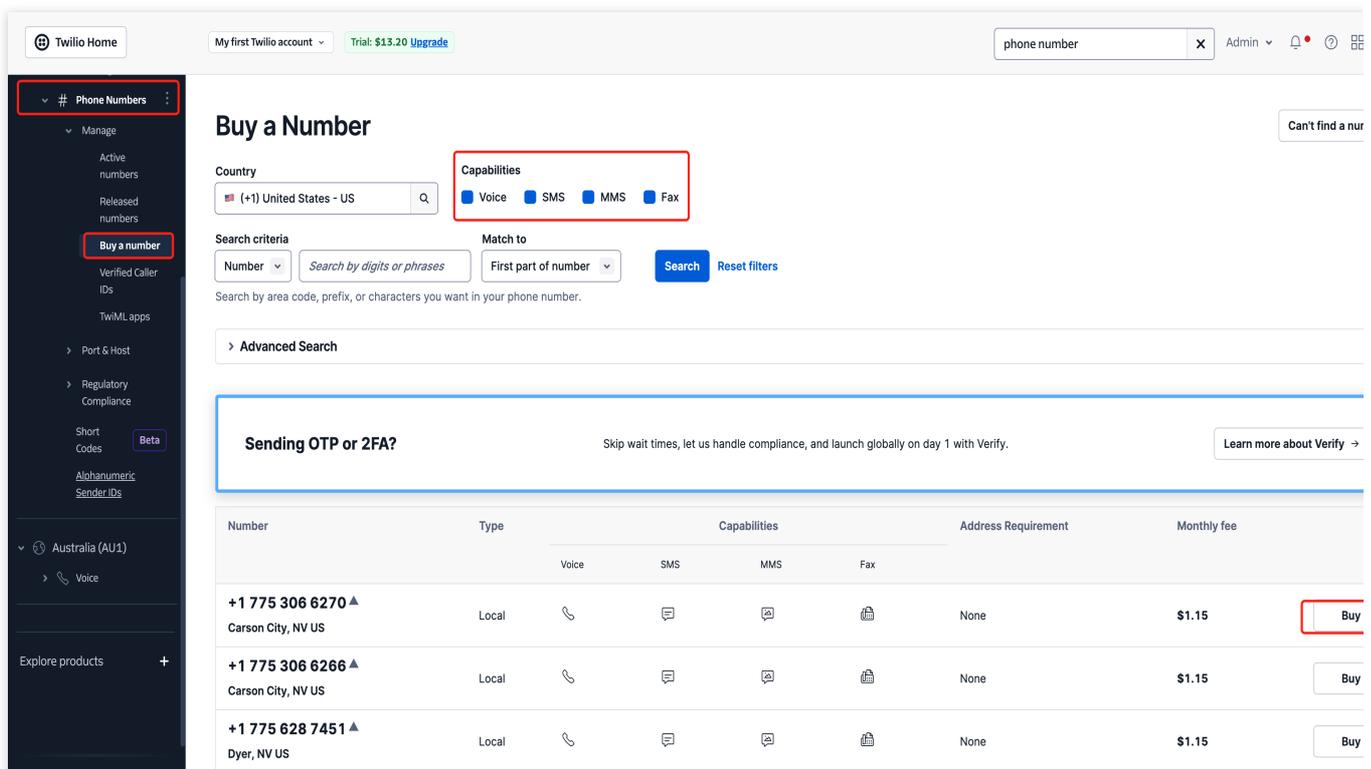


4. Enter the Twilio Console - select **Phone numbers > Buy a number**.

Select the desired country/number.

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

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



5. Select the number and view details.

Review Phone Number

+1 775 373 6309 **\$1.15** monthly fee

i You'll be charged \$1.15 immediately. Afterwards, you'll be charged \$1.15/month *in addition* to the usage you incur on the phone number. [Learn more](#)

Capabilities

- Voice**
Receive incoming calls and make outgoing calls.
- Fax**
Send and receive faxes.
- SMS** **A2P 10DLC registration required**
Send and receive text messages.
- MMS** **A2P 10DLC registration required**
Send and receive multi-media messages.

A2P 10DLC registration required for US messaging.

To send SMS/MMS messages to the US with this US local number, a registration process is required. This process can be performed after the number is purchased. [Learn more about A2P 10DLC registration](#)

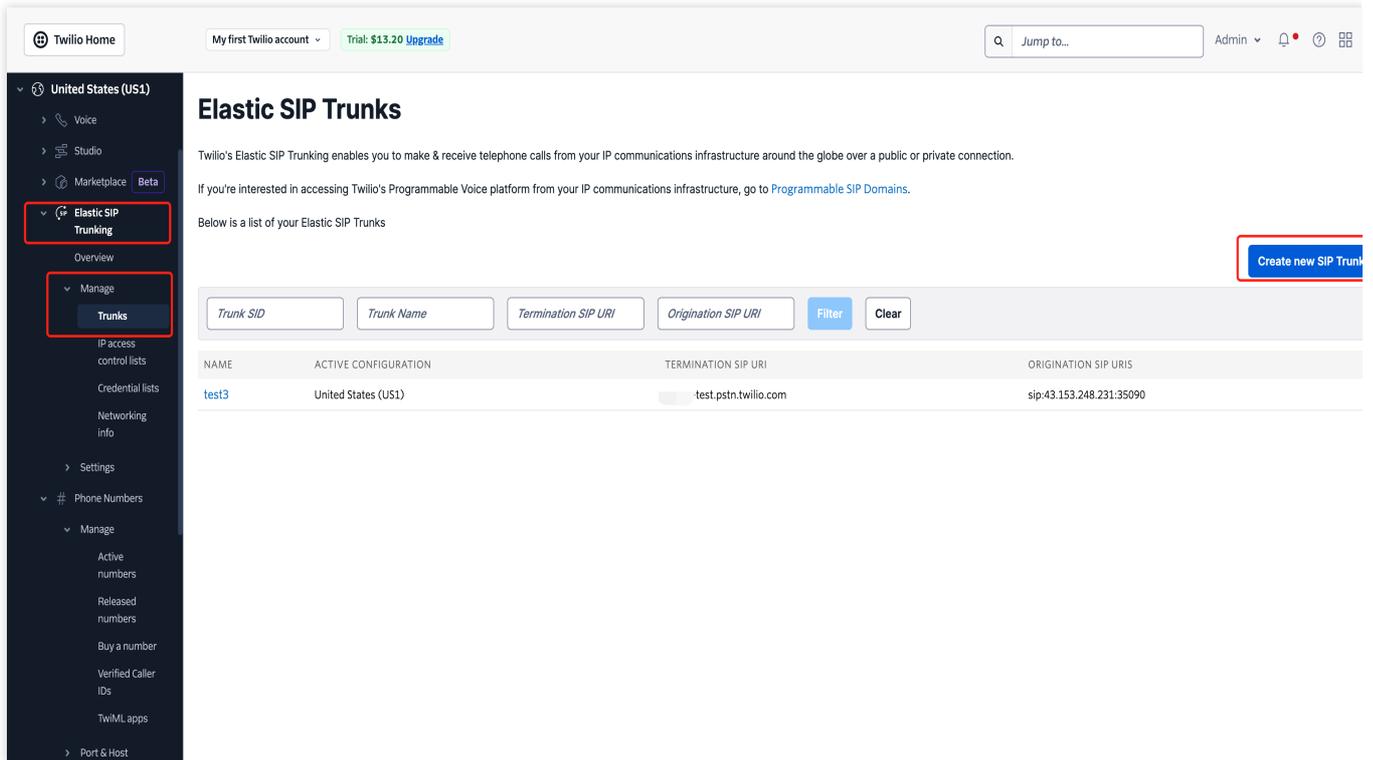
Global Routing

Routing **Regional**

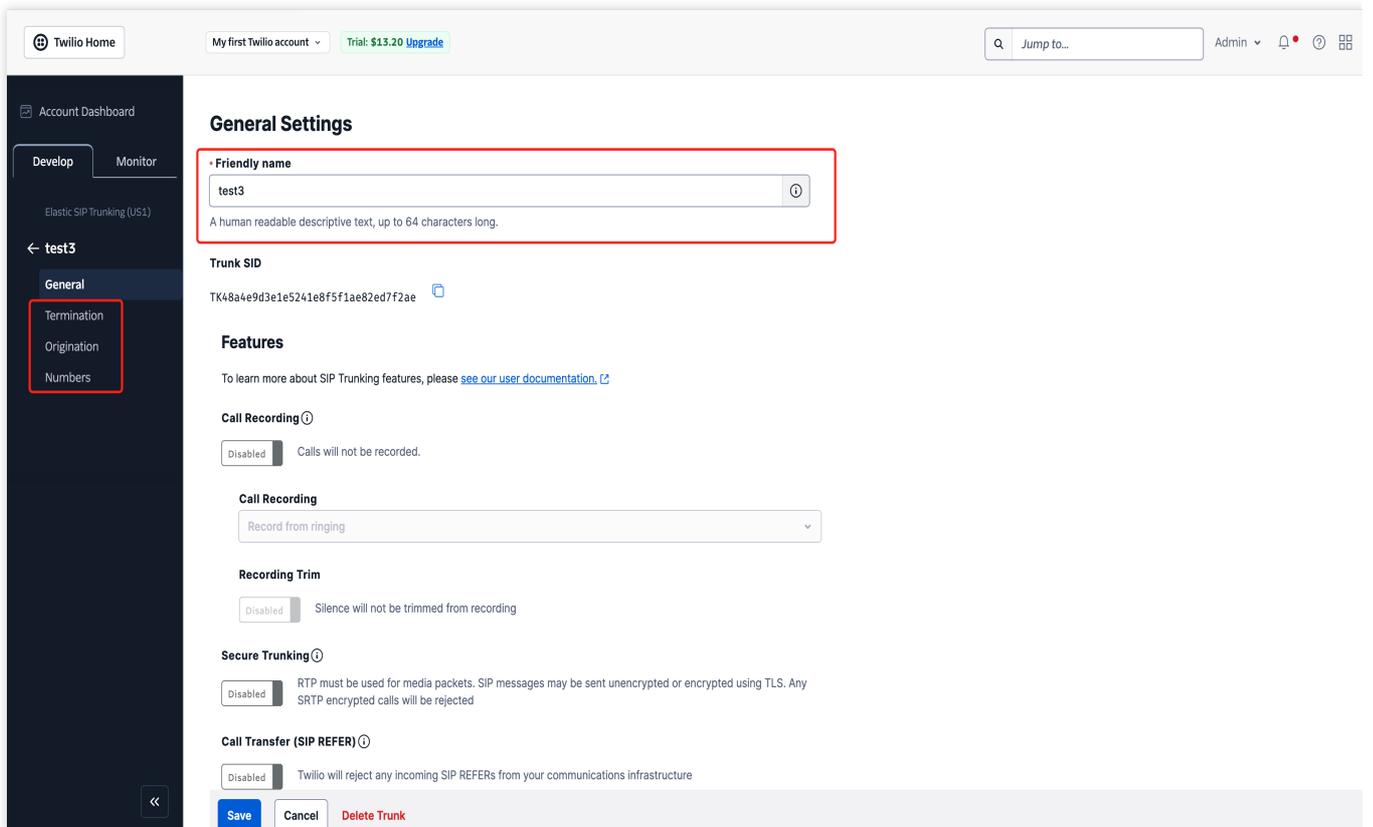
Voice and Messaging will be routed to the United States (US1) Region.
You can re-route in the number configuration after purchase.

2. SIP Trunk Configuration

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



2. Name your SIP TRUNK



✓ Termination Configuration

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

Termination

Outgoing traffic from your communications infrastructure to the PSTN. In order to use a Trunk for termination it must have a Termination SIP URI and at least one authentication scheme (IP Access Control Lists and/or Credential Lists).

Termination URI

Configure a SIP Domain Name to uniquely identify your Termination SIP URI for this Trunk. This URI will be used by your communications infrastructure to direct SIP traffic towards Twilio. Be sure to select a localized SIP URI to ensure your traffic takes the lowest latency path. If a localized version isn't selected, then your traffic will be sent to US1. [Learn more about Termination Settings](#)

Termination SIP URI

test-example-name .pstn.twilio.com Available

► Show Localized URIs

Routing [Regional](#) Re-route

United States (US1) Region Termination SIP URI routing is: **Inactive**

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

Authentication [View all Authentication lists](#)

The following IP ACLs and Credential Lists will be used to authenticate the INVITE for termination calls inbound to Twilio.

IP Access Control Lists

Click to select an IP Access Control List

Credential Lists

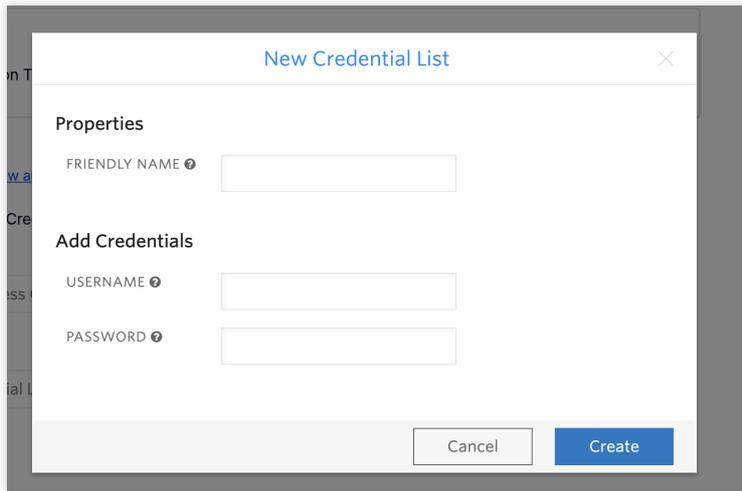
Click to select a Credential List

Calls Per Second

Missing Business Profile

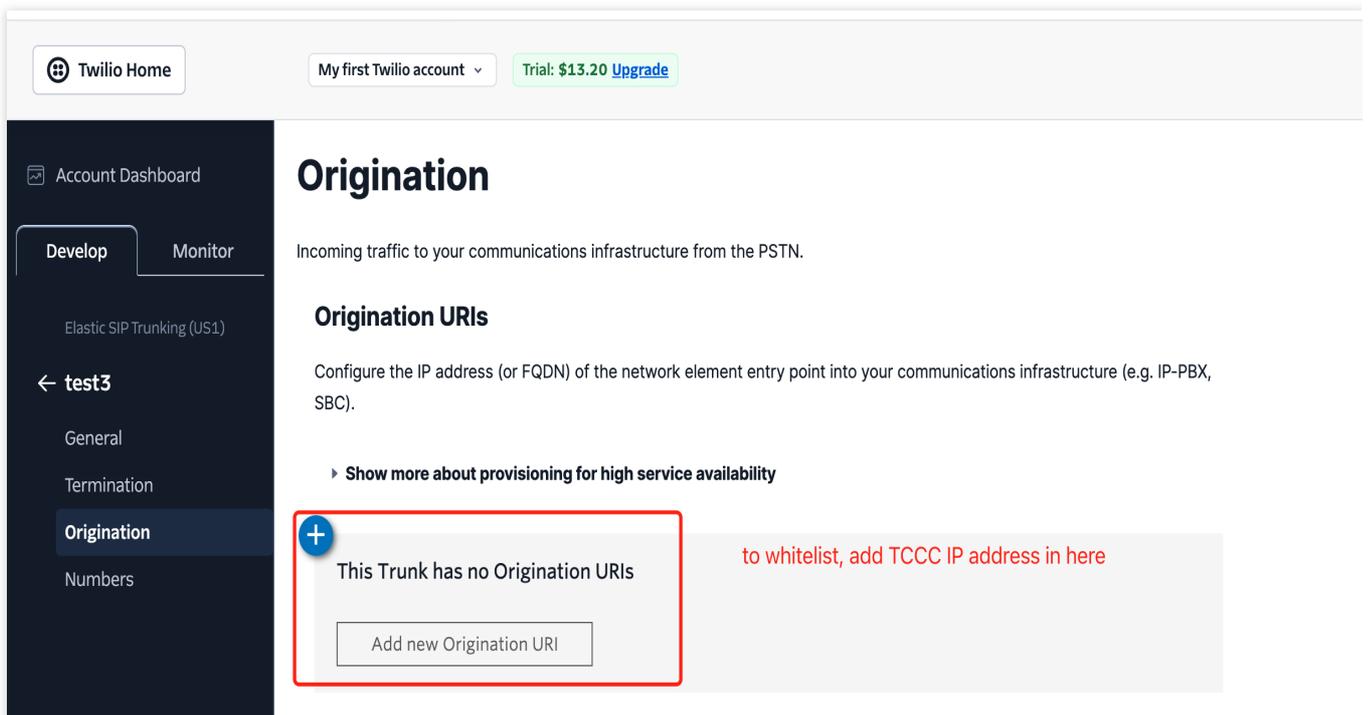
Calls per second (CPS) and concurrent calls are limited by Twilio until a Business Profile is approved. To remove limitations, create a [Business Profile](#)

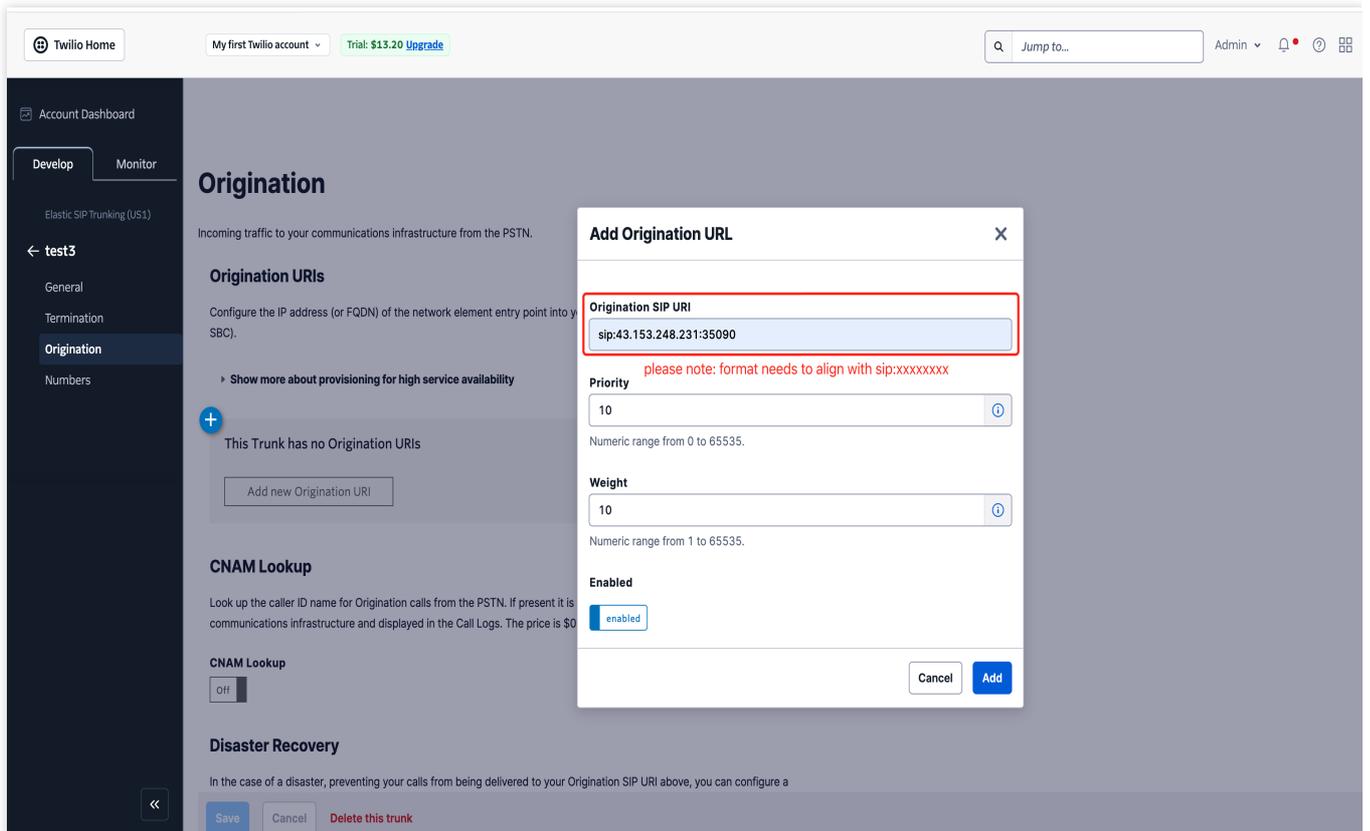
Save Cancel Delete this Trunk



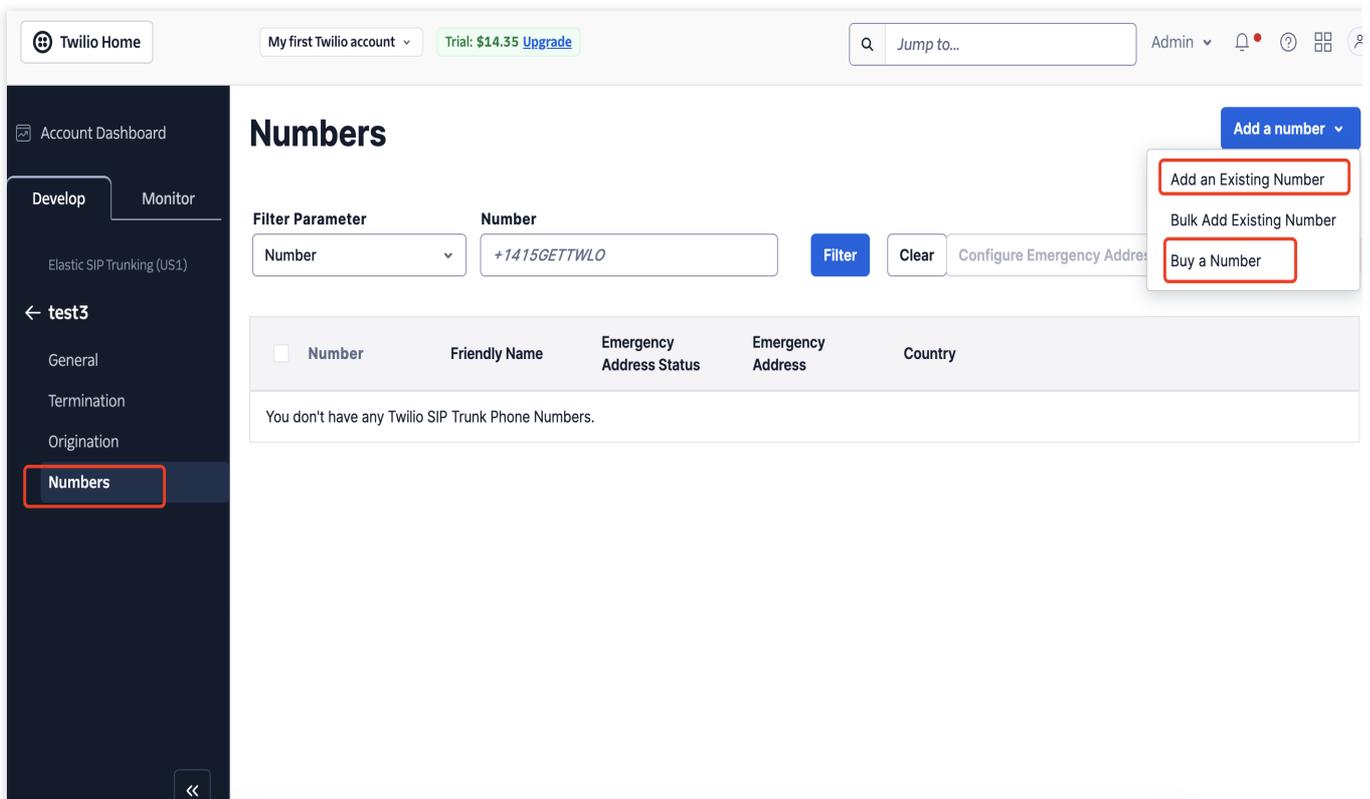
✓ Origination Configuration

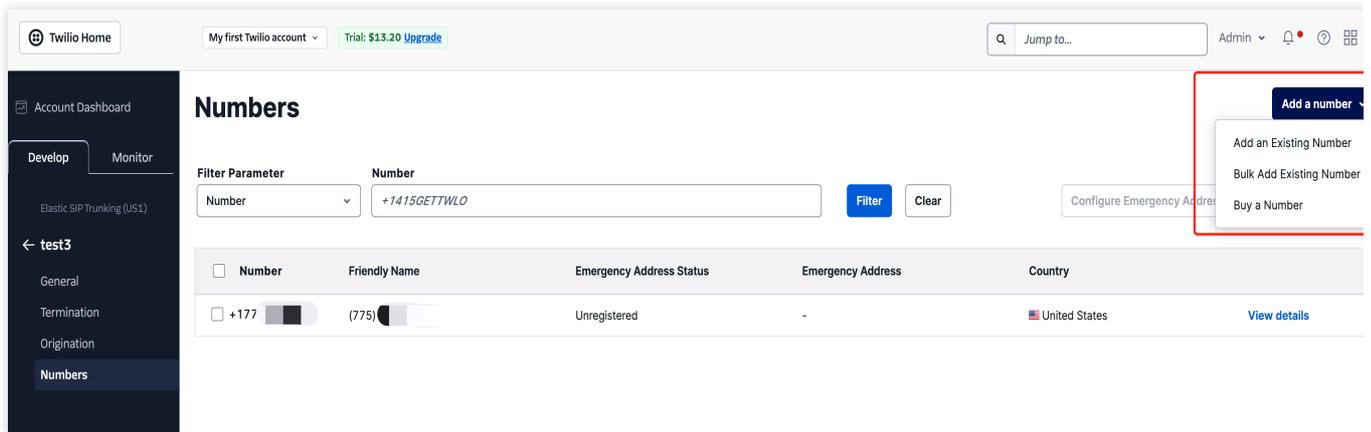
Here you can enter TCCC static IP address on Twilio (**sip:43.153.248.231:35090**).





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





2. 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.

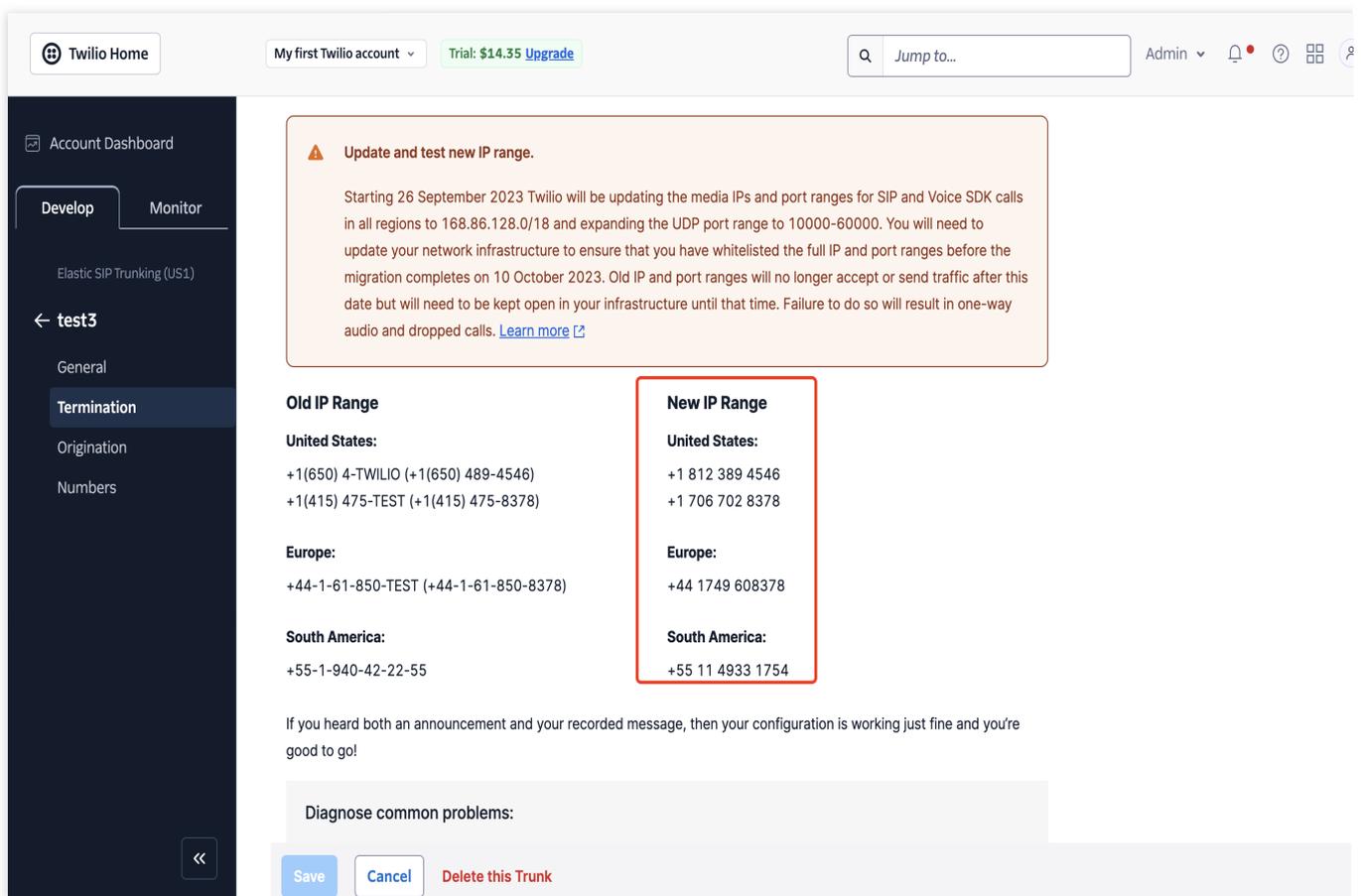
Note:

TCCC Related Guide:

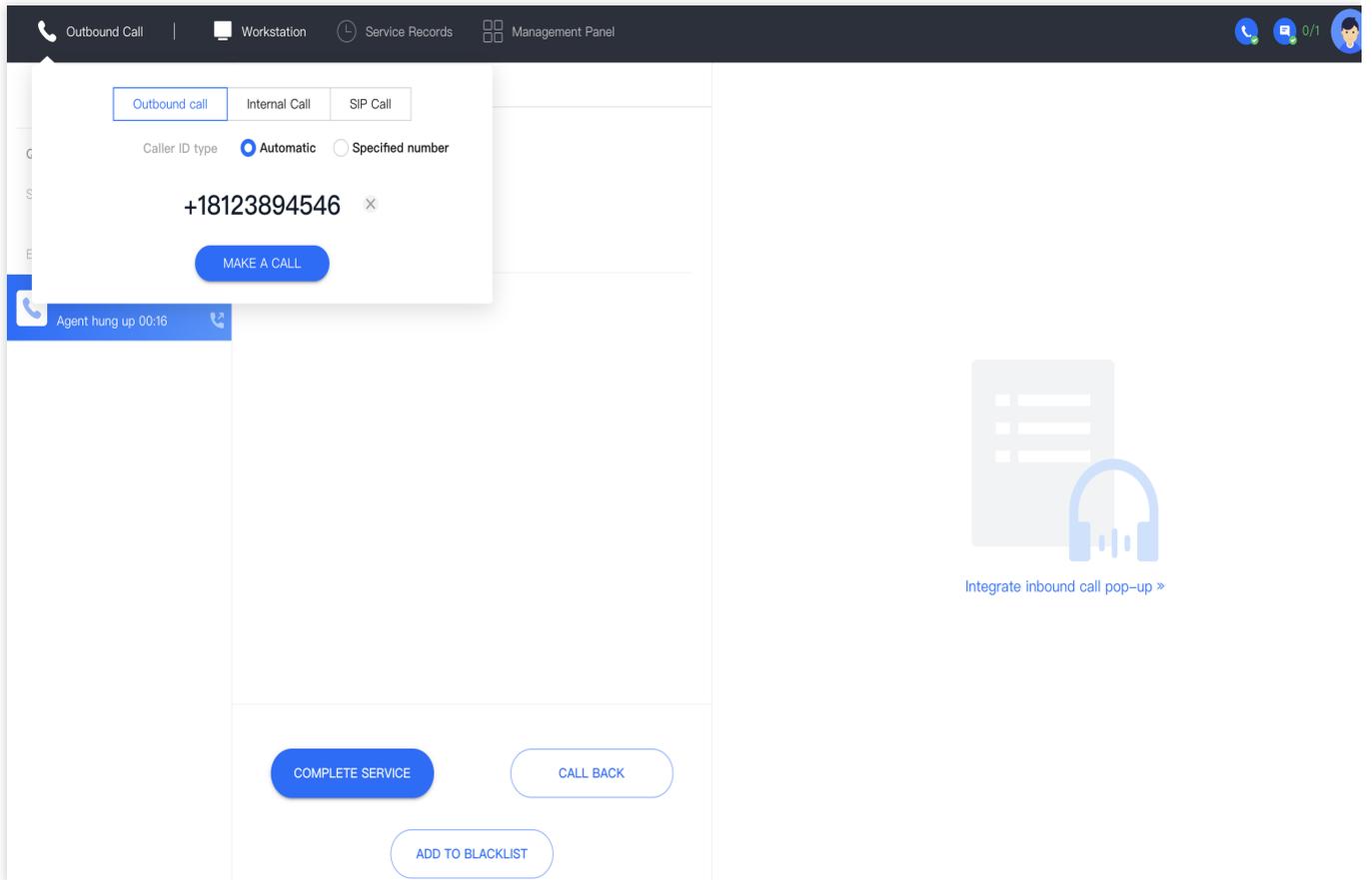
Console Number Integration:[BYOC: SIP Trunk](#)

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.

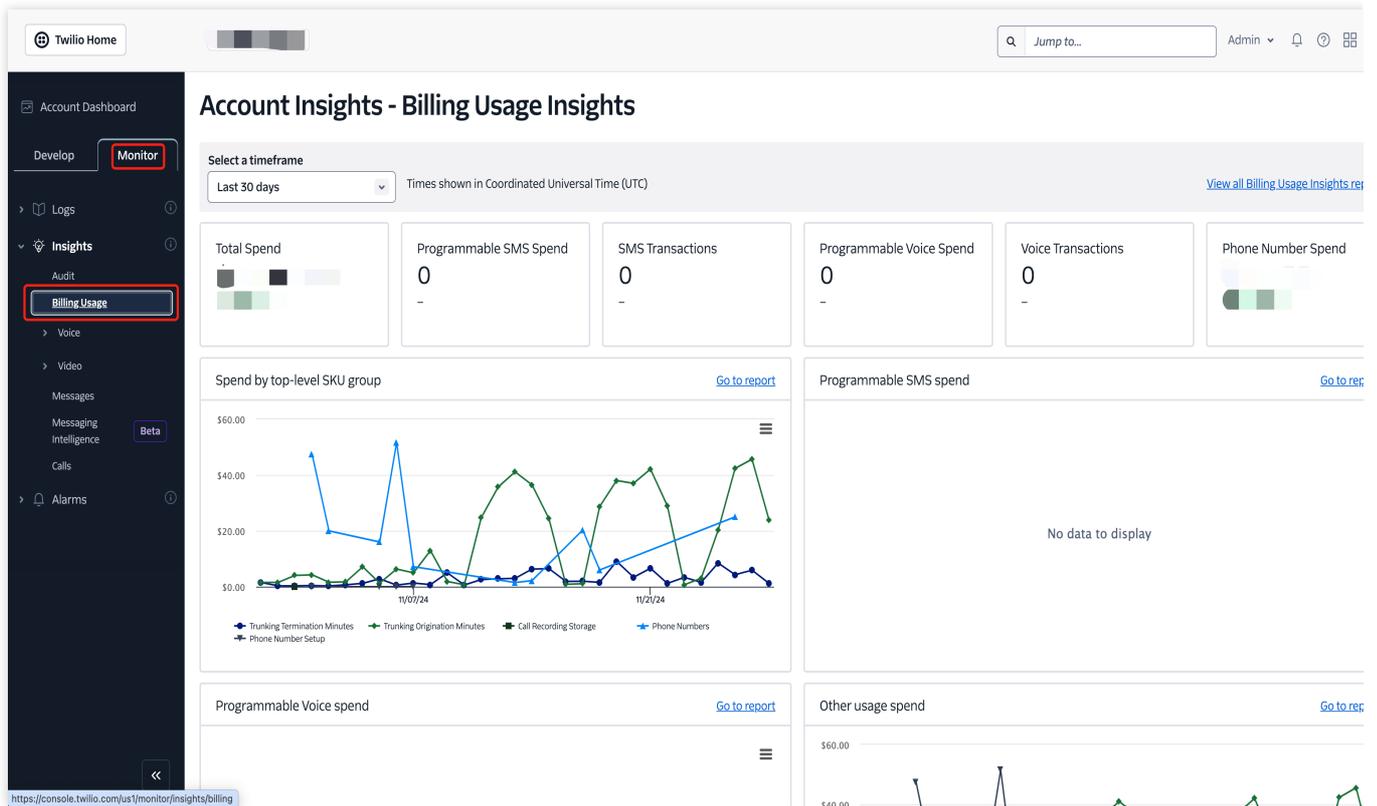


Twilio Elastic SIP Trunk > Termination > Make a test call



3. Twilio Number Monitor

Monitor > Insights > Billing Usage



4. Twilio Number Price (For Reference Only)

The screenshot shows the Twilio Pricing page. At the top right, a search bar contains the word 'price'. The left sidebar has 'Manage Billing' and 'Pricing' highlighted. The main content area is titled 'Pricing' and features several pricing cards: 'Programmable Voice', 'Programmable SMS', 'Phone Numbers', 'Elastic SIP Trunking', 'Programmable Chat', and 'Client'. Each card includes a brief description and links to view prices or download CSV files. A red box highlights the search bar and a 'Number Prices CSV' download link under the 'Phone Numbers' card. The URL at the bottom is 'phone-number-pricing.csv'.

phone-number-pricing.csv

5. Twilio Number Cancellation

Twilio Home

Account Dashboard

Develop Monitor

Elastic SIP Trunking

Phone Numbers

Manage

Active numbers

Released numbers

Buy a number

Verified Caller IDs

Twiml apps

Port & Host

Regulatory Compliance

Short Codes Beta

Alphanumeric Sender IDs

Explore products +

Admin

Jump to...

(775) 370-7696

Properties Configure Calls Log Messages Log Events Log Regulatory Information

Friendly Name ⓘ
(775) 370-7696

Phone Number SID
PN383b00e759a837289210076c65dd5373

Capabilities
Voice, SMS, MMS, Fax, SIP

Phone Number Type
Local

Locality
Mc Dermitt, NV, US

Additional notes

-

Actions

Configure Voice & Messaging

In order to use your Phone number, configure the voice and messaging preferences.

[Go to Configure](#)

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.

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

Total items: 0 5 / page 1 / 1 page

[Collapse](#)

Configure Contact Center Pending Configuration

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

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

[Add Administrator](#)

Total items: 1 5 / page 1 / 1 page

Contact center login method:

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

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

Cloud Contact Center

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

Configure Contact Center Configured

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

Administrator name
hello
Default administrator Default

[Add Administrator](#)

Total items: 2

Contact center login method:

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

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

[Collapse](#)

Go to Cloud Contact Center Management Panel

Please use administrator identity to login

admini Default administrator hello hello@tencent.com

[Confirm](#) [Cancel](#)

Adding Admins

You can create more admin account:

1. Create an admin account

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

Numbers in effect
Order review

Number	Status
No self-owned numbers have been accessed yet, access now	
Total items: 0 5 / page ⏪ ⏩ 1 / 1 page ⏪ ⏩	

[Collapse](#) ▲

○ **Configure Contact Center** Pending Configuration

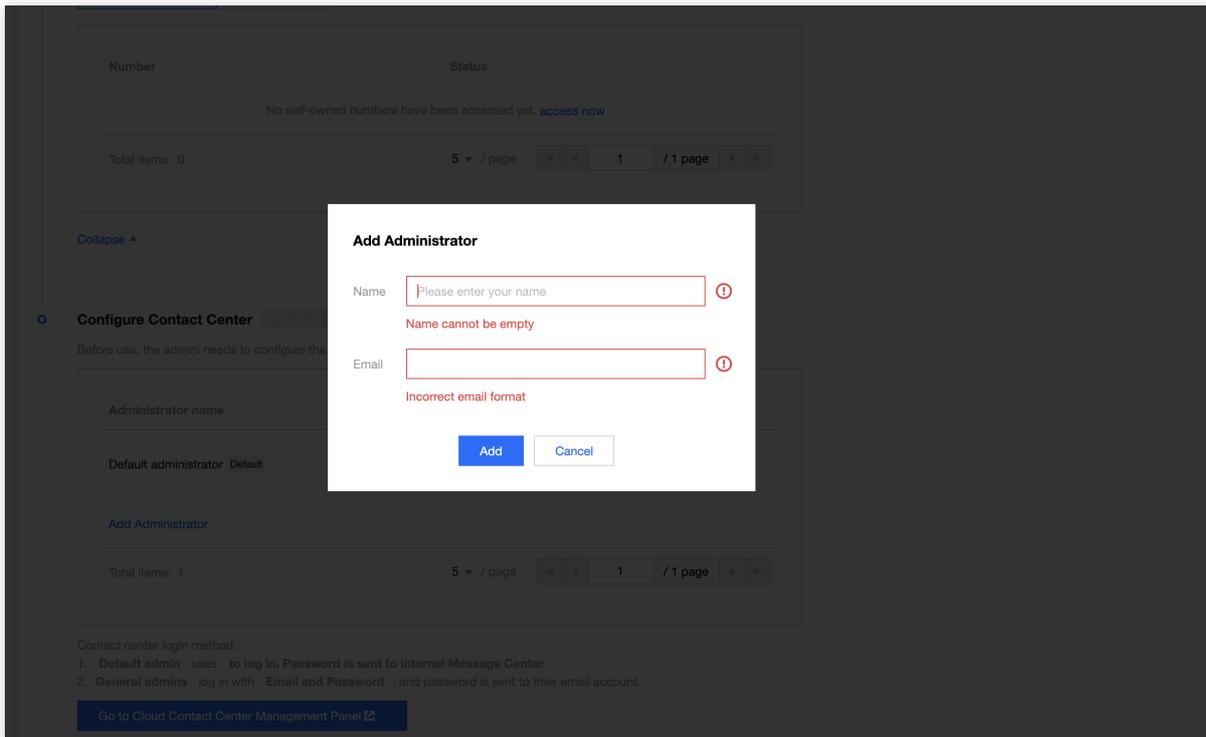
Before use, the admini needs to configure the Contact Center.

Administrator name	Account/Email	Operation
Default administrator Default	admin-1500015083	Reset password Delete
Add Administrator		
Total items: 1 5 / page ⏪ ⏩ 1 / 1 page ⏪ ⏩		

Contact center login method:

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

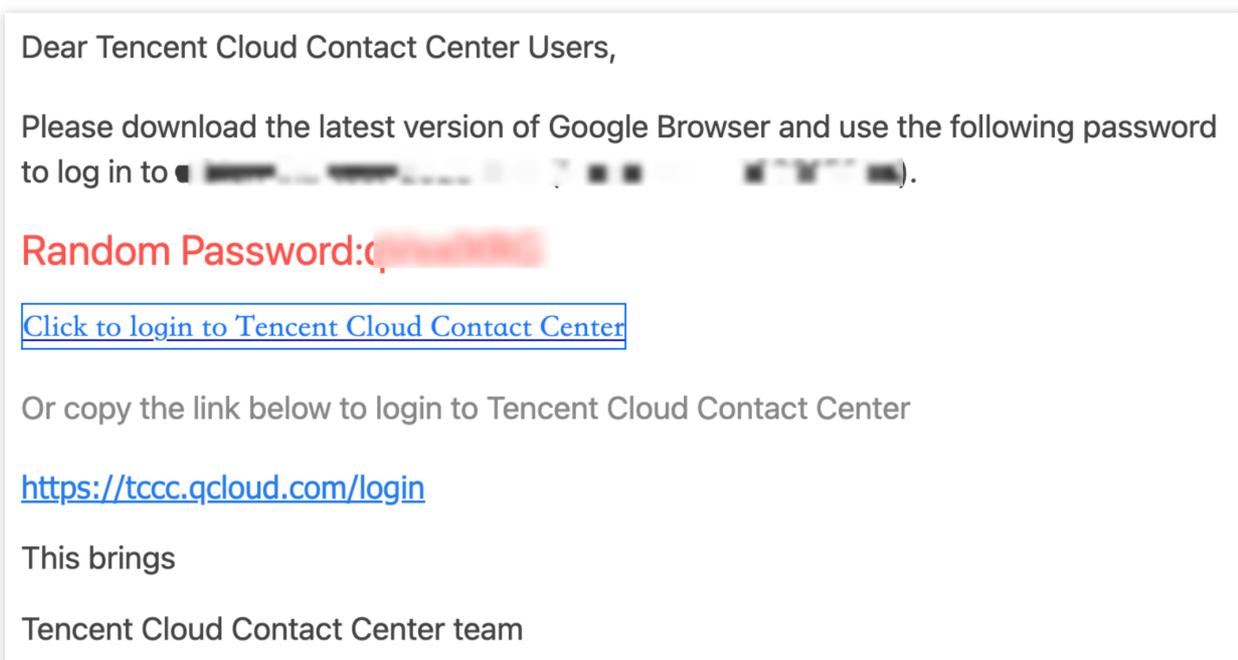
Go to Cloud Contact Center Management Panel



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

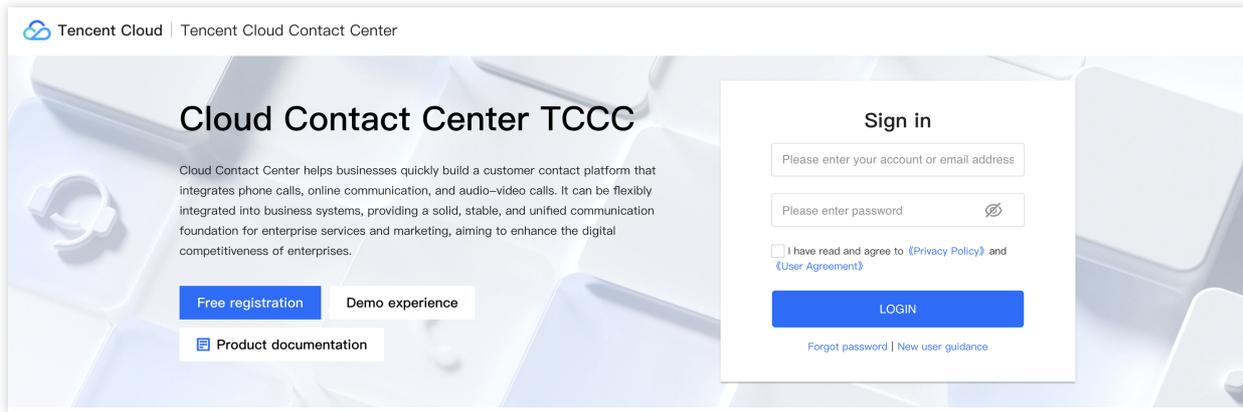
2.View login password

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.



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](#) and 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](#).