Cloud Contact Center

Use Case

Product Documentation

Contents

Use Case
Customer Service Hotline

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Flexible IVR (Interactive Voice Response) menus combined with rich queuing and routing strategies can meet the customer service hotline needs of different enterprises. Enterprises can provide 24/7 consultation support to customers through IVR, efficiently utilize human agent resources, and improve end-user satisfaction.

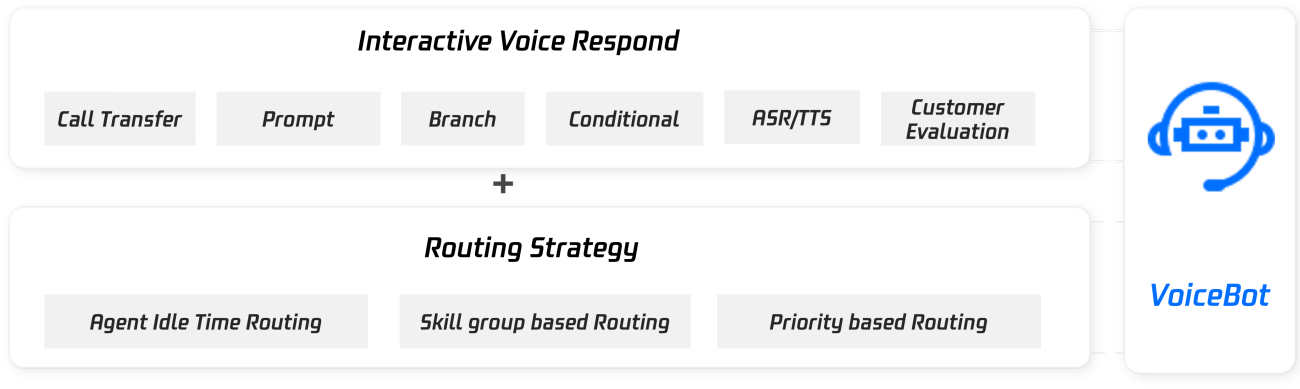**CX – Voice Inbound & Routing**

Better Customer Support

24/7 available : Customer can get help by self-service options when live agents are unavailable

Optimize Labor Force

Minimize agent idle time: smartly assign the right customer to the right agent

Minimize Cost

**Free from repetitive task:** Agents can focus on solving complex issue, bring client happier experience

Interactive Voice Respond

| Call Transfer | Prompt | Branch | Conditional | ASR/TTS | Customer Evaluation |

+

Routing Strategy

| Agent Idle Time Routing | Skill group based Routing | Priority based Routing |

VoiceBot

Call Guidance

0. Confirm Basic Configuration Completed

Cloud Console: BYOC: SIP Trunk

Management Panel: Adding Agent Account, Skill Group Management.

1. Creating an Inbound IVR Process

Management Panel, choose **Telephone Customer Service** > **IVR Management,** IVR provides various interactive voice response features. You can configure your own voice broadcast, key branch, etc.
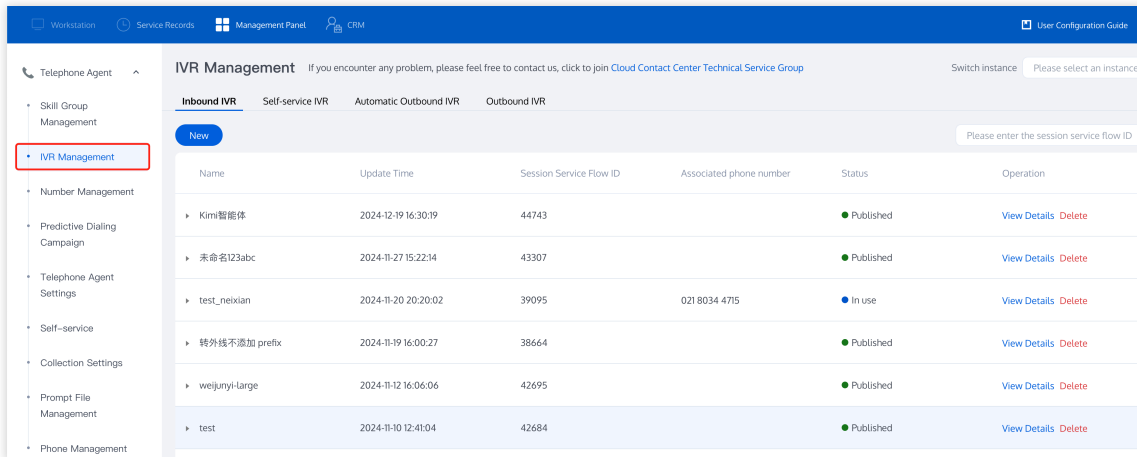
Click Create Button > **Branch Navigation This template allows you to swiftly establish a workflow, while you can customize it to suit your business needs.**
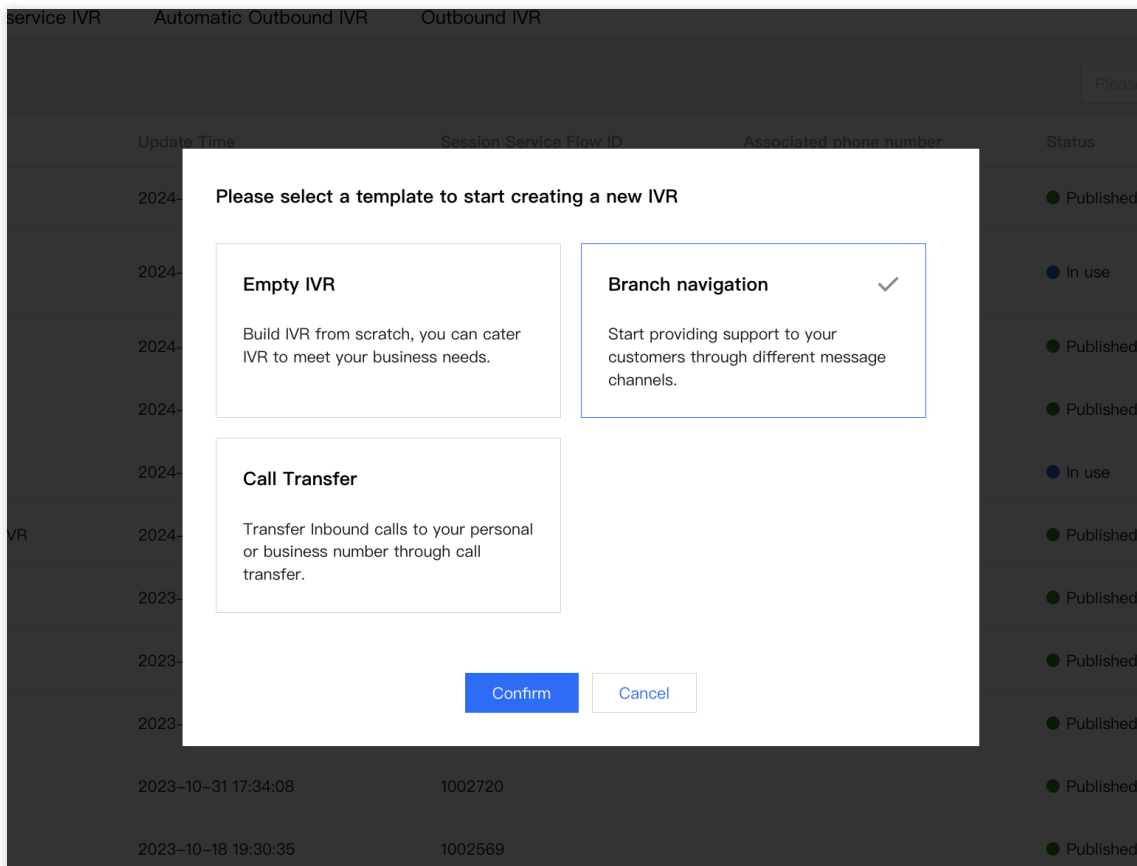
End your flow with Transfer Agent Node, assign a Skill Group in Node Setting.
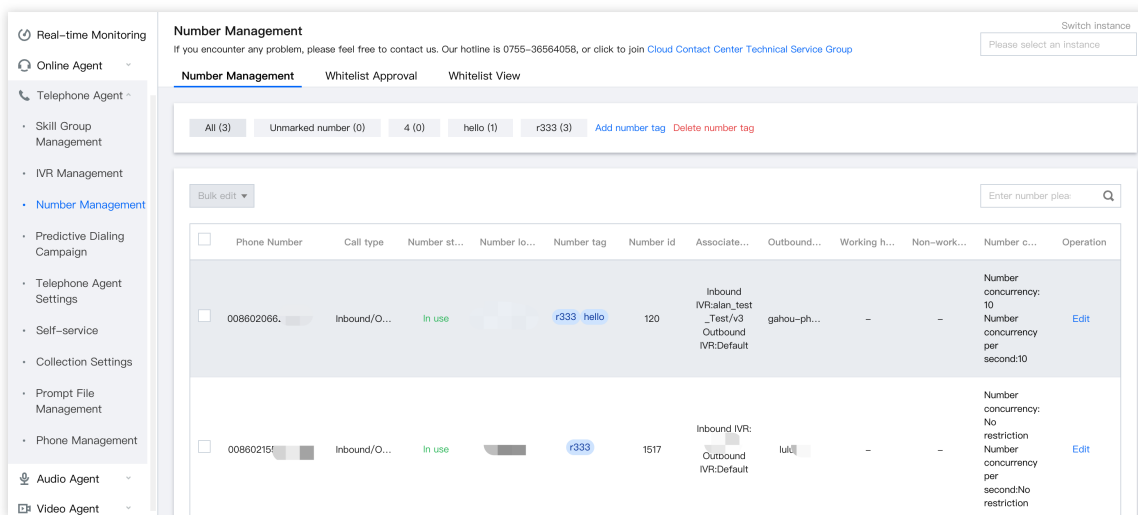
Note:

If returns parameter error, please check 1. Transfer Agent Node is filled with Skill Group info, 2. Link all nodes with lines, 3. IVR name is unique.
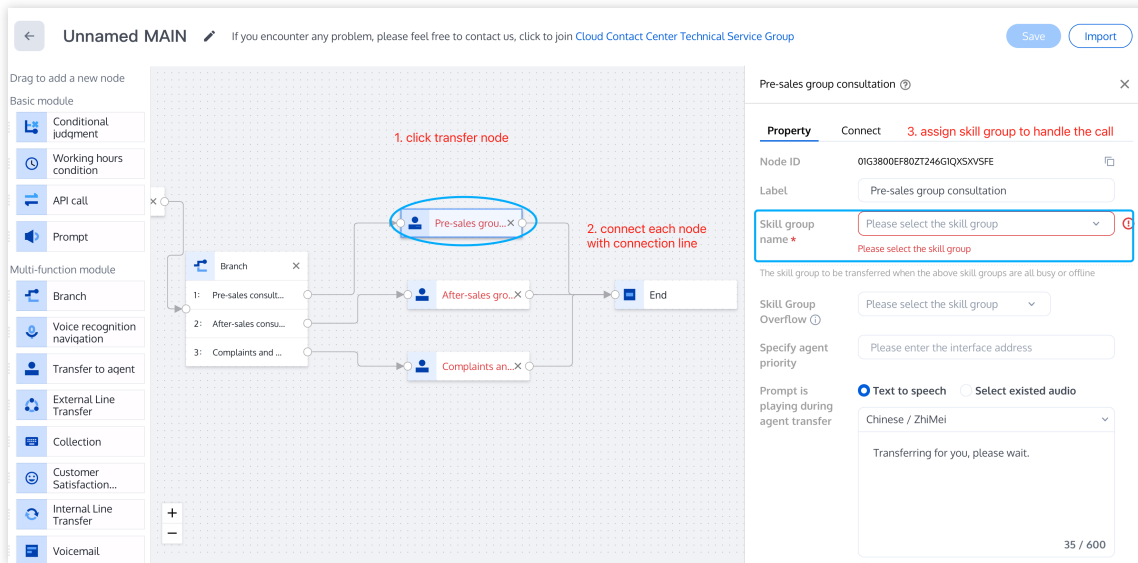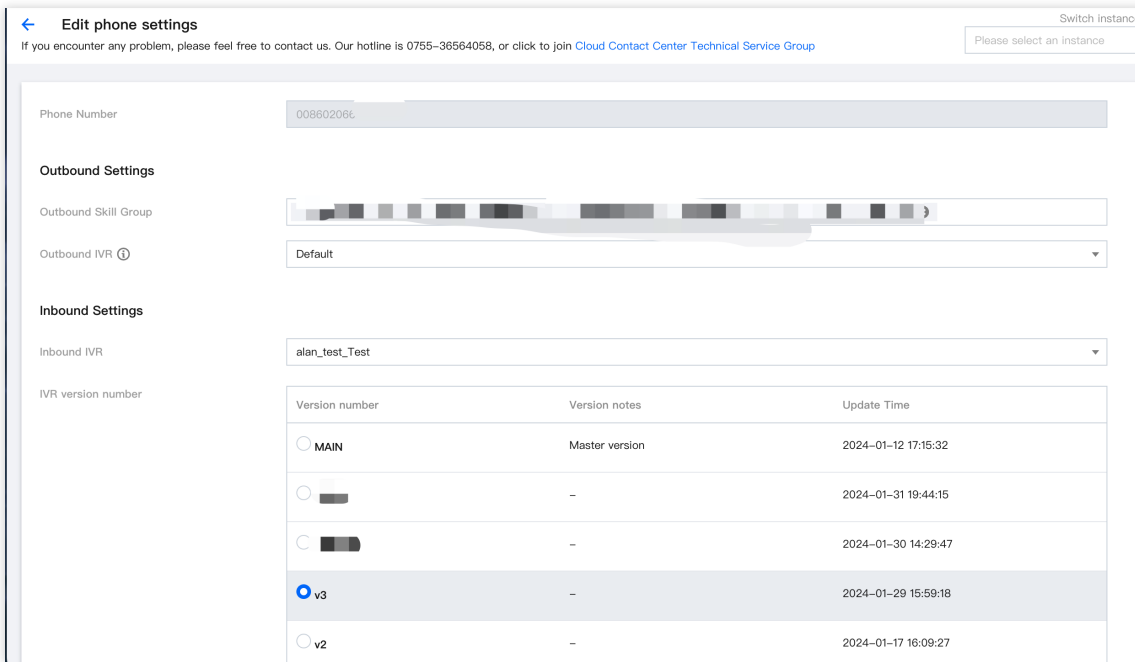
Binding a Phone Number to IVR

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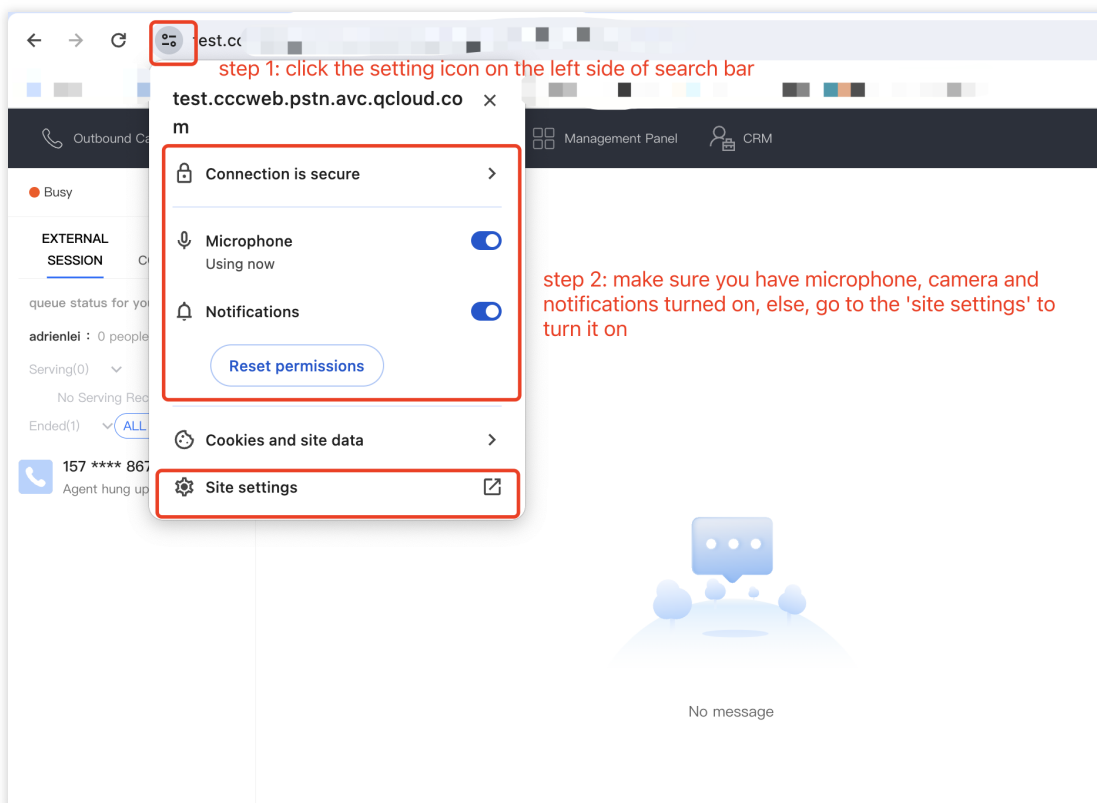

Inbound Settings > choose an IVR, click save. Effective in 1 minute.

4. Checking Microphone Authorization

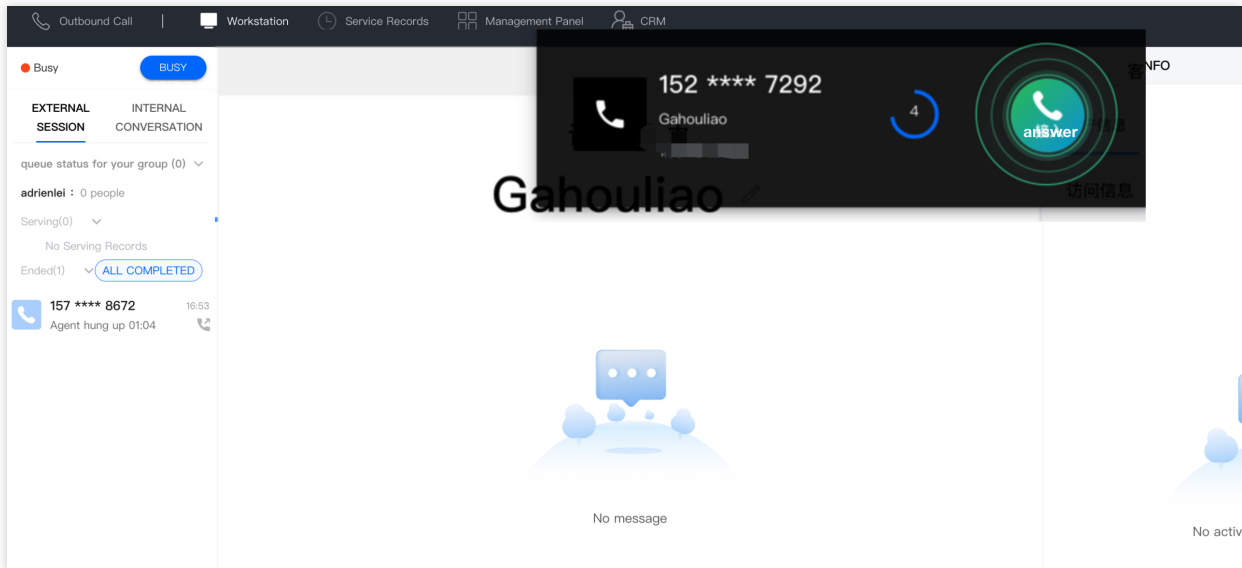Check whether your Microphone is turned on or not.

5. Incoming Test

Note:

Before testing incoming calls, ensure that agents in the skill group are online at the IVR **Transfer to Manual Customer Service** node.

Call your hotline to test the configured IVR effects. The effect on the agent's workstation for incoming calls is as follows:

Note:

If agents have not received call notification, go Management Panel > Service Records > View Details to check.

Call Features
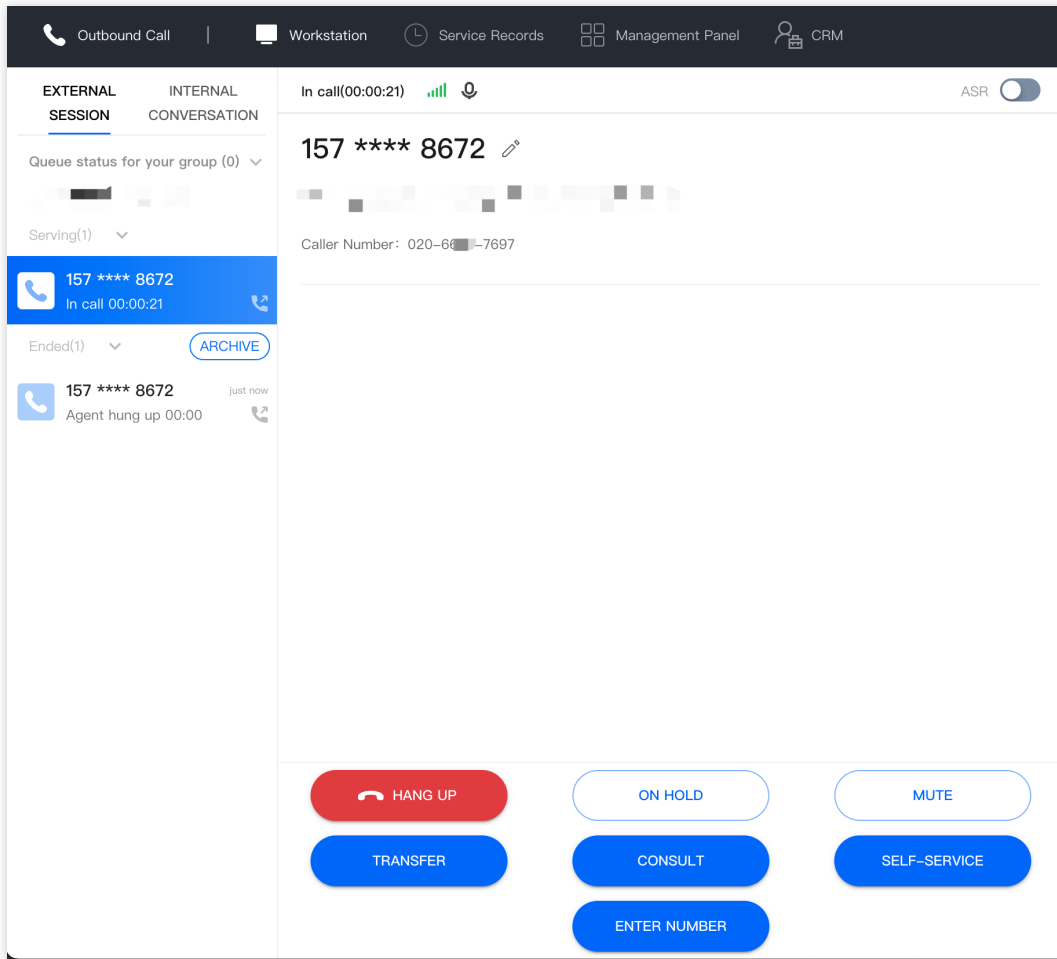
Advanced Features During Calls

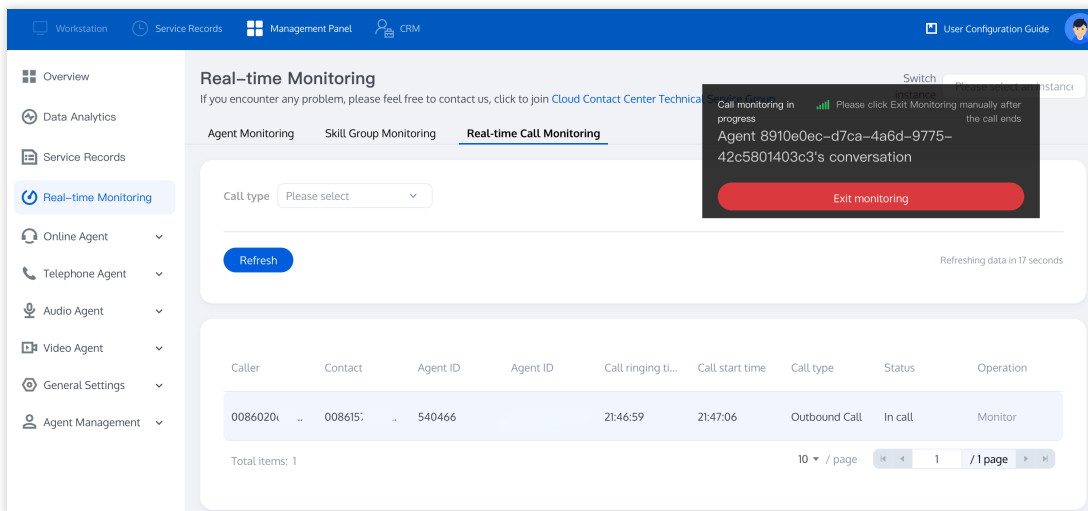Transfer (Agent/Skill Group)

On Hold and Mute

Self Service - IVR

Three-Way Calling/Consultation

For more features, refer to Call Feature Overview.

Administrator Call Monitoring

Real-Time Monitoring

Post-Call Features

Administrator Call Record Analysis

Review Service Records: TCCC provides CDR with free storage for 3 months. Business can use APIs to pull or push service records for local storage.

Recording Storage and Access: TCCC offers dual-track recordings with free storage for 3 months. Business can transfer recordings to Tencent Cloud COS for cloud storage or use APIs to pull or push recordings for local storage.

Customer Service Evaluation: TCCC supports satisfaction ratings collection, where the system plays survey prompts during or after calls, allowing users to rate via keypress.

You Might Want to Read

Routing and ACD Strategy

Routing and ACD Configuration: If there are excessive incoming calls at the same time, our routing and allocation strategies can help you make your human resources limitless.

Multi-Devices Support

SIP Phone Answering: Bring your physical SIP phones to the Cloud to access advanced softphone features and enable seamless multi-device communication.

Web Page Answering: Agents can log in to the workstation via Chrome or Edge to answer calls.

Outbound: Telemarketing

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Note:

Enhance your sales and marketing teams' productivity and customer conversion rates with multiple dialing modes that quickly establish voice capabilities. Real-time monitoring ensures agent performance quality, supporting data-driven decision-making.

Guidance

0. Complete Below Setup Before Get Started

Cloud Console: BYOC: SIP Trunk

Management Panel: Add Agent Account, Group Management

1. Number Settings

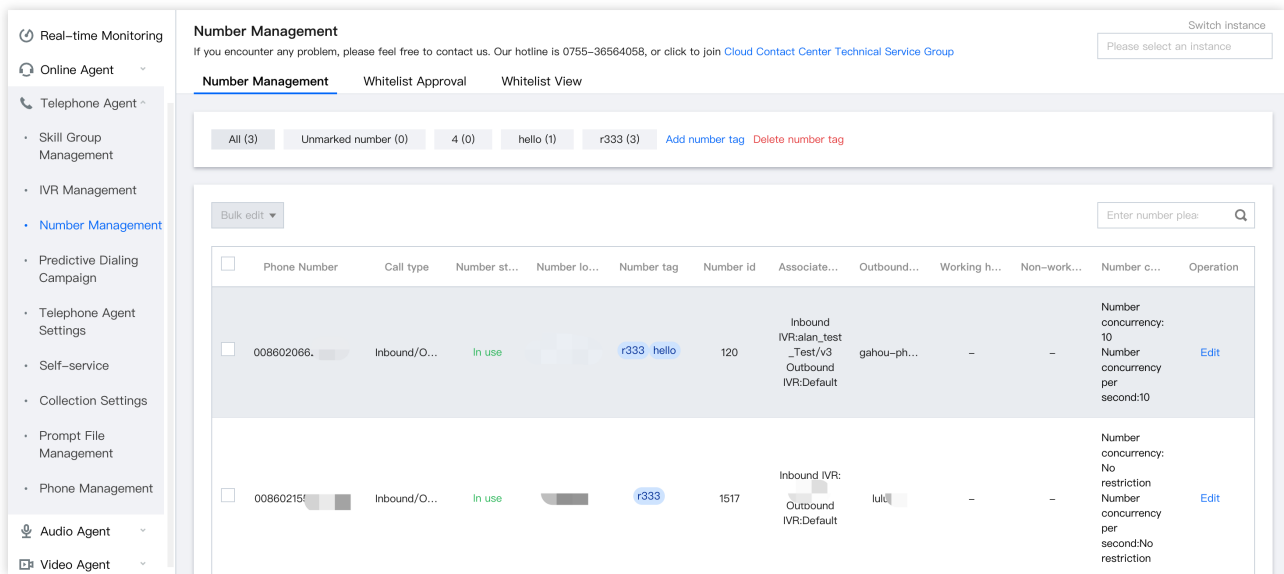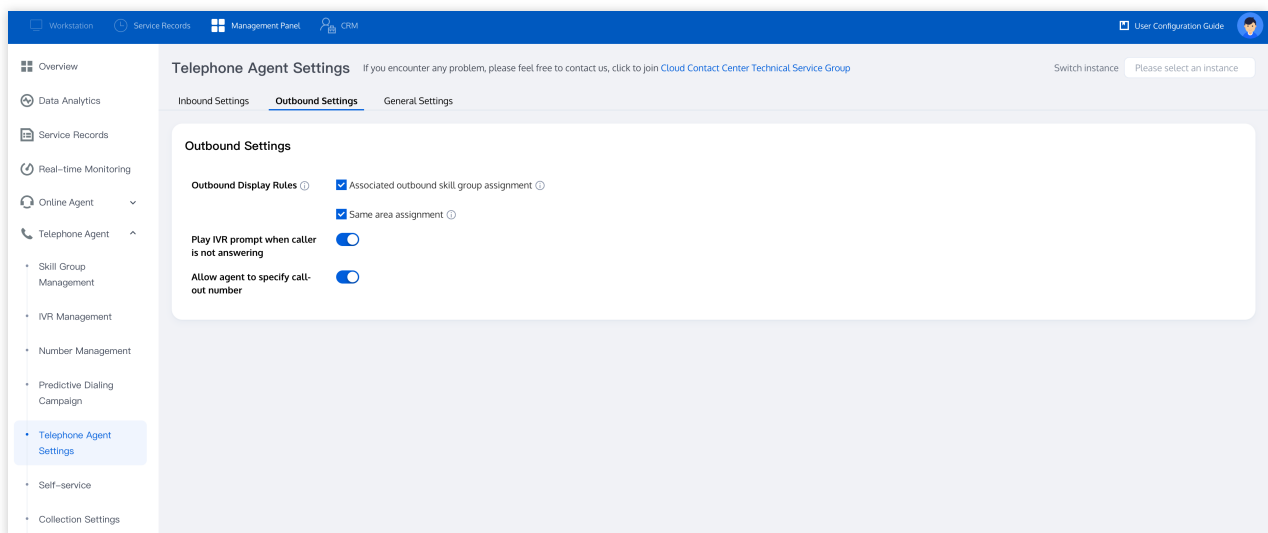Go to **Telephone Agent >** Number Management , select the number, click **Edit** (supports add IVR flow, group members, etc.)

Go to Telephone Agent Settings > Outbound Call Settings to set up your preference
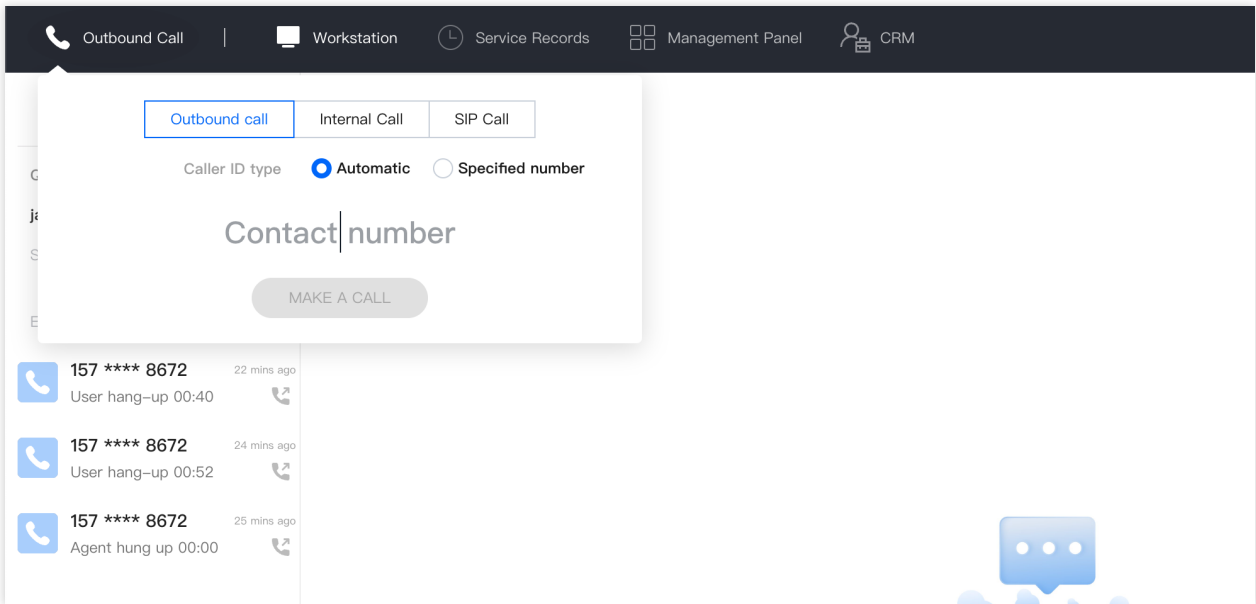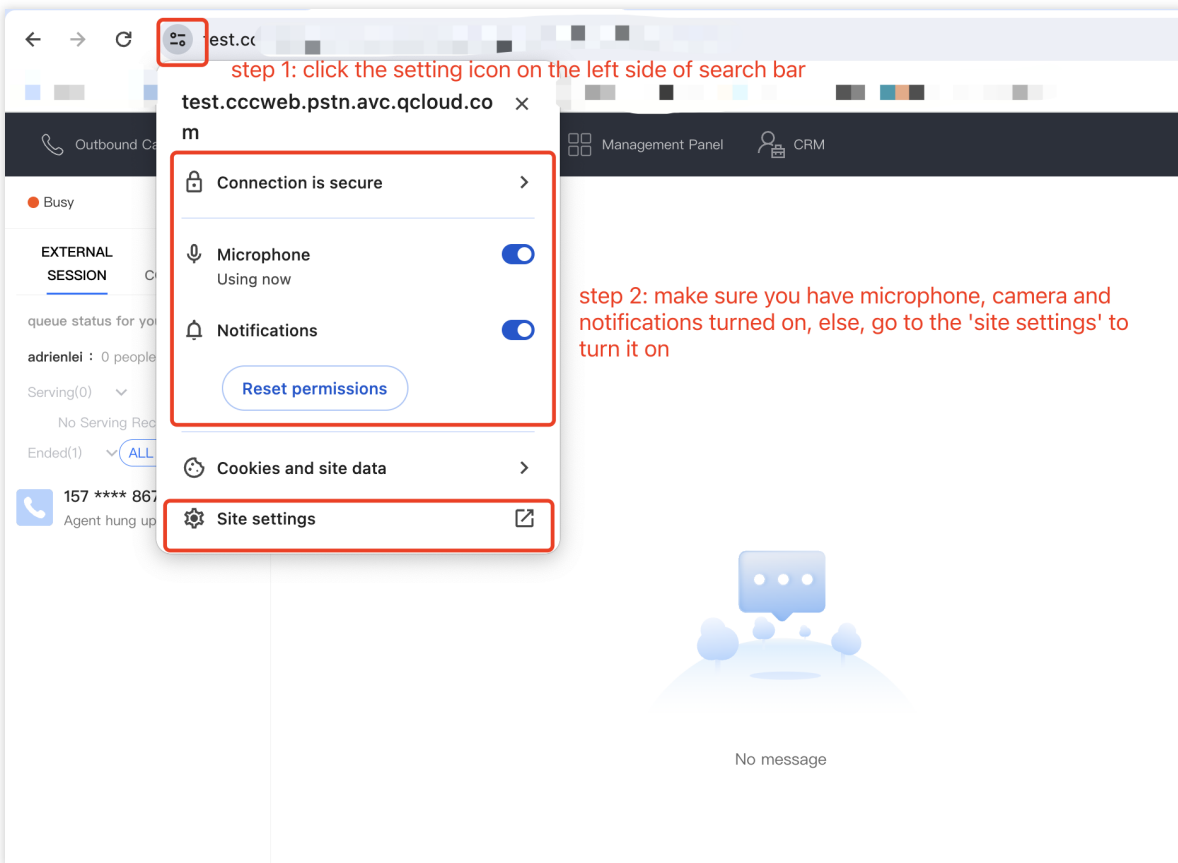

2. Outbound Call Mode

2.1 Manual Dialing

Agents can directly enter numbers dialpad to make calls, support communication across internal member, SIP phones, and external lines.

Pro: Agents to call via dialpad, better customer service
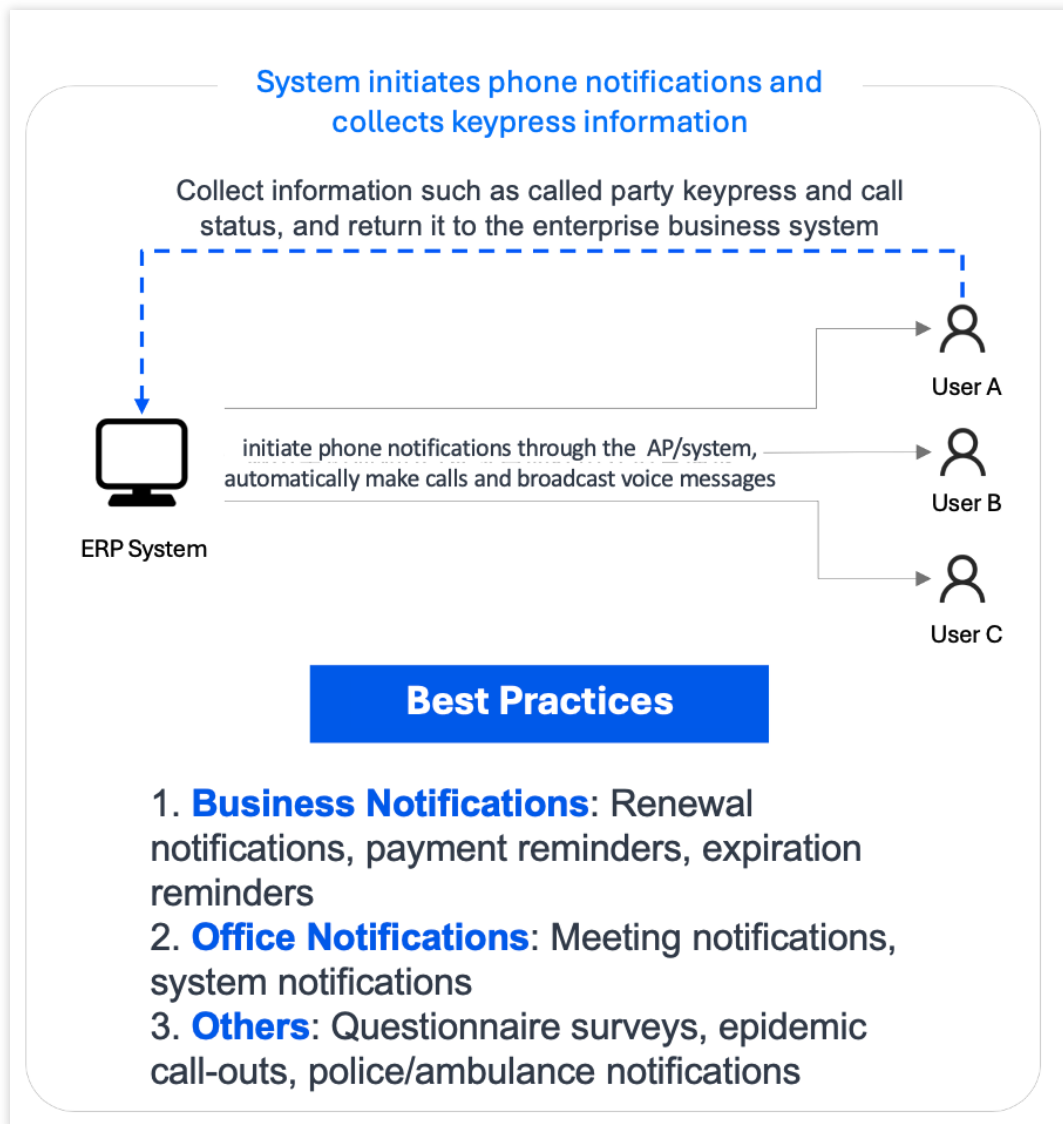
Mic Authorization Check: see whether your Microphone is turned on or not.

2.2 Auto dialing

Auto dialing tasks are initiated by the system. When end user answers, system can play prompt, collects DTMF inputs etc.

Pro: No manual intervention required, system initiates batch outbound calls to complete simple voice notifications and input collections, save up manpower.

System initiates phone notifications and collects keypress information

Collect information such as called party keypress and call status, and return it to the enterprise business system

ERP System

initiate phone notifications through the AP/system, automatically make calls and broadcast voice messages

User A

User B

User C

Best Practices

1. **Business Notifications**: Renewal notifications, payment reminders, expiration reminders
2. **Office Notifications**: Meeting notifications, system notifications
3. **Others**: Questionnaire surveys, epidemic call-outs, police/ambulance notifications

2.3 Predictive Dialing

Predictive Dialing Predictive dialing leverages AI to analyze real-time data(e.g., connection rate and agent availability), automatically adjusting call speed to maximize labor efficiency.

Pro: Maxmize agent productivity and reduce labor cost , it initiates calls based on agent availability, ensuring seamless connections when customers answer.
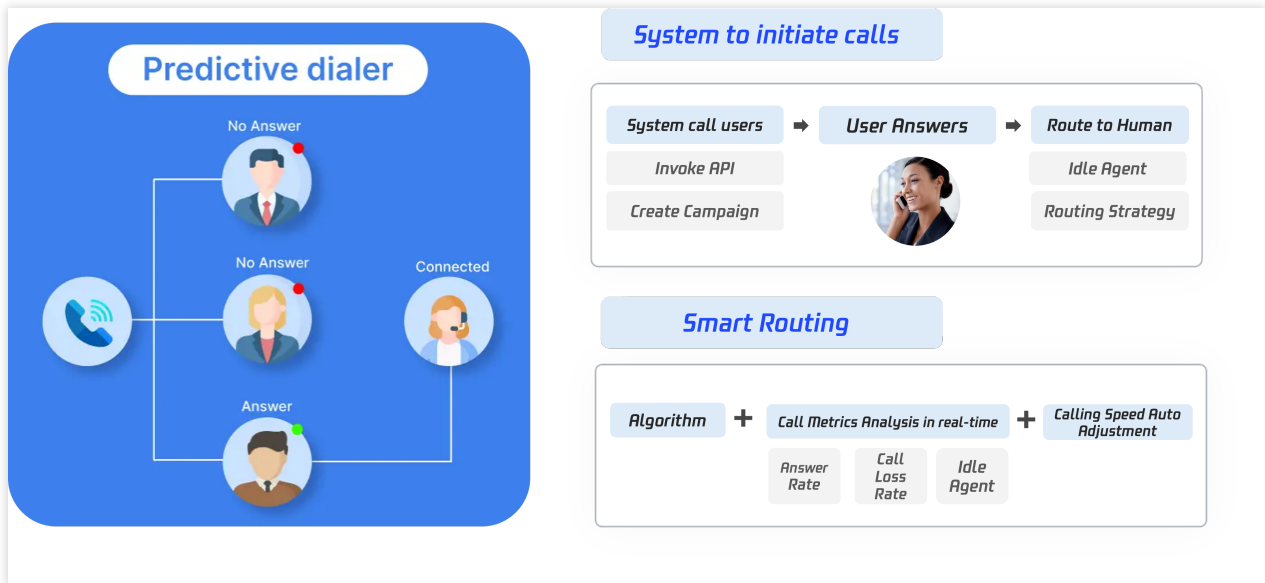
Call Features

Advanced Features During Calls

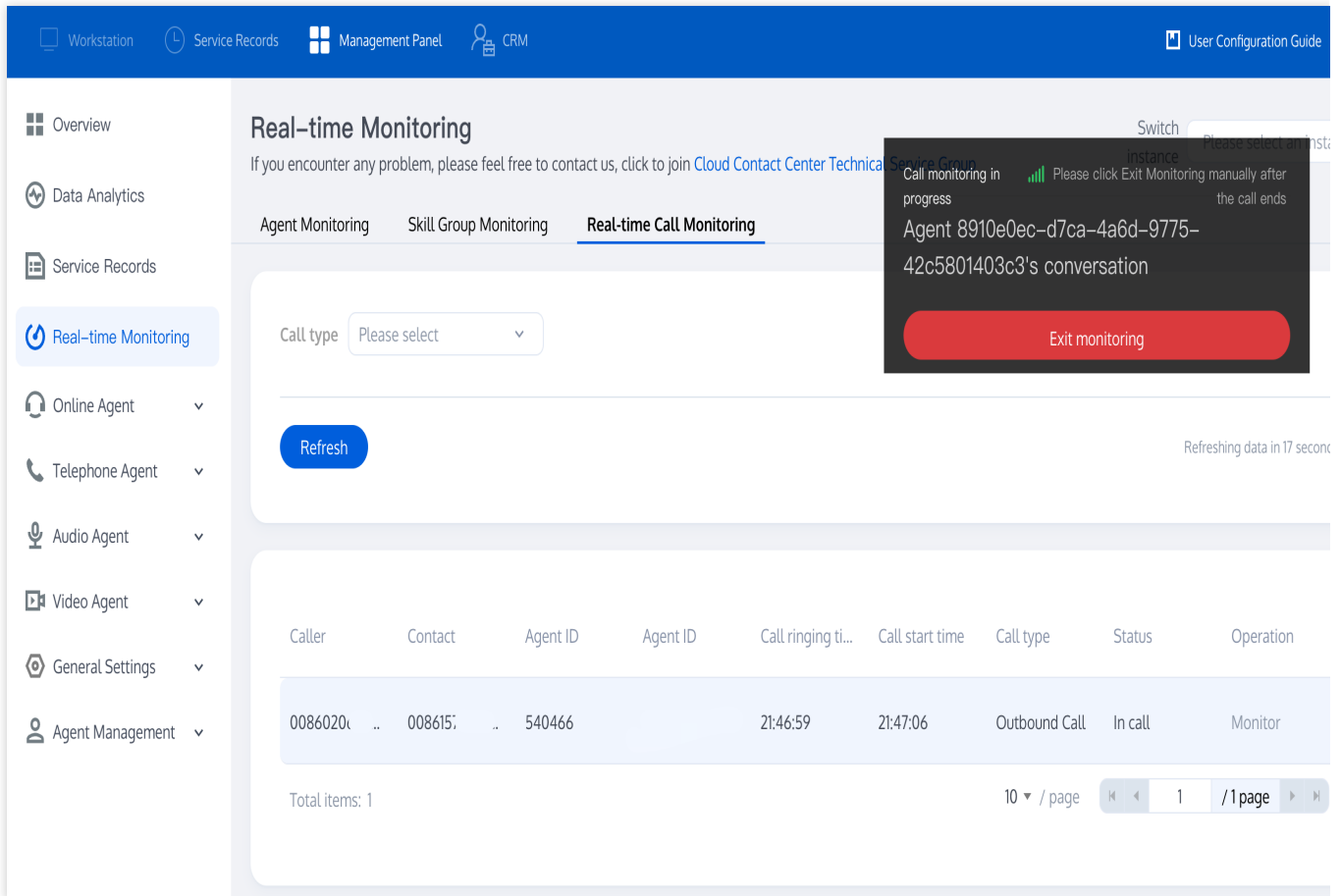Transfer (Agent/Skill Group)

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Call Monitoring

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Customer Service Voice Survey: TCCC supports satisfaction ratings collection, where the system plays survey prompts during or after calls, allowing users to rate via keypress.

You May Want to Know

Outbound IVR

Auto Dialing and **Predictive Dialing** features trigger batch calls through the system, allowing you to create system outbound call flows in IVR to achieve voice interaction between the system and users.

Basic IVR Module

Multi-Feature IVR Module (Premium Feature)

Multi-Device Calling

SIP Phone Call: Cloud Contact Center supports you to bring your SIP phones to cloud, enabling multi-device communication.

Answering Calls and Making Outbound Calls (via Web): Agents can log in to the workstation through a browser (Chrome, Edge) to make outbound calls.