

Cloud Contact Center

Use Case

Product Documentation



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- Outbound: Telemarketing

- Auto Dialer: Voice Notification

- Integration Use Case (SDK)

 - SDK Integration Guide

 - Outbound Setup

 - Inbound Setup

Use Case

Inbound: Customer Experience

Last updated : 2025-01-09 16:05:33

To enhance CX, enterprises can use IVR for 24/7 support, optimizing agent resources and boosting satisfaction. Flexible IVR menus with advanced routing meet diverse customer service needs.

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

Pre Call Setup

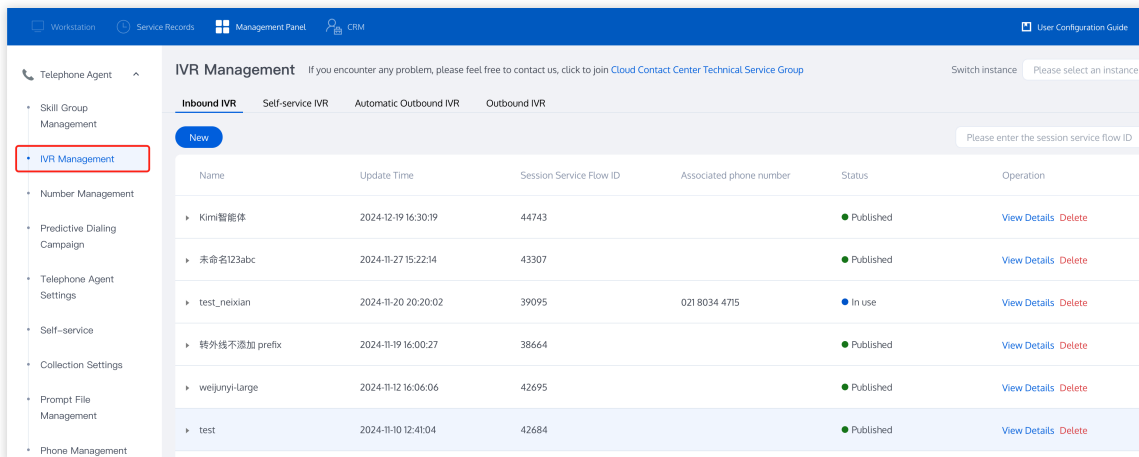
0. Complete Below Setup Before Get Started

Cloud Console: [BYOC: SIP Trunk](#)

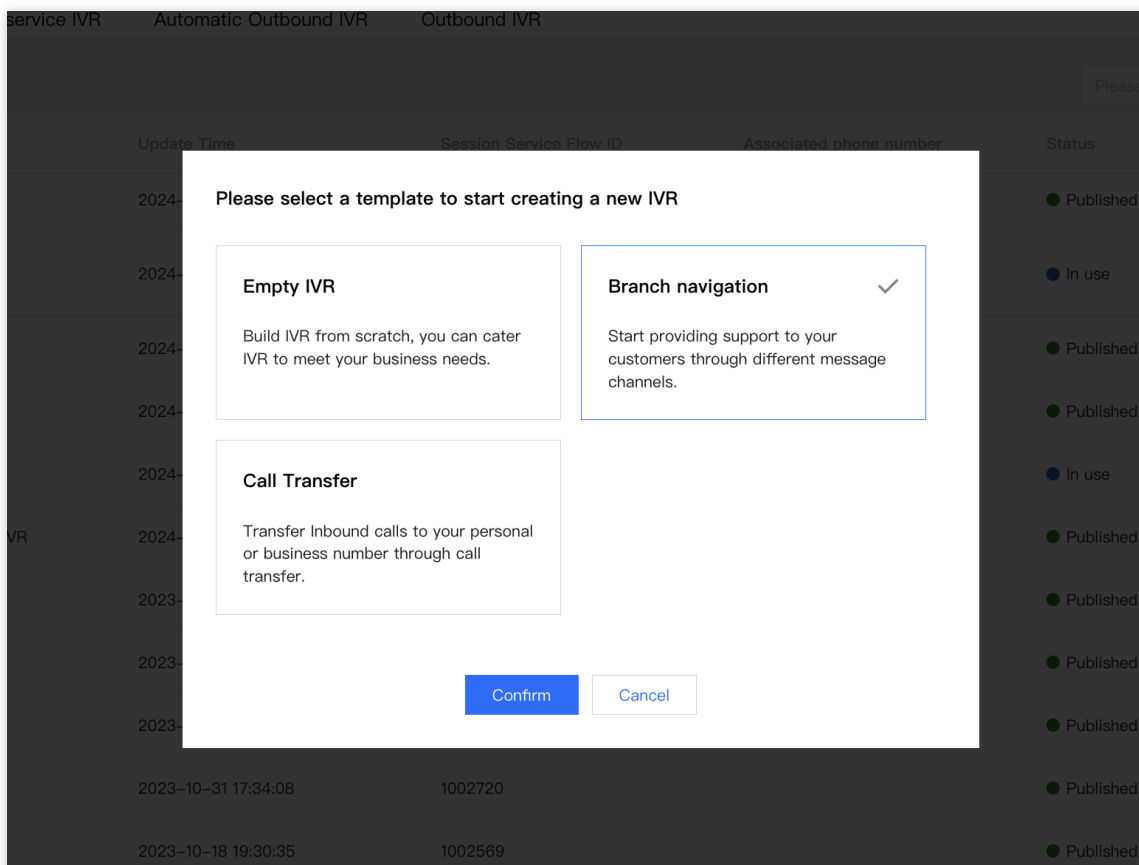
Management Panel: [Add Agent Account](#), [Group Management](#)

1. Create 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.



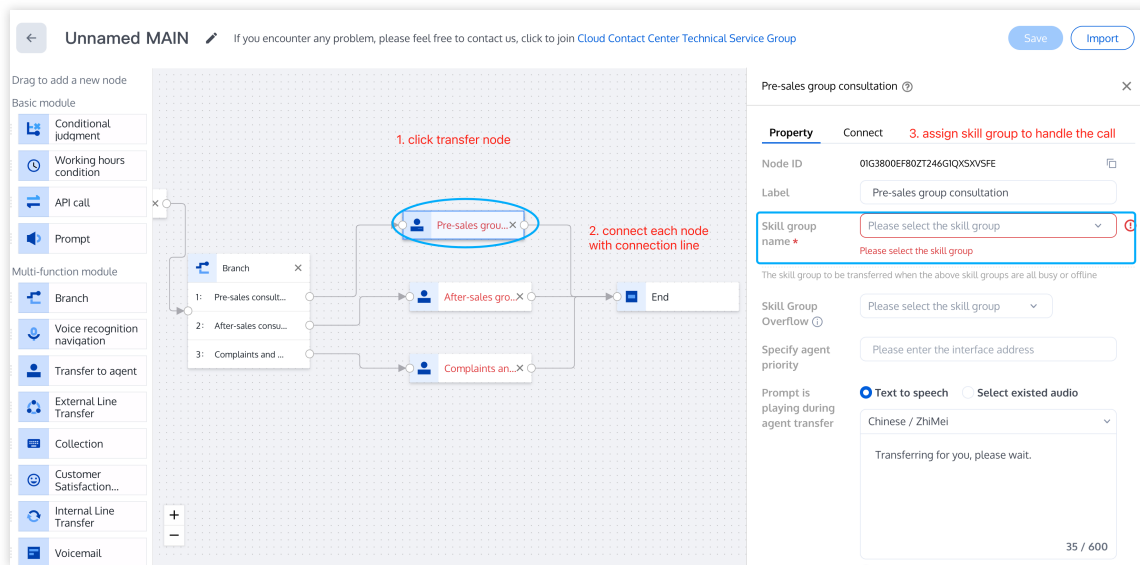
Click **Create Button** > **Branch Navigation**. This template allows you to swiftly establish a workflow, while you can customize it to suit your business needs.



End your flow with Transfer Agent Node, assign a 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.



2.Add Phone Number to IVR

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

The screenshot displays the 'Number Management' interface. The left sidebar shows the navigation menu: Real-time Monitoring, Online Agent, Telephone Agent, Skill Group Management, IVR Management, Number Management (selected), Predictive Dialing Campaign, Telephone Agent Settings, Self-service, Collection Settings, Prompt File Management, and Phone Management. The main area shows the 'Number Management' tab with a sub-tab 'Whitelist Approval'. Below the sub-tab, there are filters: All (3), Unmarked number (0), 4 (0), hello (1), r333 (3), Add number tag, and Delete number tag. A table lists the numbers:

Phone Number	Call type	Number st...	Number lo...	Number tag	Number id	Associate...	Outbound...	Working h...	Non-work...	Number c...	Operation
008602066...	Inbound/O...	In use		r333 hello	120	Inbound IVR:alan_test _Test/v3 Outbound IVR:Default	gahou-ph...	-	-	Number concurrency: 10 Number concurrency per second:10	Edit
00860215...	Inbound/O...	In use		r333	1517	Inbound IVR: Outbound IVR:Default	IAA	-	-	Number concurrency: No restriction Number concurrency per second:No restriction	Edit

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

Edit phone settings Switch Instance

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#) Please select an instance

Phone Number: 008602066

Outbound Settings

Outbound Skill Group: [Skill Group Selection]

Outbound IVR: Default

Inbound Settings

Inbound IVR: alan_test_Test

IVR version number

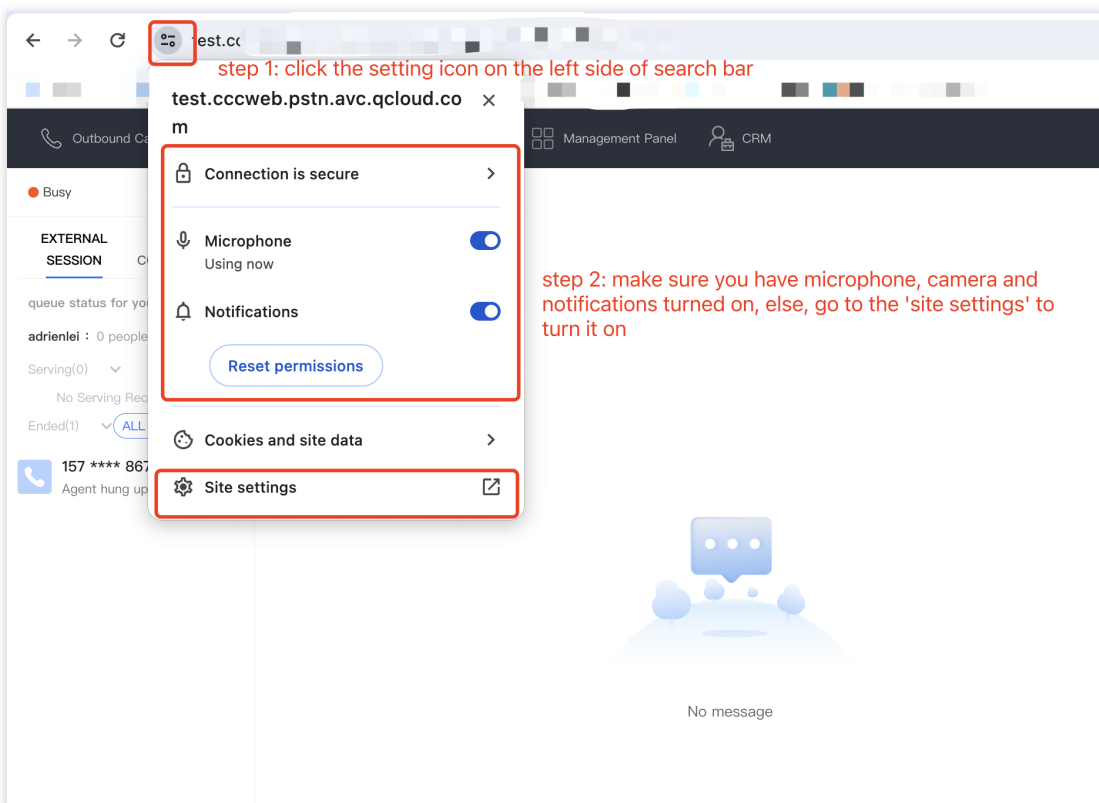
Version number	Version notes	Update Time
<input type="radio"/> MAIN	Master version	2024-01-12 17:15:32
<input type="radio"/> [Redacted]	-	2024-01-31 19:44:15
<input type="radio"/> [Redacted]	-	2024-01-30 14:29:47
<input checked="" type="radio"/> v3	-	2024-01-29 15:59:18
<input type="radio"/> v2	-	2024-01-17 16:09:27

3. Check Microphone Authorization

Check whether your Microphone is turned on or not.

step 1: click the setting icon on the left side of search bar

step 2: make sure you have microphone, camera and notifications turned on, else, go to the 'site settings' to turn it on

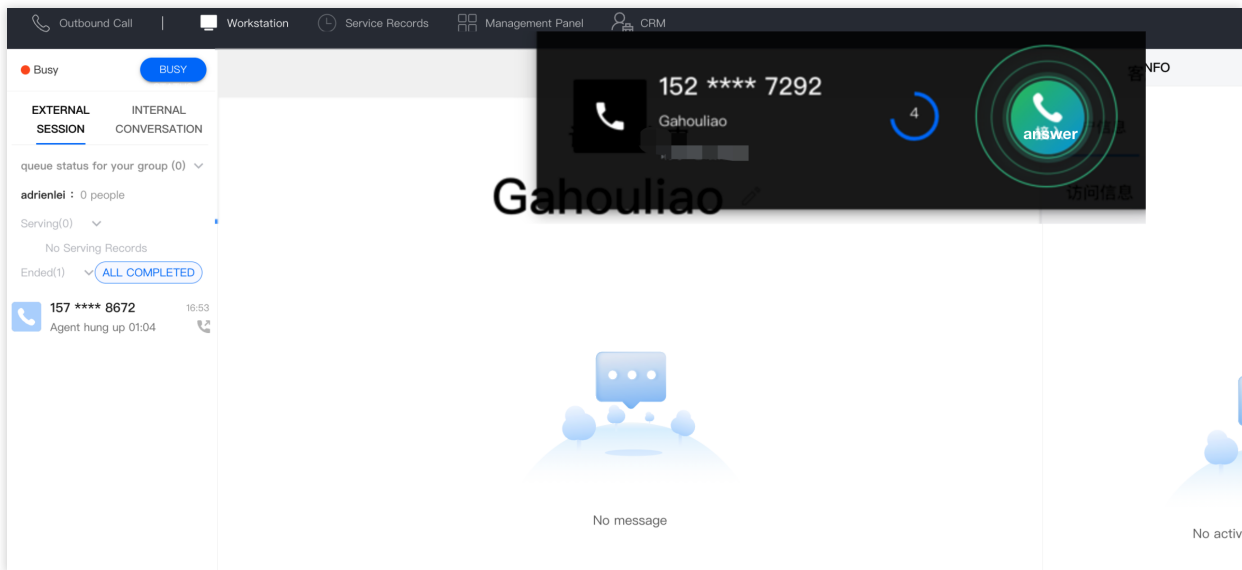


4. Inbound Test

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.

In Call Features

Agent Call Features

[Transfer \(Agent/Skill Group\)](#)

[On Hold and Mute](#)

[Self Service - IVR](#)

[Three-Way Calling/Call Conference](#)

For more features, refer to [Call Feature Overview](#).



Workstation

Service Records

Management Panel

CRM

User Configuration Guide

Overview

Data Analytics

Service Records

Real-time Monitoring

Online Agent

Telephone Agent

Audio Agent

Video Agent

General Settings

Agent Management

Real-time Monitoring

Agent Monitoring

Skill Group Monitoring

Real-time Call Monitoring

Call type

Please select

Refresh

Refreshing data in 17 seconds

Caller	Contact	Agent ID	Agent ID	Call ringing ti...	Call start time	Call type	Status	Operation
0086020...	008615...	540466		21:46:59	21:47:06	Outbound Call	In call	Monitor

Total items: 1

10 / page

1 / 1 page

Switch

Call monitoring in progress

Please click Exit Monitoring manually after the call ends

Agent 8910e0ec-d7ca-4a6d-9775-42c5801403c3's conversation

Exit monitoring

Post 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

[Answering Routing Configuration](#): Provides basic routing settings and priority allocation features. If the number of incoming calls exceeds the number of agents, the system can allocate calls to appropriate agents based on pre-set rules.

Multi-Devices Answering

[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.

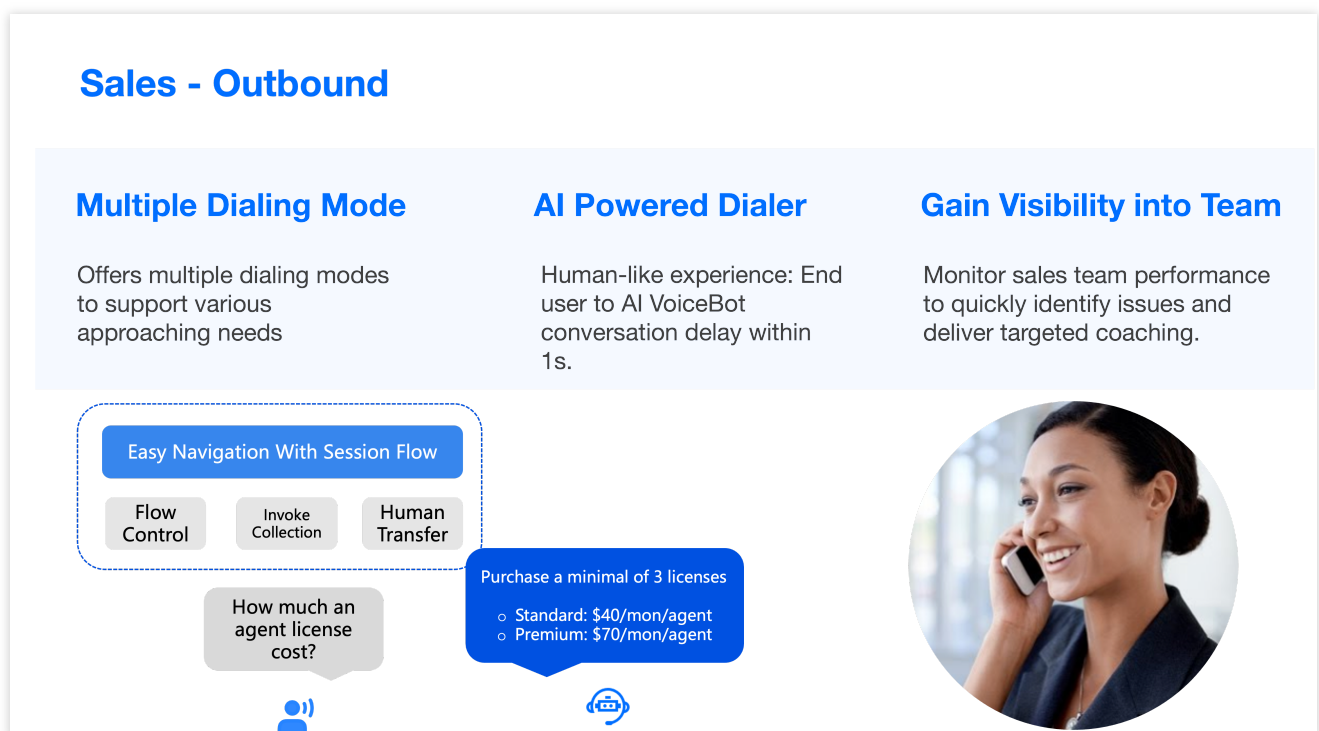
[SDK Integration](#): Cloud Contact Center can be integrated into your business system, allowing agents to complete call reception within your business system.

Outbound: Telemarketing

Last updated : 2025-01-09 16:05:33

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.



Pre-Call Setup

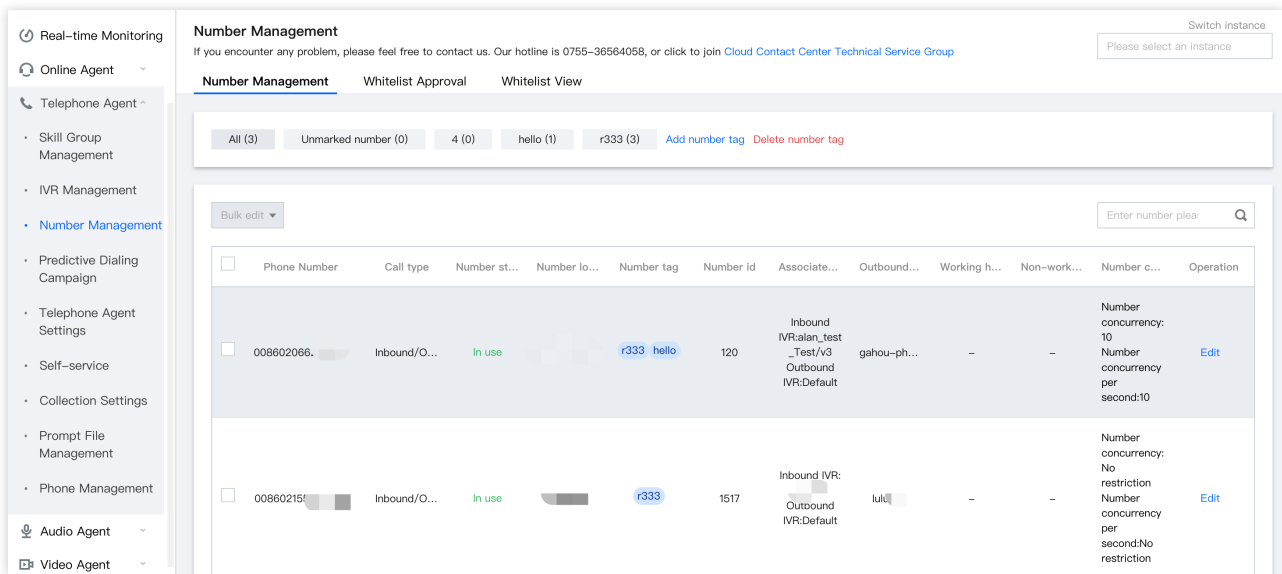
0. Complete Below Setup Before Get Started

Cloud Console: [BYOC: SIP Trunk](#)

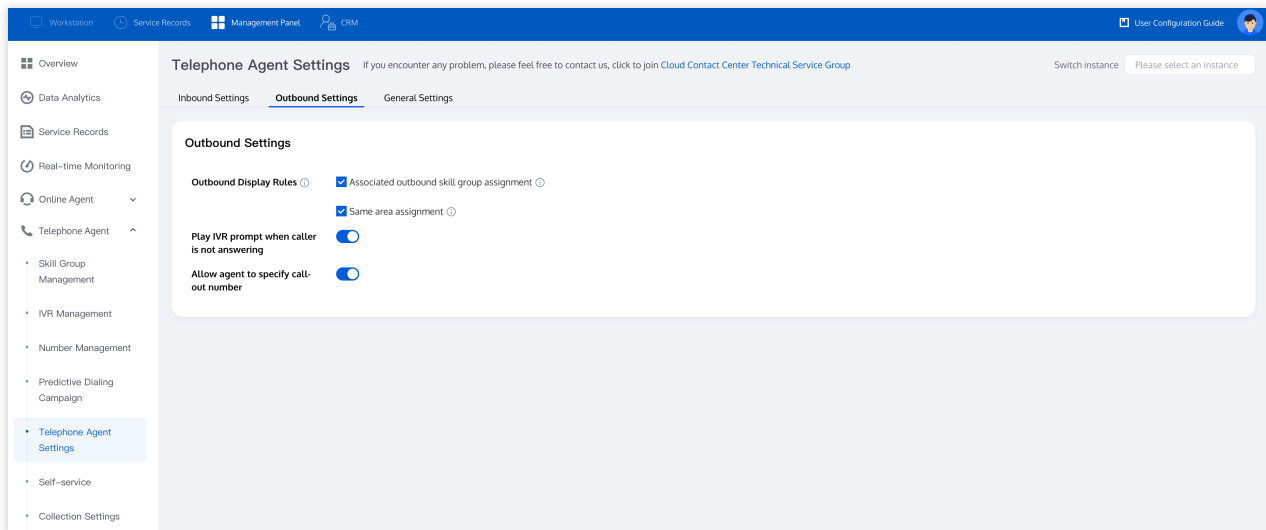
Management Panel: [Add Agent Account](#), [Group Management](#)

1. Number Settings

Go to **Voice 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

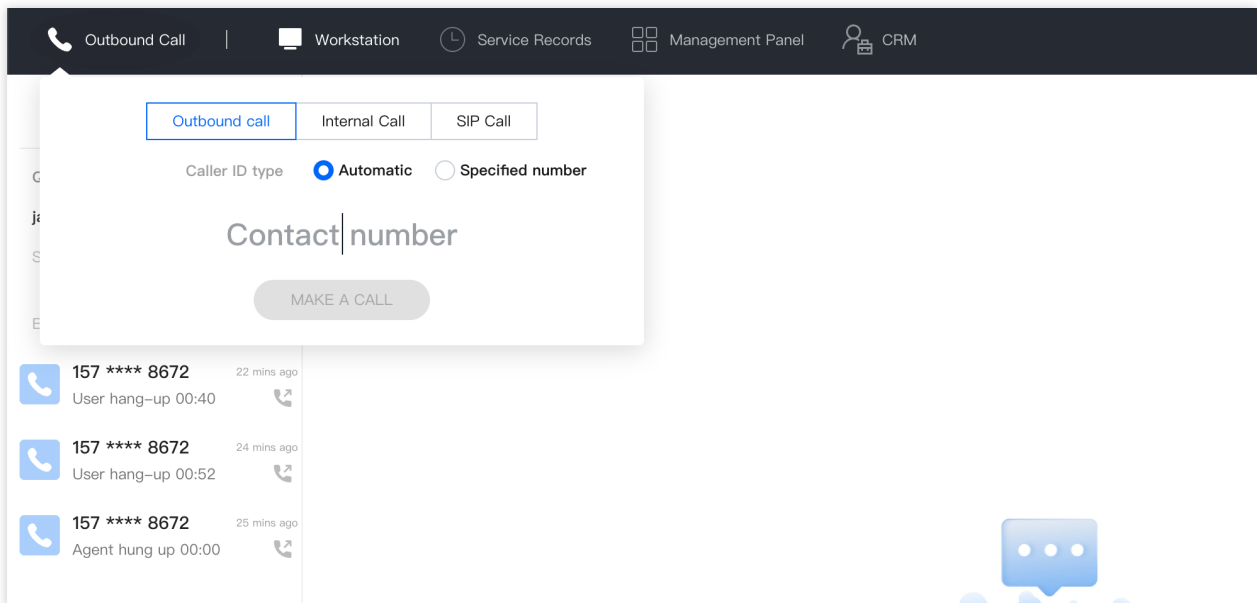


2. Outbound Call Modes

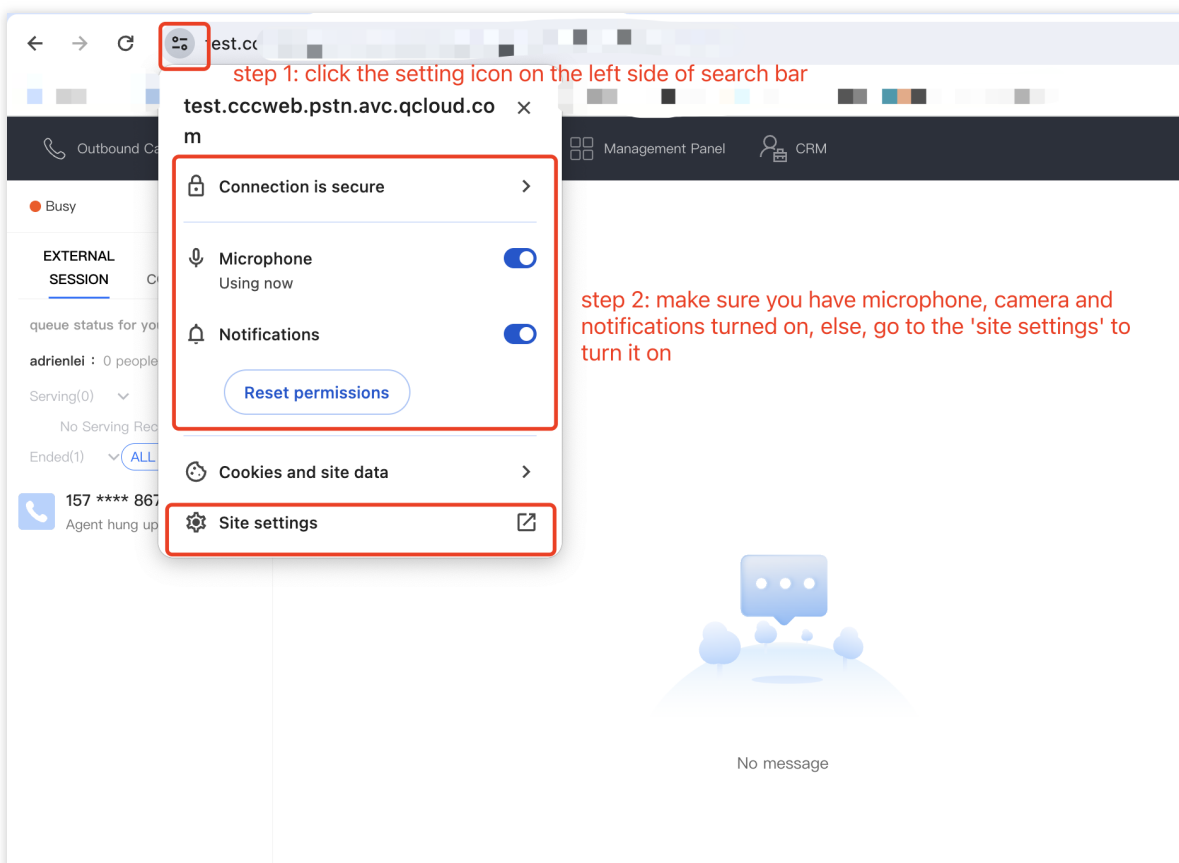
2.1 Manual Dialing

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



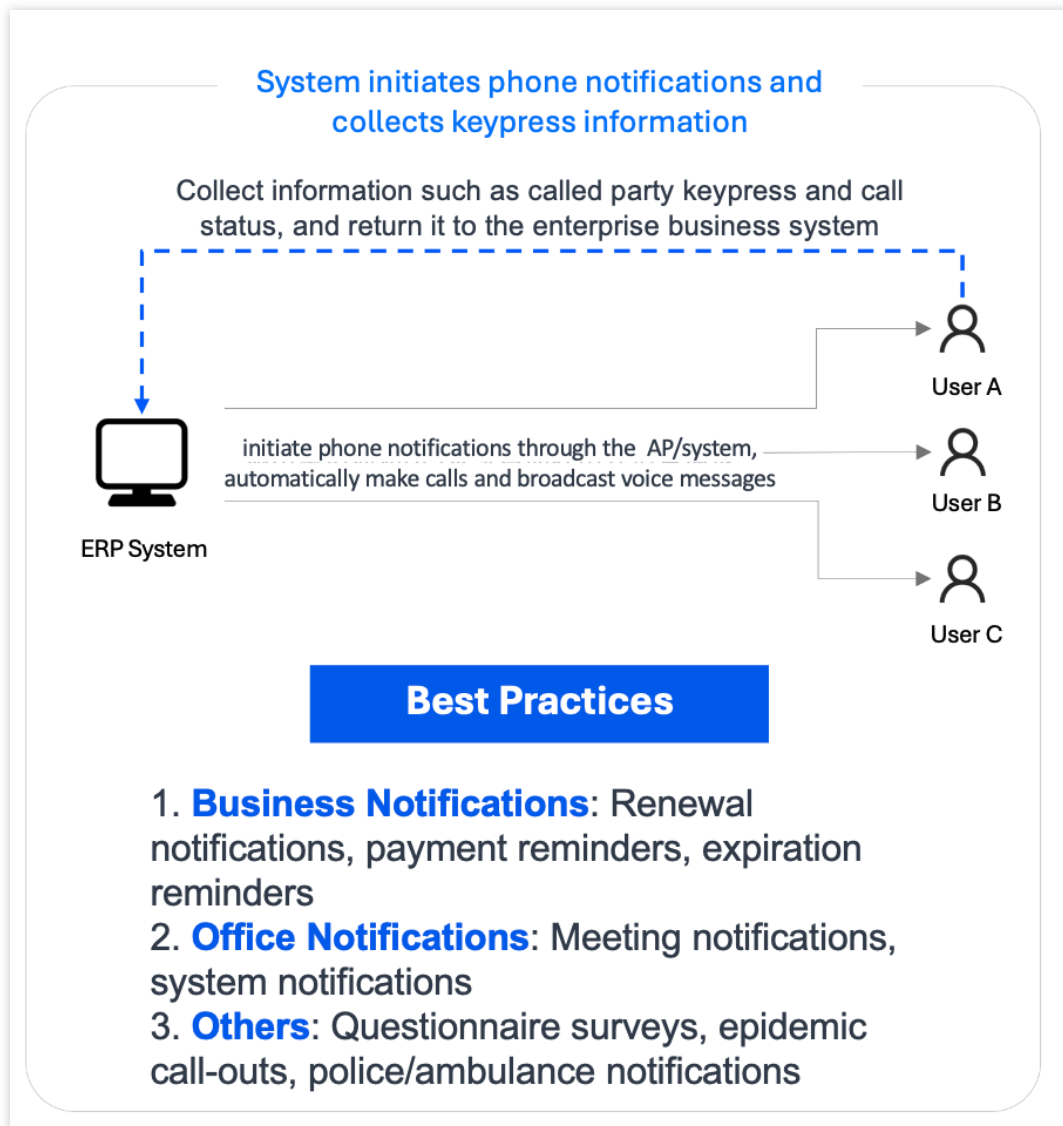
Mic Authorization Check: see whether your Microphone is turned on or not.



2.2 Auto dialing

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

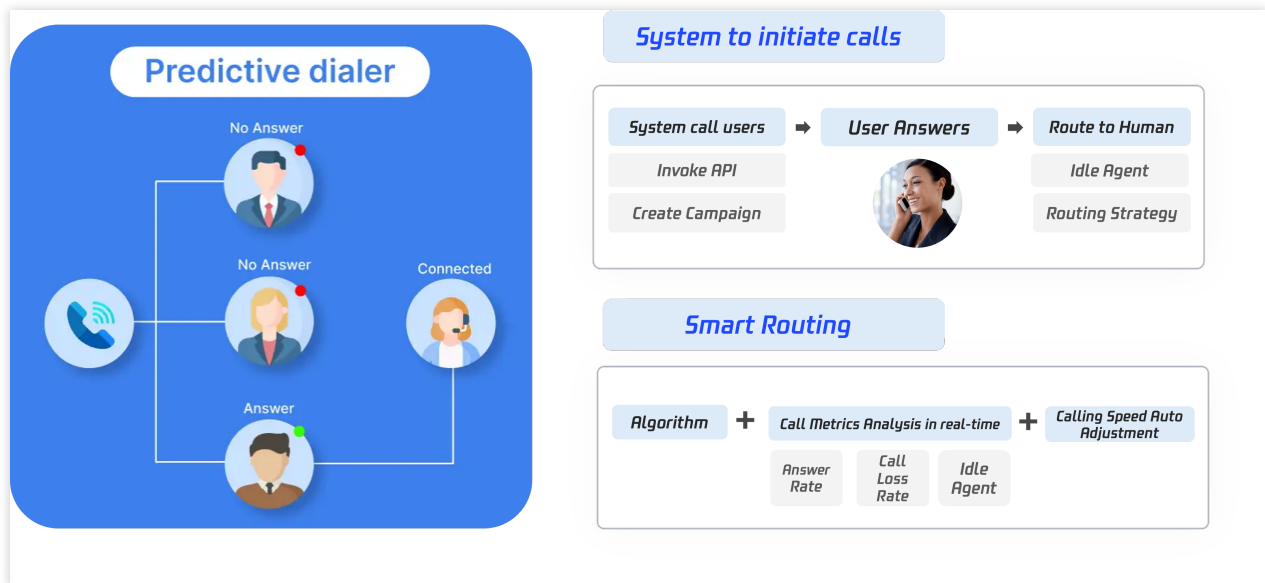
Pro: No manual intervention required, system initiates batch outbound calls to complete simple voice notifications and input collections, save up manpower.



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.

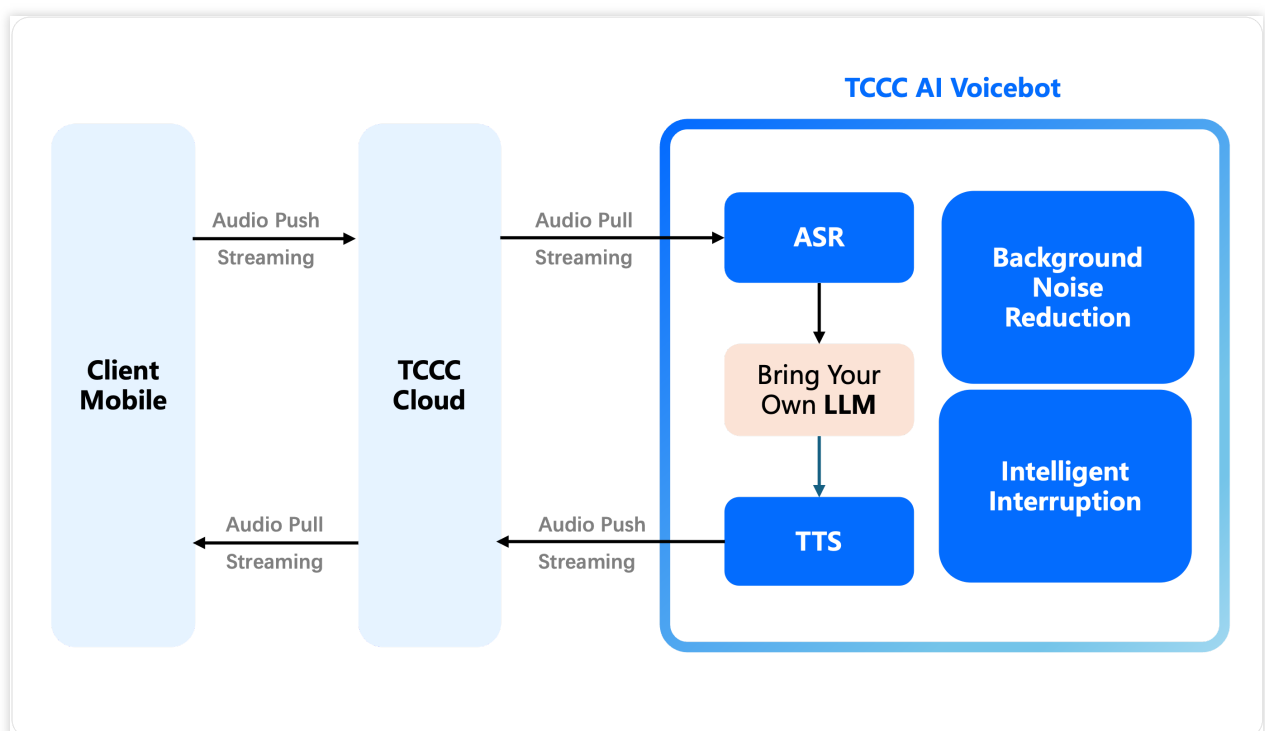
Pro: Maximize agent productivity and reduce labor cost , it initiates calls based on agent availability, ensuring seamless connections when customers answer.



2.4 AI outbound call

AI Outbound Call: Initiate AI outbound calls through API invocation, covering scenarios such as telephone questionnaire surveys, appointment confirmations, and sales lead follow-ups.

Pro: Low latency, AI real-time dialogue, built-in accurate Automatic Speech Recognition (ASR).



In Call Features

Agent Call Features

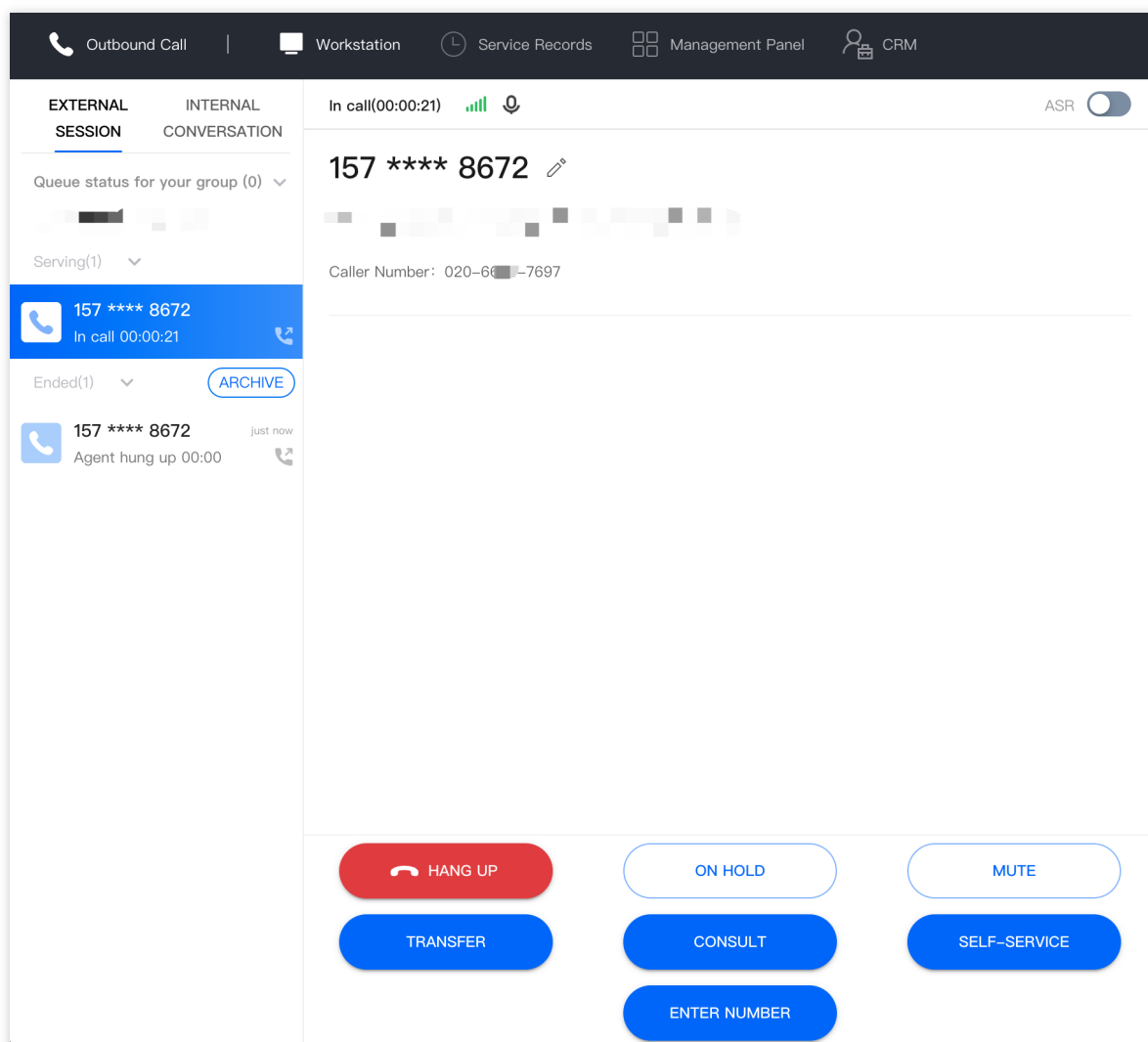
[Transfer \(Agent/Skill Group\)](#)

[On Hold and Mute](#)

[Self Service - IVR](#)

[Three-Way Calling/Call Conference](#)

For more features, refer to [Call Feature Overview](#)



Admin Call Monitoring

[Real-Time Monitoring](#)

The screenshot displays the 'Real-time Monitoring' section of the Tencent Cloud Contact Center interface. The sidebar on the left contains navigation links: Overview, Data Analytics, Service Records, Real-time Monitoring (selected), Online Agent, Telephone Agent, Audio Agent, Video Agent, General Settings, and Agent Management. The main content area is titled 'Real-time Monitoring' and includes a sub-header 'Real-time Call Monitoring'. A table lists call records with columns: Caller, Contact, Agent ID, Call ringing time, Call start time, Call type, Status, and Operation. A modal window is open, showing a call monitoring progress bar and a red 'Exit monitoring' button.

Caller	Contact	Agent ID	Call ringing time	Call start time	Call type	Status	Operation
0086020...	008615...	540466	21:46:59	21:47:06	Outbound Call	In call	Monitor

Post Call Features

Post 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 Download: 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 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 Read

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 make outbound calls with one click through the workspace using browsers (Chrome, Edge).

SDK Outbound Call: We provide an SDK for rapid integration, and developers can make outbound calls through the SDK API.

API Dual Call: We also provide an HTTP method to use the outbound call API. In the scenario where SDK is not loaded in the frontend, you can trigger this API to make an outbound call from the backend. Currently, only mobile callbacks are supported (first connect to agent's mobile), and it has been confirmed that the outbound call whitelist has been applied and approved.

Auto Dialer: Voice Notification

Last updated : 2025-01-09 16:05:33

Supports business systems in invoking [Auto Dialer API](#), enabling system to initiate calls to callee and complete IVR service flow(e.g., voice reminder, voice survey, ID collection).

Prerequisite

1. Tencent Cloud Console: [Create Contact Center Application](#)
2. Purchase [Premium Agent Package](#).
3. Complete [BYOC: SIP Trunk](#).

Note:

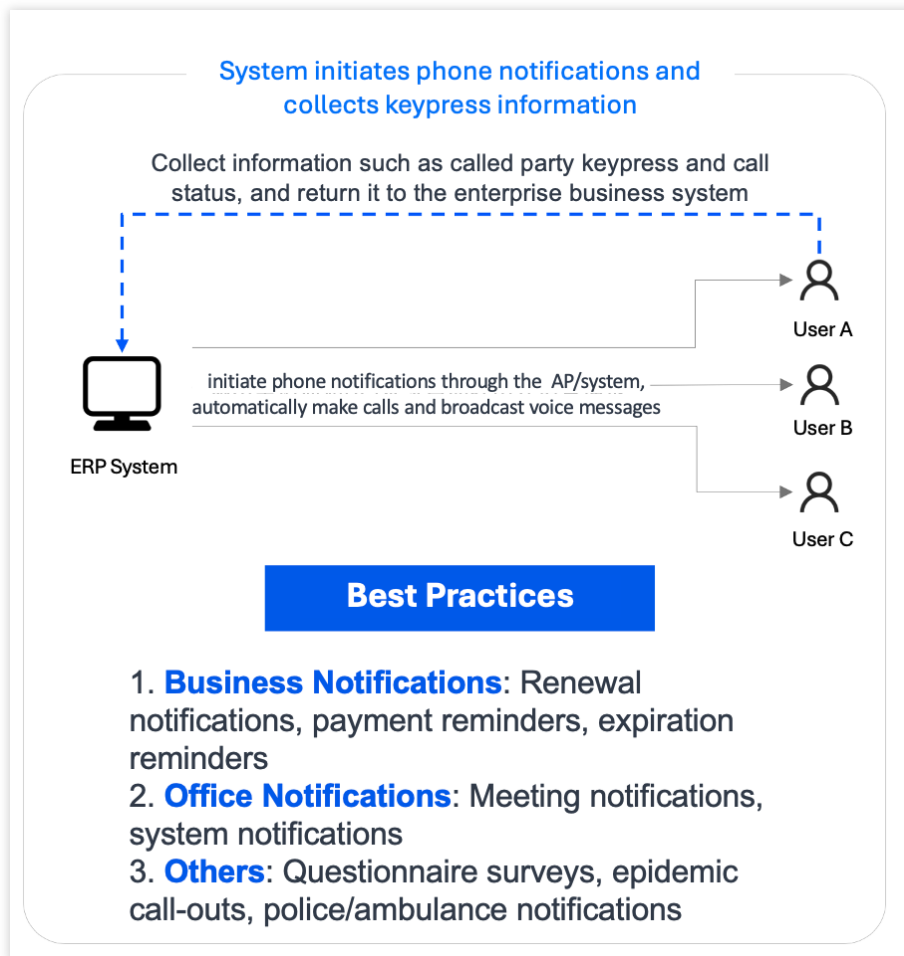
Auto Dialer is an advanced feature included in the Premium Agent Package.

Use Case

Business: Renewal, payment, and expiration reminders.

Office: Meeting and system alerts.

Other: Surveys, operation warnings, and emergency dispatch notifications.

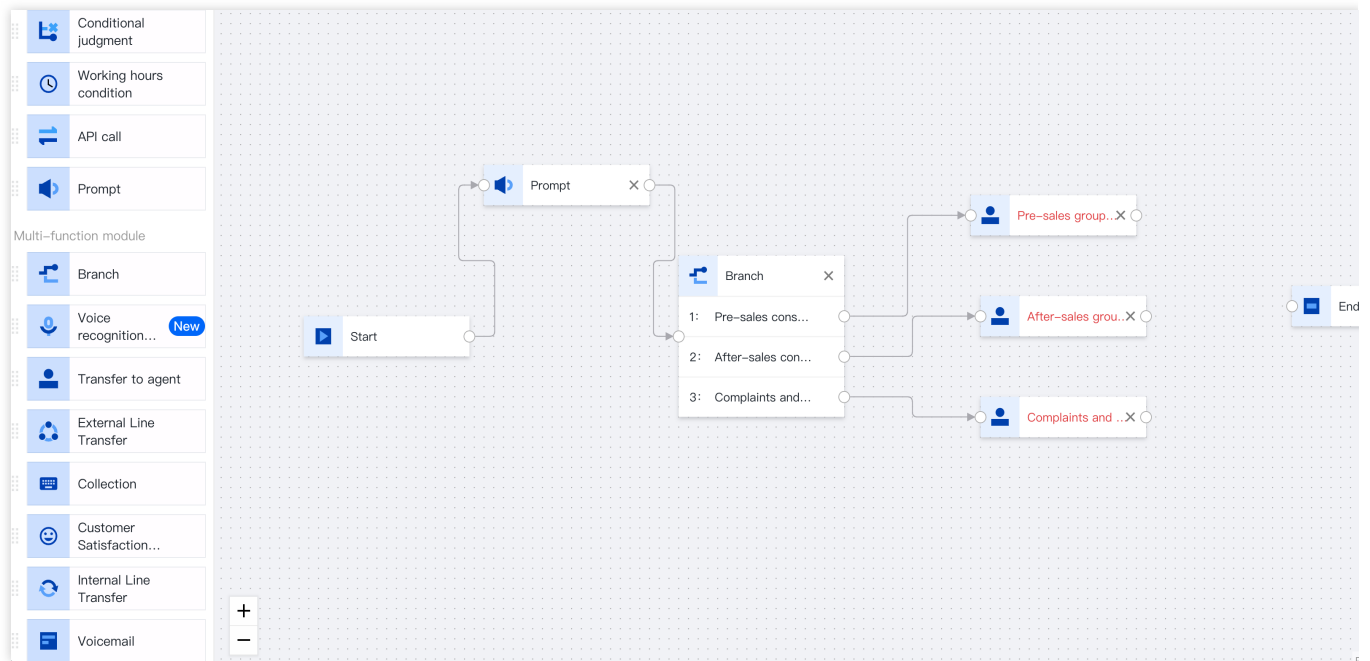


Guidance

Note:

Auto Dialer currently supports API-based integration only

- Create Auto Dialer IVR:** Click **IVR Management** on the left. Choose **Auto Dialer IVR** tab, then click **New** to create your flow!
- Name IVR Flow:** Name your flow on the top left corner
- Design Your Flow:** Create your IVR flow by simply dragging and dropping modules onto the canva, following your business process. (For details, see [Basic IVR Module](#) and [Multi-Feature IVR Module](#)) Each IVR flow must begin with a Start Node, end with an End Node, and ensure all nodes are connected with lines.



4. Save IVR: Click **Save** after completing your settings.

5. **Invoke Auto Dialer API** : to create auto dialer task, to get started (see [Creating an Auto Dialer Task](#)).

Integration Use Case (SDK)

SDK Integration Guide

Last updated : 2025-01-17 15:48:32

SDK integration offers complete flexibility to tailor the solution to your business operations, allowing agents to efficiently complete their tasks within a single unified system.

Integration Showcase

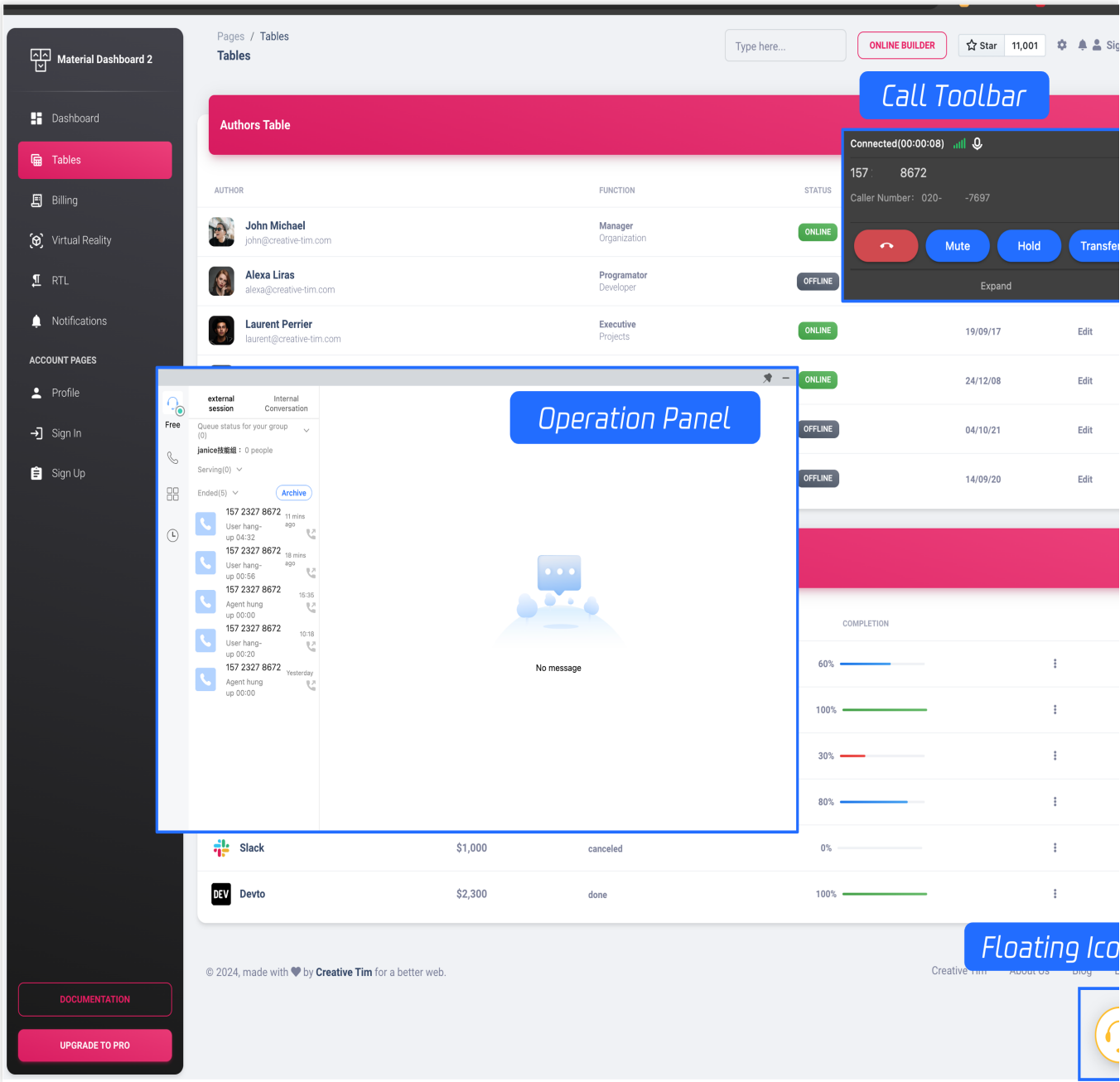
SDK Integration - Unified Communication Agent Workstation

The screenshot displays the SDK Integration - Unified Communication Agent Workstation interface. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links for Dashboard, Tables, Billing, Virtual Reality, RTL, Notifications, ACCOUNT PAGES, Profile, Sign In, and Sign Up.
- Main Content Area:**
 - Authors Table:** A table listing authors with columns for AUTHOR and FUNCTION. Authors include John Michael (Manager), Alexa Liras (Executive), Laurent Perrier (Developer), Michael Levi (Developer), Richard Gran (Manager), and Miriam Eric (Programator).
 - Projects Table:** A table listing projects with columns for PROJECT, BUDGET, and STATUS. Projects include Asana (\$2,500, working), Github (\$5,000, done), Atlassian (\$3,400, canceled), Bootstrap (\$14,000, working), Slack (\$1,000, canceled), and Devto (\$2,300, done).
- Right Sidebar:**
 - CRM system:** A section for managing contacts and calls.
 - Call Records:** A section showing a list of calls with status and duration.
- Bottom Right:** A **Floating Icon** for quick access to the workstation.

A blue arrow points from the **CRM system** section to the **Management Panel** with the label **Quick Access to Workstation**.

SDK Integration - Inbound/Outbound Calls



Integration Guidance

You can follow these steps for integrated development:

Step	Operation
1	Creating Cloud Contact Center application

2	Inbound / Outbound Configuration Guide Outbound Call Quick Set Up Inbound Call Quick Set Up
3	Refer to Integrating Voice Agent to insert Toolbar SDKs into your system
4	SDKs support different terminals including IOS, Android, Uniapp, Web, please refer to the link for more Workstation SDK: API Guide

Join our community

Click here to join [Cloud Contact Center community](#), where you can get support from our engineers.

Outbound Setup

Last updated : 2025-01-09 16:05:33

Prerequisite

This article will guide you through a few simple steps to make a call.

1. Create Cloud Contact Center application
2. Add [Agent Accounts](#).
3. Complete [BYOC: SIP Trunk](#)
4. [Twilio Number Purchase Guide](#) (reference only)

Note:

Google Chrome is recommended for a better experience.

Step 1: Cloud Contact Center Agent Workstation

Log in to [Cloud Contact Center Agent Workstation](#)

Step 2: Group Setup

In **Management Panel -Voice Agent > Group Management**

Workstation Service Records Management Panel CRM User Configuration Guide

Overview Data Analytics Service Records Real-time Monitoring Online Agent Telephone Agent Skill Group Management (step 2) IVR Management Number Management Predictive Dialing Campaign Telephone Agent Settings Self-service Collection Settings Prompt File

Skill Group Management step 1

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

+Add skill group Please enter the skill group name or age

Skill group name	Skill group ID	Ringing mode	Skill group extension...	Reception limit	Agent Count	Operation
tt	2956	Ring in sequence	+Extension number	1	1	step 3 Edit Delete
after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
lulu phone	2454	Ring in sequence	8889	1	3	Edit Delete

Click **Edit** , add your agents into groups.

Workstation Service Records Management Panel CRM User Configuration Guide

Skill Group Management

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

+Add skill group

Skill group name	Skill group ID	Ringing mode
tt	2956	Ring in sequence
after sales group	2955	Ring in sequence
e2e-test	2939	Ring in sequence
gahou-same vibration	2684	Ring simultaneously
jeremy_test	2609	Ring in sequence
weijunyi-tel	2522	Ring in sequence
alan_test	2488	Ring in sequence
shuaisguo test	2462	Ring in sequence
lulu phone	2454	Ring in sequence

Edit skill group

Skill group name: tt

Skill group properties: Phone

Reception limit: 1

Ringing mode: ☒ Ring in sequence ☐ Ring simultaneously

Agents in skill groups: Add agent

Agent Name	Email	Priority	Operation
Xiao Guo	838632526@qq.com	3	Delete

Total items: 0 10 /page 1 / 1 page

Telephone in skill group: Add telephone

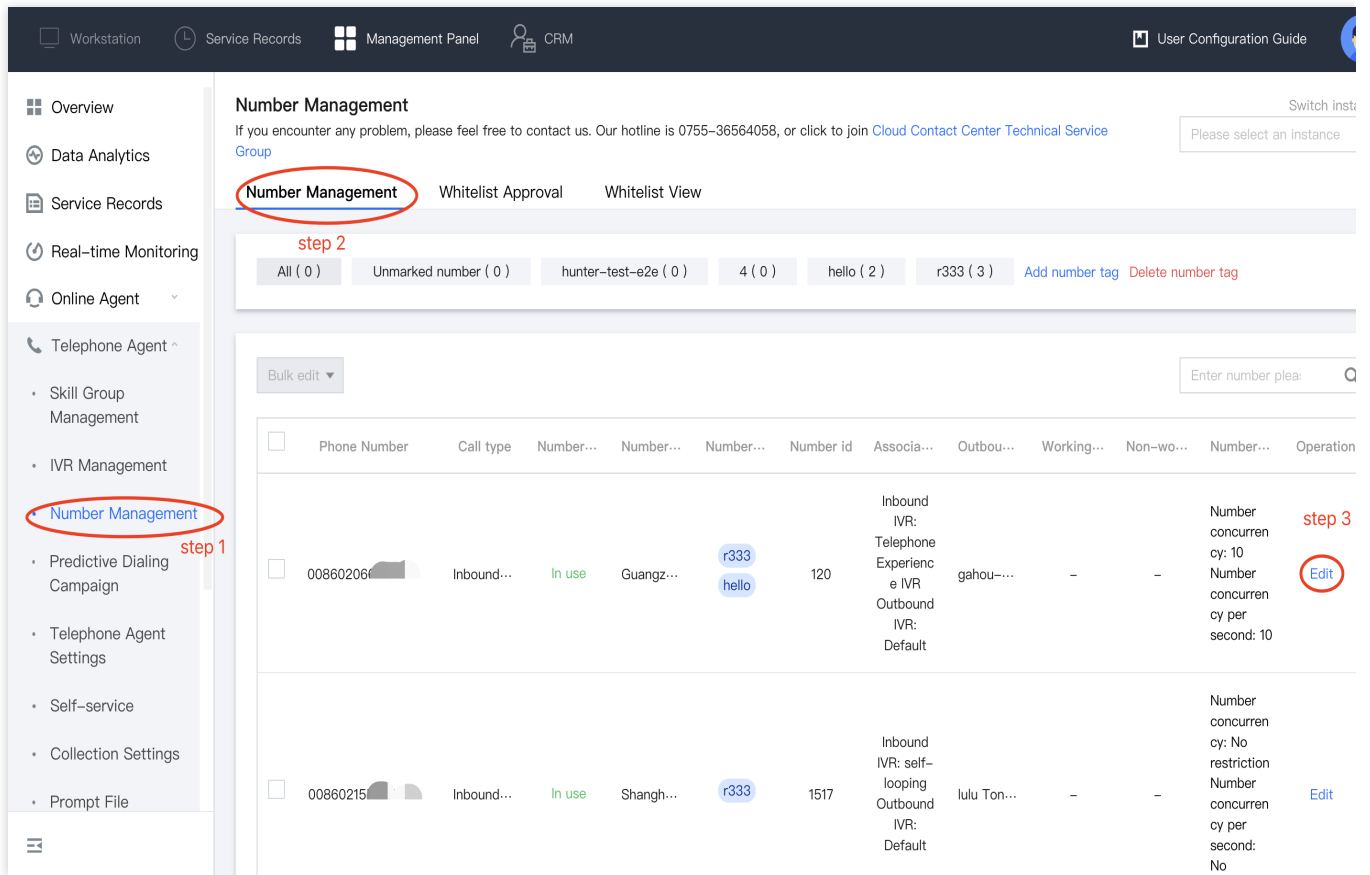
Extension number	Phone Number	Phone Status	Phone Reason	Priority	Operation
No data yet					

Total items: 0 10 /page 1 / 1 page

Step 3: Assign number to Groups

Note:

If Skill Group do not bind any number, caller number will be chosen at random for outbound. If you have multiple numbers, you can designate a specific number for a particular group.

Management Panel- Voice Agent-Number Management.

Number Management

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

Number Management | Whitelist Approval | Whitelist View

step 2

All (0) | Unmarked number (0) | hunter-test-e2e (0) | 4 (0) | hello (2) | r333 (3) | [Add number tag](#) | [Delete number tag](#)

Bulk edit ▾ | Enter number please: 🔍

	Phone Number	Call type	Number...	Number...	Number...	Number id	Associa...	Outbou...	Working...	Non-wo...	Number...	Operation
<input type="checkbox"/>	00860206	Inbound...	In use	Guangz...	r333 hello	120	Inbound IVR: Telephone Experience IVR Outbound IVR: Default	gahou----	-	-	Number concurrency: 10 Number concurrency per second: 10	Edit step 3
<input type="checkbox"/>	00860215	Inbound...	In use	Shangh...	r333	1517	Inbound IVR: self-looping Outbound IVR: Default	lulu Ton...	-	-	Number concurrency: No restriction Number concurrency per second: No	Edit

Once you've completed the configuration, select your skill groups. Agents in those skill groups will then be able to choose the designated number to make calls.

Workstation Service Records Management Panel CRM User Configuration Guide

Overview
Data Analytics
Service Records
Real-time Monitoring
Online Agent
Telephone Agent
• Skill Group Management
• IVR Management
• Number Management
• Predictive Dialing Campaign
• Telephone Agent Settings
• Self-service
• Collection Settings
• Prompt File

Edit phone settings

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

Switch inst: Please select an instance

Phone Number: 008602066247698

here to select outbound skill groups

Outbound Settings

Outbound Skill Group: gahou-phone, adrienlei, lulu-tel, ttimwang, alanjchuan, okhowang-tel, adrien32323, lulu phone, alan_test, weijunyi-tel

Outbound IVR: Default

Inbound Settings

Inbound IVR: Telephone Experience IVR

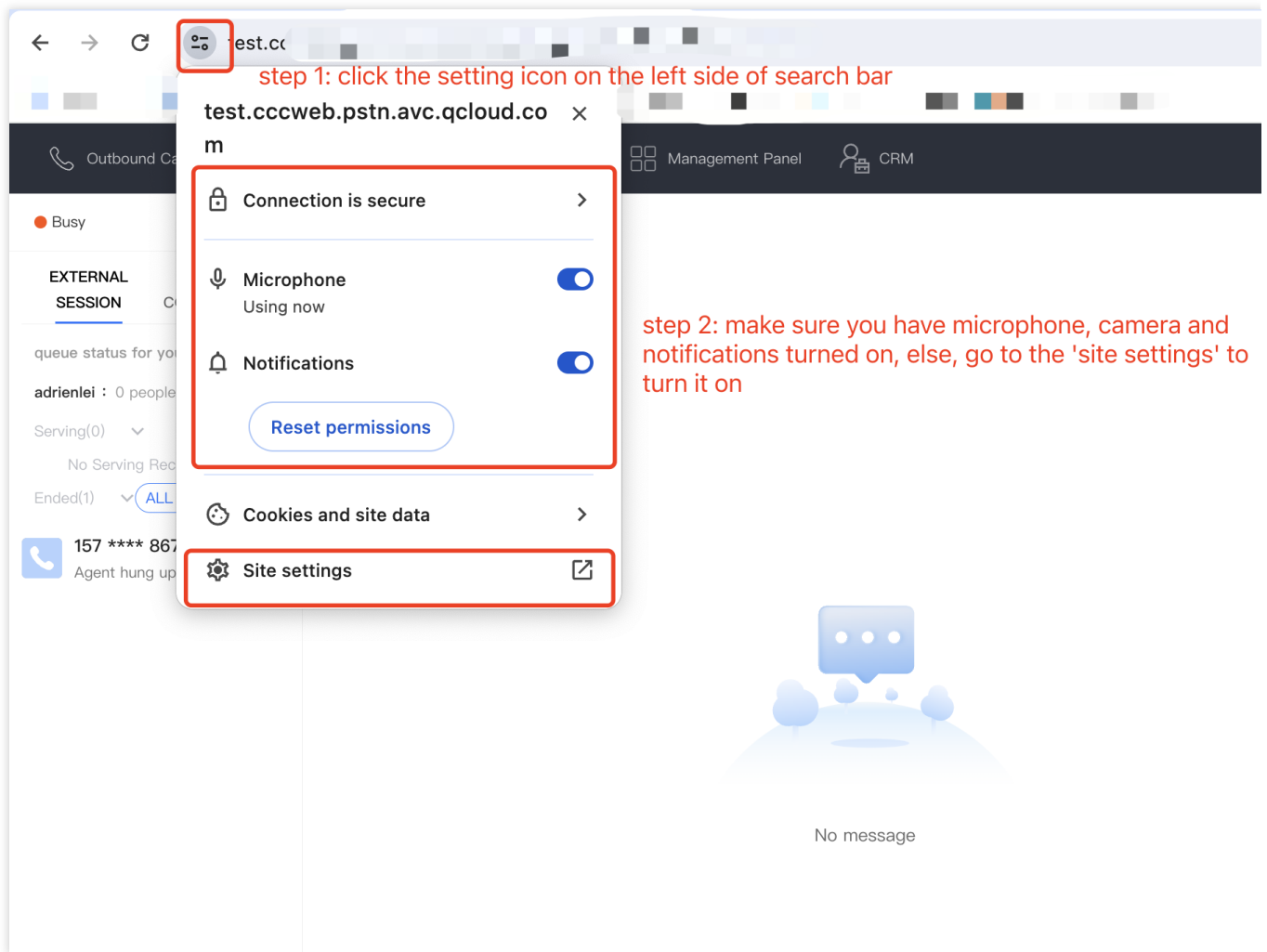
IVR version number

Version number	Version notes	Update Time
<input checked="" type="radio"/> MAIN	Master version	2024-02-18 17:08:11
<input type="radio"/> 1	-	2022-06-15 16:58:17

Prioritize to last outbound agent: ☐

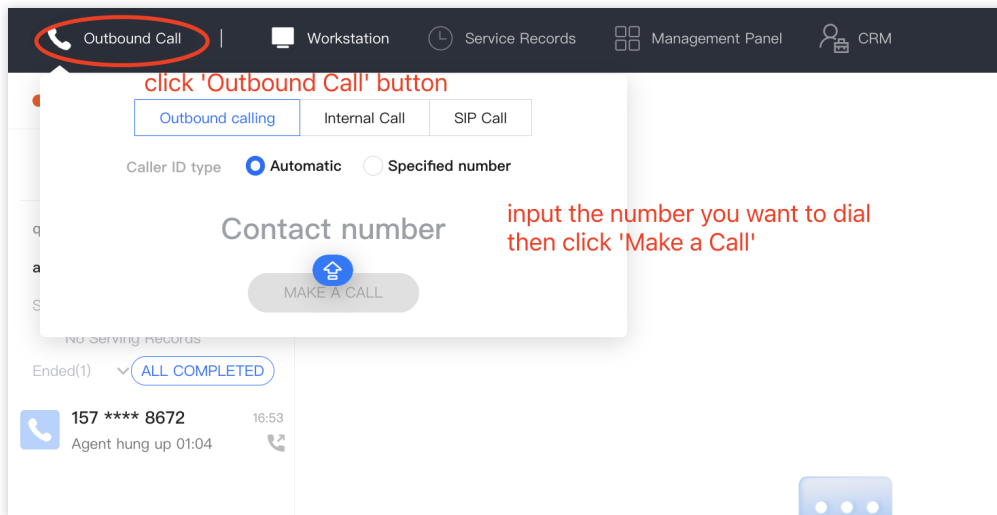
Step 4: Authorize Browser Microphone

Check whether your Microphone is turned on or not.



Step 5: Ready to Call

Input your Callee Number, let's try it!



Advanced Feature During a Call

Features:

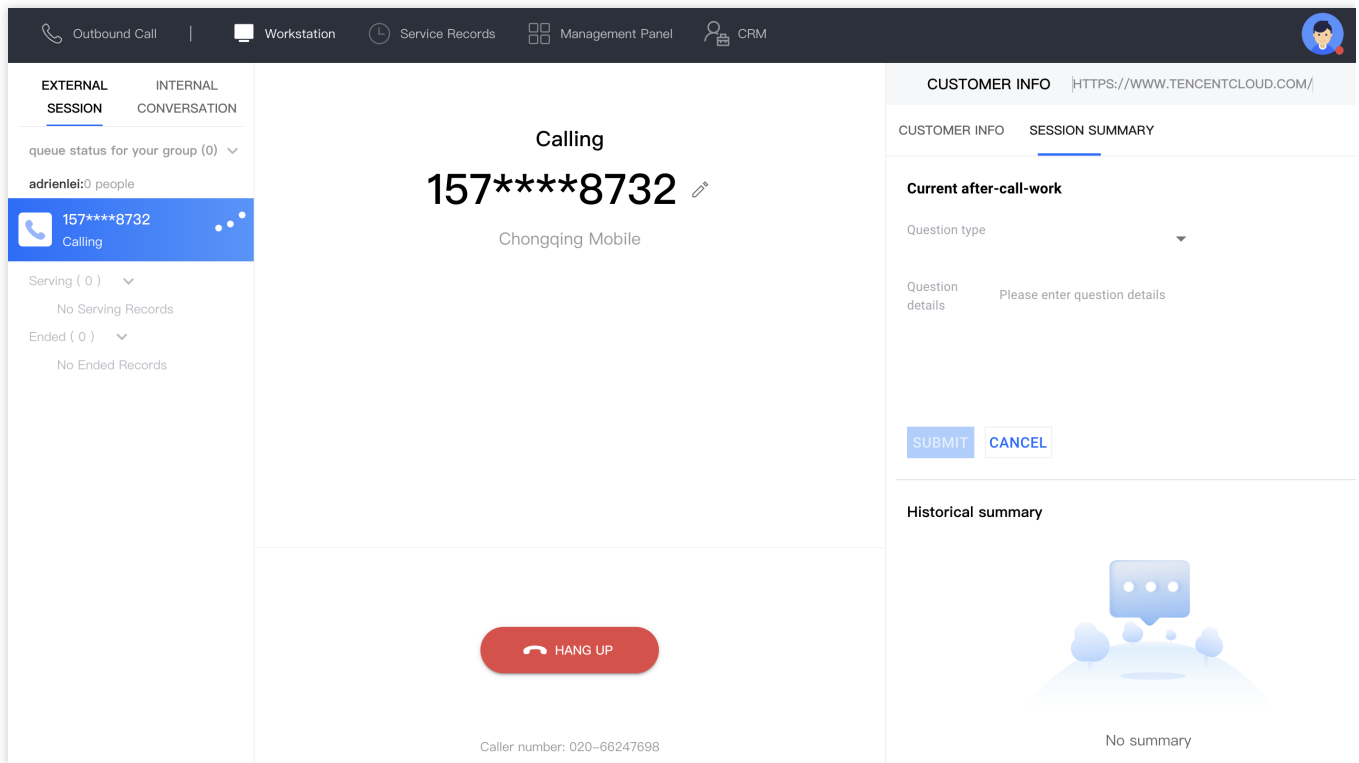
[Call Transfer \(Skill Group/Agent\)](#)

[On Hold and Mute](#)

[Self Service - IVR](#)

[Three-Way Calling/Call Conference](#)

For more features, refer to [Call Feature Overview](#)



More Ways to Make Outbound Calls

Cloud Contact Center offers various ways to make outbound calls. You can choose a suitable method based on your actual conditions:

Outbound Call on Dial Pad: You can directly enter the phone number to make an outbound call on Cloud Contact Center, using the configured outbound caller number to call.

SDK Outbound Call: We provide an SDK for rapid integration, and developers can make outbound calls through the SDK API.

API Dual Call: We also provide an HTTP method to use the outbound call API. In the scenario where SDK is not loaded in the frontend, you can trigger this API to make an outbound call from the backend. Currently, only mobile callbacks are supported (first connect to agent's mobile), and it has been confirmed that the outbound call whitelist has been applied and approved.

SIP Phone Usage: Cloud Contact Center allows customers to connect the purchased SIP landline phones with the agents on Cloud Contact Center, so that the agents can make calls using the landline phone.

You Might Want To Know

Service Record Storage and Access: Cloud Contact Center provides service records related to calls, stored for free for 3 months by default. Enterprises can use the interface to pull the records to the local storage or use the push

feature to download the service records to the local storage.

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

Inbound Setup

Last updated : 2025-01-23 11:59:56

Prerequisite

This article will guide you through a few simple steps to receive a call.

1. Create Cloud Contact Center application

2. [Add Agent Accounts](#)

3. [Bring you Own Carrier via SIP Trunk](#)

Google Chrome is recommended for a better experience.

Step 1: Agent Workstation Sign In

Sign in [Cloud Contact Center agent workstation](#).

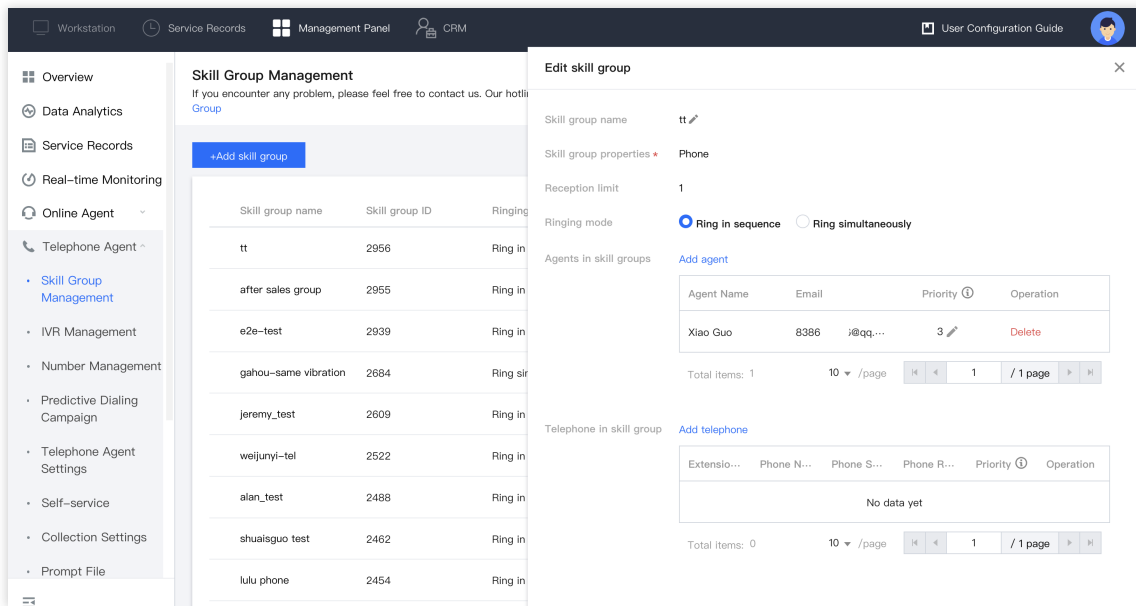
Step 2: Skill Group Set Up

Management Panel > Telephone Agent > Skill Group Management

The screenshot displays the 'Skill Group Management' interface. The left sidebar lists various management options, with 'Skill Group Management' highlighted. The top navigation bar includes 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. The main content area features a table of skill groups with columns for name, ID, ringing mode, extension, reception limit, agent count, and operations. Annotations indicate the sequence of steps: 'step 1' points to the 'Skill Group Management' menu item, 'step 2' points to the '+Add skill group' button, and 'step 3' points to the 'Edit' button in the table.

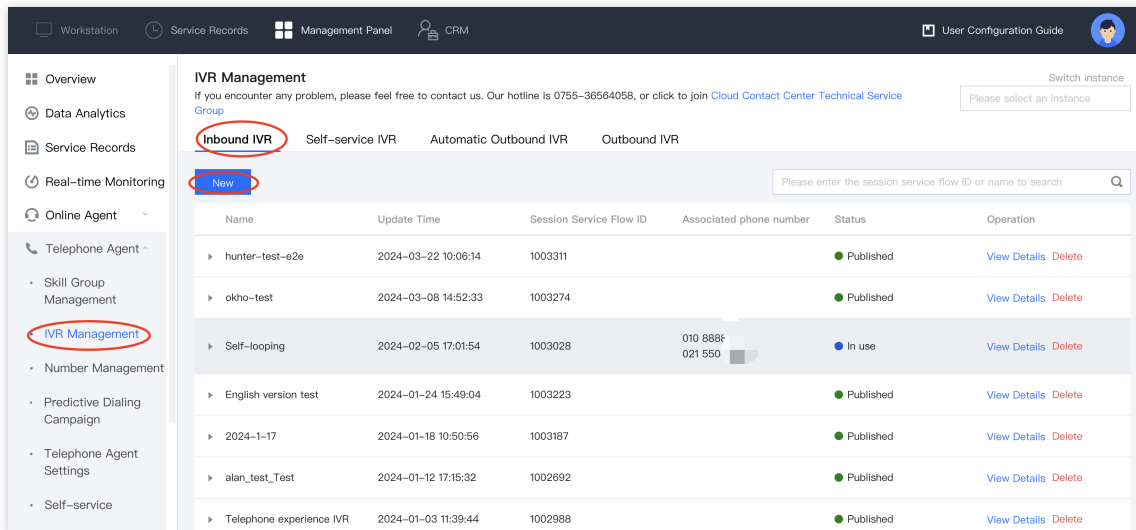
Skill group name	Skill group ID	Ringing mode	Skill group extensio...	Reception limit	Agent Count	Operation
tt	2956	Ring in sequence	+Extension number	1	1	step 3 Edit Delete
after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
lulu phone	2454	Ring in sequence	8889	1	3	Edit Delete

Click **Edit** to manage agent account

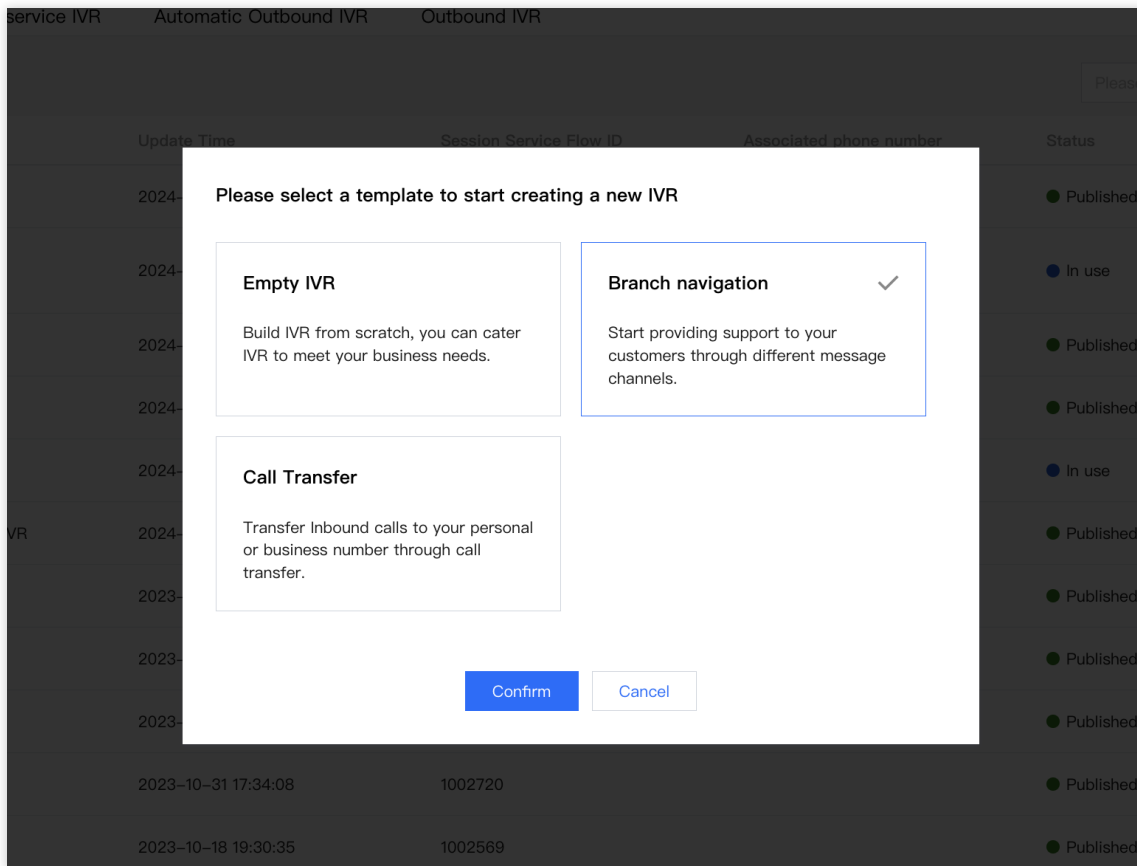


Step 3: Create your Inbound IVR

Interactive Voice Response(IVR) is to create your voice flow for you end users. Management Panel > **Telephone Agent** > **IVR Management**.

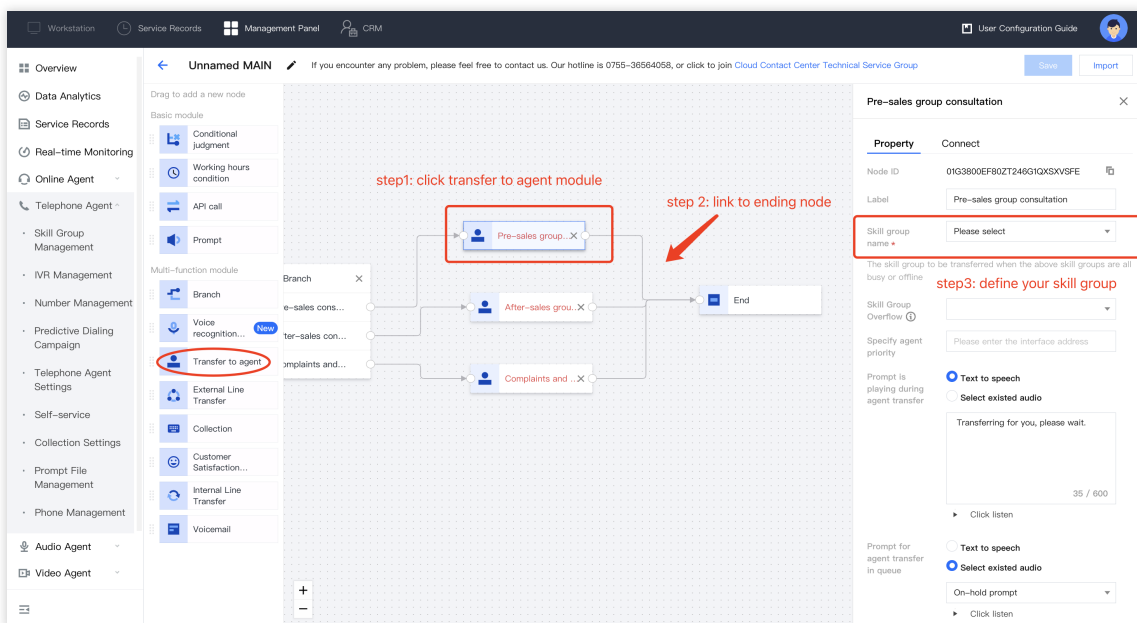


Click Create Button > Branch Navigation This template allows you to swiftly establish a workflow, while you can customize it to suit your business needs.



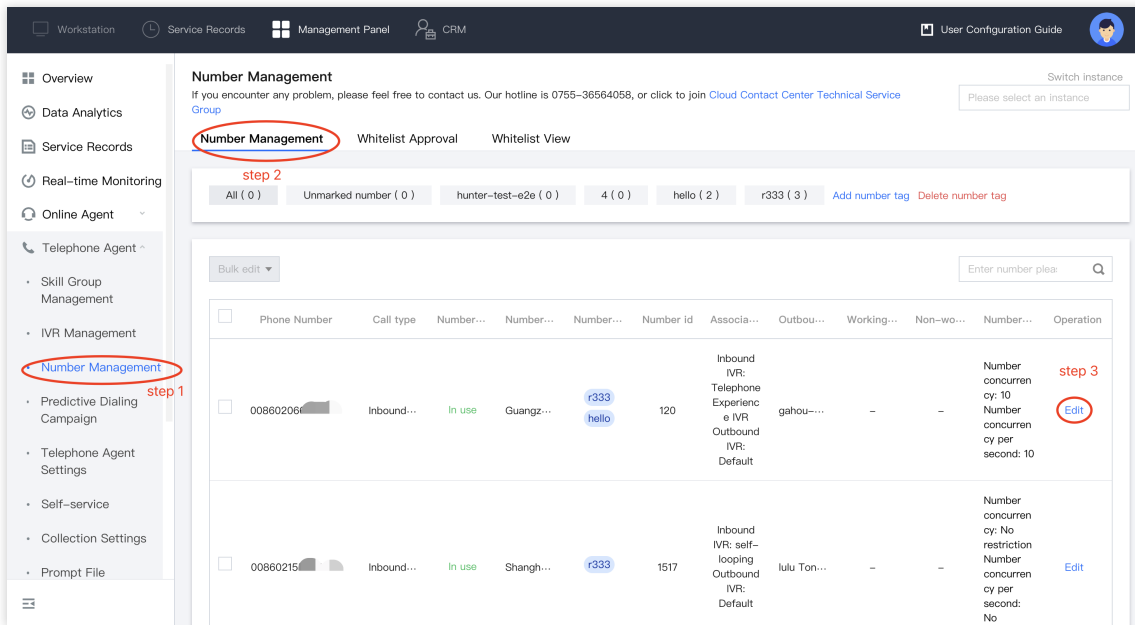
End your flow with Transfer Agent Node, assign a Skill Group in Node Setting.

Note: If returns error message, please check 1. Transfer Agent Node is filled with Skill Group info, 2. Link all nodes with lines, 3. IVR name is unique

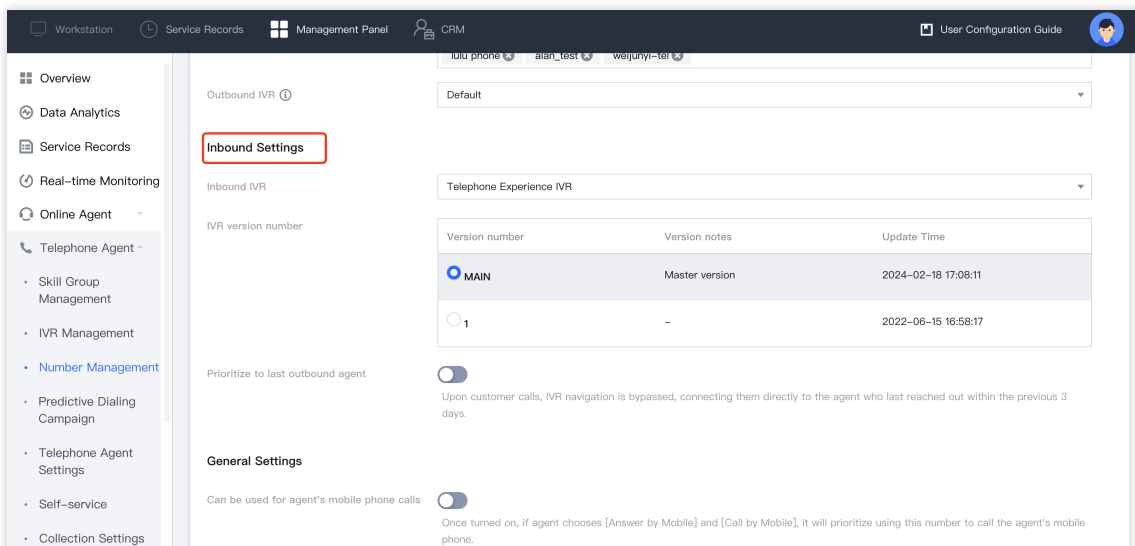


Step 4: Assign a Phone Number to IVR

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

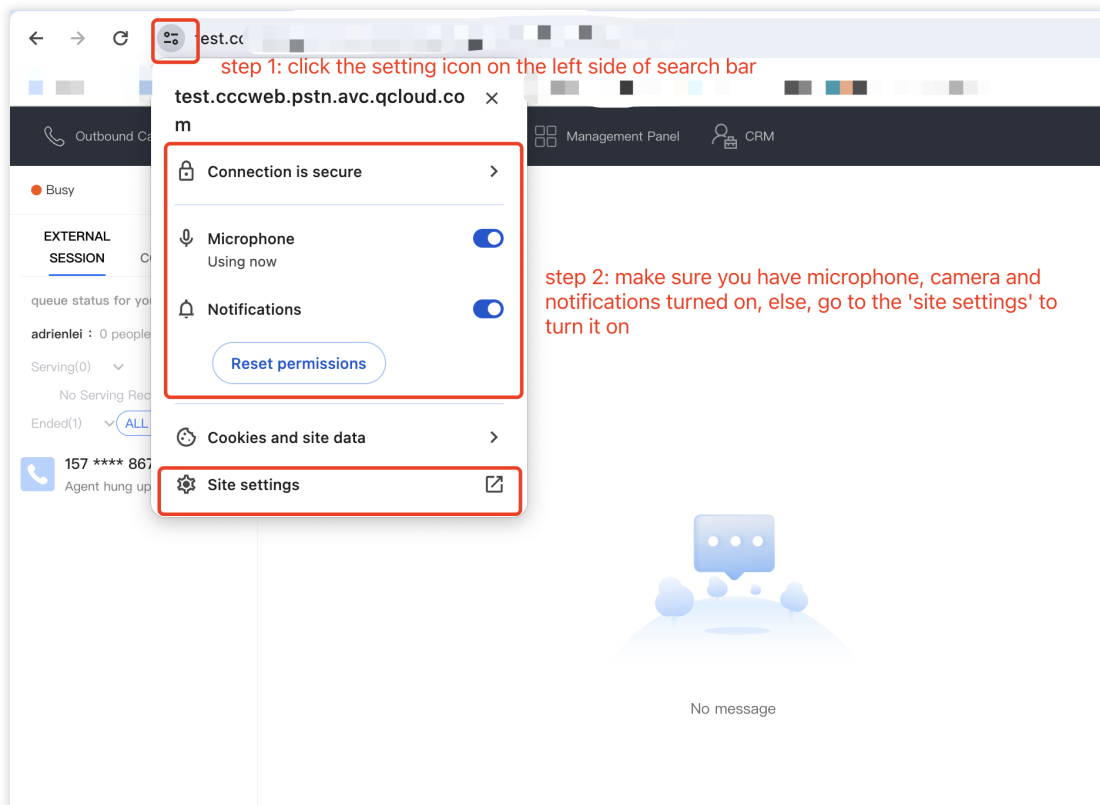


Inbound Settings > choose an IVR, click save. Effective in 1 minute.



Step 5: Mic Authorization Check

Check your browser if microphone is turned on

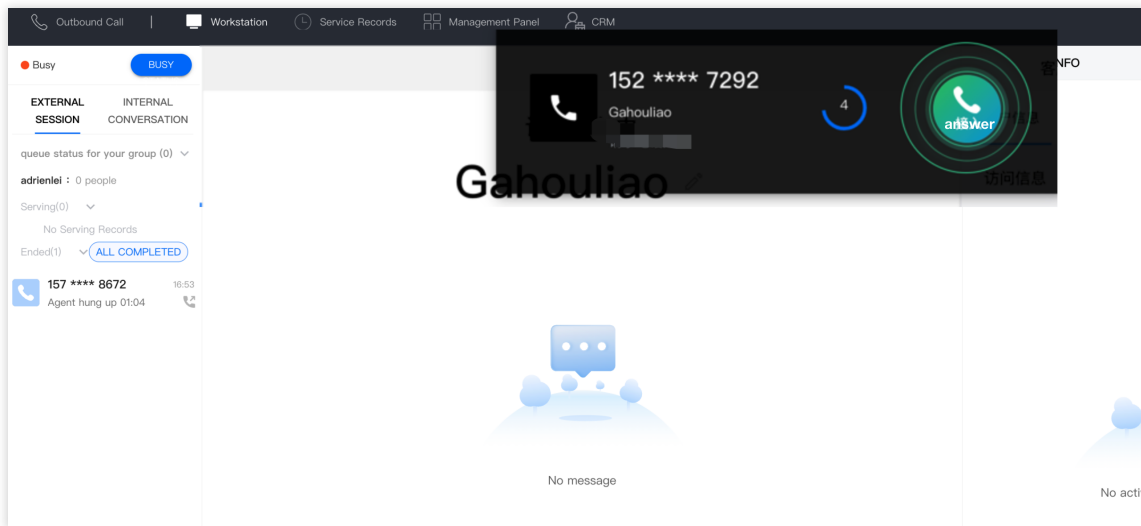


Step 6: Ready to receive calls

Note:

Please ensure IVR - Transfer Agent setting is made, at least one agent in the skill group is online. Call will be directed to available agents.

Dial the configured number. After hearing the voice broadcast, you can input corresponding keys and choose to route the call to the current agent. Click the Answer button to start the call.

**Note:**

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

In Call Features

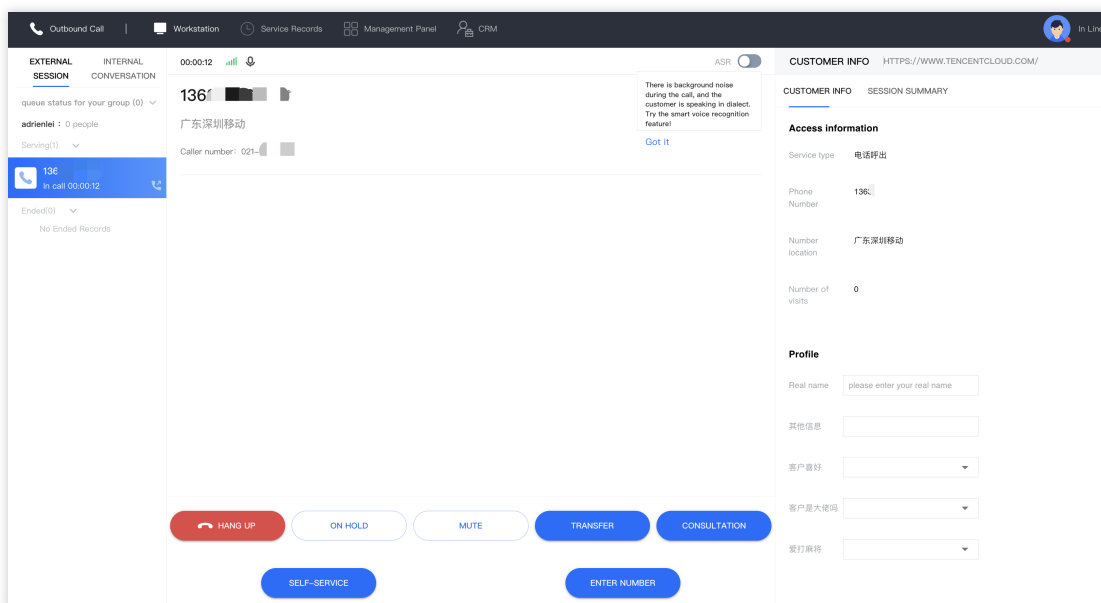
Agent Call Features

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

[Call Hold and Mute](#)

[User Self-Service](#)

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

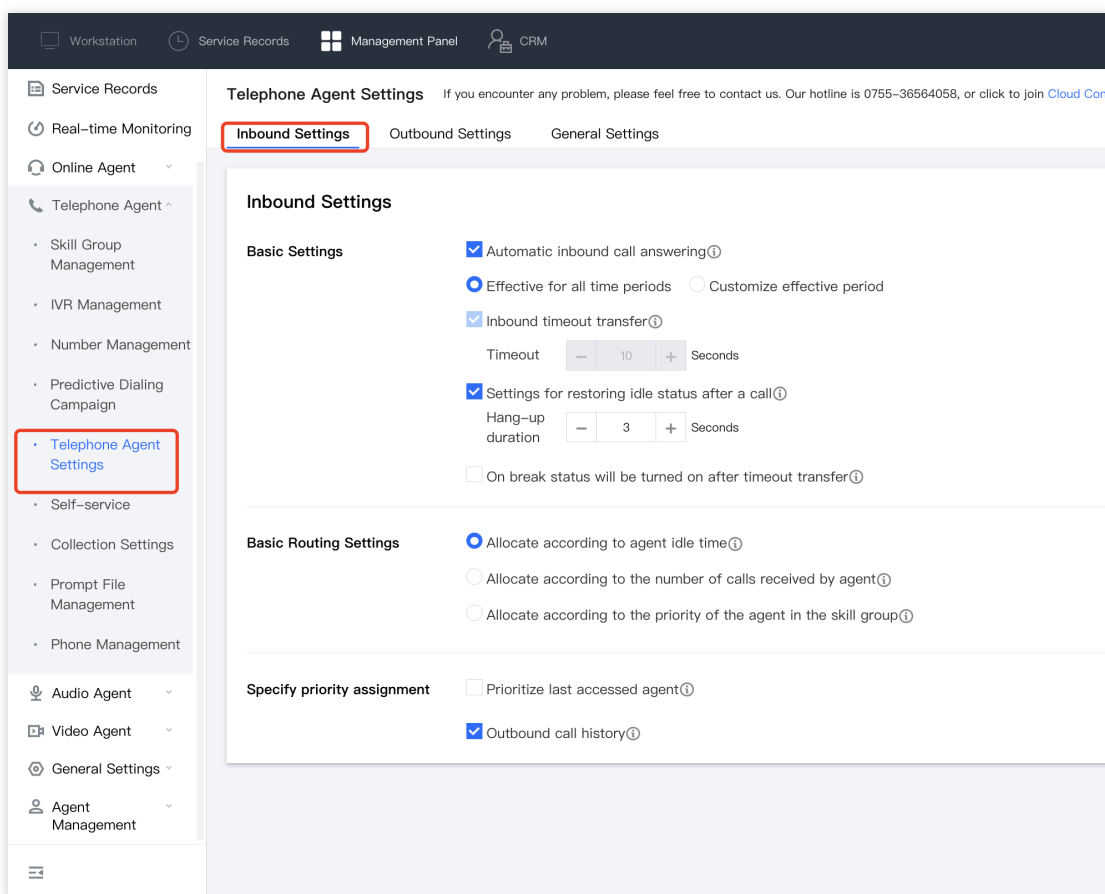


Multi-device Answering

[SIP Phone Answering](#): connect your sip phone on Cloud

Routing and ACD Strategy

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



Post Call Features

[Viewing Service Records](#): CDR records are stored for free for 3 months by default. You can either pull the records to local storage using API or use the push feature to download them.

[Recording Storage and Access](#): dual-track call recordings stored for free for 3 months. Enterprises can transfer these recordings to Tencent Cloud COS for storage, or they can pull the recordings to local storage using the interface or

download them using the push feature.

[Customer Service Evaluation](#): allows users to provide feedback after a call ends or even during the call. System automatically plays prompt, users can interact by pressing keys.