

Cloud Contact Center Use Case Product Documentation





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Use Case

Inbound: Customer Experience 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 & Ro	outing				
Better Customer Suppo	ort Opt	timize Labo	r Force	Mini	mize Cost
24/7 available : Customer can get help by self-service options when live agents are unavailable		Minimize agent idle time: smartly assign the right customer to the right agent		Free from repetitive task: Agents can focus on solving complex issue, bring client ha experience	
Int	teractive Voi	ice Respond			
Call Transfer Prompt	Branch	Conditional	ASR/TTS	Customer Evaluation	
	+ Routing S	Strategy			VoicePot
Agent Idle Time Routing	Skill group l	based Routing	Priority ba	sed Routing	VoiceBot

Pre Call Setup

0. Complete Below Setup Before Get Started

Cloud Console: BYOC: SIP Trunk

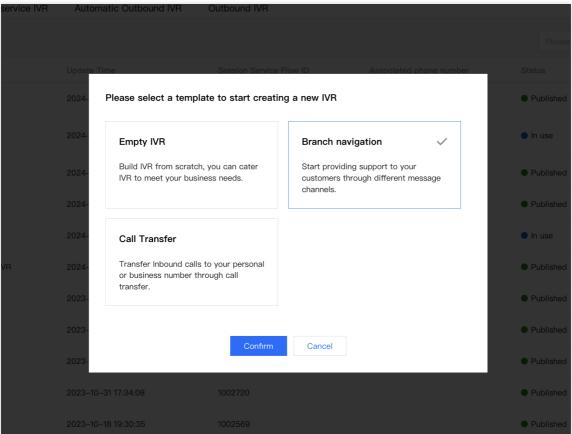
Management Panel: Add Agent Account, Group Management

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.

UVorkstation 🕒 Service	e Records 🛛 🕂 Management Panel	P≞ CRM				User Configuration Guide
C Telephone Agent ^	IVR Management If y	ou encounter any problem, please feel	free to contact us, click to join Cloud Co	ntact Center Technical Service Group		Switch instance Please select an instance
Skill Group	Inbound IVR Self-service IV	/R Automatic Outbound IVR	Outbound IVR			
Management	New					Please enter the session service flow I
 IVR Management 	Name	Update Time	Session Service Flow ID	Associated phone number	Status	Operation
 Number Management Predictive Dialing 	▶ Kimi智能体	2024-12-19 16:30:19	44743		Published	View Details Delete
Campaign	▶ 未命名123abc	2024-11-27 15:22:14	43307		Published	View Details Delete
 Telephone Agent Settings 	▶ test_neixian	2024-11-20 20:20:02	39095	021 8034 4715	 In use 	View Details Delete
Self-service	▶ 转外线不添加 prefix	2024-11-19 16:00:27	38664		Published	View Details Delete
Collection Settings Prompt File	▶ weijunyi-large	2024-11-12 16:06:06	42695		Published	View Details Delete
Management	▶ test	2024-11-10 12:41:04	42684		 Published 	View Details Delete
Phone 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 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.

-	add a new node		Pre-sales gro	oup consultation 💿
asic m	iodule			
E\$	Conditional judgment	1. click transfer node	Property	Connect 3. assign skill group to handle the call
()	Working hours condition		Node ID	01G3800EF80ZT246GIQXSXVSFE
=	API call	×o	Label	Pre-sales group consultation
	Prompt		nect each node Skill group	Please select the skill group 🗸 🗸
			onnection line name *	Please select the skill group
ulti-fu	nction module	Branch X	The skill group	to be transferred when the above skill groups are all busy or offline
÷,	Branch	I: Pre-sales consult After-sales groX	End Skill Group	Please select the skill group 🗸 🗸
Ŷ	Voice recognition navigation	2: After-sales consu	Overflow (
•	Transfer to agent	3: Complaints and	priority	Prease enter the interface address
	External Line		Prompt is	• Text to speech • Select existed audio
٥	Transfer		playing dur agent trans	
-	Collection			Transferring for you, please wait.
٢	Customer Satisfaction			

2.Add Phone Number to IVR

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

Real-time Monitoring	Number Management		Switch instan
Preal-time Monitoring	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	n instance
Online Agent	Number Management Whitelist Approval Whitelist View		
Telephone Agent ^			
Skill Group Management	All (3) Unmarked number (0) 4 (0) hello (1) r333 (3) Add number tag Delete number tag		
IVR Management			
Number Management	Buik edit 🔻	Enter number pl	lea: Q
Predictive Dialing Campaign	Phone Number Call type Number st Number Io Number tag Number id Associate Outbound Working h Non-work	Number c	Operation
Telephone Agent Settings	Inbound IVR-ain_test 008802066, Inbound/O In use r333 hello 120 _Test/v3 gahou-ph	Number concurrency: 10 Number	Edit
Self-service	008602066, Inbound/O In use r333 hello 120 _Test/v3 gahou-ph Outbound IVR:Default	concurrency per	Edit
Collection Settings		second:10	
Prompt File Management		Number concurrency: No	
Phone Management	Inbound IVR:	restriction Number	Edit
Audio Agent	IVR:Default	concurrency per second:No	

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

Edit phone settings			Switch
	eel free to contact us. Our hotline is 0755-3656	4058, or click to join Cloud Contact Center Technical Service Group	Please select an instanc
Phone Number	008602066		
Outbound Settings			
Outbound Skill Group	- 1		
Outbound IVR 🛈	Default		•
Inbound Settings			
Inbound IVR	alan_test_Test		-
IVR version number	Version number	Version notes	Update Time
		Master version	2024-01-12 17:15:32
	0	_	2024–01–31 19:44:15
		-	2024-01-30 14:29:47
	O v3	-	2024-01-29 15:59:18
	0 v2	-	2024-01-17 16:09:27

3. Check Microphone Authorization

Check whether your Microphone is turned on or not.

test.cccweb.pstn.avc.qcloud.co ×
🗞 Outbound C: 📕 CRM
Busy Connection is secure >
EXTERNAL SESSION C Using now Step 2: make sure you have microphone, camera and
queue status for yo 🗘 Notifications
adrienlei : 0 people Serving(0) ~ No Serving Rec
Ended(1) ALL Cookies and site data
Agent hung up
No message

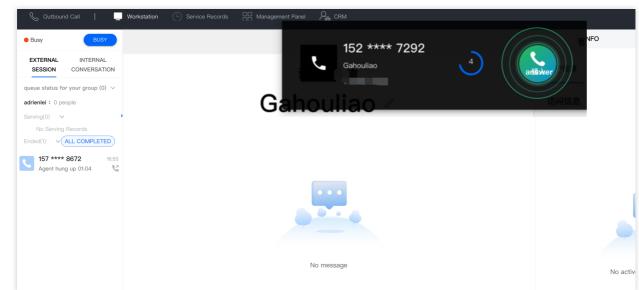
4. Inbound Test

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.

📞 Outbound Call 🛛 📃	Workstation 🕒 Service Records 🛗 Management Panel 🖓 📇 CRM	
EXTERNAL INTERNAL SESSION CONVERSATION	In call(00:00:21)II Q ASR (
Queue status for your group (0) $ \lor$	157 **** 8672 🖉	
	 A second state of the second state 	
Serving(1) 🗸	Caller Number: 020-6 -7697	
157 **** 8672 In call 00:00:21		
Ended(1) V ARCHIVE		
157 **** 8672 just now Agent hung up 00:00		
	CON HOLD MUTE	
	TRANSFER CONSULT SELF-SERVICE	
	ENTER NUMBER	

Admin Call Monitoring

Real-Time Monitoring

Uvorkstation	Records 🕂 Management Panel 🖉 CRM		User Configuration Guide
Overview	Real-time Monitoring		Switch Please select an ins
Data Analytics	If you encounter any problem, please feel free to		progress the call ends
Service Records	Agent Monitoring Skill Group Monitoring	Real-time Call Monitoring	Agent 8910e0ec-d7ca-4a6d-9775- 42c5801403c3's conversation
Seal-time Monitoring	Call type Please select v		Exit monitoring
🕽 Online Agent 🗸 🗸			
🖕 Telephone Agent 🛛 🗸 🗸	Refresh		Refreshing data in 17 seco
Audio Agent 🗸 🗸			
🖡 Video Agent 🛛 🗸 🗸			
👌 General Settings 🛛 🗸	Caller Contact Age	it ID Agent ID Call ringing ti.	i Call start time Call type Status Operation
🖌 Agent Management 🗸 🗸	00860200 008615; 540	21:46:59	21:47:06 Outbound Call In call Monitor
	Total items: 1		10 ▼ / page 🛛 🖌 1 / 1 page ► 🖻

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 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.

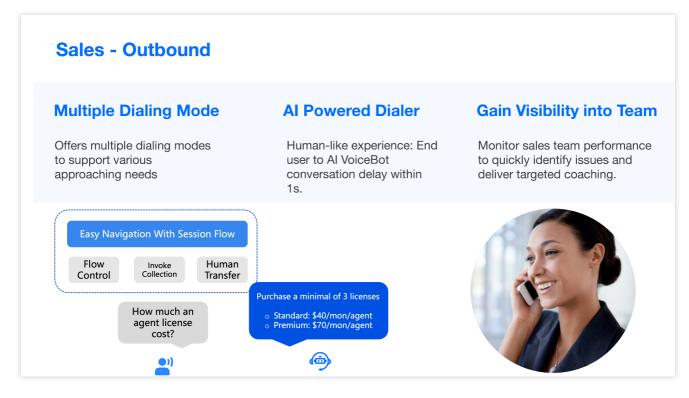


Outbound: Telemarketing

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.)



Real-time Monitoring	Number Management		Switch insta
C rises and wontoring	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	n instance
Online Agent	Number Management Whitelist Approval Whitelist View		
📞 Telephone Agent -			
 Skill Group Management 	All (3) Unmarked number (0) 4 (0) helio (1) r333 (3) Add number tag Delete number tag		
 IVR Management 			
Number Management	Bulk edit 💌	Enter number p	lea: Q
 Predictive Dialing Campaign 	Phone Number Call type Number st Number Io Number tag Number id Associate Outbound Working h Non-work	Number c	Operation
Telephone Agent Settings	Inbound IVR:alan_test 008602066, Inbound/O In use r333 hello 120Test/v3 gahou-ph	Number concurrency: 10 Number	Edit
Self-service	Colorezolde initiality C in take initiality C in take initiality C in take initiality C in take initiality C	concurrency per	Edit
Collection Settings		second:10	
 Prompt File Management 		Number concurrency: No	
Phone Management	Inbound IVR:	restriction Number concurrency	Edit
🔮 Audio Agent	IVR:Default	per second:No	
		restriction	

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

Workstation 🕒 Servic	Records 🕂 Management Panel 🆓 GRM	🔟 User Configuration Guide 🛛 🌍
	Telephone Agent Settings If you encounter any problem, please feel free to contact us, click to join Cloud Contact Center Technical Service Group	Switch instance Please select an instance
\Theta Data Analytics	Inbound Settings Outbound Settings General Settings	
Service Records	Outbound Settings	
Real-time Monitoring	Outbound Display Rules 🕦 🛛 Versociated outbound skill group assignment 🔘	
🜔 Online Agent 🗸 🗸	✓ Same area assignment ①	
📞 Telephone Agent 🔷 🔨	Play IVR prompt when caller	
 Skill Group Management 	Allow agent to specify call-	
 IVR Management 		
Number Management		
 Predictive Dialing Campaign 		
Telephone Agent Settings		
Self-service		
Collection Settings		

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

Cutbound	d Call	Workstation	L Service Records	Management Panel	
[Outbound call	Internal Call	SIP Call		
	Caller ID type	O Automatic	Specified number		
	Cont	act numbe	er		
	М	MAKE A CALL			
157 **** User hang-					
157 **** User hang-					
157 **** a					

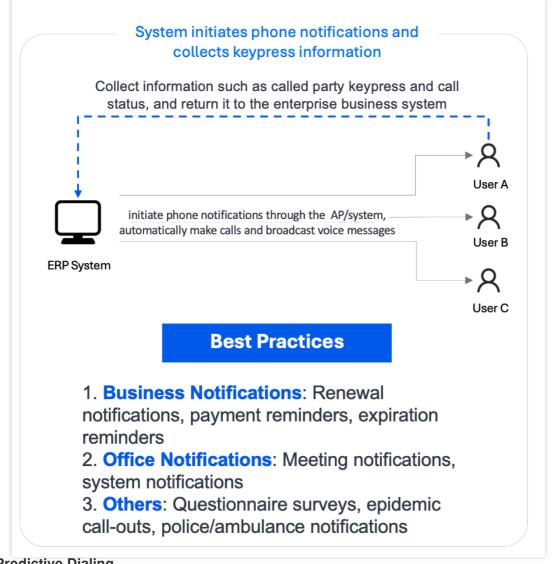
Mic Authorization Check: see whether your Microphone is turned on or not.

← → C	est.co step 1: click the setting icon on th	ne left side of search bar
	test.cccweb.pstn.avc.qcloud.co \times	
S Outbound Ca	m	Hanagement Panel
Busy	Connection is secure >	
EXTERNAL SESSION C	♦ Microphone Using now	step 2: make sure you have microphone, camera and
queue status for yo	🗘 Notifications	notifications turned on, else, go to the 'site settings' to
adrienlei: 0 people Serving(0) ~ No Serving Rec	Reset permissions	turn it on
Ended(1) VALL	♂ Cookies and site data >	
S 157 **** 867 Agent hung up	🕸 Site settings	
		No message

2.2 Auto dialing

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

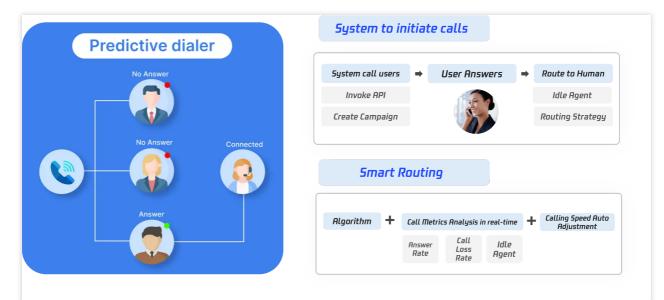
Pro: No manual intervention required, system initiates batch outbound calls to complete simple voice notifications and input collections, save up manpower.



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.

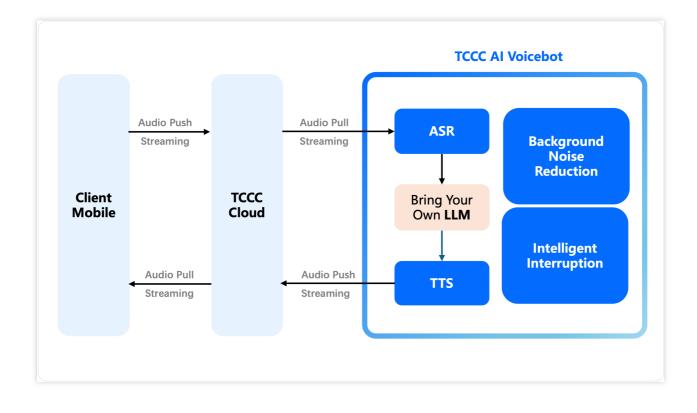
Pro: Maximize agent productivity and reduce labor cost, it initiates calls based on agent availability, ensuring seamless connections when customers answer.



2.4 Al outbound call

Al Outbound Call: Initiate Al 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

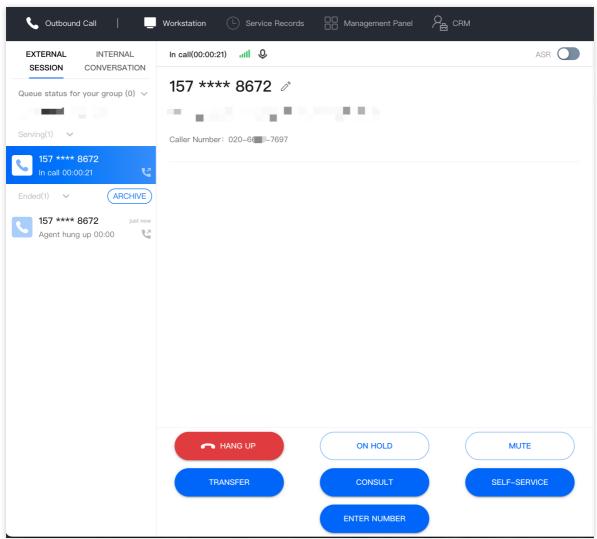
Transfer (Agent/Skill Group)

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

Uvrkstation	Service Reco	ords 🕂 Manag	ement Panel 🦓	CRM					Ľ	User Configuration Guid
Overview		Real-time M	•	al fracto contact :	is click to join Cloud	l Contact Center Techr	ical Santica Group		Switc	e Please select an in
🚱 Data Analytics		Agent Monitoring	Skill Group N		al-time Call Monito		progress	g in <u>"111</u> Please (10e0ec-d7ca-		itoring manually after the call ends 75–
E Service Records			· ·	· -				103c3's conver		
O Real-time Monitoring	9	Call type Ple	ase select	~				Exit mo	nitoring	
Online Agent	~									
C Telephone Agent	~	Refresh								Refreshing data in 17 se
🔮 Audio Agent	*									
Video Agent	~	Caller	Contact	Agent ID	Agent ID	Call ringing ti	Call start time	Call type	Status	Operation
General Settings	*									
2 Agent Management	~	0086020(.	0086157	540466		21:46:59	21:47:06	Outbound Call	In call	Monitor
		Total items: 1						10 🔻 / page	H I	1 /1page

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:

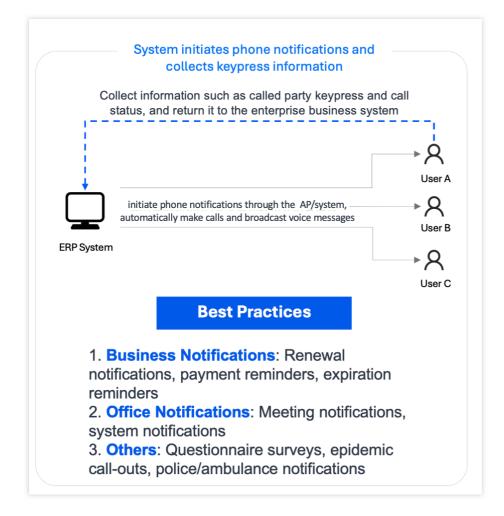
Auto Dialer is an advanced feature included in the Premium Agent Package.

Use Case

Business: Renewal, payment, and expiration reminders.

Office: Meeting and system alerts.

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



Guidance

Note:

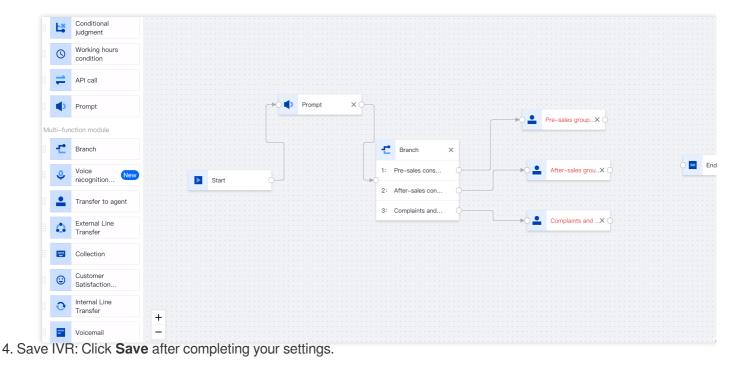
Auto Dialer currently supports API-based integration only

1. Create Auto Dialer IVR: Click IVR Management on the left. Choose Auto Dialer IVR tab, then click New to

create your flow!

2. Name IVR Flow: Name your flow on the top left corner

3. 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.



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.

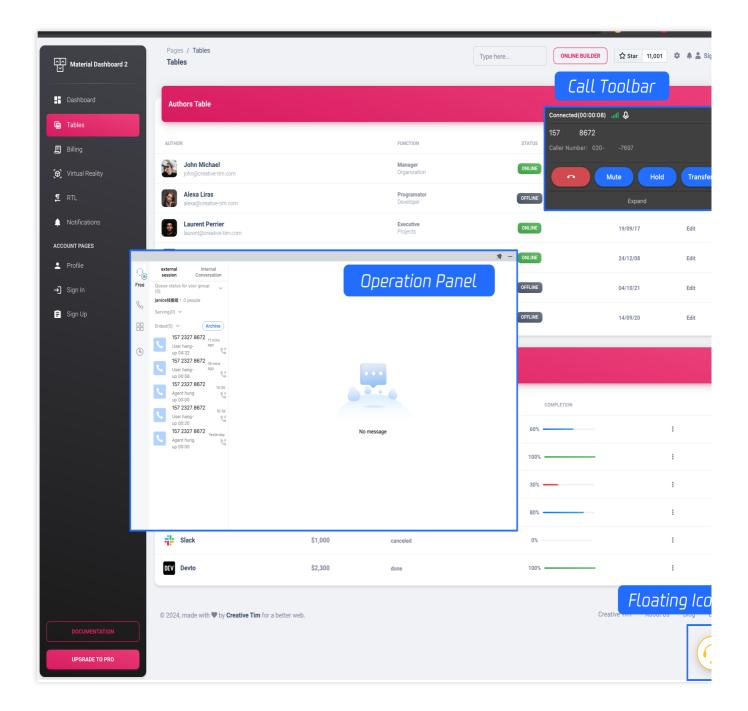
Integration Showcase

SDK Integration - Unified Communication Agent Workstation

지지 Material Dashboard 2	Pages / Tables Tables			Type here ONLINE BUILDER ♀ Star 11,001 ♀ ♠ ≗ Sign in
E Dashboard	Authors Table			
 Tables Billing Virtual Reality 	Author John Michael John@creative.tim.com		FUNCTION Manager Organization	existing internal session internal Conversation Free Queue status for your group
RTL Notifications	Alexa Liras alexa@creative tim.com	Mana	agement Panel	Sarving(0) V C Ended(5) V Archive 157 8572 trains
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⊶] Sign In È Sign Up	Richard Gran richard@creative tim.com Miriam Eric minam@creative-tim.com		Manager Executive Programator Developer	Agent hung 157 8672 User hang- 157 8672 158 B672 159 8672 Vesterday No message
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	Github	\$5,000 \$3,400	done	100%
	B Bootstrap	\$14,000 \$1,000	working	Quick Access to Workstation
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DOCUMENTATION UPGRADE TO PRO	\circledast 2024, made with $\pmb{\Psi}$ by $\pmb{\text{Creative Tim}}$ for a better	web.		Creative Tim About Us Blog License

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

Uworkstation C Ser	vice Records Hanageme	nt Panel	M			L User	Configuration Guide
 Overview Data Analytics 	Skill Group Management If you encounter any problem, ple Group		t us. Our hotline is 0755–365	64058, or click to join Clou	d Contact Center Techr	nical Service	Switch in Please select an instance
 Service Records Real-time Monitoring 	+Add skill group					Please enter the	skill group name or age
Online Agent	Skill group name	Skill group ID	Ringing mode	Skill group extensio	Reception limit	Agent Count	Operation
📞 Telephone Agent 🗠	tt	2956	Ring in sequence	+Extension number	1	1 step	3 Edit Delete
Skill Group Management	after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
 IVR Management 	e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
Number Management	gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
 Predictive Dialing Campaign 	jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
 Telephone Agent Settings 	weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
 Self-service 	alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
Collection Settings	shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
Prompt File	lulu phone	2454	Ring in sequence	8889 🙁	1	3	Edit Delete

Click Edit , add your agents into groups.

U Workstation	Service Records 🕂 Management Panel 🖓 🛱 CRM		L Use	r Configuration Guide
Uverview	Skill Group Management	Edit skill group		
😔 Data Analytics	If you encounter any problem, please feel free to contact us. Our hotli Group	Skill group name	tt 🖍	
Service Records	+Add skill group	Skill group properties *	Phone	
🕑 Real-time Monitoring		Reception limit	1	
Online Agent	Skill group name Skill group ID Ringing	Ringing mode	• Ring in sequence	
📞 Telephone Agent 🗠	tt 2956 Ring in	Agents in skill groups	Add agent	
Skill Group Management	after sales group 2955 Ring in		Agent Name Email Priority	Operation
IVR Management	e2e-test 2939 Ring in		Xiao Guo 838632526@qq 3 🖍	Delete
Number Management	gahou-same vibration 2684 Ring si		Total items: 0 10 - /page	1 / 1 page 🕨 🕅
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Self-service	alan_test 2488 Ring in		No data yet	
Collection Settings	shuaisguo test 2462 Ring in		Total items: 0 10 ▼ /page 🛛 🖌 🗸	1 / 1 page 🕨 🕅
Prompt File	lulu phone 2454 Ring in			

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.

U Workstation	ervice Records 🕂 Management Panel 🖓 🖶 CRM	💾 User	r Configuration Guide
 Overview Data Analytics Service Records Real-time Monitoring Online Agent 	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 nu	Switch inst Please select an instance
 Telephone Agent ^ Skill Group Management 	Bulk edit 💌	[Enter number plea: C
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 Number Management Predictive Dialing Campaign Telephone Agent Settings 	1 00860206 Inbound… In use Guangz… (333) 120 Experienc e IVR gahou – Outbound IVR: Default	-	Number concurren cy: 10 Number concurren cy per second: 10
Self-service Collection Settings Prompt File	00860215 Inbound In use Shangh 1517 Inbound UR: self- looping Outbound IVR: Default	-	Number concurren cy: No restriction Number concurren cy per second: No

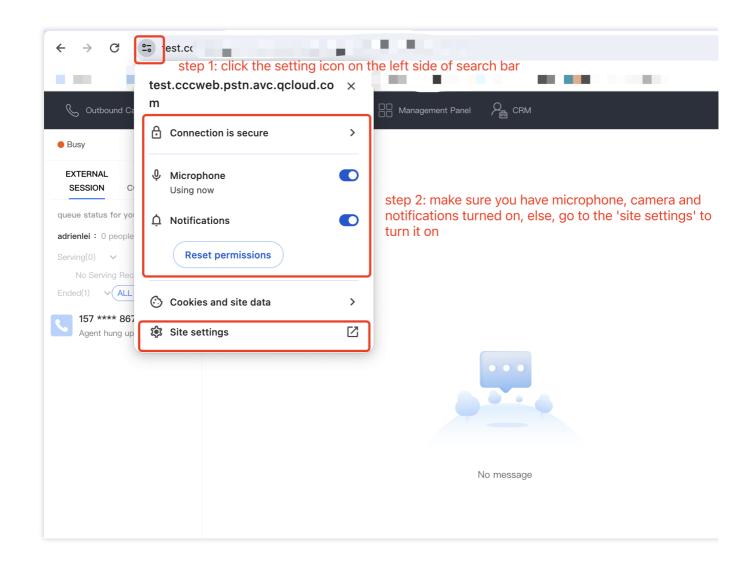
Once you've completed the configuration, select your skill groups. Agents in those skill groups will then be able to choose the designated number to make calls.

Uvrkstation	ervice Records 📕 Management Panel 🖇	CRM		🗂 Use	r Configuration Guide
Overview	← Edit phone settings				Switch insta
🛞 Data Analytics	If you encounter any problem, please feel free to Group	contact us. Our hotline is 0755-3656	4058, or click to join Cloud Contact Cente	r Technical Service	Please select an instance
Service Records					
Real-time Monitoring	Phone Number	008602066247698 Itbound skill groups			
Online Agent	Outbound Settings]
📞 Telephone Agent 🗠	Outbound Skill Group	gahou-phone 🔇 adrienlei 🕄	lulu-tel 🙁 ttimwang 🙁 alanjch	uang 🙁 okhowang-tel 😣	adrien32323 🙁
 Skill Group Management 	Outbound Skill Group	lulu phone Salan_test S	weijunyi-tel 🔇	uang 🐼 oknowang-tei 🔇	adrien32323
 IVR Management 	Outbound IVR 🚯	Default			▼
Number Management	Inbound Settings				
 Predictive Dialing Campaign 	Inbound IVR	Telephone Experience IVR			8
 Telephone Agent Settings 	IVR version number	Version number	Version notes	Update Time	
Self-service		O MAIN	Master version	2024–02–18 17:	08:11
Collection Settings		\bigcirc_1	-	2022-06-15 16	58:17
Prompt File					
Ξ	Prioritize to last outbound agent				

Step 4: Authorize Browser Microphone

Check whether your Microphone is turned on or not.





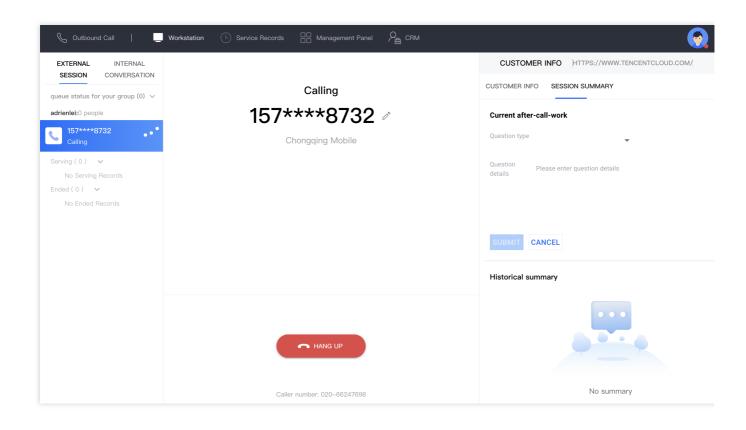
Step 5: Ready to Call

Input your Callee Number, let's try it!

Outb	ound Call _ click 'Outbour	Workstation	Service R	ecords	DD Management Pan	
•	Outbound calling	Internal Call	SIP Call			
	Caller ID type O Aut	omatic Spec	ified number			
q a S					number you wa 'Make a Call'	ant to dial
Ended(1)						
	*** 8672 16:53 hung up 01:04					
						• • •

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

Uvrkstation C Serv	vice Records 🕂 Manager	nent Panel 🛛 🔒 CRI	M			User	Configuration Guide
Overview	Skill Group Manageme						Switch instance
Data Analytics	If you encounter any problem, p Group	lease teel tree to contac	t us. Our notline is 0755–365	64058, or click to join Clou	d Contact Center Tech	nical Service	Please select an instance
Service Records	+Add skill group	step 2				Please enter the s	skill group name or age Q
Real-time Monitoring							
Online Agent	Skill group name	Skill group ID	Ringing mode	Skill group extensio	Reception limit	Agent Count	Operation
📞 Telephone Agent 🔿	tt	2956	Ring in sequence	+Extension number	1	1 step 3	Edit Delete
Skill Group Management Step 1	after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
IVR Management	e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
Number Management	gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
 Predictive Dialing Campaign 	jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
 Telephone Agent Settings 	weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
Self-service	alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
Collection Settings	shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
Prompt File	lulu phone	2454	Ring in sequence	8889 🕲	1	3	Edit Delete

Click Edit to manage agent account

	ervice Records 🛛 🗧 Manageme	nt Panel 🖓 CRM			User Configuration Guide
Overview	Skill Group Management			Edit skill group	
Data Analytics	If you encounter any problem, ple Group	ase feel free to contact us.	Our hotlii	Skill group name	tt 🖉
Service Records	+Add skill group			Skill group properties *	Phone
Seal-time Monitoring				Reception limit	1
Online Agent	Skill group name	Skill group ID	Ringing	Ringing mode	• Ring in sequence Ring simultaneously
Telephone Agent ^	tt	2956	Ring in	Agents in skill groups	Add agent
 Skill Group Management 	after sales group	2955	Ring in		Agent Name Email Priority (1) Operation
 IVR Management 	e2e-test	2939	Ring in		Xiao Guo 8386 i@qq 3 🎤 Delete
 Number Management 	gahou-same vibration	2684	Ring sir		Total items: 1 10 ▼ /page H < 1 /1page > H
 Predictive Dialing Campaign 	jeremy_test	2609	Ring in	Telephone in skill group	Add telephone
 Telephone Agent Settings 	weijunyi-tel	2522	Ring in		Extension Phone N Phone S Phone R Priority ③ Operation
 Self-service 	alan_test	2488	Ring in		No data yet
 Collection Settings 	shuaisguo test	2462	Ring in		Total items: 0 10 - /page H < 1 / 1 page H
Prompt File	lulu phone	2454	Ring in		

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.

Uvorkstation E Se	ervice Records Hanagement	: Panel 🖓 CRM				User Configuration Guide
Overview Data Analytics Service Records	IVR Management If you encounter any problem, pleas Group Inbound IVR Self-servio				er Technical Service	Switch Instance
 Real-time Monitoring 	New			Pleas	e enter the session se	rvice flow ID or name to search
Online Agent	Name	Update Time	Session Service Flow ID	Associated phone numbe	r Status	Operation
📞 Telephone Agent ^	▶ hunter-test-e2e	2024-03-22 10:06:14	1003311		Published	View Details Delete
 Skill Group Management 	▶ okho-test	2024-03-08 14:52:33	1003274		Published	View Details Delete
 IVR Management Number Management 	▹ Self-looping	2024-02-05 17:01:54	1003028	010 888£ 021 550	In use	View Details Delete
Predictive Dialing	 English version test 	2024-01-24 15:49:04	1003223		Published	View Details Delete
Campaign	▶ 2024–1–17	2024-01-18 10:50:56	1003187		Published	View Details Delete
Telephone Agent Settings	▶ alan_test_Test	2024-01-12 17:15:32	1002692		Published	View Details Delete
 Self-service 	Telephone experience IVR	2024-01-03 11:39:44	1002988		 Published 	View Details Delete

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



service IVR	Automat	ic Outbound IVR 0	Dutbound IVR				
	Update Time	e	Session Service F	low ID	Associated phone numb	er	
	2024- P	lease select a template	e to start creatin	g a new IVR			Published
	2024-	Empty IVR		Branch navig	ation 🗸		● In use
	2024-	Build IVR from scratch, y IVR to meet your busines		Start providing s customers throu channels.	support to your igh different message		Published
	2024-						Published
	2024-	Call Transfer					In use
VR	2024-	Transfer Inbound calls to or business number throu transfer.					Published
	2023-						Published
	2023-		Confirm	Cancel			Published
	2023-						Published
	2023–10–31	17:34:08					Published
	2023–10–18	19:30:35	1002569				Published

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

Uvrkstation US	ervice Rec	ords - Manage	ment Panel And CRM		User Configuration Guide	
Overview	←	Unnamed MAIN	If you encounter any problem, please feel free to contact us. Our hotline is 0755–36564058, or click to join Cloud Contact Center Technic	al Service Group	Sava	
Data Analytics	Drag to a	add a new node		Pre-sales grou	up consultation	
Service Records	Basic module					
③ Real-time Monitoring	E.	Conditional judgment		Property	Connect	
Online Agent	0	Working hours condition	step1: click transfer to agent module	Node ID	01G3800EF80ZT246G1QXSXVSFE	
• Telephone Agent ~	= =	API call	step 2: link to ending node	Label	Pre-sales group consultation	
Skill Group Management	•	Prompt	Pre-sales groupX	Skill group name *	Please select *	
VR Management	Multi-fu	nction module	Branch X	here and a second se	b be transferred when the above skill groups an step3: define your skill group	
Number Management	- 	Branch	e-sales cons After-sales grouX	Skill Group	steps: define your skin group	
Predictive Dialing Campaign	\$	Voice recognition	ter-sales con	Overflow 🗿 Specify agent	Please enter the interface address	
Telephone Agent	\langle	Transfer to agent	Implaints and	priority Prompt is	• Text to speech	
Settings	٥	External Line Transfer	Complaints and X	playing during agent transfer	Select existed audio	
Self-service		Collection			Transferring for you, please wait.	
Collection Settings Prompt File	0	Customer Satisfaction				
Management	•	Internal Line Transfer			35 / 600	
Phone Management		Voicemail			 Click listen 	
Audio Agent				Prompt for agent transfer	Text to speech	
Video Agent				in queue	 Select existed audio 	
			+		On-hold prompt *	
			=		 Click listen 	

Step 4: Assign a Phone Number to IVR

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

Overview	Number Manageme	nt										Switch insta
😔 Data Analytics	If you encounter any proble Group	em, please feel free to	o contact us. O	ur hotline is 07	55-36564058	or click to joi	n Cloud Conta	ct Center Teo	hnical Service		Please select a	n instance
Service Records	Number Managemen	Whitelist Ap	proval	Whitelist Vie	w							
 Real-time Monitoring Online Agent 	Step 2 All (0) Unr	marked number (0)	hunter-	-test-e2e (0)	4(0)	hello	(2) r.	333 (3)	Add number ta	g Delete nur	nber tag	
- Telephone Agent ^												
 Skill Group Management 	Bulk edit 🔻										Enter number p	lea: Q
 IVR Management 	Phone Numb	call type	Number	Number	Number	Number id	Associa	Outbou	Working	Non-wo…	Number	Operation
Number Management Predictive Dialing Campaign Telephone Agent Settings	00860206	Inbound…	In use	Guangz…	r333 hello	120	Inbound IVR: Telephone Experienc e IVR Outbound IVR: Default	gahou	-	-	Number concurren cy: 10 Number concurren cy per second: 10	step 3
Self-service Collection Settings Prompt File	00860215	Inbound	In use	Shangh	r333	1517	Inbound IVR: self- looping Outbound IVR: Default	lulu Ton…	-	-	Number concurren cy: No restriction Number concurren cy per second: No	Edit

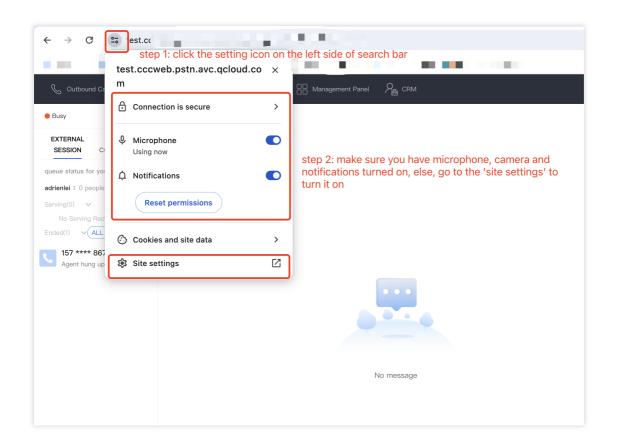
Inbound Settings > choose an IVR, click save. Effective in 1 minute.

Uvrkstation 🕒 Servi	ice Records 🚽 Management Panel 🔗 📇	CRM		User Configuration Guide	9
Overview Data Analytics	Outbound IVR 🚯	lulu phone 🥵 alan_test 😂 weijuny	tei 😈	Ŧ	
Service Records	Inbound Settings				
Real-time Monitoring	Inbound IVR	Telephone Experience IVR		Ψ	
Online Agent	IVR version number	Version number	Version notes	Update Time	
 Skill Group Management 		O MAIN	Master version	2024–02–18 17:08:11	
 IVR Management 		\bigcirc_1	-	2022-06-15 16:58:17	
Number Management Predictive Dialing Campaign	Prioritize to last outbound agent	Upon customer calls, IVR navigation is bype days.	assed, connecting them directly to the agent v	who last reached out within the previous 3	
 Telephone Agent Settings 	General Settings				
Self-service	Can be used for agent's mobile phone calls	Once turned on, if agent chooses [Answer]	w Mobile] and [Call by Mobile], it will prioritiz	e using this number to call the agent's mobile	
Collection Settings		phone.	ar meaned and feed of mobiled it will broute	a anny cho harmon to buil the ugent of hobite	

Step 5: Mic Authorization Check

🔗 Tencent Cloud

Check your browser if microphone is turned on

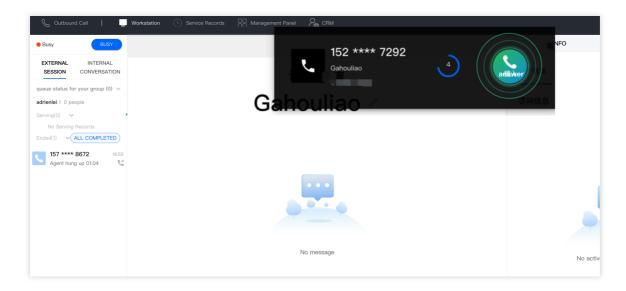


Step 6: Ready to receive calls

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.

📞 Outbound Call 🛛 📃	Workstation () Service Records 🗄 Management Panel $\mathcal{P}_{\!\!\!B\!\!\!B}$ CRM		in Lin
EXTERNAL INTERNAL SESSION CONVERSATION	00:00:12 attil 🖗	ASR 🔵	CUSTOMER INFO HTTPS://WWW.TENCENTCLOUD.COM/
queue status for your group (0) ~	1361	There is background noise during the call, and the customer is speaking in dialect.	CUSTOMER INFO SESSION SUMMARY
adrienlei : 0 people	广东深圳移动	Try the smart voice recognition feature!	Access information
Serving(1) 🗸	Caller number: 021-	Got it	Service type 电话呼出
S 136 In call 00:00:12 S Ended(0) ∽			Phone 136
No Ended Records			Number / 广东课圳移动 location
			Number of 0 Visits
			Profile
			Real name please enter your real name
			
			客户喜好
	HANG UP ON HOLD MUTE TRAN	SFER CONSULTATION	窑户是大佬吗 ▼
	SELF-SERVICE	NTER NUMBER	爱打麻袴

Multi-device Answering

SIP Phone Answering: connect your sip phone on Cloud

Routing and ACD Strategy

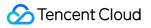
If there are excessive incoming calls at the same time, our routing and allocation strategies can help you make your human resources limitless.

Uvrkstation	ervice Records Hanagement Par	nel Ag CRM
Service Records	Telephone Agent Settings	f you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join Cloud Conf
🕜 Real-time Monitoring	Inbound Settings Outboun	d Settings General Settings
Online Agent		
📞 Telephone Agent 🗠	Inbound Settings	
 Skill Group Management 	Basic Settings	Automatic inbound call answering
IVR Management		Effective for all time periods Customize effective period Inbound timeout transfer()
Number Management		Timeout - 10 + Seconds
 Predictive Dialing Campaign 		Settings for restoring idle status after a call() Hang-up - 3 + Seconds
Telephone Agent Settings Self-service		duration - 3 + Seconds On break status will be turned on after timeout transfer
Collection Settings	Basic Routing Settings	• Allocate according to agent idle time (
 Prompt File Management 		Allocate according to the number of calls received by agent [®]
Phone Management		
🍨 Audio Agent	Specify priority assignment	Prioritize last accessed agent
🗈 Video Agent		✓ Outbound call history
General Settings ~		
Agent Vanagement		
=		

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.