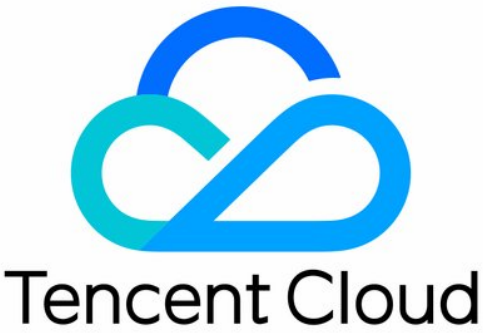
Cloud Contact Center

FAQs

Product Documentation



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FAQs

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FAQs About Features

What hardware and software devices are required to use Cloud Contact Center?

Hardware: A computer, headset, and microphone are required to use Cloud Contact Center.
Software: Google Chrome browser, version 70 or later.

Can the call recordings of Cloud Contact Center be accessed via an interface?

Yes. Please refer to API document Access to Phone Service Records and Recordings .

When using Cloud Contact Center's phone customer service, after a user calls in, does the contact center platform support direct follow-up calls?

Yes, it does. Please refer to the phone service document Outbound Call Feature.

Does Cloud Contact Center support viewing phone, text, image, and other historical records?

Cloud Contact Center supports online playback and download of phone recordings, as well as interface pulling. Text and image records can be viewed online.

Why is there no incoming call ringtone when Google Chrome is used?

First, check whether there is an issue with the audio device and whether the volume is set to zero.
Check browser settings. Enter `chrome://settings/content/siteDetails?site=https%3A%2F%2Ftccc.qcloud.com` in the browser's address bar. Set **Camera**, **Mic**, **Notifications**, **Background Sync**, and **Sound** to 'Allow'.

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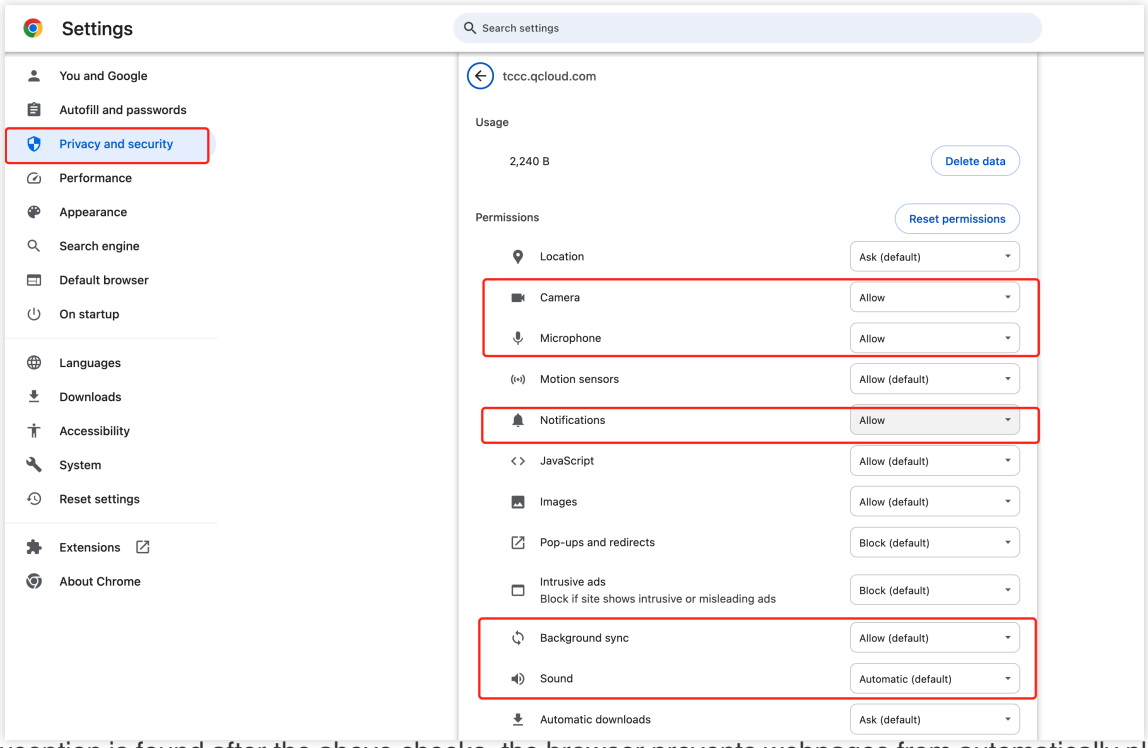
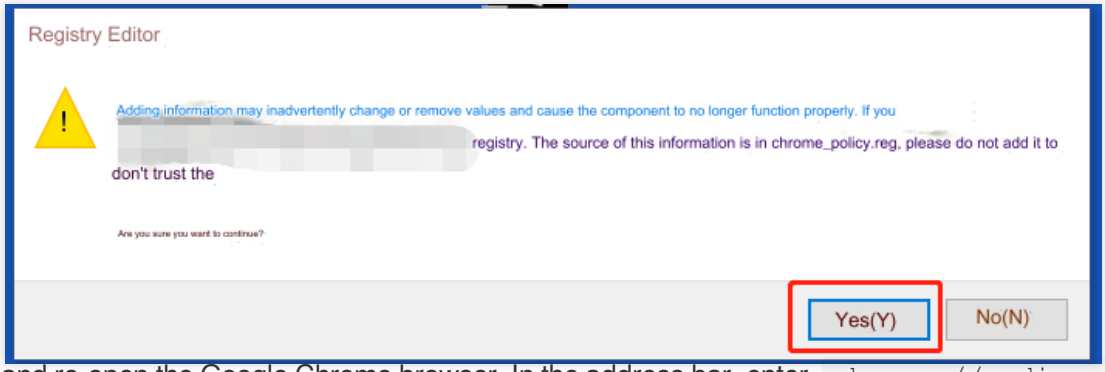


If no exception is found after the above checks, the browser prevents webpages from automatically playing audio or video to avoid disturbing users, and limits the autoplay feature for audio or video. In this case, follow the steps below:

1.1 Download chrome_policy.reg.zip and unzip it.

Double-click the unzipped file and click **Yes**.



Close and re-open the Google Chrome browser. In the address bar, enter `chrome://media-engagement/` .

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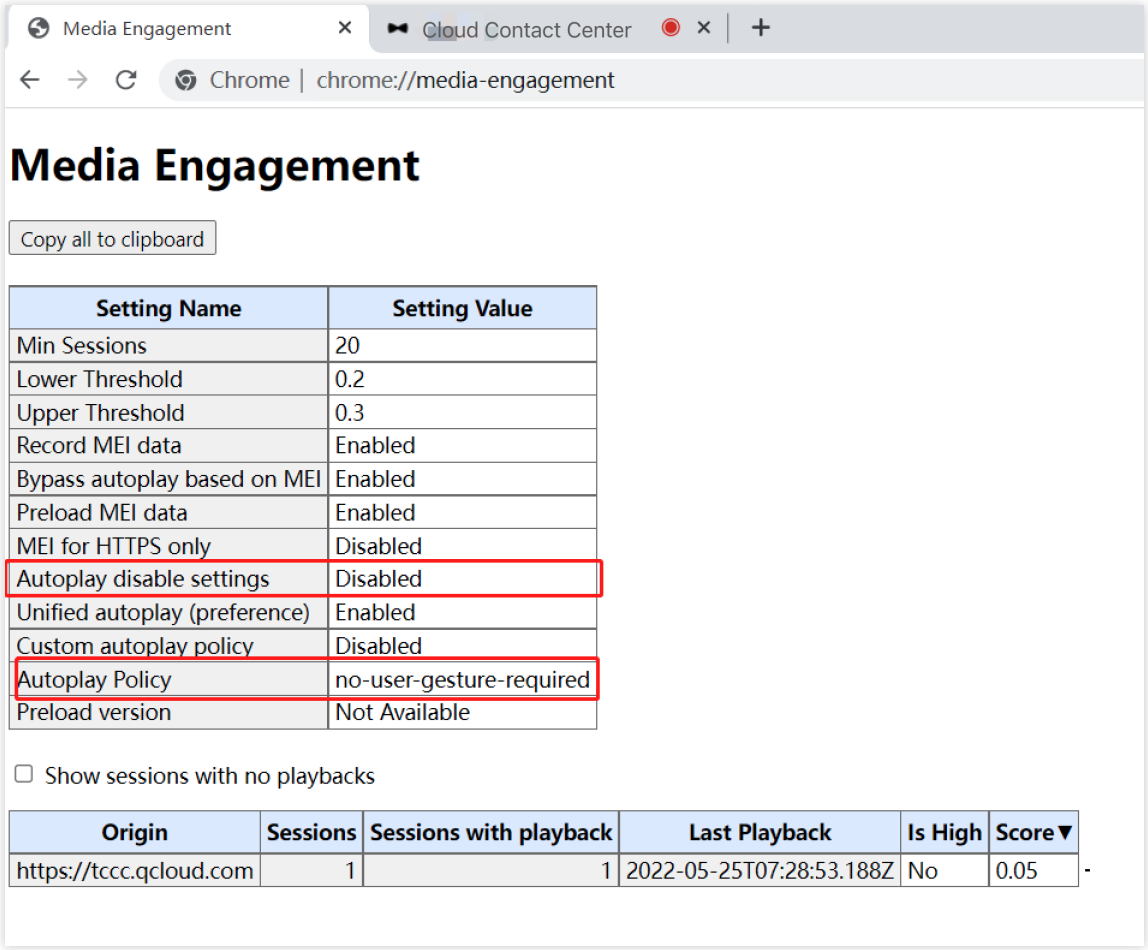

Check whether the value of **Autoplay disable settings** is **Disabled**, and whether the value of **Autoplay Policy** is **no-user-gesture-required**. If not, disable the antivirus software and double-click the file downloaded earlier.

Re-open the browser, go to Cloud Contact Center, and check whether the incoming call ringtone is normal.

FAQs About Billing

How many agents can be added to a Cloud Contact Center account?

There are no restrictions. If you need to add more, please go to the Tencent Cloud Console to purchase

FAQs About Auditing

What is the approval procedure timeline for corporate qualifications in Cloud Contact Center?

We will complete the review within 1 working day.

Audit Time: 9:00 to 23:00 from Monday to Sunday (postponed on legal holidays).

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FAQs About Login

Why does registration to the IM backend fail?

Please go to the Tencent Cloud console to confirm whether your Tencent Cloud account is in arrears.

The number of agents online at the same time cannot exceed the number of valid agents purchased

An agent account can only sign in from one location, and the maximum number of sign-ins is equal to the number of seats purchased. If you need to sign in with more accounts, please purchase them on the Tencent Cloud Console

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