

# Cloud Contact Center

## Glossary

### Product Documentation



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## **Cloud Contact Center (Cloud Contact Center)**

Designed to help enterprises quickly build an integrated communication customer contact platform that includes telephone, online sessions, and audio-video calls. The Cloud Contact Center SDK supports embedding the communication console into a company's own business system, providing a stable, integrated unified communication platform.

## **Tencent Cloud Console**

Users can purchase, view, and use various Tencent Cloud products and services through the console. In the console, you can search for **Cloud Contact Center**. After entering, you will be able to claim a free trial package for new users, configure number access, and purchase or manage agent packages in the Cloud Contact Center console.

## **Management Panel**

Quality control/management staff can monitor calls, analyze agent services, and view call detail record dashboards in the Cloud Contact Center's **Management Panel**. It also supports configurations for inbound and outbound calls, voice menus, and customer service account permissions.

## **Agent Workstation (Agent Workstation)**

Agents can answer and make calls at the workspace.

## **Agent/Customer Service Personnel**

Agent/Customer Service Personnel refer to staff who log in to use features such as inbound and outbound calls to complete customer service tasks.

## **Inbound Call Pop-Up Window**

Inbound call pop-up window refers to the embedding of a third-party page directly into the agent's workstation within the Cloud Contact Center. When a user calls in, this page can pop up with business information related to that user. This information is generally derived from the company's customer management CRM systems, ticketing systems, or order systems, etc., and can serve as a reference for the agent.

## IVR

Interactive Voice Response (IVR) is the voice service process that users enter when they call a company's phone. Through IVR, users can be guided according to their own needs, using keypad navigation to be directed to the appropriate agent. It's like: Welcome to XX Company. For product inquiries, press 1, for business cooperation, press 2.

## API

Application Programming Interface (API) is a set of pre-defined functions, aiming to provide application developers with the ability to access a series of routines based on certain software or hardware, without needing to understand the source code or the details of internal working mechanisms. In addition to the meaning of 'Application Interface', API also refers specifically to its documentation, also known as help documents.

## TTS

Text To Speech, also known as From Text to Voice, is part of the human-computer dialogue, enabling machines to speak. TTS is a type of application that converts files stored on a computer, such as help files or web pages, into natural voice output. Not only can TTS assist visually impaired individuals in reading computer information, but it can also increase the readability of text documents.

## ASR

Automatic Speech Recognition (ASR) is to convert the lexical content of human speeches into computer-readable input, such as keystrokes, binary codes, or character sequences. It is different from "speaker recognition" or "speaker confirmation" that recognizes or confirms speaking humans rather than words, phrases, or sentences contained in speeches.