Chat

Desk

Product Documentation

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Desk

Quick Start

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Overview

The customer service is divided into the **user end** and **agent end**, which are respectively designed for your clients and customer service agent.

Terminology

Console: A management platform tasked with handling information related to manual customer service, such as creating and prioritizing customer service personnel. For an in-depth explanation, refer to the Administrator's Operation Manual.

Workspace: A platform where agents address customer inquiries and respond to user messages. For a detailed explanation, refer to Agent Workspace.

Agents: Refers to personnel who complete customer service tasks through online conversation.

Skill Group: Different functional groups of human customer service can be differentiated by service type, such as: pre-sales, after-sales, complaints, etc. They can also be distinguished by region. For a detailed description, please refer to Skill Group Management.

Session service flow: A guide process when users enter online customer service. You can create a welcome message, navigation, etc. In the session service flow, you may configure branches and transfer to human service. For more information, please see Create and Bind Session Service Flow.

Channel: Various mediums for accessing the session service flow, including in-app chat and web pages. For a detailed introduction and comparison of various access channels, please refer to Configuring the Channel.

You can develop and integrate as outlined in the steps below:

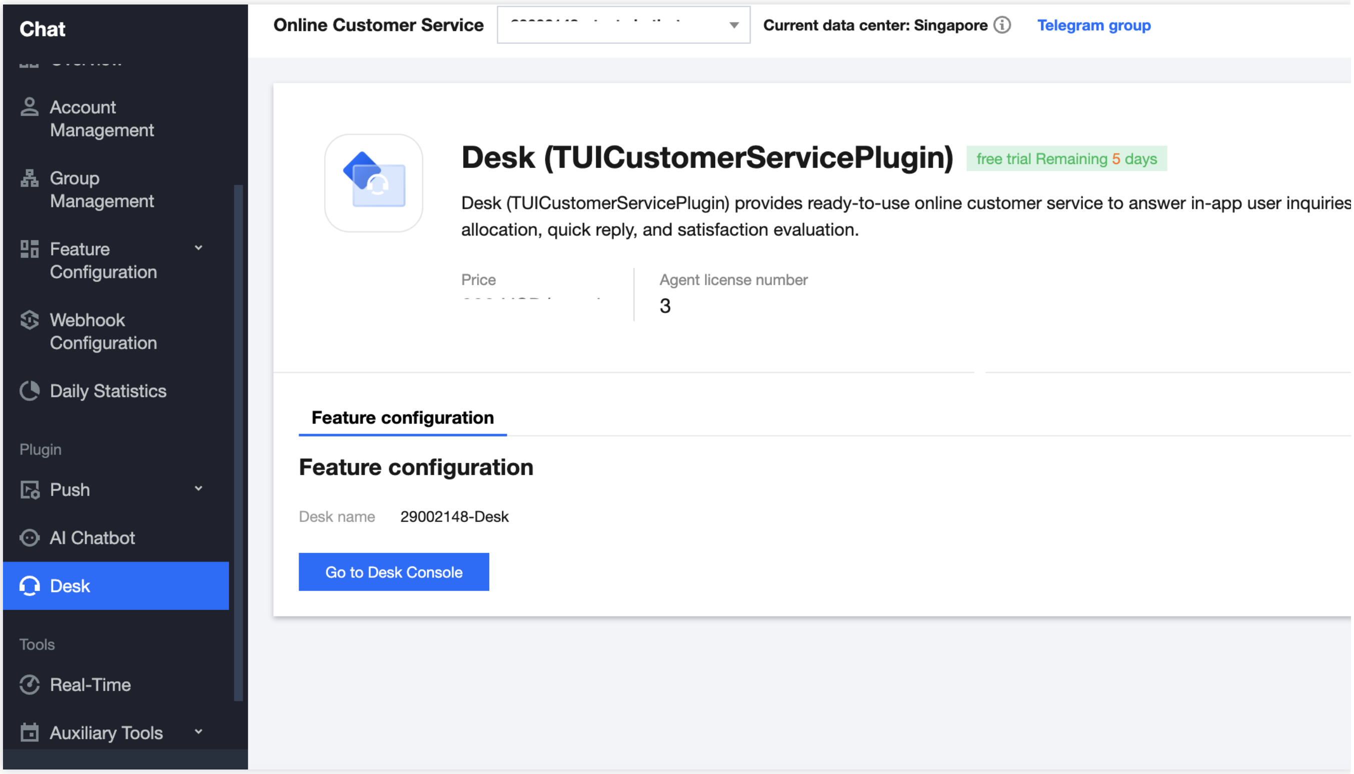
Integration Guide

Activate Customer Service Desk

Create a Chat application, proceed to the Chat Console to activate the customer service.

Logging Into the Customer Service Management Portal

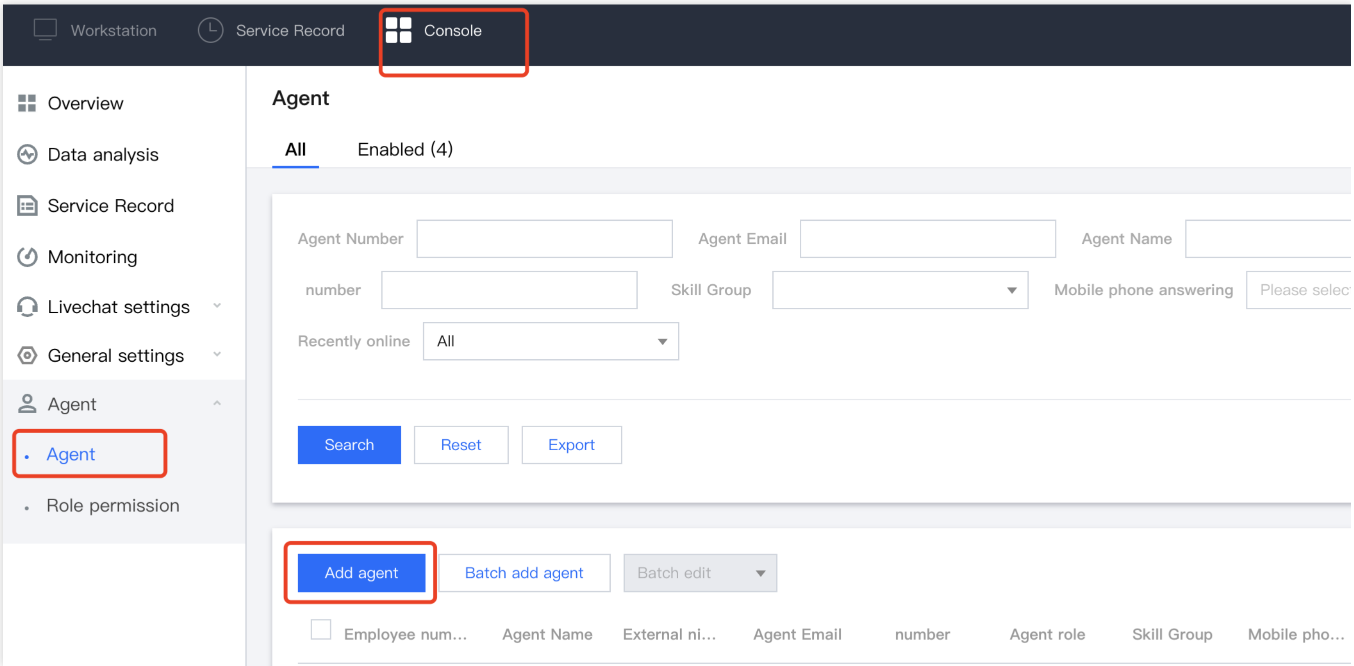
Method One: Enter the Chat Console Desk section, select **Feature Configuration**, click on **Go to Desk Console** for seamless management portal login.



Method Two: After activating Desk, Tencent Cloud will send the management portal login account and password to your registered email. Use this information to directly log in to the Desk Console.

Adding Agent

Navigate to the console, select **Agent**, add agent. For other customer service management operations, refer to the Agent Management.

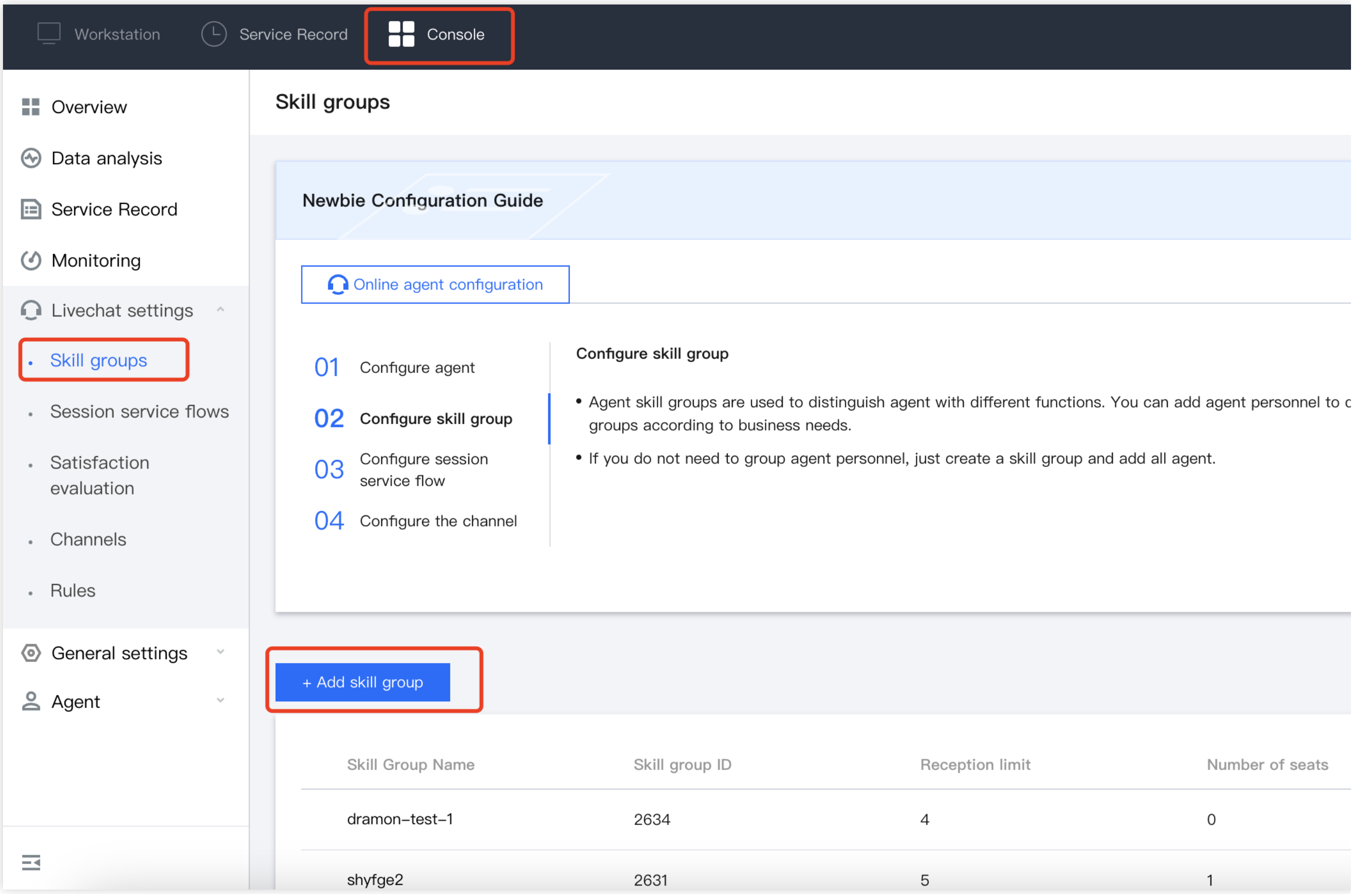


Configure Skill Groups

Skill groups are used to differentiate customer service representatives with different functions. You can add customer service representatives to different skill groups according to your business needs.

If there's no requirement to categorize the customer service representatives, create a single skill group and add all customer service representatives to it.

1. In the left navigation menu, click **Livechat settings** > **Skill Groups** to access the skill group management page. Click on **Add Skill Group** to create a group for conducting user consultations.



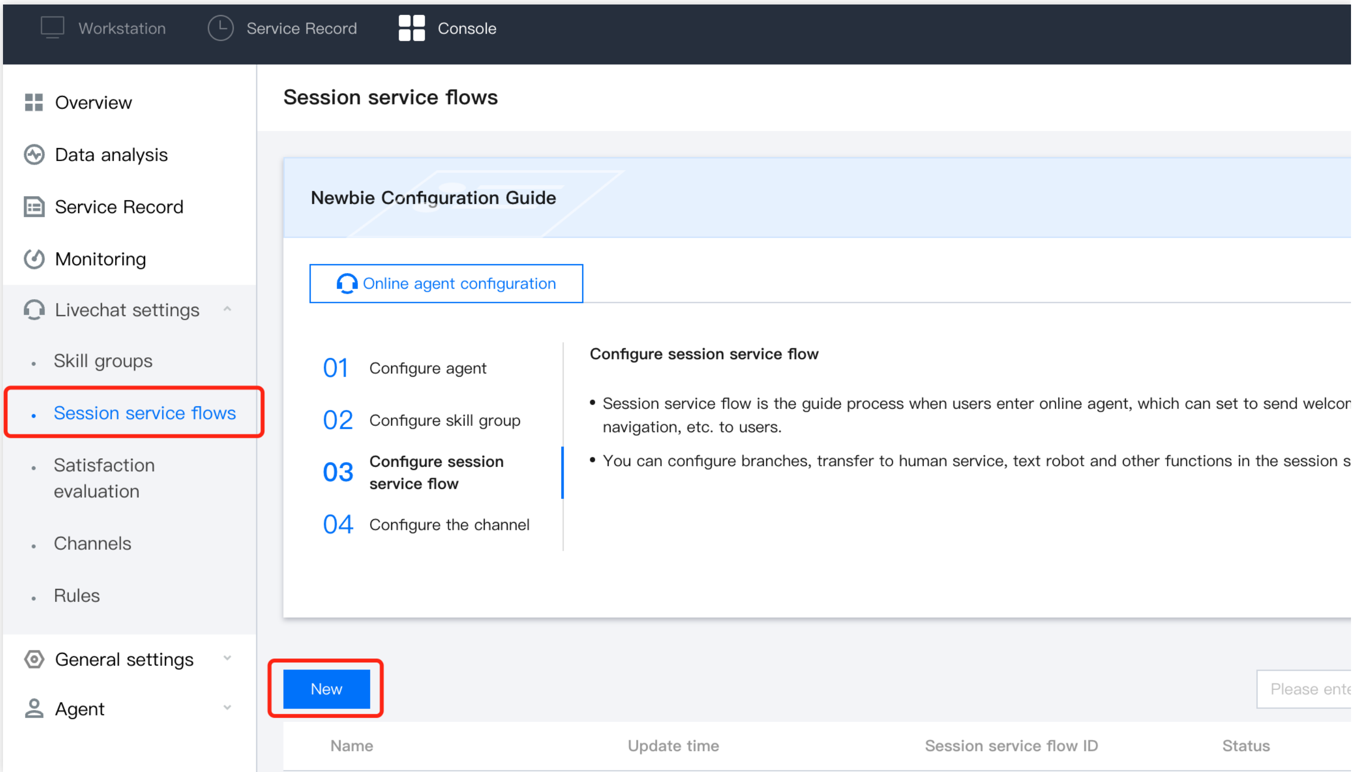
2. Click **edit** to add customer service to the skill group. For other operations of skill group management, refer to the document Skill Group Management.

Create a session service flow

A session service flow is the guide process when a user enters the online customer service. It can be set to send the user a welcome message, guide, etc.

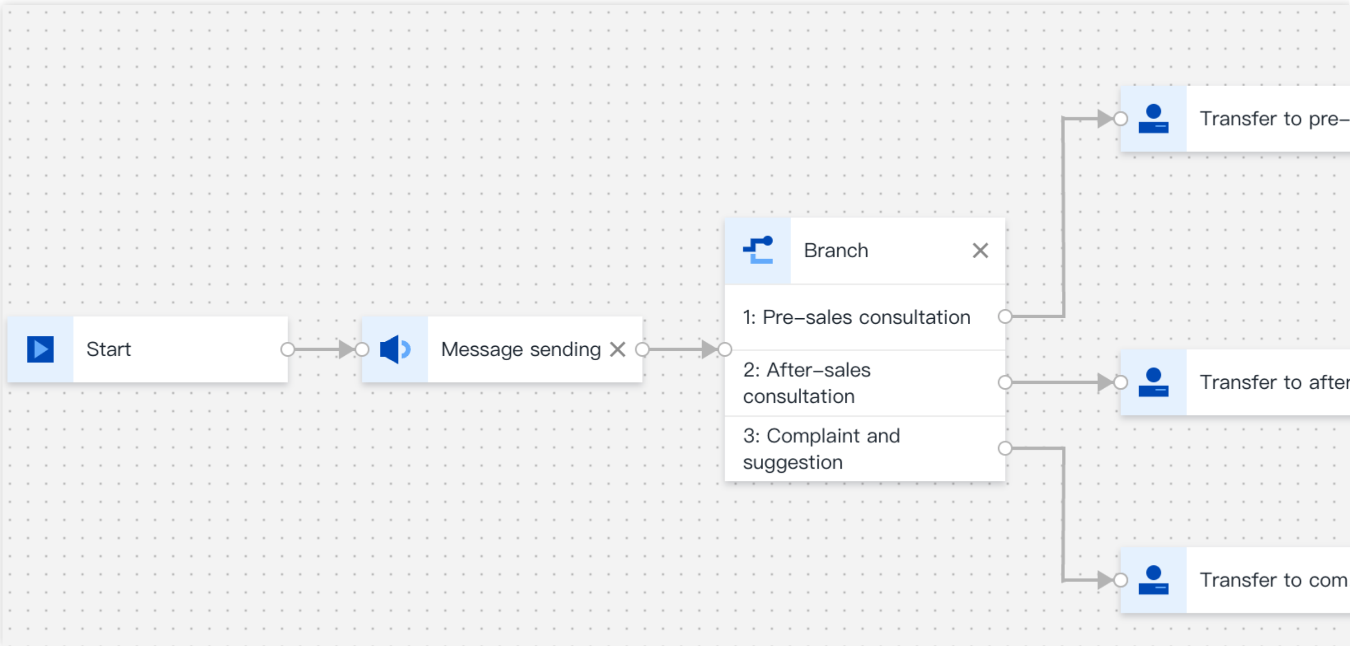
You can configure branches, turn to human assist and other features in the conversation service flow.

1. On the left navigation bar, click **Livechat settings** > **Session Service Flow** to enter the session service flow management page, click **New** at the top left corner of the page.



2. Input the name of the session service flow: Enter the name of the session service flow at the top left corner of the canvas, for instance: Online conversation reception.

3. Connection Module: Depending on your scenario, you need to drag and drop the corresponding modules into the appropriate positions in the canvas area, interconnect them, and fill in the relevant details in each module (For specifics, please refer to Conversation Service Flow Module). Every conversation service process should start with the commencement module as the first module and conclude with the termination module as the last one.



4. Once you save the configuration of the conversation service flow, click on **Save** on the top right corner of the canvas to return to the conversation service flow list.

Configuring Channels

Next, you can configure the appropriate channels, based on your intended use case:

Channel	Suitable Scenario
In-app Chat Channel (Recommended)	Integrate the customer service feature within your IM app. Your users send inquiries to the IM customer service virtual number, which are then distributed to different customer service representatives. Supports a variety of platforms, and through quick integration with UIKIT, it facilitates UI customization.
Website Channel	No need for development; directly configure a web version of the customer service page, which can be embedded or linked to any location in your app. Supports both web and h5, however, customization of the UI is not an option.

Development Guidelines

After configuring, you can follow the steps below for development integration:

Steps	Operation

1	For agent-side integration, you can use directly without development, or integrate using SDK to embed the agent console into your own system. For specific effects, you can refer to the document Choosing the right plan.
2	Integrate the user end, refer to User end integration without UI.
3	Administrators may refer to Administrator Operation Manual. Customer service agent may refer to Agent Operation Manual.

Integration Guide
Integrating Agent End
Choose the appropriate solution

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Strategy presentation

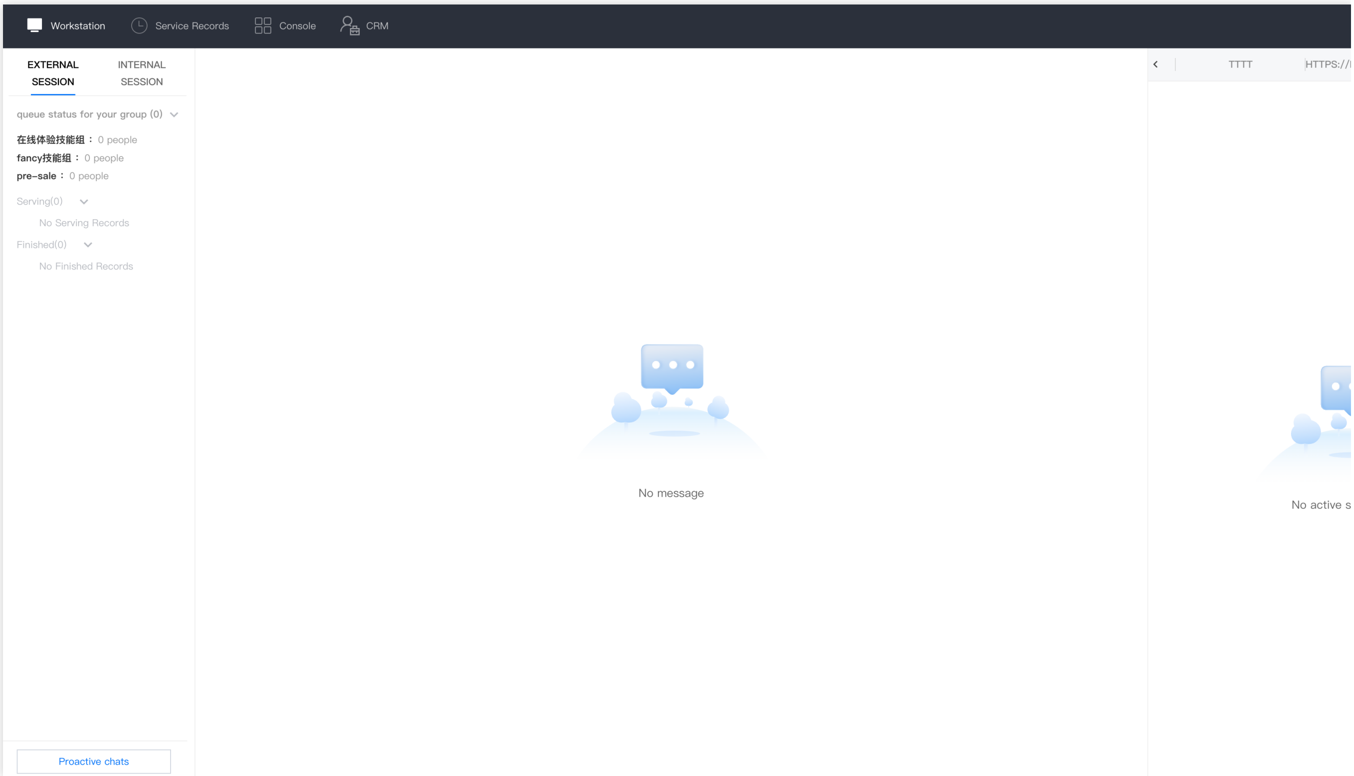
Both of the following solutions offer full functionality and can be used independently. However, please note that a agent account can only be logged in at one location at a time. Therefore, if you choose to use both solutions simultaneously, you will need separate agent accounts for each solution.

Strategy	Note	Target Users
Solution 1: Use directly without development	By directly accessing Agent Workspace in web.	Suitable for enterprises that do not wish to engage in development.
Solution 2: SDK Integration	By integrating the agent SDK, the agent workstation can be integrated into any proprietary system, allowing for highly customized and secondary development.	Suitable for enterprises with development capabilities.

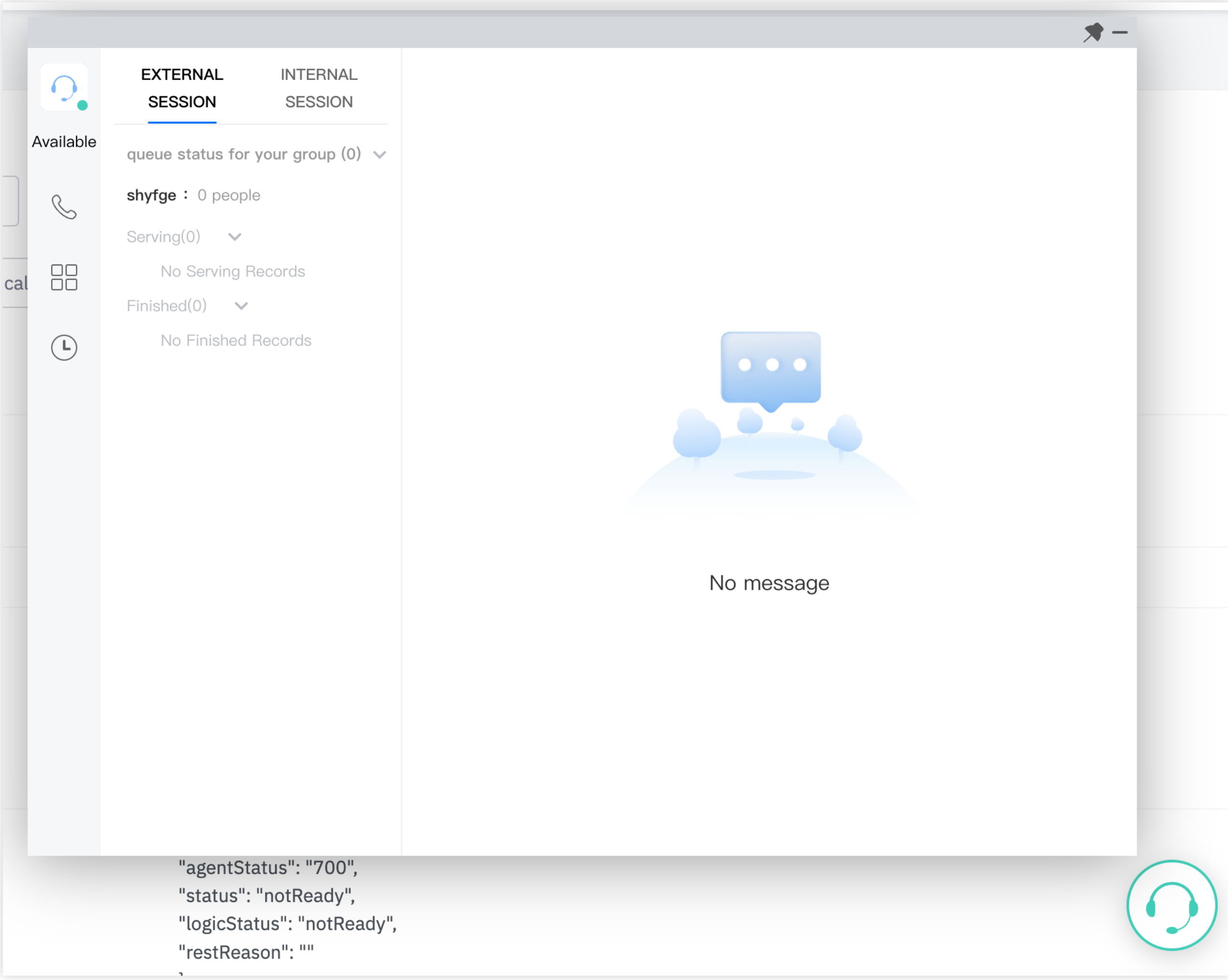
You can choose the solution that suits you best for the next step or combine both solutions.

Display Effect

Agent Workspace



SDK Integration



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Solution One: No development required

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The Customer Service Desk provides a Workstation which can be used directly, allowing the full functionality to be used without any development.

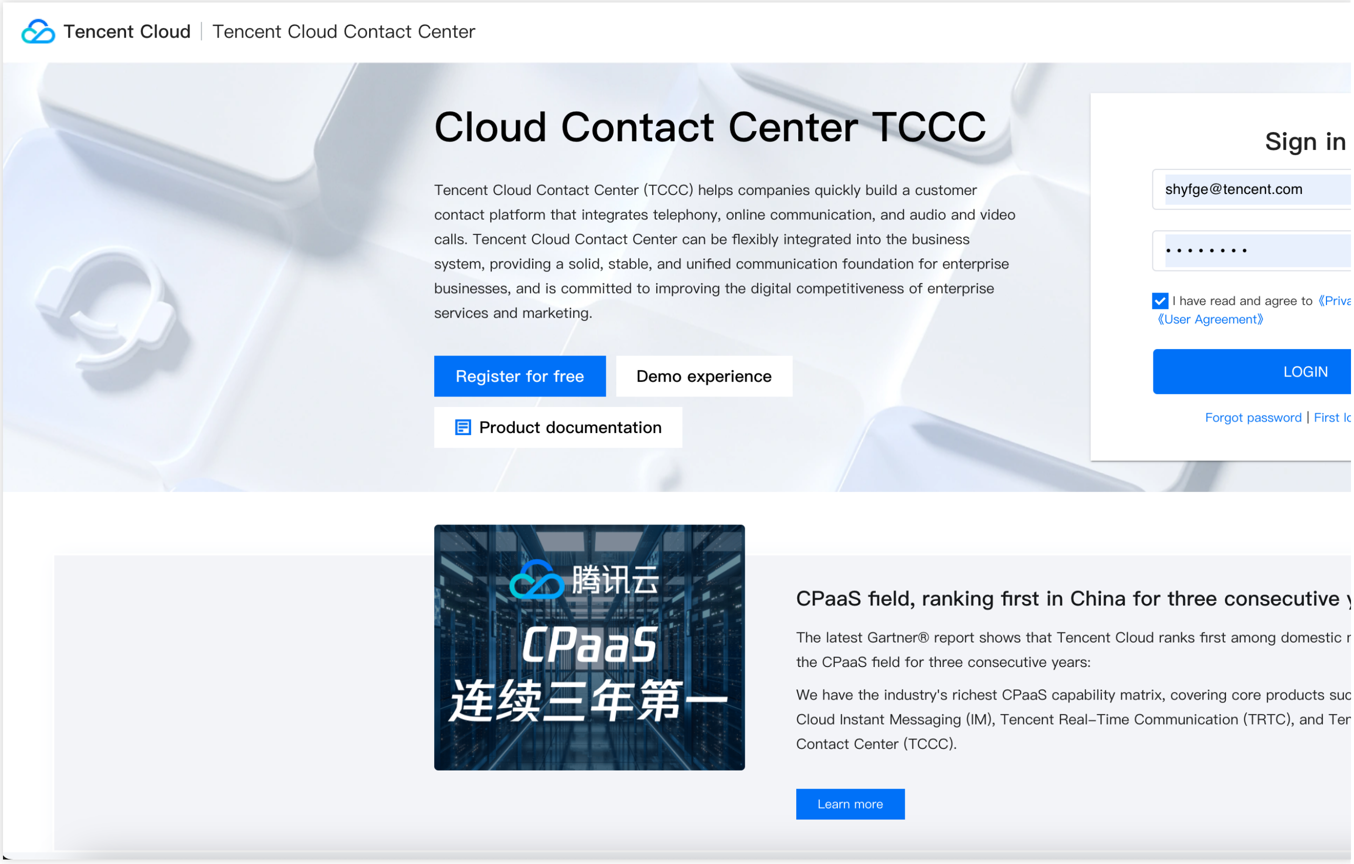
Prerequisites

Ensure the following actions have been completed:

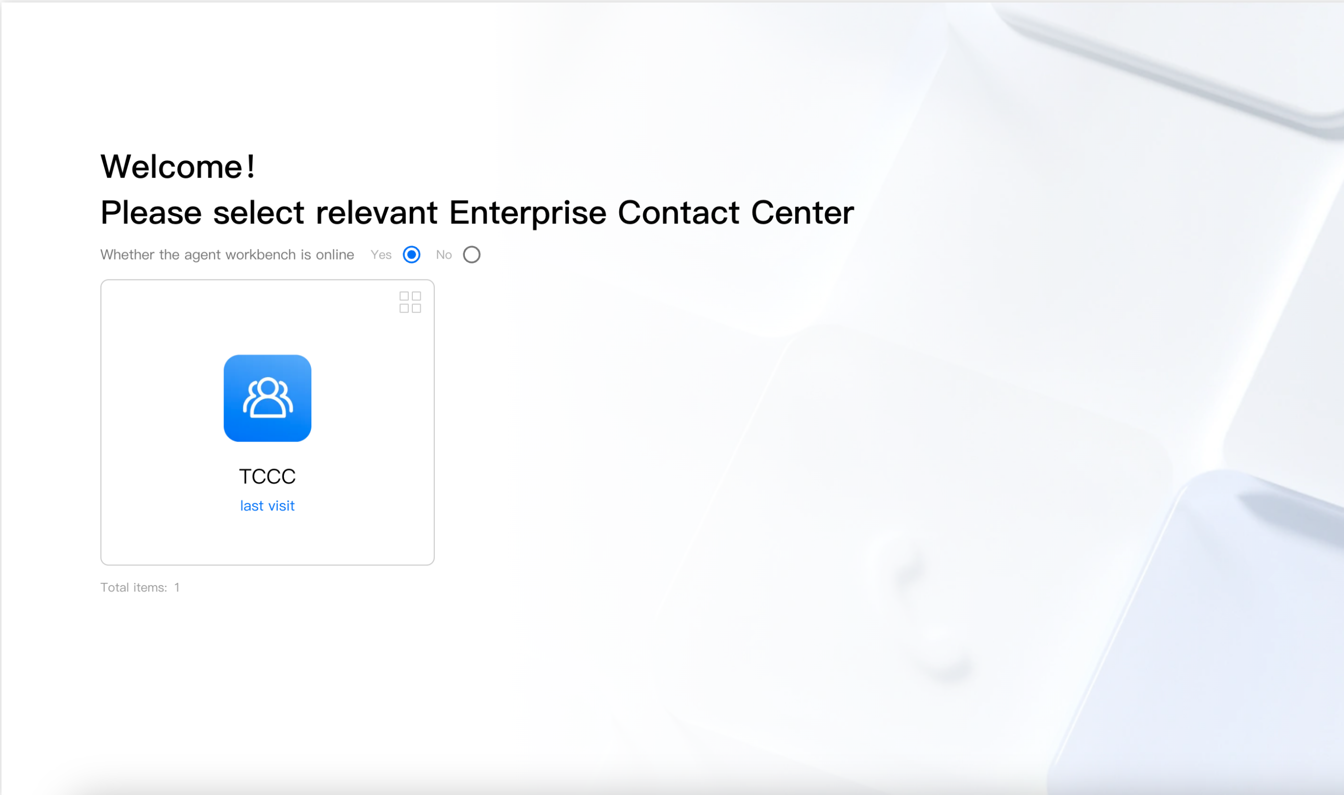
1. Refer to the Quick Start Guide to enable and configure the online customer service
2. Admins refer to Customer Service Management to add the customer service account

Log in to the agent workstation

1. Step one: Open Customer Service Workstation and enter the corresponding account password (refer to Login and Online).

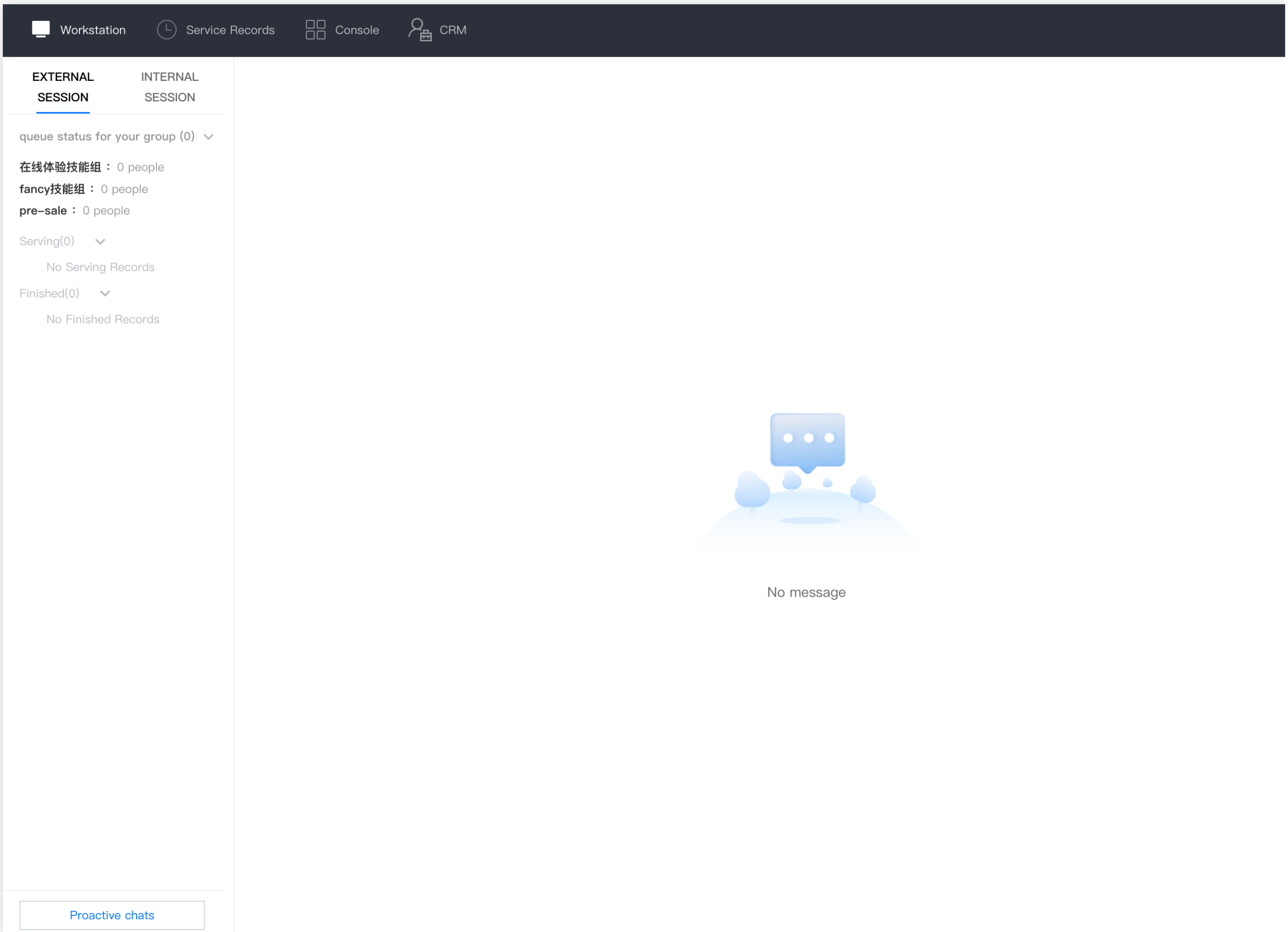


2. Step two: Enter the application selection page, click the corresponding application to enter the workstation.

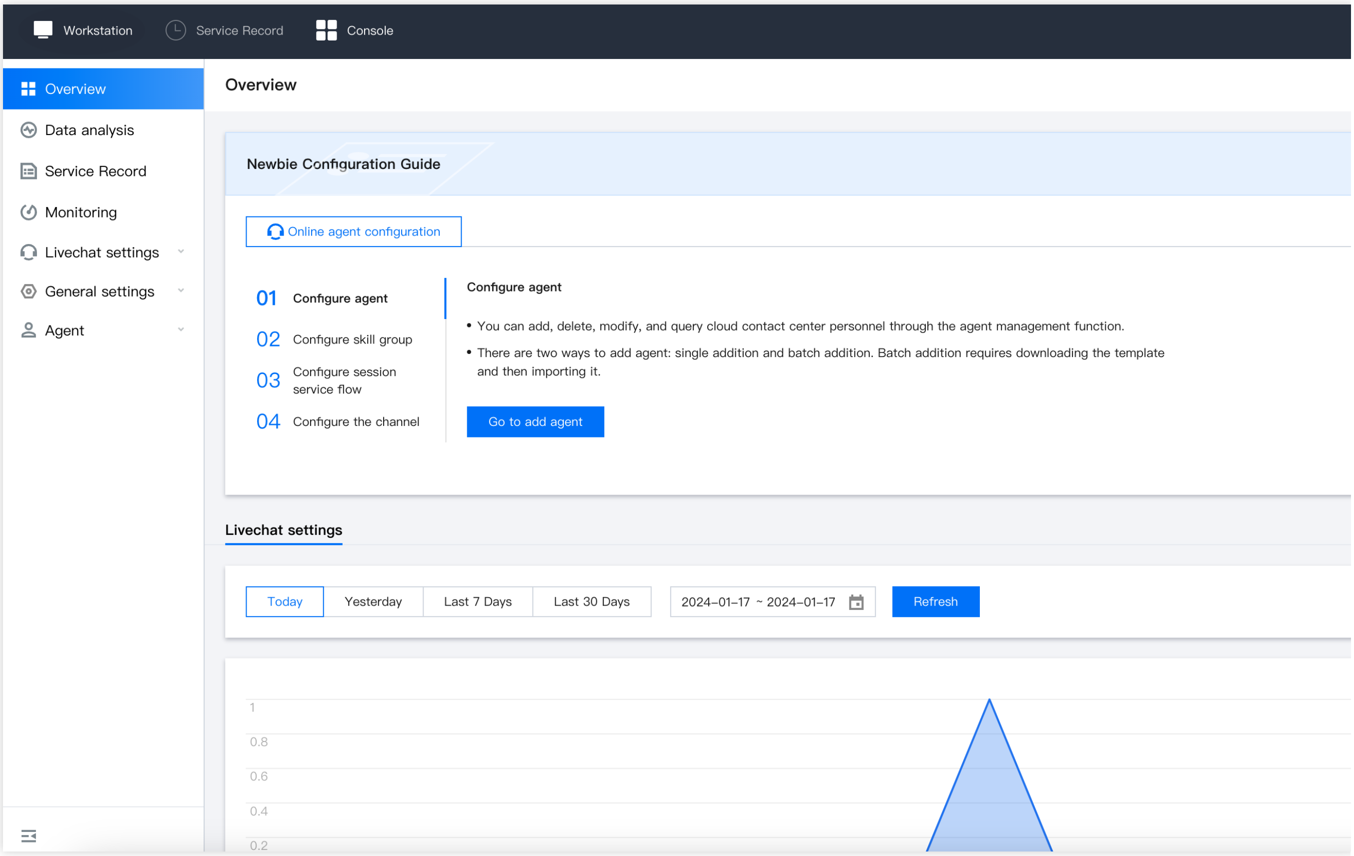


3. For subsequent steps, you can refer to the Agent Operation Manual, Administrator Operation Manual.

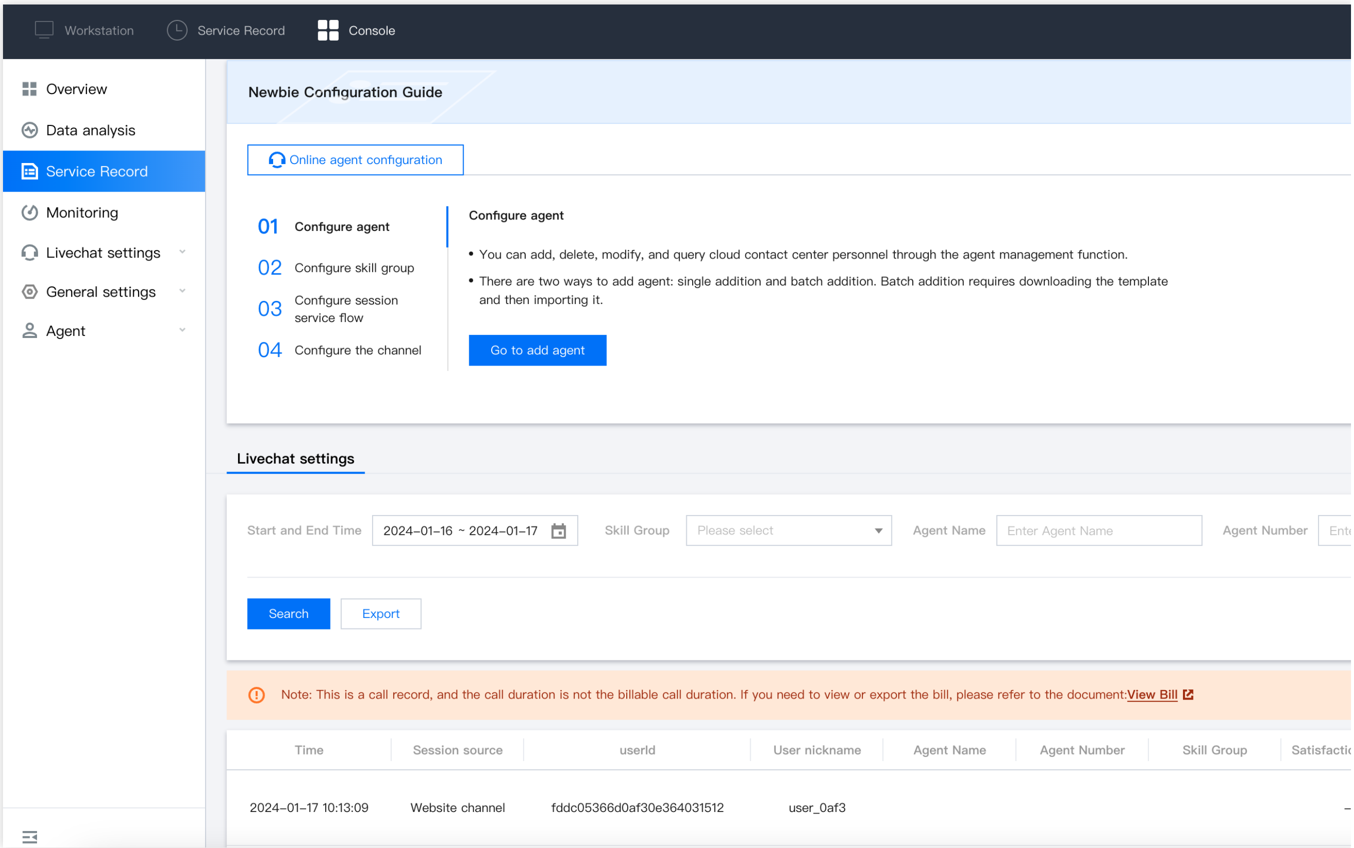
Agent workspace showcase



Workspace Management



Service Record



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Solution Two: SDK Integration

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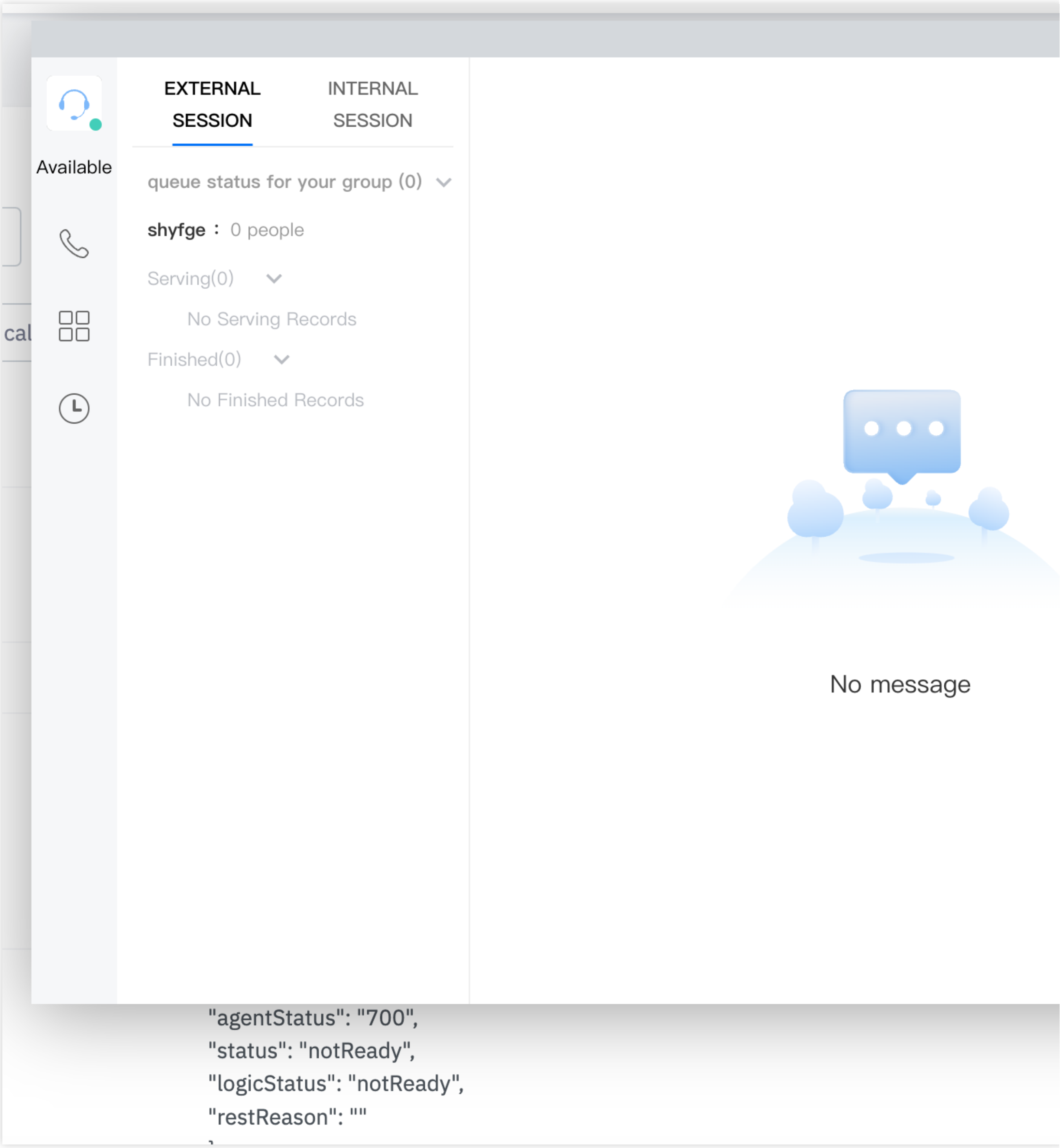
The integration results



Software requirements

Workstation requires Microsoft Edge or Google Chrome browser (Version 70 or above), download links are as follows:

Microsoft Edge

Google Chrome

Integration steps

You can follow the steps below for integration:

1. Please refer to Getting Started to activate and configure customer service.
2. You can either run the Demo, or initialize it by yourself.

Execute the Demo

We offer Demos under different frameworks, which can be quickly executed after download:

Vue Demo

React Demo

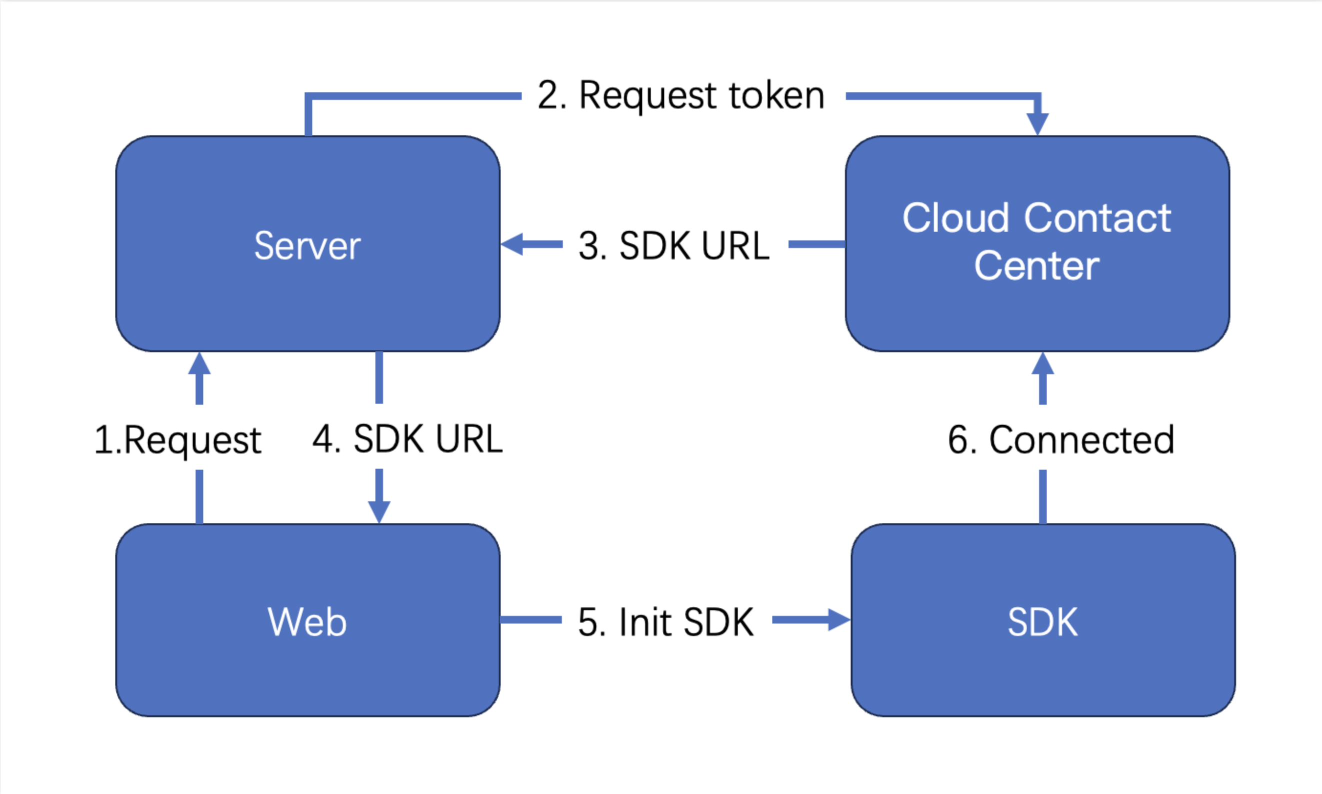
Following the download, proceed as guided by the `README.md` document for execution. You can also continue integrating this into your own project by following the subsequent documentation.

Initialize the SDK

Principles

The Customer Service Desk provides a JavaScript SDK to developers. Developers can integrate the SDK into their webpage by including it as a script, thus completing the initialization of the SDK. The schematic diagram of the SDK integration is as follows:

("Tencent Cloud Contact Center" refers to the Customer Service Desk)

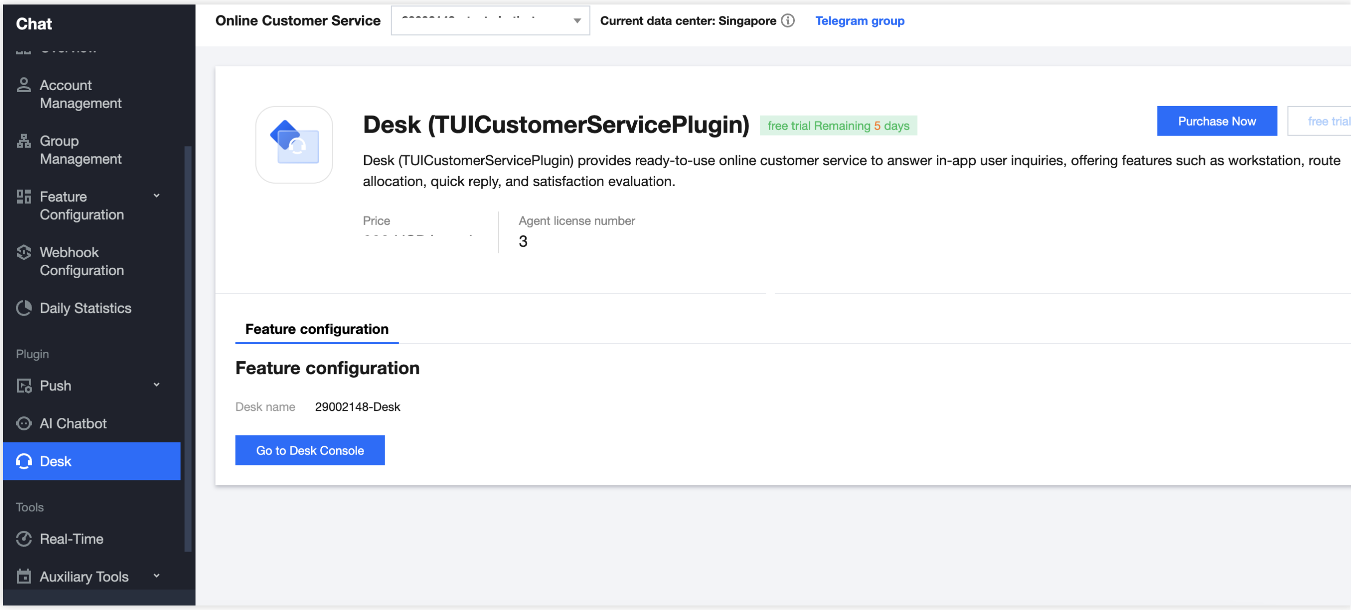


Key Concepts

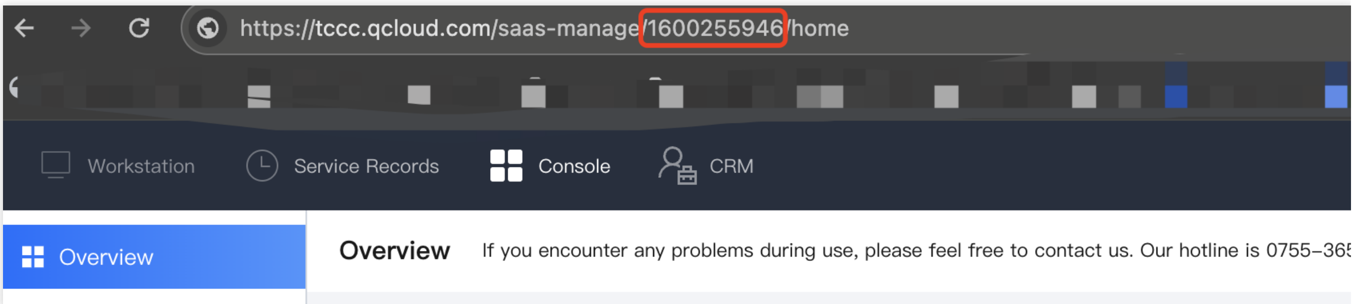
SdkAppId: The appid of the Customer Service Desk you activated, known as SdkAppId, typically begins with 160.
UserID : The accounts of agents or administrators in Tencent Cloud Contact Center are typically in email format. Administrators can refer to Manager Service for adding customer service accounts.
SecretId and SecretKey: Developers need to create SecretId and SecretKey through the Tencent Cloud Console to call cloud APIs.
SDKURL: The JS URL when initializing the Web SDK, created through cloud API. This URL has an effective duration of 10 minutes, so be sure to use it only once. Request its creation when you need to initialize the SDK. Once the SDK is successfully initialized, there is no need to recreate it.
SessionId: A unique ID, SessionId, is used to identify users during usage. Through the SessionId, developers can associate recordings, service records, and event notifications, among other things.

Step 1: Obtain necessary parameters

1. To obtain the SecretId and SecretKey of your Tencent Cloud account, please refer to the GetKey.
2. To obtain the sdkappid of the customer service desk, go to the 'Function Configuration' page of the customer service desk page and click on 'Go to the Customer Service Plugin Management Console'



3. On the redirected page URL, you can find a number starting with '160,' and that number is the sdkappid for the customer service desk.



Step 2: Obtain SDK URL

Note: This step needs to be implemented through backend development.

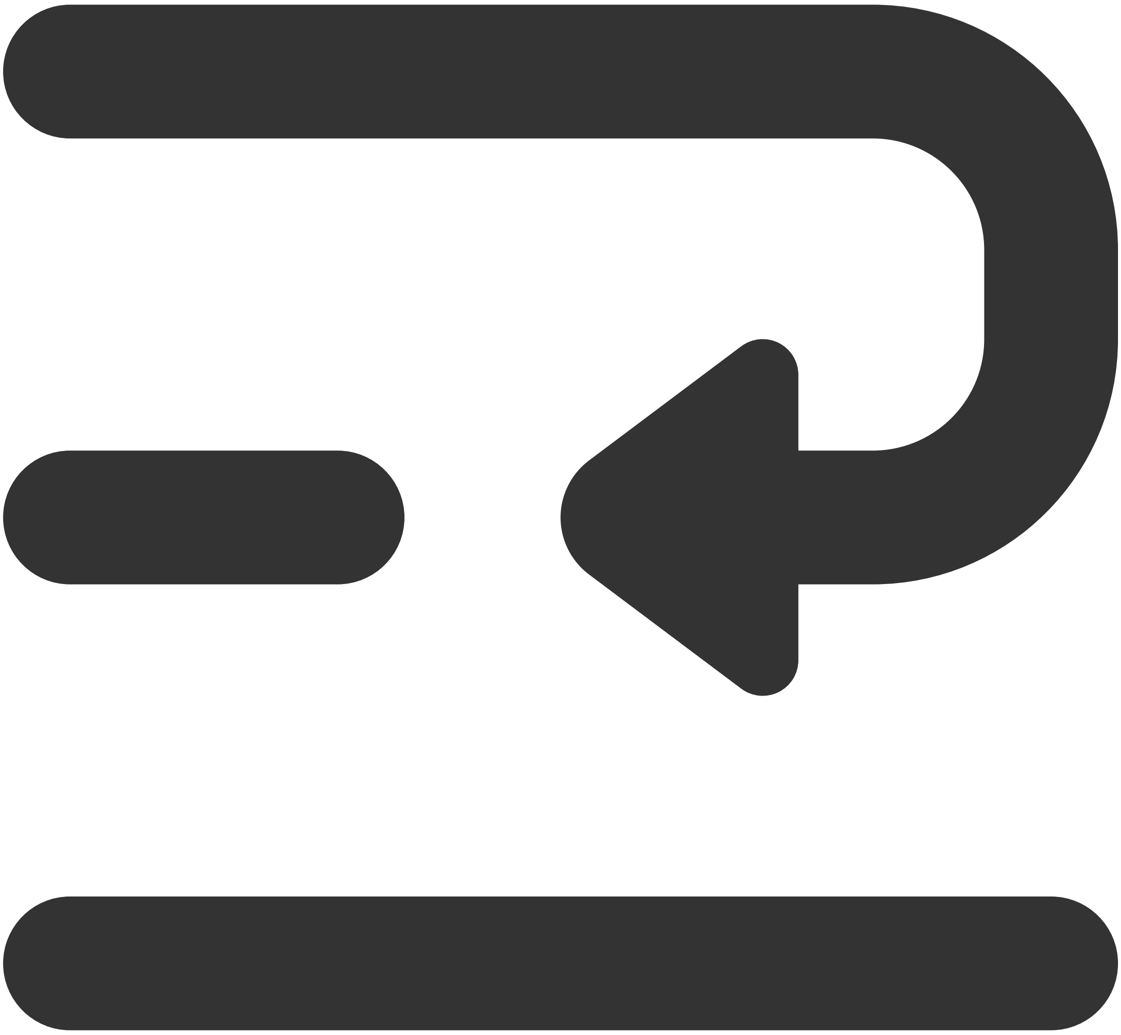
1. Import the Tencent Cloud SDK. To see the specific way to import the Tencent Cloud SDK, please visit the Tencent Cloud SDK Center and select the programming language you need.

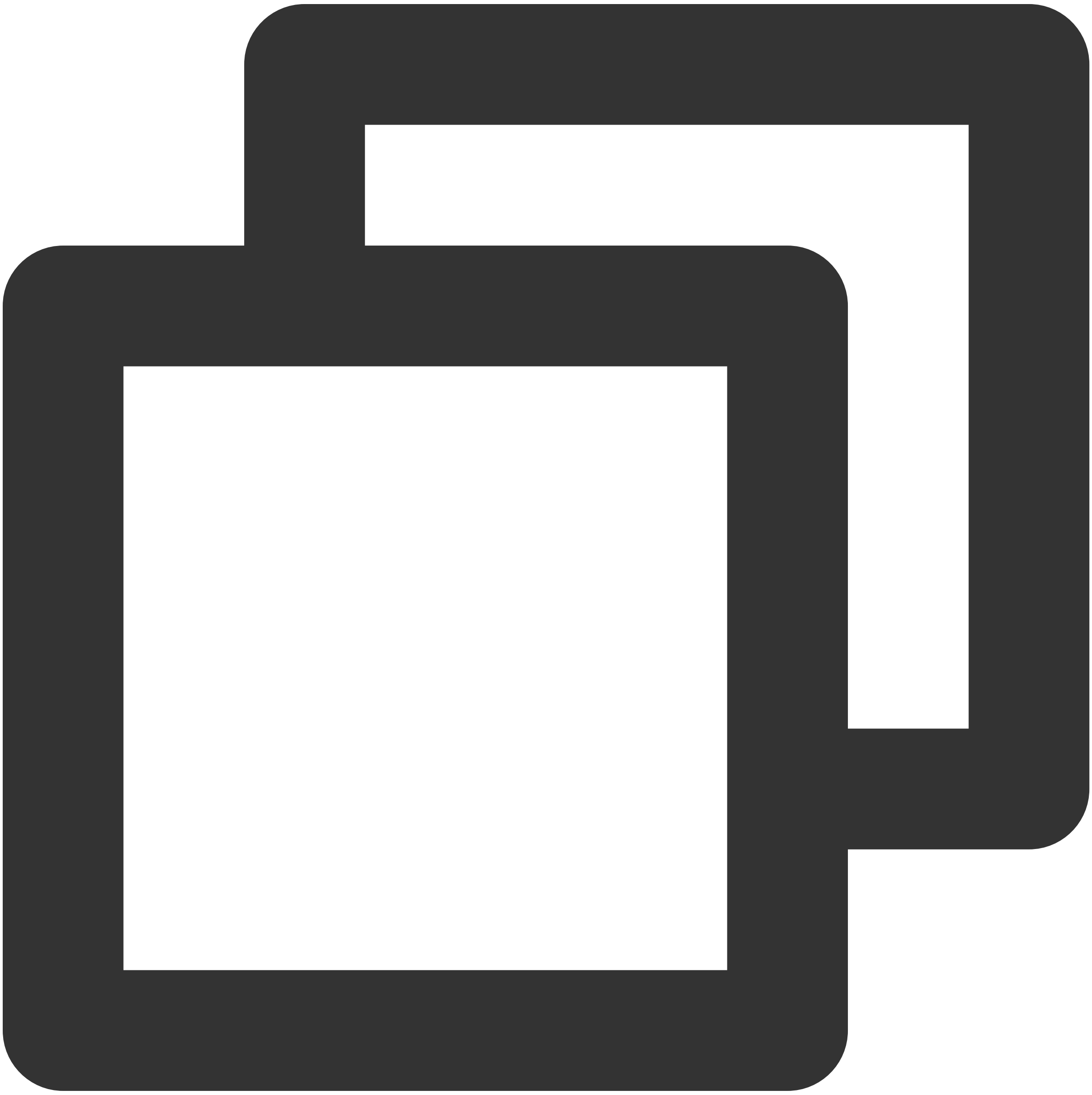
2. Calling an API: CreateSDKLoginToken .

3. Return the acquired SdkURL to the front-end.

The interface name `/loginTCCC` will be used in the following text to explain the developed interface in this step.

The code below is an example for Node.js. Please refer to CreateSDKLoginToken for example codes in other languages.





```
// A version of `tencentcloud-sdk-nodejs` that is 4.0.3 or higher.
const tencentcloud = require('tencentcloud-sdk-nodejs');
const express = require('express');
const app = express();
const CccClient = tencentcloud.ccc.v20200210.Client;

app.use('/loginTCCC', (req, res) => {
    const clientConfig = {
    // Secret retrieval address: https://console.tencentcloud.tencent.com/cam/capi
    credential: {
      secretId: 'SecretId',
```

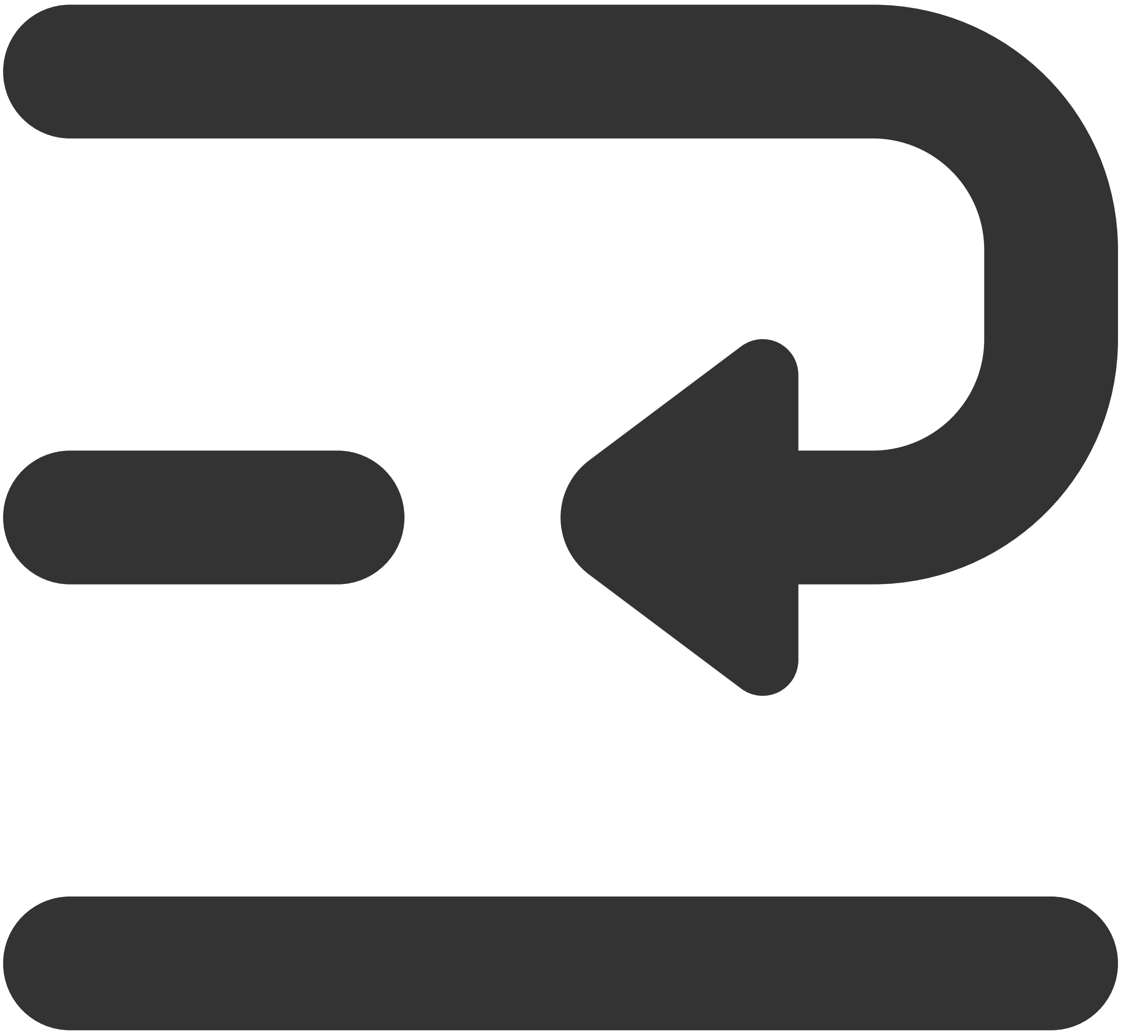


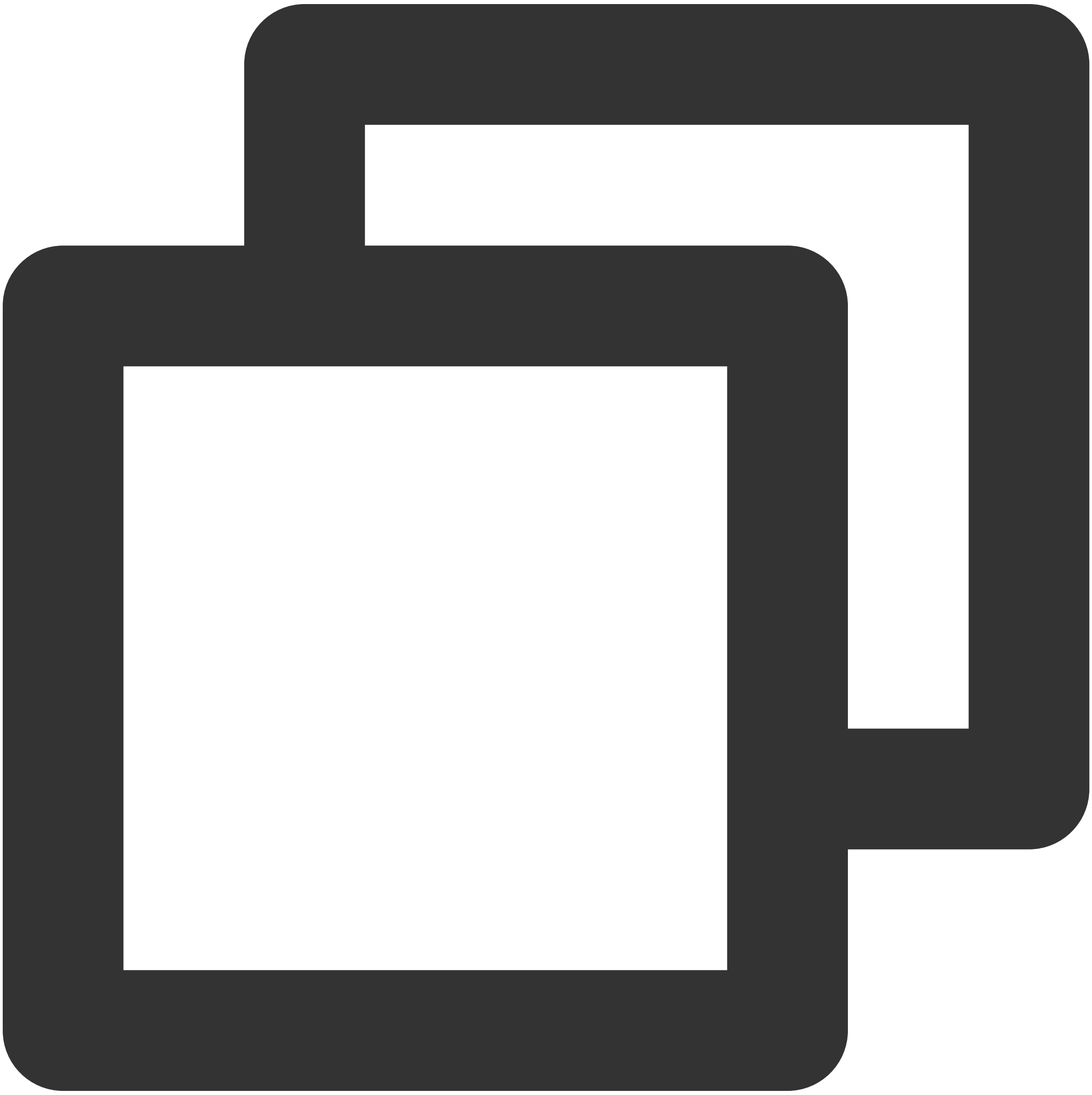
```
        secretKey: 'SecretKey'
      },
      region: 'sg',
      profile: {
        httpProfile: {
          endpoint: 'ccc.tencentcloudapi.com'
        }
      }
    };
    const client = new CccClient(clientConfig);
    const params = {
      SdkAppId: 1600000000,  // Please replace with your own SdkAppId
      SeatUserId: 'xxx@qq.com'  // Replace with the agent account
    };
    client.CreateSDKLoginToken(params).then(
      (data) => {
        res.send({
          SdkURL: data.SdkURL
        })
      },
      (err) => {
          console.error('error', err);
          res.status(500);
        }
      );
})
```

Step 3: Request to get the SDK URL on the Web frontend and complete the initialization

Note: This step requires front-end developers to integrate.

1. Send a request to the `/loginTCCC` interface, which was achieved in the second step, to obtain the SdkURL.
2. Insert the SdkURL into the page using the script tag.
3. Once the page receives the event "tccc.events.ready" successfully, you can proceed to execute your business logic.





```
function injectTcccWebSDK(SdkURL) {
    if (window.tccc) {
      console.warn('SDK has already been initialized. Please confirm if it is being
      return;
    }
    return new Promise((resolve, reject) => {
      const script = document.createElement('script');
      script.setAttribute('crossorigin', 'anonymous');
      // The DomId that needs to be rendered
      // To ensure a complete workspace UI, the rendering Dom has a minimum height
      // script.dataset.renderDomId = "renderDom";
```

```
        script.src = SdkURL;
        document.body.appendChild(script);
        script.addEventListener('load', () => {
          // JS SDK file is loaded successfully. You can now use the global variable
          window.tccc.on(window.tccc.events.ready, () => {
            /**
            * Once the TCCC SDK is successfully initialized, you can start using func
            * Caution: Ensure that the SDK is initialized only once
            * */
            resolve('Successfully initialized')
          });
          window.tccc.on(window.tccc.events.tokenExpired, ({message}) => {
            console.error('Initialization failed', message)
            reject(message)
          })
        })
      })
  }

  // Request the interface implement in the second step /loginTCCC
  // Caution: The following is merely code illustration, not advisable to execute dir
  fetch('/loginTCCC')
    .then(res => res.json())
    .then((res) => {
      const SdkURL = res.SdkURL; // Ensure SdkURL is always returned through request,
      return injectTcccWebSdk(SdkURL);
    })
    .catch((error) => {
      // Initialization failed
      console.error(error);
    })
```

Exchange and Feedback

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Agent SDK API

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Caution

TCCC is a global variable that can be accessed directly after loading the SDK.

General structure

AgentStatus

Seat Status.

Field	Description
free	Available
busy	Busy
arrange	Organizing information
notReady	Not ready yet
rest	Short break

CommonSDKResponse

Parameter		Type	Required	Remarks
options	status	'success' |'error'	Yes	SDK API call result: Successful: returns 'success' Failure: returns 'error'
	errorMsg	string	No	Error information, returns when the status is error

Chat (Apis related to customer service)

Access the Conversation

tccc.Chat.accept(options): Promise<CommonSDKResponse>

Parameter	Type	Required	Remarks

options	sessionId	String	Yes	Conversation ID

End the session

tccc.Chat.end(options): Promise<CommonSDKResponse>

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID

Transfer session

tccc.Chat.transfer(): Promise<CommonSDKResponse>

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID
	skillGroupId	String	No	Transferred skill group
	userId	String	No	Transferred agent

Agent (Apis related to agent status)

Launch

tccc.Agent.online(): void

Decommission

tccc.Agent.offline(): void

Set agent status

tccc.Agent.setStatus(optoins): Promise<CommonSDKResponse>

Parameter		Type	Required	Remarks
options	status	String	Yes	Agent status, valid values: free rest Arrange NotReady StopNotReady

	restReason	String	No	Short break reason

Obtaining Agent Status

tccc.Agent.getStatus():AgentStatus

Devices (Device-related API Functions)

Detect Whether the Current Browser is Supported

tccc.Devices.isBrowserSupported(): boolean

Note

TCCC Web SDK supports browsers Chrome 56 or above, or Edge 80 or above.

Get the microphone device list

tccc.Devices.getMicrophones(): Promise<MediaDeviceInfo []>

Get the speaker device list

tccc.Devices.getSpeakers(): Promise<MediaDeviceInfo []>

UI (Apis related to UI)

Hide all UI of SDK

tccc.UI.hide(): void

Display all UI of SDK

tccc.UI.show(): void

Display Floating Button

tccc.UI.showfloatButton(): void

Hide Floating Button

tccc.UI.hidefloatButton(): void

Show Workbench

tccc.UI.showWorkbench(): void

Hide Workbench

tccc.UI.hideWorkbench(): void

Events

Listening for events

tccc.on(event, callback)

Canceling Event Listening

tccc.off(event, callback)

SDK Initialization Completed

tccc.events.ready

Triggered When SDK Initialization is Complete, APIs Can Now Be Safely Invoked.

Incoming Session

tccc.events.callIn

Types of call-in conversations include:
phone: Telephonic conversation
im: Online conversation
voip: Audio conversation
video: Video conversation
Internal: Internal Conversation

Online Conversation Incoming

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID
	type	'phone'	Yes	Conversation Type
	timeout	Number	Yes	Session access timeout duration, 0 represents no timeout
	nickname	String	Yes	User's nickname

	avatar	String	No	User profile photo
	remark	String	No	Remarks
	peerSource	String	No	Channel Source
	channelName	String	No	Custom Parameters
	clientData	String	No	User-Defined Parameters

Agent Accesses Session

tccc.events.userAccessed

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID

Session Timeout Transfer Event

tccc.events.autoTransfer

Parameter		Type	required	Remarks
options	sessionId	String	Yes	Conversation ID

Conversation End Event

tccc.events.sessionEnded

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID
	closeBy	String	Yes	Indication of end party: client: User end seat: Agent end admin: System end timer: Timer end
	mainReason	String	No	This field only exists in phone calls and when the hang-up party is 'admin' indicating the reason for the hang-up.
	subReason	String	No	This field only exists in phone calls and when the hang-up party is 'admin' indicating the detailed

				reason for the hang-up.

Session Transfer Event

tccc.events.transfer

Parameter		Type	Required	Remarks
options	sessionId	String	Yes	Conversation ID

Agent Status Change Event

tccc.events.statusChanged

Parameter		Type	Required	Remarks
options	status	AgentStatus	No	For detailed explanation, please refer to agent status

Agent End SDK FAQs

Last updated：2024-02-06 09:19:52

What frameworks does TCCC Web SDK support?

TCCC Web SDK is implemented in pure JavaScript and supports running in environments such as Vue, React, uni-app, PHP, JSP, etc.

What is UserId when initializing the SDK?

UserId refers to the login account of the Console in the customer service desk, usually in email format. You can add account in the Console.

How to switch accounts in SDK?

By initializing the SDK with different UserId, the account will be switched automatically.

Why is it necessary to deploy the page using HTTPS when using the SDK?

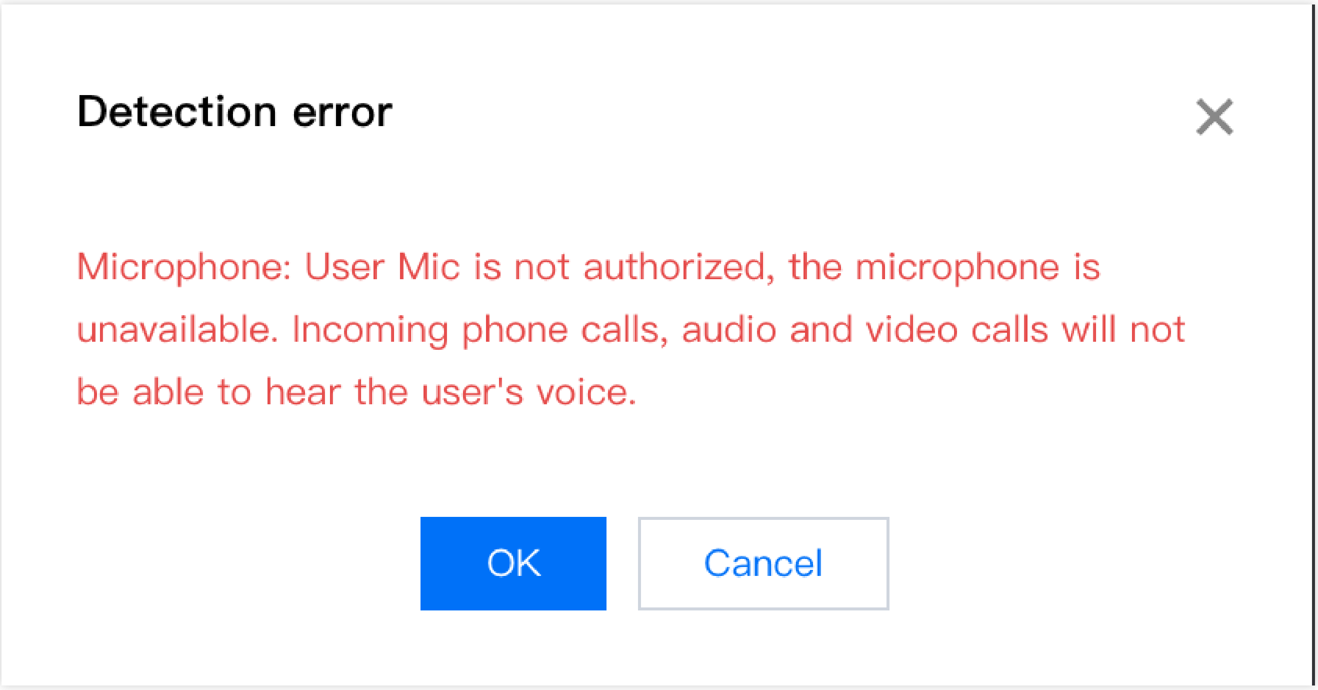
Due to browser restrictions, microphone permissions can only be obtained under HTTPS.

Does the Token need to be renewed? What happens when it expires?

Once the SDK is initialized, there is no need to renew the Token. Please ensure that the SDK is initialized with a Token that is within its valid period.

Device error occurred after login.

1. Verify if the website URL uses HTTPS.
2. Please check if microphone permission is granted.
3. Use a testing website.
4. Developers can provide custom prompts based on the SDK's provided APIs: isBrowserSupported and isEnvSupported..


Detection error
Microphone: User Mic is not authorized, the microphone is unavailable. Incoming phone calls, audio and video calls will not be able to hear the user's voice.
OK
Cancel

Integrating User End (No UI)

Last updated：2024-02-06 09:28:48

Prerequisites

1. Understand the relevant terminology and configuration of customer service desk and have completed the following steps: adding agent, configuring skill groups, creating conversation service flows. For more information, please refer to Quick Start.
2. Integrate IM SDK and successfully implement features such as login and sending one-to-one chat messages. For details, please refer to Integration Solution (UI Included) (Recommended).

Process

The process description will elucidate the progression from accessing a IM agent virtual number to the completion of a session service flow.

Step 1: Create a IM agent virtual number and incorporate the virtual number session into the user-side conversation list

Kindly follow along with the management side configuration to create a IM agent virtual number, bind a session service flow, and add the IM agent virtual number to the conversation list.

Step 2: Trigger the session flow

When entering the customer service virtual number session from the user side, please send a session service flow triggering message to this IM agent virtual number. It will automatically prompt the session service flow and receive the session evaluation settings message.

Step 3: Execute the conversation service flow

Online customer service uses different custom messages to complete various session service flow interactions. ach custom message corresponds to an event or a type of message. For example, users send custom messages to complete session start and submit customer service evaluations in the session flow, and the IM backend sends branch messages to users.
The IM backend will send various types of messages or transfer to agent according to the session service flow you have configured until this session process is over.

Step 4: The conversation flow ends

When the session flow ends, a session end flag will be sended by IM backend, indicating the end of this session. The format of different custom messages can be seen in the documentation below, and you can develop independently based on the fields of custom messages.

Custom Message Format

TThe data field of the custom message described in this article is the serialized value of the JSON structure. The methods for obtaining the data field of custom messages on different platforms can be found in their respective platform documentation (Android & iOS / Web / Flutter / Unity / React Native).
The custom message of online customer service is distinguished by the value of the 'src' field in the JSON structure. The following shows the description and examples of custom message fields：

Field name	Field Type	Field Description
customerServicePlugin	Number	Customer service custom message flag, '0' represents that this message is an online customer service custom message.
src	String	Online customer service custom message type. For example, "15" represents that this message is branch message
content or menuContent	Any	The content of customer service custom messages varies according to message type

Example:


```
{
        "customerServicePlugin": 0, // '0' represents that this message is an onlin
        "src": "15",// Custom message types, 15 refers to the branch message
        "content": {// Branch Message Content
                "header": "Please enter the feature you wish to connect",
                "items": [{
                        "content": "Artificial",
                        "desc": ""
                }, {
                        "content": "Form Option Branch",
                        "desc": ""
```



```
                  }, {
                          "content": "Form input",
                          "desc": ""
                  },  {
                          "content": "Return",
                          "desc": ""
                  }],
                  "tail": ""
          }
}
```

Trigger message (src = 7)

Message Description:

After entering the chat page, users can send the following custom messages with the following `data` field, to automatically trigger service flow.

After receiving this message, the backend will send a session evaluation setting message (src = 23) to determine whether the user side can actively send customer service evaluations.

We recommend sending this custom message proactively when entering the conversation page.

Please Note:

When sending this message you need to set the parameter onlineUserOnly to true.

Message Style:

This message is a flag message and does not need to be rendered in the message list.

Structure of custom data fields:

```
{
    "customerServicePlugin": 0,
    "src": "7"
}
```

Satisfaction message (src = 9)

Message Description:

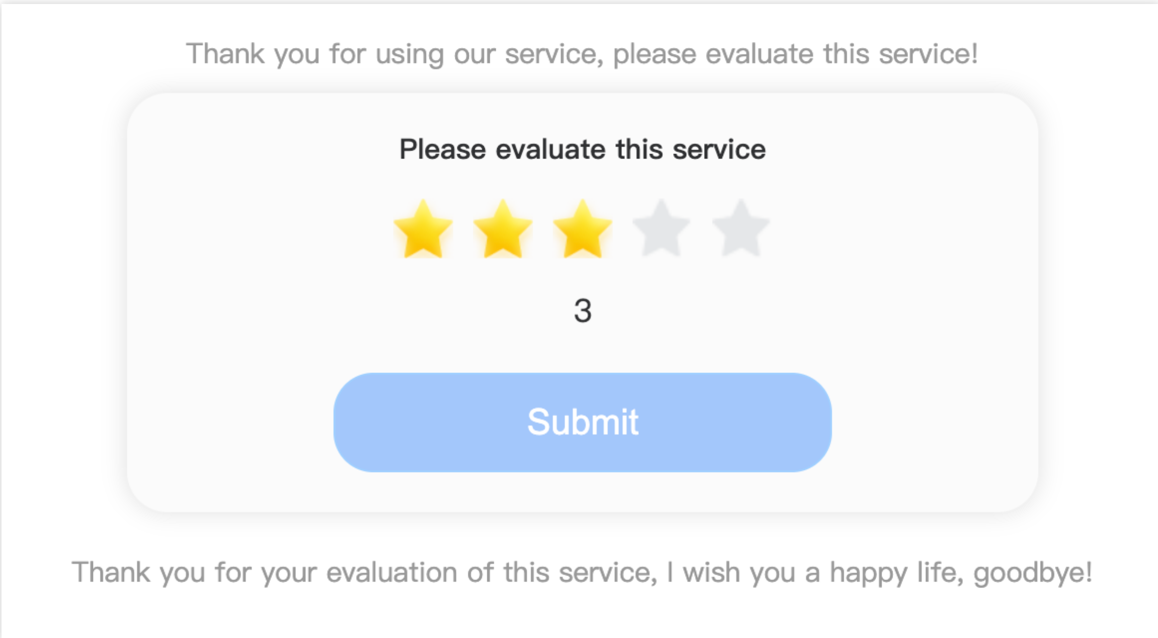
Satisfaction evaluation is generally used to collect user satisfaction evaluation information after the conversation. The settings and detailed explanations of satisfaction evaluation can be found in the Satisfaction Evaluation documentation.

After user evaluation, the `selected` field corresponds to the chosen option of the user.

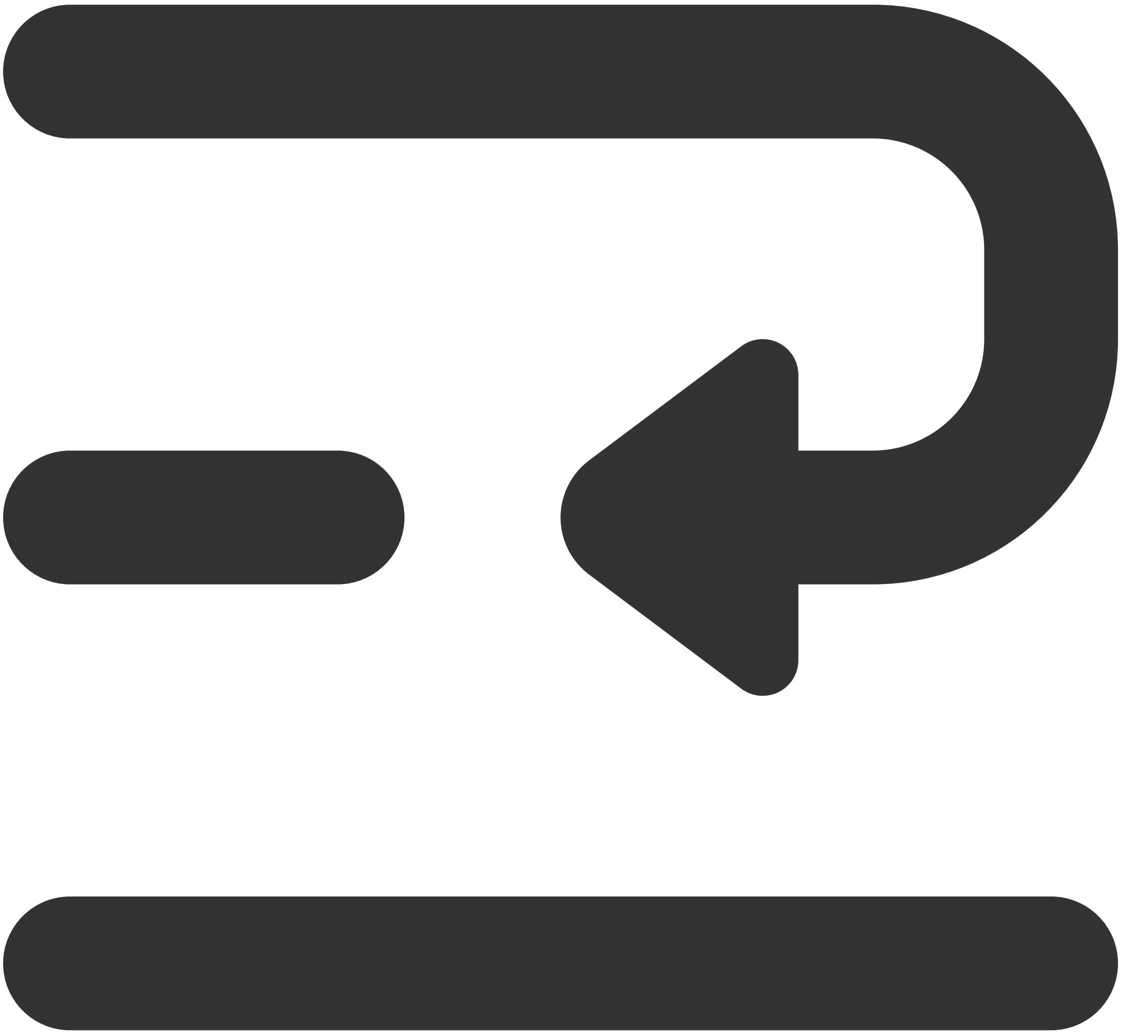
Please Note:

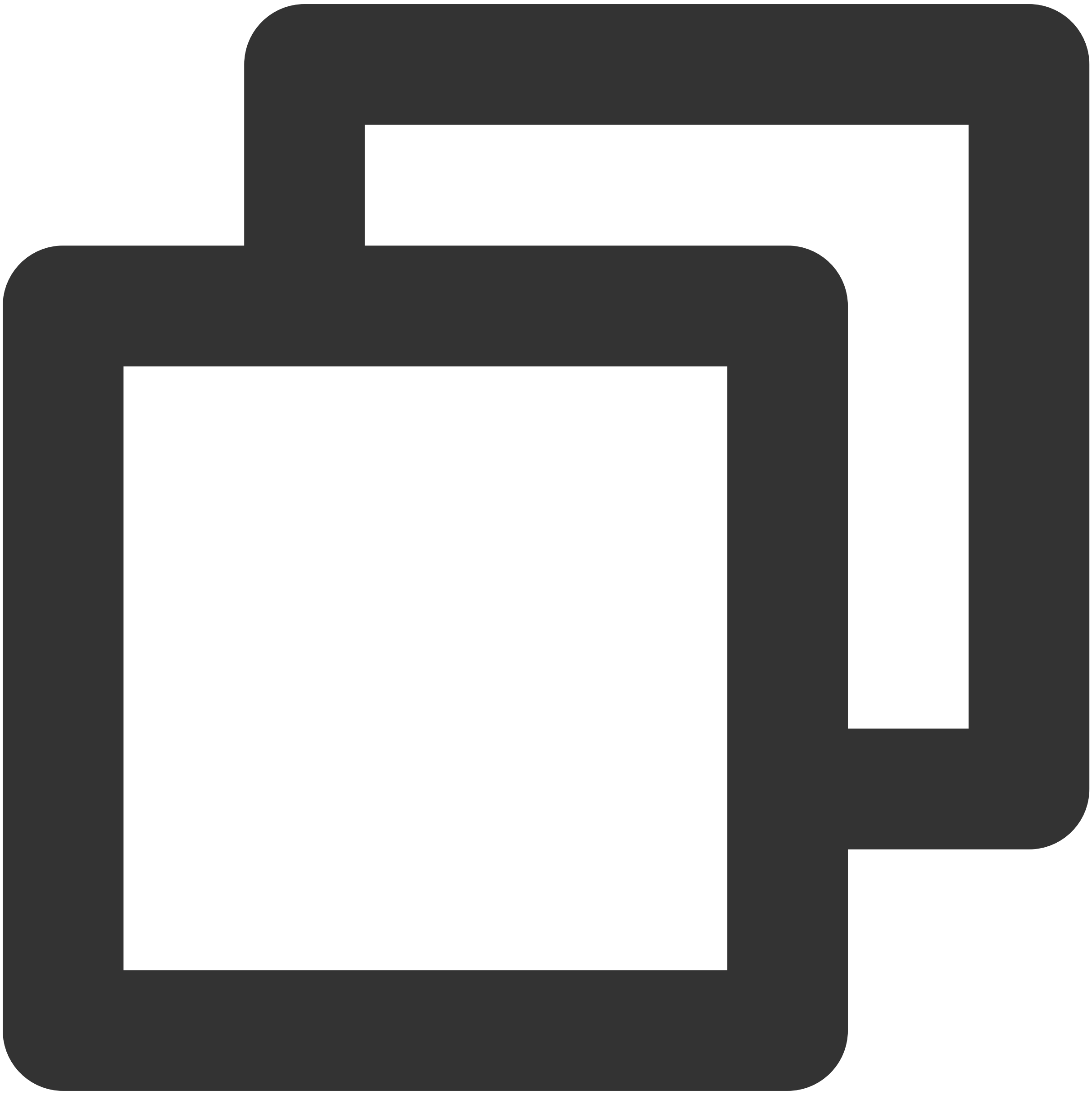
Please make sure that the selected field is not empty, otherwise the submitted record is invalid.

Message Showcase:



Structure of custom data fields:





```
{
        "customerServicePlugin": 0,
        "src": "9",
        "menuContent": {
                "head": "Thank you for utilizing our services, please evaluate this
                "tail": "Thank you for providing evaluation for this service, wishi
        // Evaluation structure. Content is the description of this document
        "menu": [
              { "id": "101", "content": "Extremely dissatisfied" },
              { "id": "102", "content": "Dissatisfied" },
              { "id": "103", "content": "General" },
```



```
                { "id": "104", "content": "Satisfied" },
                { "id": "105", "content": "Highly satisfied" },
            ],
                  "type": 2,// 1 represents star rating, 2 represents numeric rating
                  "sessionId": "7a67f6bb-8fac-41e5-8bab-78c0259ae5a9",// Identifier i
                  "effectiveHour": 12, // Evaluation message effective hours
                  "expireTime": 1691074320 // Evaluation message expiration time
          "selected": {id: '105', content: 'Very satisfied'} // If the evaluation has
          },
  }
```

Satisfaction selection message (src = 10)

Message Description:

After receiving the evaluation message, the user can send a custom message with the following data field to notify the backend of the user's evaluation results for this time.

After the backend receives the selection message, the selected field of the evaluation message (src = 9) will be filled with the data of this selection.

Please Note:

When sending this message you need to set the parameter onlineUserOnly to true.

Message Showcase:

This message is a flag message and does not need to be rendered in the message list.

Structure of custom data fields:

```
}
```

```
{
        "customerServicePlugin": 0,
        "src": "10",
        "menuSelected": {
                'id': 'id',// ID of the selection
                "content": 'content',// Description of the selection
                "sessionId": 'sessionId'// The identifier ID of the satisfaction me
        }
}
```


Input Status (src = 12)

Message Description:

When the customer service agent is typing a message in the input box, a custom message with the following data field will be sent, indicating that the customer service agent is in the typing state. When receiving this message, you can display "typing" on the UI interface.

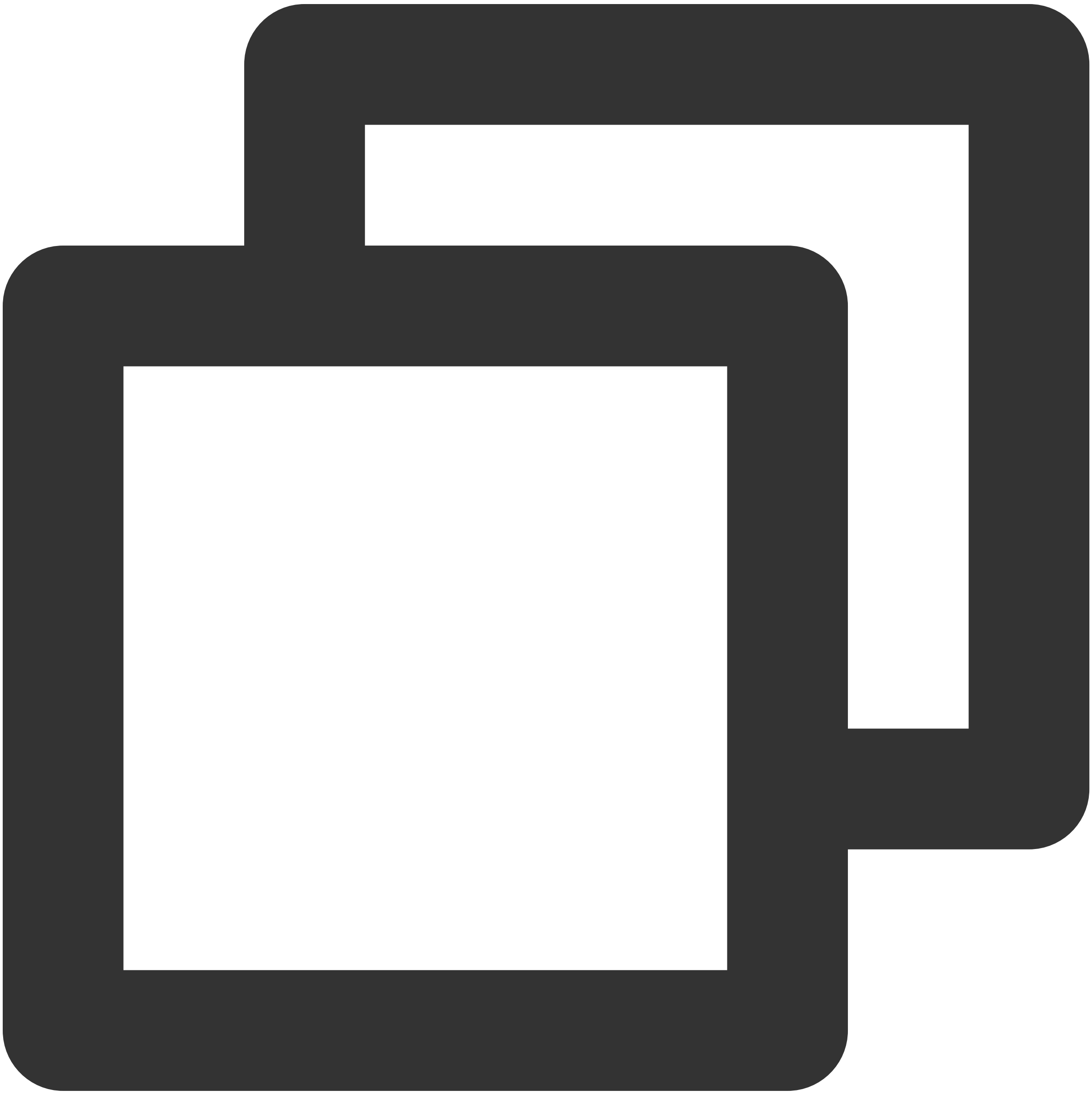
Please Note:

When sending this message you need to set the parameter onlineUserOnly to true.

Message Showcase:

This message is a flag message and does not need to be rendered in the message list.

Structure of custom data fields:




```
{
    "customerServicePlugin": 0,
    "src": "12"
}
```


Branch message (src = 15)

Message Description:

Branch messages are used to divert users' different service demands.

The setting and detailed explanation of branch messages can be seen in the Branch Message Document.

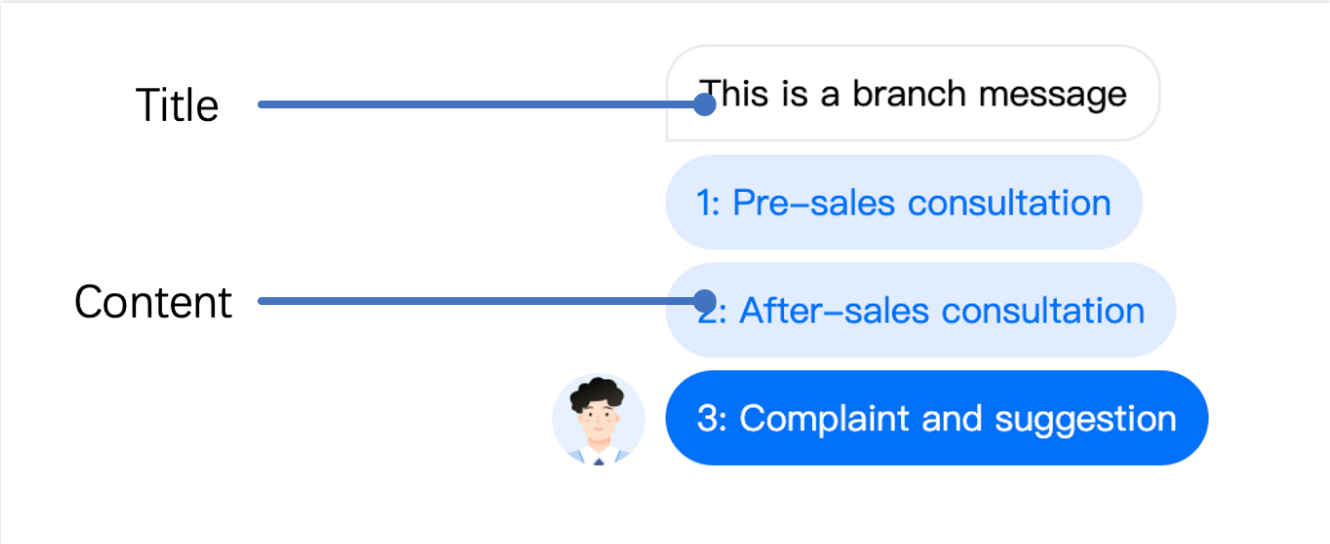
When a user selects a branch, the `selected` field indicates the user's chosen option.

Please Note:

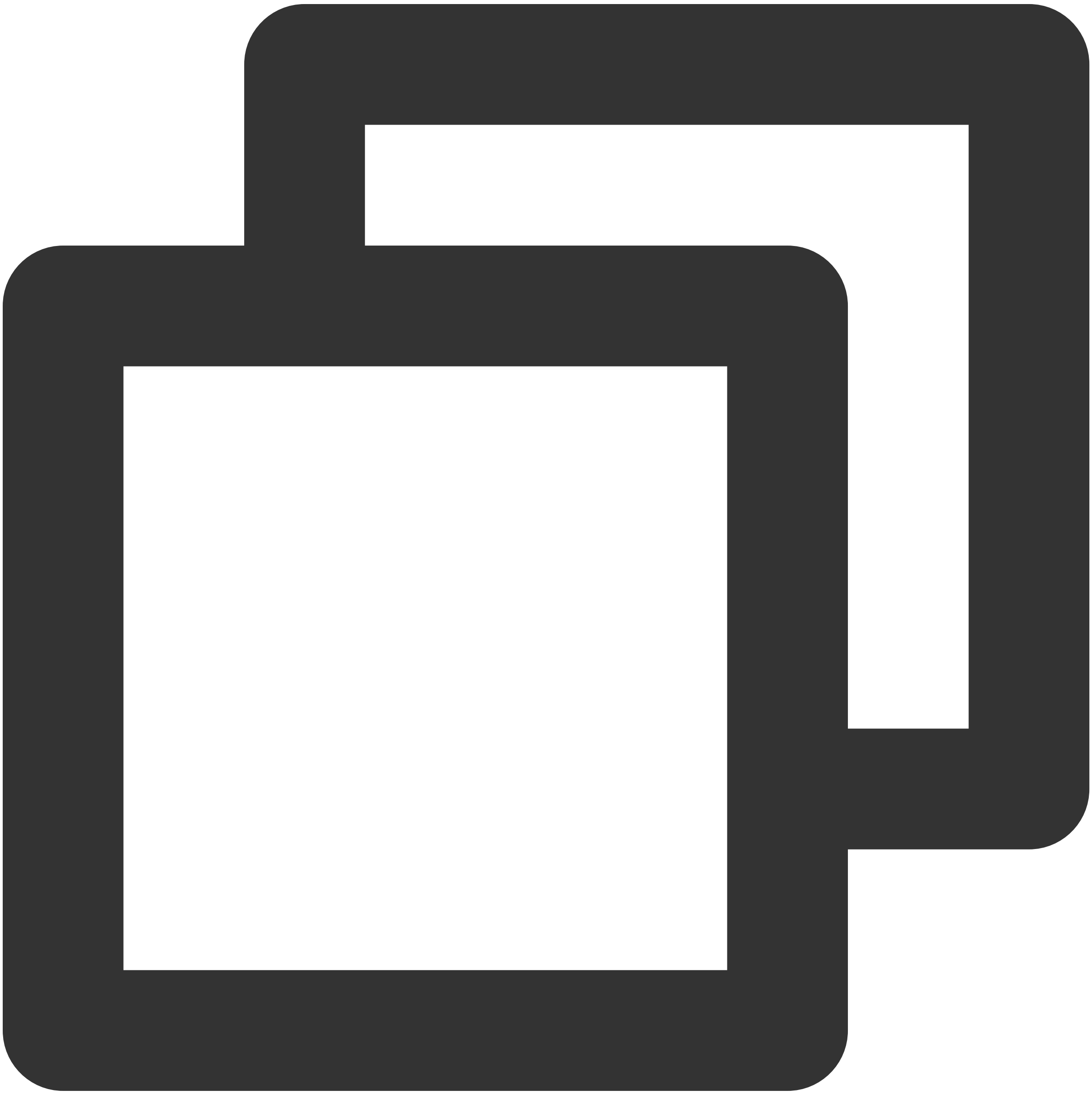
The trigger of the branch message is the user sending a text message.

The selection match of the branch message is a strong equal match of the text. The text in the text message sent by the user must be the same as the text of the branch to trigger this branch.

Message Showcase:



Structure of custom data fields:



```
{
        "customerServicePlugin": 0,
        "src": "15",// Custom message types, 15 refers to the branch message
    // Branch message content
        "content": {
        // Branch title
                "header": "Please enter the feature you wish to connect",
                "items": [{
                        "content": "Artificial",
                        "desc": ""
                }, {
```



```
                        "content": "Form Option Branch",
                        "desc": ""
                }, {
                        "content": "Form input",
                        "desc": ""
                },  {
                        "content": "Return",
                        "desc": ""
                }],
                "tail": "",
        // If a branch has already been selected, this would represent the selected
                "selected": {"content": "Artificial"}
        }
}
```

Conversation Ending Flag (src = 19)

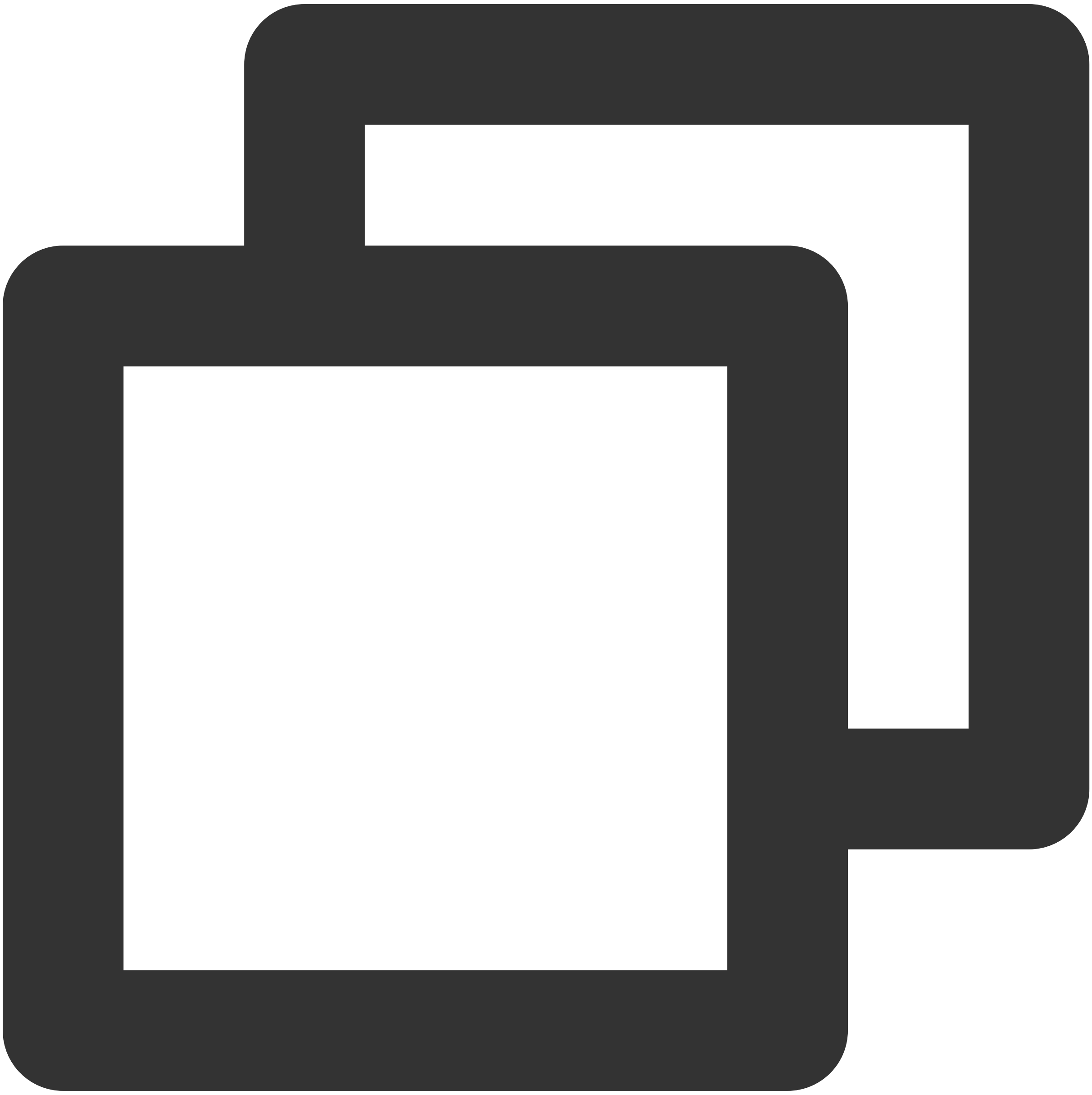
Message Description:

When the conversation flow ends normally, the backend will send a custom message with the following data field.

Message Showcase:

Should you require the display of conversation termination markers, you may render this message.

Structure of custom data fields:



```
{
    "customerServicePlugin": 0,
    "src": "19"
}
```

Timeout flag (src = 20)

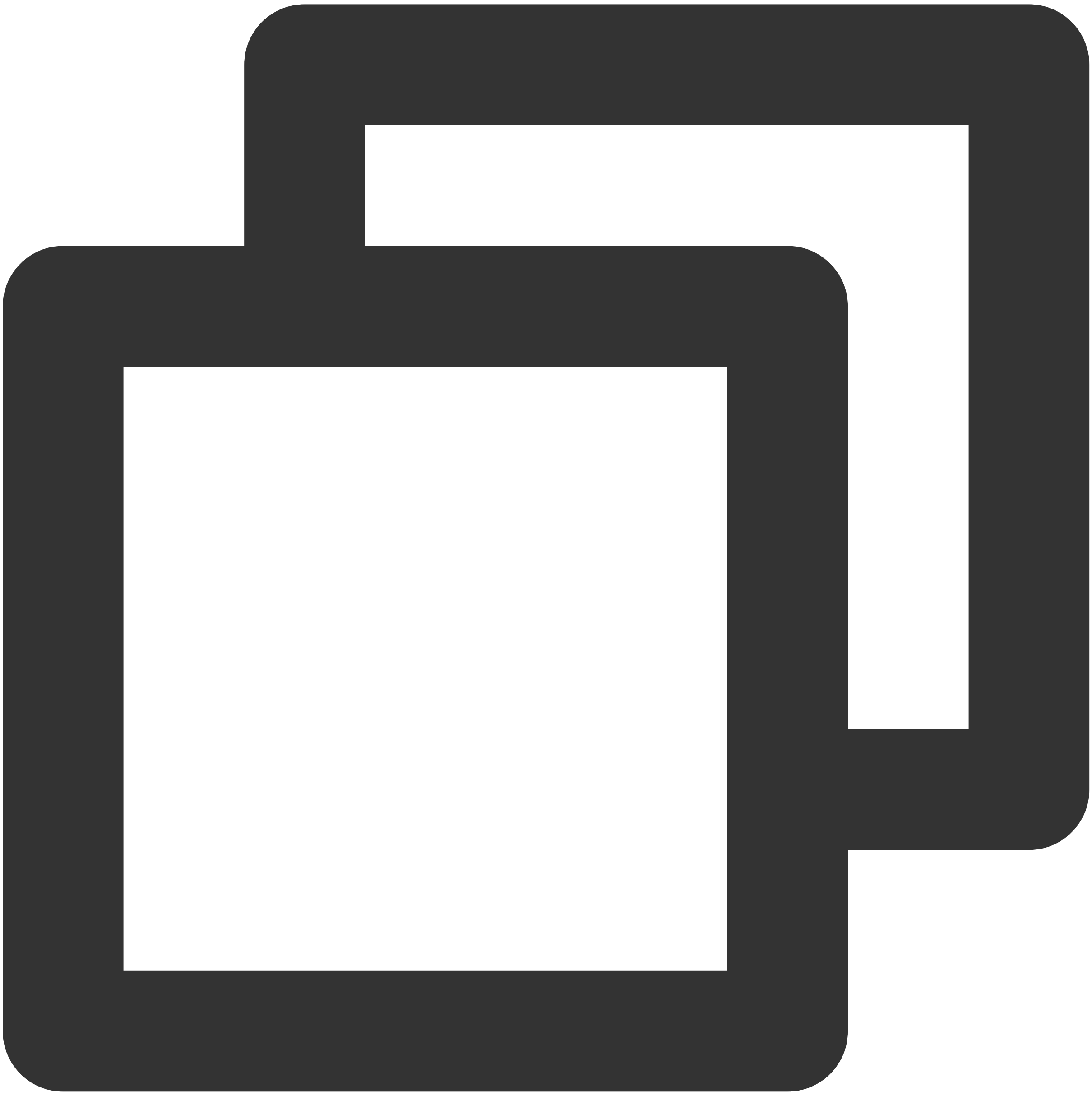
Message Description:

When the conversation flow ends due to timeout, the backend will send a custom message with the following data field.

Message Showcase:

Should you require the display of a session timeout termination indicator, this message could be rendered.

Structure of custom data fields:



```
{
    "customerServicePlugin": 0,
```



```
    "src": "20"
}
```

Form collection messages (src = 21)

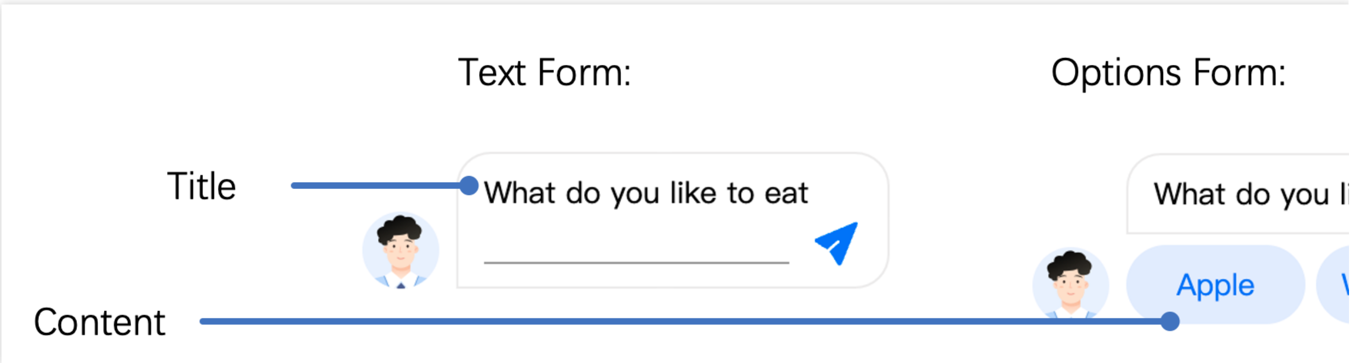
Message Description:

Form collection messages guide users to input information through prompts. The user input information will be stored in the set variable name. The form type supports collecting text and options.
The setting and detailed explanation of form collection messages can be found in the Form Collection Message Document.
After the user fills in the collected information, the selected field is the content filled in by the user.

Please Note:

The trigger for collecting form messages is sending text messages from the user end.

Message Showcase:



Structure of custom data fields:

```
// Structure of the Form collection messages
{
        "customerServicePlugin": 0,
        "src": "21",
        "content": {
        // Option title
                "header": "What do you like to eat?",
        // Collecting options
                "items": [{
                        "content": "Apple",
                        "desc": ""
```



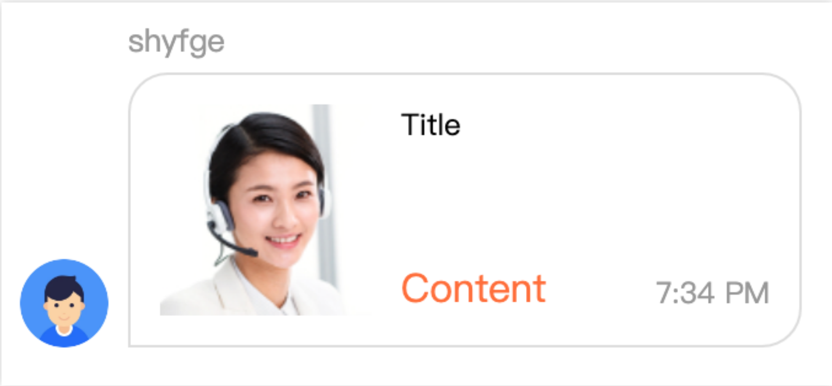
```
                }, {
                        "content": "Watermelon",
                        "desc": ""
                }, {
                        "content": "Strawberry",
                        "desc": ""
                }],
        // 1 stands for the option form
                "type": 1,
        // If submitted before, then the content would be that which was submitted
                "selected": {
                        "content": "Apple"
                }
        }
}

// Text form structure
{
        "customerServicePlugin": 0,
        "src": "21",
        "content": {
        // Collecting Titles
                "header": "What do you like to eat?",
        // 0 denotes a text form
                "type": 0,
        // If submitted before, then the content would be that which was submitted
                "selected": {
                        "content": "Peach"
                }
        }
}
```

Card message (src = 22)

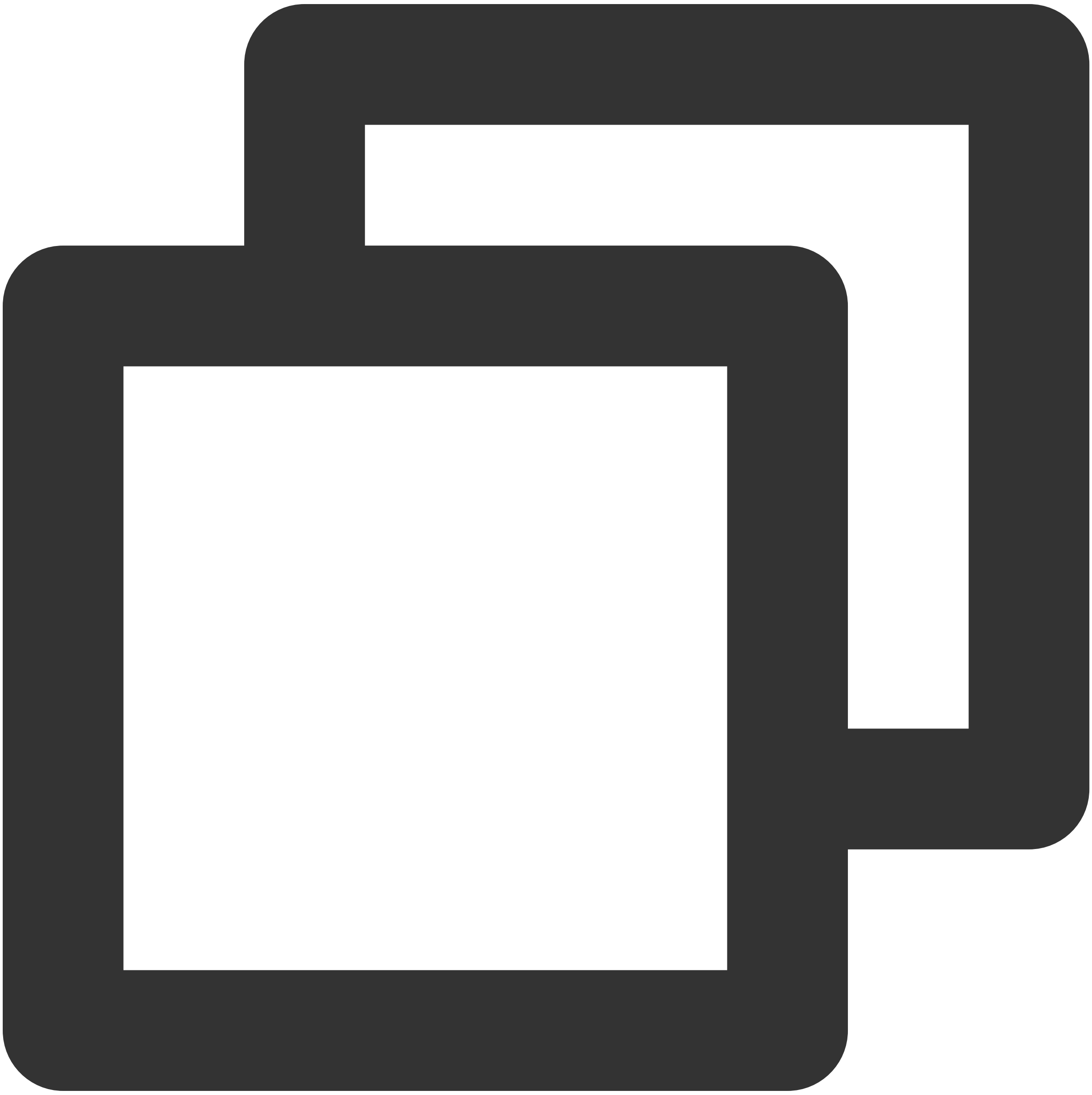
Message Description:

Card message is a type of product card-like message, which is a custom message that combines product name, description, image, and jump link. The user end can actively send such messages to the agent.

Message Showcase:



Structure of custom data fields:



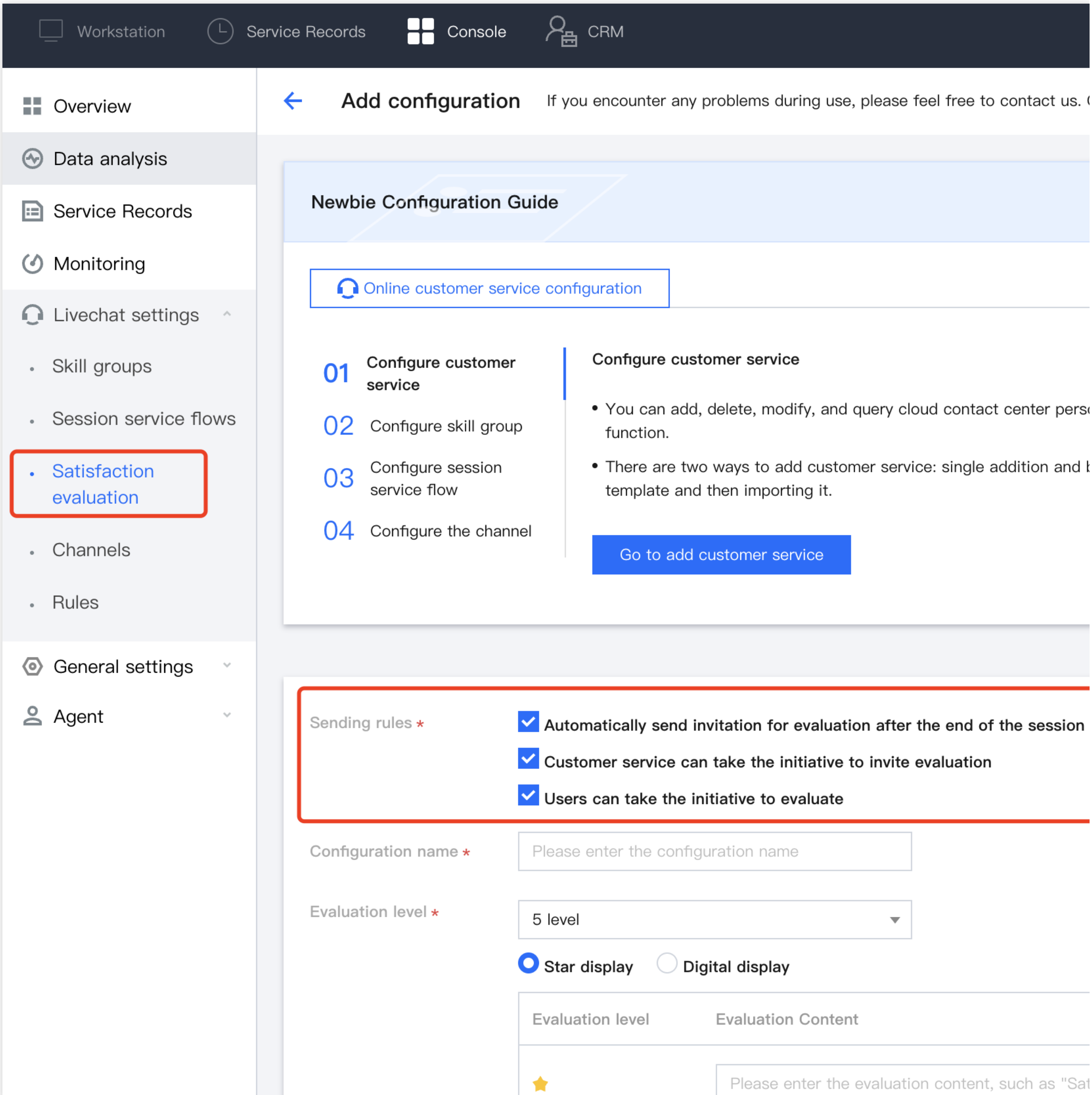
```
{
        "src": "22",
        "content": {
        // Product Title
                "header": "This is the title",
        // Product Description
                "desc": "This is the description",
        // Product Image Link
                "pic": "https://cloudcache.tencent-cloud.com/qcloud/portal/kit/imag
        // Product redirection link
                "url": "https://www.qcloud.com/"
```



```
        },
        "customerServicePlugin": 0
}
```

Conversation evaluation setting (src = 23)

Message Description:



.

When user sends a trigger message (src = 7), the backend will respond with this message. The menuSendRuleFlag represents different sending rules based on its value. Please refer to the details below:

Message Showcase:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:

```
// The value "1 << 0" represents automatic sending of a message when the session en
// The value "1 << 1" represents that the agent can send,
```



```
// The value 1 << 2 represents that the user can send
{
        "customerServicePlugin": 0,
        "src": "23",
        "content": {
                "menuSendRuleFlag": 7
        }
}
```

Actively retrieve customer service evaluation messages (src = 24)

Message Description:

When the user enters manual service and the rules for sending evaluation messages include that the user can send, they can send a custom message with the following "data" field to notify the backend to send an satisfaction message. Upon receiving this message, the backend will send an satisfaction message (src = 9).

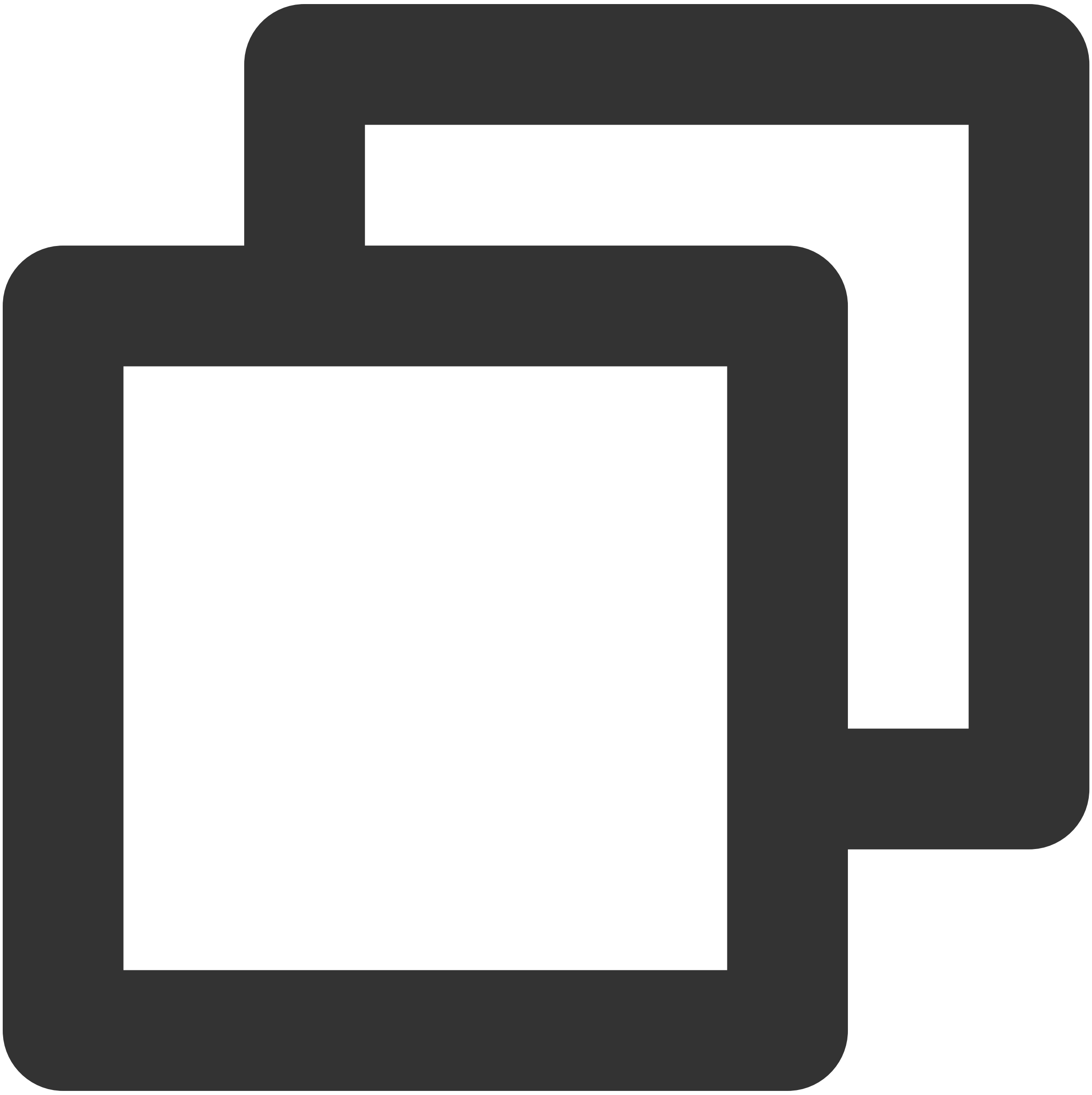
Please Note:

When sending this message you need to set the parameter onlineUserOnly to true.

Message Showcase:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:



```
{
        "customerServicePlugin": 0,
        "src": "24",
}
```

Artificial Conversation Status (src = 26)

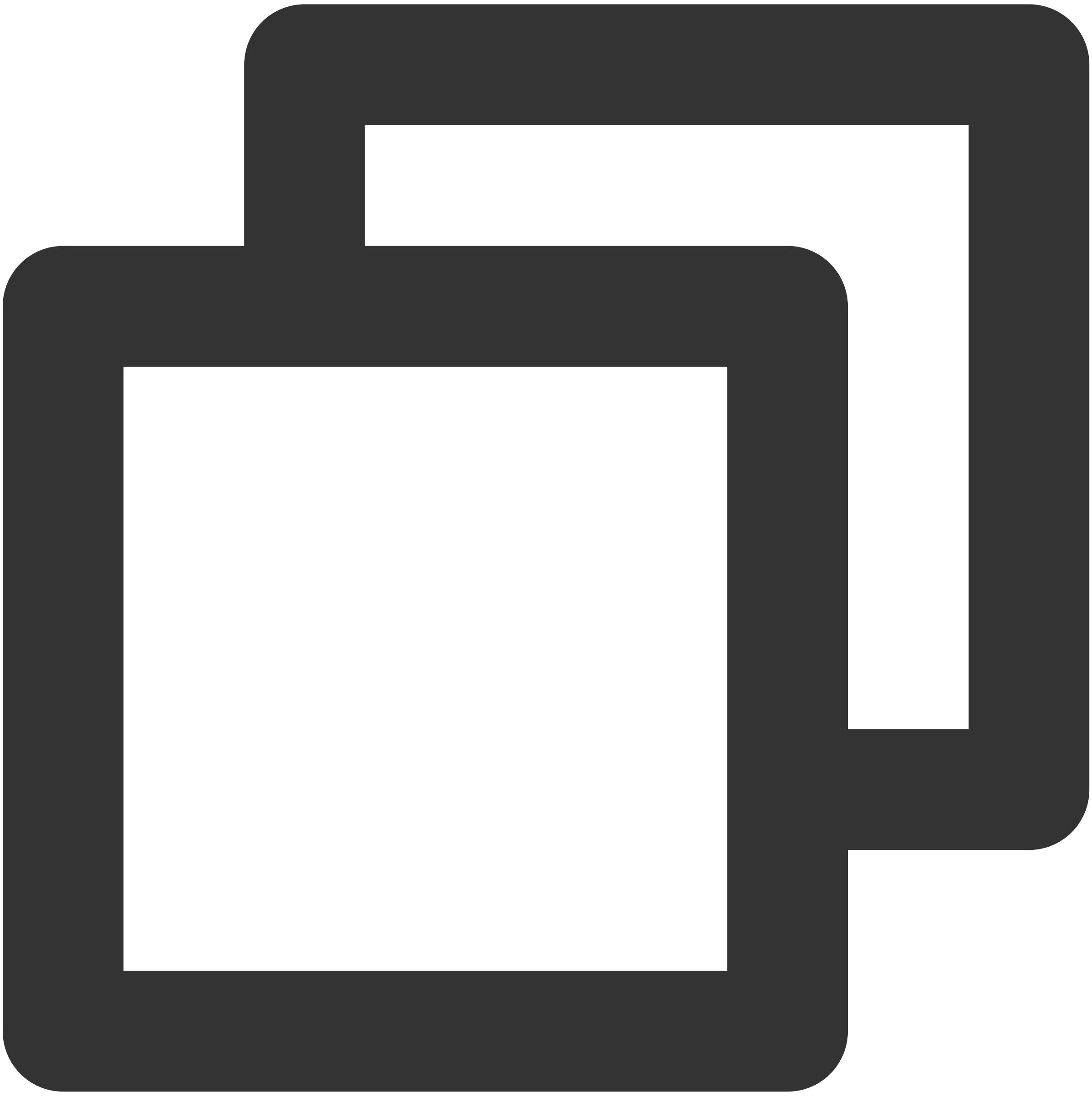
Message Description:

When the user sends a trigger message (src = 7), the backend will send this message. Different values of "content" represent different manual conversation status.

Message Showcase:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:



```
// The value 'inSeat' represents connected to agent
// The value 'outSeat' represents not connected to agent
```



```
{
        "customerServicePlugin": 0,
    "src":"26",
    "content":{
        "command":"updateSeatStatus",
        "content":"inSeat"
    }
}
```

The user actively terminates the artificial conversation (src = 27)

Message Description:

When the user side has accessed the agent, they can send a custom message with the following "data" field to actively end this conversation.

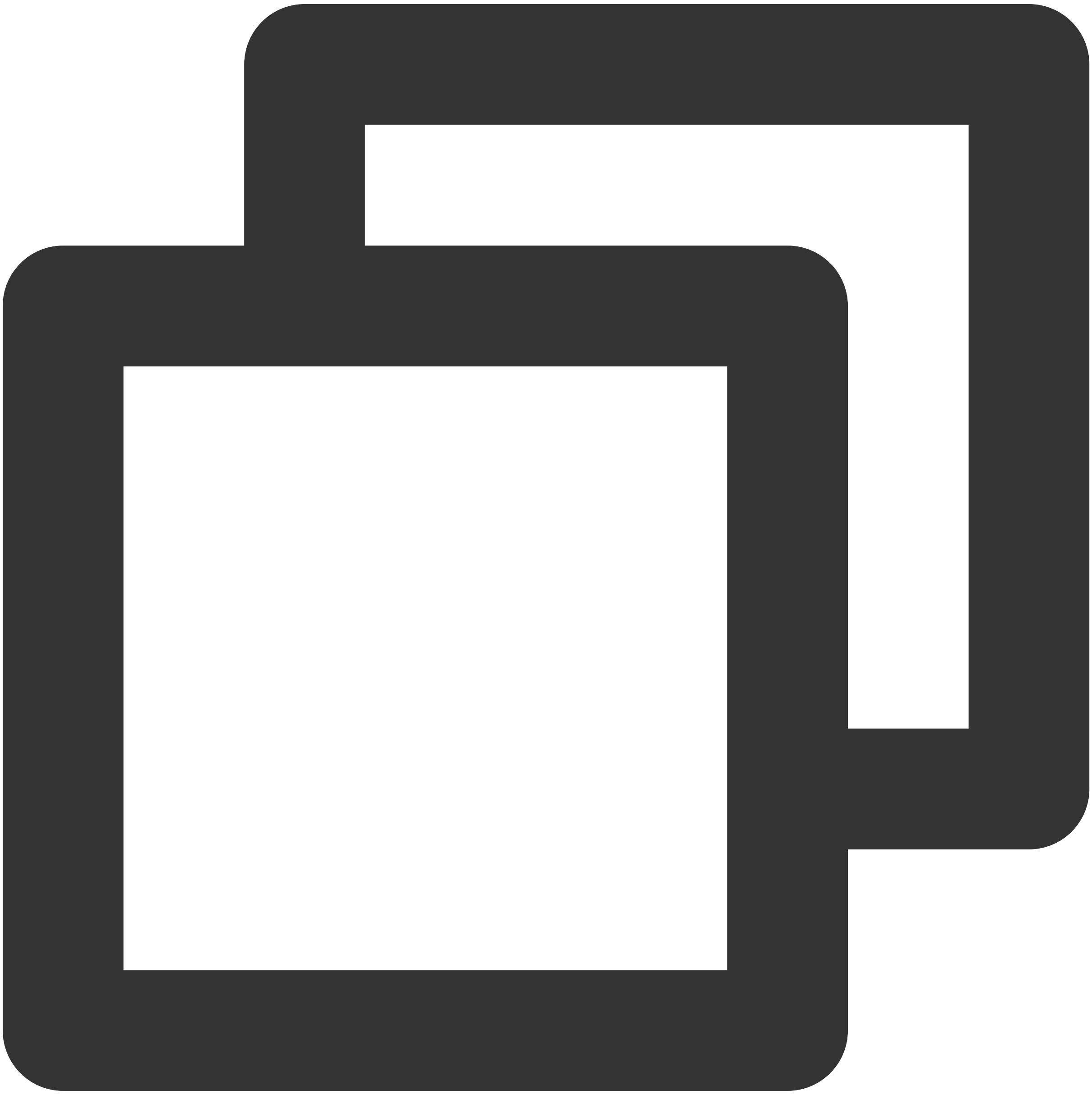
Please Note:

When sending this message you need to set the parameter onlineUserOnly to true.

Message Style:

This message serves as a flag message and does not necessitate rendering within the message list.

Structure of custom data fields:



```
{
        "customerServicePlugin": 0,
        "src": "27",
}
```

Configure Channels
In-app Chat Channel

Last updated：2024-02-06 09:40:59

Features

It's necessary to first integrate Chat SDK. Afterwards, messages sent to customer service virtual numbers by users under the administration of chat can be configured to divert to different live customer service agents.

Customer Service Virtual Number: A unified gateway for user enquiries to customer service. Upon enquiry to this virtual number, a conversation service flow will be triggered and configured to redirect to various live customer service agents.

Please Note:

The virtual number is an ordinary account in your chat application, which will have no actual users or customer service representatives logging in.

Prerequisites

1.Refer to Quick Start guide to understand the relevant terms and configurations for online customer service, and complete the following steps: adding customer service, configuring skill groups, and creating a session service flow.

1. Integrate IM SDK and successfully run features like login and sending individual chat messages. Please refer to UI Integration Solution (Recommended).

Configure the in-app chat channel

1. Navigate to the channel management page, select the In-app chat channel, and click 'Add Chat Customer Service Virtual Number'.

2. In the pop-up window, set up the profile picture and name, and associate it with the conversation service flow that has been created.

Integrating Chat Applications

You may follow the steps below to integrate the Online Customer Service in-app chat channel.

Step 1. Obtain the Customer Service Virtual Number UserID

Upon the creation of the chat customer service virtual number, you can view the chat UserID of the virtual number for the corresponding SdkAppId in the virtual number list.

Step 2. Initiate conversation service flow

Based on the acquired virtual number user ID, sending messages to the virtual number will trigger the conversation service flow associated with your virtual number.

Please Note:

The rendering of custom messages in online customer service can utilize our UI component library (web (includes UI)/Flutter (includes UI)), follow the steps outlined in the document to swiftly render all online customer service custom messages and accomplish message interaction. You can also opt for self-rendering by following the IM SDK Integration guide (no UI).

Step 3: The agent's workstation processes user inquiries

After you trigger the node for transferring to human service in the client-side session service flow, the agent can handle user inquiries in the workstation.

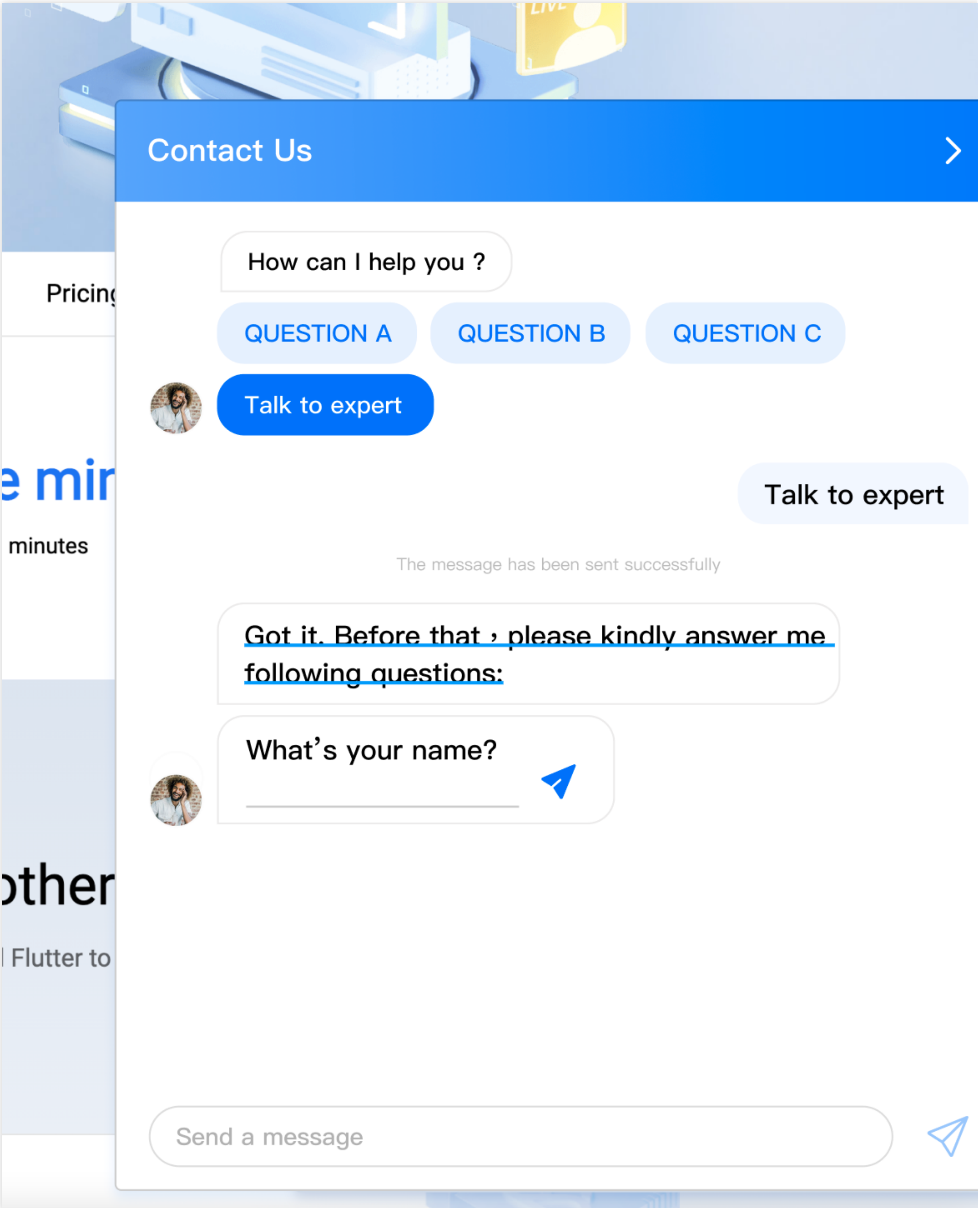
Website Channel

Last updated：2024-02-06 09:22:01

Features

The Website Channel autonomously curates a web page equipped with online customer service functionalities based on the session service flow and additional information you've configured in the management end.

You can utilize WebView in your App, or swiftly integrate online customer service by accessing the Website Channel link in a browser.



Prerequisites

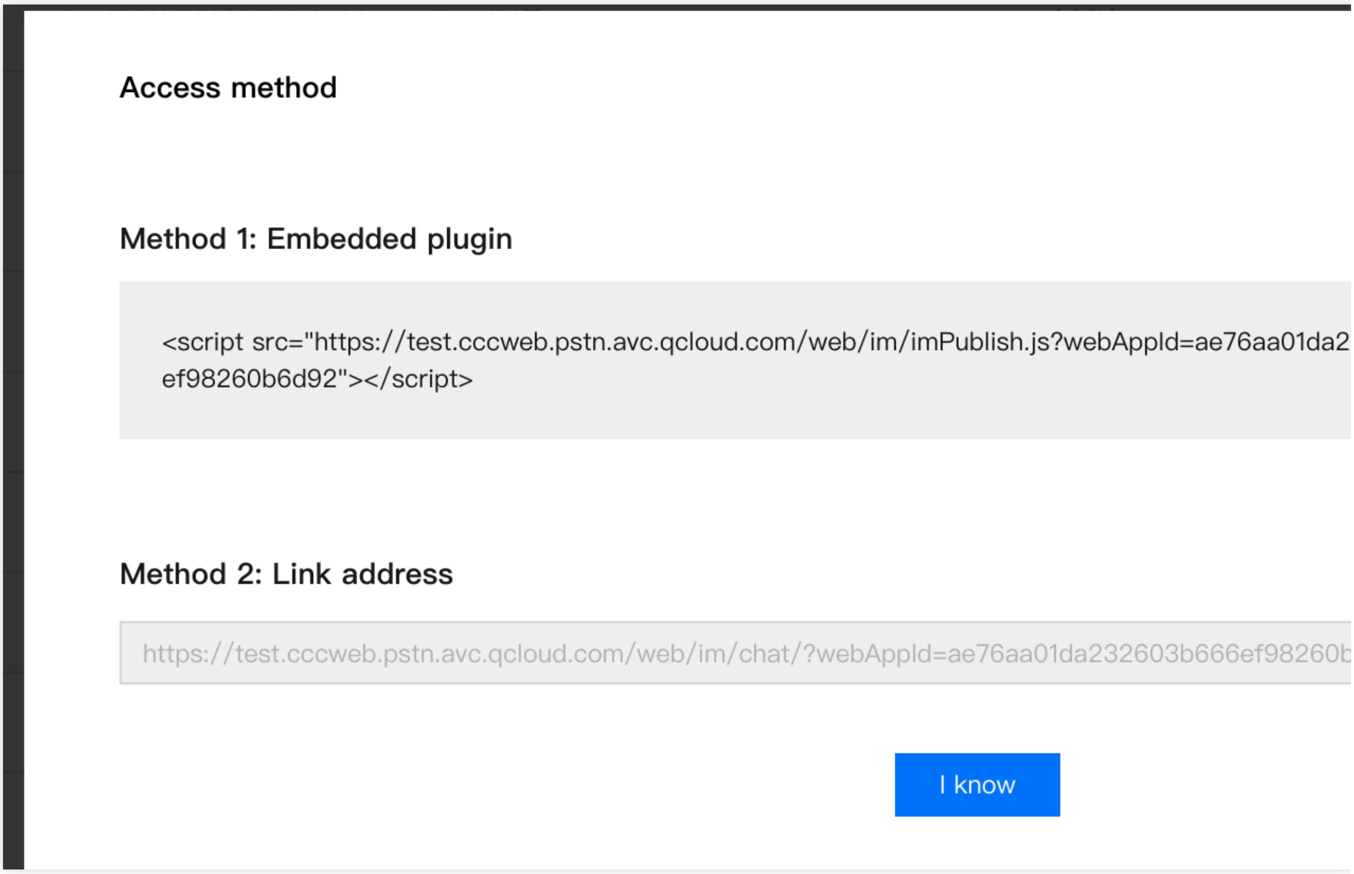
1.Refer to Quick Start guide to understand the relevant terms and configurations for online customer service, and complete the following steps: adding customer service, configuring skill groups, and creating a session service flow.

Creating a new Website Channel

Proceed to **Console** > **Livechat settings** > **Channels**> **New Website Channel**, and select the newly created session service flow.

Acquiring the Access Link

After successfully creating, click on the access method to obtain your exclusive access link.



Admin Operation Manual
Configure Agent to Proactively Contact Chat Users

Last updated：2024-02-06 09:22:36

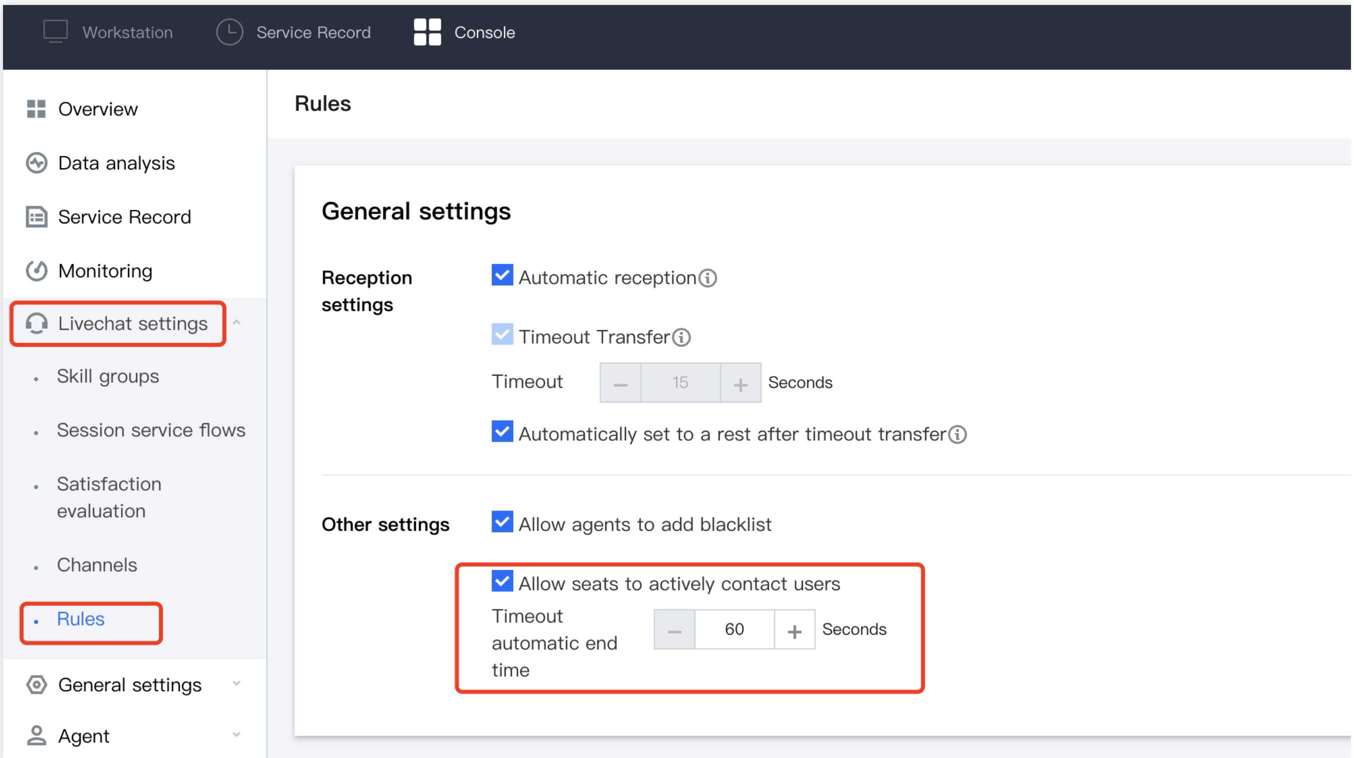
From the agent end, you can initiate conversations with Chat users via the Chat virtual number. Prior to using this feature, please configure the functionality via the management end.

Note:

Support is only provided for agents to proactively contact In-app chat channel users. Other channels are currently not supported.

Enable the feature to proactively contact Chat users

1. Directly go to the Console, click on **Livechat Settings** in the left navigation bar and proceed to the **Rules** page. Tick the option for **Allow agents to proactively reach out to users**.



2. Set the timeout period for when agents actively initiate conversations.

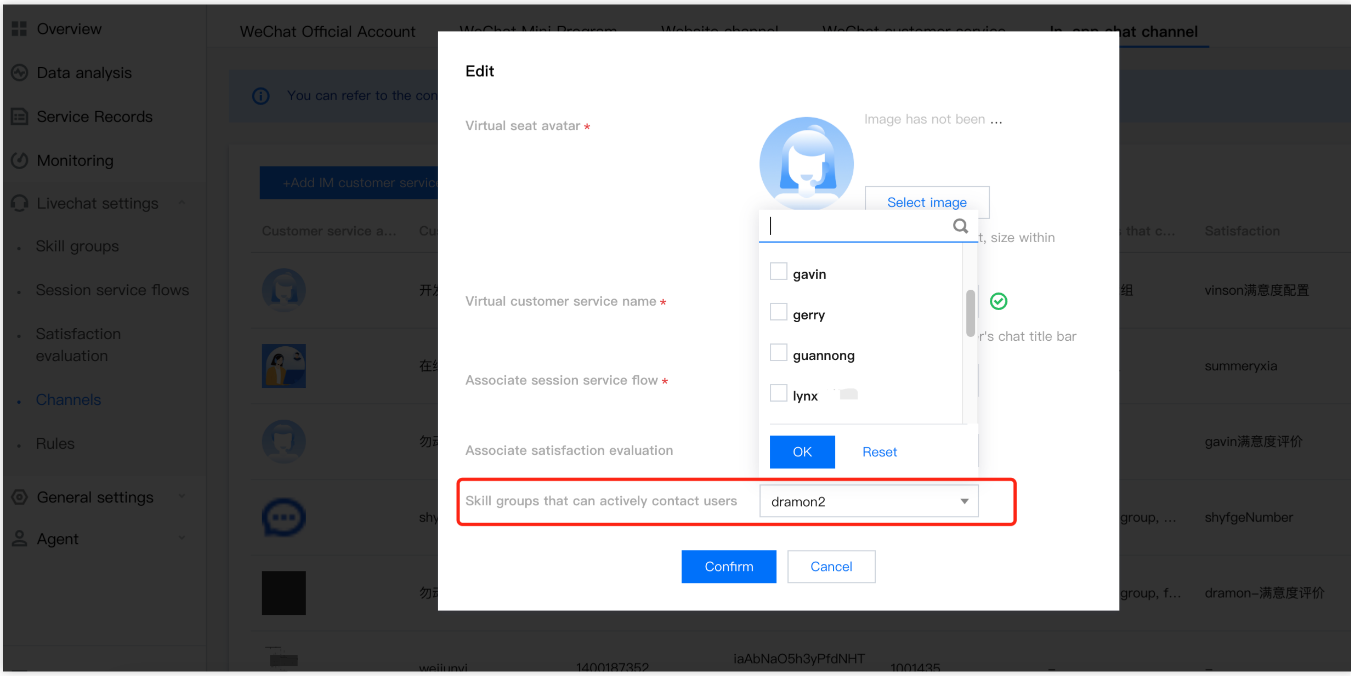
Note:

The range for setting the timeout period is from 60s to 86400s (a day).

Configure the virtual number available for agents to contact Chat users

When adding or editing Chat customer service virtual numbers, you can select the skill group that this virtual number uses to initiate contact with users. Customer service representatives within this group can use this virtual number to initiate conversation operations with Chat users.

Upon completion of the setup, representatives have the ability to initiate contact with Chat users from workstation. The process is referred to as Agent initiating contact with Chat users operation.



Login to Management End

Last updated：2024-02-06 09:22:49

Prior to the formal utilization of the customer service console, it is requisite to secure the console account password for administrative configuration or utilisation.

Prerequisites

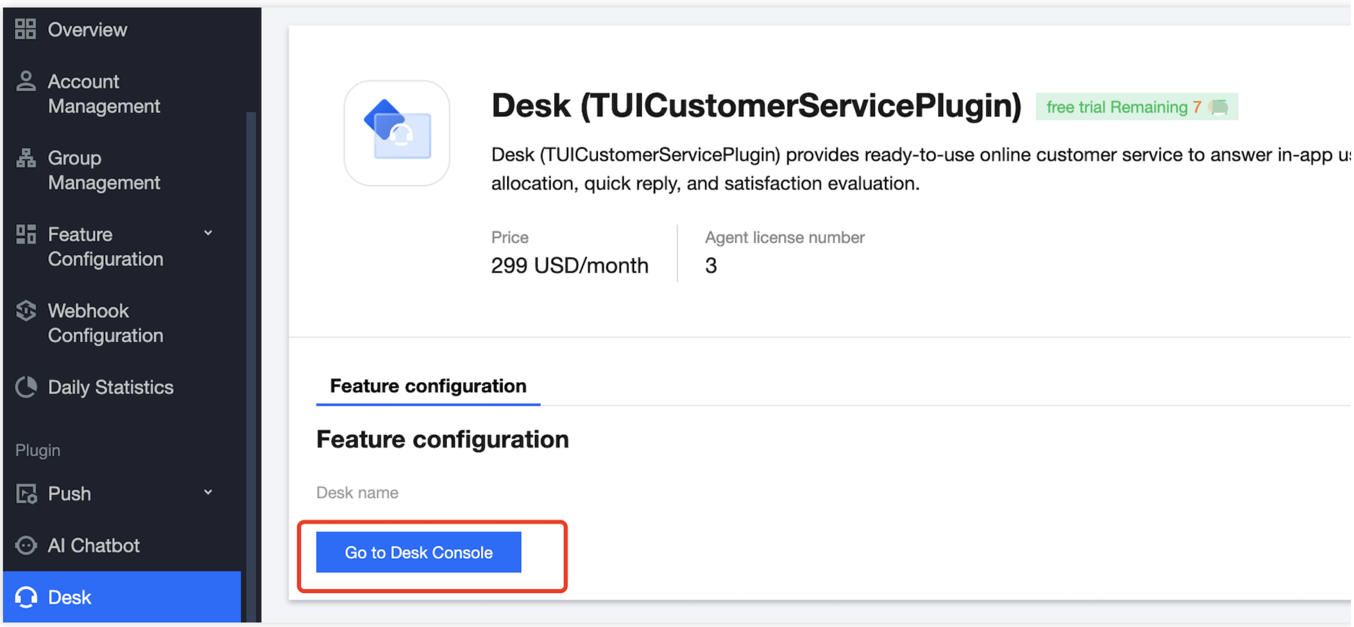
Completion of opening the customer service feature has been achieved.

Default Administrator First Login Guide

Upon activation of the customer service plugin, a default admin will be created for you. You may access the Manage Portal through the following methods.

Method One: Passwordless Login

Enter the Chat Console's Customer Service Desk, select **Function Configuration**, click on **Go to Customer Service Plugin Management Portal**, the default admin may log in the management portal without password.



Method Two: Account and Password

Upon activation of the customer service desk, your Tencent Cloud's internal mailbox will receive the login username and password for the management portal. Use these credentials to directly log in to the Manage Portal.

Non-Default Administrator Login Guide

Step 1: The Administrator Creates Other Administrator Accounts

The administrator logs into Console, sees Customer Service Management to create an administrator account.

Step 2: Visit the Email to Check the Login Password

Enter the filled-in administrator email, find the Tencent Cloud Contact Center email, which contains the login password. Click on the login link in the email and proceed to the management end login page.

Step 3: Proceed to Admin Portal Login

On the Admin Portal login page, select Account Login. The account is the admin email, the password is the random password from the email; click to log in.

Agent's Initial Login Guide

Step 1: The administrator creates an agent account from within the Admin Portal

The administrator proceeds to Console, see Customer Service Management for creating agents.

Step 2: Visit the Email to Check the Login Password

Click on the login link within the email to be directed to the administrator login page.

Step 3: Proceed to Admin Portal Login

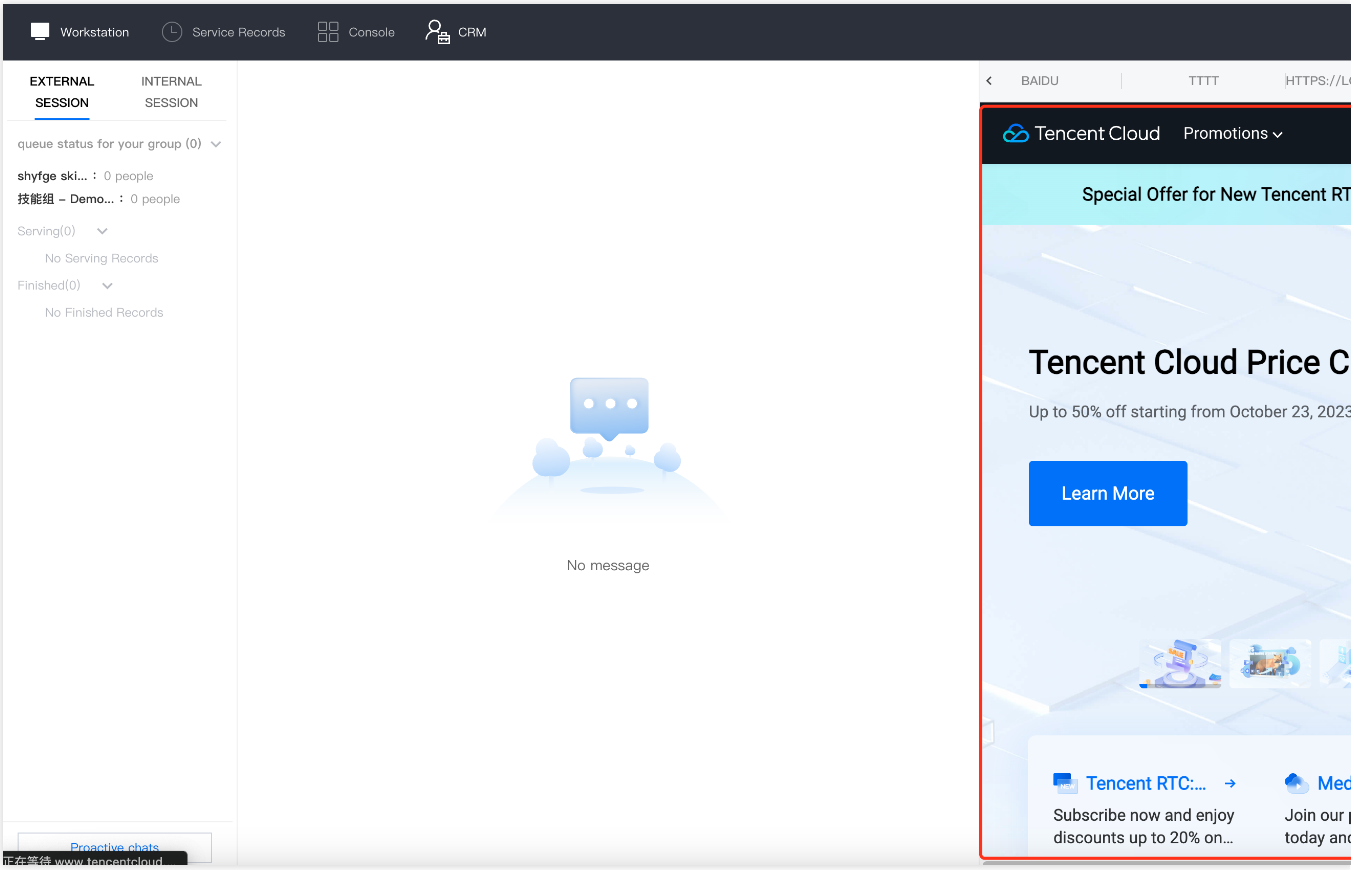
On the administrator login page, opt for account login. The account is the administrator's email address, the password is the random password in the email. Click log in.

Third-party extension

Last updated：2024-02-06 09:23:08

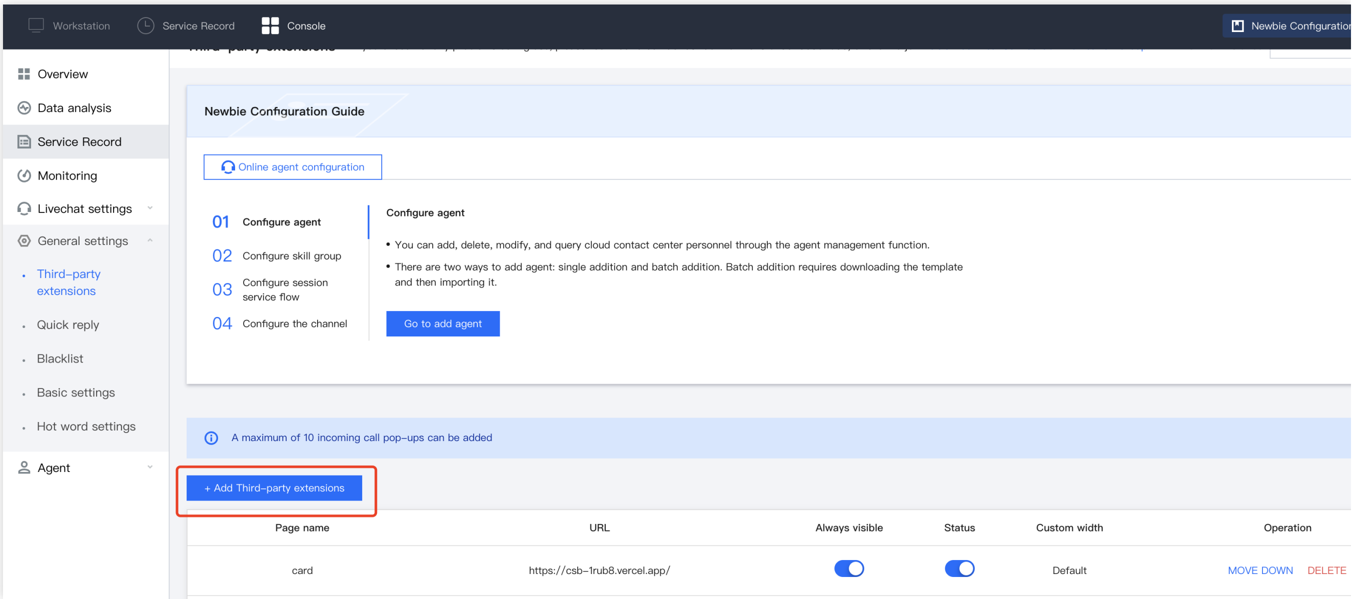
The workspace page supports embedding our business system using an iframe to address the interaction issue between the workspace and the business system.

Third-party extensions showcase



Operation step

Access the Console, click on **General Settings** > **Third-party extensions** on the navigation bar to enter the Third-party extensions page, and click **Add Third-party extensions** button.



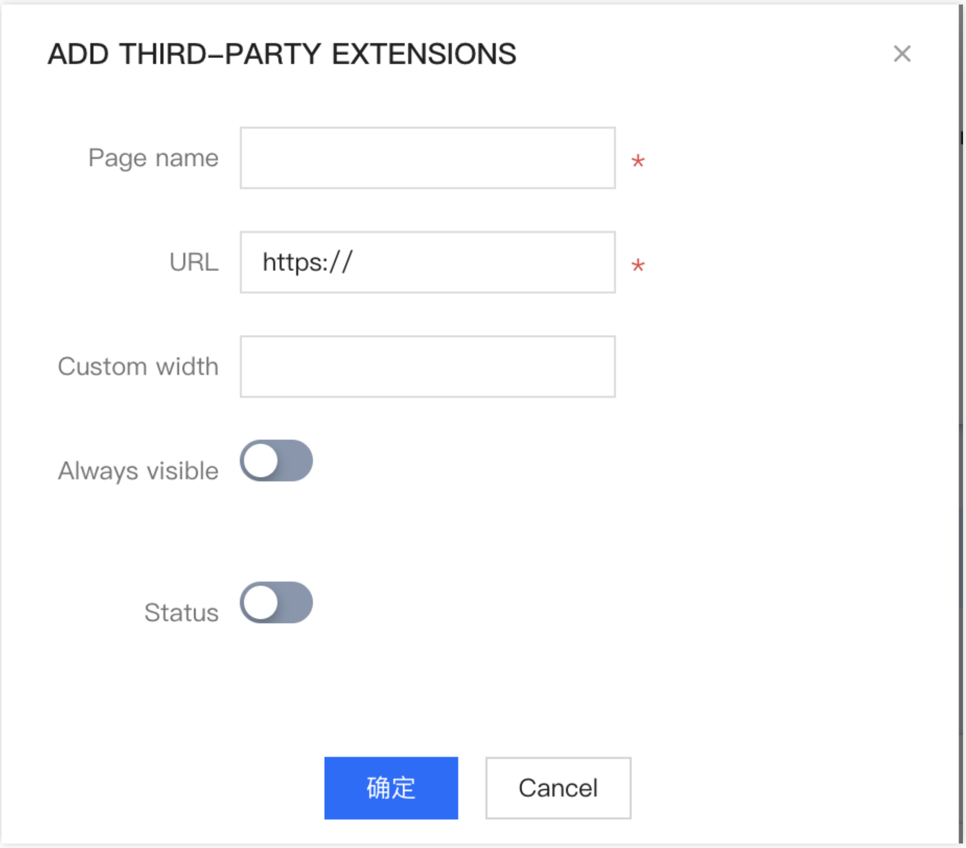
1. Fill out the following information in the dialog box for adding an Third-party extension:

Page Name: The name displayed on the third-party extension in the workspace.

URL: The third-party extension only supports URL with HTTPS protocol. For example: `https://andon.XXXX.com/ticket/list/`

Always visible: After enabling, third-party extension will be displayed persistently; otherwise, it will only be shown when a session is incoming.

Status: The third-party extension will be effective after it is enabled.



2. Once configuration is complete, simply refresh the workspace page to view the changes.

Send custom cards on the third-party extension

Operation step

You can send card message to the current online session by calling ccc-sdk in your business system. The card message supports four fields: title, description, image, and the webpage URL to jump to after clicking.

The calling method is as follows:

```
window.parent.postMessage({
      source: 'ccc-sdk',
      payload: {
        event: 'sendCard',
        message: {
          header: 'This is the title',
          desc: 'This is the description',
          pic: 'https://cloudcache.tencent-cloud.com/qcloud/portal/kit/images/presa
          url: 'https://www.qcloud.com/'
        }
      }
```

```
    }, '*')
```

Send custom message on the third-party extension

Operation step

You can send custom message to the current online session by calling ccc-sdk in your business system. The custom message supports four fields: title, description, image, and the accompanying custom field.
The calling method is as follows:

```
window.parent.postMessage(
  {
    source: 'ccc-sdk',
    payload: {
      event: 'sendCustomMessage',
      message: {
        title: 'This is the title',//  Required parameter: custom message title
        description: 'This is the description',// Required parameter. Description o
        // Required parameter. Image URL of the custom message
        iconUrl: 'https://cloudcache.tencent-cloud.com/qcloud/portal/kit/images/pre
        fromPostMessage: 1,// Please do not remove the flag for sending messages.
        extension: {
          extenson: 1,
        },// Custom fields of the custom message
      },
    },
  },
  '*',
);
```

Send text message on the third-party extension

Operation step

You can send text message to the current online session by calling ccc-sdk in your business system.

The calling method is as follows:


```
',
```

```
window.parent.postMessage(
  {
    source: 'ccc-sdk',
    payload: {
      event: 'sendTextMessage',
      message: 'test', // message test
    },
  },
  '*',
);
```

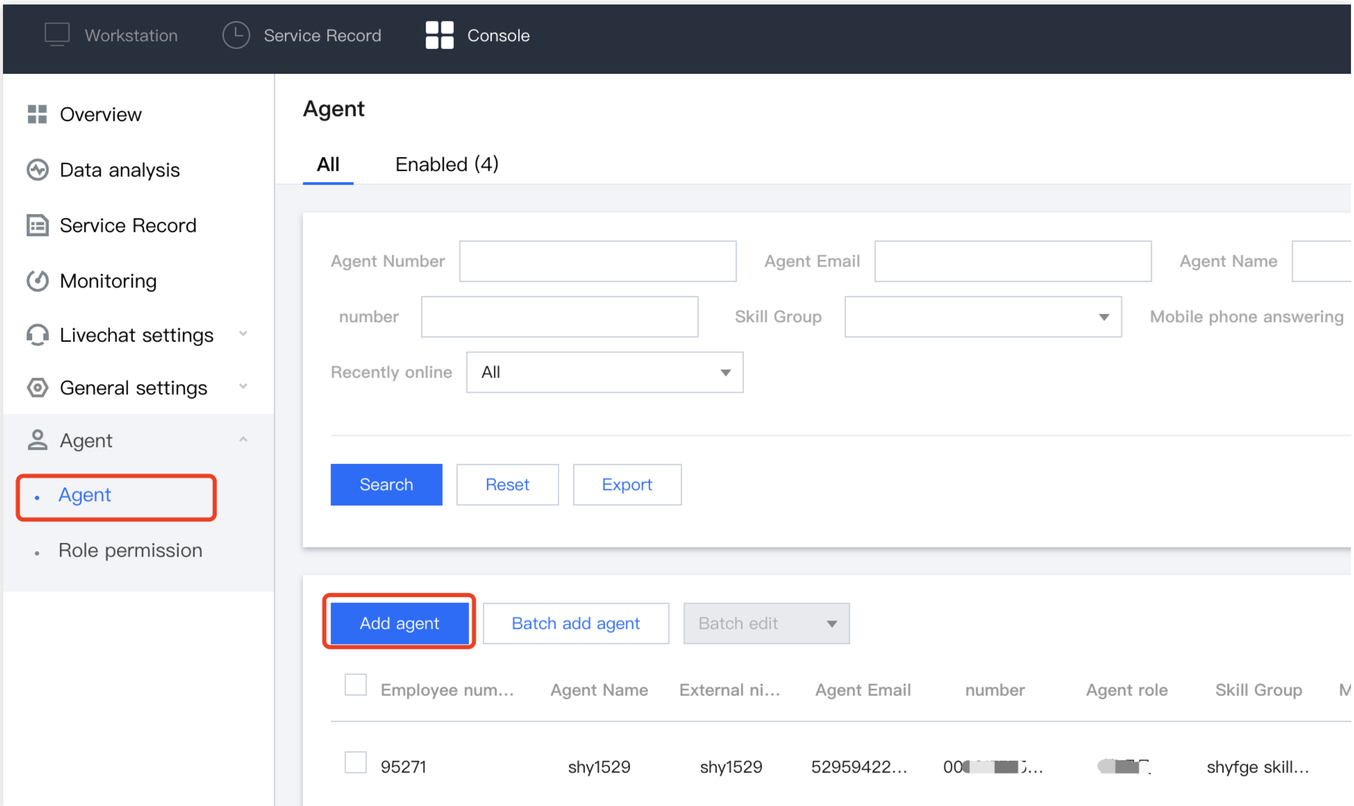
Agent Management

Last updated：2024-02-06 09:23:19

Enterprises can employ the customer service management feature to perform various operations such as adding, deleting, modifying, and querying customer service staff.

Adding Agent

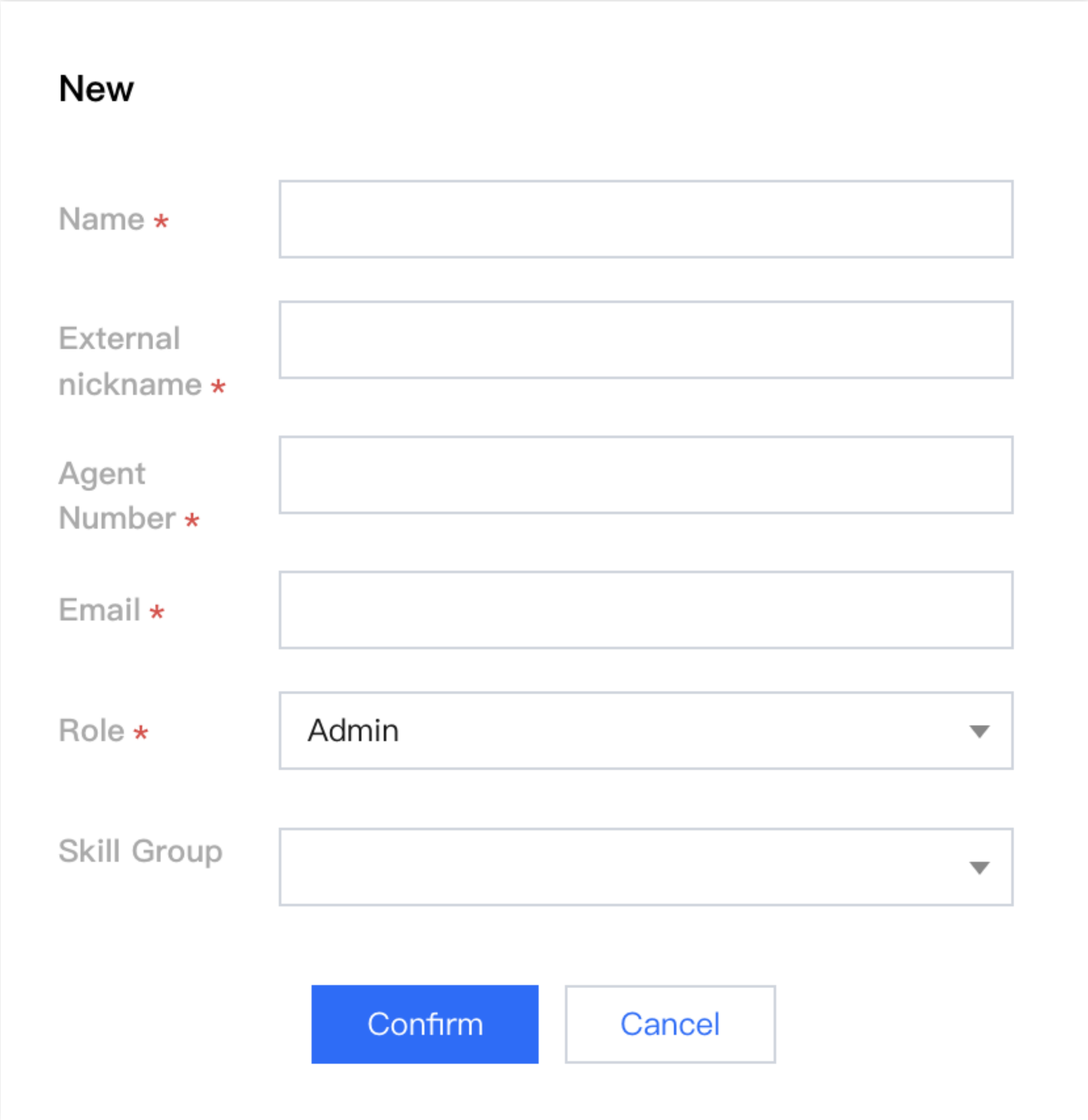
1. Simply visit the Management Console, select **Agent** from the left navigation pane to enter the Customer Service Management page. Click **Add agent** in the upper left corner of the Customer Service Management page.



2. Fill in the information such as customer service name, nickname, service number, email and role. After filling in the details, click the **Confirm** button. Upon successful addition, the system will send an email to the customer service personnel containing a random password. The agent then can log in after checking their email.

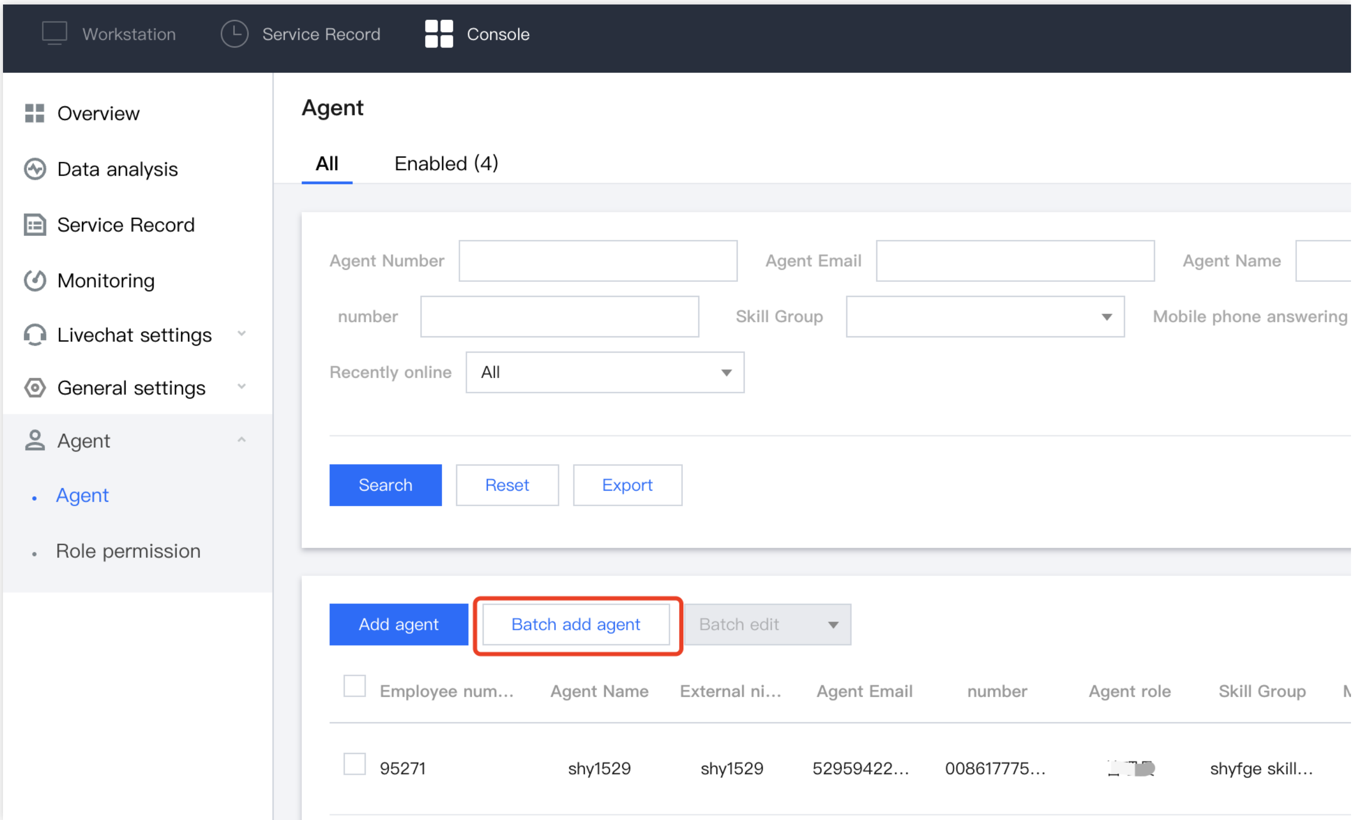
Note

The skills group is not a mandatory field. You can create a skills group and then include customer service representatives into the appropriate skills group through skills group management.



Batch add agent

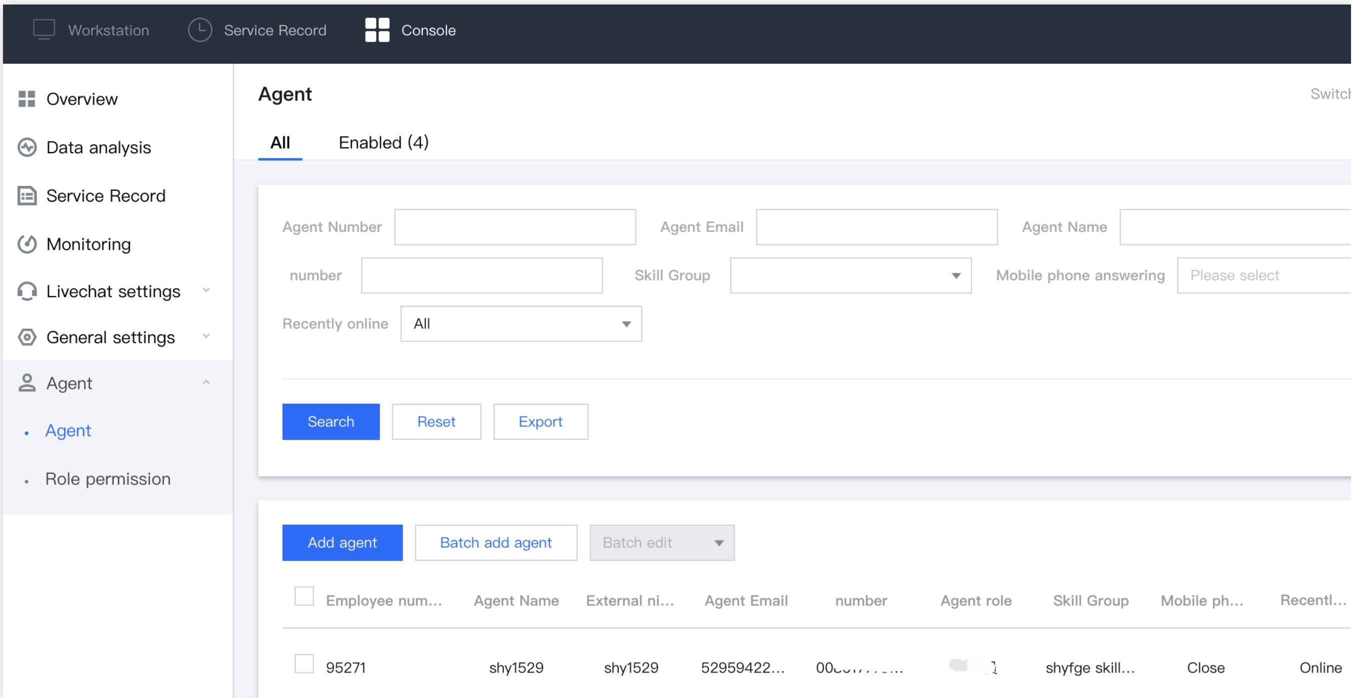
1. At the top left of the customer service management page, click on **Batch add agent**.



2. In the **Batch Import** dialogue box, click on **Download Template**. Fill in the table within the template with information like the customer service representative's name, nickname, service number, email and role.
3. Click on **Upload File** after completing the form. Once the upload is successful, click on **Confirm**. Once added, the system will send an email containing a random password to the customer service's email. You can prompt customer service to log in after checking the email.

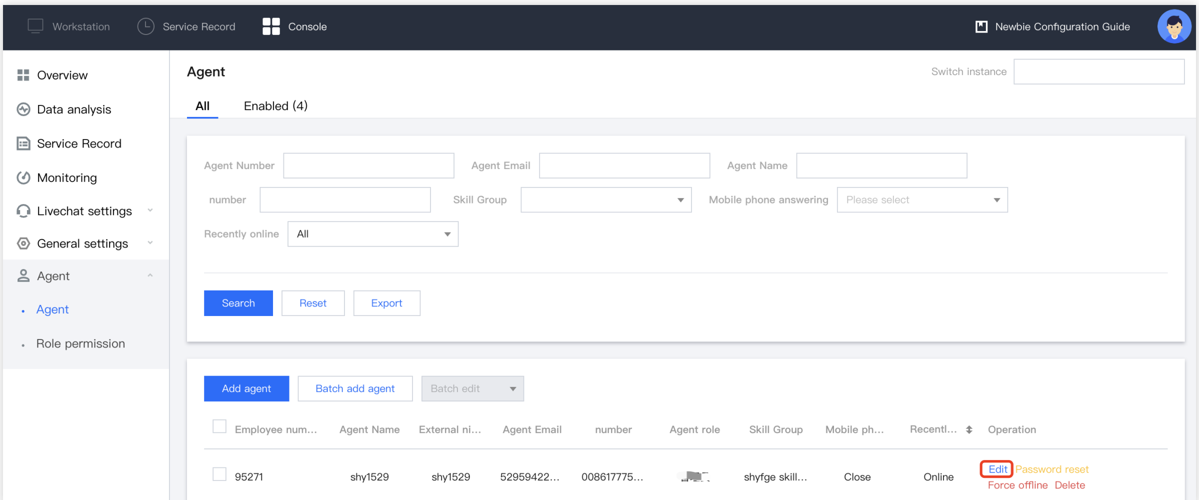
Password Reset

If the customer service forgets the password or does not receive an email with a random password, the administrator can click on **Password Reset** in the operation column of the target customer service. This action will send an email to the customer service's email containing a random password. The original password will be invalidated. You can prompt customer service to log in to the mailbox to check the new random password.



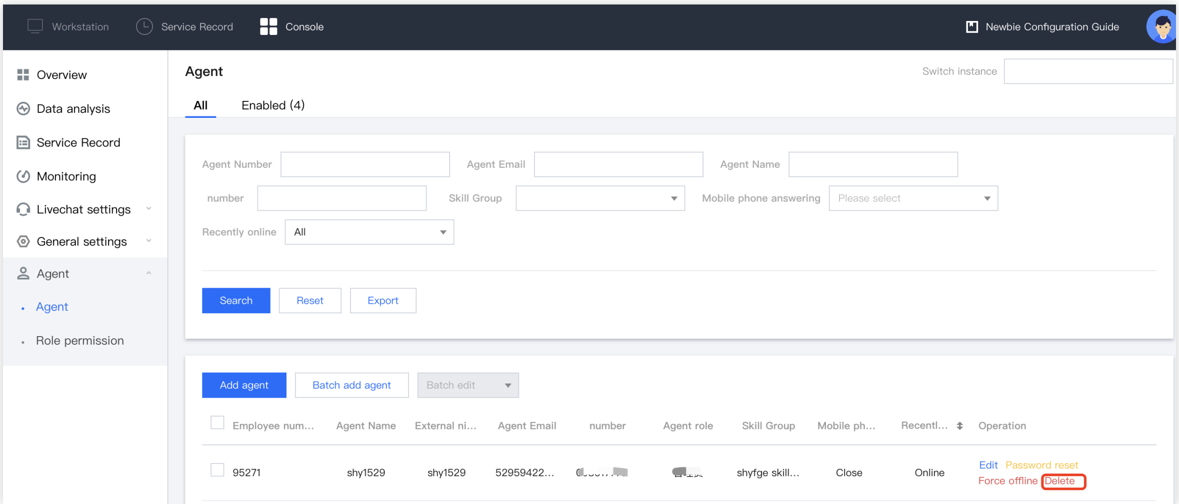
Edit Agent

You can modify the customer service name, nickname and skill group information by clicking **Edit** in the operations column for the target agent. Other information cannot be modified temporarily, but you can delete the customer service and add it again.



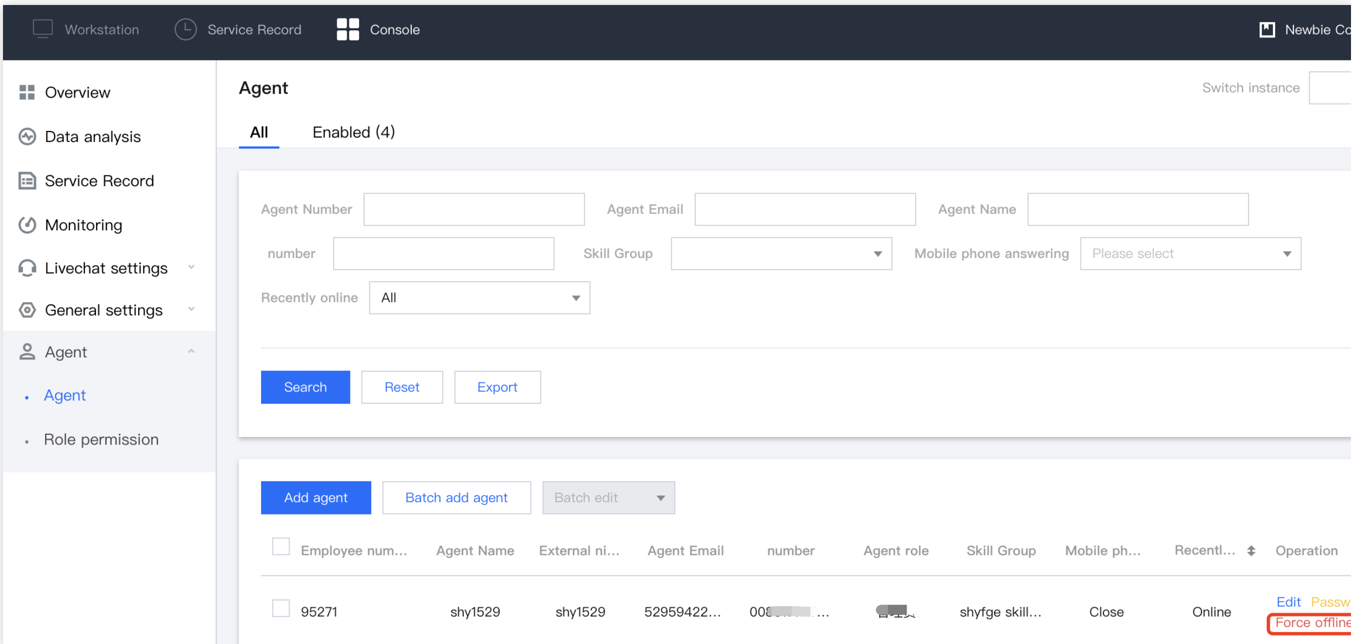
Delete agent

Click **Delete** in the operation column of the target customer service. After deleting, this agent will not be able to log in.



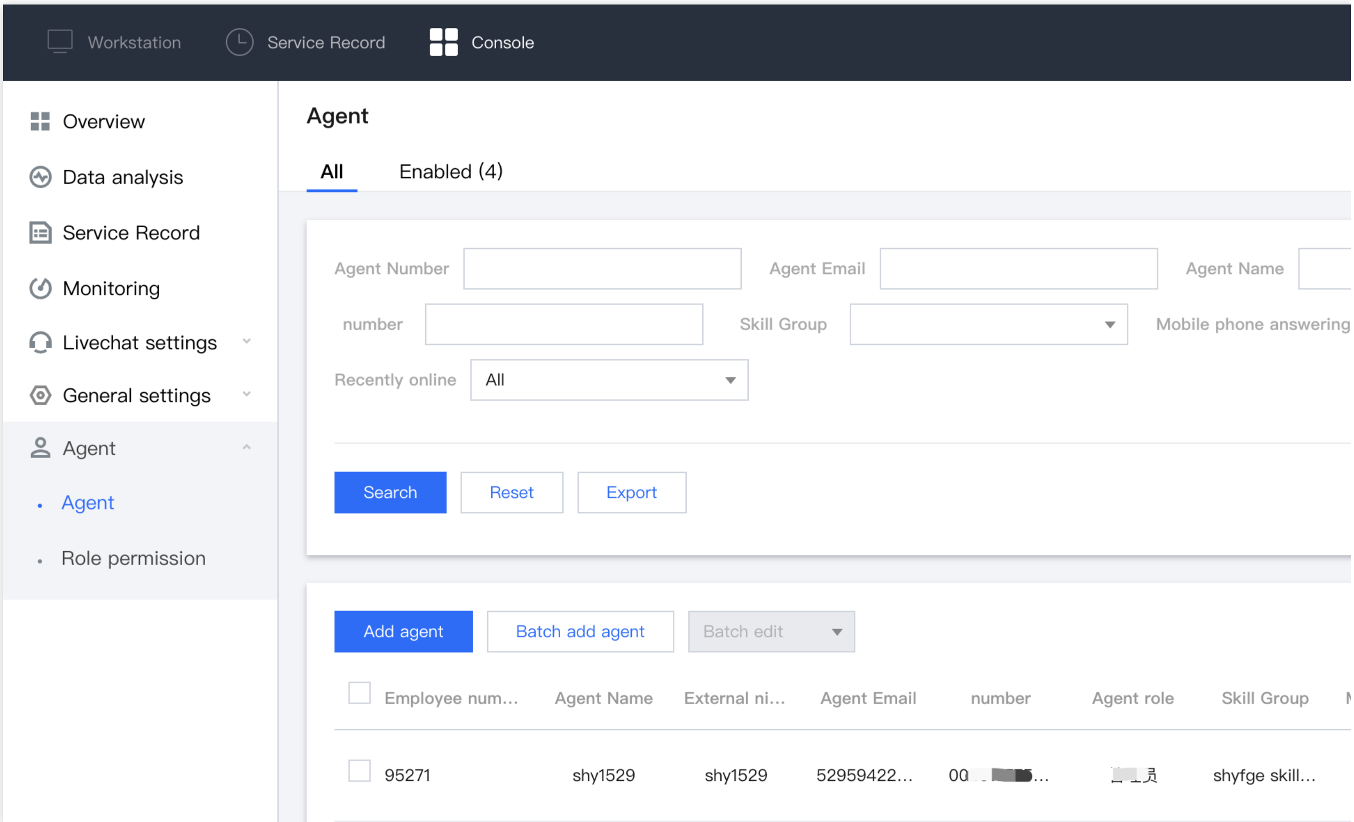
Force Offline

Click **Force Offline** in the operation column of the target service. After operation, this agent cannot log in again.



Resume Online

After setting the mandatory offline for the agent, if you need to relieve the login restriction on the agent, you can click **Resume Online** in the operation column of the target customer service, and the agent can log in continuously.



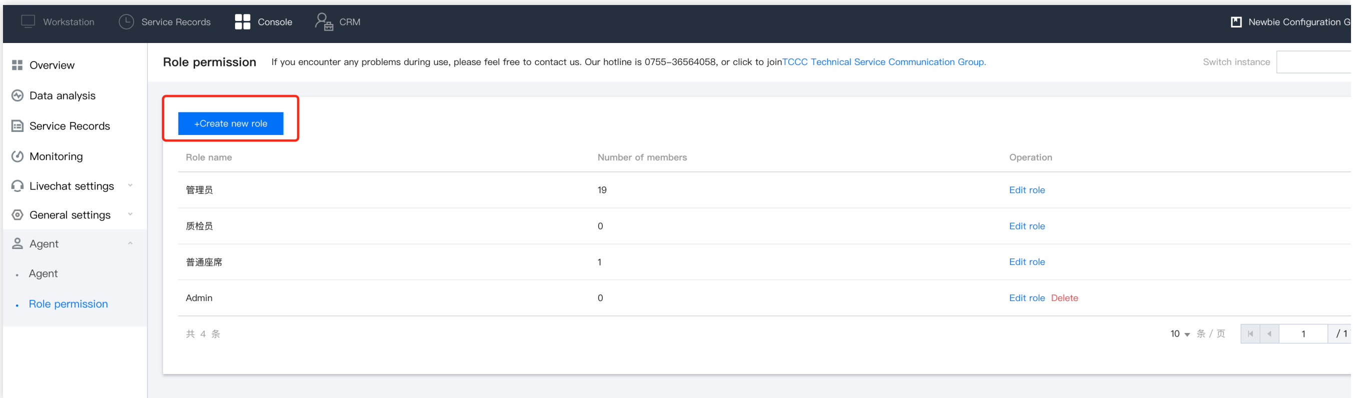
Agent Role Permission Management

Last updated：2024-02-06 09:23:34

Enterprises can define the scope of permissions of a role through role permission management, thus flexibly controlling the capacity of managers.

Creating a role

1. Access the Console directly, click on **Agent** > **Role Permissions** on the left navigation panel to enter the Role Permission Management page, and click on **Creating new role** in the upper left corner of the Customer Service Management page.



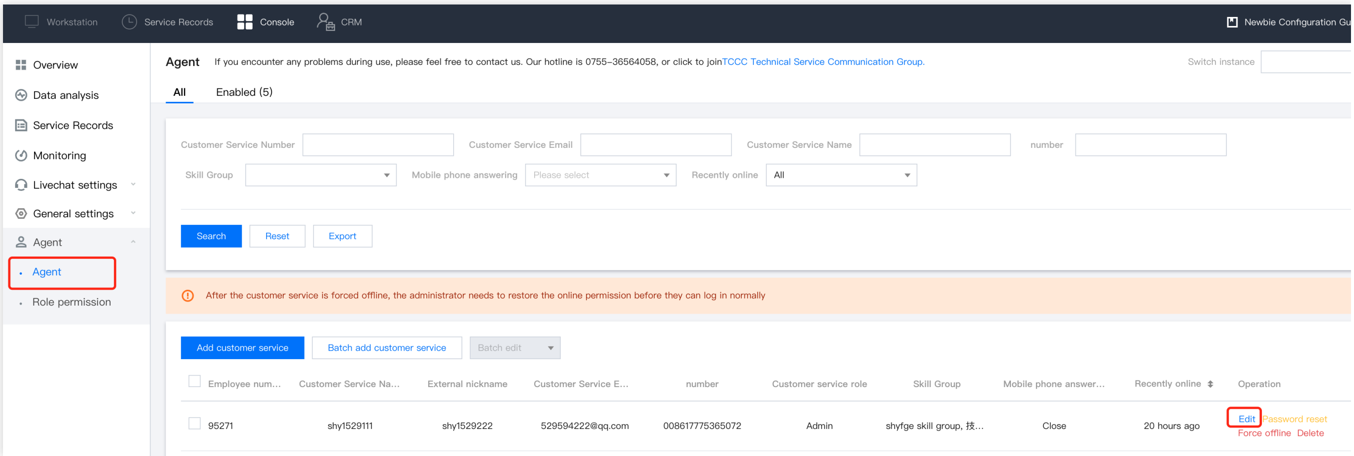
2. Designating a role name for the new role.
3. Select the member to be endowed with new permissions.
4. Determine the scope of this role's authority.

Choose the visibility range of this role in the console, such as the data analysis, service record, real-time monitoring modules etc. Here, you can set the range of skill groups that can be viewed within such modules. (For instance: After selecting **Data Analysis** > **Livechat setting**, set the skill group range to A. This role can only view data of skill group A within **Data Analysis** > **Livechat setting** module)

Modify the Role

After creating a new role, you can go to the customer service management page to set the role of other customer service to the newly established role.

1. Select the agent whose roles need to be altered, then click on Edit.



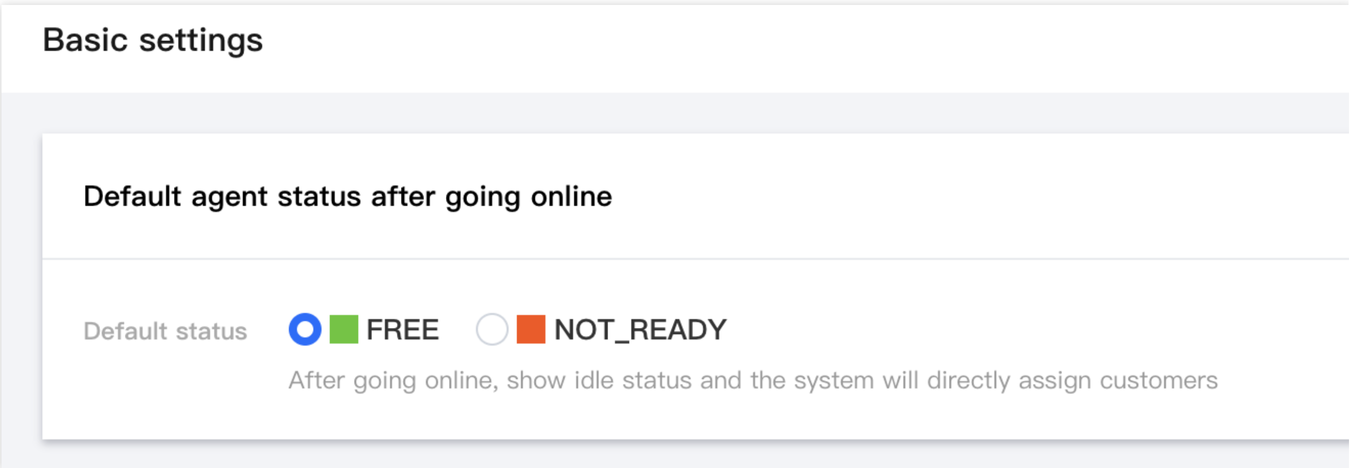
2. Assign appropriate roles for the agent.

Online Status and Reasons for Short Break

Last updated：2024-02-06 09:23:46

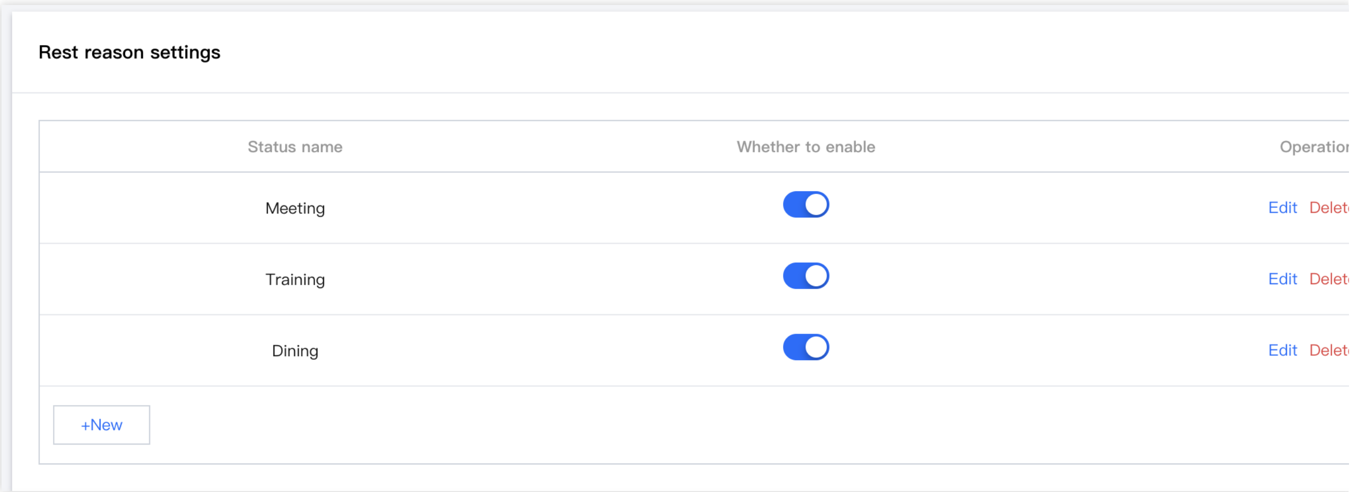
The default status after the customer service goes online

Access the Console directly. After clicking on **General Settings** in the left navigation bar, click on **Basic Settings**.
Free: When the agent is online, the system enters a free state and directly allocates users.
Not ready: When the agent is online, the system enters a busy state, users automatically enter the queue, and the agent can manually set the status to free.



Rest Reason Settings

In the Rest Reason Settings dialog box, you can create a new reason for a break and decide whether it should be enabled or not. Once activated, the operator can select the previously configured reason for a break while pausing at the workstation, facilitating subsequent management and statistics.


Rest reason settings
Status name
Whether to enable
Operation
Meeting
Edit
Delete
Training
Edit
Delete
Dining
Edit
Delete
+New

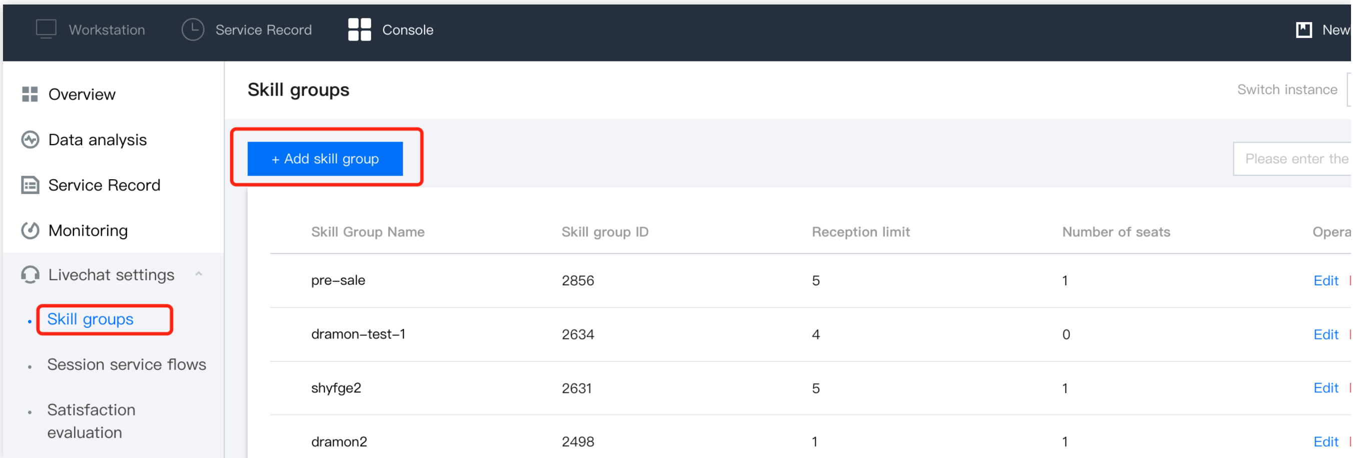
Skill Group Management

Last updated：2024-02-06 09:23:58

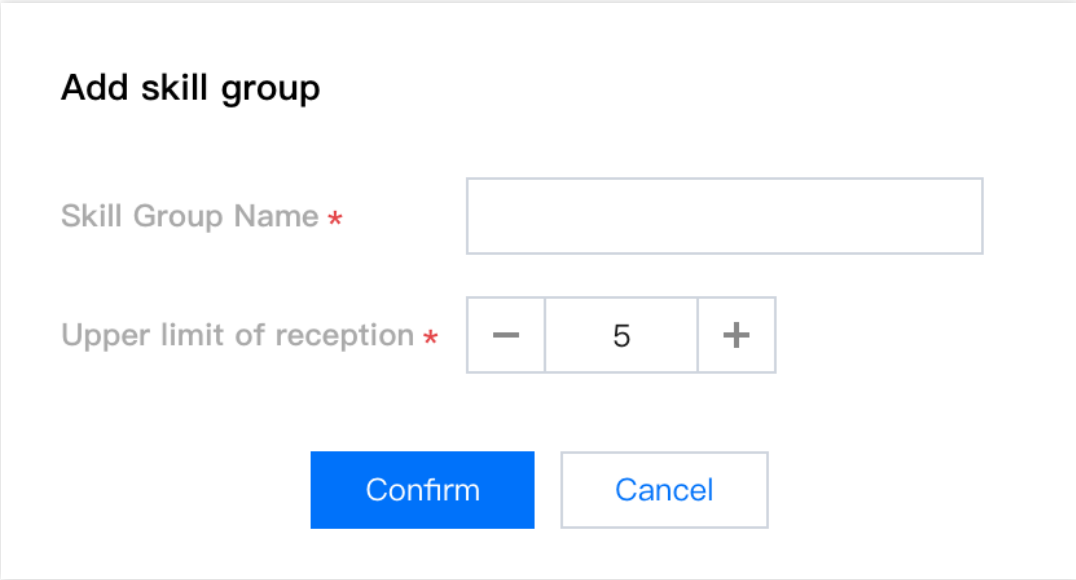
Skill groups are designed to distinguish between customer service staff of different functions. They can be divided according to service type (e.g., pre-sales, post-sales, complaints, etc.) or geographical region (e.g., South China, North China). If there's no need for grouping customer service personnel, create a single skill group and incorporate all the staff.

Add Skill Group

1. Access the Management Console directly, click on **Livechat Settings** > **Skill Groups** in the left navigation bar to access the skill group management page. Click on **Add Skill Group**.

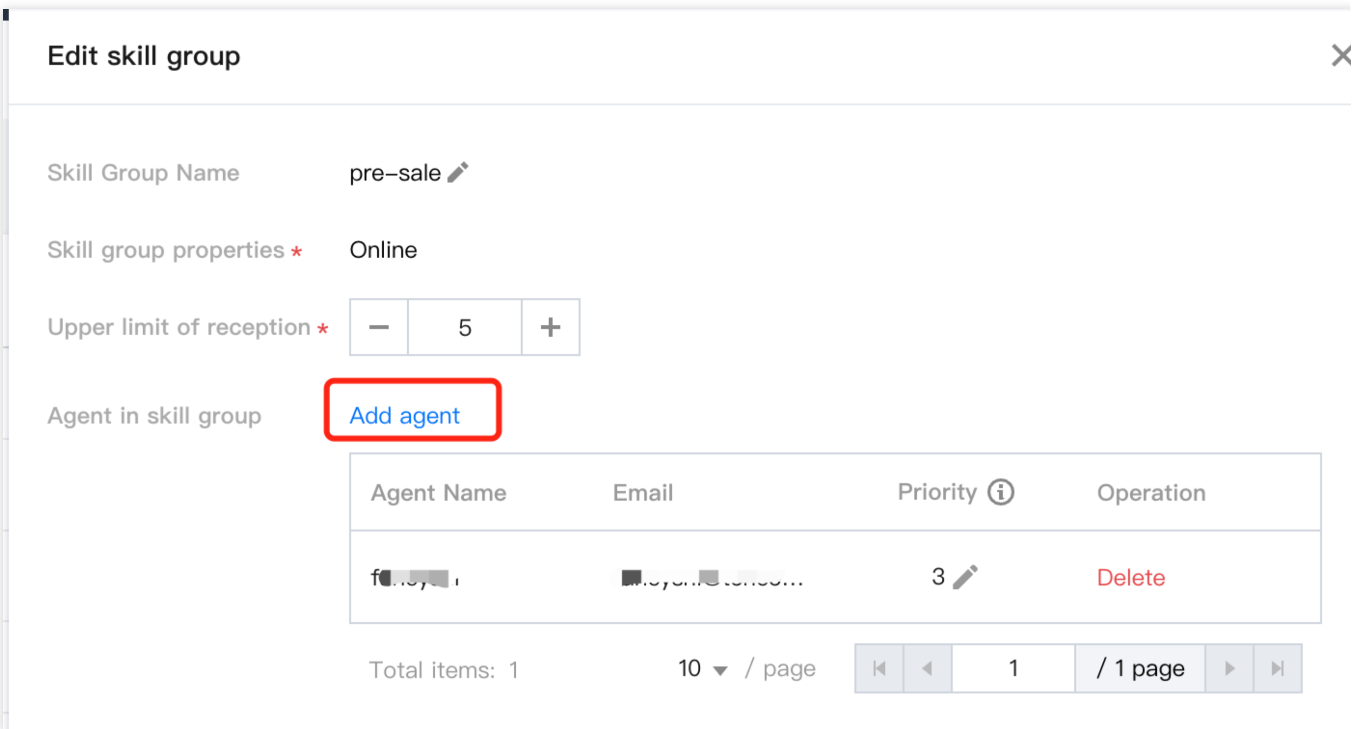


2. Fill in the skill group name and reception limit in the Add Skill Group dialog box and then click **Confirm**. (The reception limit refers to the maximum number of people a single agent can serve at once).

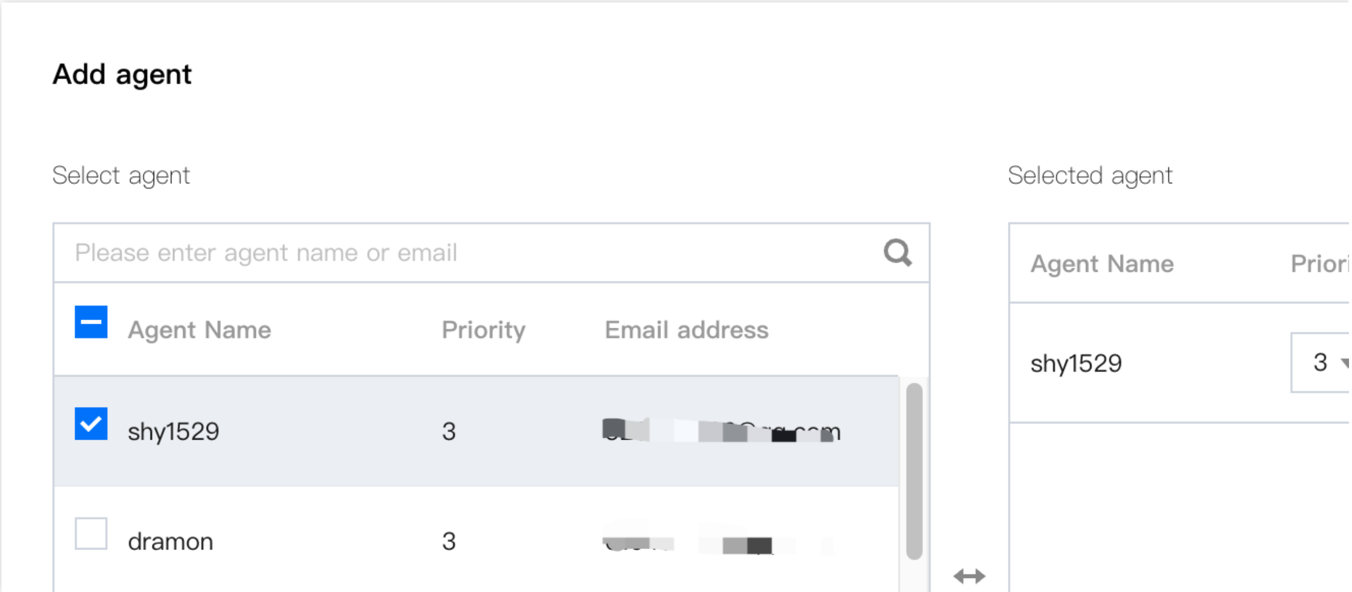


Adding agent to a Skill Group

1. Click on **Edit** in the operation column of the target skill group. On the right-hand side of the skill group, click **Add agent** .



2. Select the agent from the list that you want to add to this skill group, then click **Confirm**.



Setting the Priority of Agent

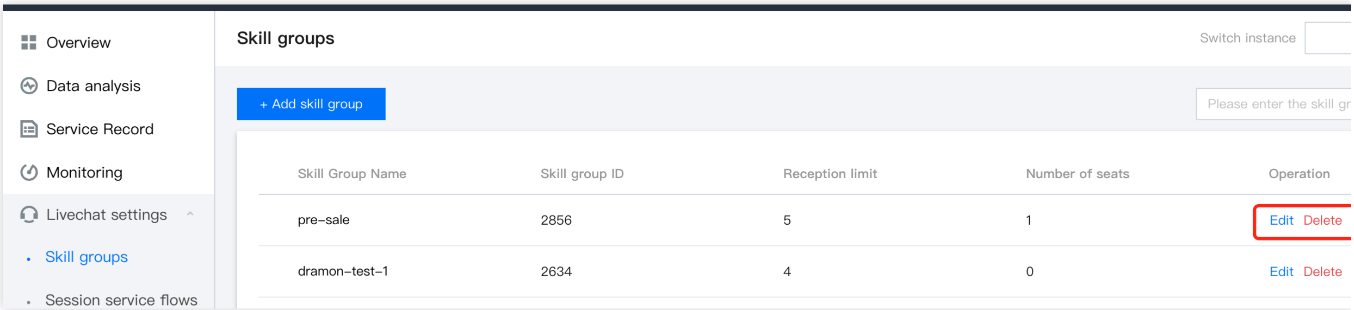
When the routing capability is set to "Allocate according to the priority of agent in the skill group", the system will assign the user conversation to high-priority customer services as a priority. When adding customer service to a skill group, the priority of customer services are rated from 1 (highest) to 5 (lowest), with the default being 3.

Deleting an Agent From a Skill Group

Click **Edit** in the target skill group, and then click **Delete** in the operation column of the member list to remove the specified agnet from the skill group.

Editing and Deleting a Skill Group

Edit Skill Group: Click **Edit** in the target skill group to modify the name of the skill group.
Delete Skill Group: Click **Delete** in the target skill group to delete it. After the skill group is deleted, the agents within the group will no longer be associated with the current skill group, and their corresponding information will not be deleted.


Overview
Data analysis
Service Record
Monitoring
Livechat settings
Skill groups
Session service flows
Skill groups
Switch instance
+ Add skill group
Please enter the skill gr
Skill Group Name
Skill group ID
Reception limit
Number of seats
Operation
pre-sale
2856
5
1
Edit Delete
dramon-test-1
2634
4
0
Edit Delete

Session Service Flow Management
Create and Bind Session Service Flow

Last updated：2024-02-06 09:24:16

The session service flow serves as a guiding process when users enter online customer service, enabling the setting of welcoming phrases and navigation, etc. You can configure branching, manual transfer, customer service chatbot, and other functions within the session service flow.

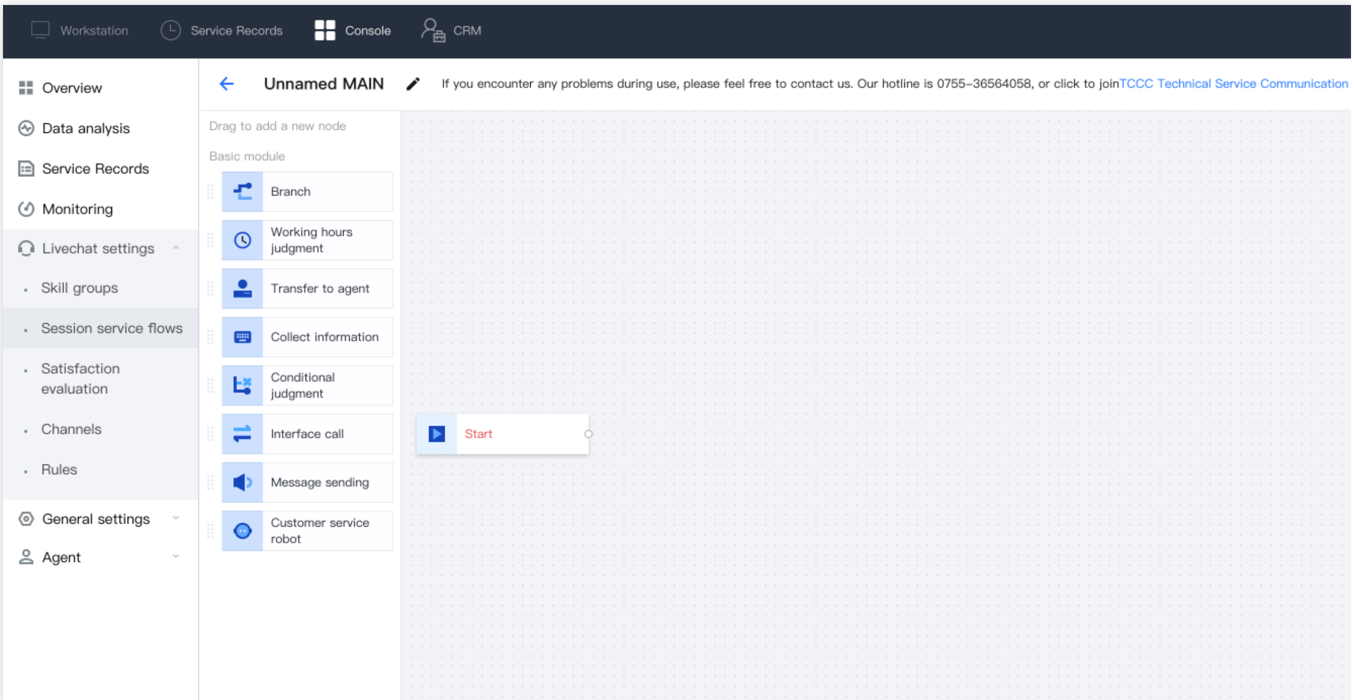
Operation step

Step 1: Create a new Session Service Flow

Directly visit Management Console, click on **Livechat Settings** > **Session Service Flow** on the left navigation bar to enter the Session Service Flow Management page, click on **New** at the top left corner of the page.

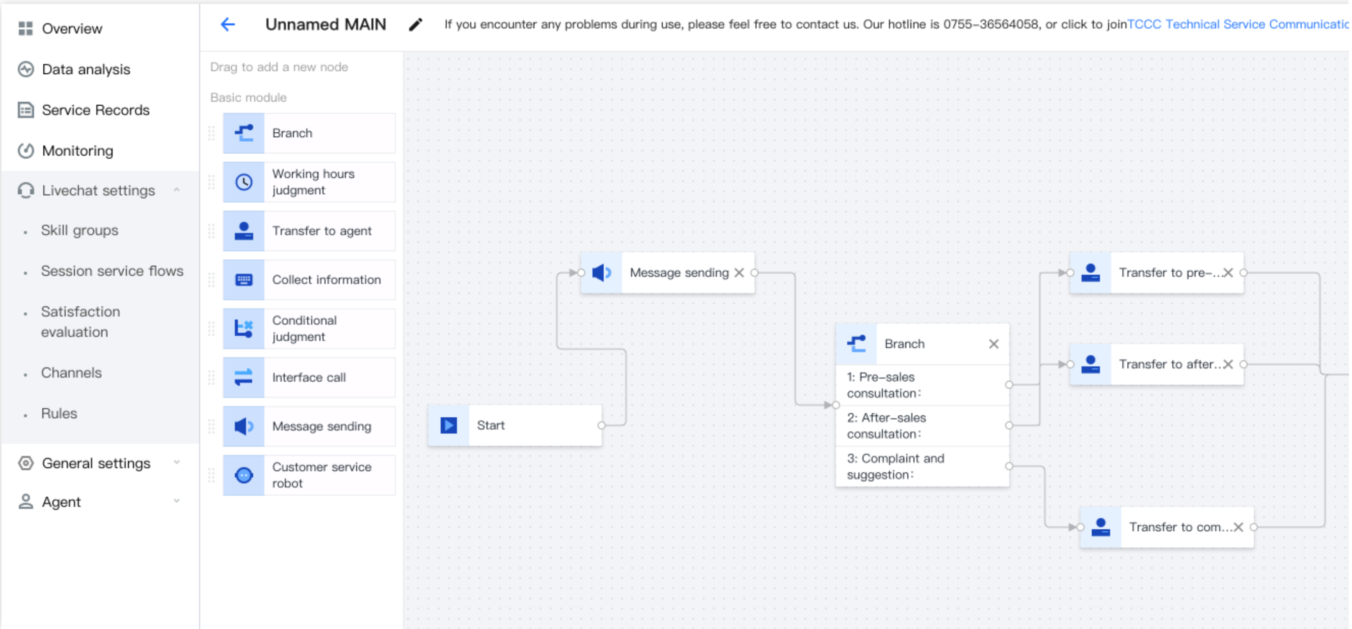
Step 2: Enter the name of the chat service flow

In the top left corner of the chat service flow canvas, enter a name for the chat service flow, such as: online chat reception.



Step 3: Connect Modules

Depending on your specific scenario, drag the required modules to the appropriate location within the canvas area, connect the modules, and fill in the necessary information in each module (see Chat Service Flow Modules for details). Each chat service process must begin with **start** module as the first one and end with **end** module as the last one.

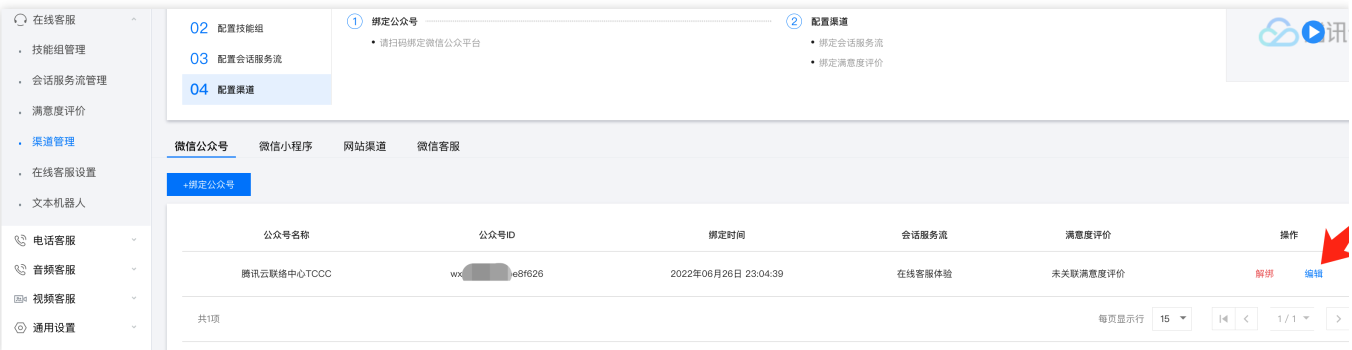


Step 4: Save the chat service flow

Once configured, click **Save** in the upper right corner of the canvas to return to the list of conversation service flows.

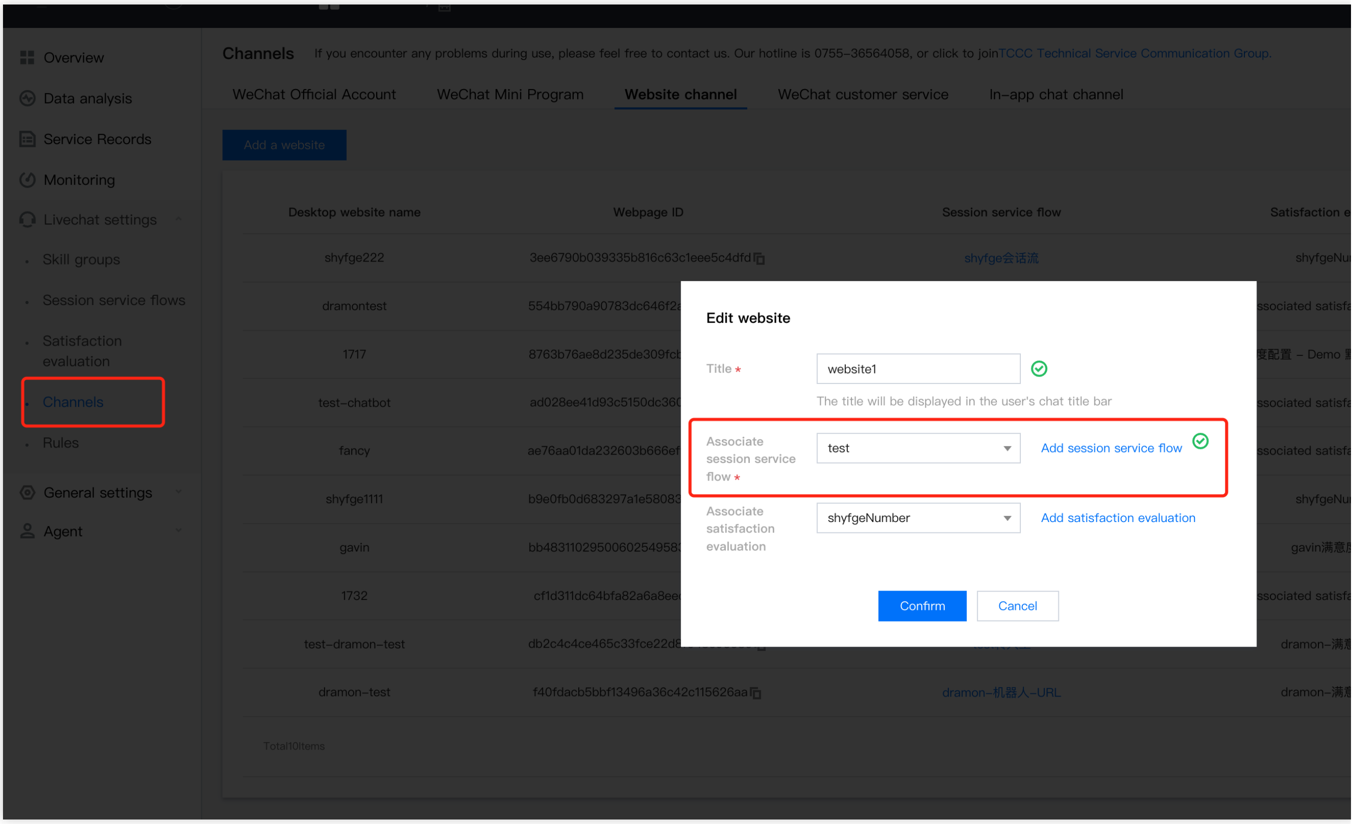
Step 5: Bind the Conversation Service Flow

Go to the Channel Management page, select the channel you want to bind to the conversation service flow, and click View/Edit.



Step 6: Execute the Session Service Flow

In the dialog box, select the session service flow to be associated and click **Associate**. Once associated, when a user sends a message to the **channel**, the configured conversation service flow will be followed.



Session Service Flow Module

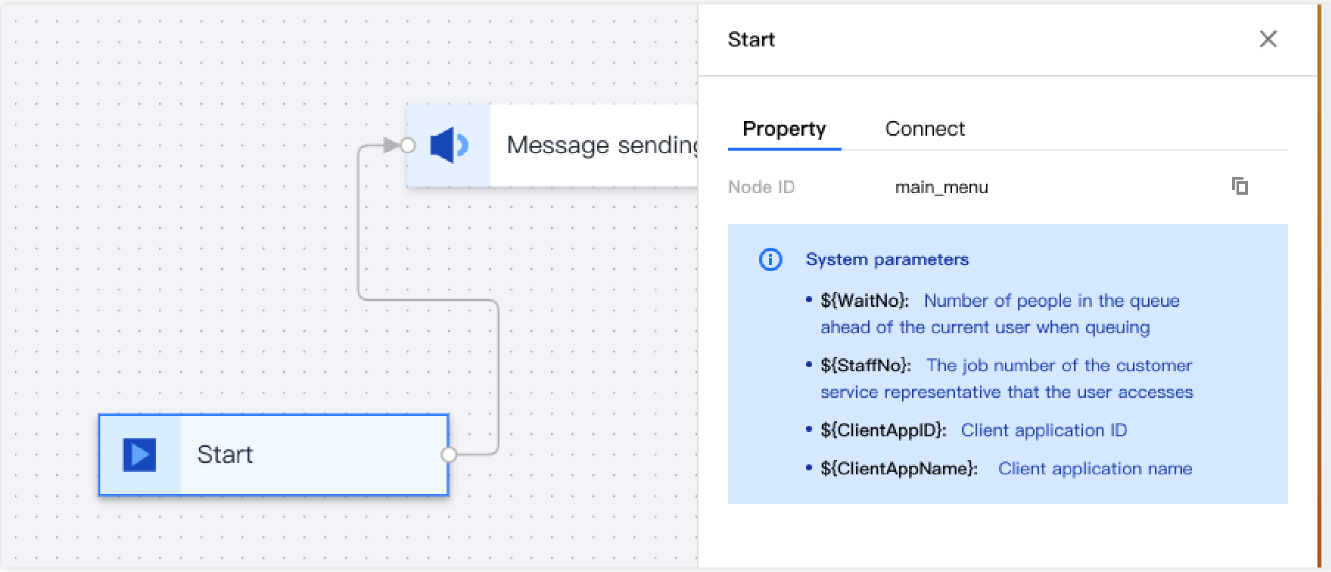
Last updated：2024-02-27 16:32:11

You can complete the construction of the session service process through drag-and-drop module combination.

Start Module and System Parameters

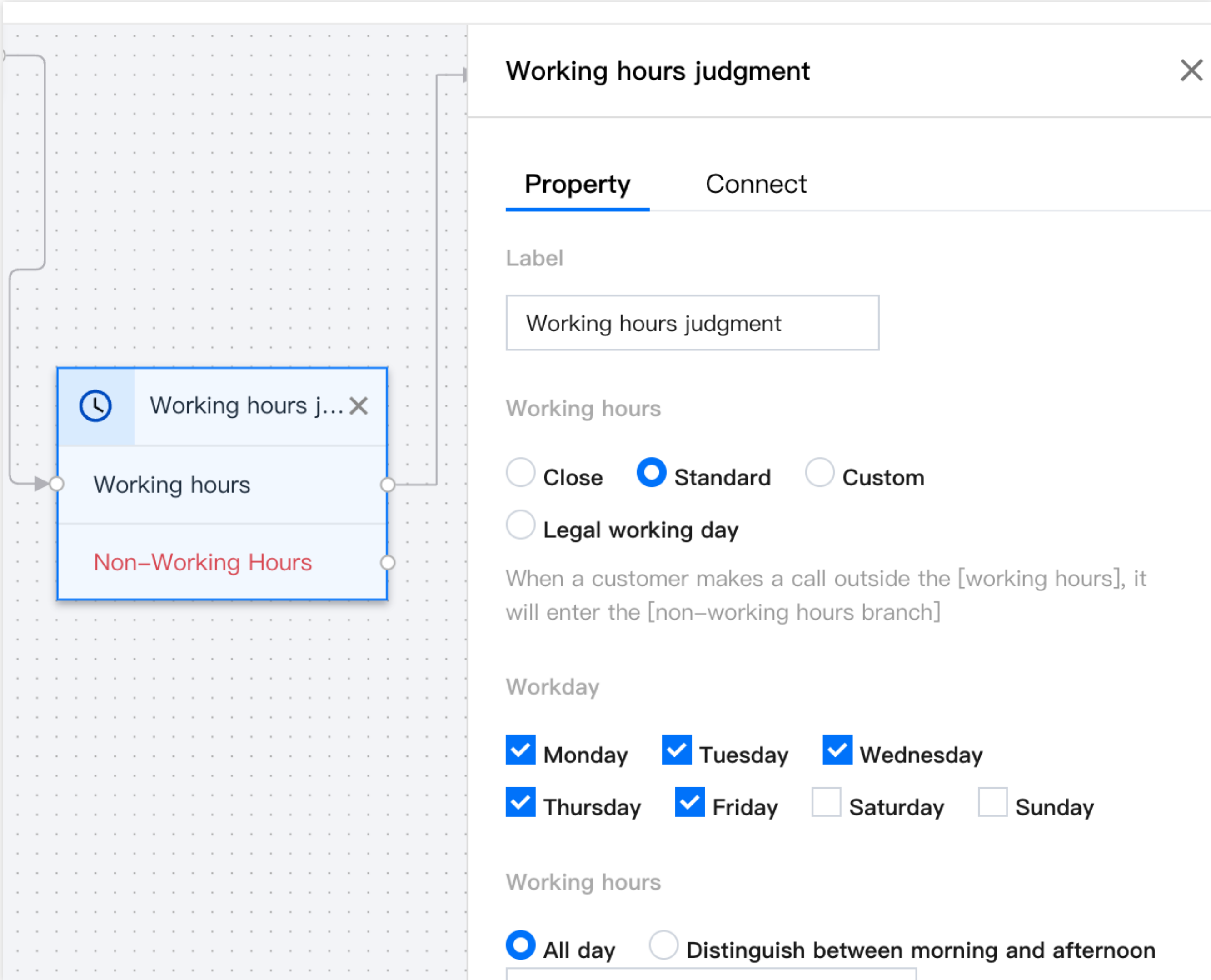
The start module automatically appears in the canvas as the first module of the session service process and cannot be deleted. The system parameters provided in the start module can be referenced in other modules.

Critical Parameter	Description	Sample code
${WaitNo}	Number of users queued ahead of the current user	Currently there are ${WaitNo} people in queue. You may continue to wait or consult at a later time.
${StaffNo}	User's access to a customer service representative's employee number	The transfer has been successful; customer service number ${StaffNo} is at your service.
${StaffNickName}	The public alias of the customer service representative to whom the user is connected	Transfer successful; ${StaffNickName} is here to assist you.
${ClientAppID}	The channel ID of the online customer service	Used in tandem with API calls, it ascertains the user's consultation access point
${ClientAppName}	Channel name of the online customer service	Used in tandem with API calls, it ascertains the user's consultation access point
${SystemClientUserID}	User's UserID	Used in conjunction with API calls to query user profiles via UserID in the back-end business



Service time module

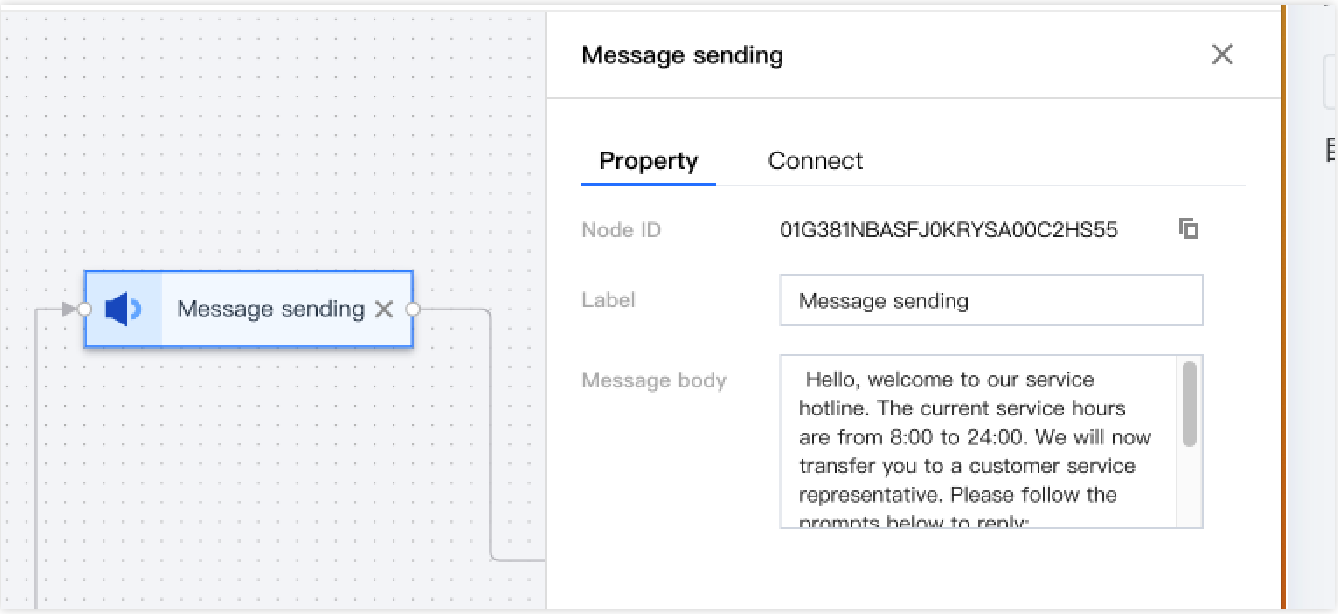
This is used to set the working hours of human customer service. The user sessions entering during working hours and non-working hours can be directed into different reception processes.



Message sending module

This module is employed for dispatching text messages to users, usually as a welcoming greeting.

Critical Parameter	Description	Example
Tag	You can customize the name of this module	Welcoming language
Message body	Text messages that need to be sent to the user	Hello, welcome to consult, what can I assist you with?



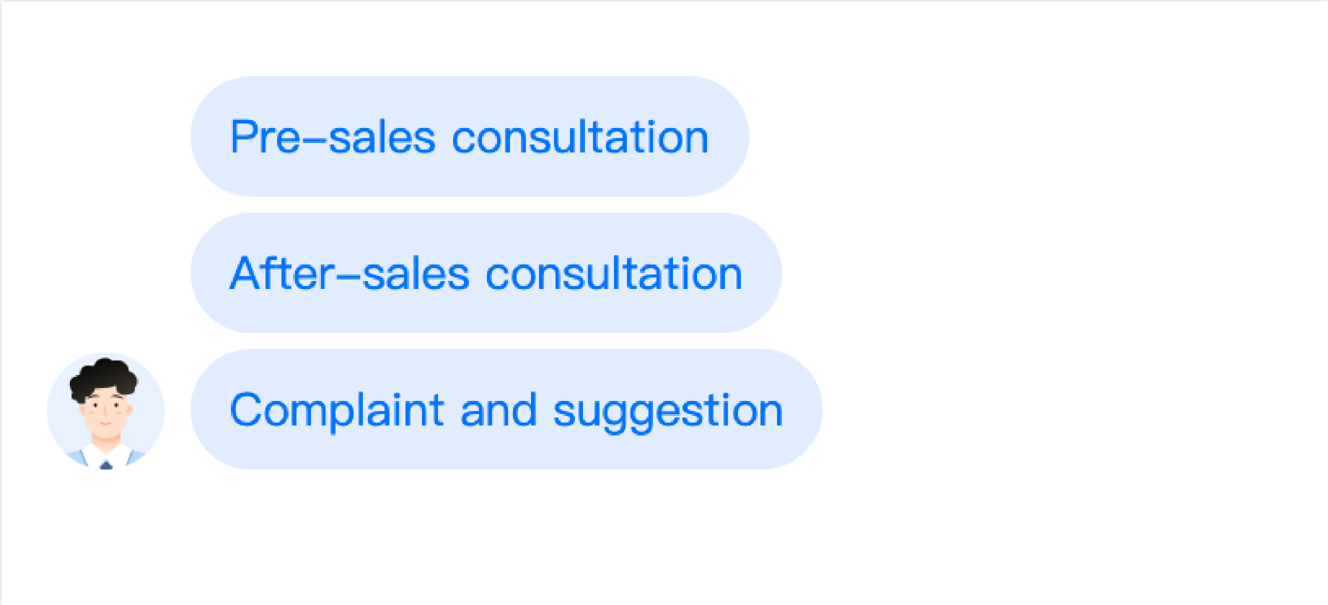
Branch module

The branch module is used to divert different service type demands from users.

Navigation menu

Applicable Channels: Websites, H5, Apps with embedded H5, WeChat Official Account (Service Account), WeChat Customer Service.

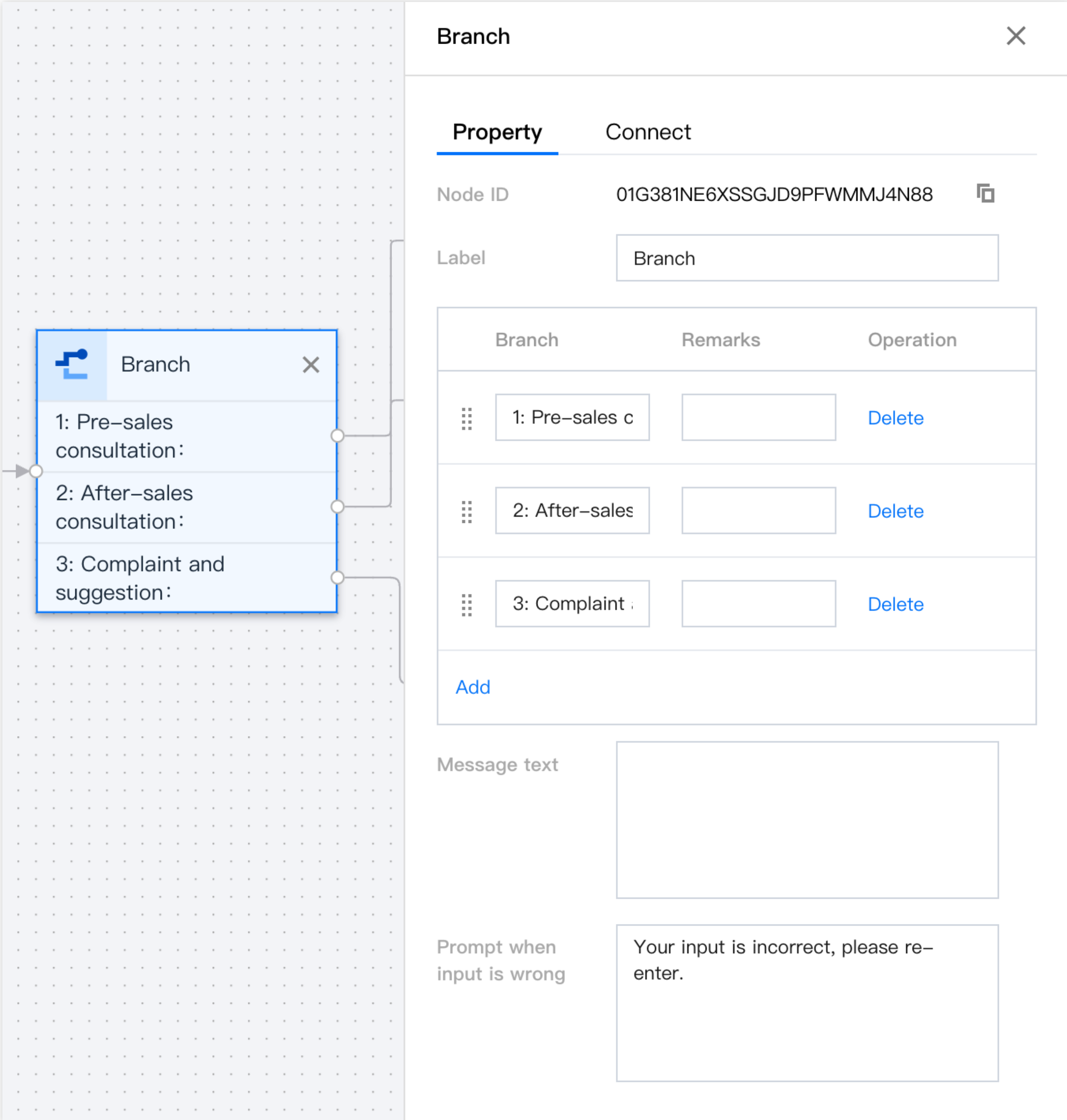
Implementation Effect: Users can click on the menu to navigate to different sections, as the following image shows.



Parameter Description

Critical Parameter	Description	Sample code
Tag	You can customize the name of this module	Service branch
Message text	Guide for users to the keyboard menu prompt	Please select the service you require
Prompt when input is incorrect	Prompt for user keystroke error	Your input is incorrect, please re-enter
Branch	The user's push-button interface allows the addition or deletion of any branch menus	Presales service Post-sales service

The configuration parameters for menu navigation are illustrated in the figure:



Response to keyword navigation

Applicable Channels: WeChat Official Accounts (Subscription)

Functional Result: Users can reply with different keywords to enter different navigations.

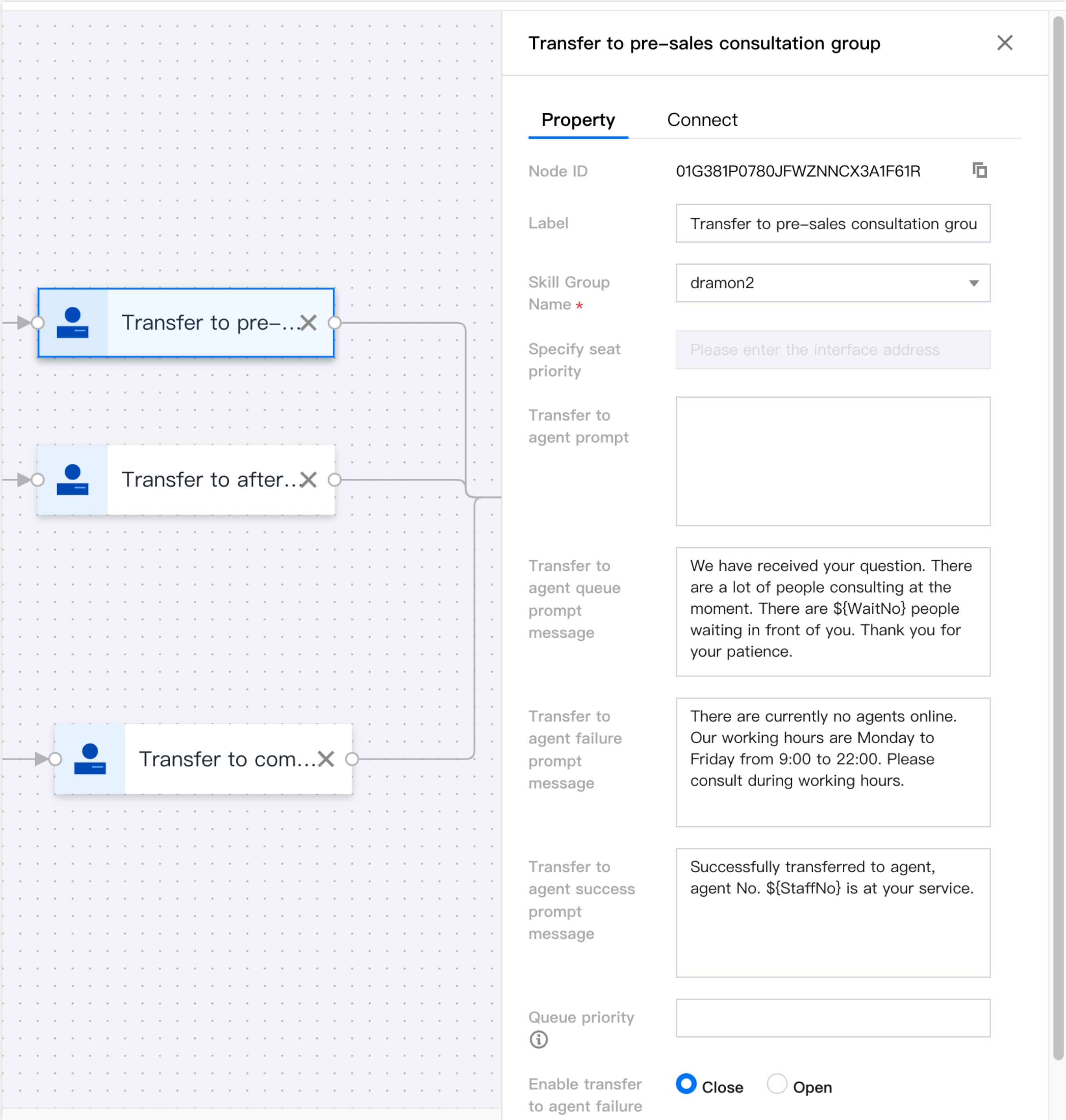
Parameter Description

Critical Parameter	Description	Sample code
Tag	You can customize the name of this module	Service branch

Message text	Guiding phrase for users to respond with corresponding keywords	Please select the service you require
Prompt when input is incorrect	Prompt when the user's response is incorrect	Your input is incorrect, please re-enter
Branch	User replied keyword branch	For presales service, please reply with number 1 or 'presales' For aftersales service, please reply with number 2 or 'aftersales'

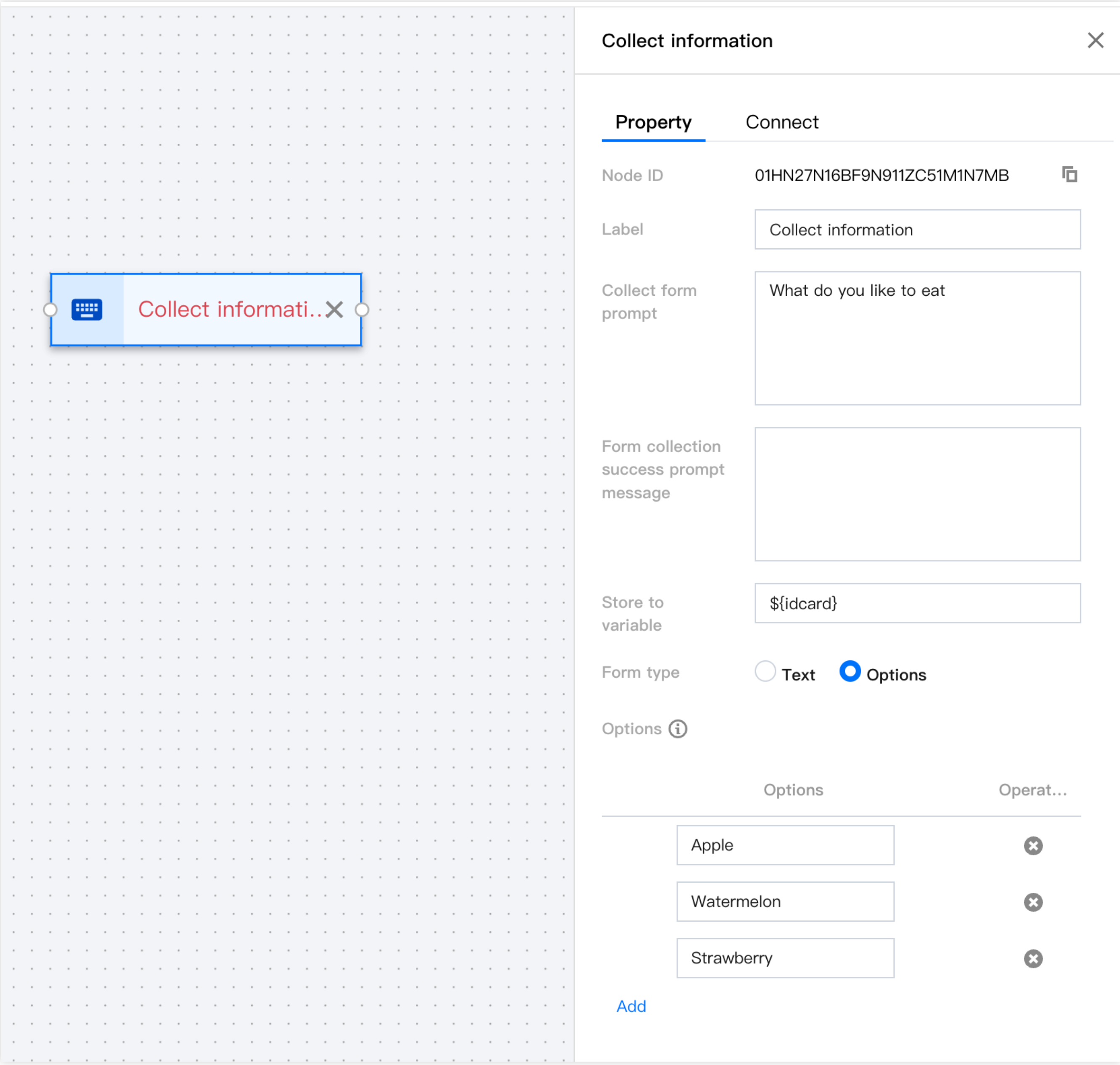
Transfer to agent module

Transfer to agent module is designed to transfer the session to the pertinent skill group. The system allocates the session based on the agent status within the skill group and the priority of the agent within the skill group, generally after connecting to the branch module.

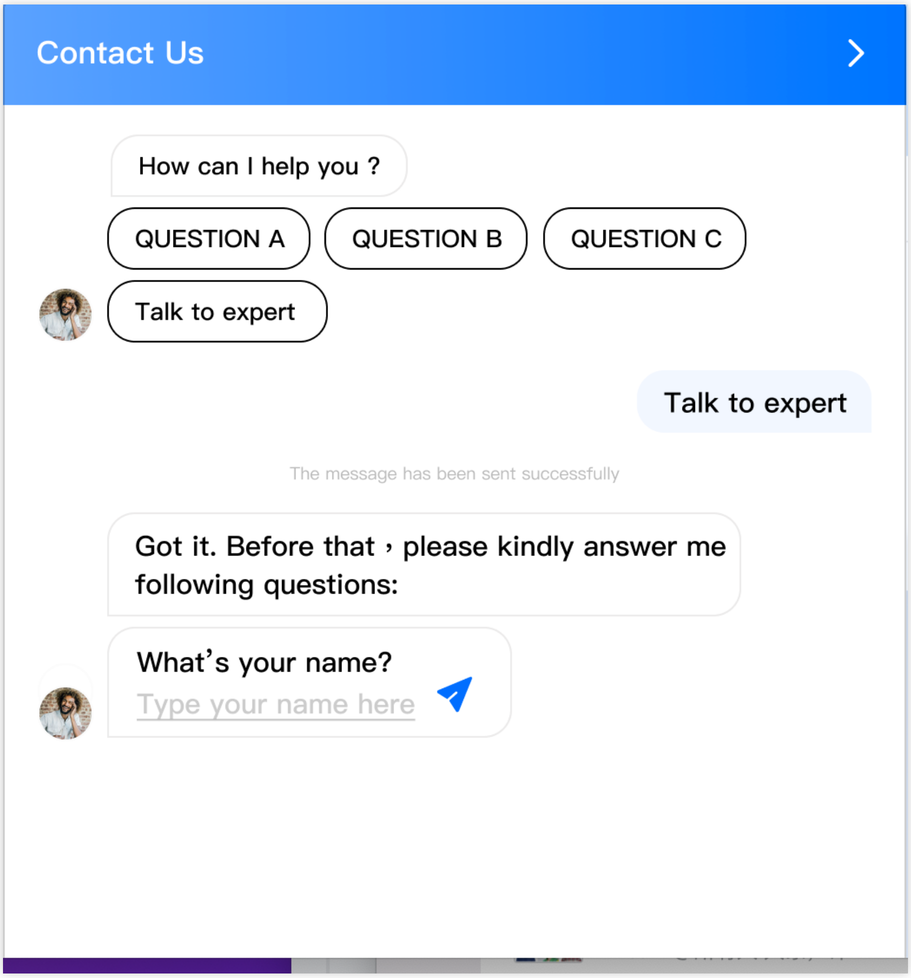


Collect information module

Collect information module prompts users to input information via prompts. The user-entered information will be stored in the designated variable names. Form types support the collection of text and options.

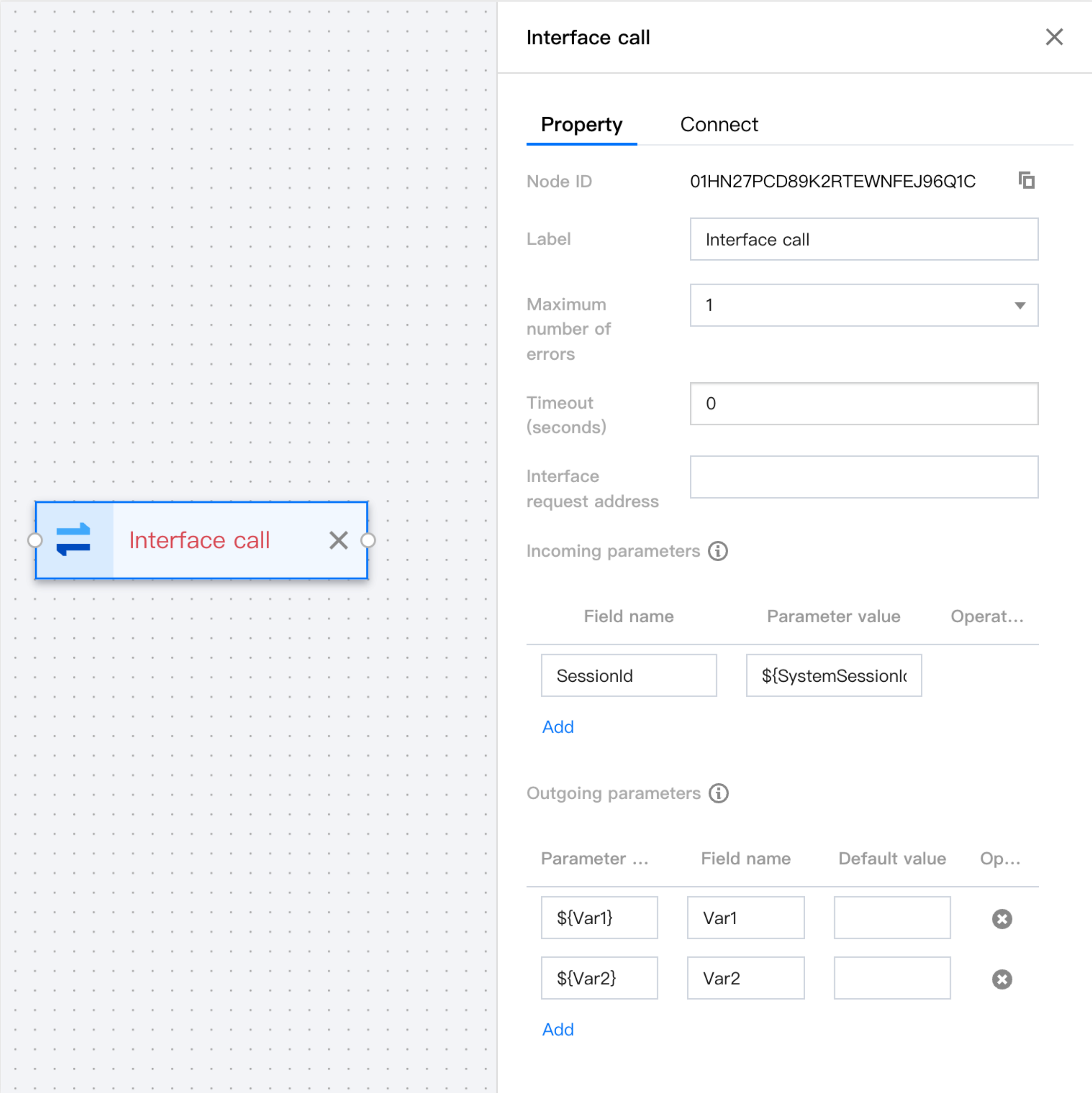


An Information Gathering Node generally needs to be connected to an Interface Call Module afterwards. It provides the information gathering variable to the third-party system interface in the form of a parameter, achieving the following effect:



Interface call module

The interface call module supports third-party systems to inject custom business parameters into the IVR process through the mode of configuring HTTP API interface calls. Other module nodes in the IVR process can use these business parameters.



Maximum error count: It will retry after the interface call fails. This configuration allows for a certain number of unsuccessful interface attempts

Timeout period: This specifies the timeout period for each interface call

Default value: If the interface call fails, a default value will be assigned to the variable.

Note:

In the event where all API calls fail, the system will automatically proceed to the next node.

API Request URL: Any customer URL that supports public network access

METHOD: POST

Content-Type: `application/json;charset=utf-8`

request:

Parameter	Type	Description
Request Parameter 1	String	Request parameters specified in IVR configuration
Request parameters 2	String	Request parameters specified in IVR configuration
Request parameters N	String	Request parameters specified in IVR configuration

Supported system parameters:

Parameter	Type	Description
${SystemSessionId}	String	Conversation ID

response:

Parameter	Type	Description
Response Parameter 1	String	Specified return parameters in the conversation service flow configuration
Return Parameter 2	String	Specified return parameters in the conversation service flow configuration
Return Parameter N	String	Specified return parameters in the conversation service flow configuration

Example:

After collecting the customer's mobile phone number through information collection, pass the mobile phone number to the third-party system through the interface call, and after querying the customer's score, inject the score into the IVR.

```
}
```

```
https://www.customurl.com/fetchVariables
Request
{
    "Phonenumber":"008618621500000"
}

Return
{
    "Score":"95"
}
```

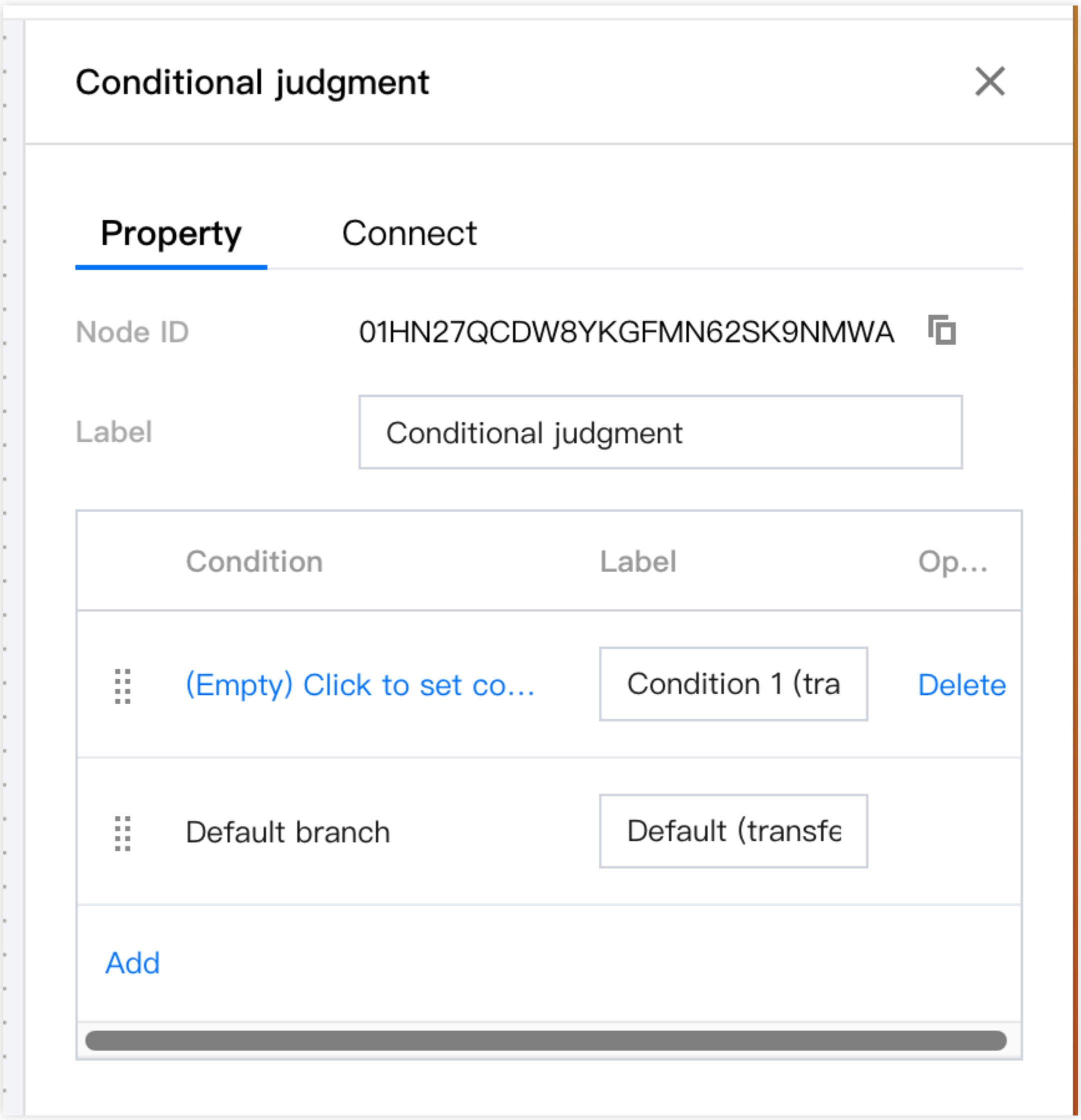
Condition judge module

This module adds various conditional branches through configurations, allowing for logical routing in conjunction with system parameters and business parameters injected from the parameter passing module. The supported operation syntax for conditional branches includes judgments: equals, not equals, greater than, less than, greater than or equal to, less than or equal to, and logical conjunction.

Default Branch: This is a specialized kind of branch, offering a fail-safe function. If all branch logic judgments fail, the system will default to this branch.

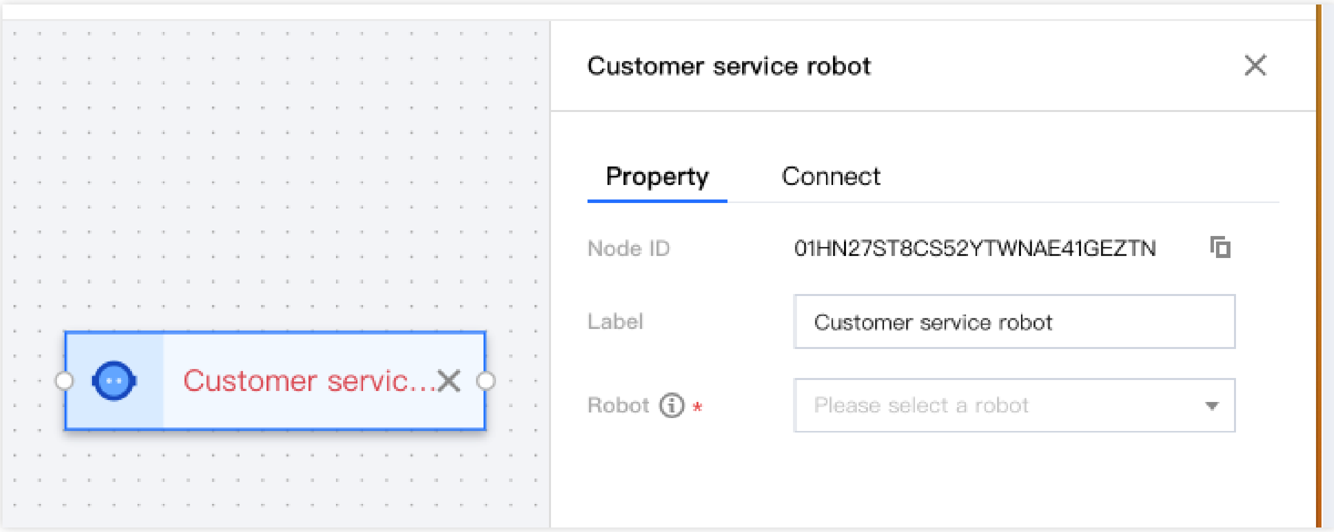
1. Through the API invocation module, course parameter values are injected.
2. Conditional judgment module divides the course into three types, taking three different branches respectively.

The examples are as follows:



Customer service robot module

By adding a customer service robot node in your service flow, you can reduce the workload of human customer service while responding to user queries quickly and accurately. You can select the bot you created at the Instant Messaging Console in this module. For robot configuration, please refer to the Robot Operation Guide.

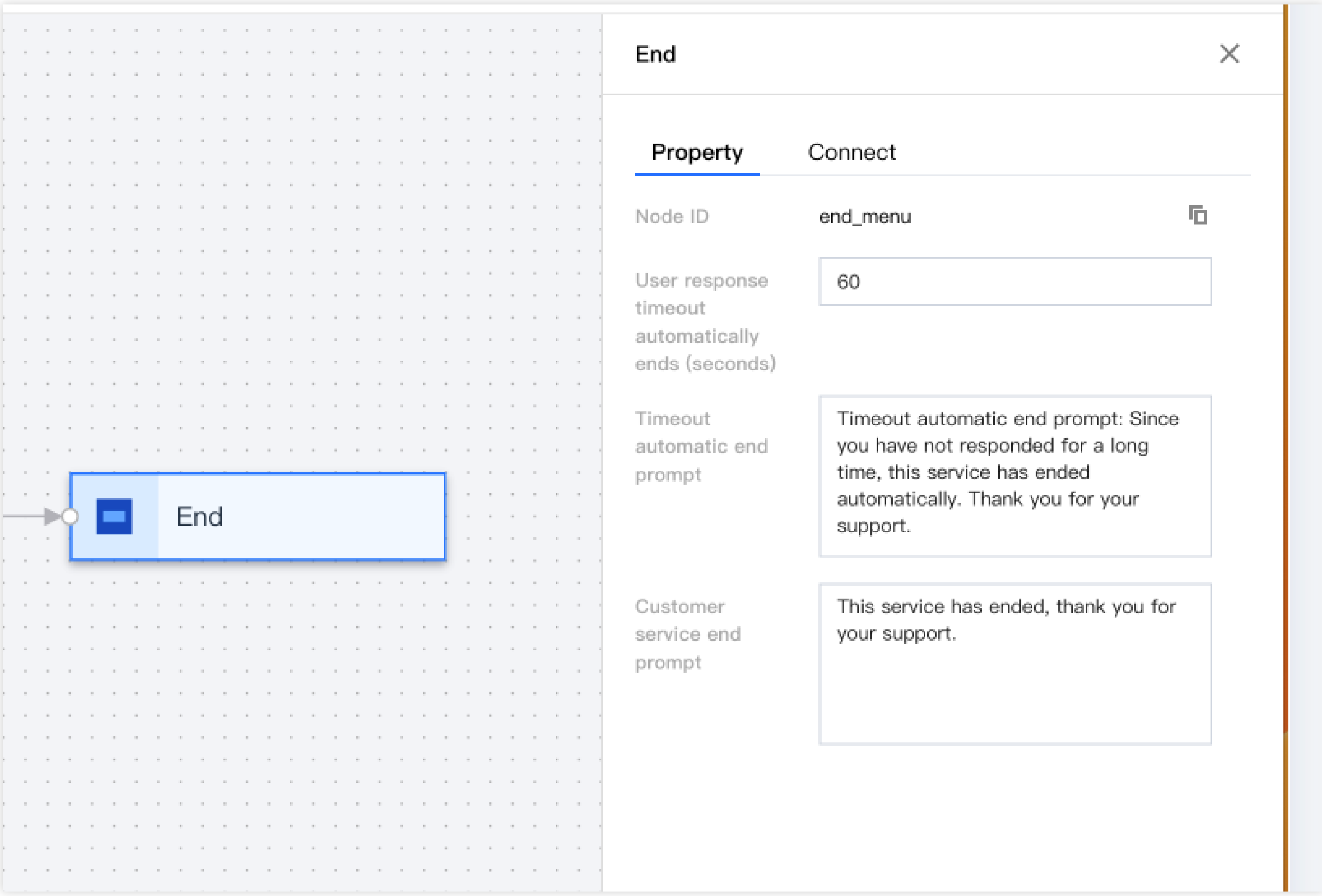


End module (automatic termination upon timeout)

The end module is automatically displayed last on the IVR canvas and cannot be removed. Typically, it is connected after the transfer to human module. In the termination module, you can set the time for automatically ending the session after the user answer timeout, as well as the auto-termination message and human service termination message.

Note

User response timeout means that when the customer service representative sends a message to the user, and the user doesn't reply within the set time.


End
Property
Connect
Node ID
end_menu
User response timeout automatically ends (seconds)
60
Timeout automatic end prompt
Timeout automatic end prompt: Since you have not responded for a long time, this service has ended automatically. Thank you for your support.
Customer service end prompt
This service has ended, thank you for your support.
End

Satisfaction Evaluation

Last updated：2024-02-06 09:24:52

Satisfaction ratings are typically used to gather customer satisfaction information at the end of a conversation between customer service and the user. The use of satisfaction rating features is not currently supported by the WeChat Public Account (Subscription Account) channel.

Star-Level Satisfaction Rating

Star-level satisfaction rating can be implemented on website/H5 embedded App channels.

Step 1: Add New Configuration

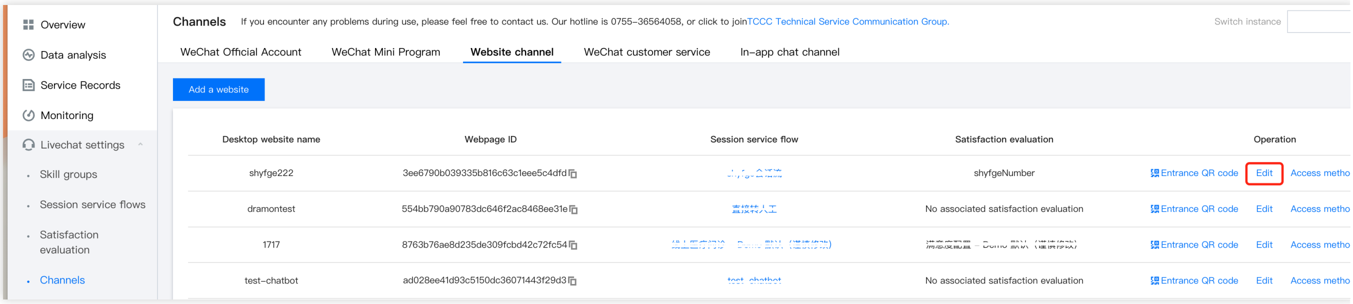
Directly access the Management Console, and click **Livechat Settings** on the left navigation bar to enter the **Satisfaction Evaluation** page, then click **Add Configuration**.

Step 2: Set Relevant Parameters

Set the Customer Satisfaction Evaluation parameters, as shown in the figure below.
Automatically send invitations to review upon session termination: Once checked, the system automatically invites users to provide a satisfaction evaluation after the session ends.
Customer service can actively invite evaluations: After checking, customer service can proactively send satisfaction evaluations to users from the console.
Active User Rating: Once selected, users can proactively rate satisfaction within the session window.
Configuration Name: The title of the satisfaction rating is employed for distinguishing various satisfaction ratings.
Rating Level: Opt for star rating, supporting grades from 1 to 10.
Invitation Text: The guide copy when inviting users to rate their satisfaction.
Thank You Text: The copy at the end of the satisfaction rating.
Validity Period: Indicates the validity period of satisfaction ratings. Beyond the specified validity period, the user cannot make valid satisfaction evaluations.

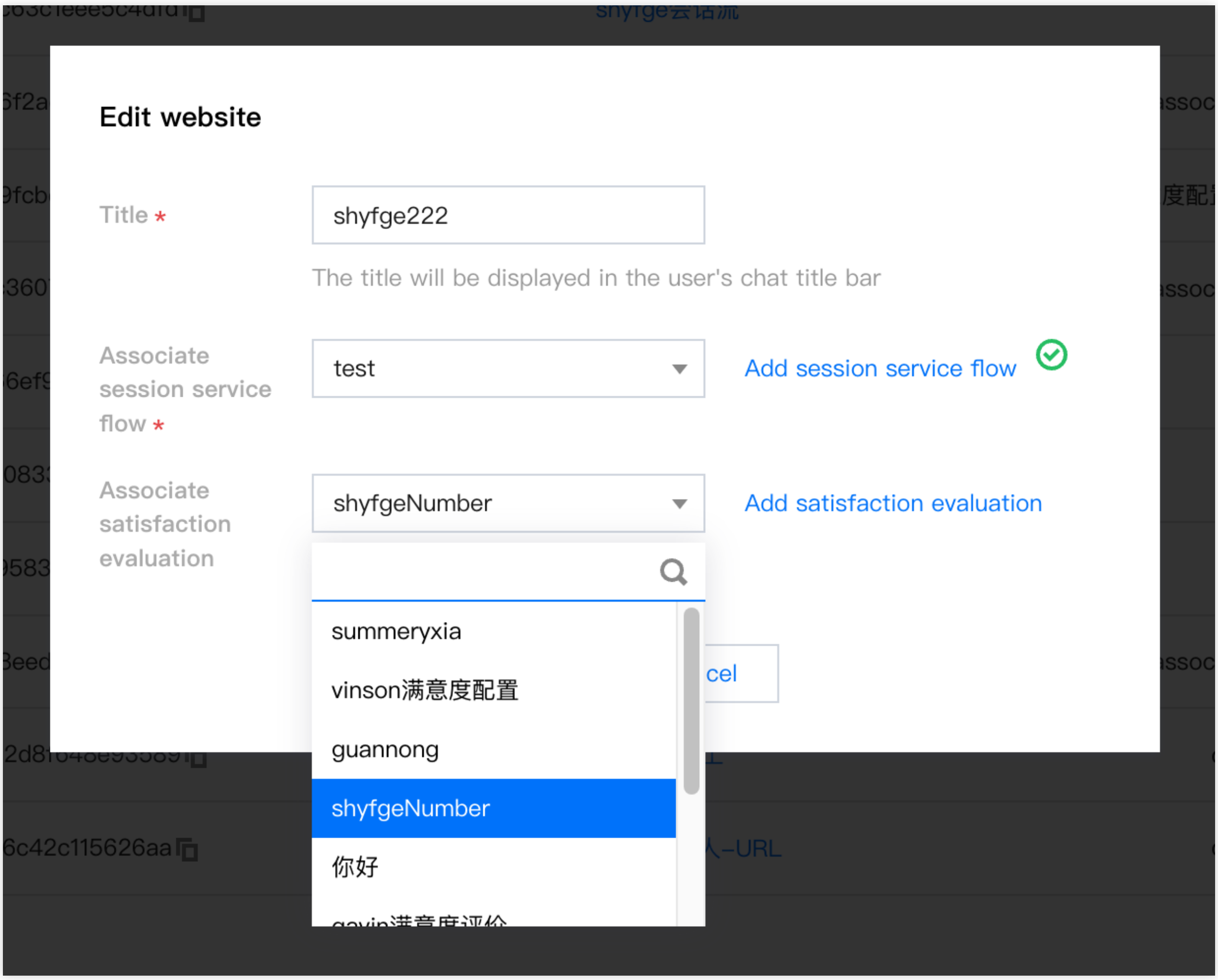
Step 3: Bind the Satisfaction Evaluation

Navigate to the Channel Management page, choose the channel that needs to be bounded with satisfaction evaluation, and click on **Edit**.



Step 4: Association Successful

Select the satisfaction assessment that you need to link to, click **Link**, and the association will be a success.

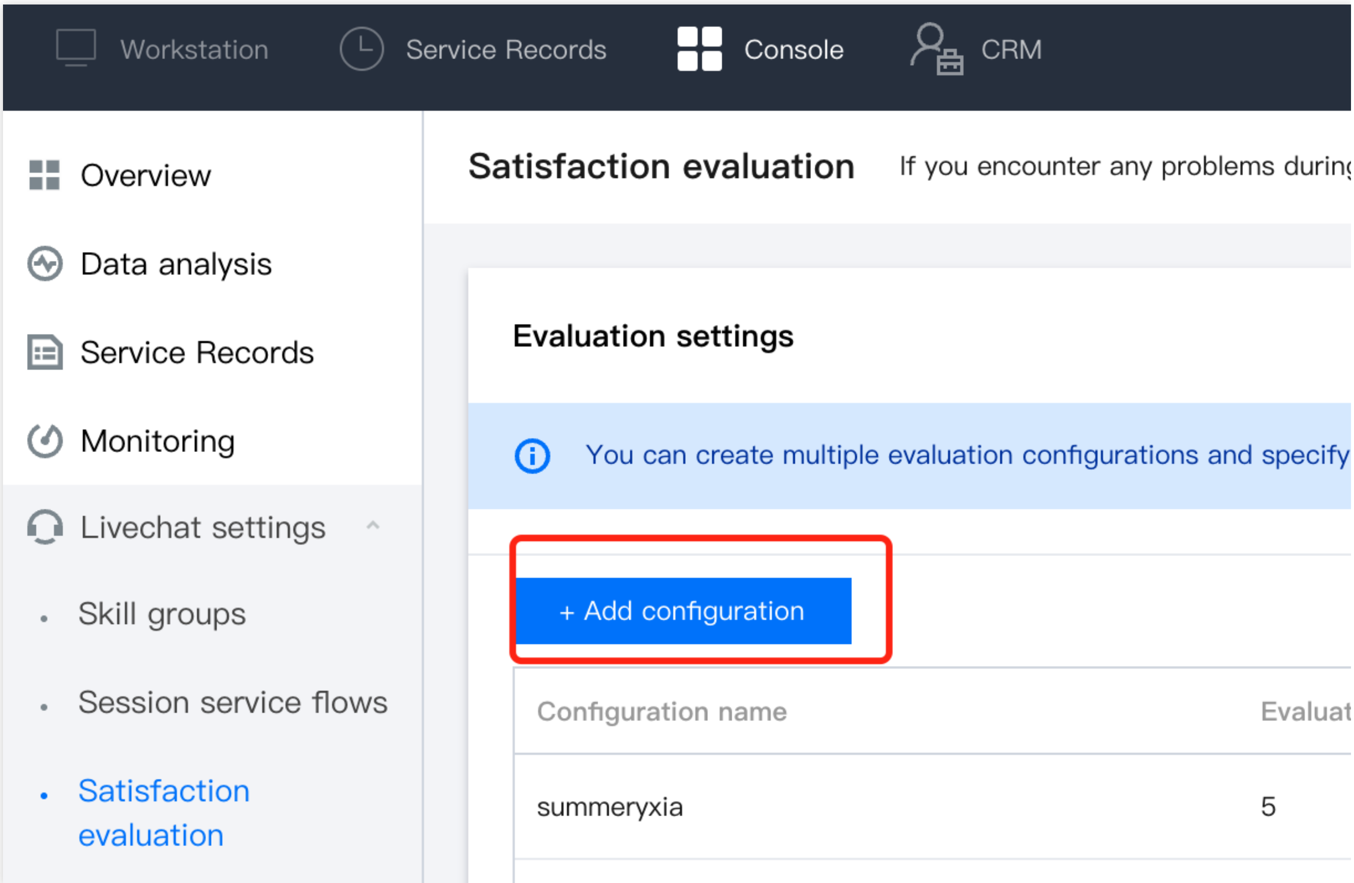


Numeric Satisfaction Evaluation

Numeric satisfaction evaluations are well-accepted for use in WeChat Official Accounts (Service Accounts), WeChat Customer Service.

Step 1: Add New Configuration

Directly access Console, click on **Livechat settings** in the left navigation bar to enter the **Satisfaction evaluation** page, then click **Add Configuration**.



Step 2: Set Relevant Parameters

Set the Customer Satisfaction Evaluation parameters, as shown in the figure below.

Automatically send invitations to review upon session termination: Once checked, the system automatically invites users to provide a satisfaction evaluation after the session ends.

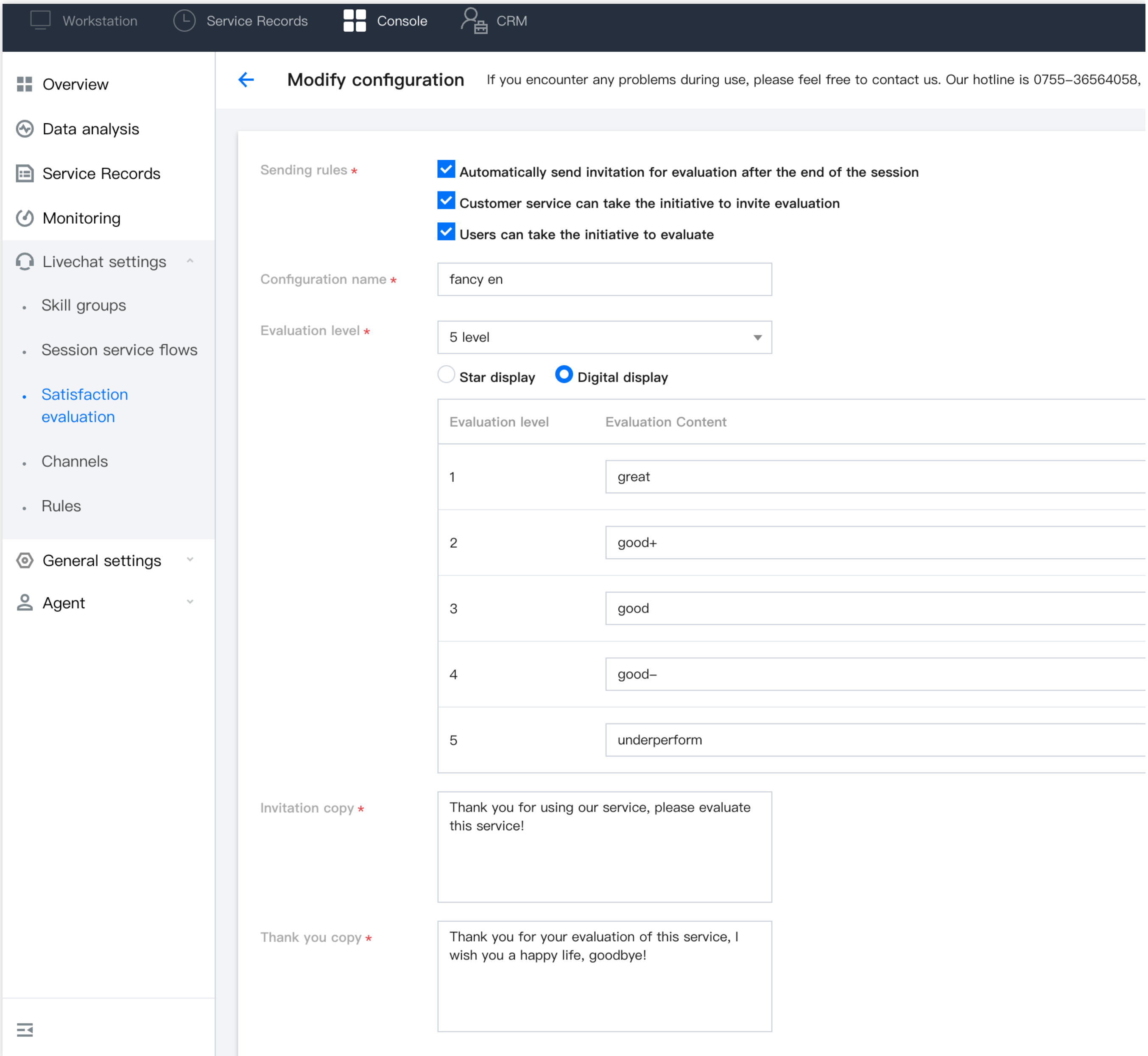
Customer service can actively invite evaluations: After checking, customer service can proactively send satisfaction evaluations to users from the console.

Active User Rating: Once selected, users can proactively rate satisfaction within the session window.

Configuration Name: The title of the satisfaction rating is employed for distinguishing various satisfaction ratings.

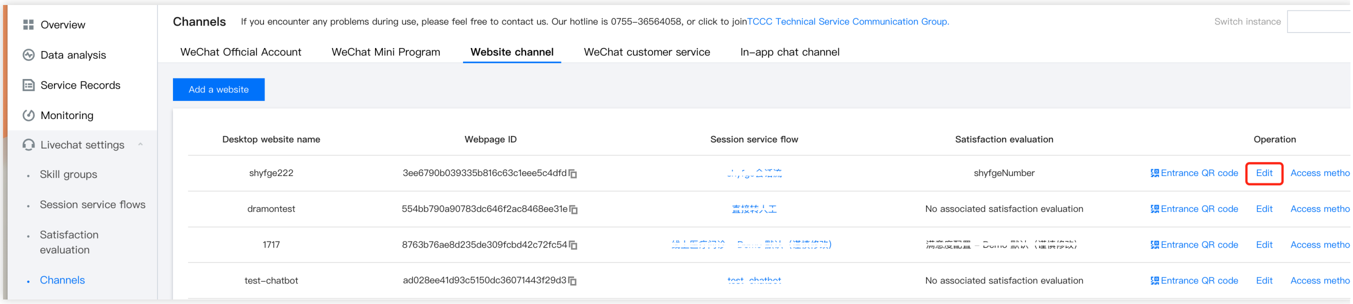
Evaluation Level: Choose number rating, supporting evaluations from 1 to 10.

Invitation Text: The guide copy when inviting users to rate their satisfaction.
Thank You Text: The copy at the end of the satisfaction rating.
Validity Period: Indicates the validity period of satisfaction ratings. Beyond the specified validity period, the user cannot make valid satisfaction evaluations.



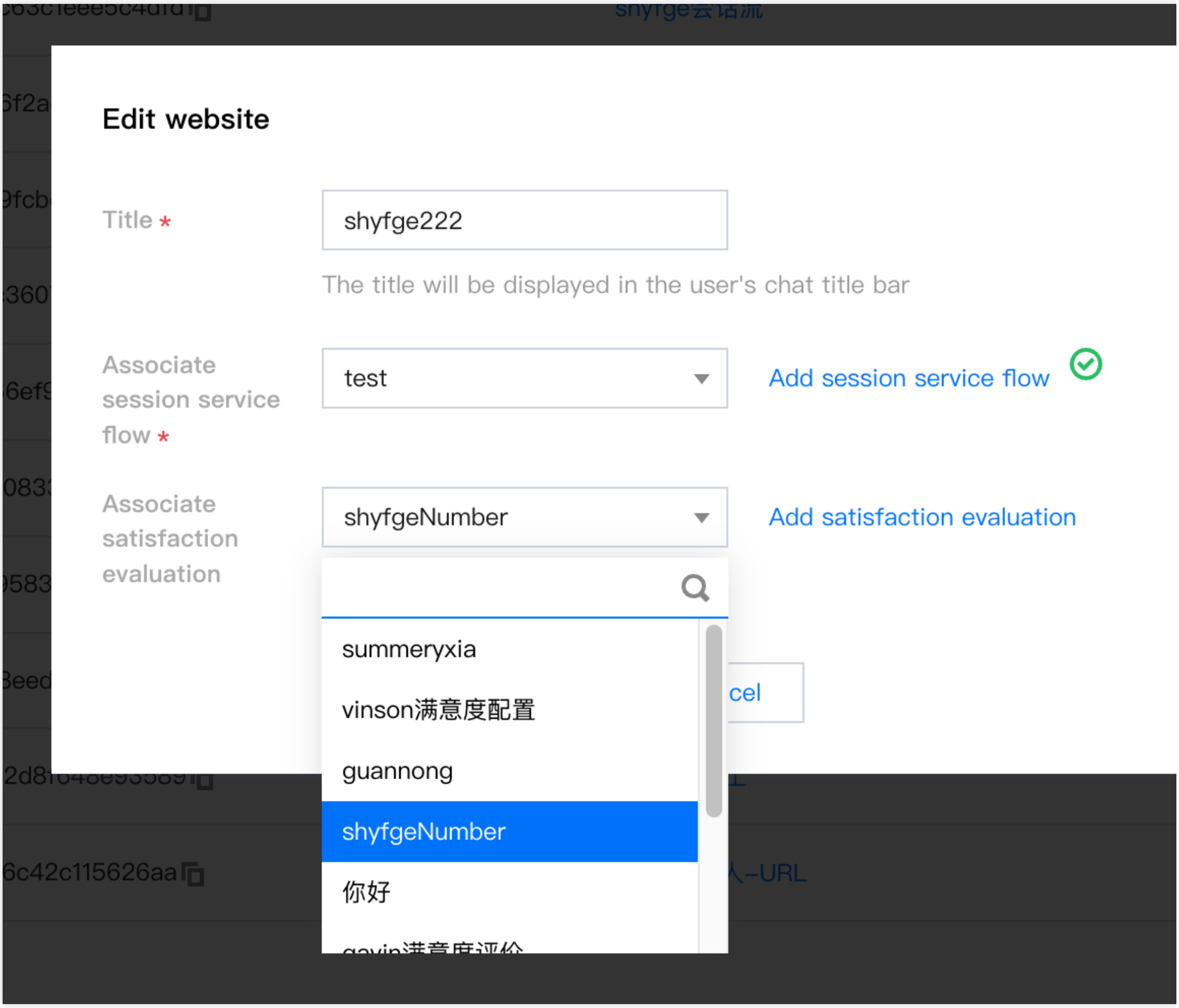
Step 3: Bind the Satisfaction Evaluation

Go to the Channel Management page, select the channel that needs to bind the satisfaction assessment, click **Edit**.



Step 4: Association Successful

Select the satisfaction assessment that you need to link to, click **Link**, and the association will be a success.



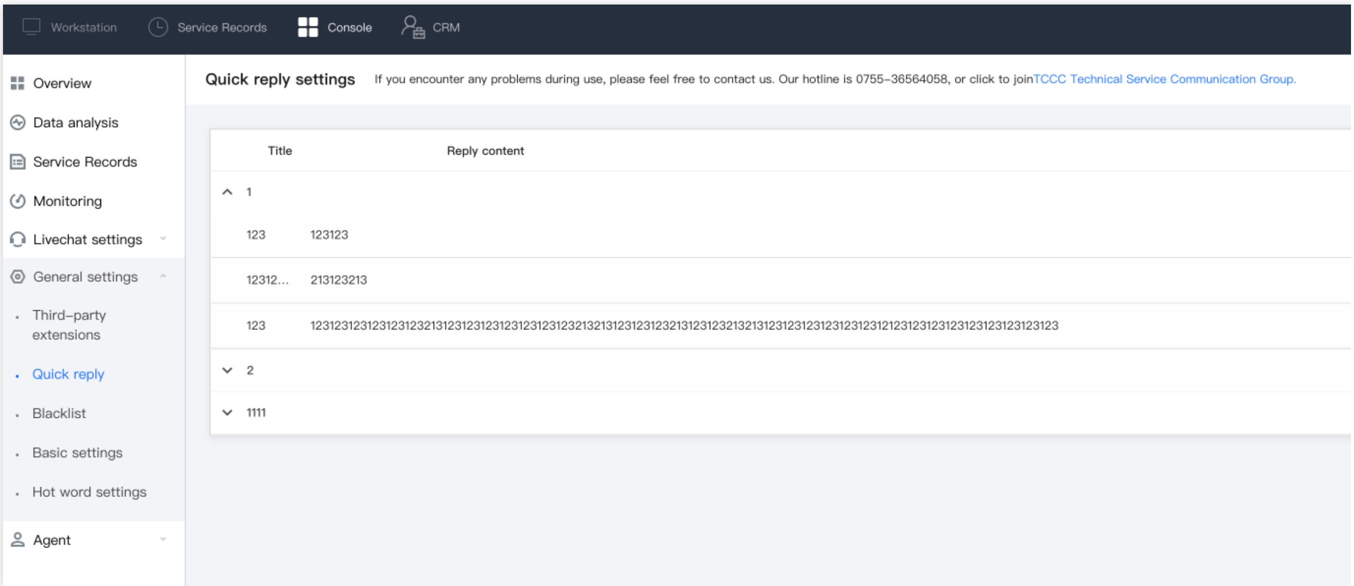
Quick Reply

Last updated：2024-02-06 09:25:07

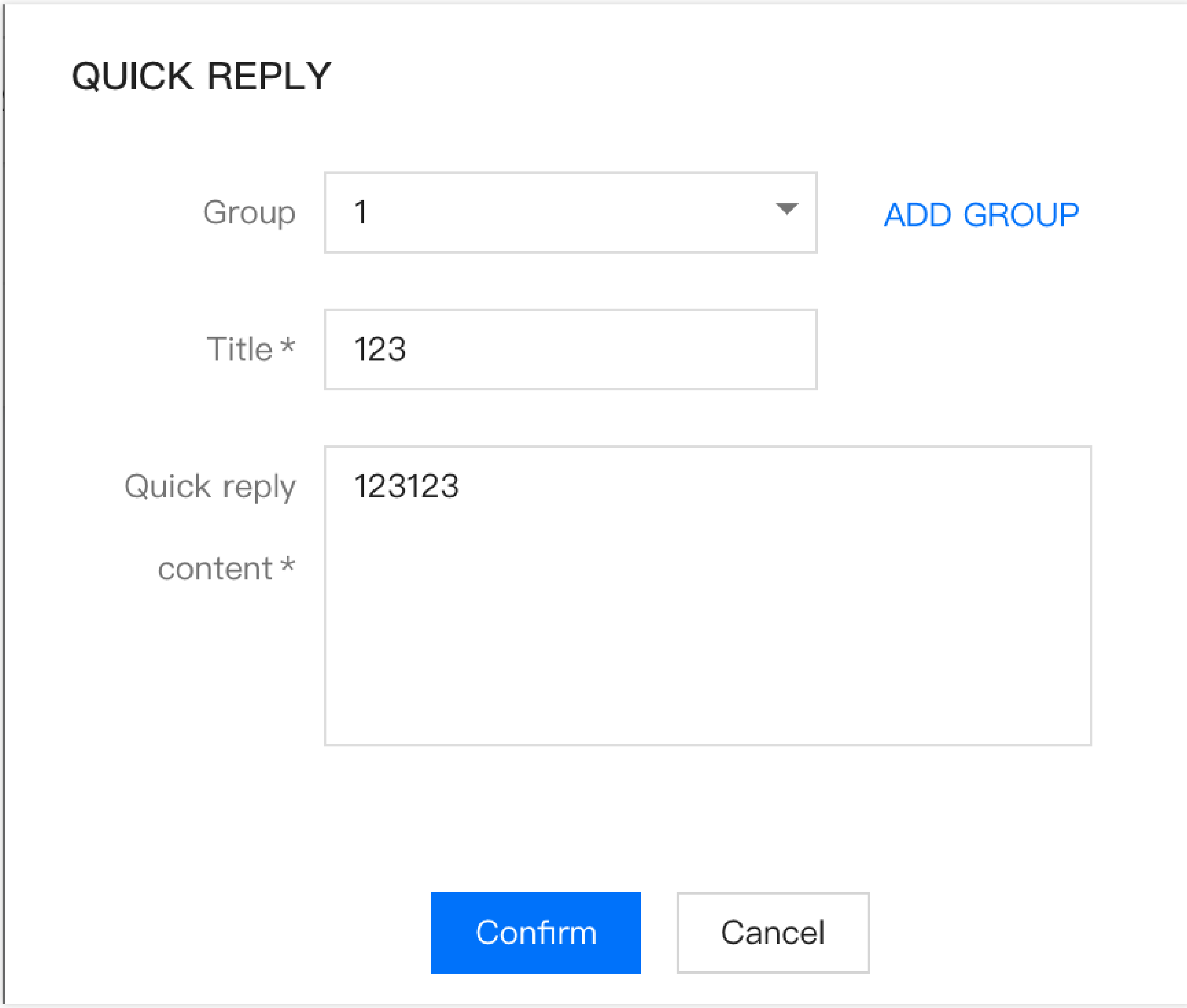
The Quick Reply feature is used to provide fast references while online customer service representatives reply to user messages. Administrators can configure the content of quick replies from within their management workbench.

Add Quick Reply

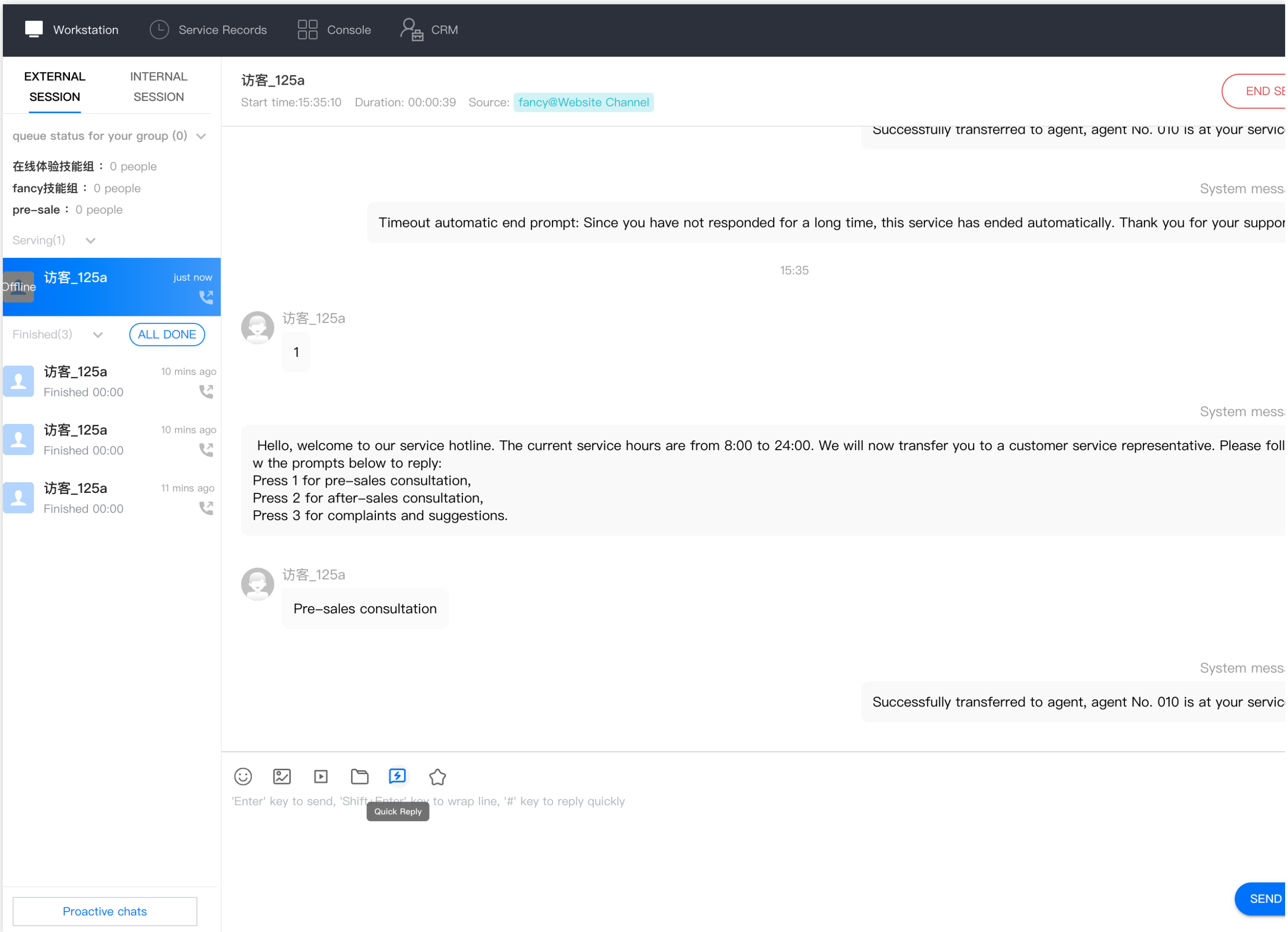
1. Visit the Console directly, then click on **General Settings** > **Quick Reply** in the left navigation bar to reach the Quick Reply settings page.



2. Click **Add Quick Reply** in the upper-right corner.
Grouping: Categorizing the quick replies for easy organization, for example: commonly used language, apology expressions, price-related, and so on.
Title: The title of the quick reply for the online customer service to differentiate between different quick replies.
Quick Reply Content: The specific content of the quick reply sent to the user.



3. When online customer service uses it, typing the # key will result in the quick reply function as shown in the figure below.



Batch Upload Quick Reply

1. Visit the Management Workbench directly, then click on **General Settings** > **Quick Reply** in the left navigation bar to reach the Quick Reply settings page.

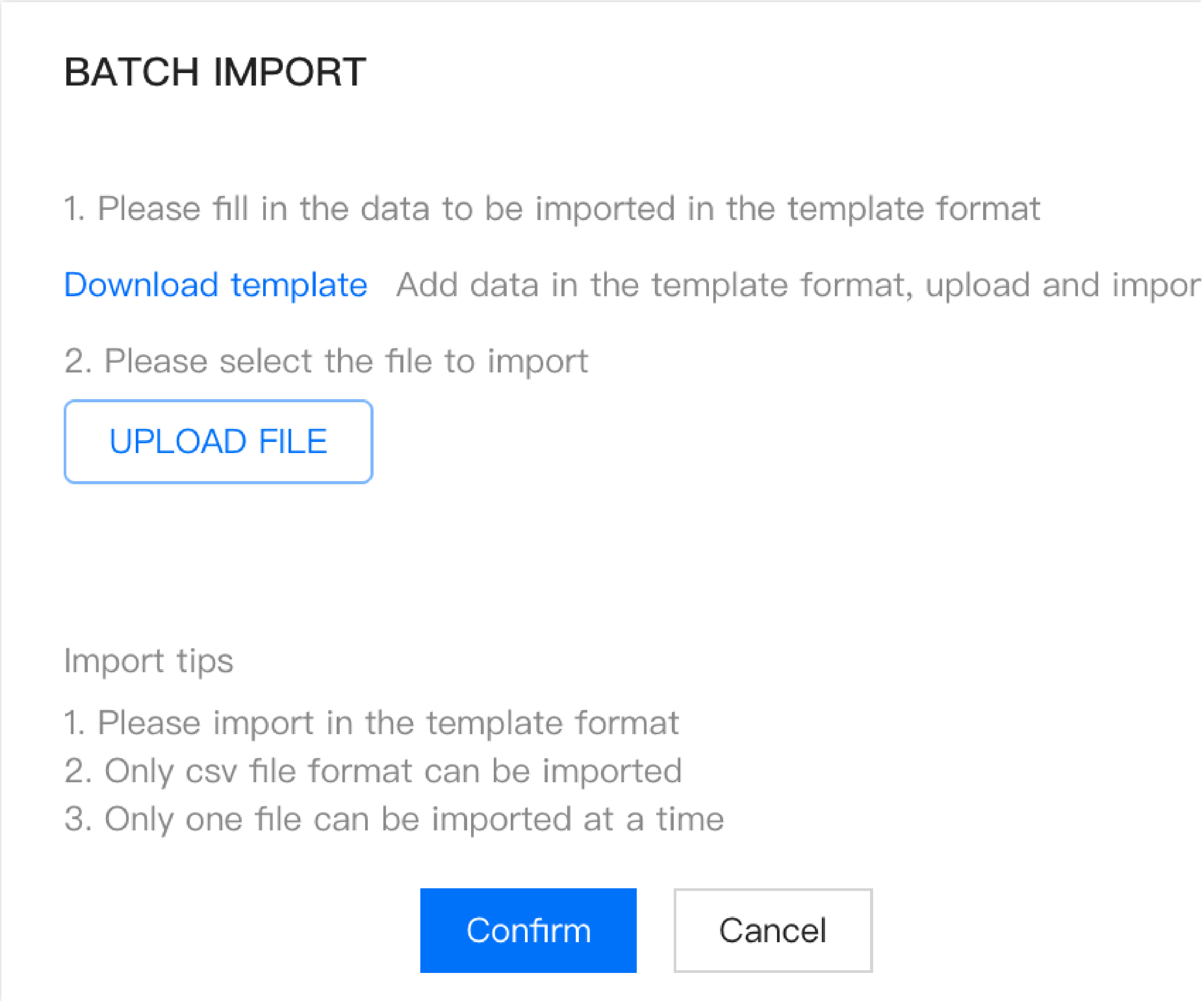
2. Click on **Upload in Bulk** at the top right corner, in the batch upload dialog window, **Download the template**, and fill in the template table based on the example contents.

Grouping: Categorizing the quick replies for easy organization, for example: commonly used language, apology expressions, price-related, and so on.

Title: The title of the quick reply for the online customer service to differentiate between different quick replies.

Quick reply content: The specific quick reply content sent to the user.

3. Upon completion of filling out the form, click on **Upload File**. After the upload, click **Confirm**.



4. Once successful import is indicated, one can view the imported content in the Quick Reply list.

Session Routing and Reception Settings

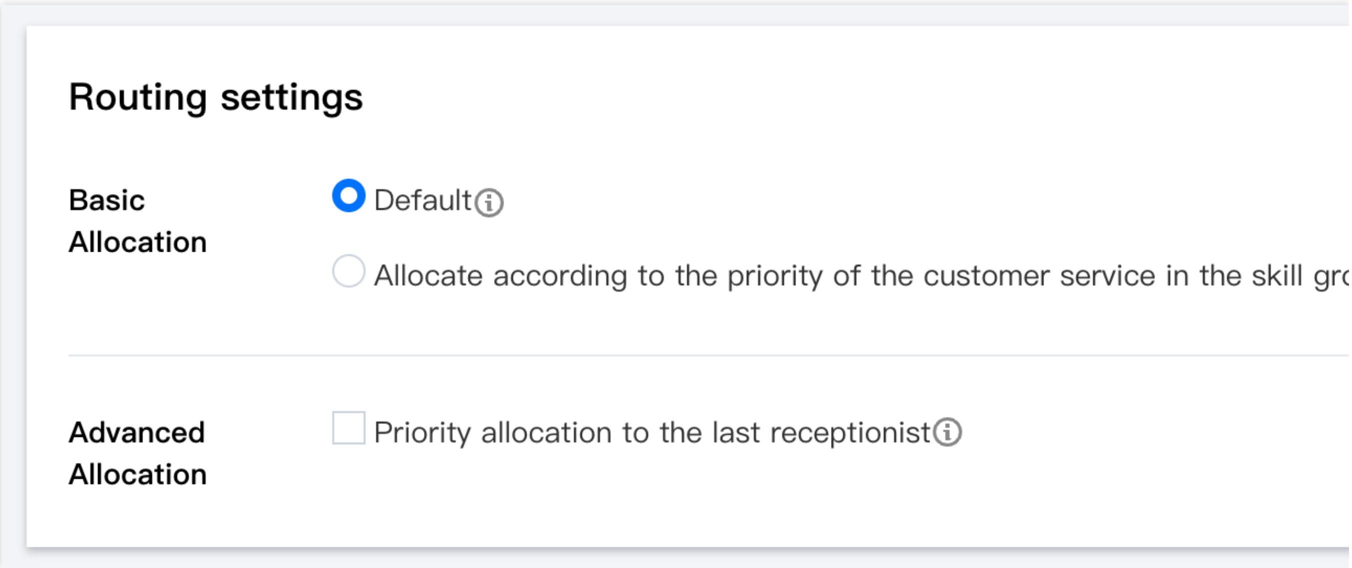
Last updated：2024-02-06 09:25:17

Directly access the Console and click **Livechat settings** on the left navigation bar to enter the settings page for Online Customer Service.

Conversation Routing Configuration

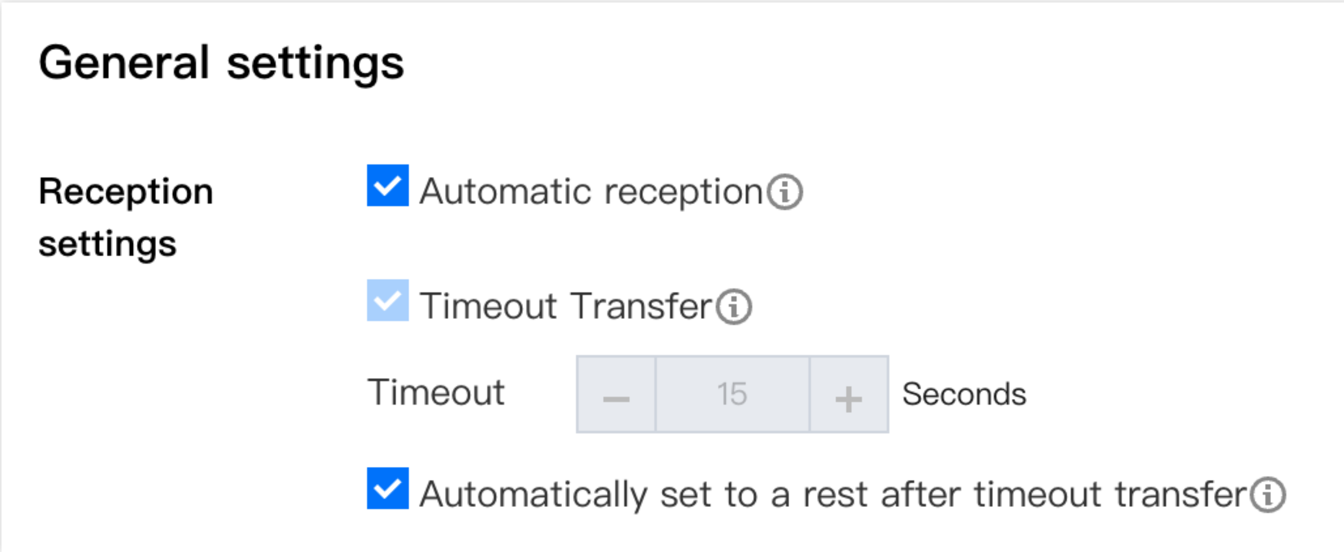
Desk offers fundamental routing settings and specified priority distribution functionality. Essentially, when the number of user connections exceeds the count of available agents, the system can distribute conversations to suitable agents based on predetermined rules.

Routing Configuration	Description
Default Value	When users initiate a conversation and switch to a human agent, they are assigned using the queue system operating on a first-come-first-served basis.
Allocation according to agent priority within the skill group	Upon user initiation of conversation and switch to human agent, assignments are distributed by the predetermined customer service priority within the skill group, aiming to delegate conversations primarily to agents with higher priority.
Priority allocation to the last receptionist	When the user transfers to an agent, priority is given to the agent who last served the user.



Conversation Reception Settings

Configuration Item	Description
Automatic Reception	Upon turning this on, newly accessed customers are automatically delegated to the corresponding customer service representative, eliminating the need for manual reception from the staff.
Redirect upon timeout	Upon enabling redirection after timeout, if the customer service personnel fails to attend to a new customer within the stipulated period, the customer will be automatically redirected to another service agent within the same skill group.
Automatically set to short break after timeout	Once activated, if a session assigned to a customer service representative remains unattended beyond the set time, the status of the service representative will be automatically designated to a short break.


General settings
Reception settings
Automatic reception
Timeout Transfer
Timeout
15
Seconds
Automatically set to a rest after timeout transfer

Agent Operation Manual
Agent Proactively Contacts Chat Users

Last updated：2024-02-06 09:25:33

Prerequisites

Please first activate the Agent Initiates Contact with Chat Users feature according to the documentation. Once the feature is enabled, the agent's side will display the portal for initiating conversations.

Note:

Support is only provided for agents to proactively contact In-app chat channel users. Other channels are currently not supported.

Initiate a Conversation Proactively

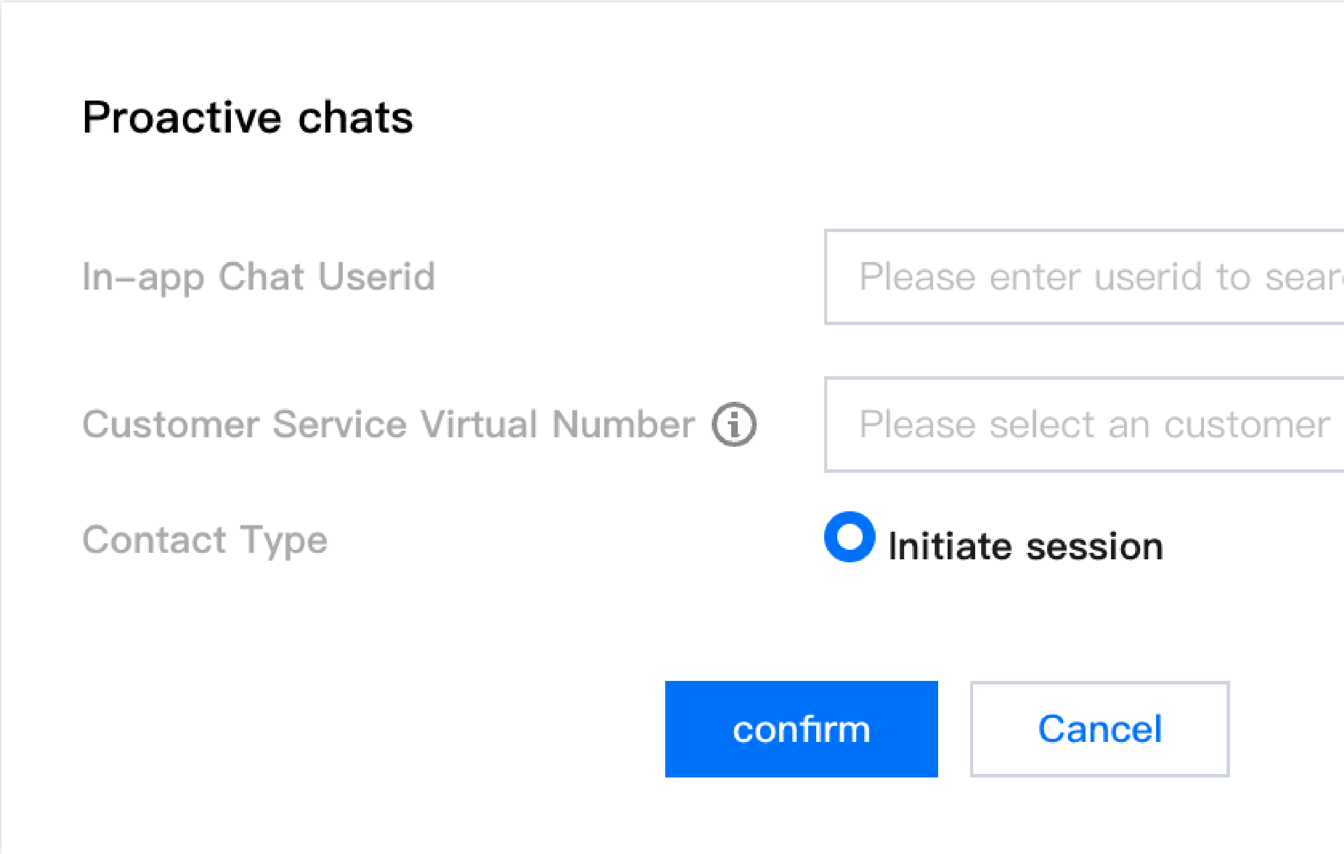
Agents can initiate a conversation in the following ways:

Activate an Finished Conversation

Agents can select a user from the 'Finished' conversation list in the **workstation**, and then click **Initiate session**. The conversation will be initiated using the Chat virtual number from the previous session.

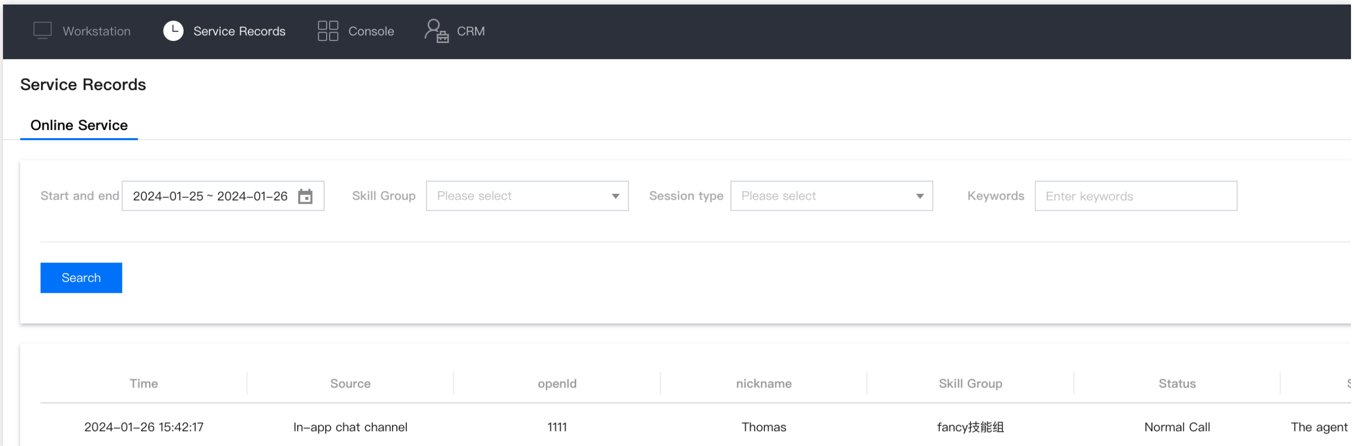
Contact User Proactively via Chat UserID

An agent can click on the **Proactive chats** button at the workstation. Enter the UserID of the chat user and select the chat customer service virtual number in the pop-up window. After clicking **Confirm**, the agent initiates contact with the user while assuming the identity of the selected chat virtual number.



Reinitiating conversation through service records

The agent can select a user from the **Service Records**, and upon clicking on 'Initiate Conversation', they will recontact the user on behalf of the chat virtual number from this conversation.



Online and Login

Last updated：2024-02-06 09:25:44

Guidelines for Account and Password

Login Account (Email): The account is the email you have communicated to the administrator or the email that the administrator has assigned to you.

Password: Once the administrator successfully creates an account, the system will send a random password email to the specified email. Please use this random password for the first login.

Step 1: Log in to the workspace

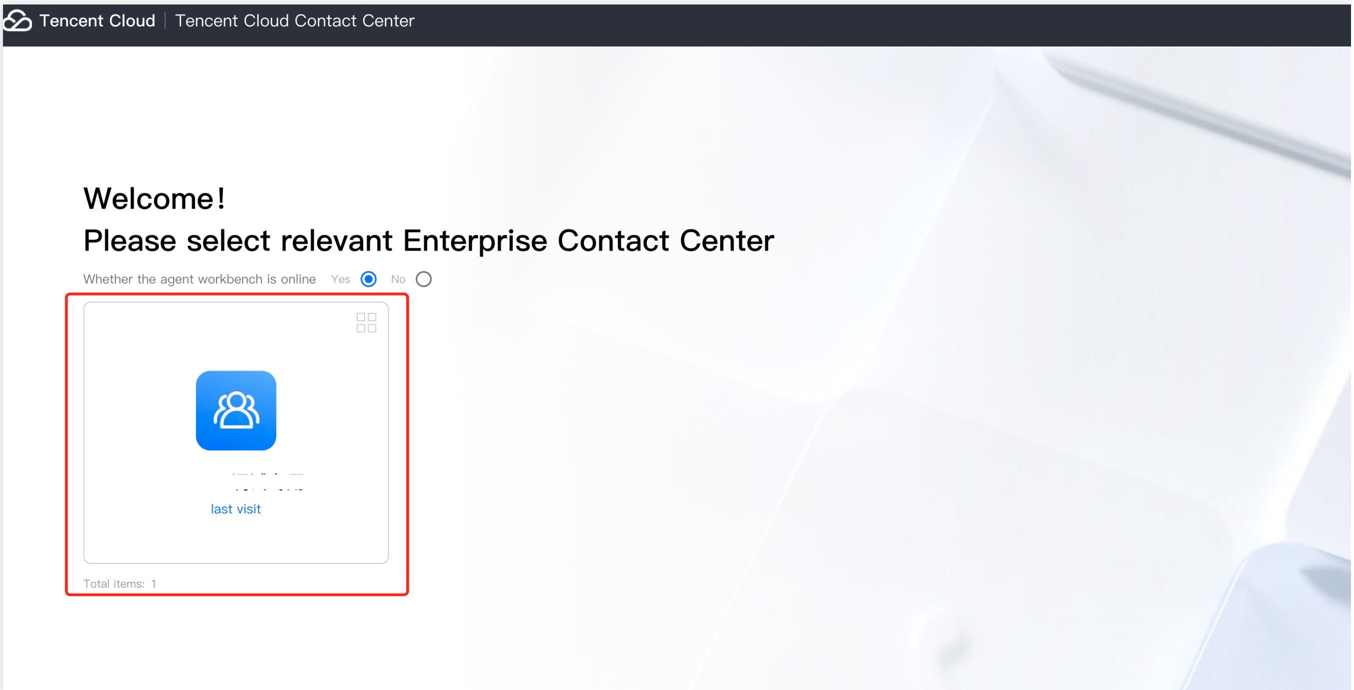
Directly access the workstation, enter your email address and password to log in, as shown in the following illustration:

Access the link directly: https://connect.tencentcloud.com

Email address: The registration email provided to the administrator by you

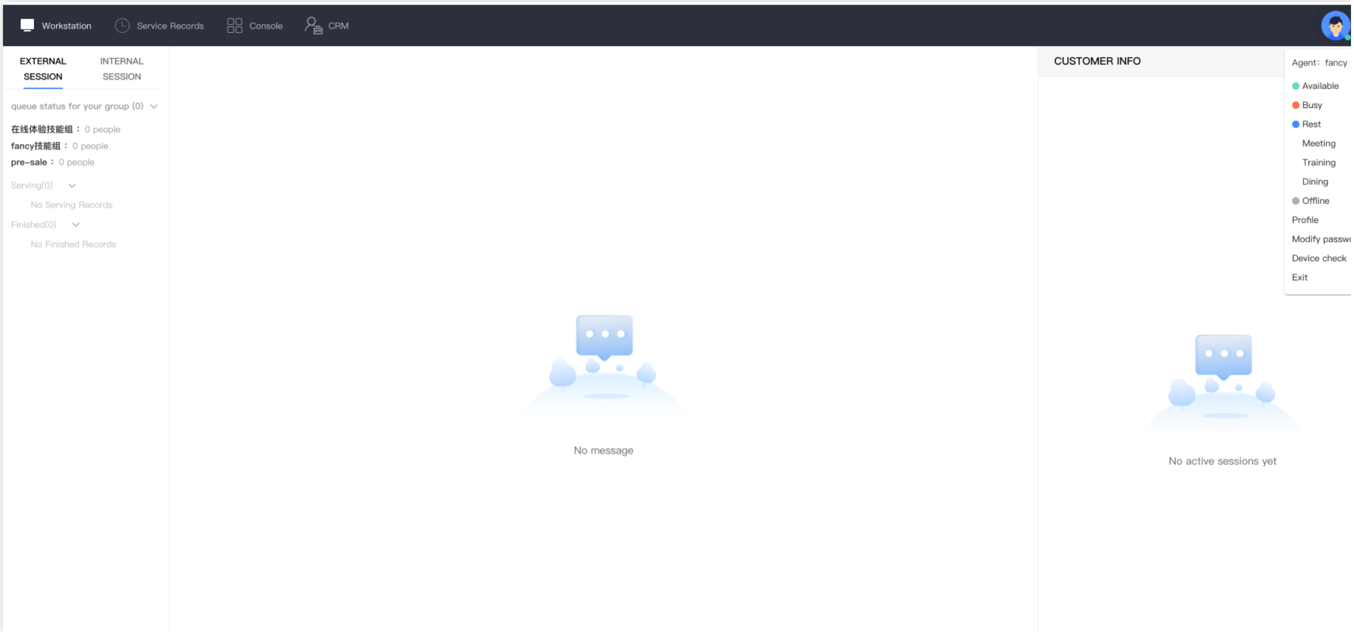
Login password: After the admin successfully creates the account, the system will send a random password email to that address, please use this random password to log in for the first time.

Step 2: Access the Target Application



Step 3: Official Launch

You can confirm whether the agent status in the top-right corner is available (indicated by a green dot) for normal service.

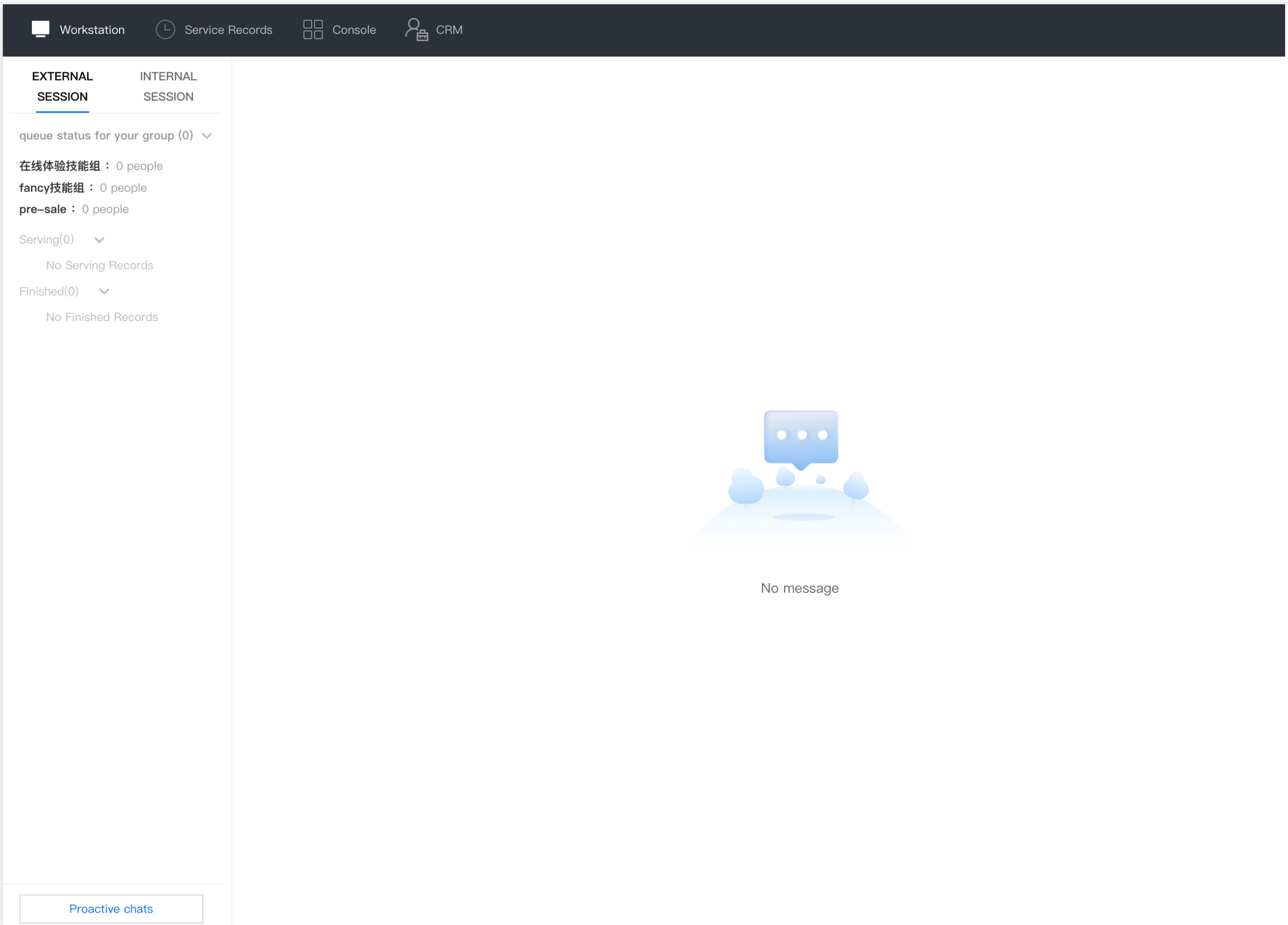


Agent Workstation

Last updated：2024-02-06 09:25:55

Workstation Overview

The agent workstation is primarily divided into three functional areas and a top navigation bar, as shown in the figure below:



Position	Feature	Feature Overview
Top Navigation Bar	Workstation	Current Workstation
	Console	Administrators can click on the management terminal to enter the management configuration page for related settings.
	Status	**Available:** During idle time, the system will assign reception tasks to the

		current rep, who can also actively make outgoing calls. **Busy**: When busy, the system will not assign reception tasks to the current rep, but the rep can actively make outgoing calls. **Rest:** During a short break, you can select the specific reason for break,the system will not assign reception tasks to the current rep, but the rep can actively make outgoing calls. **Offline:**When offline, the system will not assign reception tasks to the current agent, and the agent cannot initiate phone calls.
Left Zone	Conversation Task Area	This area is used to display the currently servicing phone calls, online or audio-video call tasks.
Intermediate Region	Current Task Processing Area	This zone is designated for the handling of current telephony services. It also allows for graphic and textual communication, among other audio-visual means, through the medium of a session window.
Right Section	Third-Party System Access Zone	This area is used for embedding third-party systems, such as customer management CRM systems, etc.

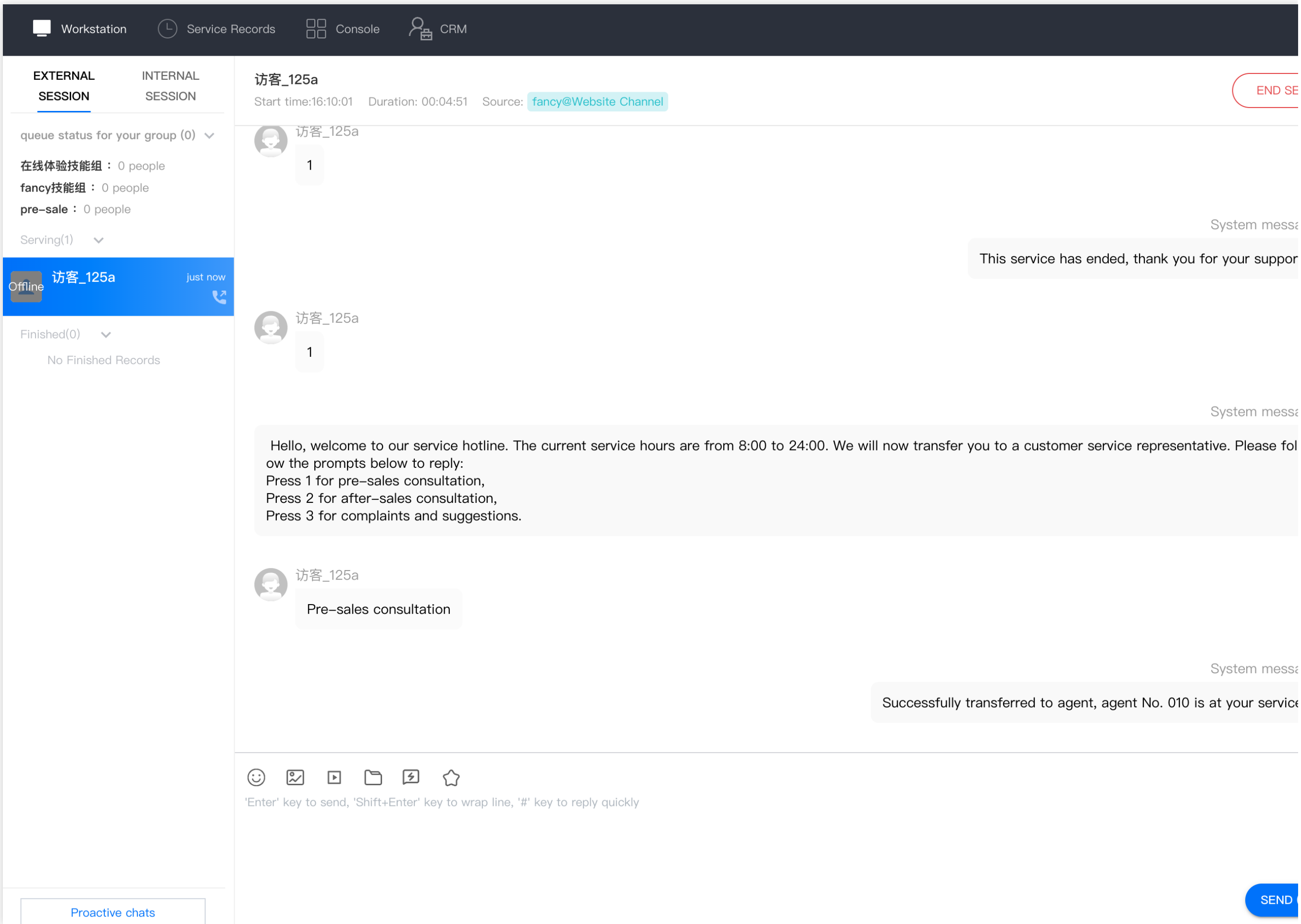
Agent Status and Session Allocation

Last updated：2024-02-06 09:26:12

Agent status description

Agent status	Status description
Available	During idle times, the system will allocate online sessions to the current workstation.
Busy	When showing busy, the system will not allocate online sessions to the current workstation.
Rest	While taking a break, the workstation can choose the specific reason for the break. The system will not allocate online sessions to the workstation at this time.
Offline	Once offline, the system will not allocate session missions to the current desk.

The desk can click the **Avatar** at the top right of the workspace to switch statuses, as illustrated below.


Workstation
Service Records
Console
CRM
EXTERNAL SESSION
INTERNAL SESSION
queue status for your group (0)
在线体验技能组： 0 people
fancy技能组： 0 people
pre-sale： 0 people
Serving(1)
访客_125a
just now
Offline
Finished(0)
No Finished Records
Proactive chats
访客_125a
Start time:16:10:01 Duration: 00:04:51 Source: fancy@Website Channel
1
This service has ended, thank you for your suppor
Hello, welcome to our service hotline. The current service hours are from 8:00 to 24:00. We will now transfer you to a customer service representative. Please follow the prompts below to reply:
Press 1 for pre-sales consultation,
Press 2 for after-sales consultation,
Press 3 for complaints and suggestions.
Pre-sales consultation
Successfully transferred to agent, agent No. 010 is at your service
'Enter' key to send, 'Shift+Enter' key to wrap line, '#' key to reply quickly
SEND

Reception and Ending of Sessions

Last updated：2024-02-06 09:26:22

Manual Reception of Conversation

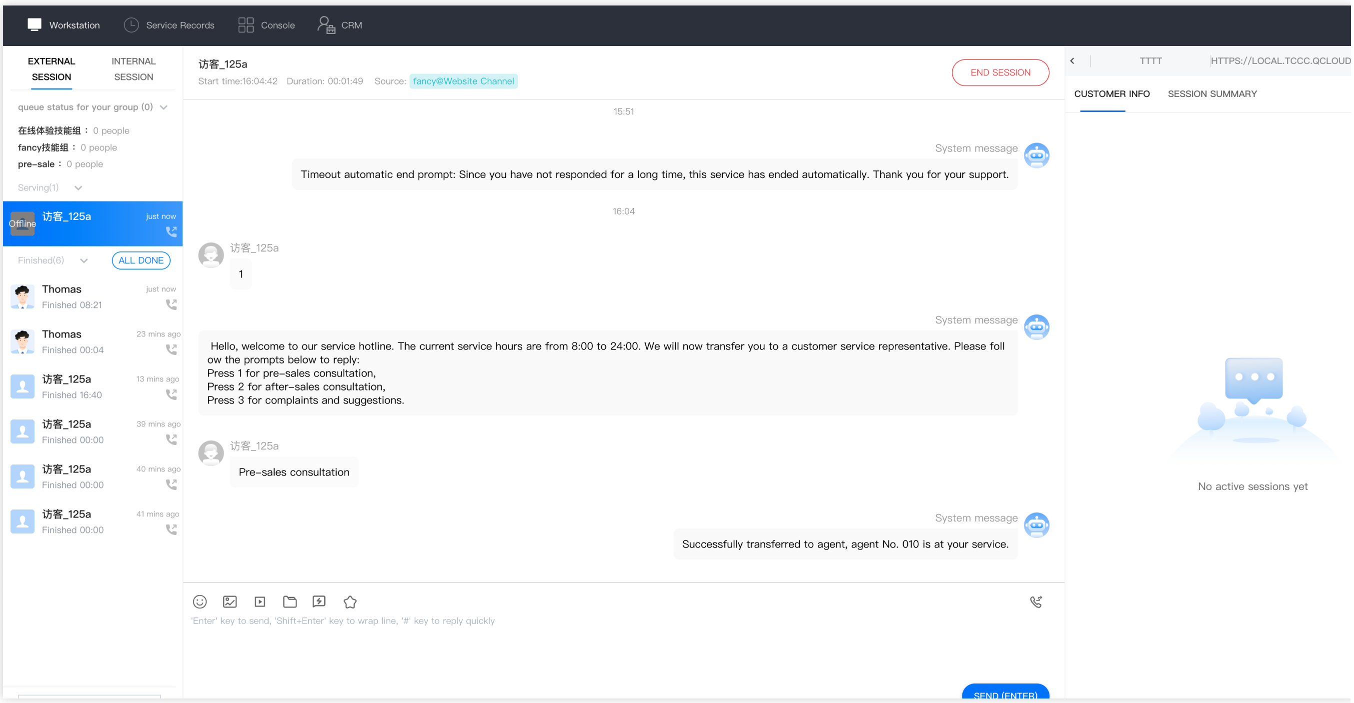
When a session is assigned to an agent, the agent's workstation will pop up a reception prompt bar and a bell sound to notify the agent of a new session, and the agent can receive it by clicking the blue button.

Note

The listening prompt bar will display a countdown. If the agent does not click to receive before the countdown ends, the session will be transferred to other agents within the same skill group.

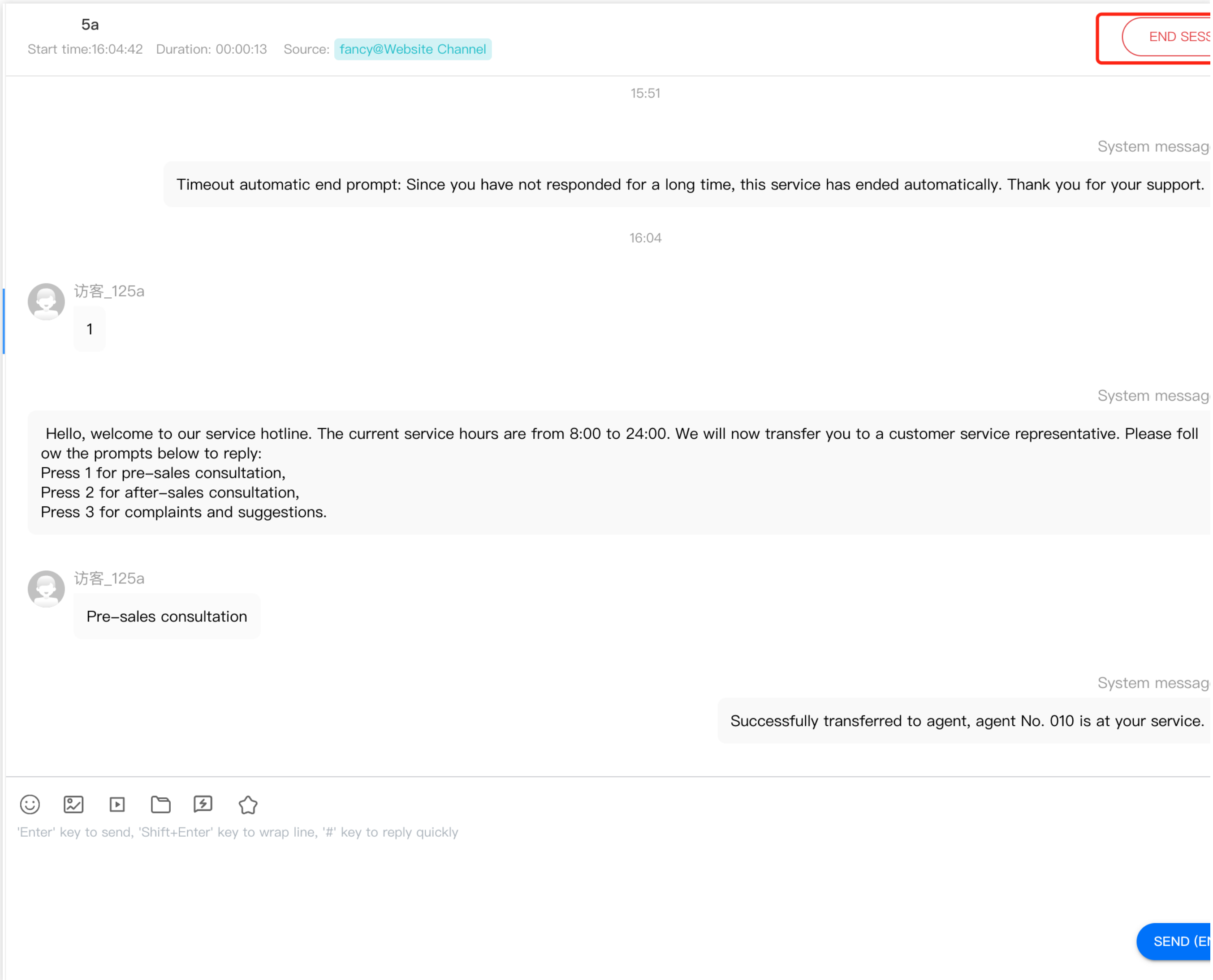
Automated Reception of Conversations

If the administrator has set up automated reception, when a user's conversation is allocated to the agent, the agent's console will automatically start the conversation, without any reception prompts.



Manual Termination of Conversations

The seat occupant can manually click on **the end session** in the top right corner of the session window to manually end the session with the user.



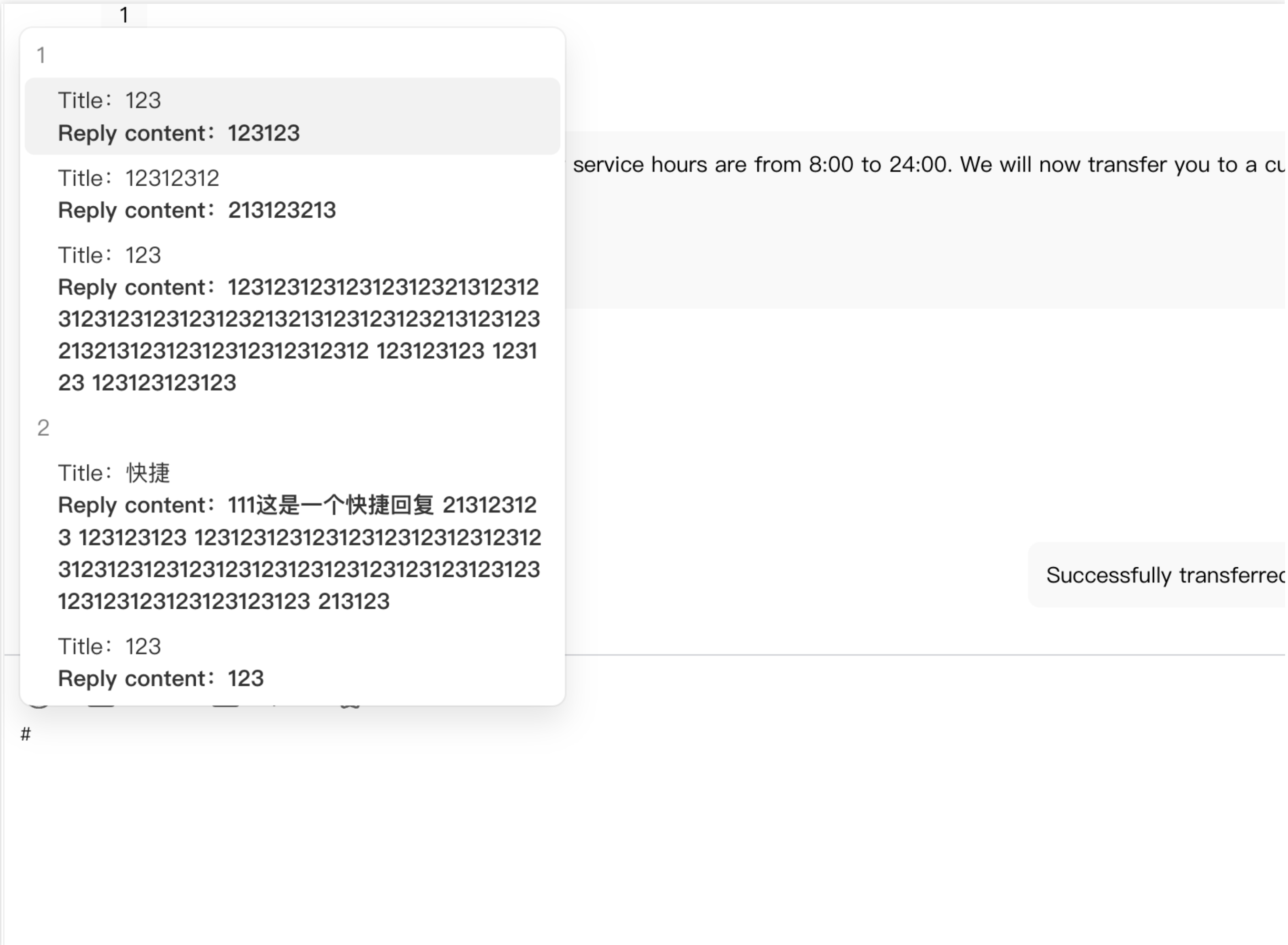
Automated Termination of Conversations

When the agent sends a message to the user, and the user does not reply within the time specified by the administrator, the system will execute an automatic termination of the session due to timeout. The agent does not need to manually click, the session ends automatically and an automatic termination message is sent to the user.

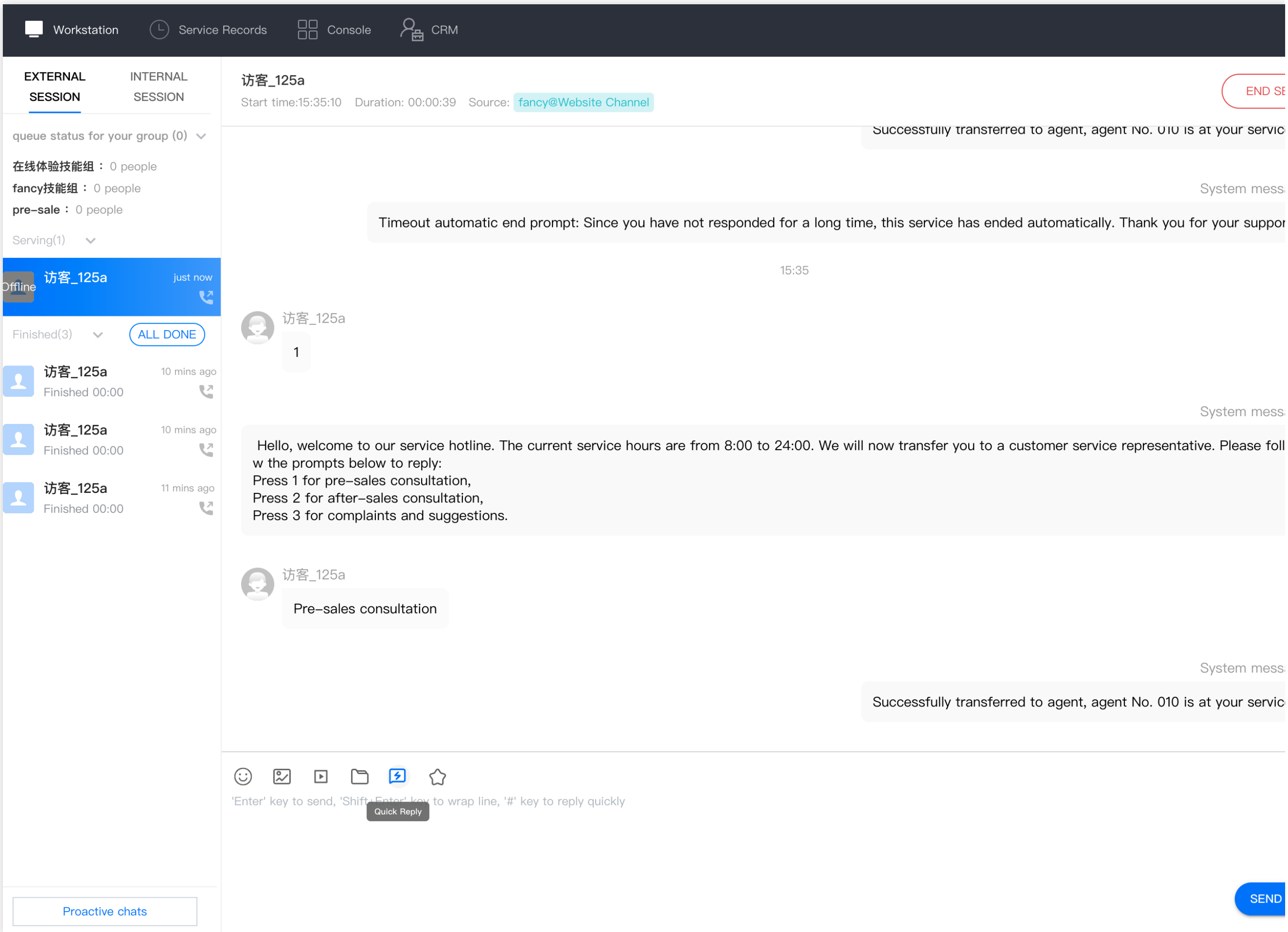
Quick Reply

Last updated：2024-02-06 09:26:34

Agents can swiftly invoke quick replies by typing the # key in the input box to send them to users. The content for these quick replies is pre-set by the administrator in the management console.



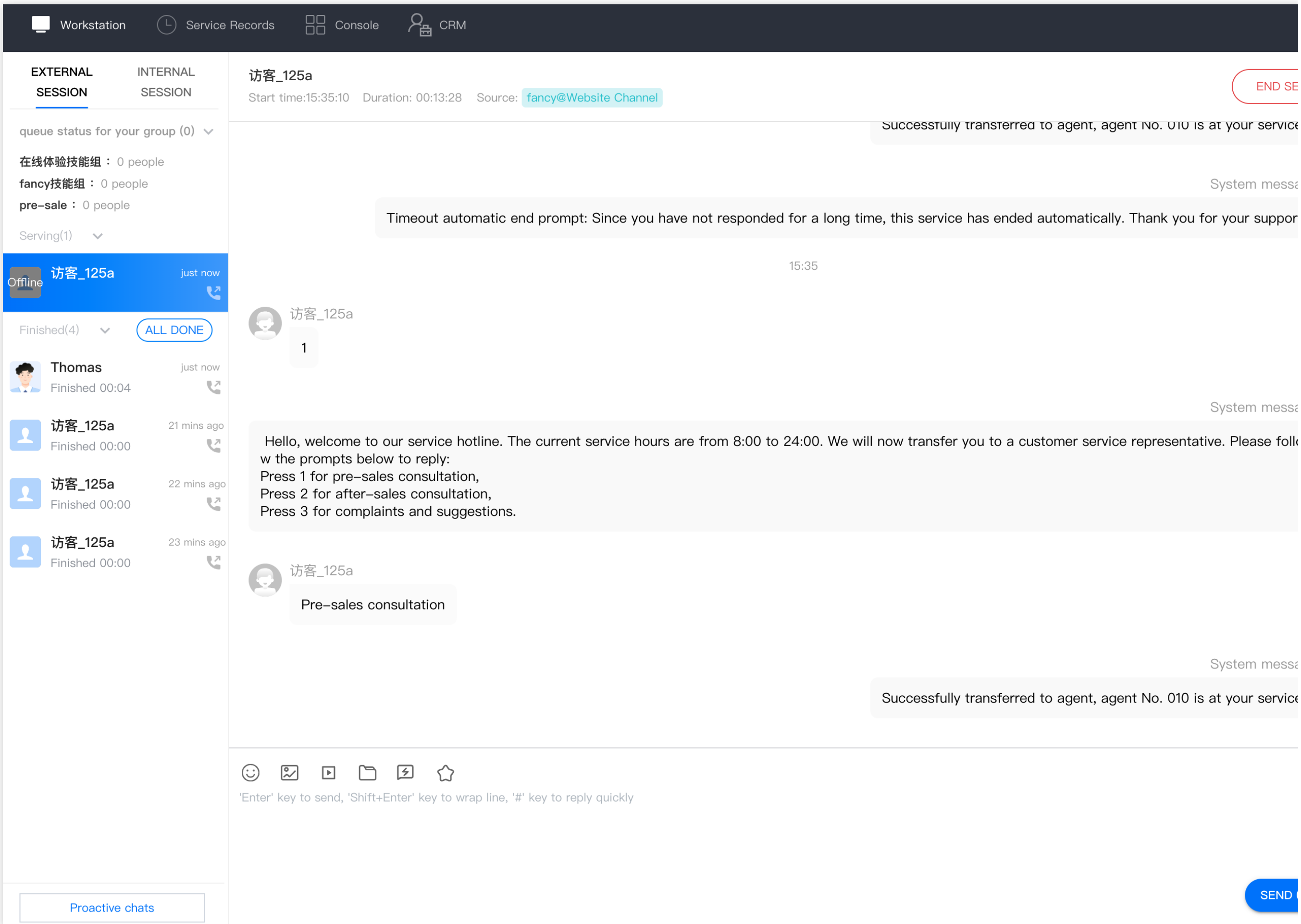
Agents can view all quick replies by clicking on the Quick Reply button in the conversation window, which supports keyword searches for quick replies.


Workstation
Service Records
Console
CRM
EXTERNAL SESSION
INTERNAL SESSION
queue status for your group (0)
在线体验技能组： 0 people
fancy技能组： 0 people
pre-sale： 0 people
Serving(1)
访客_125a
just now
Offline
Finished(3)
ALL DONE
访客_125a
10 mins ago
Finished 00:00
访客_125a
10 mins ago
Finished 00:00
访客_125a
11 mins ago
Finished 00:00
Proactive chats
访客_125a
Start time:15:35:10 Duration: 00:00:39 Source: fancy@Website Channel
System mess
Timeout automatic end prompt: Since you have not responded for a long time, this service has ended automatically. Thank you for your suppor
15:35
访客_125a
1
System mess
Hello, welcome to our service hotline. The current service hours are from 8:00 to 24:00. We will now transfer you to a customer service representative. Please foll w the prompts below to reply:
Press 1 for pre-sales consultation,
Press 2 for after-sales consultation,
Press 3 for complaints and suggestions.
访客_125a
Pre-sales consultation
System mess
Successfully transferred to agent, agent No. 010 is at your servic
Quick Reply
to wrap line, '#' key to reply quickly
SEND

Session Transfer

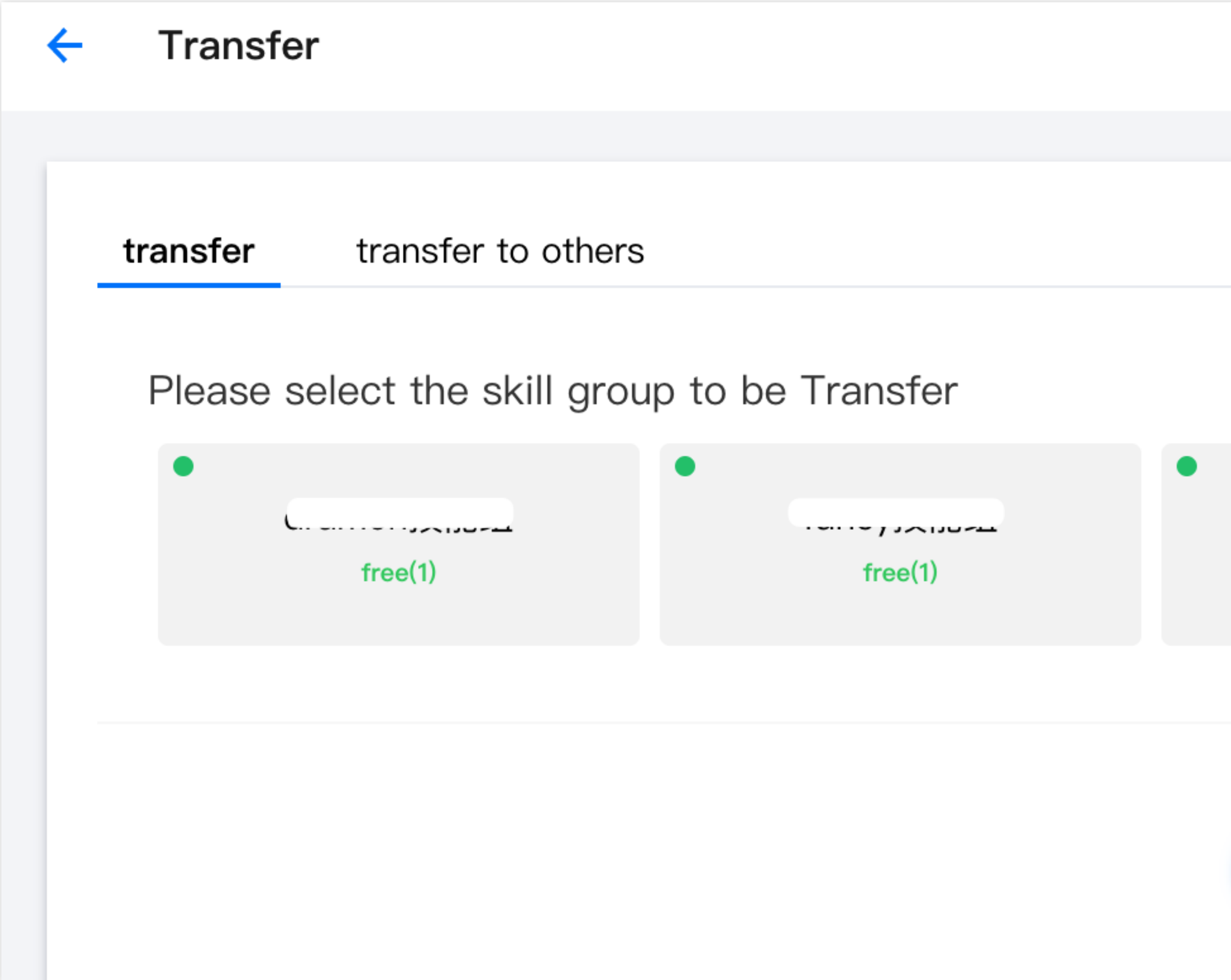
Last updated：2024-02-06 09:26:46

In the process of an agent's interaction with a user, if the session needs to be transferred to another department or an agent for communication, the agent can transfer the call to a designated online customer service skill group or another agent. The agent can initiate a session transfer by clicking on the transfer icon at their workstation, as shown below.



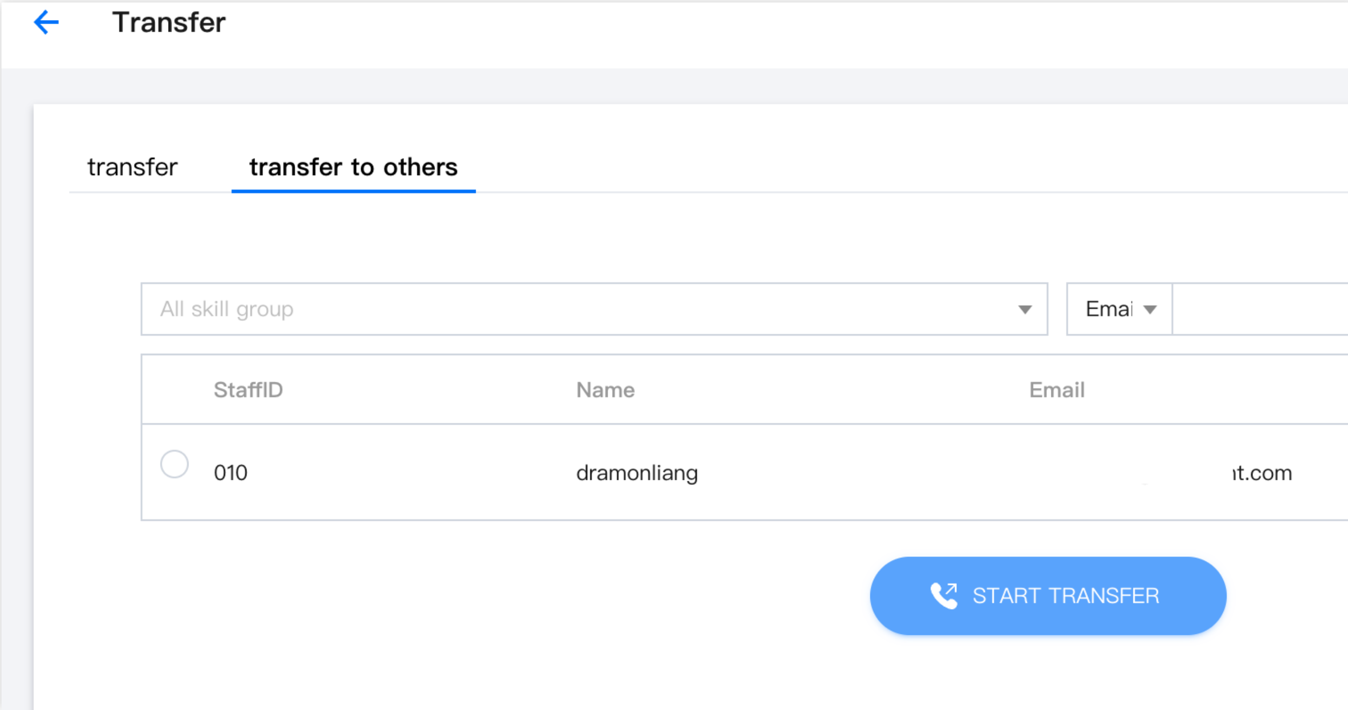
Transfer to Skill Group

The agent can choose the skill group that needs to be transferred and click on **Start Transfer**. The agent can see whether there are any free agents in the targeted skill group before initiating the transfer.



Transfer to Agent

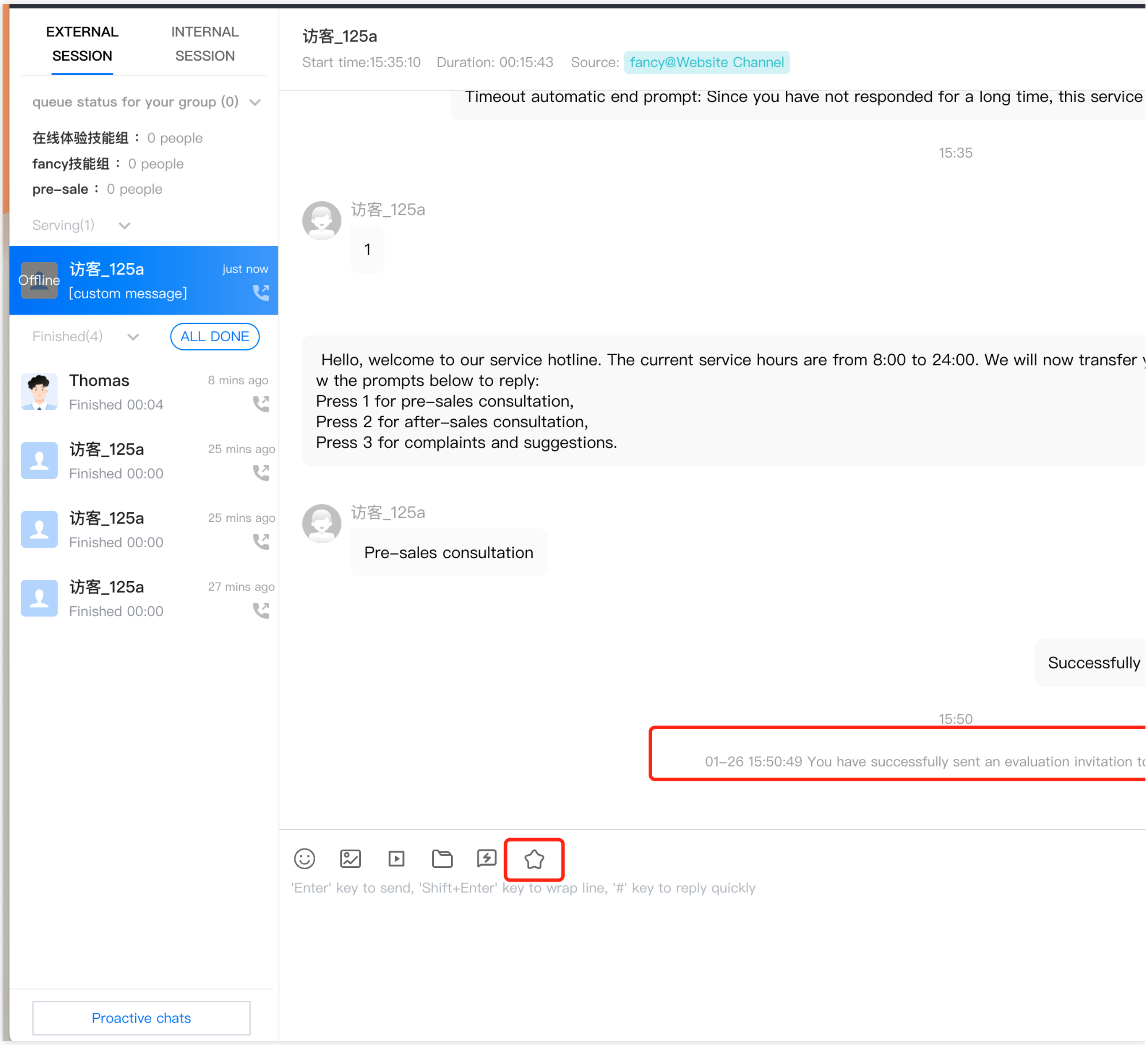
Click **Transfer Seat**, you can search for the seat you need to transfer to, select the target seat, and click **Begin Transfer**. The seat can view the status of the target seat before starting the transfer.


Transfer
transfer
transfer to others
All skill group
Emai
StaffID
Name
Email
010
dramonliang
ıt.com
START TRANSFER

Satisfaction Evaluation

Last updated：2024-02-06 09:26:59

The agent may click on the star button for Satisfaction Rating within the chat window, thereby sending the rating request to the user. The Satisfaction Rating is pre-set by the administrator on the management console.

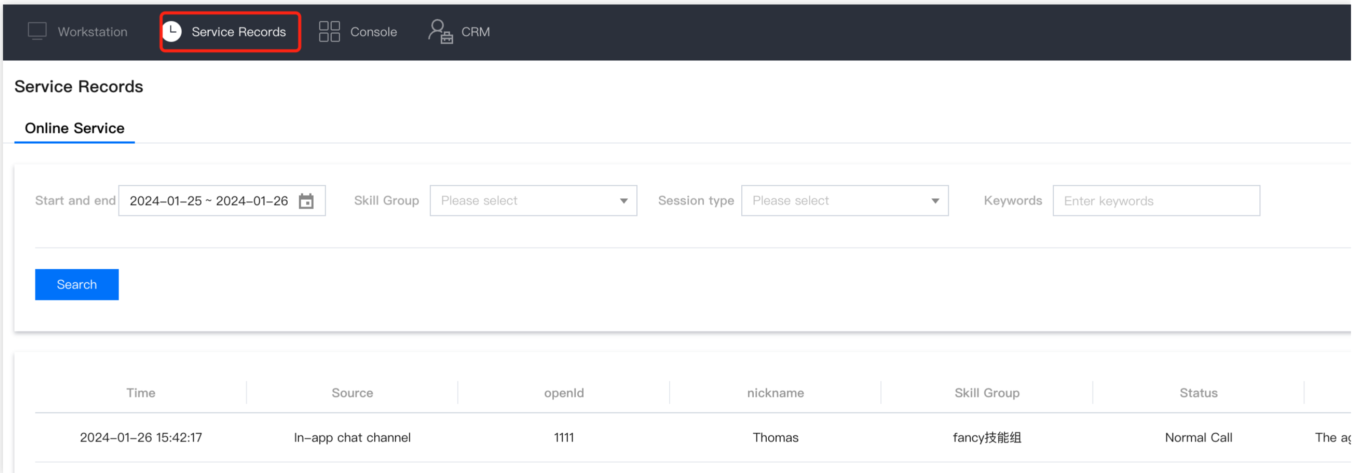


Online Service Records and Session Details

Last updated：2024-02-06 09:27:10

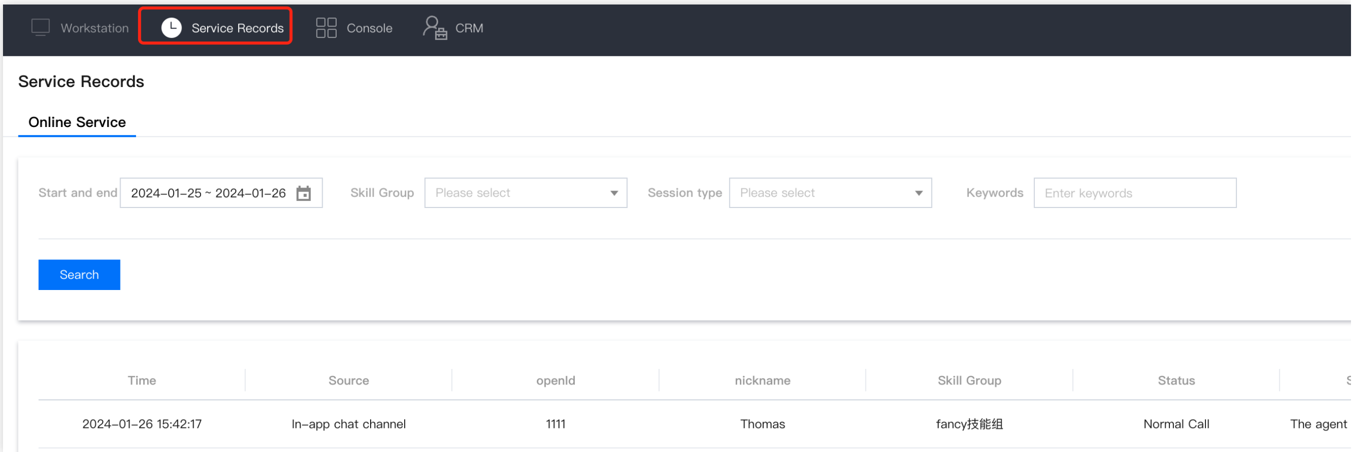
View Service Records

Agents can click on **Service Records** at the top of the workbench to view their personal online session service records. It only supports agents viewing their own service records and prevents them from checking others'. Agents are supported to filter and search by date, skill group, and keyword matching.

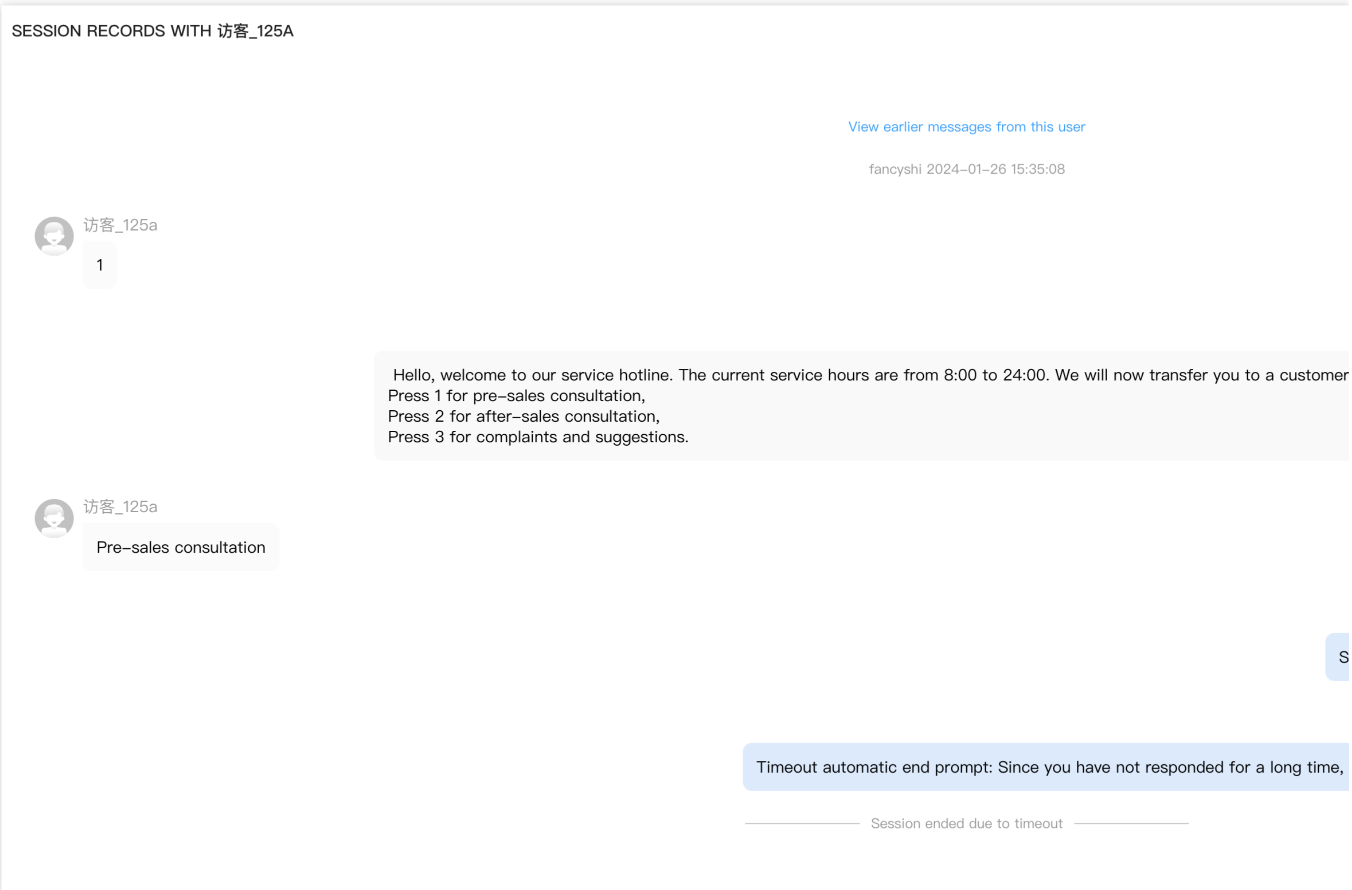


Viewing Session Record Details

Click **Service Record** under the corresponding service record operation column to view details of the chat conversation.



The session record details appear as shown in the figure below. You can search for the specific chat records in the upper right corner.

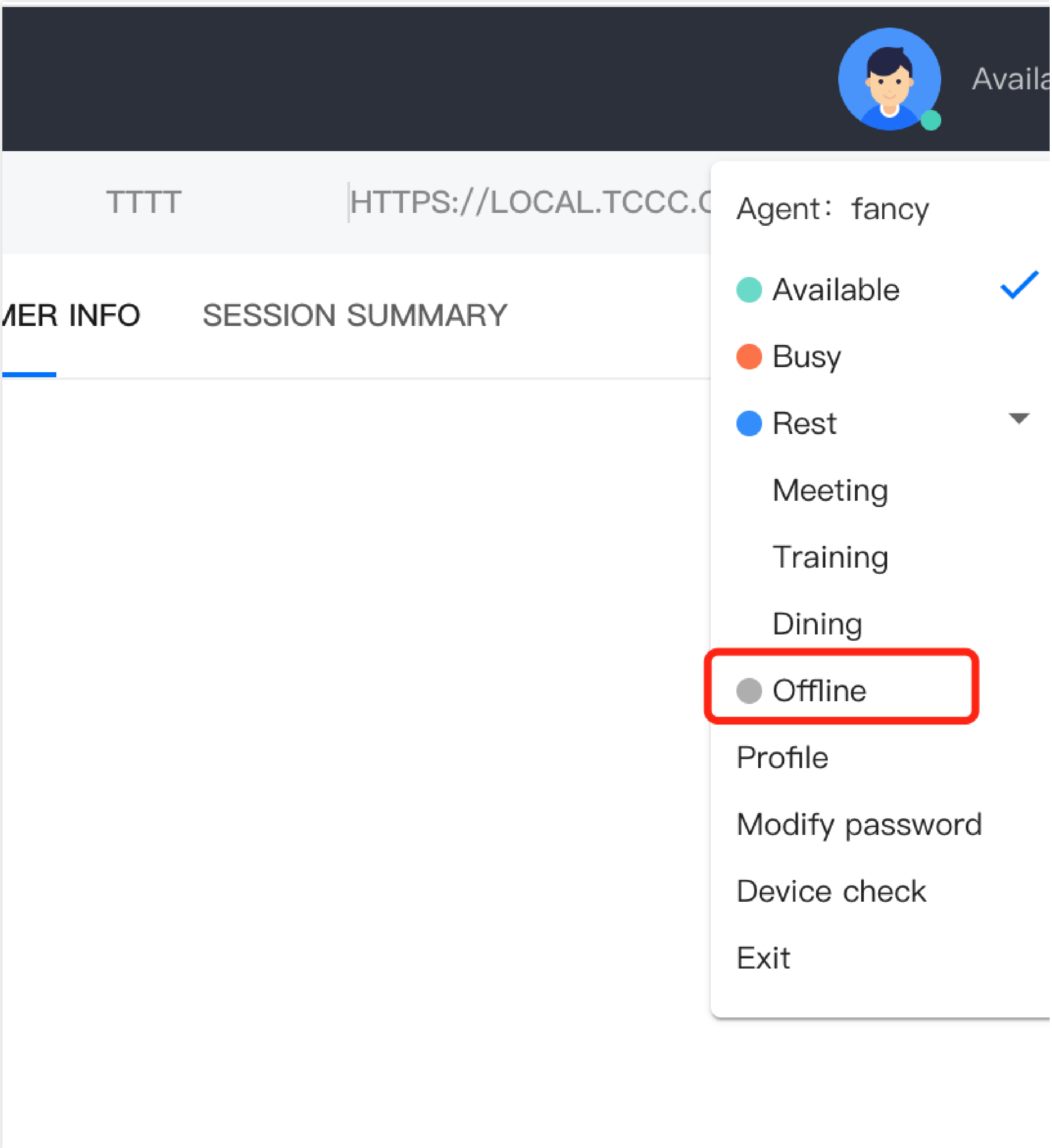


Offline and Logout

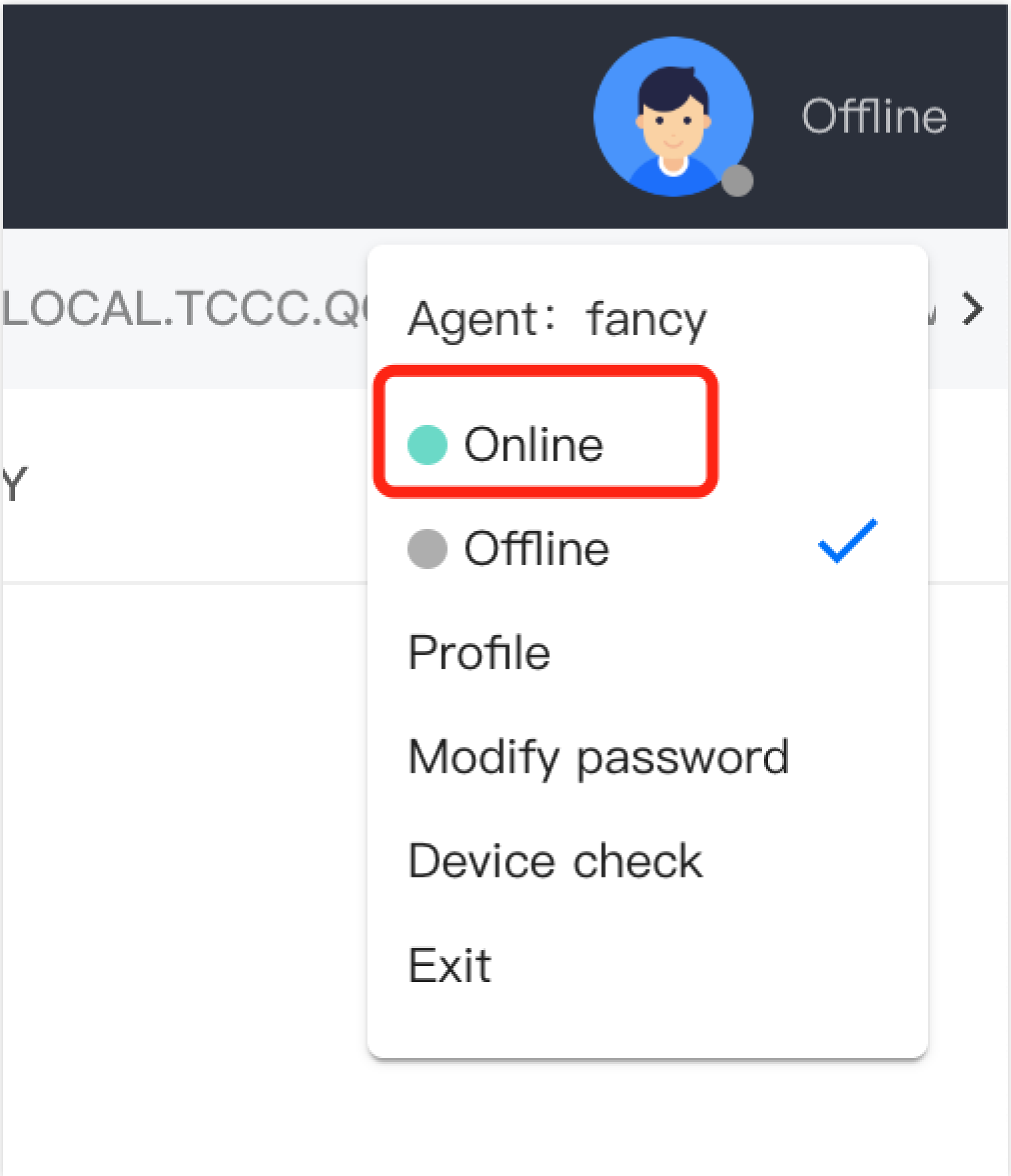
Last updated：2024-02-06 09:27:21

Decommission

Click on the profile picture button at the top right corner of the service desk, and click on **Offline** as shown below.

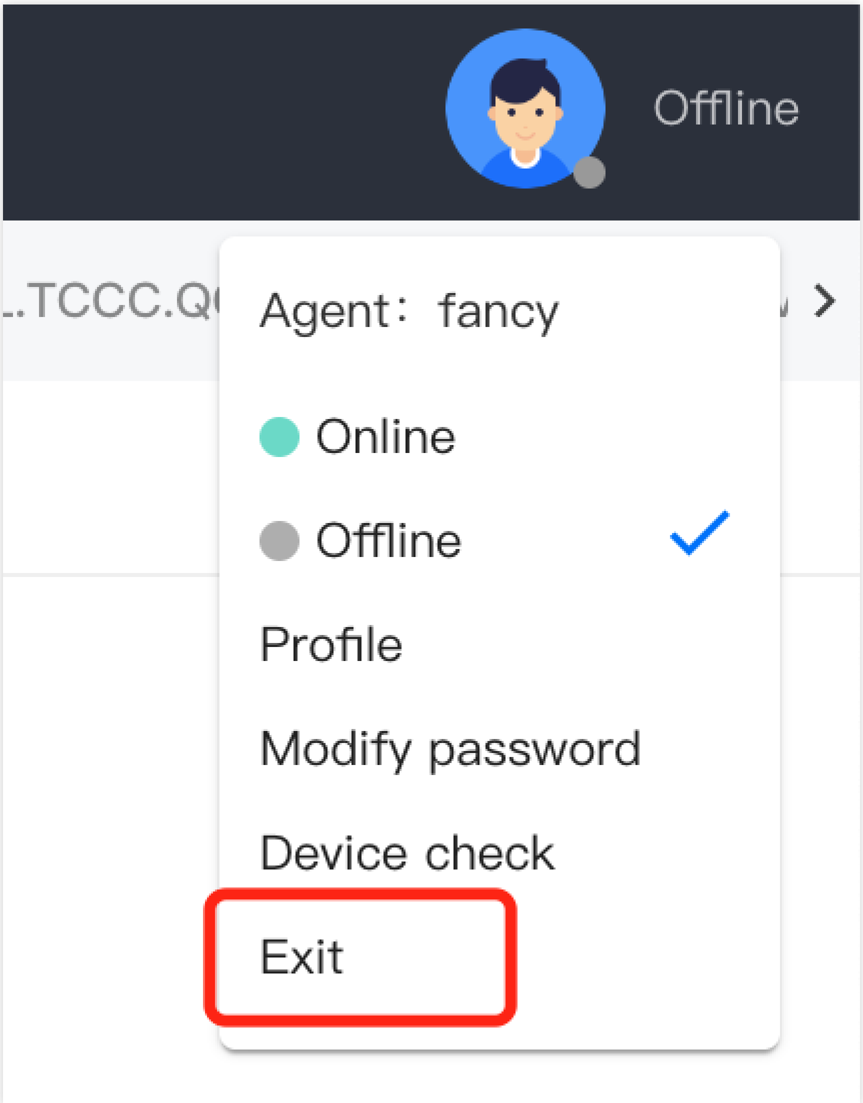


After decommission, the agent status is offline, the system will not distribute sessions to this agent. The agent can click on **Online** to continue going online.



Logout

Click on the profile picture button at the top right corner of the service desk, and click on **Logout** as shown below.


Offline
..TCCC.Q
Agent： fancy
Online
Offline
Profile
Modify password
Device check
Exit