Cloud Contact Center

Product Introduction

Product Documentation

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Product Introduction

Overview

Last updated：2024-04-01 11:39:02

Tencent Cloud Contact Center (Cloud Contact Center) helps enterprises quickly build a customer contact platform that integrates phone calls, online communication, and audio-video calls. Cloud Contact Center SDK supports embedding communication workstations into enterprise-proprietary business systems, providing stable and unified communication foundation for enterprises.
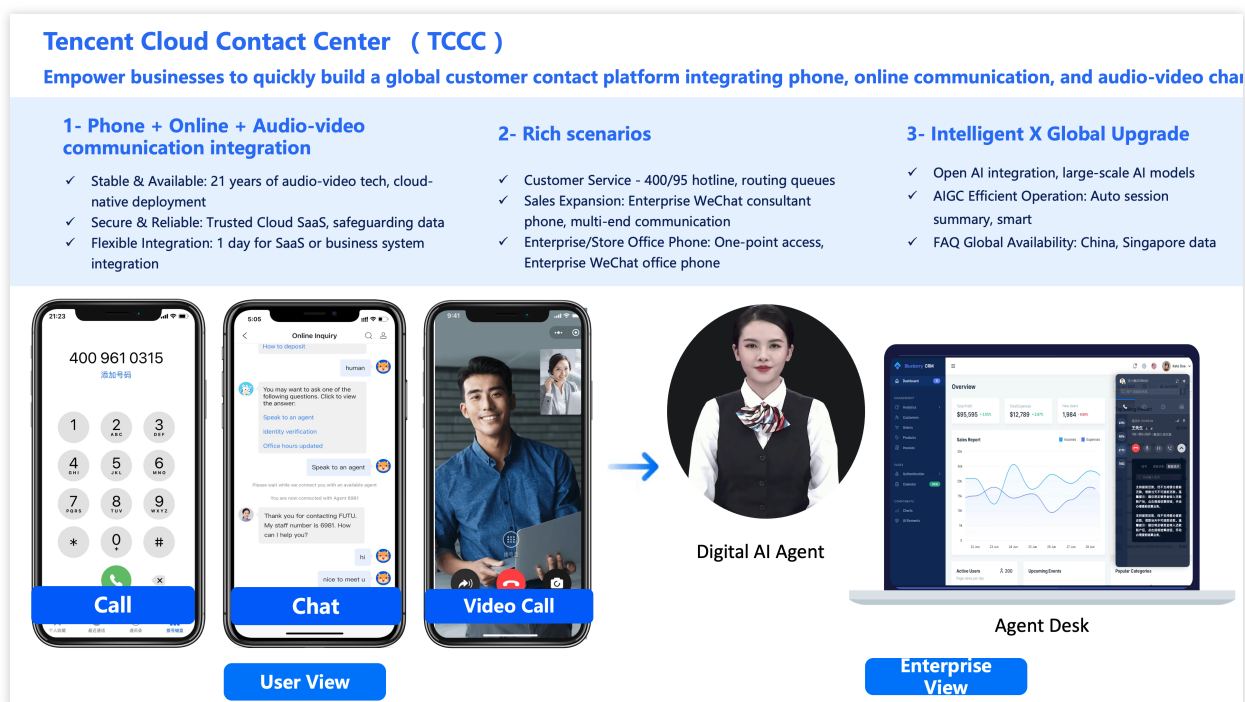
About Us

Champion Products

No.1 in China 's audio and video market **for four consecutive years**

No.1 in **Pan-entertainment/Education/E-commerce**

Industry Focus

90% market share in terms of customer numbers

serving the largest and most influential names

sharing Tencent's technology and bestpractices learned from 23 years of hard work

① IDC Video Cloud Semiannual Tracker, 2018-2021H2, IDC
② 2021H1 China Video as a Service Market Tracker Report, Frost & Sullivan

Strengths

Last updated：2024-04-01 11:41:13

Integrated Multi-Touch Communication Across All Channels

A unified solution in the industry that truly integrates phone, chat, and audio-video communication. It provides integrated communication SDK and unified communication data management.

Efficiently Integrating SDK and APIs

SDKs are provided that can integrate communication capabilities into enterprise systems, and a wide range of open APIs are available to support enterprise developers in flexible secondary development as needed.

Connecting WeChat and WeCom Ecosystem Applications

The ability to interconnect WeChat mini program and phone calls can be integrated into WeCom, allowing enterprise members to contact users via phone within WeCom. Additionally, WeChat mini program can accommodate online customer service scenarios on the mobile terminal.

Low Barrier for Quick Integration in 1 Day

The integration of unified communication capabilities can be completed in as little as one day. Use the standard UI provided by Tencent Cloud Contact Center and call the corresponding interfaces, it only takes 1 day to set up a contact center reserved for your customers.

Use Cases

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Enterprise Customer Service

Enterprises can use Cloud Contact Center to build an integrated customer contact platform, combining telephone, online communication, and audio-video calls, without the need for high hardware deployment costs. This enables them to provide unified customer service, enhancing their brand image.

Sample Scenario: Enterprise phone reception, enterprise phone return visits, online customer service reception.

Success Stories: WeChat Hong Kong (China), Avita.

Remote Psychological Consulting

Enterprises or psychological consulting organizations can use Cloud Contact Center to provide integrated communication capabilities for visitors for psychological consultation services. Visitors can utilize various ways including phone, online communication, and audio-video calls for online psychological counselling.

Sample Scenario: Psychological assistance hotline, online psychological counselling.

Features

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Inbound Call

Cloud Contact Center provides enterprises with the capability of receiving inbound calls and introduces it into the business system. It can implement features such as IVR voice navigation, route queuing, inbound call pop-ups, and satisfaction evaluation.
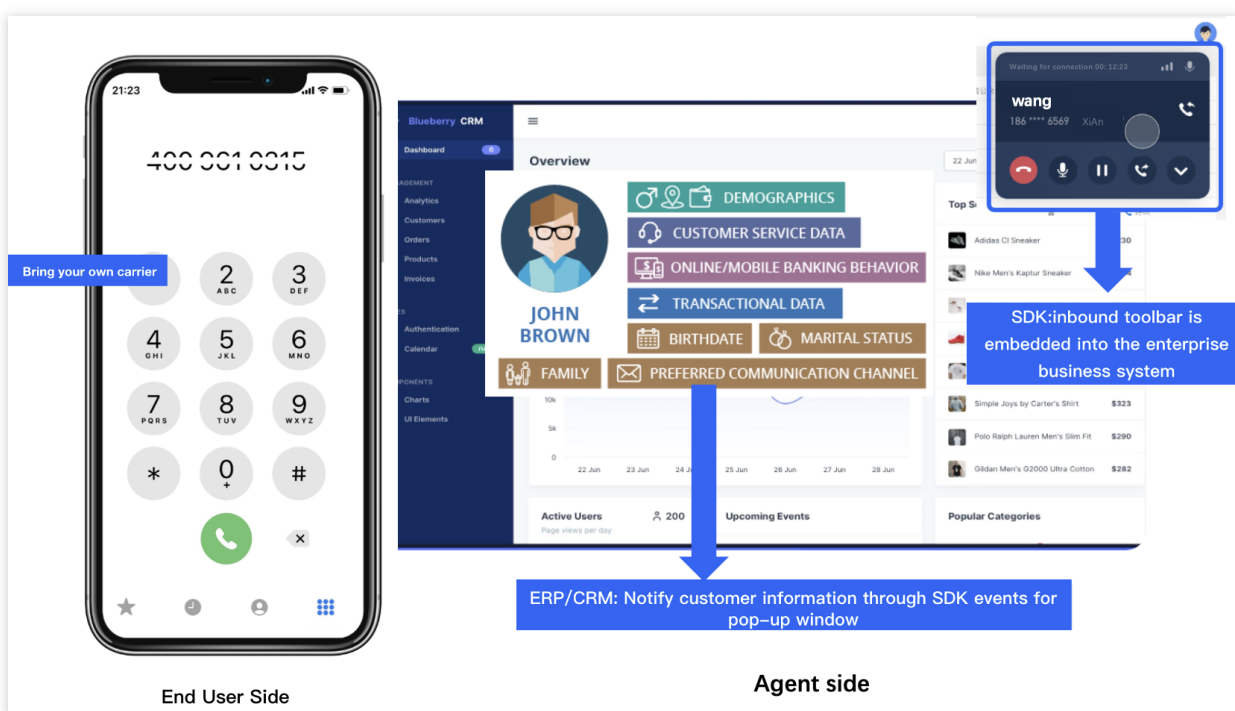
Outbound call

Cloud Contact Center provides enterprises with call-out capability which can be integrated into business systems. It allows agents to make calls via PC web pages and mobile terminals (app, WeCom, etc.).

Outbound Call on Webpages

Seat side

User side

Note:

Enterprises need to legally and compliantly access and use related information of callback users, ensuring the security of users' personal information. According to the requirements of policies and laws, if violation of the following legal operation norms is identified, the contact center reserves the right to suspend services.

1. We recommend that enterprises strictly control outbound calls, ensuring that they are only used for services such as immediate callbacks and consultations with the user's consent.

2. Outgoing calls should avoid the users' rest times.

3. The contact center prohibits enterprises from making nuisance calls or facilitating them.

How to Get Started

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Tencent Cloud Contact Center (Cloud Contact Center)

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

Agent/Customer Service Personnel

Agent/customer service personnel refer to staff who complete user service tasks with features including the ability to log in, use telephone dial-in and dial-out, online sessions, and audio-video calls.

Integrated Communication Agent

An integrated communication agent has three communication abilities: telephone, online sessions (mainly used for user consultations with customers from inside and outside the WeChat ecosystem), and audio-video calls. TCCC provides integrated communication capabilities, allowing agents to complete telephone calls, graphic sessions, and audio-video calls all within a single workstation.

IVR

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

Session Service Flow

The session service flow is similar to IVR. IVR application is for telephone reception, and the session service flow application is for graphic text session reception process. Through the session service flow, users can be guided to navigate by key according to their own needs, guiding to the corresponding agent reception. For example: Hello! What can I help you with? For product consultation, please reply "product", for business cooperation, please reply "business".

Inbound Call Pop-Up Window

Inbound call pop-up window refers to the embedding of a third-party page directly into the agent's workstation within the Cloud Contact Center. When a user calls in, this page can pop up with business information related to that user.

This information is generally derived from the company's customer management CRM systems, ticketing systems, or order systems, etc., and can serve as a reference for the agent.

Feature List

Contact Center

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1. **Call Contact Center includes the following features:**

Inbound Call

Outbound call

2. **Only the phone features are different between the standard edition and the advanced edition**, and online conversations, audio calls, video calls, and omnimedia conversations have no edition differences.

Features Category		Feature Points	Description	Standard Edition	Advanced Edition
Integration methods		Business system integration	Supports integration with business systems (e.g., CRM), B/S architecture	✓	✓
Inbound Call Pop-Up Window		Inbound Call Pop-Up Window	Supports connecting with the enterprise's own business systems (for example, CRM), and pops up relevant user information on inbound or outbound calls.	✓	✓
Call line (number)	Self-owned number	Connecting/Migrating self-owned numbers	Supports connecting your own number to Cloud Contact Center (landline, 400, 95-number), using standard SIP_TRUNK for connection.	✓	✓
	Number application	Number application	Provides an access to apply for different types of numbers (landline and 400 from different	✓	✓

			regions) according to business needs, no need to get your own number.		
Login & answering method	Login method	Login with email	Supports logging in with email account+password.	✓	✓
		Mobile phone login	Supports logging in with mobile number+verification code.	✓	✓
Agent feature	Agent Status	Status switch	Supports agent switch to available, busy, on break, offline, and other statuses. Busy: In the busy state, the agent can make outbound calls but won't be assigned new inbound calls. In line: The in-line state indicates that the agent is on a call or making an outbound call, and won't be assigned new inbound calls. On break: Switching to on break state, the agent can select reasons such as "meal", "meeting", "training" etc. (The reasons for break are configured by the administrator on the console.)	✓	✓
		Setting default status after agent goes online	Supports setting the default status of an agent when they get	✓	✓

			online: either idle or busy. If set to busy as default, the agent won't be assigned new inbound calls after they go online.		
	Personal information	Changing agent's bound mobile number	An agent can change their bound mobile number under their personal information. This phone number is generally used for the "mobile phone answering" and "mobile outbound call" features.	✓	✓
	Internal communication	Internal call	Supports internal calls between agents in the same call center. When the agent is offline, the agent's mobile phone can be called.	✓	✓
		Internal IM	Supports the internal exchange of pictures and text messages between the agents in the same call center.	✓	✓
Inbound softphone	Inbound softphone	Web page answering	Supports using Google Chrome on the computer to answer calls through the web page of the call center.	✓	✓
		Agent's mobile reception	Allows the agent to enable the mobile reception feature. You can choose: (1) always use mobile	✓	✓

				✓	✓
			reception; (2) Mobile reception only when the computer is offline. Note: This feature requires application for a phone number used for the system to call out the agent's mobile phone when the user is incoming, which will generate call-out communication charges.		
		Automatic call answering	Supports automatic connection without the need for the agent to click answer after a call comes in.	✓	✓
		Inbound call number display	Supports displaying the number of the caller when the user calls in. If the administrator enables the number protection feature, the actual number of the caller will not be displayed.	✓	✓
		Enterprise number display	Supports displaying the enterprise telephone number (called party) called by users.	✓	✓
		Inbound call location display	Supports displaying the location of inbound calls when a user calls in.	✓	✓
		IVR key trail	Supports displaying	✓	✓

			user's key trail in IVR during incoming calls		
		Call hold/retrieval	Supports a feature where an agent can click "On Hold" during a conversation with a user, causing the user to hear default hold prompt but not the agent's voice. Clicking "Retrieve Call" enables the agent to return to a regular call.	✓	✓
		Mute/Unmute	Supports a feature where an agent can click "Mute" during a conversation with a user to prevent the user from hearing the agent's voice. Clicking "Unmute" enables the agent to return to a regular call.	✓	✓
		Call transfer (to designated skill group)	During a call, an agent can transfer the call to a designated skill group. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		Call transfer (to designated agent)	During a call, an agent can transfer the call to a designated agent.	✓	✓

			The corresponding call data and user information can be synchronously transferred with the call.		
		Call transfer (to designated external line)	During a call, an agent can transfer the call to a third-party number. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		After-call-work	Supports the agent going into after-call-work state after a call ends. No new inbound calls will be assigned to the agent during this time, and they can manually end the after-call-work.	✓	✓
		Redial	After a call is hung up, the agent can click the redial button to call this user again.	✓	✓
		Blocklist	Allows the agent to add an inbound call number to the blocklist when a malicious user causes a nuisance by making frequent calls. Once the user is added to the blocklist, they won't	✓	✓

Inbound IVR			be able to make calls in.	✓	✓
		Three-way calling	Supports three-way calling between agent & user & external third party, or agent A & agent B & user.	✓	✓
		DTMF Collection During Call	Allows the agent to select the DTMF collection template configured by the administrator during a call, play a prompt tone, and collect a string of numbers (such as ID card number, order number, etc.).	×	✓
		Self-service	Allows the agent to transfer the call to the designated IVR process during the call (for example, play a default prompt to the user during the call and ask the user to press the key to confirm, etc.).	×	✓
		Assigning Customer to WeCom	Allows the agent to assign the incoming users to the corresponding WeCom members, who can add the user on WeChat after receiving the WeCom application notification.	×	✓
Inbound IVR	Service time	Working hours	Supports entering	✓	✓

		condition	different IVR processes during working hours and non-working hours.		
	Play sound	Text to speech	Supports text-to-speech conversion of input text for playback. Settings provide the ability to preview the text-to-speech conversion effect.	✓	✓
		Audio upload	Supports playback of pre-recorded enterprise audio by uploading.	✓	✓
		Playback interruption	Supports the choice of whether playback can be interrupted or not.	✓	✓
		Number of playbacks	Supports setting the number of times for playback.	✓	✓
	Static branch	Branch playback	Supports playback prompts to guide the user to press keys during this branch. (For example: Please press 1 for pre-sales consultation, press 2 for customer service, and press the star key to return to the previous menu.)	✓	✓
		Branch key	Supports setting branch key options (for example, press 1 for pre-sales consultation, press 2	✓	✓

			for post-sales consultation).		
		Timeout period	Supports setting the timeout period for user key presses.	✓	✓
		Timeout prompt	Supports setting the prompt to be played when a user's key press exceeds a specified time (for example, your input has timed out).	✓	✓
		Key error prompt	Supports setting the prompt for user key press errors (for example, your input is incorrect. Please re-enter).	✓	✓
		Maximum number of errors	Supports setting the maximum number of user key press errors. If it exceeds the specified number, the call will automatically be disconnected.	✓	✓
	Dynamic branch	Dynamic branch	-	×	✓
	Transfer to agent	Transfer to skill group	Supports selecting the skill group needed for manual reception.	✓	✓
		Prompt during transfer to agent	Supports setting the prompt to be played during the transfer process (for example, transferring to the agent. Please wait).	✓	✓

		Prompt during queuing for transfer to agent	Supports setting the prompt to be played when the user is queuing for the transfer. The system parameter ${WaitNo} is supported to broadcast the current number of people in queue.	✓	✓
		Queue timeout period	Supports setting the queue timeout period. After the customer waits more than the set time, the system will play the timeout prompt tone. After the prompt tone is finished, the customer can press any key to continue waiting or press # to exit the queue and hang up.	✓	✓
		Queue timeout prompt	Supports setting the prompt to be played when the user queues for more than a specified time (for example: due to high consultation volumes, you can press any key to continue waiting).	✓	✓
		Prompt for failed call transfer	Supports setting the prompt to be played when all agents are offline during the transfer. (For example: There are currently no agents	✓	✓

			online. Please try again later.)		
		User-side prompt after connection	Supports setting a prompt tone for the user side when the user is successfully transferred to an agent. You can use the system parameter ${StaffNo} to broadcast the agent's ID. (For example: Successfully transferred. Agent 1005 is at your service.)	✓	✓
		Skill group overflow	Supports setting overflow for a skill group when all agents are busy in the skill group to which a call is transferred.	×	✓
		Designated agent priority	During the transfer, priority is given to specified agents through the interface.	×	✓
	Satisfaction evaluation	Prompt	Supports setting user prompts for satisfaction evaluation: "Please evaluate my service. Press 1 if satisfied; press 0 if unsatisfied."	✓	✓
		Satisfaction key	Supports configuration of user key satisfaction	✓	✓

		tags. For example, press 1 for satisfaction, and press 0 for dissatisfaction.		
	Satisfaction variables	Supports storing the collected keys and satisfaction evaluation tags into designated variables.	×	✓
Transfer to external line	Prompt during transfer to external line	Supports setting the prompt to be played during the transfer process.	✓	✓
Number collection	Number collection type	Maximum digits: Maximum digits are suitable for receiving numbers with a dynamic length. When the user inputs the # key, it means the input is over and it goes back to the IVR process (Voice prompt for users to input # key is recommended.)	×	✓
		Fixed length: Fixed digits are suitable for receiving numbers with a fixed length, such as ID card numbers, phone numbers, etc. When the user's input reaches the specified digits, it automatically goes back to the call.	×	✓

		Number collection prompt	Supports setting the prompt to be played for reminding users to enter information. For example: Please input your order number and press the # key to finish.	×	✓
		Timeout period	Supports setting the timeout period for user key presses.	×	✓
		Timeout prompt	Supports setting the prompt to be played when a user's key press exceeds a specified time (for example, your input has timed out).	×	✓
		Failure prompt	Supports setting the prompt for the user side when number collection fails.	×	✓
		Maximum number of errors	Supports setting the maximum number of user key press errors. If it exceeds the specified number, the call will automatically be disconnected.	×	✓
		Storage to variable	Supports storing collected user key information to a specified variable.	×	✓
	API call	Maximum number of errors	Supports setting the maximum number of errors. When the specified number of errors is exceeded, the output parameter	×	✓

		will pass the default value.	✓	✓
	Timeout period	Supports setting the API call timeout period. When the specified time is exceeded, the output parameter will pass the default value.	×	✓
	API request address	Supports specifying the API request address. When the process reaches this module, the call center will request this API.	×	✓
	Input and output parameters	Supports setting the variables of input and output parameters in API call as well as setting the default value for the output parameters.	×	✓
Conditional judgment	Conditional judgment	Based on the value of parameters, it'll enter the next specified module if matching the custom condition rules. This must be used with self-defined parameters or system parameters.	×	✓
Voice mail	Voice mail	Supports storing the messages collected from users in the voice mailbox.	×	✓
End	End of IVR process	The end of the IVR	✓	✓

			process is indicated by connecting the end module.		
	IVR management	IVR creation, query, and deletion	Supports creating, viewing, and deleting IVR.	✓	✓
		Direct editing of IVR	Supports direct editing of in-use IVRs. Changes take effect immediately after saving.	✓	✓
		IVR version management	Supports creating multiple related versions based on one primary IVR. Different versions can be edited, viewed, and deleted after the version number is set.	×	✓
Inbound route assignment	Basic assignment	Allocate according to agent idle time	When a user turns to agent service after calling in, it is prioritized to be assigned to the agent who has been idle the longest.	✓	✓
		Allocate according to the number of calls received by agent	When a user turns to agent service after calling in, the agent with the smallest number of current calls is prioritized.	✓	✓
		Allocate according to the priority of the agent in the skill group	When a user turns to agent service after calling in, allocation is based on the priority of the agent in skill group configuration.	✓	✓

	Designated priority assignment	Last accessed agent prioritized	When a user turns to agent service after calling in, the call is first assigned to the agent who handled their previous call.	✓	✓
Inbound settings	Inbound timeout transfer	Inbound timeout transfer	After it is turned on, if the inbound call rings for longer than the set time without being answered, it is automatically assigned to another agent.	✓	✓
	Settings for restoring idle status after a call	Settings for restoring idle status after a call	After it is turned on, if the call is hung up, the phone agent will return to the pre-call state after the set time.	✓	✓
	Inbound call number protection	Number masking	Supports hiding the middle four digits of the user's phone number when a user's phone call comes in, so the agent cannot see the full number of the user, preventing information leakage.	✓	✓
		Actual number mapped to user ID (agent side)	After it is turned on, the system will obtain and display the user ID corresponding to the actual number through the interface, and the phone agent cannot view the customer's actual number,	×	✓

			preventing customer information leakage.		
Outbound softphone	Outbound softphone	Web page outbound call	Supports making calls to a call center through a Web page with Google Chrome on your computer.	✓	✓
		System click dialing	Supports calling the outbound call interface in the business system to make a one-click outbound call.	✓	✓
		Manual dial out	Supports dialing a user's phone number from a dial pad.	✓	✓
		WeChat mini program outbound call	Once an enterprise connects to the mini program outbound call feature, it can integrate the mini program outbound call feature into its WeCom, app, and WeChat mini programs to build a mobile outbound call capability.	✓	✓
		Mobile outbound call	Allows agents to enable the mobile outbound call feature. After it is enabled, the agent clicks Outbound Call in the business system, the system will first dial the agent's mobile phone, and the user will be called after	✓	✓

			the agent's mobile phone answers. Note: Using this feature requires you to apply for a phone number that the system will call out to the agent's mobile phone when an outbound call request is initiated, which will incur outbound communication costs.		
		Entering extension number	Allows agents to input the extension number after the call.	✓	✓
		Call hold/retrieval	Supports a feature where an agent can click "On Hold" during a conversation with a user, causing the user to hear default hold prompt but not the agent's voice. Clicking "Retrieve Call" enables the agent to return to a regular call.	✓	✓
		Mute/Unmute	Supports a feature where an agent can click "Mute" during a conversation with a user to prevent the user from hearing the agent's voice. Clicking "Unmute" enables the agent to return to a regular call.	✓	✓

		Call transfer (to designated skill group)	During a call, an agent can transfer the call to a designated skill group. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		Call transfer (to designated agent)	During a call, an agent can transfer the call to a designated agent. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		Call transfer (to designated external line)	During a call, an agent can transfer the call to a third-party number. The corresponding call data and user information can be synchronously transferred with the call.	✓	✓
		After-call-work	After-call-work	✓	✓
		Redial	After a call is hung up, the agent can click the redial button to call this user again.	✓	✓
		Blocklist	Allows the agent to add an inbound call number to the blocklist when a	✓	✓

			malicious user causes a nuisance by making frequent calls. Once the user is added to the blocklist, they won't be able to make calls in.		
		Three-way calling	Supports three-way calling between agent & user & external third party, or agent A & agent B & user.	✓	✓
		Self-service	Allows the agent to transfer the call to the designated IVR process during the call (for example, play a default prompt to the user during the call and ask the user to press the key to confirm, etc.).	×	✓
		Assigning Customer to WeCom	Allows the agent to assign the incoming users to the corresponding WeCom members, who can add the user on WeChat after receiving the WeCom application notification.	×	✓
Outbound settings	Outbound display rules	Associated outbound skill group assignment	Priority is given to assigning the caller number associated with the outbound skill group during an outbound call. If not	✓	✓

			available, it is randomly assigned.		
		Outbound display rules - Same area assignment	Priority is given to assigning a number that has the same location as the contact number during an outbound call. If not available, it is randomly assigned.	×	✓
	Outbound call number protection	Number masking	Supports hiding the middle four digits of the user's phone number when the agent is calling, so the agent cannot see the full number of the user, preventing information leakage.	✓	✓
		Actual number mapped to user ID (agent side)	After it is turned on, the system will obtain and display the user ID corresponding to the actual number through the interface, and the phone agent cannot view the customer's actual number, preventing customer information leakage.	×	✓
	Satisfaction evaluation	Outbound satisfaction evaluation	Supports the configuration of outbound satisfaction evaluation templates (You can customize satisfaction guidance, closing statements, and key	✓	✓

			content.) If the agent hangs up first, the system will automatically invite users for satisfaction evaluation.		
	Outbound recall	Designated assignment	When the customer calls in, the call will skip the IVR navigation and be directly assigned to the agent who made the last call to the customer within the past 3 days.	✓	✓
		Priority assignment	If the original agent is busy or offline and cannot answer the call, the call is transferred to the current switchboard's corresponding IVR process for reception.	×	✓
Audio management	Audio management	Audio management	Allows enterprises to record scripts and upload them, forming an internal voice library of the enterprise. The existing audio can be used in IVR or other places where voice scripts can be configured.	✓	✓
Number management	Number grouping	Number grouping	Supports grouping numbers according to different purposes, and setting the name and corresponding	✓	✓

			description for the number group.		
	IVR binding	IVR binding	Supports binding a number to the corresponding IVR (can be chosen according to the IVR version).	✓	✓
	Outbound skill group	Outbound skill group	Supports setting this number for the skill group for outbound calls. Configuration gives priority to this number when the skill group makes outbound calls.	✓	✓
	Agent's mobile call	Agent's mobile call	When the configuration supports the agent's choice to answer/make a call on the mobile phone, the system gives priority to this number to call the agent's mobile phone.	✓	✓
Skill Group Management	Skill Group Management	Skill Group Management	Supports grouping agents to different skill groups. When a user's phone call comes in, they can navigate to different skill groups according to their needs (for example, pre-sales skill group, after-sales skill group). Outbound agents can also be grouped for easy use of different	✓	✓

			outbound numbers (for example, telesales group 1, telesales group 2).		
		Setting priority	Supports setting different priority levels for agents within a group. The priority level is from 1 to 5, which can be used to receive calls according to the priority of the agents when phone calls are routed.	✓	✓
Agent management	Adding agents	Manually adding agents	Supports adding new agent information. After the addition is successful, the system will send an email containing a random password to the agent.	✓	✓
		Adding agents in bulks	Supports bulk import of new agent information to add agents in bulks.	✓	✓
		Adding agents through API	Supports adding new agent information through the API.	✓	✓
	Agent management	Agent management	Supports viewing all agent list, searching for agents by ID, email address, skill group, etc.; and modifying the name and skill group of agents.	✓	✓

		Force offline	Allows administrators to force specific agents to go offline.	✓	✓
		Resetting the password	Allows administrators to reset agent's login password.	✓	✓
Service record	Service record	Service record query	Supports viewing historical call records. The fields supported are: time, call type, caller number/caller ID, call notes, call status, call duration, agent name, agent ID, skill group, satisfaction evaluation, and hang-up party.	✓	✓
		Service record pull	Supports pulling service record data through the interface.	✓	✓
		Service records push	Supports pushing CDR data to the enterprise's specified push address.	✓	✓
	Call recording	Real-time recording generation	Call recording is generated in real time after the call ends.	✓	✓
		Online recording playback	Supports online playback of call recordings, and the playback progress can be dragged via the progress bar.	✓	✓

		Recording download	Supports downloading recordings online in the format of MP3.	✓	✓
		Recording pull through interface	Supports pulling the corresponding recordings to the local computer through the interface.	✓	✓
		Recording push	Supports pushing recording data to the enterprise's specified push address.	✓	✓
		Recording transferred to COS	Supports transferring recordings to the enterprise's specified Tencent Cloud Object Storage (COS) bucket.	✓	✓
Real-Time monitoring	Real-Time monitoring	Agent monitoring	Allows the administrator to monitor the service situation of the agent. The fields include: agent ID, agent name, agent type, skill group, agent status, online duration, break duration, busy duration, current reception volume, and today's reception volume.	✓	✓
		Skill group monitoring	Allows the administrator to monitor the skill	✓	✓

			group service conditions. The fields include: skill group name, skill group type, number of online agents, number of idle agents, number of busy agents, number of agents on break, today's reception volume, queue volume, and maximum wait duration.		
	Call monitoring	Real-time call monitoring	Allows the administrator to view the ongoing calls and access or exit the monitoring.	×	✓
Data analysis	Inbound service	Real-time inbound trend	Supports viewing inbound call trends at different time points of the day and specified dates. The data is refreshed automatically every 5 minutes.	✓	✓
		Real-time inbound statistics	Supports viewing the number of current inbound calls, the number of calls transferred to agents, the number of calls answered, the connection rate, queue volume, IVR abandonment volume, the number of abandoned call transfers, and other data in real time.	✓	✓

		Inbound data report and export	Supports viewing or exporting inbound data by day or specified date. The fields include: number of inbound calls, number of calls answered, connection rate, average wait time, average call duration, number of calls transferred to agents, IVR abandonment volume, number of abandoned call transfers, and call abandon rate.	✓	✓
Outbound service		Real-time outbound trend	Supports viewing outbound call trends at different time points of the day and specified dates. The data is refreshed automatically every 5 minutes.	✓	✓
		Real-time outbound statistics	Supports viewing the number of current outbound calls, the number of calls answered, the connection rate, and the average call duration in real time.	✓	✓
		Inbound data report and export	Supports viewing or exporting outbound data by day or specified date. The fields include: number of outbound calls, number of calls answered,	✓	✓

			connection rate, and average call duration.		
	Agent data	Overall report	Supports viewing agent working condition by day or specified date. The fields include: average online duration, average idle duration, average in-line duration, average break duration, and average after-call-work duration.	✓	✓
		Detailed report	Supports viewing detailed agent data by day. The fields include: online duration, idle duration, in-line duration, average after-call-work duration, number of inbound calls, number of inbound calls answered, inbound call answer rate, average inbound call duration, average inbound call ringing duration, number of outbound calls, number of successful outbound calls, total outbound call duration, average outbound call duration, and number of timeout transfers.	✓	✓

Developer capabilities	SDK API	Call	Outbound call	✓	✓
			Answers a call.	✓	✓
			Ends a conversation.	✓	✓
			Deletes a conversation.	✓	✓
			Mute	✓	✓
			Unmute	✓	✓
			Checks whether it is currently muted.	✓	✓
			Internal call	✓	✓
			Transfer	✓	✓
			Call hold	✓	✓
			Cancels call hold.	✓	✓
		Agent	Goes online.	✓	✓
			Goes offline.	✓	✓
		Admin	Obtains the skill group list.	✓	✓
		UI	Hides SDK UI.	✓	✓
			Shows SDK UI.	✓	✓
		Devices	Checks whether the current browser supports.	✓	✓
			Returns to the microphone device list.	✓	✓
			Returns to the speaker device list.	✓	✓
	SDK event	SDK initialization completion event	SDK initialization completion event	✓	✓

		Token expiration event	Token expiration event	✓	✓
		Session access inquiry event	Session access inquiry event	✓	✓
		Session start event	Session start event	✓	✓
		Timeout transfer event	Timeout transfer event	✓	✓
		Session end event	Session end event	✓	✓
		Session completion event	Session completion event	✓	✓
		Session completion event	Session completion event	✓	✓
		Outbound call answering event	Outbound call answering event	✓	✓
		Outbound call answering event	Outbound call answering event	✓	✓
	API	Obtaining telephone service records and recordings	Obtains telephone service record related information through the interface, including: total number of call records, specific call records (including: caller's and contact's numbers, agent related information, etc.), recording URL, etc.	✓	✓
		Obtaining the agent information list	Obtaining the agent information list	✓	✓
		Obtaining the skill group information list	Obtains the skill group information list through the API, including: total number of skill	✓	✓

			groups, ID, name, type, and session distribution strategy of each skill group, etc.		
		Obtaining PSTN session information	Obtains PSTN session information through the API, including session ID, temporary session room ID, caller and callee, agent's mailbox, number for external line, etc.	✓	✓
	Data push	Recording push	Supports pushing recording data to the enterprise's specified push address.	✓	✓
		Service records push	Supports pushing CDR data to the enterprise's specified push address.	✓	✓