

Cloud Contact Center

How to Get Started

Product Documentation



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The requirements for hardware, software, and network environment for Tencent Cloud Contact Center are as follows:

Hardware Requirements

Computer: The recommended specification is 8G memory, no CPU requirement.

Headphones, microphone.

Software Requirements

Microsoft Edge or Google Chrome Browser (version 70 or above)

[Microsoft Edge](#)

[Google Chrome](#)

Network Environment Requirements

1. Phone: Digital Relay --> TCCC SIP Interface Bandwidth

G711 Up/Down lane each 90.4kbit/s

G729 Up/Down lane each 34.4kbit/s

2. Audio-Video: TCCC --> Agent Workstation Network Bandwidth:

Audio call: Up/Down lane each 60kbit/s

Video call: Up/Down lane each 960kbit/s

Description

Calculation example: If the SIP encoding is G729 and the call concurrency is estimated at 400, the network bandwidth is: $400 * 34.4\text{kbit/s} = 13.76\text{Mbit/s}$.

Assistant Check

You can use your device to access [Tencent Cloud Contact Center TCCC Assistant](#) for device check, browser check, and network monitoring.

The test is successful as shown below:

Camera status: **Normal**

Microphone **Normal**
status:

Speaker status: **Normal**

Browser **Normal**
support:

Network status: **Normal**

Re-detect

Copy information

Device status

CameraStatus [FaceTime HD Camera (C4E1:9BFB)] :

User selection: **Normal**

LocalCameraGet: **Normal**

MicrophoneStatus [Default - Bluetooth] :

User selection: **Normal**

LocalMicrophoneGet: **Normal**

Speaker status(Default - Bluetooth) :

User selection: **Normal**

Is the audio playing: **Yes**

Browser support

Does it support TRTC: **Yes**

Basic environment

Operating system: **MacOS**

Browser: **Chrome 122.0.0.0**