Cloud Contact Center

Getting Started

Product Documentation

Contents

Getting Started
Creating and Trying Out a Cloud Contact Center Application
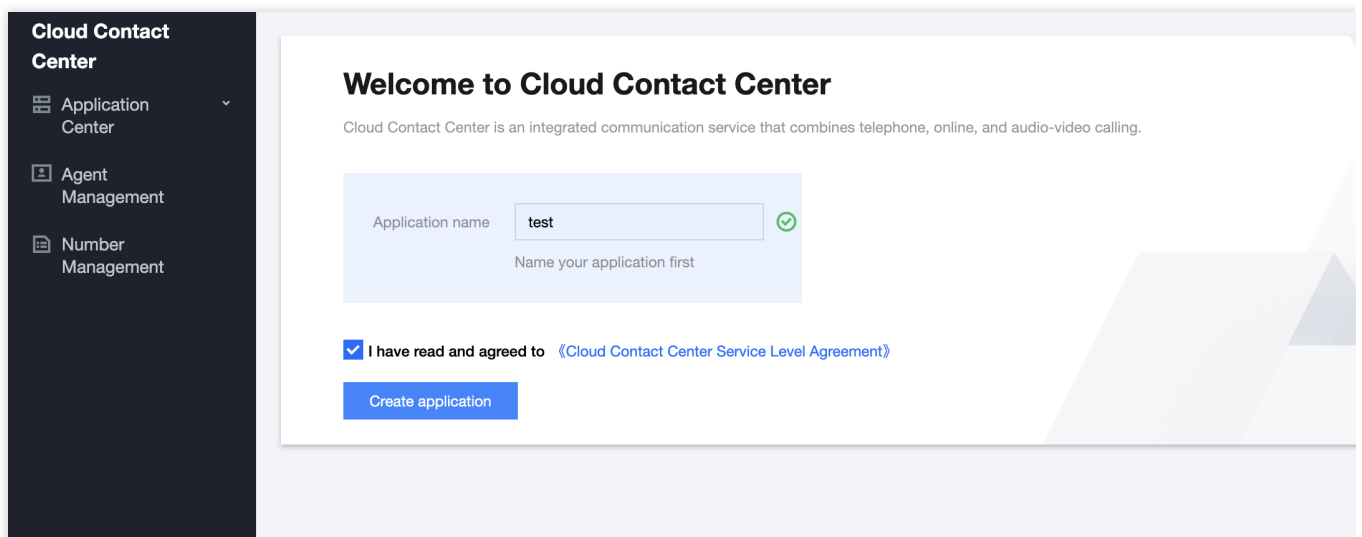
Last updated：2024-04-02 10:23:49

This tutorial will guide you through the process of quickly activating Tencent Cloud Contact Center

Prerequisites

You have Signed up for a Tencent Cloud Account and completed Identity Verification.

Activating the Application for the First Time and Getting a Trial Package

1. Log in to the Cloud Contact Center console.

2. Enter the name of the application, **new users will automatically receive a 14-day trial of Tencent Cloud Contact Center core features upon creating an application.**

3. The trial includes three standard seats, and one test number (which can make free calls to associated mobile numbers)

After creating the application and receiving the trial package, click **Start configuring the application** to view the newly created application information (such as SDKAppID) and feature configuration.

4. Click Bind Mobile Number, enter the mobile number and the correct verification code, and click OK to activate the trial landline number.

The trial landline number only supports calls to and from the bound mobile number, up to 3 bound mobile numbers.

Adding New Application (Not the First Time to Activate)

If you create an application not for the first time, you can add a new application on the Cloud Contact Center console.

1. Log in to the Cloud Contact Center console.

2. Click **Add Application** to create a new application (SDKAppID).

3. In the Create Application dialog box, enter your application name and click Create Now.

Create application

ⓘ After successfully creating the application, you can check the Cloud
   Contact Center login account and password in the internal message.

Application name *   Enter your application name

✔ I have read and agreed to 《Cloud Contact Center Service Level Agreement》

        Create now   Cancel

4. After creation, click **Got it** to view the newly created application information (such as: SDKAppID), feature configuration (such as: data push), and phone number.

Next, you can obtain login account password to log in to the workstation for administration and configuration, and choose an appropriate solution to start use.

Exchange and Feedback

Click here to enter the Cloud Contact Center community, where you can get support from professional engineers to solve your problems.

First Login to Management Panel

Last updated：2024-04-17 17:56:31

Prerequisites

After you have completed creating your Tencent Cloud Contact Center application, sign in to the Tencent Cloud Contact Center console.

Default Administrator Account for Password-Free Login

For the official use of Cloud Contact Center, you can directly use the default admin account for password-free login to the contact center for configuration.
In Application Center - Phone Inbound/Outbound Call Module, scroll down and click **Go to Contact Center Management Panel**, select the default admin and click **OK** to go to password-free sign-in. If you need to view the default admin's password, you can go to the console's Inbox to view.

Number	Status

No self-owned numbers have been accessed yet, access now

Total items: 0   5 ▾ / page |◀ ◀   1   / 1 page   ▶ ▶|

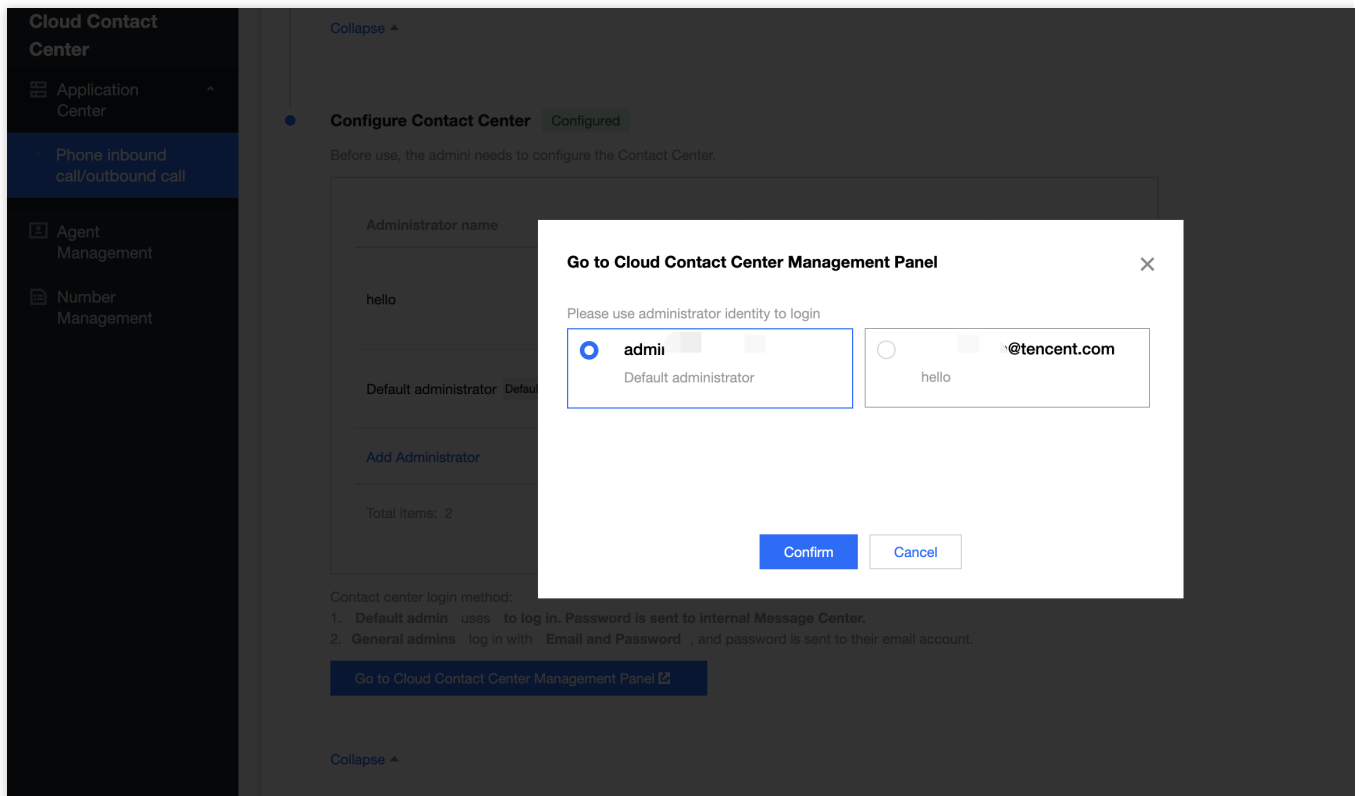Collapse ▲

○ **Configure Contact Center**   Pending Configuration

Before use, the admini needs to configure the Contact Center.

Administrator name	Account/Email	Operation
Default administrator Default	admin-1500015083	Reset password Delete

Add Administrator

Total items: 1   5 ▾ / page |◀ ◀   1   / 1 page   ▶ ▶|

Contact center login method:
1. **Default admin** uses **to log in. Password is sent to internal Message Center.**
2. **General admins** log in with **Email and Password** , and password is sent to their email account.

Go to Cloud Contact Center Management Panel ⧉

Adding More Administrators

If more administrators are needed to manage the configuration or use it, you can add more administrators in the console. The detailed steps are as follows:

Step 1: Create an administrator account

Click **Add Administrator** and fill in the name and login email, as shown in the following figure:

Numbers in effect   Under review

Number	Status
No self-owned numbers have been accessed yet, **access now**	

Total items: 0   5 ▼ / page |◀ ◀   1   / 1 page   ▶ ▶|

Collapse ▲

○ **Configure Contact Center**   Pending Configuration

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Default administrator Default	admin-1500015083	Reset password Delete
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Contact center login method:
1. **Default admin** uses **to log in. Password is sent to internal Message Center.**
2. **General admins** log in with **Email and Password**, and password is sent to their email account.

Go to Cloud Contact Center Management Panel ↗

Go to the admin email that was filled in, and search for Tencent Cloud Contact Center email. The email contains the login password.

Step 2: Go to your email and view the login password

Click the login link in the email, and go to the login page.

Step 3: Go to the management panel to log in

On the login page, enter the admin email as the account and the random password from the email, and click to log in.

Agent First Login Guide

Step 1: The administrator creates an agent account on the management panel

The administrator goes to the Tencent Cloud Contact Center management panel to create customer service.

Step 2: Go to your email and view the login password

Click the login link in the email, and go to the login page.

Dear Tencent Cloud Contact Center Users,

Please download the latest version of Google Browser and use the following password to log in to).

Random Password:q

Click to login to Tencent Cloud Contact Center

Or copy the link below to login to Tencent Cloud Contact Center
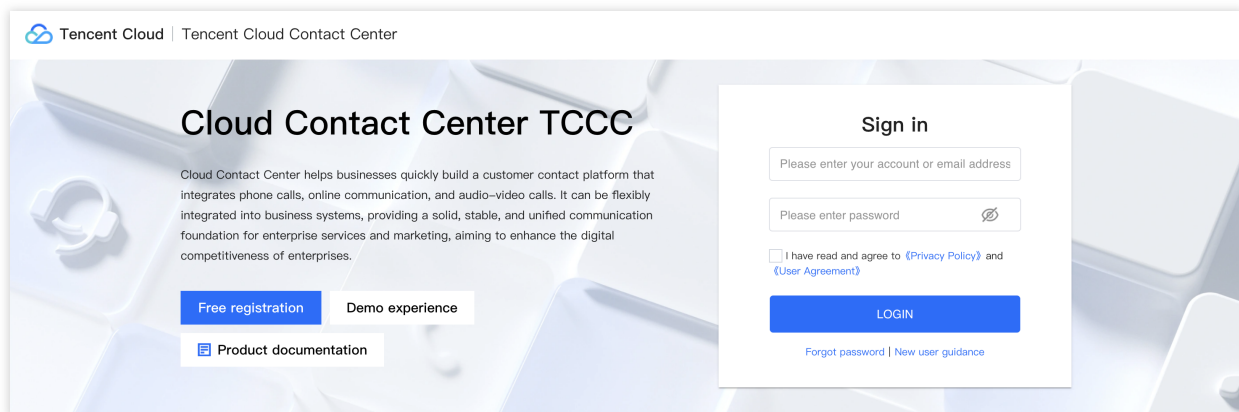
https://tccc.qcloud.com/login

This brings

Tencent Cloud Contact Center team

Step 3: Go to the management panel to log in

On the login page, enter the admin email as the account and the random password from the email, and click to log in.

Exchange and Feedback

Click here to enter the Cloud Contact Center community, where you can get support from professional engineers to solve your problems.

Choosing an Appropriate Solution

Last updated：2024-04-17 17:53:28

Solution Introduction

Both of the following methods can use the full set of features, and you can use both at the same time. (Note that the same account cannot be used to log in at two locations at the same time.)

Solution	Note	Applicable Object
Solution 1: Ready to Use Without Development	Go to the Cloud Contact Center agent workstation to use it directly. The enterprise's own page can be embedded into the workstation through simple configuration and interact with each other (for example, call customer data and numbers from enterprise's own system).	Suitable for companies that do not want to develop or only need to link with their own systems simply.
Solution 2: SDK Integration	Through the development and integration of Cloud Contact Center SDK, the contact center can be integrated into any system of the enterprise to achieve highly customized, secondary development.	Suitable for enterprises that have development capabilities, have their own information systems, and hope to use these information for customized integration.

You can choose a suitable solution for the next step, or combine the two solutions.

Display Effect

Ready to use without development, Cloud Contact Center agent workstation:

SDK integration effect:

Exchange and Feedback

Click here to enter the Cloud Contact Center community, where you can get support from professional engineers to solve your problems.

Solution 1: Ready to Use Without Development

Last updated：2024-04-01 12:33:09

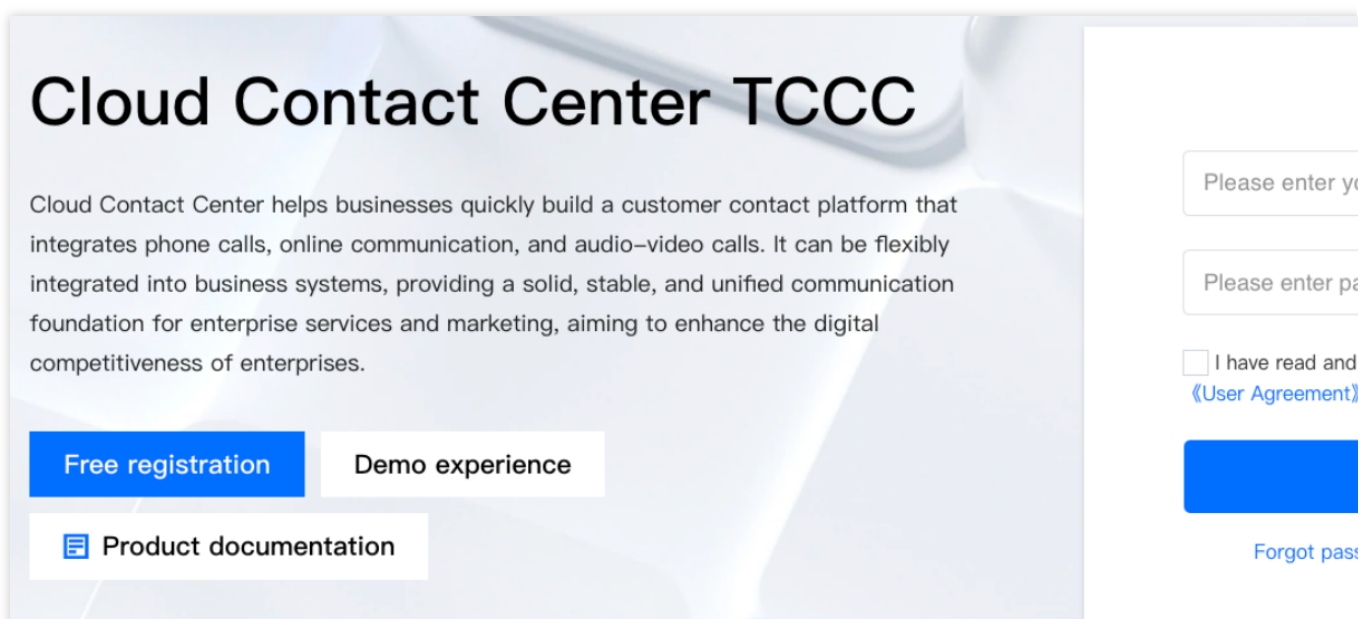Cloud Contact Center provides an agent workstation that can be used directly without any development.

Prerequisites

Ensure that the following operations have been completed:

1. Creating Cloud Contact Center application
2. Obtaining login account password

Logging In to the Cloud Contact Center Agent Workstation

Step 1: Open the Cloud Contact Center agent workstation, and enter the corresponding account password (see Obtaining Login Account Password).

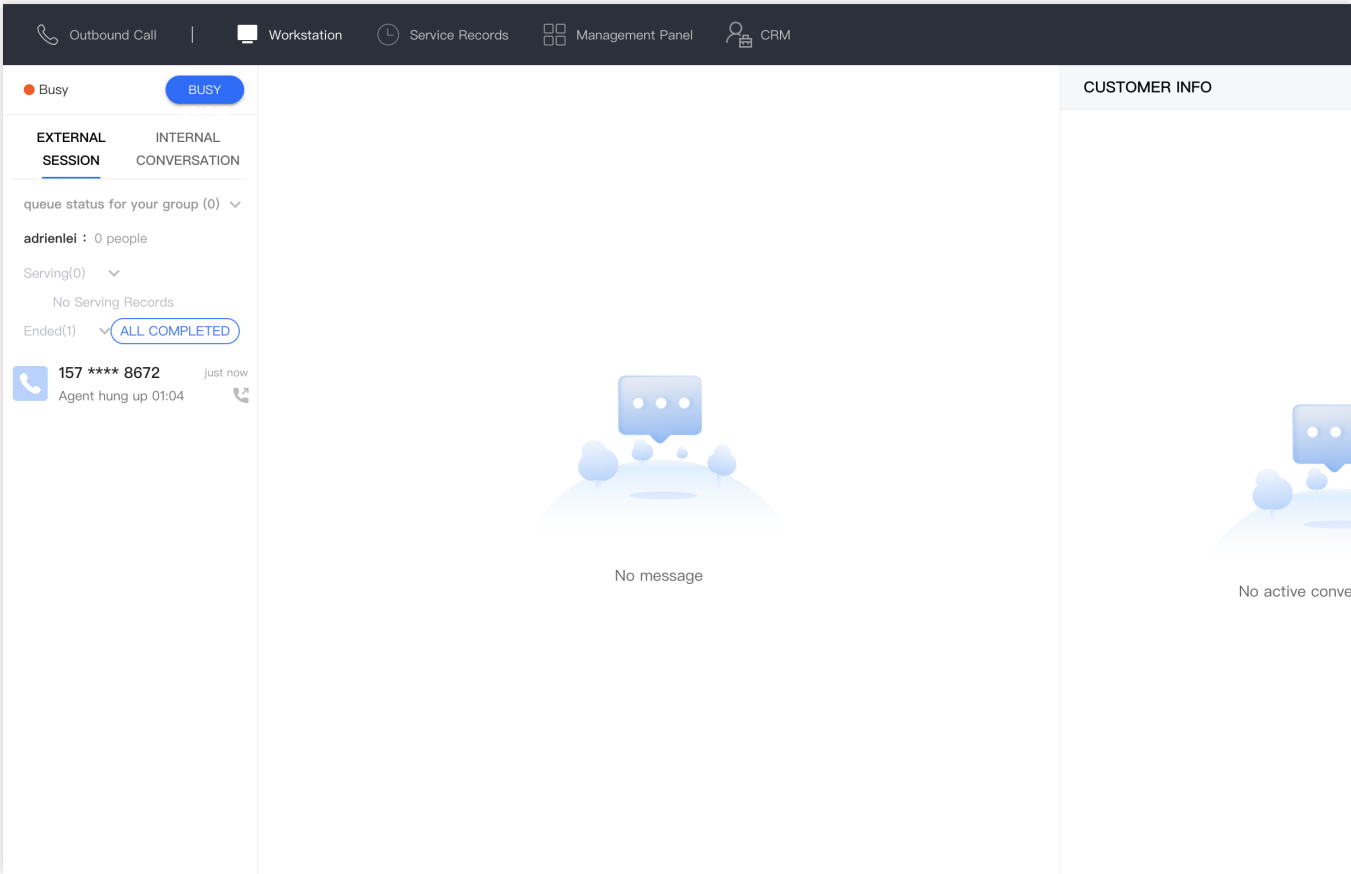Step 2: Go to the application selection page, and click the corresponding application to enter the workstation.
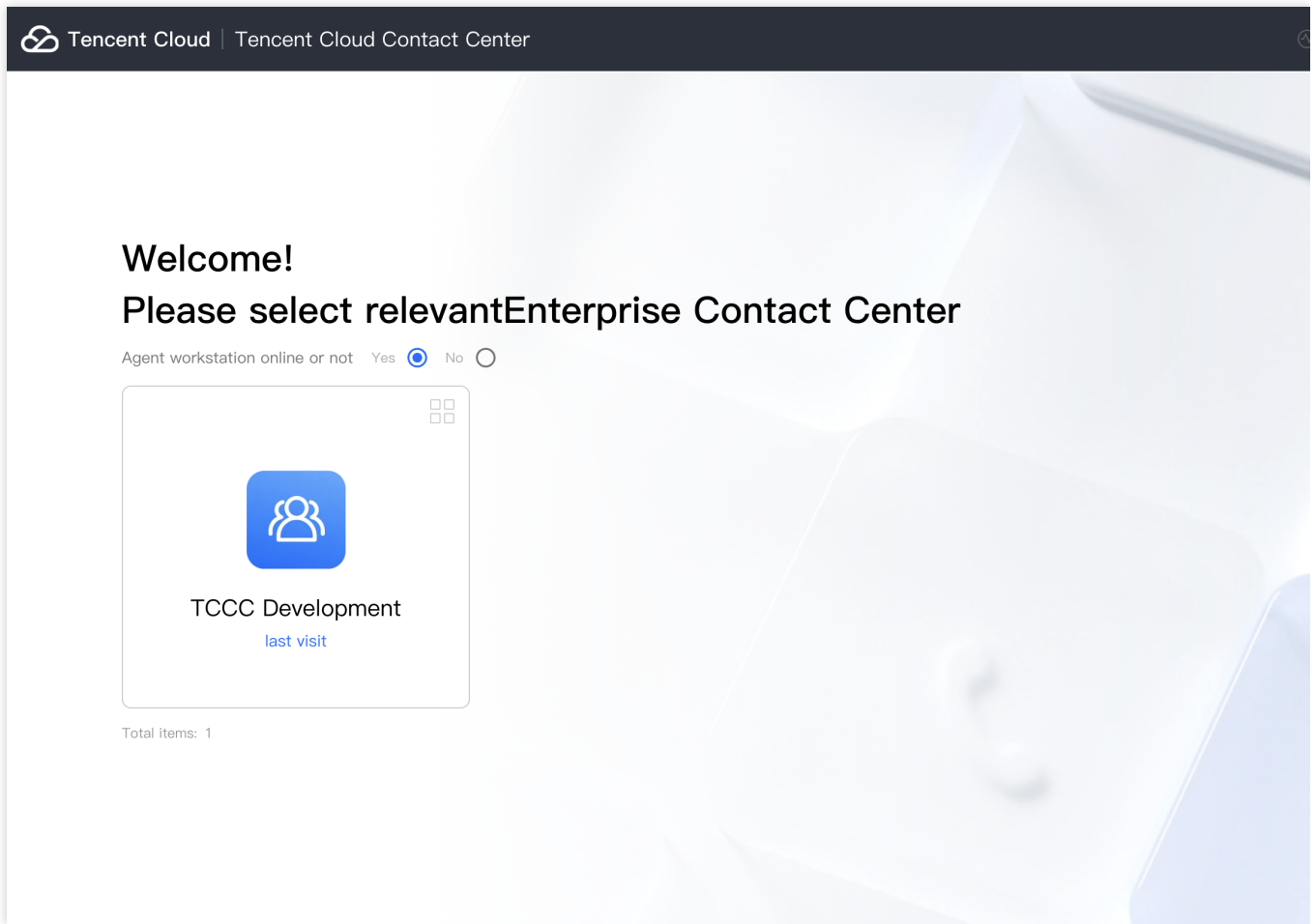
Next, you can refer to different customer service configuration guides:

Quick configuration for outbound calls

Quick configuration for inbound calls

Demonstration of the Agent Workstation Interface

The agent work area is on the left, and on the right, you can choose to embed your own corporate system for intercommunication.
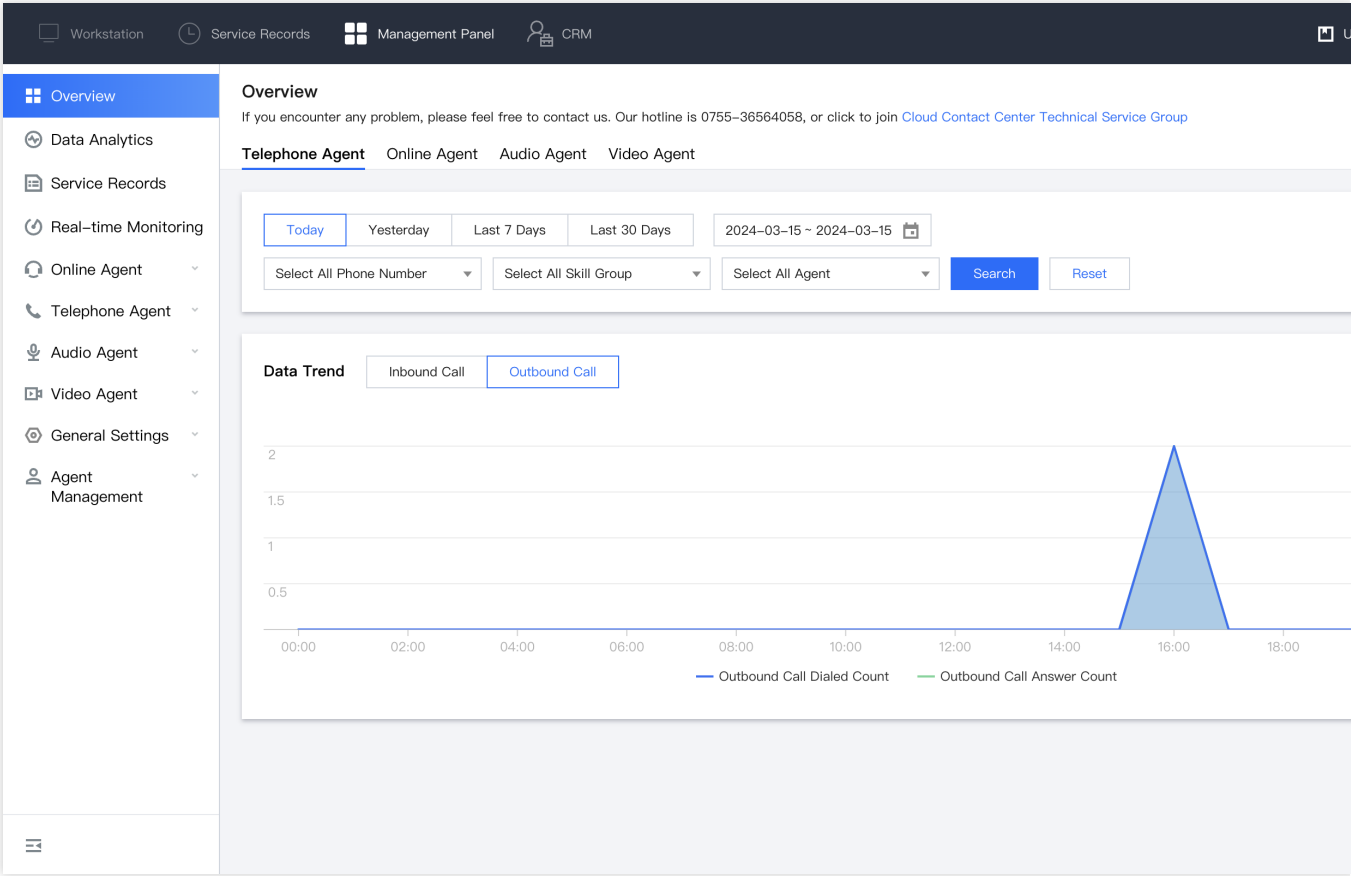
Telephone Call in Progress

Management Panel

Service Record and Recording Playback

Exchange and Feedback

Click here to enter the Cloud Contact Center community, where you can get support from professional engineers to solve your problems.

Solution 2: SDK Integration

Last updated：2024-04-01 12:35:34

You can use SDK integration to incorporate the unified communication capabilities provided by Cloud Contact Center into your own business system. After development, your enterprise business system will have unified communication capabilities.

Integration Effect

SDK Integration - Unified Communication Agent Workstation

SDK Integration - Inbound/Outbound Calls

Integration Steps

You can follow these steps for integrated development:

Step	Operation
1	Creating Cloud Contact Center application
2	Referring to the required customer service type, configure accordingly: Quick configuration for outbound calls Quick configuration for inbound calls
3	Refer to the document Integrating Agent SDK to incorporate the agent side into your own system
4	Refer to the corresponding documents for the customer service type you need to integrate: Integrating Telephone Customer Service

Exchange and Feedback

Click here to enter the Cloud Contact Center community, where you can get support from professional engineers to solve your problems.

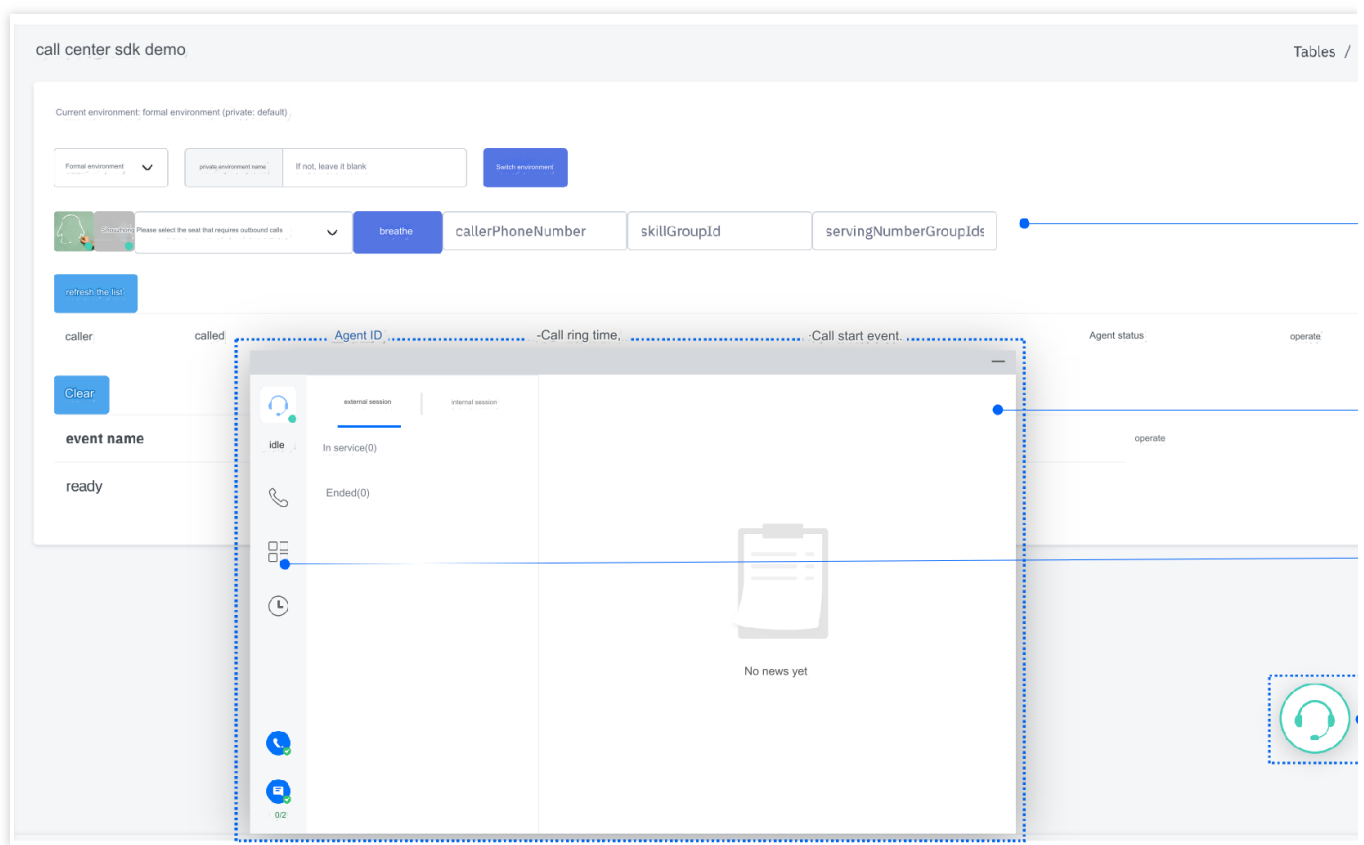# Configuration and Use

Quick Configuration for Outbound Calls

Last updated：2024-04-02 09:55:19

Prerequisites

Before officially making the call, please ensure the following steps have been completed:

1. Creating the Cloud Contact Center application has been completed.

2. Purchased seats and added customer service accounts.

3. Completed connecting your own number.

Note:

We recommend using the Google Chrome browser for a better experience.

Overall, the call operation can be completed through two configurations:

1. Configuring a phone skill group

2. Binding a phone number to the skill group

Specific ways of configuration are discussed below.

Step 1: Log In to the Cloud Contact Center Agent Workstation

Go to the Cloud Contact Center agent workstation. For detailed login methods, please refer to Solution 1: Ready to Use Without Development.

Step 2: Configure the Phone Skill Group

Choose **Management Panel**-**Telephone Customer Service**-**Skill Group Management** to create or add an agent account.

Click **Edit** and add a customer service account.

Step 3: Configure the Skill Group in Number Management

Note:

If no number management outbound call skill group has been configured, a number will be selected randomly from all available outbound numbers at the time of outbound calling. If there are multiple numbers, you can configure different skill groups to use different numbers.

Choose **Management Panel**- **Telephone Customer Service**-**Number Management.**

Edit and select the above skill group. After the configuration is complete, the agents in this skill group will select this number for outbound calls.

Step 4: Check Whether the Microphone Is Authorized

Click the lock icon in the browser address bar (upper left corner), check the permissions that the website has accessed, and check whether the computer is connected to a microphone.

step 1: click the setting icon on the left side of search bar

step 2: make sure you have microphone, camera and notifications turned on, else, go to the 'site settings' to turn it on

Step 5: Enter the Number to Make an Outbound Call

Click Outbound Call in the upper left corner and enter the corresponding contact number. Add the area code for the landline number.

Note:

You will be prompted that the outbound call has failed if there are outbound call restrictions. Please refer to Outbound call rules for phone numbers for details.
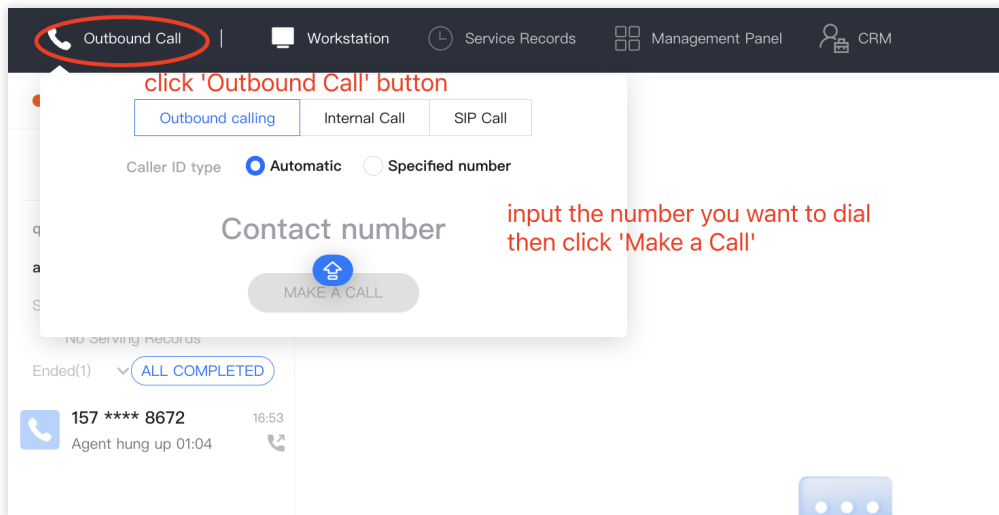
Features in the Call Process

Rich features are provided during the call, such as:

Direct Transfer to Skill Group/Agent

Call Hold and Mute

Call Self-Service

For more features, please refer to Call feature overview.
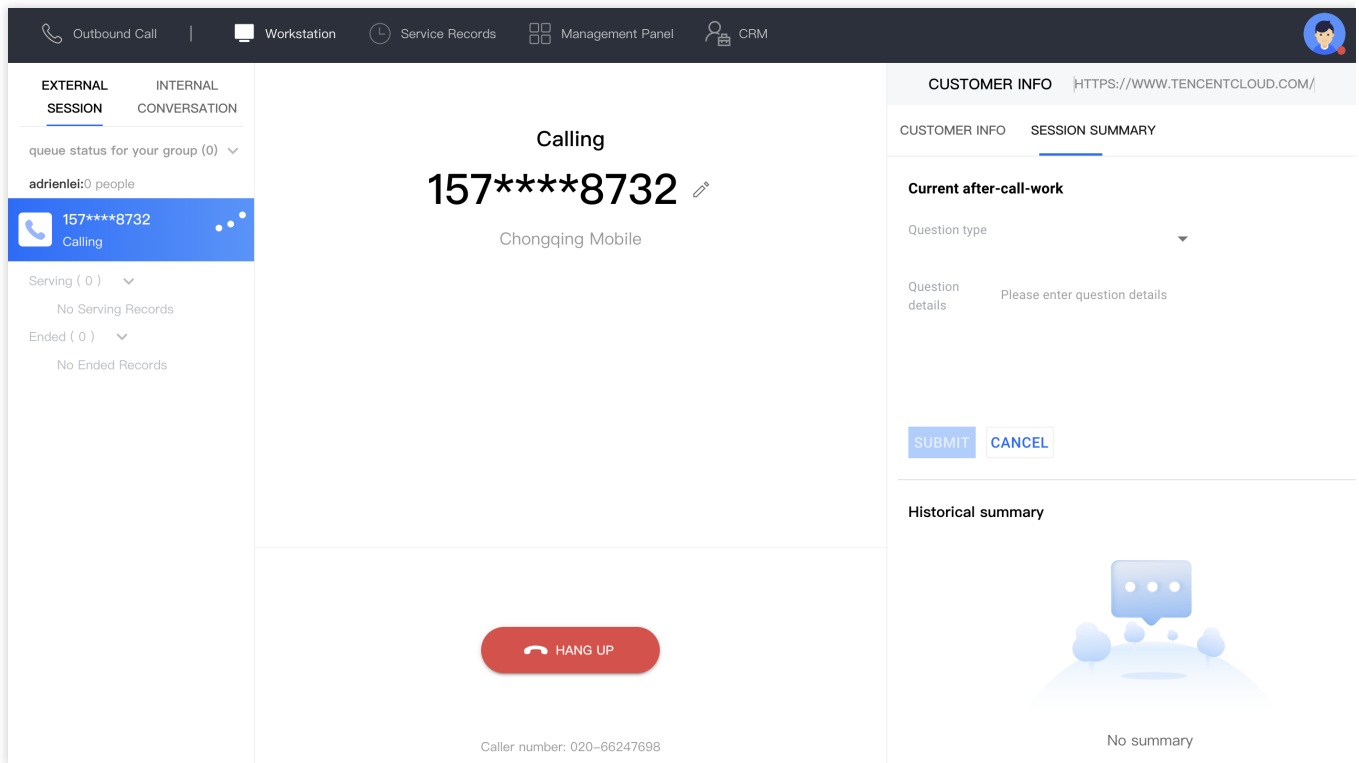
More Ways to Make Outbound Calls

Cloud Contact Center offers various ways to make outbound calls. You can choose a suitable method based on your actual conditions:

Outbound Call on Dial Pad: You can directly enter the phone number to make an outbound call on Cloud Contact Center, using the configured outbound caller number to call.

SDK Outbound Call: We provide an SDK for rapid integration, and developers can make outbound calls through the SDK API.

API Dual Call: We also provide an HTTP method to use the outbound call API. In the scenario where SDK is not loaded in the frontend, you can trigger this API to make an outbound call from the backend. Currently, only mobile callbacks are supported (first connect to agent's mobile), and it has been confirmed that the outbound call whitelist has been applied and approved.

SIP Phone Usage: Cloud Contact Center allows customers to connect the purchased SIP landline phones with the agents on Cloud Contact Center, so that the agents can make calls using the landline phone.

Call-related Features

Service Record Storage and Access: Cloud Contact Center provides service records related to calls, stored for free for 3 months by default. Enterprises can use the interface to pull the records to the local storage or use the push

feature to download the service records to the local storage.

Recording Storage and Access: Cloud Contact Center provides full dual-track call recordings, stored for free for 3 months by default. Enterprises can transfer the recordings to Tencent Cloud COS for cloud storage. You can also use the interface to pull the recordings to the local storage or use the push feature to download the recordings to the local storage.

Customer Satisfaction Evaluation: Cloud Contact Center supports the satisfaction evaluation feature, that is, after a call is hung up or during the call, the system automatically plays a satisfaction evaluation prompt to the user side, and users can give a rating by pressing a key.

Quick Configuration for Phone Incoming Calls

Last updated：2024-04-01 18:35:27

Prerequisites

Before officially making the call, please ensure the following steps have been completed:

1. Creating the Cloud Contact Center application has been completed.

2. Purchase seats and add Agent management.

3. Completed Own Number Access.

We recommend using the Google Chrome browser for a better experience.

Step 1: Log In to the Cloud Contact Center Agent Workstation

Go to the Cloud Contact Center agent workstation. For detailed login methods, please refer to Solution 1: Ready to Use Without Development.

Step 2: Configure the Phone Skill Group

Choose **Management Panel > Telephone Customer Service > Skill Group Management** to create or add an agent account.
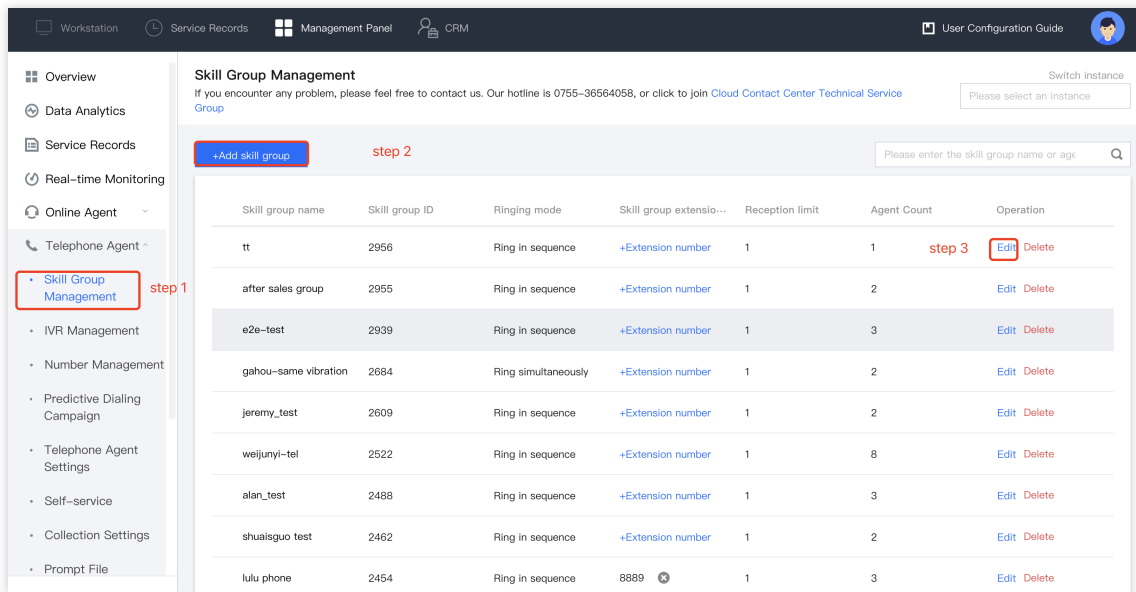
Click **Edit** and add a customer service account.
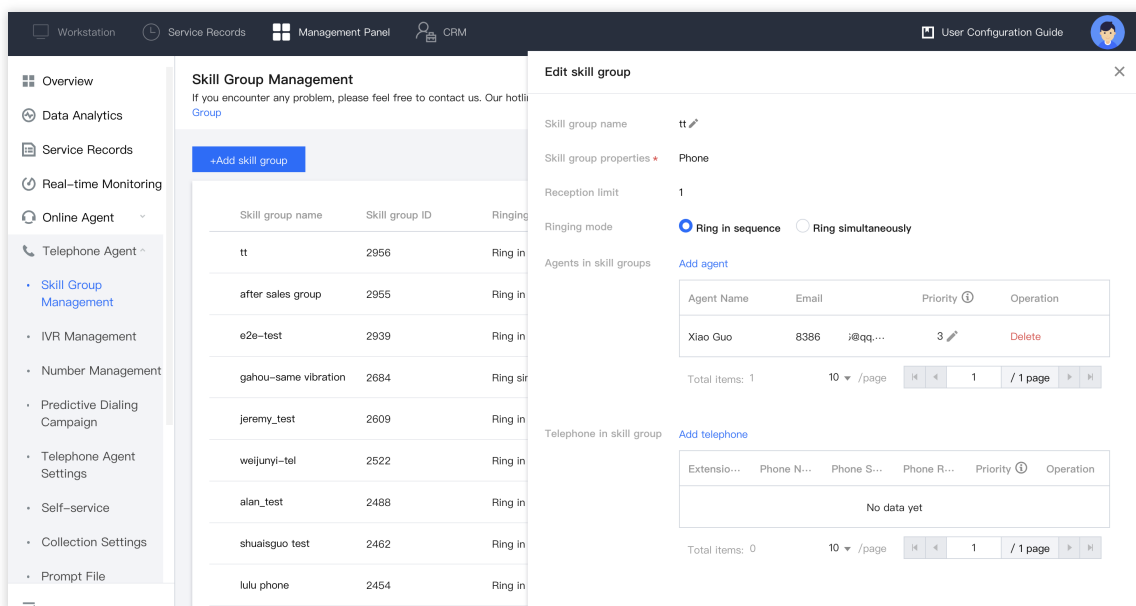
Step 3: Configure Inbound IVR

IVR provides various interactive voice response features. You can configure your own voice broadcast, key branch, etc. On the Management Panel, choose **Telephone Customer Service** > **IVR Management.**

Click Create, and select the **Branch Navigation** template to quickly create. (The branch navigation template provides keys after playing a prompt, and allocates the calls to different skill groups for service.)

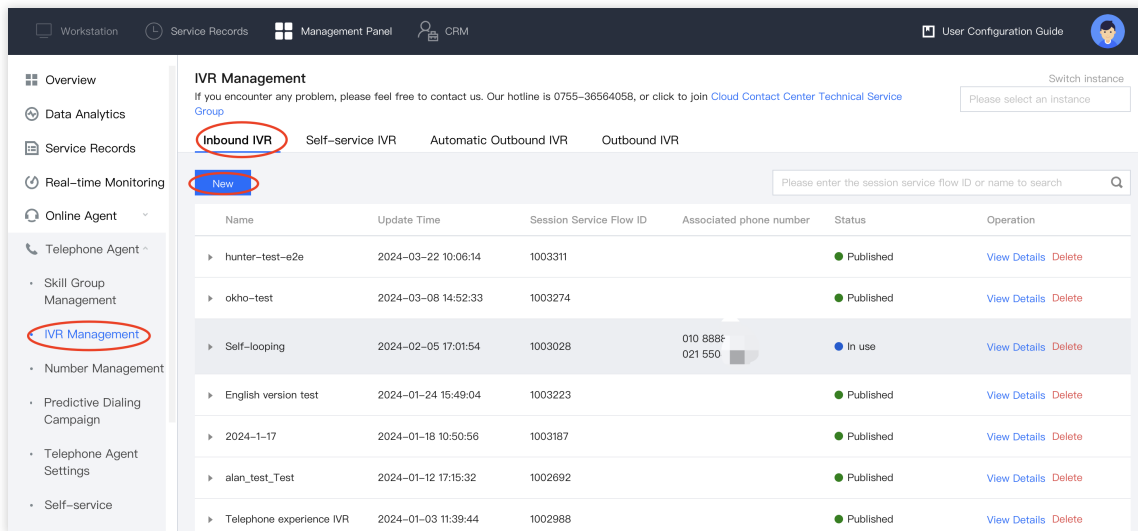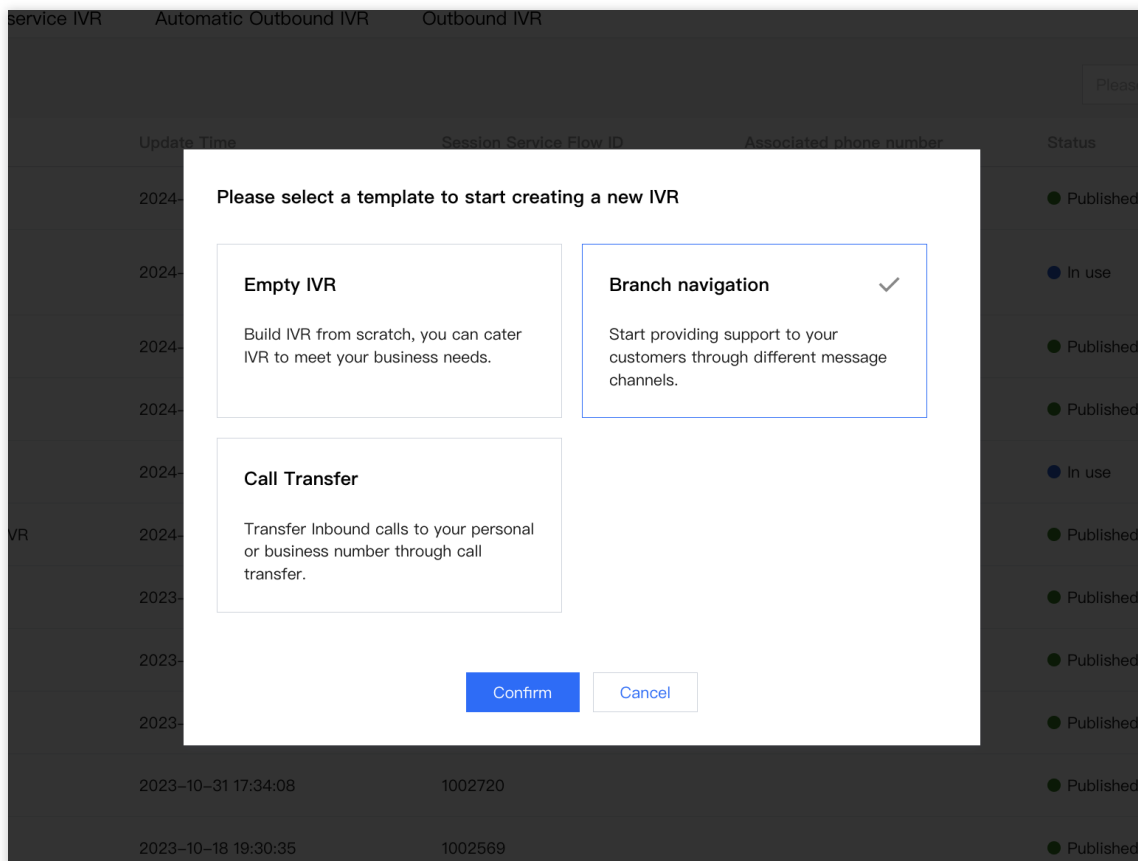Connect the transfer to agent node to the end node and configure the skill group. If the current account is used for testing, configure the current account to the skill group.

Note: If a parameter error is prompted, please check whether a skill group is configured for the transfer to agent node, whether all connections are performed, and whether the IVR name is unique.
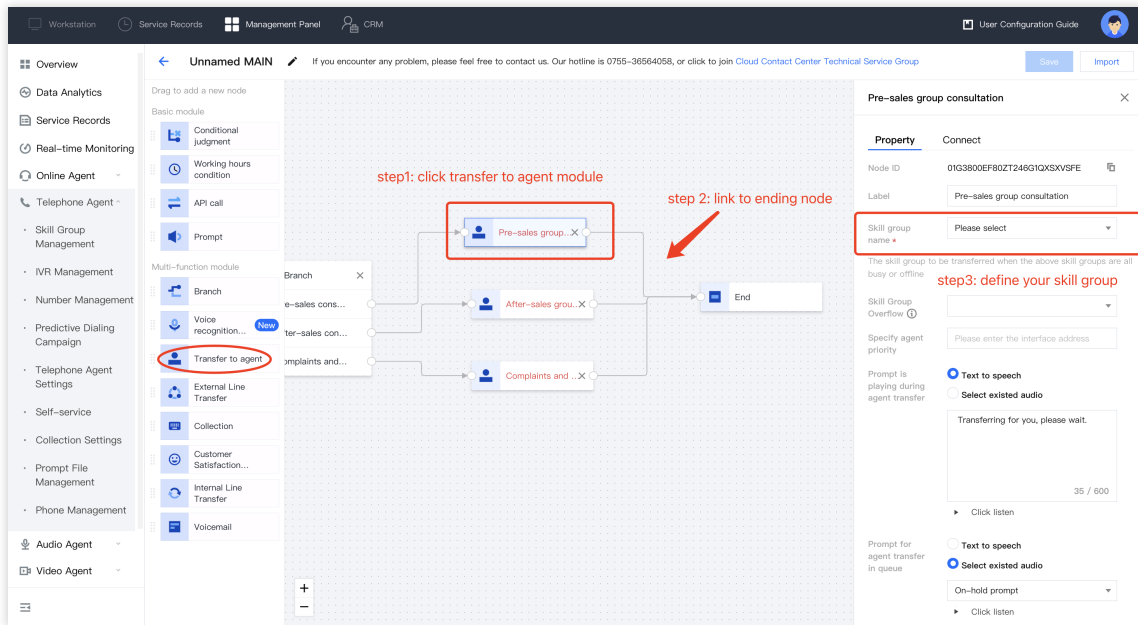
Step 4: Bind a Phone Number to IVR

Choose **Telephone Customer Service** > **Number Management**, select the number that needs to be configured, and click **Edit**.
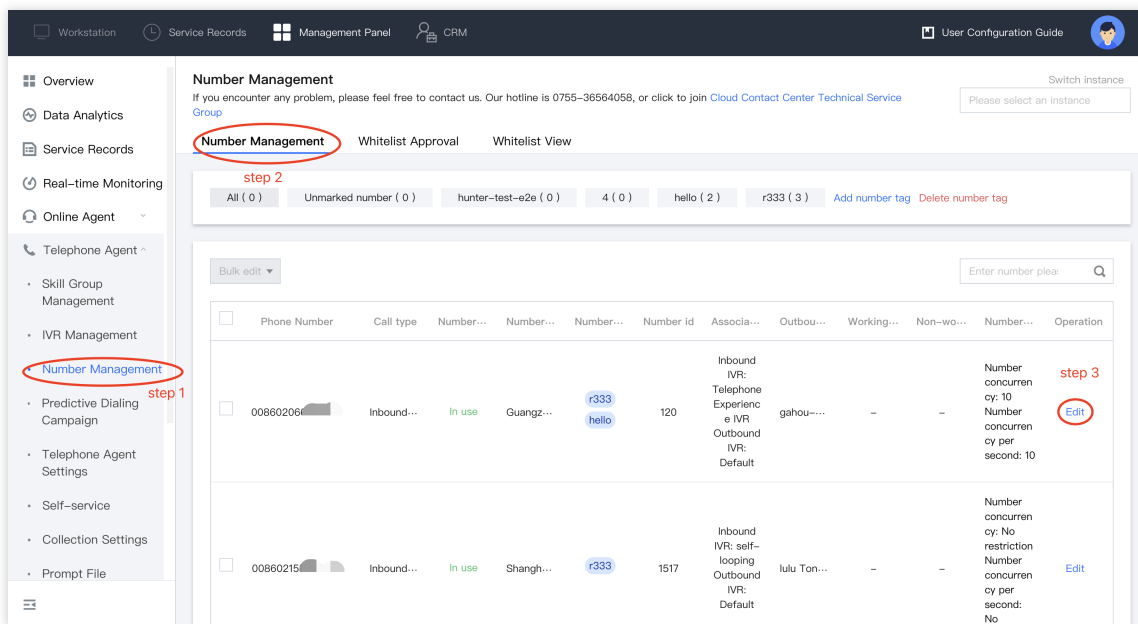
In Inbound Settings, select the IVR saved in Step 3, save and wait for 1 minute to take effect.
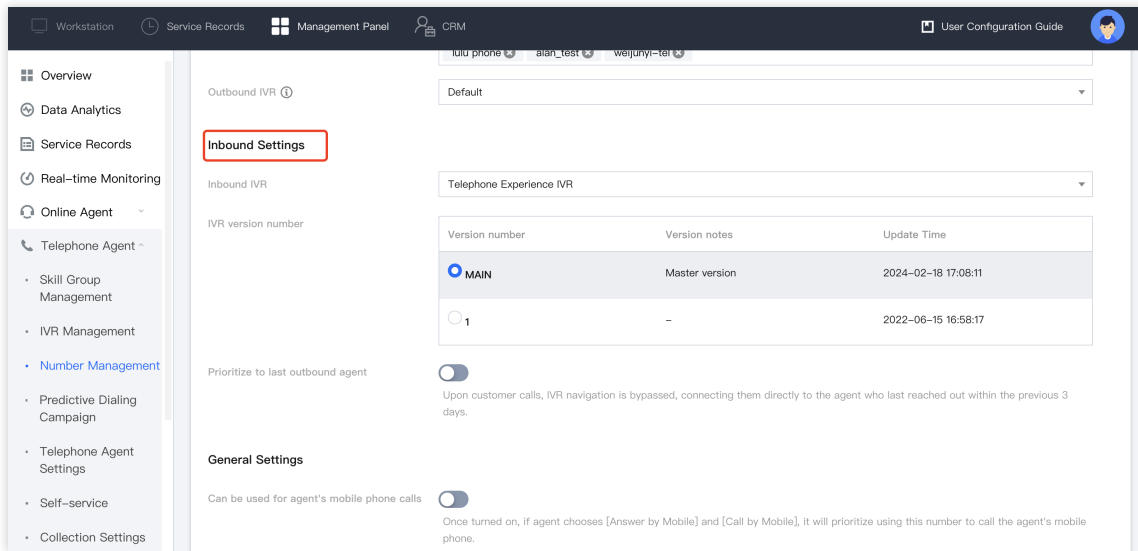
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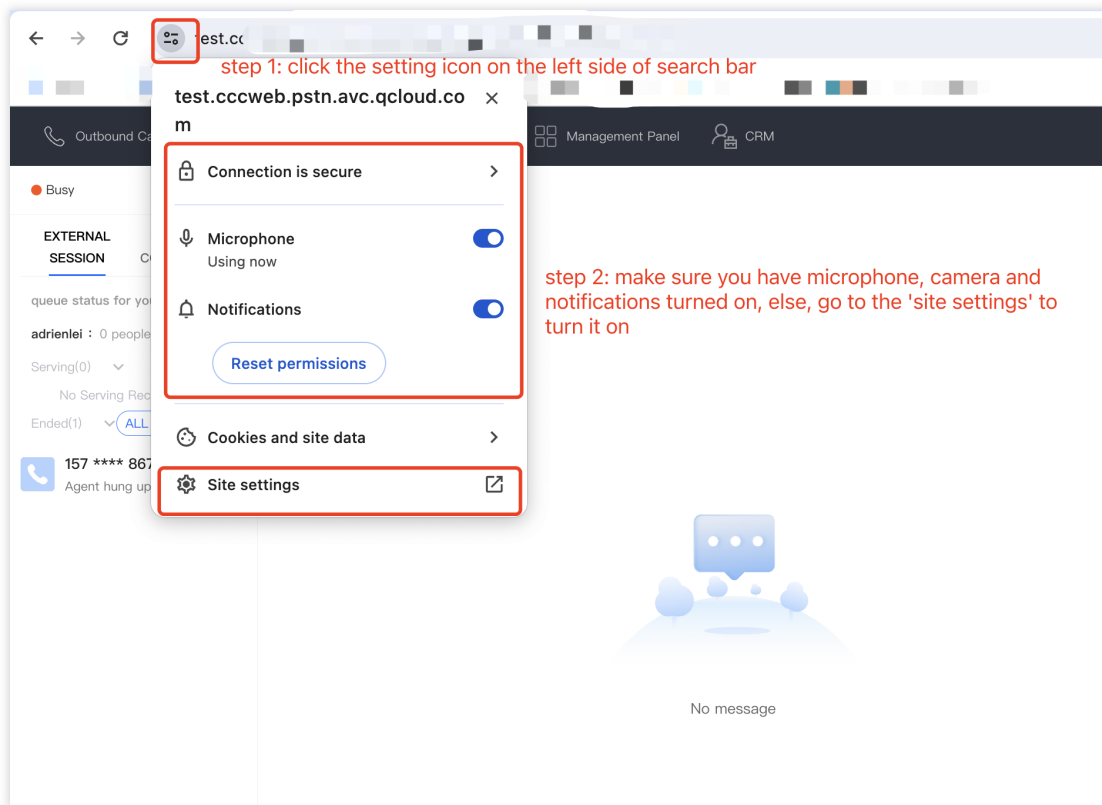
Step 6: Start Receiving Calls

Note:

Before officially starting to receive calls, please ensure that you are the only one online in the skill group of the IVR transfer to agent node in the number configuration. Otherwise, the call may be distributed to other agents.

Dial the configured number. After hearing the voice broadcast, you can input corresponding keys and choose to route the call to the current agent. Click the Answer button to start the call.
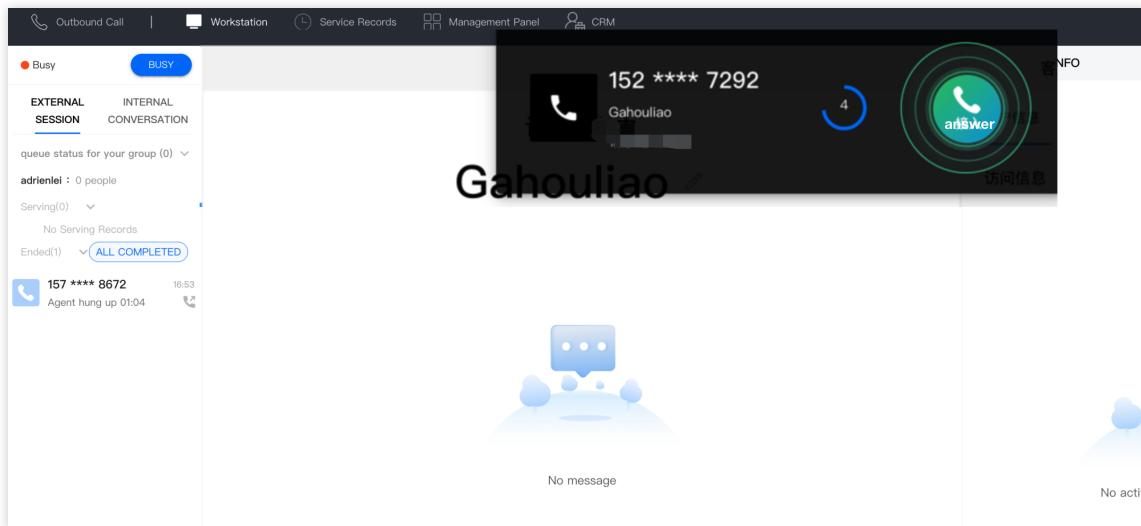
Note:

 If it is not transferred to the configured agent's skill group, please go to the Management Panel - Service Records - View Details to check the inbound call trajectory and connection status.
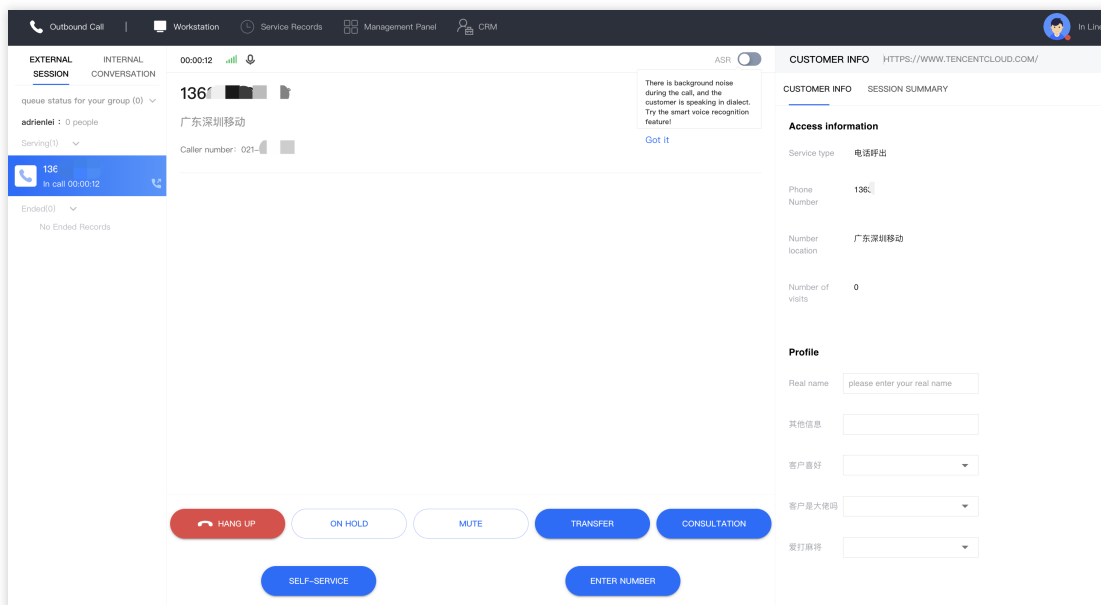
Features in the Call Process

Rich features are provided during the call, such as:

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Call Hold and Mute

Call Self-Service

For more features, please refer to Call feature overview.

Incoming Call Mode

SIP Phone Answering: Cloud Contact Center allows customers to connect the SIP landline phones they purchase with the agents on Cloud Contact Center, so that agents can make calls through their landline phones.

Routing and Assignment Strategy

Basic routing settings and specific priority allocation features are provided. This means that when the number of inbound calls exceeds the number of agents, the system can distribute inbound calls to suitable agents based on predefined rules.
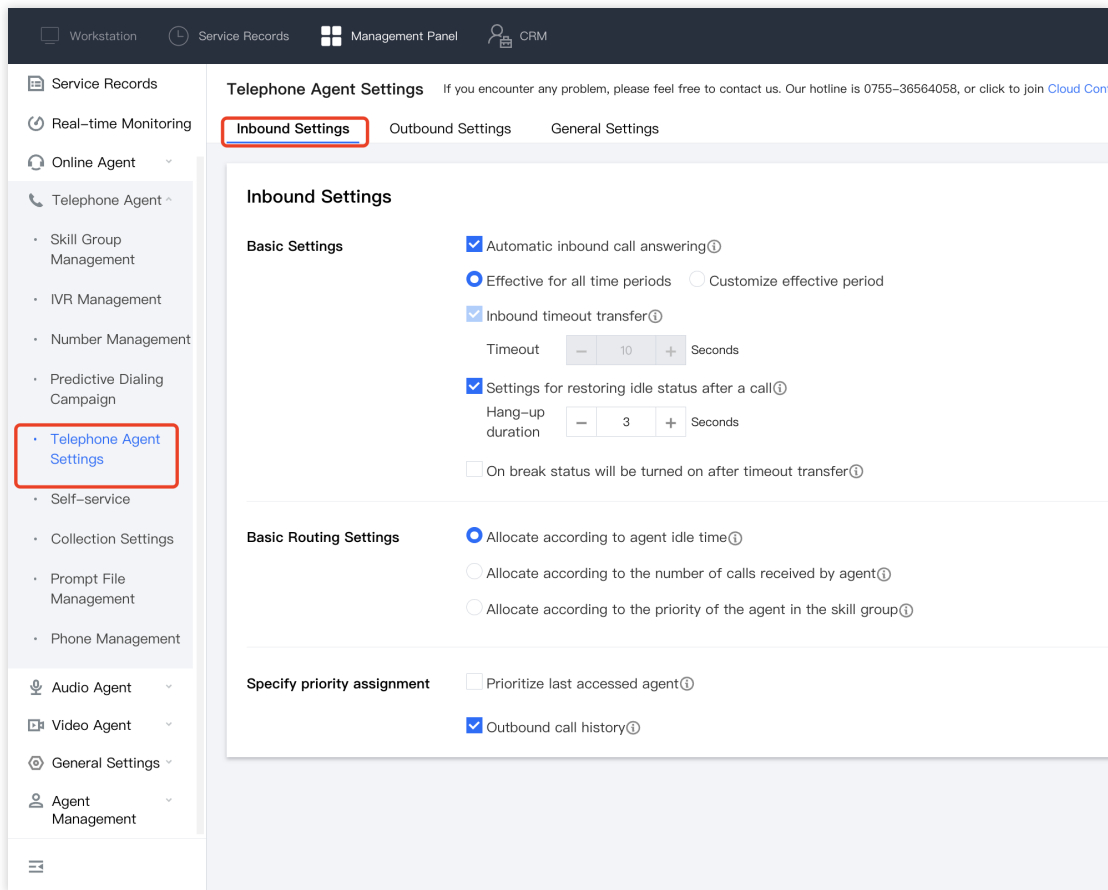
Introduction to Features After Call Ends

Viewing Service Records: Cloud Contact Center provides service records related to calls, stored for free for 3 months by default. Enterprises can use the interface to pull the records to the local storage or use the push feature to download the service records to the local storage.

Recording Storage and Access: Cloud Contact Center provides full dual-track call recordings, stored for free for 3 months by default. Enterprises can transfer the recordings to Tencent Cloud COS for cloud storage. You can also use the interface to pull the recordings to the local storage or use the push feature to download the recordings to the local storage.

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