

Cloud Contact Center

Getting Started

Product Documentation



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- Quick Configuration for Phone Incoming Calls

Getting Started

Creating and Trying Out a Cloud Contact Center Application

Last updated : 2024-04-02 10:23:49

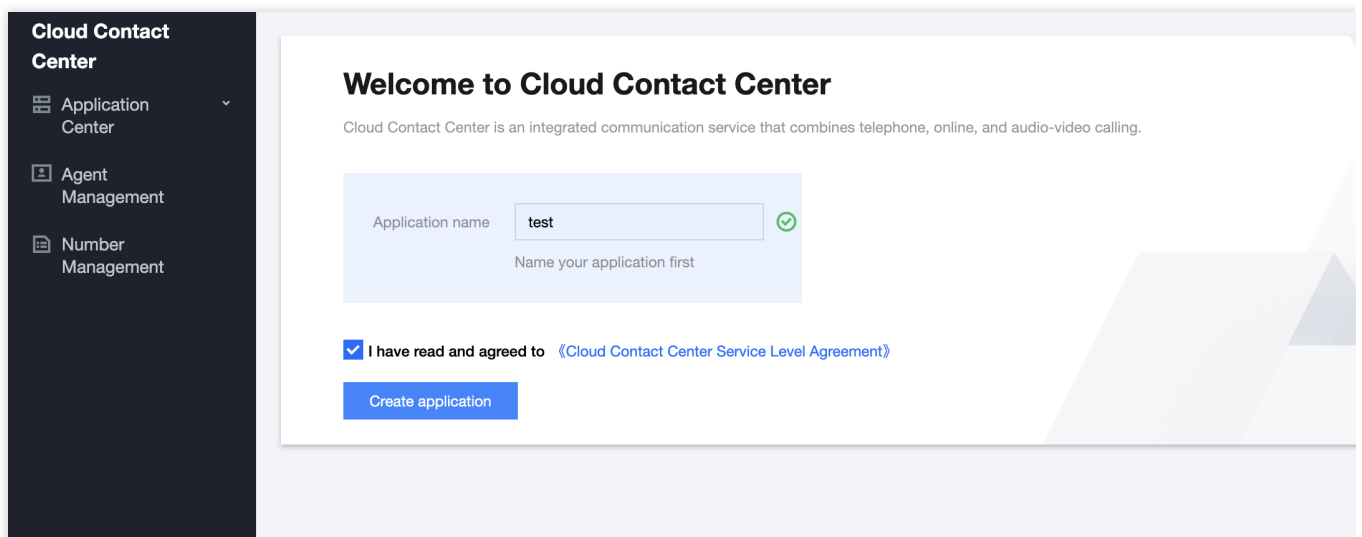
This tutorial will guide you through the process of quickly activating Tencent Cloud Contact Center

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.**



Cloud Contact Center

- Application Center
- Agent Management
- Number Management

Welcome to Cloud Contact Center

Cloud Contact Center is an integrated communication service that combines telephone, online, and audio-video calling.

Application name ✓

Name your application first

☒ I have read and agreed to [《Cloud Contact Center Service Level Agreement》](#)

Create 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.

Cloud Contact Center

Application Center ^

Phone inbound call/outbound call

Agent Management

Number Management

Collapse ^

Configure Contact Center

Configured

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

Administrator name	Account/Email	Operation
hello	.	<a>Edit <a>Reset password <a>Delete
Default administrator	Default	<a>Reset password <a>Delete
<a>Add Administrator		

Total items: 25 / page1 / 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

Collapse ^

Bind mobile phone number

Phone number

Please enter phone number

Mobile phone verification code

please enter verification code

get verification code

Sure

Cancel

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).

Cloud Contact Center

- Application Center
- Phone inbound call/outbound call**
- Agent Management
- Number Management

Phone inbound call/outbound call

If you encounter any problems during use, please feel free to contact our hotline: 0755-36564058, or click to join the [Cloud Contact Center Technical Service Group](#)

[+ Add application](#)

Application configuration progress test1(1500070235)

Submit your own number Pending submit

- Create SIP channel.
- Add your own number to the SIP channel.

[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

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 *



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

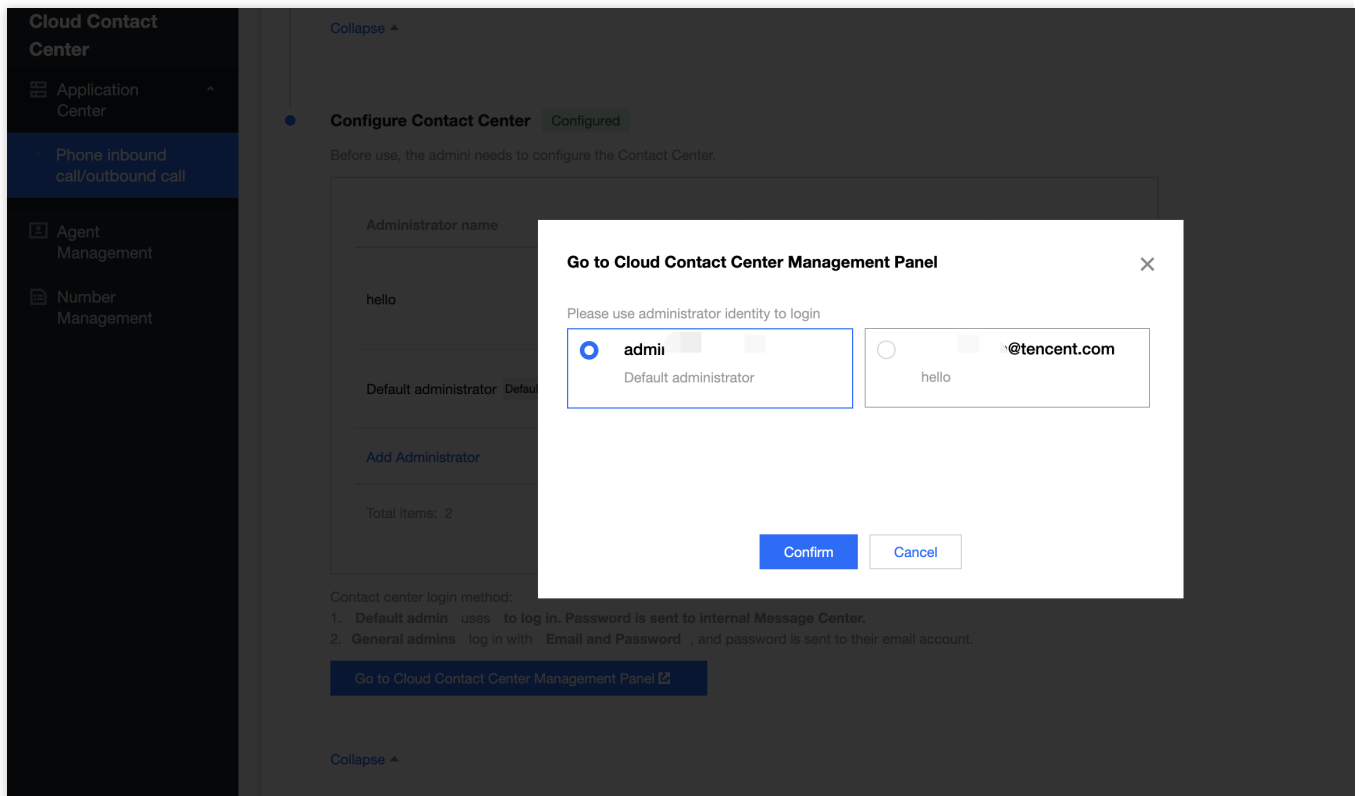
Before use, the admini needs to configure the Contact Center.

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](#) [Order 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

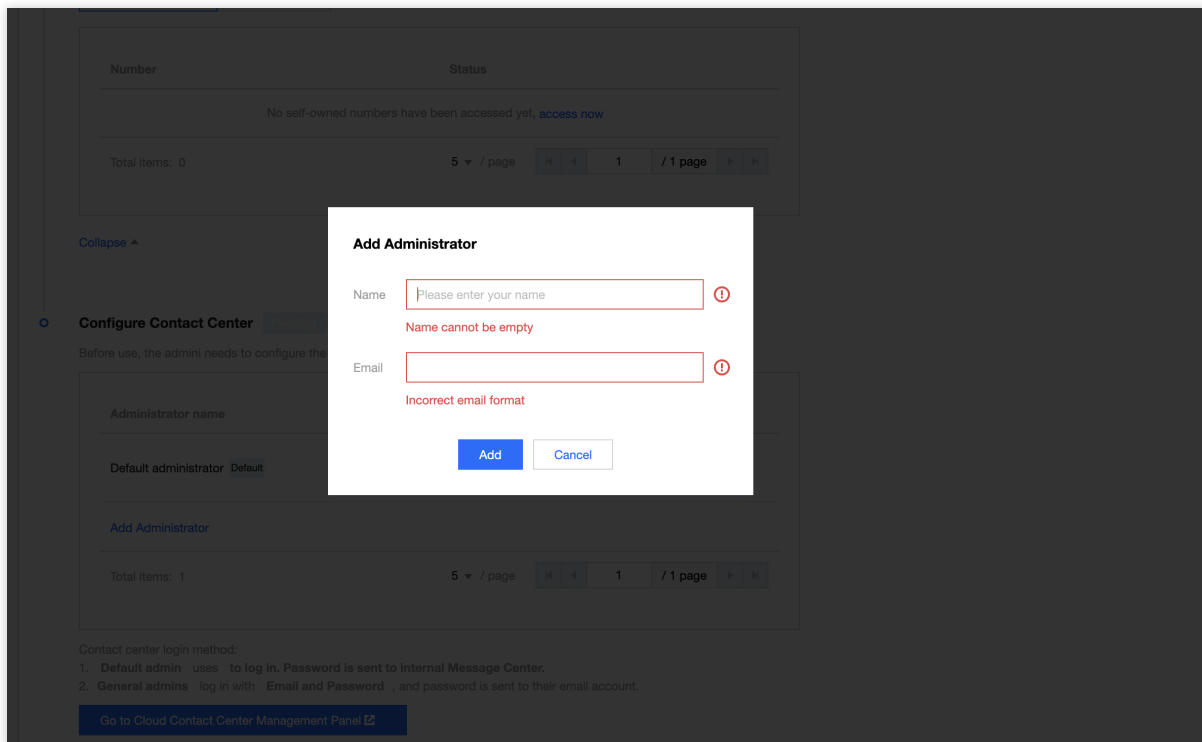
Before use, the admin needs to configure the Contact Center.

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](#)



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.

Dear Tencent Cloud Contact Center Users,

Please download the latest version of Google Browser and use the following password to log in to [Tencent Cloud Contact Center](#).

Random Password: [\[Redacted\]](#)

[Click to login to Tencent Cloud Contact Center](#)

Or copy the link below to login to Tencent Cloud Contact Center

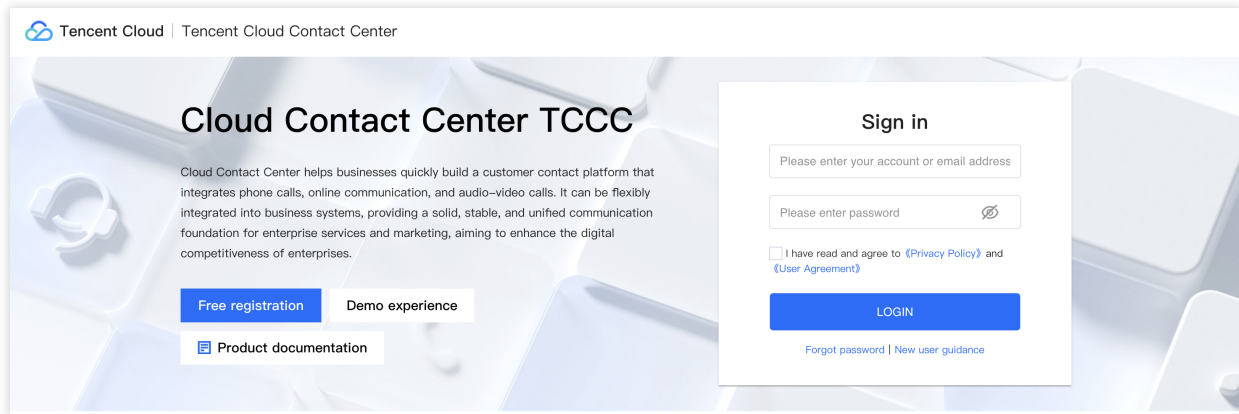
<https://tccc.qcloud.com/login>

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.



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

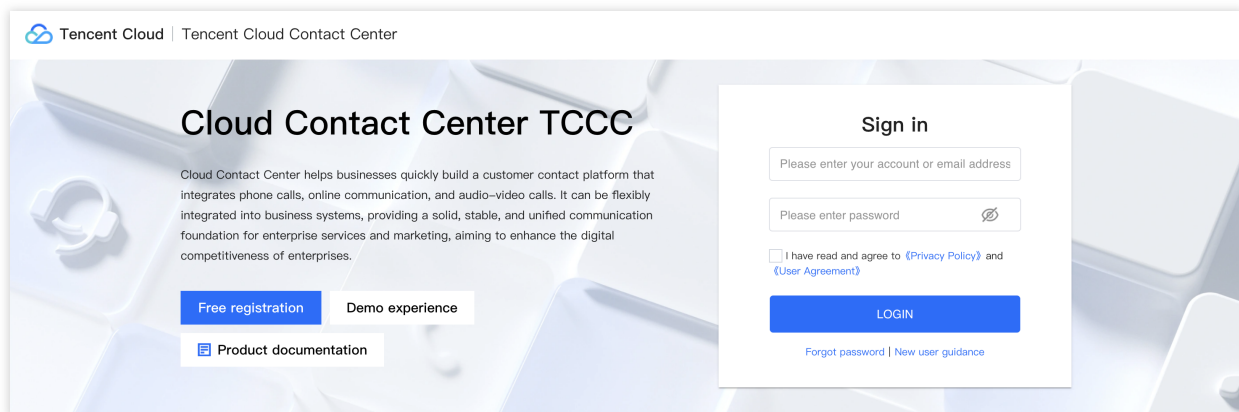
<https://tccc.qcloud.com/login>

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:

Outbound Call

Workstation

Service Records

Management Panel

CRM

EXTERNAL
SESSION

INTERNAL
CONVERSATION

queue status for your group (0) ▾

adrienlei : 0 people



Serving(1) ▾


157 **** 8672

In call 00:00:01

Ended(0) ▾

No Ended Records

00:00:01  

157 **** 8672 

There is background noise during the call, and the customer is speaking in dialect. Try the smart voice recognition feature!

Got it

Caller number: 021 ****,000

HANG UP

ON HOLD

MUTE

TRANSFER

CONSULTATION

SELF-SERVICE

ENTER NUMBER

CUSTOMER INFO

HTTP

CUSTOMER INFO

SESSION

Access information

Service type

Phone Number 15 367

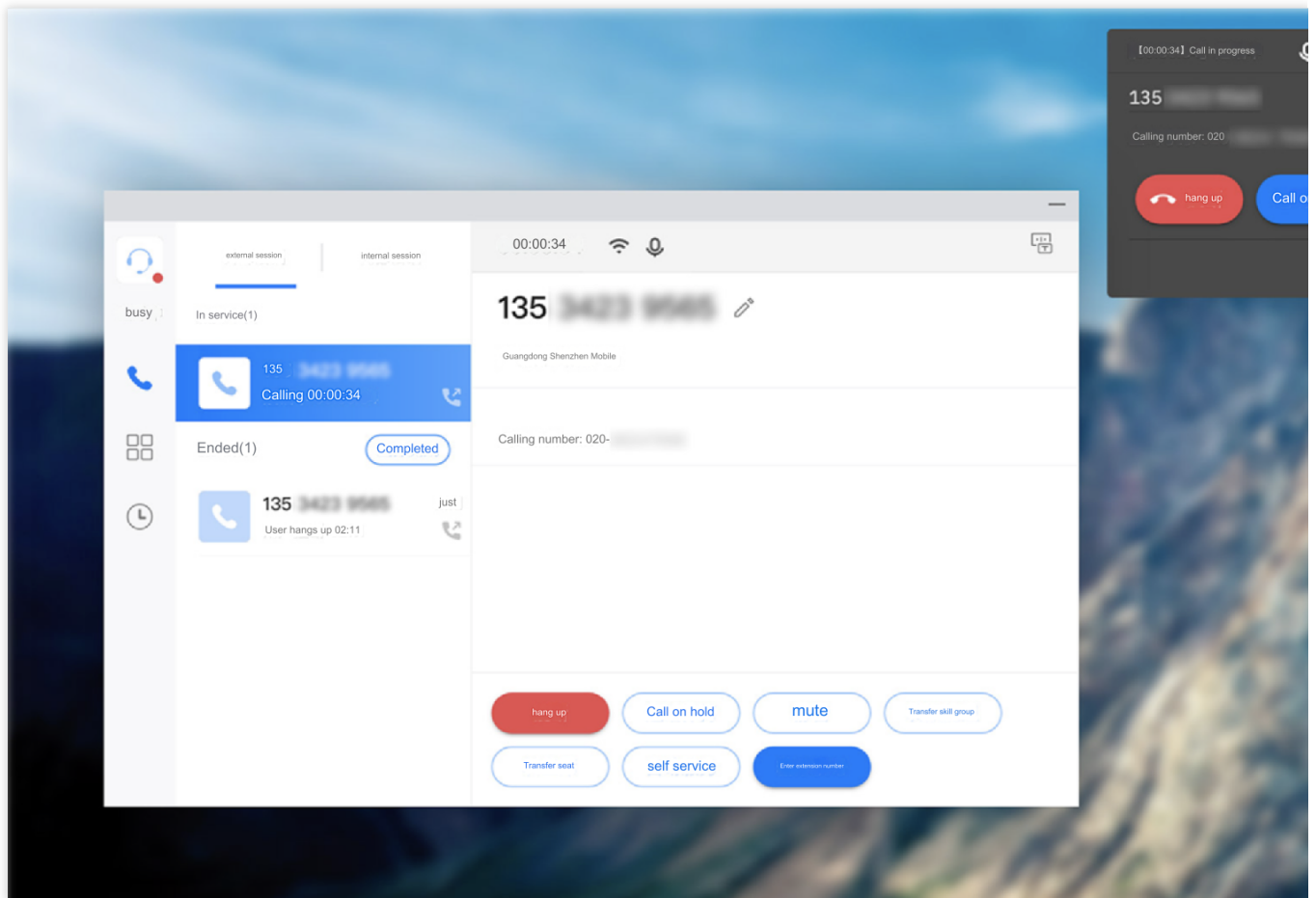
Number location

Number of visits 1

Profile

Real name

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.

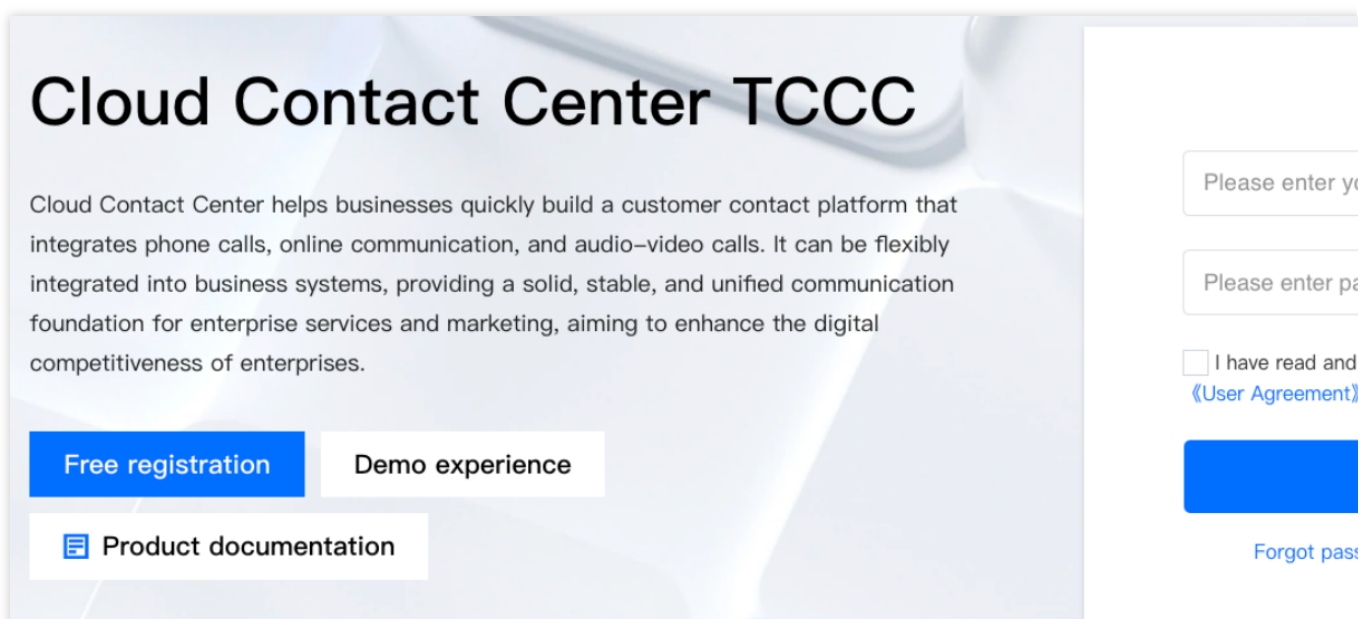
Prerequisites

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](#)).



Cloud Contact Center TCCC

Cloud Contact Center helps businesses quickly build a customer contact platform that integrates phone calls, online communication, and audio-video calls. It can be flexibly integrated into business systems, providing a solid, stable, and unified communication foundation for enterprise services and marketing, aiming to enhance the digital competitiveness of enterprises.

[Free registration](#) [Demo experience](#) [Product documentation](#)

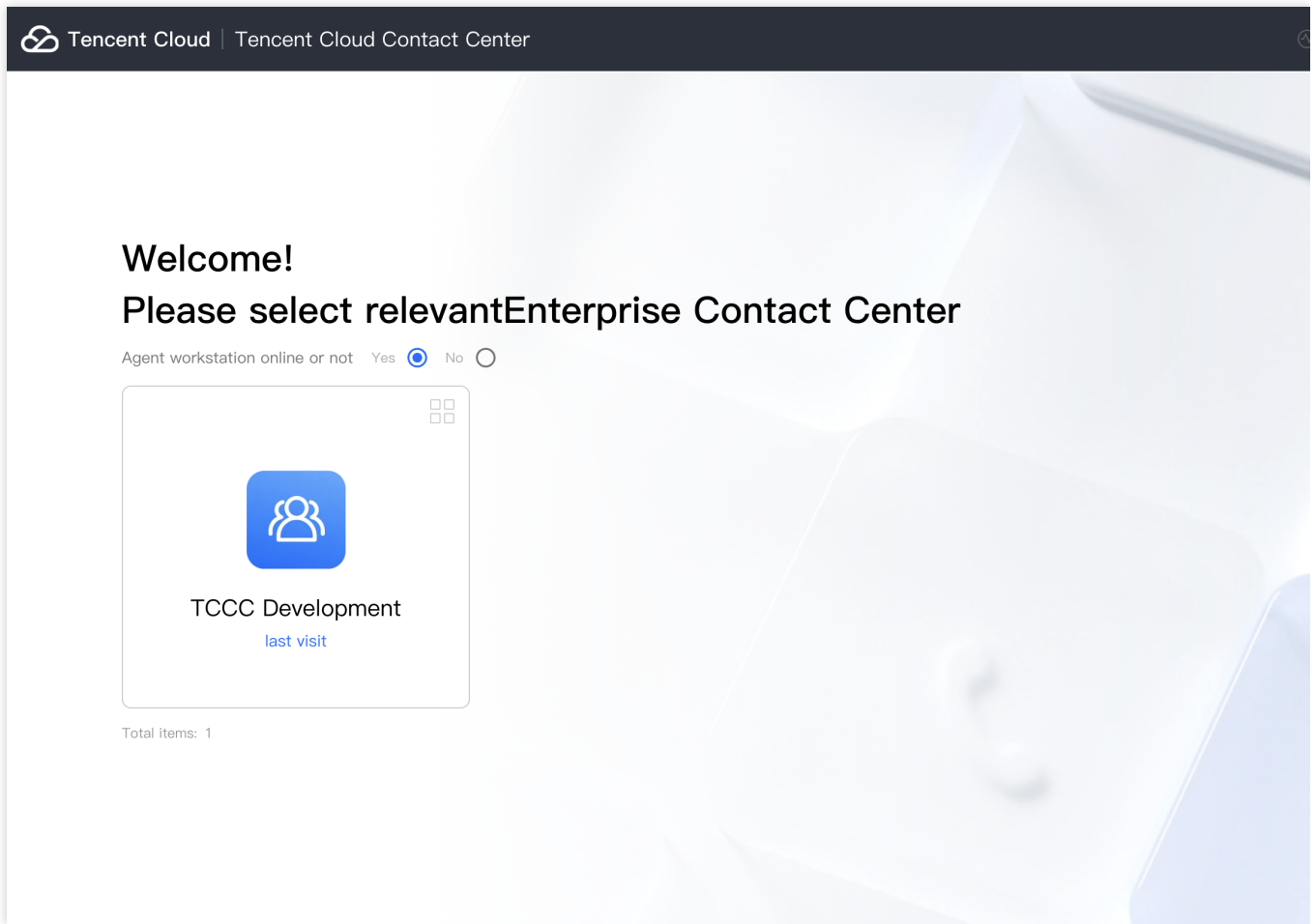
Please enter your account

Please enter your password

☐ I have read and [《User Agreement》](#)

[Login](#) [Forgot password](#)

Step 2: Go to the application selection page, and click the corresponding application to enter the workstation.



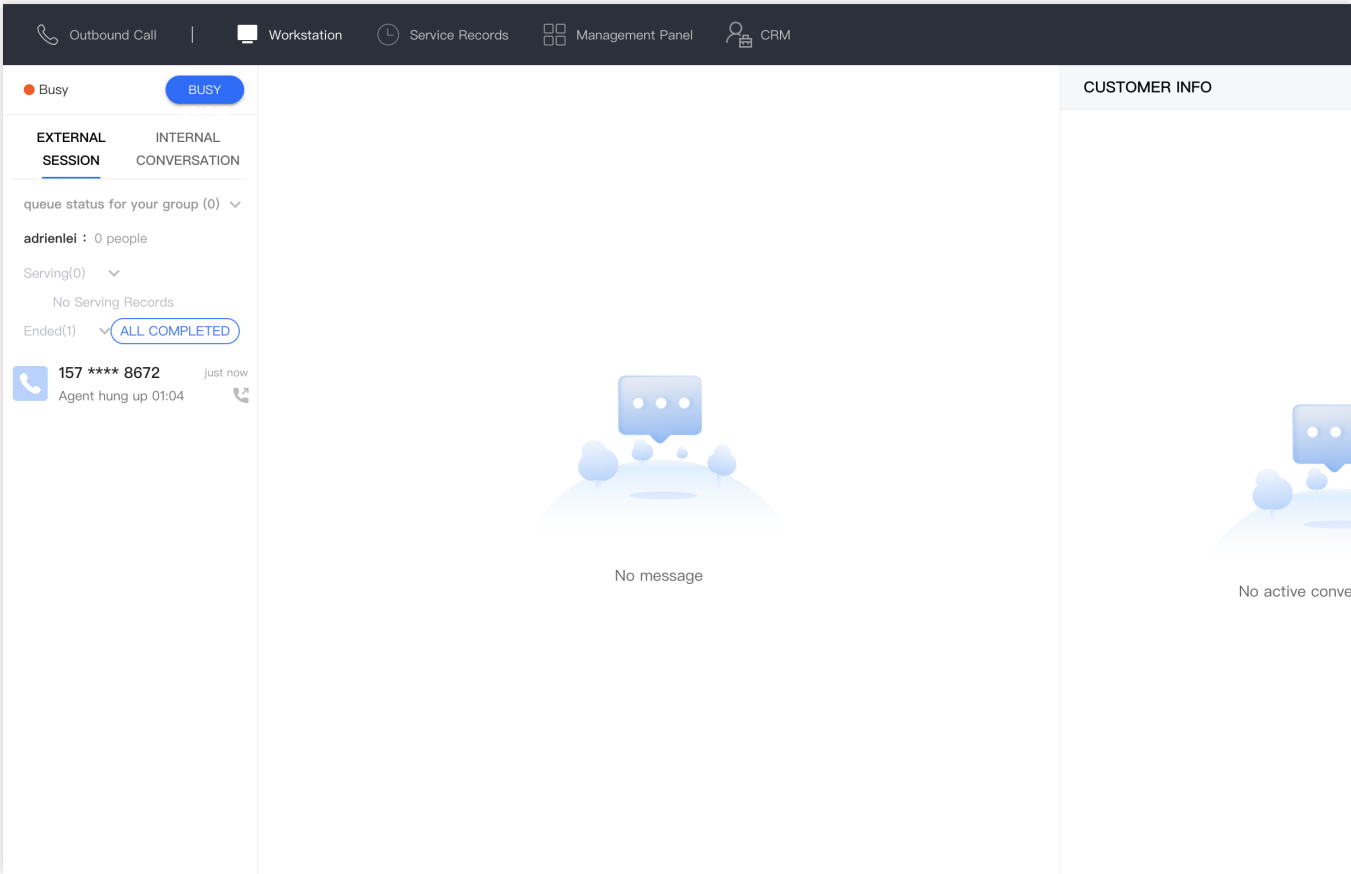
Next, you can refer to different customer service configuration guides:

[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.

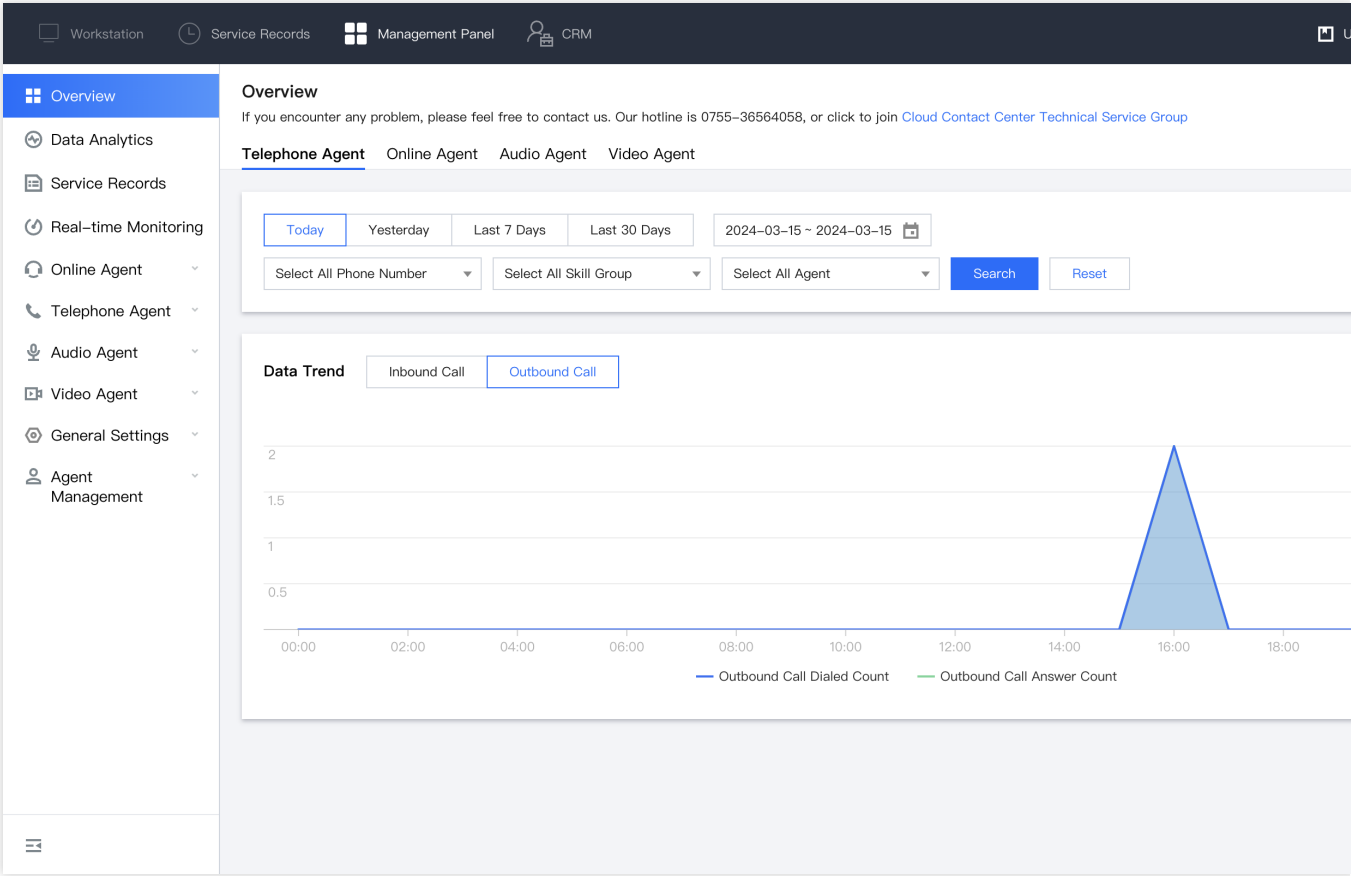


Telephone Call in Progress

The screenshot displays the Tencent Cloud Contact Center Management Panel interface during an outbound call. The top navigation bar includes links for Outbound Call, Workstation, Service Records, Management Panel, and CRM. The main interface is divided into several sections:

- Left Sidebar:** Contains tabs for EXTERNAL SESSION and INTERNAL CONVERSATION. Below these, it shows queue status for a group (0) and a list of active calls. The current call, 157 **** 8672, is highlighted in blue, showing it is in call for 00:00:01. Below this, it shows ended calls (0) and a note that there are no ended records.
- Top Bar:** Displays the call duration (00:00:01), signal strength, and a microphone icon. The ASR (Automatic Speech Recognition) toggle is turned on.
- Call Information:** Shows the caller number 157 **** 8672 and the caller number 021 .000. A tooltip message states: "There is background noise during the call, and the customer is speaking in dialect. Try the smart voice recognition feature!" with a "Got it" button.
- Bottom Bar:** Contains several action buttons: HANG UP (red), ON HOLD, MUTE, TRANSFER, CONSULTATION, SELF-SERVICE, and ENTER NUMBER.
- Right Panel:** Contains customer information and session summary. The "CUSTOMER INFO" tab is active, showing fields for Service type, Phone Number, Number location, and Number of visits. The "Profile" section includes a "Real name" field with a placeholder "please enter your real name".

Management Panel



Service Record and Recording Playback

Workstation

Service Records

Management Panel

CRM

Overview

Data Analytics

Service Records

Real-time Monitoring

Online Agent

Telephone Agent

Audio Agent

Video Agent

General Settings

Agent Management

Service Records

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

Telephone Agent

Online Agent

Audio Agent

Video Agent

Internal Call

Start and end time

2024-03-14 ~ 2024-03-15

Caller number

Contact number

Agent Name

Agent ID

Call type

All types

Skill Group

Please select

Remark

Call status

Please select

Hang Up by

Please select

Agent Operation Side

Please select

Search

Export

Export recordings

Please note: the information displayed here represents call records, call duration not correspond to the billed call duration. For reviewing or exporting billing details, kindly refer to the documentation: [View Bill](#)

Time	Call type	Agent O...	Caller number	Remark	Contact number	Call status	Call dur...	Agent N...
2024-03-15 16:52:48	Outboun...	Computer	008602155044000 Self-owned number	-	008615723278672	正常通话	00:01:03	janicesq...
2024-03-15 16:51:05	Outboun...	Computer	008602155044000 Self-owned number	-	008615723278672	正常通话	00:00:39	janicesq...

008602066247698

Exchange and Feedback

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

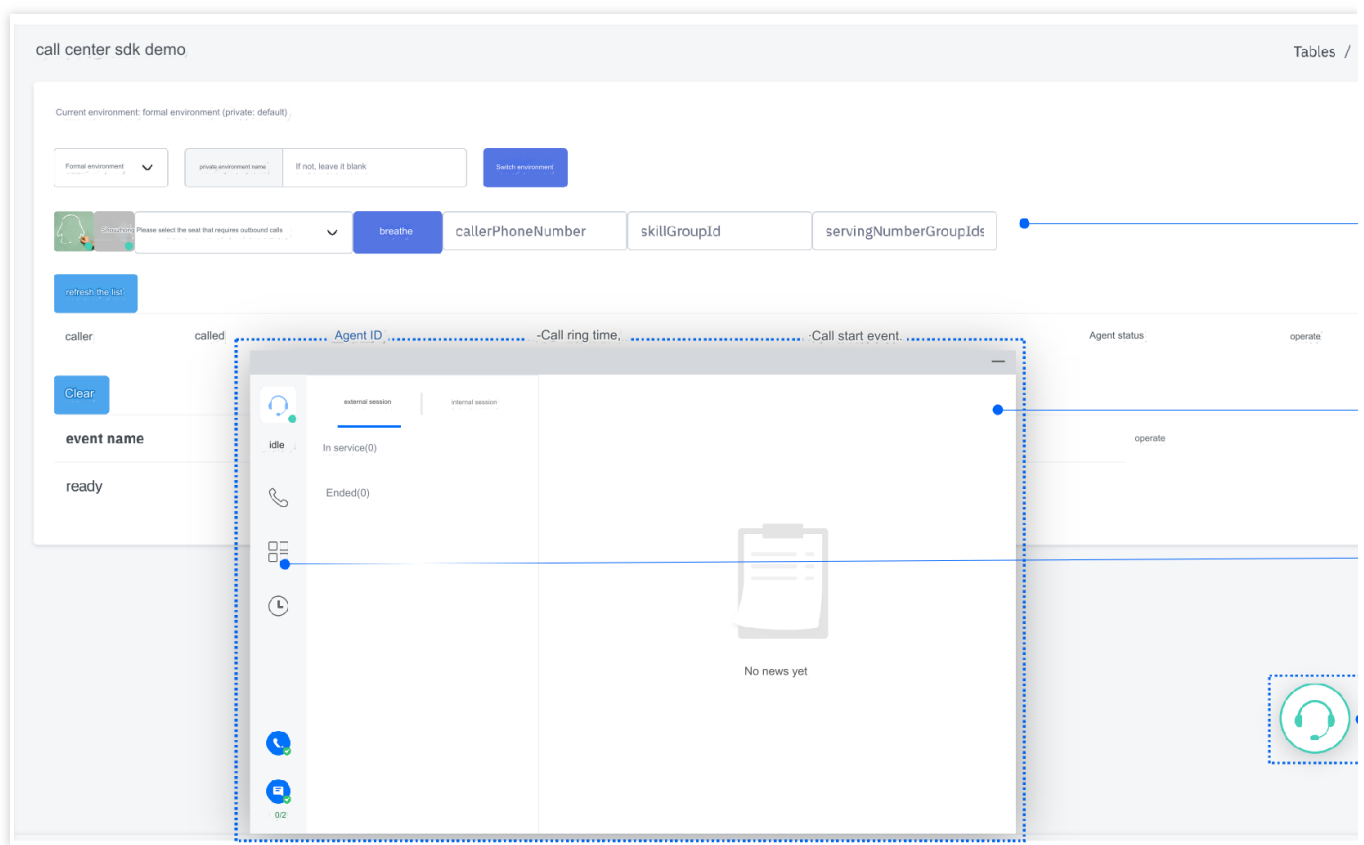
Solution 2: SDK Integration

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

Cloud Contact Center SDK Demo Tables / Respo

Current Env: Production environment (private: default)

Production env. Private env. leave it blank if its empty Switch Environment

select agent Outbound call callerPhoneNumber skillGroupId servingNumberGroupIds

Please select agent for outbound call

Refresh List

Caller	Callee	AgentID	Ringing time	Ringing event
Clear				
event name	event data			
userAccessed	<pre>{ "id": " ", "sessionId": " ", "callerLocation": " ", "ivrPath": [{ "key": "1", "label": " " }], "remark": "", "callerPhoneNumber": " ", "calleePhoneNumber": " ", "direction": "0", "timeout": 15, "type": "phone" }</pre>			
callIn	{			

[00:01:43] in call

189 **** 8352

Hang Up Hold Mute Skill Group

Agent External Line Self-Service

收起

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.

Skill Group Management step 1

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

[+Add skill group](#) Please enter the skill group name or age

Skill group name	Skill group ID	Ringin mode	Skill group extensio...	Reception limit	Agent Count	Operation
tt	2956	Ring in sequence	+Extension number	1	1	step 3 Edit Delete
after sales group	2955	Ring in sequence	+Extension number	1	2	Edit Delete
e2e-test	2939	Ring in sequence	+Extension number	1	3	Edit Delete
gahou-same vibration	2684	Ring simultaneously	+Extension number	1	2	Edit Delete
jeremy_test	2609	Ring in sequence	+Extension number	1	2	Edit Delete
weijunyi-tel	2522	Ring in sequence	+Extension number	1	8	Edit Delete
alan_test	2488	Ring in sequence	+Extension number	1	3	Edit Delete
shuaisguo test	2462	Ring in sequence	+Extension number	1	2	Edit Delete
lulu phone	2454	Ring in sequence	8889 ✖	1	3	Edit Delete

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

Edit skill group

Skill group name: **tt**

Skill group properties: **Phone**

Reception limit: **1**

Ringing mode: ☒ Ring in sequence ☐ Ring simultaneously

Agents in skill groups: [Add agent](#)

Agent Name	Email	Priority	Operation
Xiao Guo	838632526@qq...	3	Delete

Total items: 0 10 /page 1 / 1 page

Telephone in skill group: [Add telephone](#)

Extensio...	Phone N...	Phone S...	Phone R...	Priority	Operation
No data yet					

Total items: 0 10 /page 1 / 1 page

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**.

Number Management

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

Number Management | Whitelist Approval | Whitelist View

step 2

All (0) | Unmarked number (0) | hunter-test-e2e (0) | 4 (0) | hello (2) | r333 (3) | [Add number tag](#) | [Delete number](#)

Bulk edit ▾

<input type="checkbox"/>	Phone Number	Call type	Number...	Number...	Number...	Number id	Associa...	Outbou...	Working...	Non-wo...
<input type="checkbox"/>	00860206...	Inbound...	In use	Guangz...	r333 hello	120	Inbound IVR: Telephone Experienc e IVR Outbound IVR: Default	gahou-...	-	-
<input type="checkbox"/>	00860215...	Inbound...	In use	Shangh...	r333	1517	Inbound IVR: self- looping Outbound IVR: Default	lulu Ton...	-	-

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.

Workstation Service Records Management Panel CRM User Configuration Guide

Overview
Data Analytics
Service Records
Real-time Monitoring
Online Agent
Telephone Agent
• Skill Group Management
• IVR Management
• Number Management
• Predictive Dialing Campaign
• Telephone Agent Settings
• Self-service
• Collection Settings
• Prompt File

Edit phone settings

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join [Cloud Contact Center Technical Service Group](#)

Switch inst: Please select an instance

Phone Number: 008602066247698

here to select outbound skill groups

Outbound Settings

Outbound Skill Group: gahou-phone, adrienlei, lulu-tel, ttimwang, alanjchuang, okhowang-tel, adrien32323, lulu phone, alan_test, weijunyi-tel

Outbound IVR: Default

Inbound Settings

Inbound IVR: Telephone Experience IVR

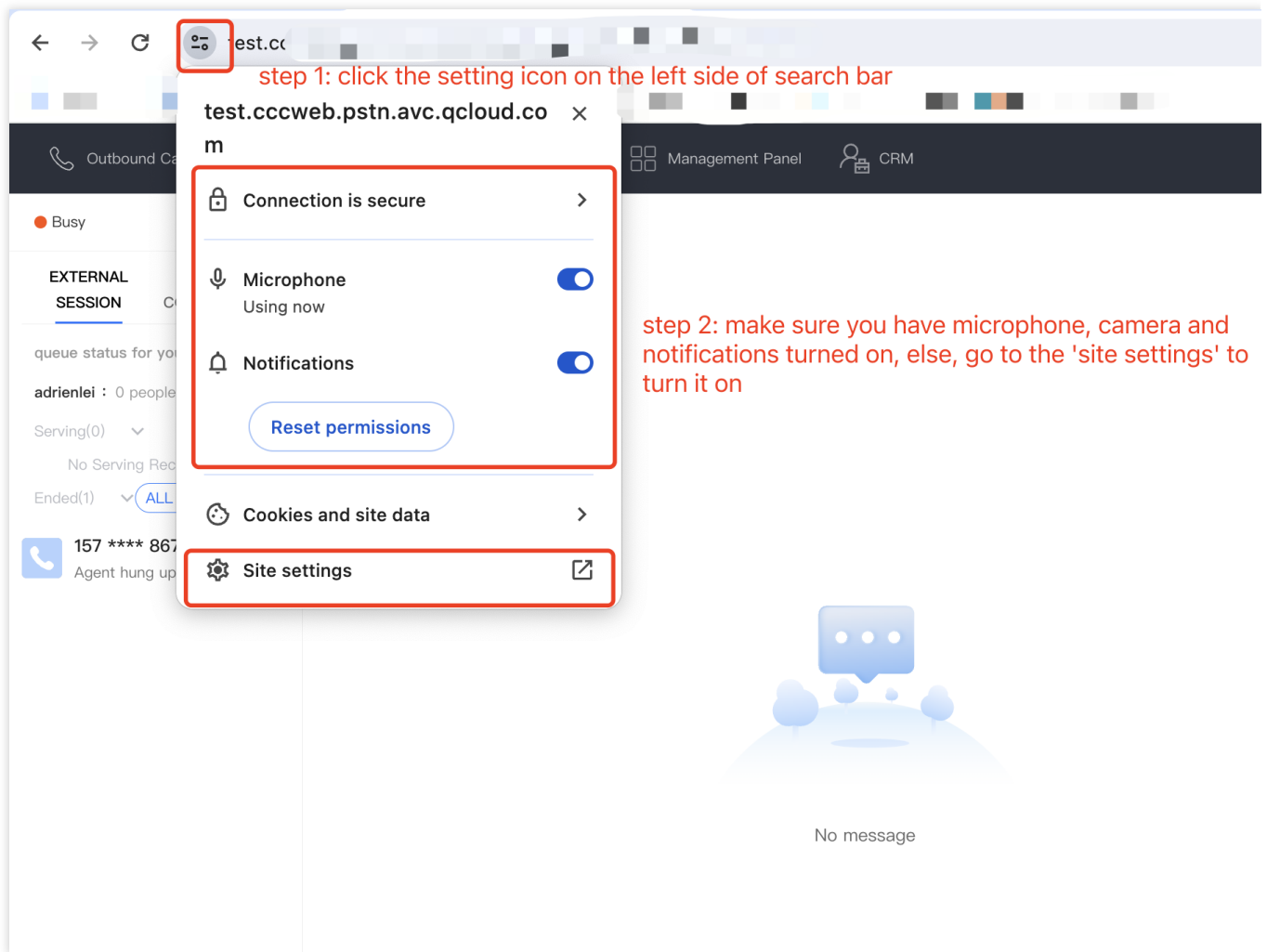
IVR version number

Version number	Version notes	Update Time
MAIN	Master version	2024-02-18 17:08:11
1	-	2022-06-15 16:58:17

Prioritize to last outbound agent: ☐

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.

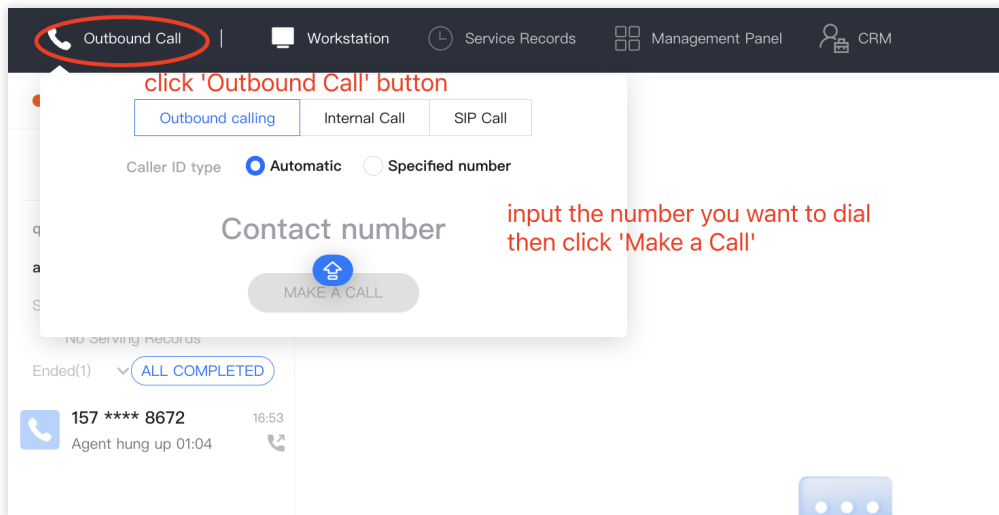


Step 5: Enter the Number to Make an Outbound Call

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

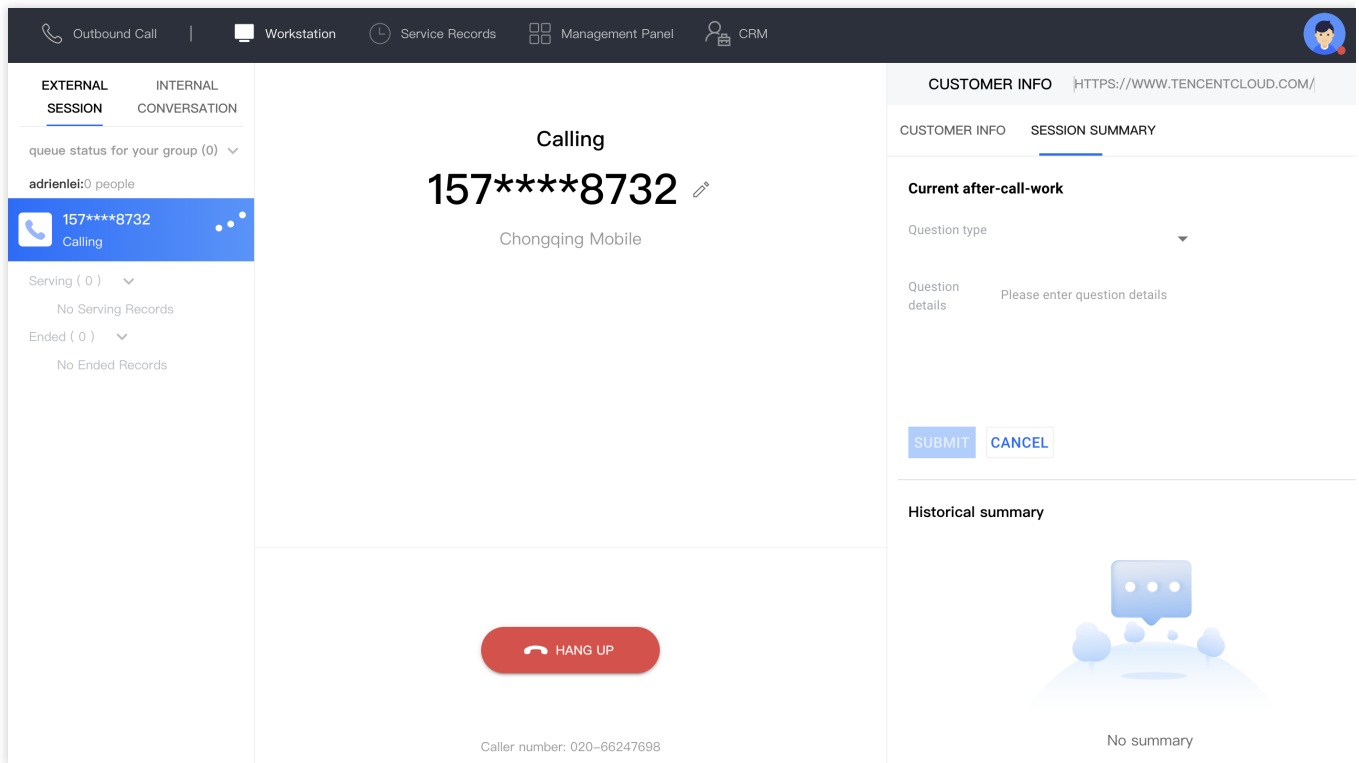
Rich features are provided during the call, such as:

[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](#).

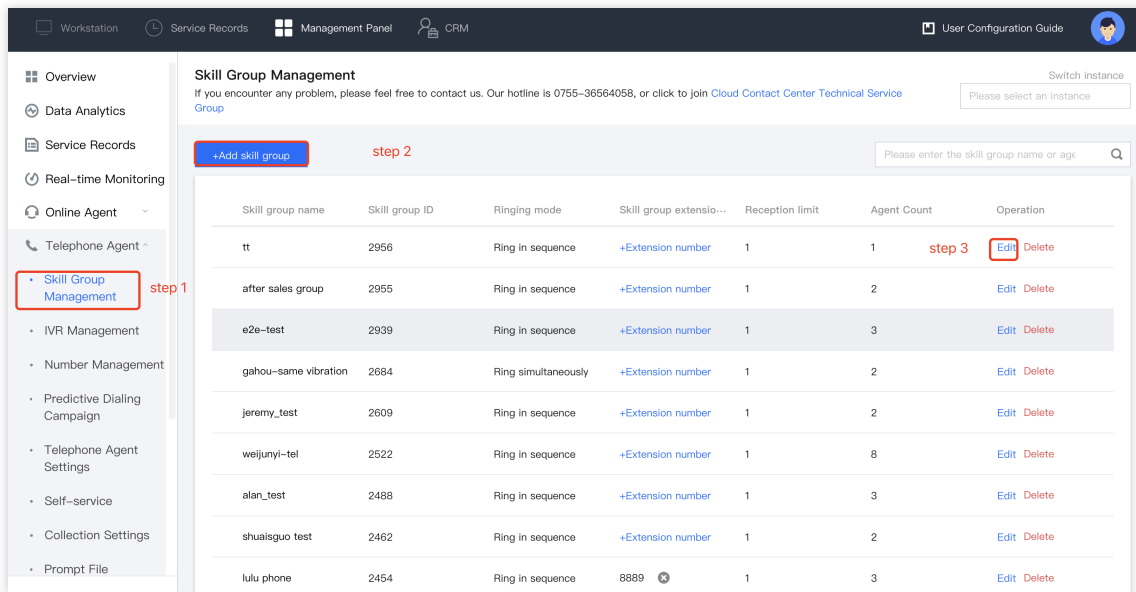
We recommend using the Google Chrome browser for a better experience.

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

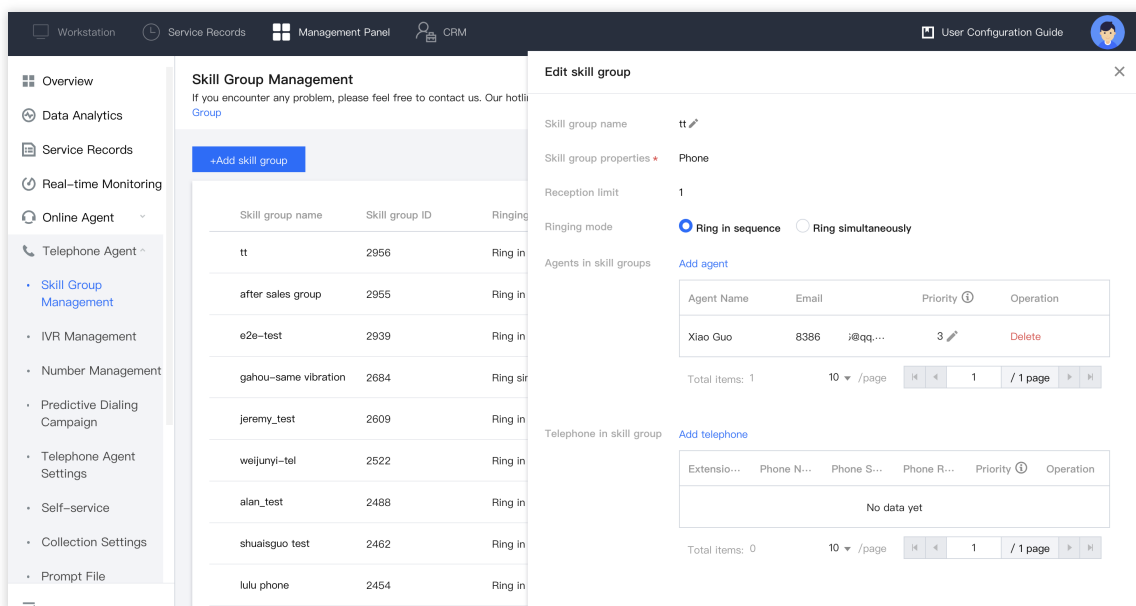
Go to the [Cloud Contact Center agent workstation](#). For detailed login methods, please refer to [Solution 1: Ready to Use Without Development](#).

Step 2: Configure the Phone Skill Group

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

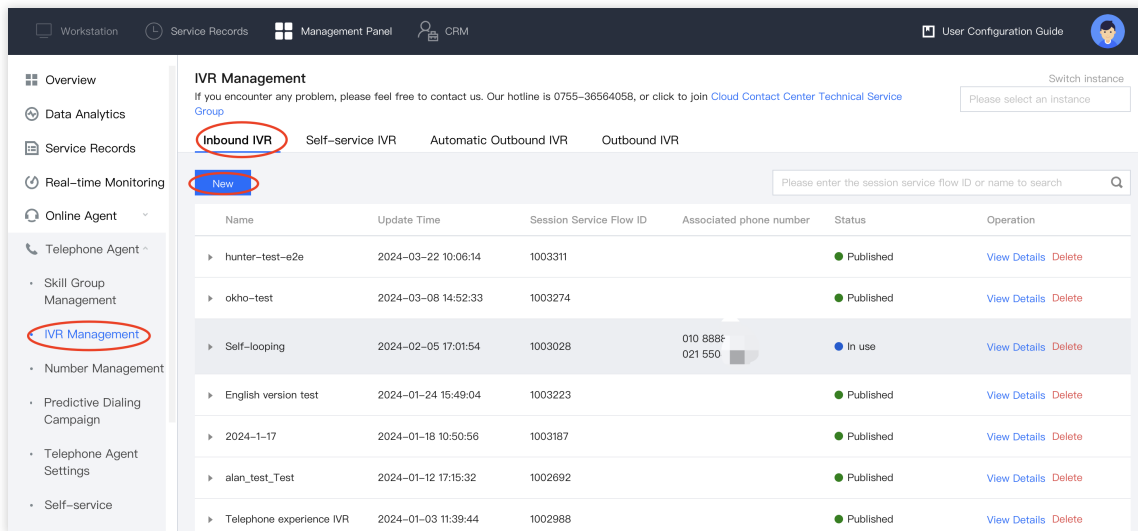


Click **Edit** and add a customer service account.

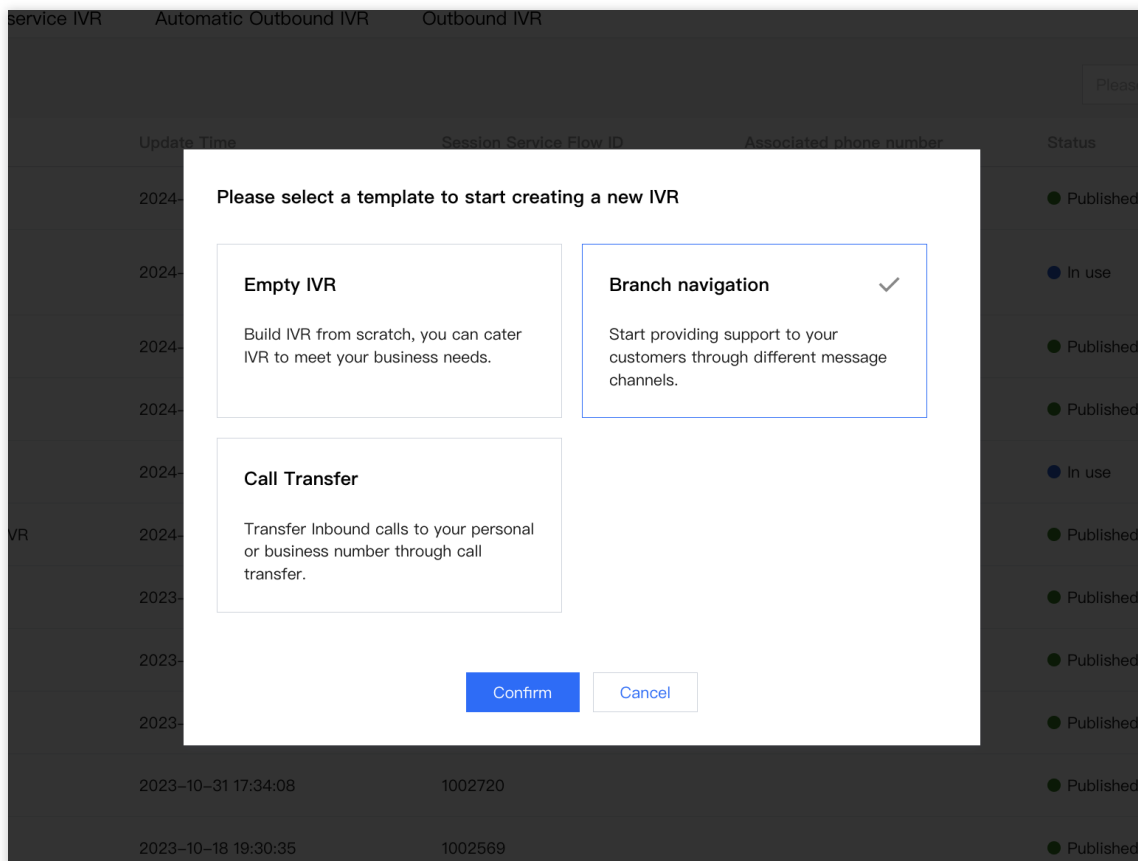


Step 3: Configure Inbound IVR

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**.

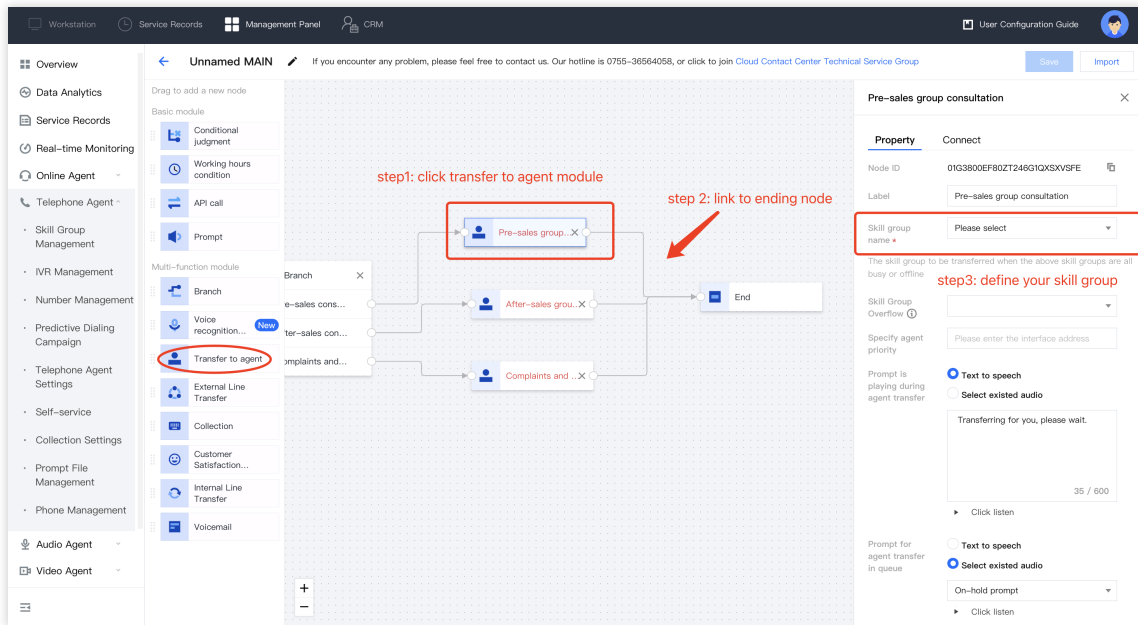


Click **Create**, and select the **Branch Navigation** template to quickly create. (The branch navigation template provides keys after playing a prompt, and allocates the calls to different skill groups for service.)



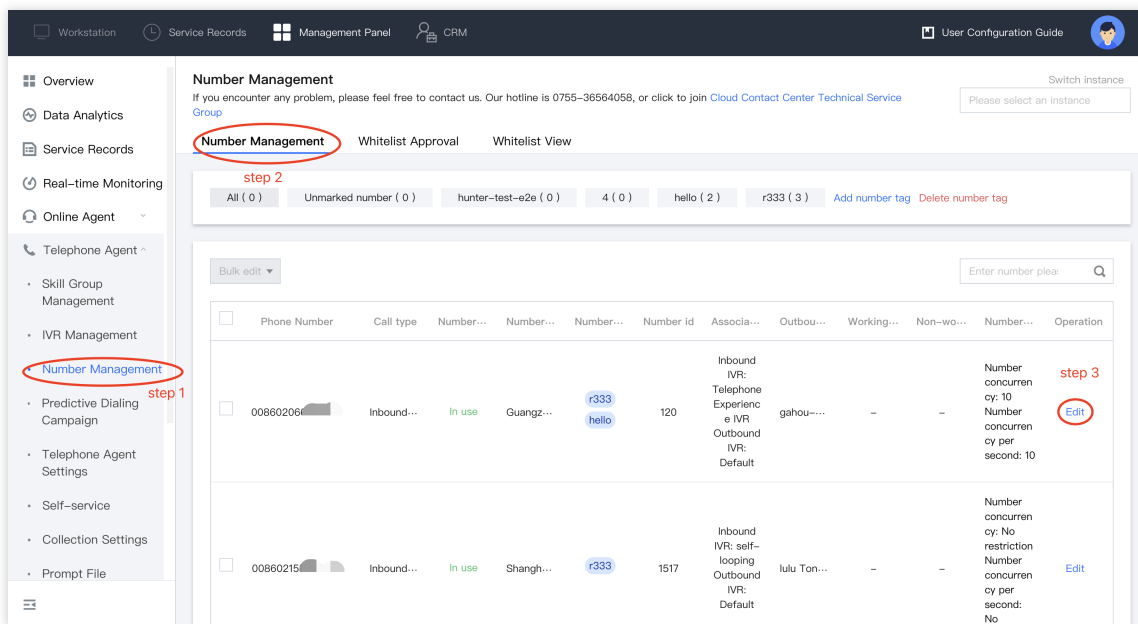
Connect the transfer to agent node to the end node and configure the skill group. If the current account is used for testing, configure the current account to the skill group.

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.

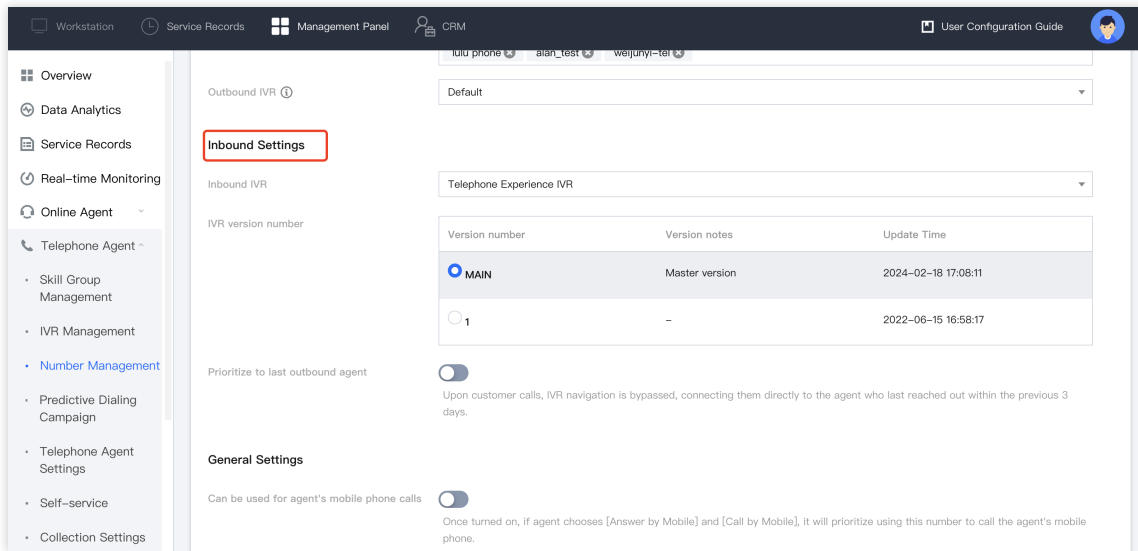


Step 4: Bind a Phone Number to IVR

Choose **Telephone Customer Service > Number Management**, select the number that needs to be configured, and click **Edit**.

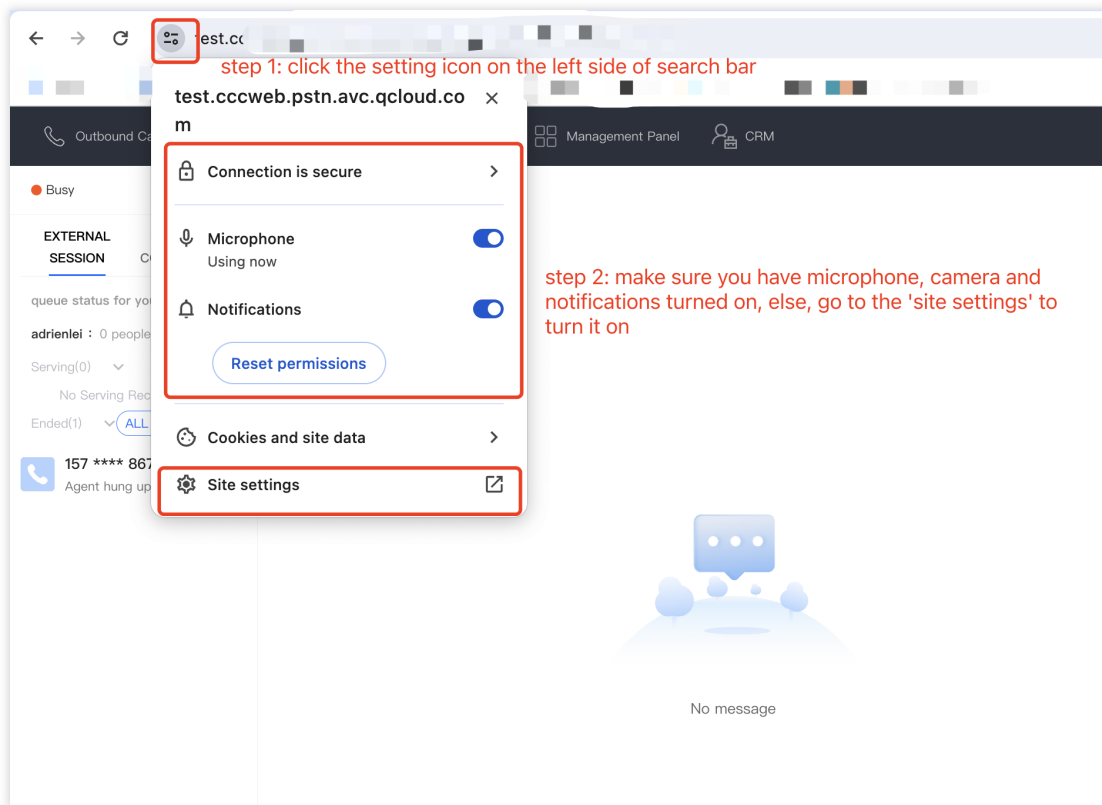


In Inbound Settings, select the IVR saved in Step 3, save and wait for 1 minute to take effect.



Step 5: Check Whether the Microphone Is Authorized

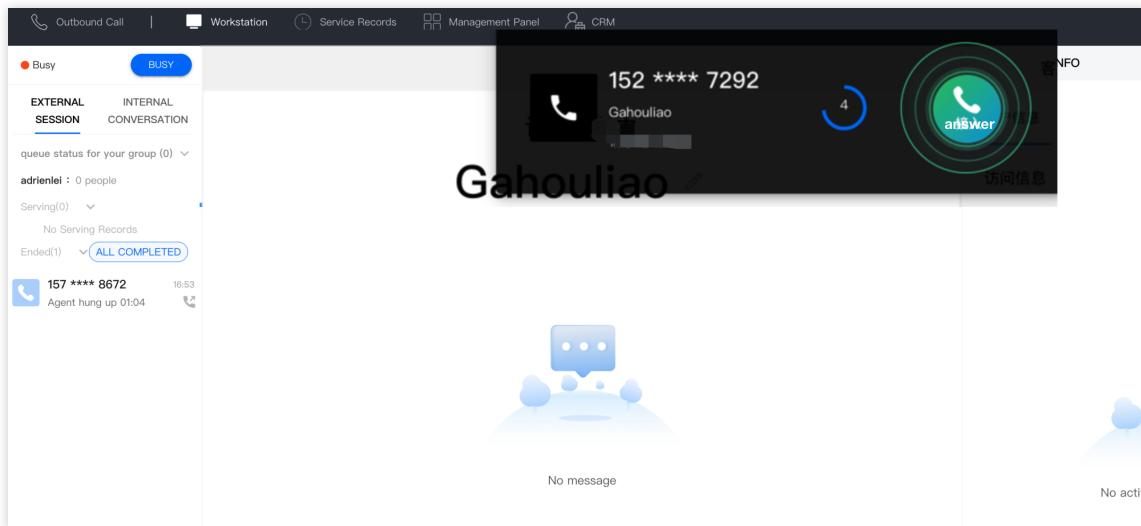
Click the lock icon in the browser address bar (upper left corner), check the permissions that the website has accessed, and check whether the computer is connected to a microphone.



Step 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

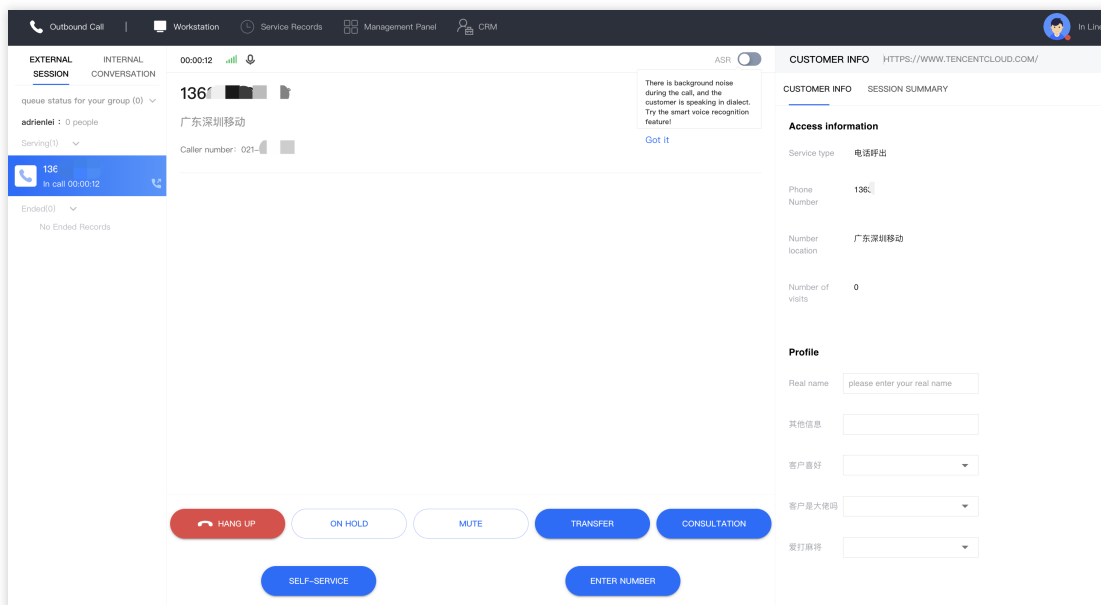
Rich features are provided during the call, such as:

[Direct Transfer to Skill Group/Agent](#)

[Call Hold and Mute](#)

[Call Self-Service](#)

For more features, please refer to [Call feature overview](#).

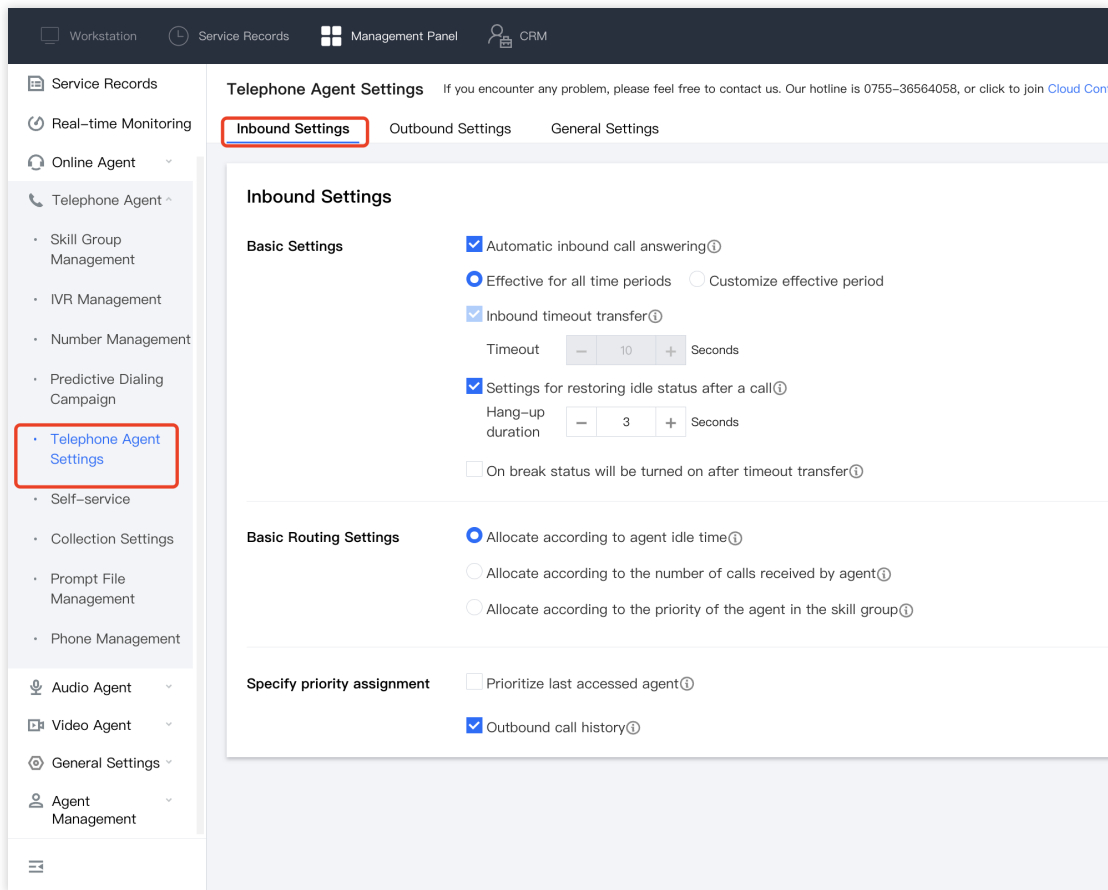


Incoming Call Mode

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.

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.