Cloud Contact Center

Purchase Guide

Product Documentation

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Purchase Guide
Billing Overview

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Billing Components

The services of the Cloud Contact Center (TCCC) are divided into two categories according to the service type: **package fees for monthly subscription and additional purchase fees beyond the package.**

Free Trial

When you activate the TCCC application for the first time, you receive 3 Essential version agent licenses, which are valid for 14 days (calculated from the day the application takes effect) and automatically become invalid upon expiration.

If the number of agents you need to try for the first time exceeds 3, you need to pay for the excess part.

Package Fees for Monthly Subscription

The monthly subscription package of the Cloud Contact Center is the **Essential Agent Package** for product use: The package supports annual or monthly subscriptions.

You can choose software agent packages (Essential and Premium versions) for different applications (SDKAppID) according to business scenarios to unlock different features.

Software Agent Package

The software agent package is suitable for human agents to answer and make outbound calls through the web page and is used in scenarios such as telephone sales and customer service. The version comparison is as follows:

Comparison Classification	Comparison Item	Essential	Premium
Price		Annual Subscription: USD 1,440/year Monthly Subscription: USD 120/month	Annual Subscription: USD 2,520/year Monthly Subscription: USD 210/month
Number of Agents Licenses (Calculate the number of agents to be purchased based on the number of accounts required.)		3	3
Voice Function	Inbound/Outbound Calls	✓	✓

Agent of the Applicable Platform/Terminal	Answer/Outbound Calls Through Web (Supports integration of Web JSSDK.)	✓	✓
	Answer/Outbound Calls Through SIP Telephone (SIP telephone registration)	✓	✓
Telephone Customer Service and Sales	**Softphone**		
	Hold/Retrieve Call	✓	✓
	Mute/Unmute	✓	✓
	Direct Transfer (To the designated skill group/agent)	✓	✓
	Consultation Transfer (To the designated skill group/agent)	-	✓
	Transfer to External Line (Three-way Calling)	-	✓
	Transfer to Internal Extension	-	✓
	Receive Number During Call	-	✓
	Self Service	-	✓
	Add Micro Tasks	-	✓
	Call Monitoring	-	✓
	Number Protection		
	Number Masking	✓	✓
	Mapping ID Protection	-	✓
	Inbound IVR		
	Prompt	✓	✓

Branches	✓	Dynamic branches
Transfer to Manual Customer Service	✓	Enable skill group overflow, designated agent priority, queue priority, and failure node for the transfer to manual customer service.
Satisfaction Evaluation	✓	Store key information to variables and store evaluation information to variables.
Working Hours Judgment	✓	✓
Transfer to Internal Line	-	✓
Transfer to External Line	-	✓
Receive Number	-	✓
Voicemail	-	✓
Voice Recognition Navigation	-	✓
Calling the API	-	✓
Condition Judgment	-	✓
IVR Version Management	-	✓
Inbound Routing Allocation		
Allocate by the Customer Service Idle Time	✓	✓
Allocate by the Number of Calls Accessed by Customer Service	✓	✓
Allocate by the Customer Service	✓	✓

	Priority of the Skill Group		
	Last Customer Service Accessing the Call Is Given Priority	✓	✓
	Outbound Call Related		
	One-Touch Double Call	✓	✓
	Voice Interactive Outbound Call	-	✓(Supports 3 concurrency)
	Outbound Call Memory (Prioritizes the last outbound call agent)	✓	✓
	Match by the Same Location	-	✓
	Outbound IVR	-	✓
	Service Records and Recordings		
	Call Data Recorder (Online view/export/API pull/subscribing the push)	✓	✓
	Call Recording (Online playback/download/API pull/subscript the push)	✓	✓
	SIP Telephone Registration		
	SIP Telephone Registration	✓	✓
	Extension Number Transfer	✓	✓
	Bind SIP Telephone to Agent	-	✓
Office Collaboration	**Internal Call**		
	Internal Call	✓	✓

Additional Purchase Fees Beyond the Package

If the usage exceeds the license number in the annual or monthly package, you need to purchase an additional license. Additional purchase items are divided into additional agent purchases and additional purchases of SIP telephone licenses. The corresponding description is as follows:

Additional Purchase Categories	Additional Billing Items	Prices	Description
Additional Agent Purchase	Essential - Additional Agent Purchase	Annual Subscription: USD 480/year Monthly Subscription: USD 40/month	To purchase an additional Essential version, you must first purchase the software agent package for the Essential version. To purchase an additional Premium version, you must first purchase the agent package for Premium version software. The expiration date of the additional purchase item is the same as that of the purchased package.
	Premium - Additional Agent Purchase	Annual Subscription: USD 840/year Monthly Subscription: USD 70/month	
Additional SIP Telephone Purchase	Essential - Additional SIP Telephone Purchase	Annual Subscription: USD 180/year Monthly Subscription: USD 15/month	
	Premium - Additional SIP Telephone Purchase	Annual Subscription: USD 252/year Monthly Subscription: USD 21/month	

Refund Guide

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If you are not satisfied after purchasing Tencent Cloud Contact Center, we support refunds according to Refunds.

Five-Day Unconditional Full Refund

Refund Policy

Converged communication agents support a five-day unconditional full refund: For a single Tencent Cloud entity, within five days (including five days) from the date of purchasing the agent package (Essential or Premium), you will be entitled to a full refund without reason by default.

If there is any suspected exceptional/malicious return, Tencent Cloud has the right to reject the return application.

If you violate Telephone Service Connect Guidelines during use, Tencent Cloud has the right to suspend or terminate its services to you in accordance with the guidelines. No refunds are allowed for purchased agents, regardless of whether they have been used.

Refund Instructions

For orders that meet the five-day unconditional full refund scenario, the refund amount is the total amount spent on the purchase, including the cash account amount, the income transferred to the account amount, and the gift account amount.

Only one prepaid instance of each product can be fully refunded (except for some products that have special agreements that do not support a five-day unconditional full refund. For details, refer to the refund policy of each product.).

After switching from postpaid products to prepaid products, a five-day unconditional full refund is not supported.

For products purchased in promotions, if the refund rules conflict with those of promotions, the rules of promotions shall prevail. If the rules of promotions state that refunds are not supported, you are not able to apply for a refund.
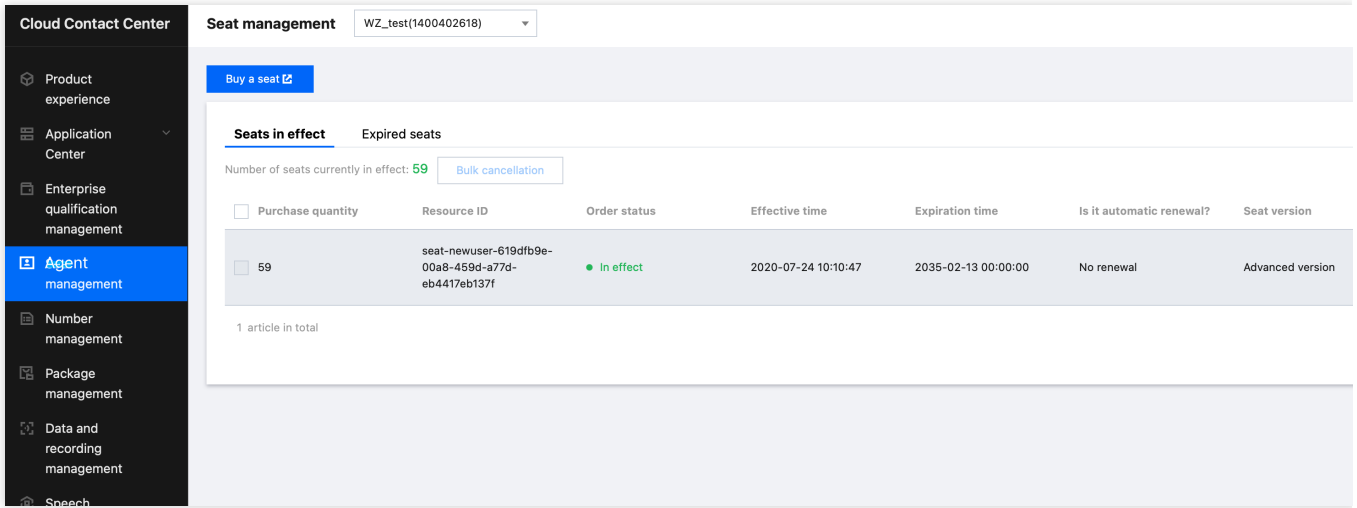
Refund Amount and Method

Coupons (including vouchers, cash coupons, and discount coupons) used during purchase are not refundable. Non-coupon fees used during purchase are refunded to the payer's Tencent Cloud account based on the payment method (cash/gift amount) and payment ratio.

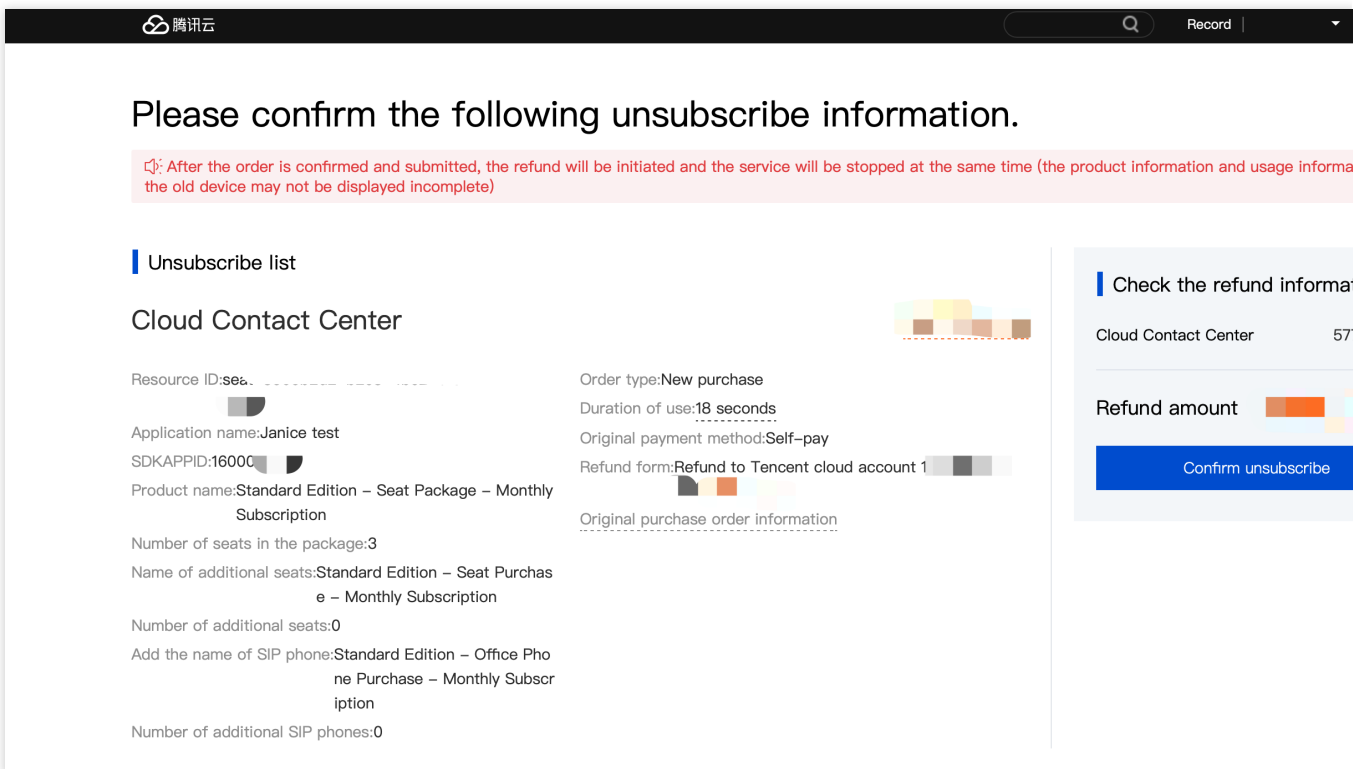## Refund Method

Agent Refund

1. Log in to the TCCC console and go to Agent Management page, select the agent that needs a refund, and click **Refund**.

2. Click **Confirm the Refund** .

3. After reconfirmation, the refund is completed.

Please reconfirm the refund form and the refund amount.

Original payment method: self-pay

Refund form: return to the account of the order payer in the same way

Refund amount: 4 yuan

Confirm unsubscribe   Cancel

Telephone Service Connect Guidelines

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The TCCC's inbound and outbound call services are dedicated to providing communication tools for corporate customers' business communication scenarios. In order to jointly build a good communication environment, follow the business connect specifications of the TCCC when using the Service:

Connect Specifications of the TCCC

The Service prohibits debt collection, vulgar, unhealthy, marketing harassment, certificate affiliation, qualification processing (2C), feudal superstition, pornography, gambling, sensitive content, fraud, and other business connections that violate the relevant provisions of national laws and regulations.

Delimitation and Handling Policy of Common Violations

Serial Number	Behavior	Delimitation of Violations	Handling Policy
1	Verified fraud complaints	Severe violations	If we terminate the services to you or take measures such as blocking your account (and no longer activating it), you are not allowed to cancel/refund the ordered packages or agents, regardless of whether they have been used or not. If serious impacts or consequences are caused, Tencent Cloud will have the right to pursue your relevant legal responsibilities.
2	Verified harassment complaints	Serious violations	If we terminate the services to you or take measures such as blocking your account (and no longer activating it), you are not allowed to cancel/refund the ordered packages or agents, regardless of whether they have been used or not.
3	The business you reported does not match the actual business, or you conduct unreported business privately, which involves connect	Severe violations	If we terminate the services to you or take measures such as blocking your account (and no longer activating it), you are not allowed to cancel/refund the ordered packages or agents, regardless of whether they have been used or not. If serious impacts or consequences are caused, Tencent Cloud will have the right to pursue your relevant legal responsibilities.

	services prohibited by the TCCC.		
4	The business you reported does not match the actual business but does not involve connect services prohibited by the TCCC.	Violations	You are warned, and a violation is recorded.
5	The calling behavior involves harassing the customer, which causes the customer to be impatient, and malicious behaviors, such as insulting the customer.	Serious violations	If we terminate the services to you or take measures such as blocking your account (and no longer activating it), you are not allowed to cancel/refund the ordered packages or agents, regardless of whether they have been used or not.
6	The calling behavior involves obvious blind calls, such as malicious behavior, such as customers believing their number has been leaked.	Violations	You are warned, and a violation is recorded.
7	The calling behavior involves making calls without the consent of the called party, such as the called party's number being obtained	Violations	You are warned, and a violation is recorded.

	through a third-party channel.		

Connect Guidelines of Application Number

The Service prohibits connecting to the following services involving blind calls or cold calls. Other unclear businesses are subject to the final application number review:

Industry Categories	Scenario
Medical care	Sales of medicines and health products
	Medical equipment sales
Cosmetic	Hair transplant and hair care
	Skin care and slimming
	Plastic surgery
Real estate	New house/shop blind call
Finance	Credit card
	Bank business
	Loans, debt collection, and stocks
	POS machine
	Finance, taxation, and agency accounting
Gaming	Game promotion
E-commerce	Fake orders with good reviews
Insurance	Life insurance, property insurance, employer liability insurance, and other related insurance
Dating	Marriage, love, emotion, and friendship
Decoration	Home
	Building materials
	Interior design

Education	Academic qualifications improvement, K12 (preschool to high school) subject tutoring, K12 (preschool to high school) interest and specialty training
Conference marketing	Offline meeting invitations and exhibition invitations
Short video	All businesses involving short video platforms
Media performance	Column group recruits and auditions
Intellectual property agency	Trademark agency and patent agency
China telecom value-added services	Traffic, telephone charges, broadband services, MMS, and resource resale
Retail	Tobacco, alcohol, tea, collectibles, antiques promotion and sales
Tourism	Tourism business
Software system	Telemarketing system does not block cards or numbers
Personal call service	Individual households do not support connect
Others	Chatbot outbound calls, debt collection, vulgar, unhealthy, marketing harassment, certificate affiliation, qualification processing (2C), feudal superstition, pornography, gambling, sensitive content, fraud, false marketing, and other business connect violate relevant provisions of national laws and regulations.