Cloud Contact Center

Administrator Manual

Product Documentation

Contents

Administrator Manual
Telephone Operation Guide
Own Number Access
SIP_Trunk Connection with Own Landline

Last updated：2024-06-12 16:40:25

The phone feature of Cloud Contact Center needs communication numbers for inbound/outbound calls. If an enterprise already has a number, it can be connected to Tencent Cloud Contact Center. Self-owned number connection includes SIP_Trunk connection with self-owned landline numbers.

Tencent Cloud Contact Center supports connection with an enterprise-owned landline number through SIP Trunk, to enable inbound and outbound calls using the enterprise-owned number. After the connection is completed, the enterprise will settle the communication costs generated by the number with the ISP that owns the number. Tencent Cloud Contact Center will not charge for the connection and communication costs generated by the number.

The connection with self-owned numbers involves two steps:

1. Create a SIP channel and configure the SIP device/SIP trunk.

2. Add numbers within the SIP channel.

Step 1: Create a SIP Channel and Configure the SIP Device/SIP Trunk

1. Go to the configuration page for your own numbers

Go to Cloud Contact Center Number Management, select Connect with My Own Number, and click **Create SIP Channel**.
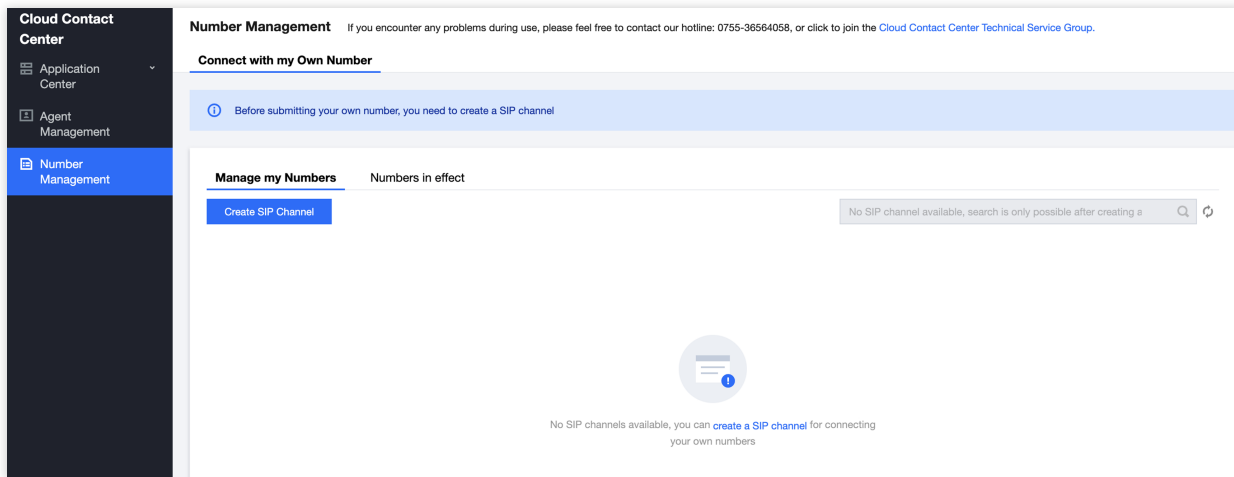
2. Select your number type

Landline numbers are supported currently.
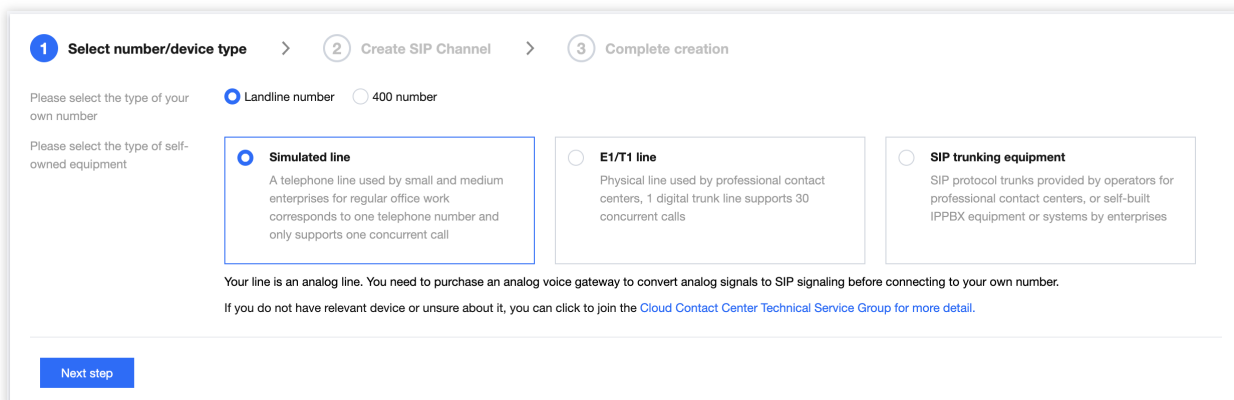
3. Select your device type

First determine whether your line is an analog line, E1/T1 line, or SIP trunk device. If you are not sure, **please contact your ISP to confirm the line type**.

3.1. Analog line

Ordinary office use or **household** phone lines are generally analog lines, 1 telephone line corresponds to 1 telephone number, and only 1 call concurrency is supported.

This type of line needs to use an analog voice gateway to convert the analog signal into SIP signaling before it can be connected to Cloud Contact Center.

If you do not have a related device or are unclear about the related device, click here to enter the Cloud Contact Center community for consultation, where you can enjoy the support of professional engineers to solve your problems.

3.2. E1/T1 line

It is a physical line used by professional contact centers, and 1 digital trunk line supports **30 call concurrencies**. This type of line needs to use a digital gateway to convert the analog signal into SIP signaling before it can be connected to Cloud Contact Center.

If you do not have a related device or are unclear about the related device, click here to enter the Cloud Contact Center community for consultation, where you can enjoy the support of professional engineers to solve your problems.

3.3. SIP trunk device

A SIP trunk device refers to the SIP protocol trunk provided by the ISP for professional contact centers or the IPPBX device or system built by the enterprise itself. Such devices can be directly connected to Cloud Contact Center.

4. Select the access method

Cloud Contact Center provides 3 connection methods:

1. Cloud Contact Center provides a SIP account (recommended).

2. Public network SIP trunk connection.

3. The line ISP provides a SIP registration account.

Tencent Cloud Contact Center provides a SIP account (recommended)

Interfacing with the Public SIP Relay

Line ISP provides SIP registration account

This method is applicable when an **enterprise-owned** gateway device or IPPBX is connected to Cloud Contact Center.

Click to create a channel, and configure your gateway with the gateway information in the channel.

Example:

1. The following figure shows the SIP account information of the channel created by Tencent Cloud.

Creation successful

The SIP channel has been successfully created, add your numbers to this channel.

Gateway information

Gateway username	gateway800001024 ▮▮I ⬓
Gateway password	ywE ▮▮ ▮▮ ⬓
Registration status	● Unregistered
Server address	sip-dev.tccc.qcloud.com ⬓
Server port	TLS : 5061 ⬓ TCP :35090 ⬓
	Recommended to use TLS
Outbound proxy server address	sip-dev.tccc.qcloud.com ⬓
Alternative Outbound proxy server address	sip2-dev.tccc.qcloud.com ⬓
Outbound proxy server port	TLS : 5061 ⬓ TCP :35090 ⬓

Return to Number Management

2. Configure your gateway.

2.1 Configure the SIP server.

2.2 Configure the port O.

2.3 Add the call and routing policies.

This method is suitable for the cloud call center to dock with the enterprise line ISP **through the SIP trunk of the internet**.

1. Fill in the public IP address for your SIP device or ISP's SIP trunk to receive SIP signaling. (The default port for SIP UDP is 5060. Confirm whether the IP address you filled in is a SIP address.)
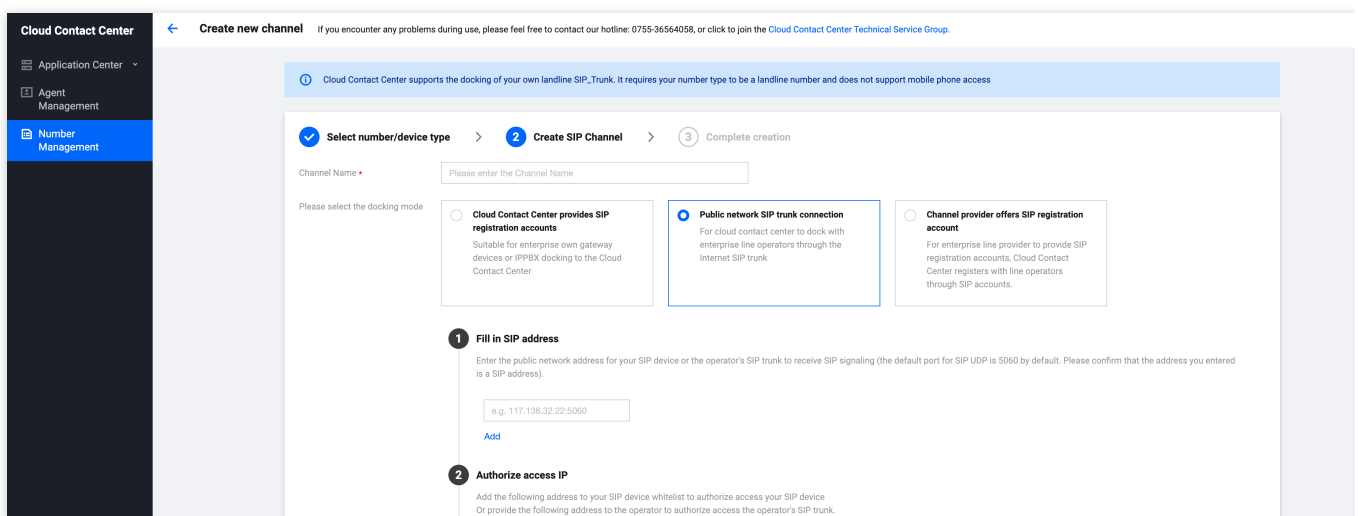
2. You can find the SIP gateway IP address and SIP UDP port in the background of your gateway, for example:
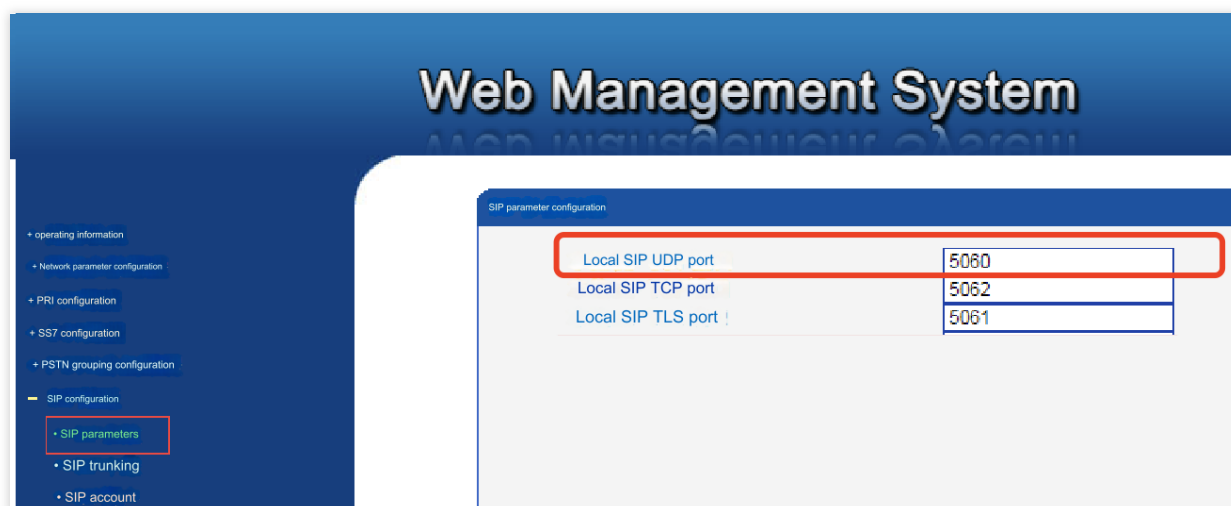
3. Authorize Tencent Cloud to access the IP address. Add the following addresses to the SIP device/SIP trunk allowlist, for authorizing Tencent Cloud to access your SIP device or ISP's SIP trunk.

Copy the above addresses and add them to the allowlist, for example:

4. Configure the Tencent Cloud SIP address for your SIP device or ISP's SIP trunk to send signaling to Tencent Cloud's address.

3 **Configure SIP address**

Your SIP device or operator's SIP trunk sends signaling to address

Cloud Contact Center domain name

Please prefer to send domain name, if your device does not support domain name, please send the corresponding IP

IP list corresponding to Cloud Contact Center domain name

This method is applicable when the enterprise line **ISP provides** a SIP registration account. Cloud Contact Center registers with the line ISP through the SIP account, and configures the gateway with the SIP account information provided by the ISP.

Step 2: Submit Number in the SIP Channel

1. Select the SIP channel you are using, and click **Add Number**.

2. Add numbers.

Select the application of using your own number, configure prefix for sending numbers, and add your number (please enter the number with area code in the number details).

Add number

×

Select application *

adrien-intl ▓ ▮ ▮ ▓▓▓ ▮ ▓▮ ▼

Is there a send number prefix * ○ Yes ○ No

Outbound prefix: When dialing outbound, Cloud Contact Center sends a fixed prefix number before the called number. It is usually explicitly required by the operator, otherwise no configuration is needed. (Please do not fill in the country code and area code of the caller number) Example: When the prefix 99 is configured, dial 139XXXXXXXX, the final number sent by Cloud Contact Center is 99139XXXXXXXX.

Business number *

Number details	Maximum number of …	Number type	Operation
e.g.: 02187654321	− 0 +	Inbound & Outbc ▼	

Add

The maximum number of concurrent calls and call type fields are optional, default to 0 (unlimited) and incoming & outgoing

Submit for review   Cancel

Click **Submit for Review**. After approval, you can manage numbers under the numbers that have taken effect.

Customer Service Management

Last updated：2024-04-01 14:30:51

Enterprises can add, delete, modify, and query customer service agents through the Customer Service Management feature.

Adding agents

1. Go to the Cloud Contact Center management console, choose **Agent Management** in the left navigation bar to enter the agent management page, and click **Add Agent** in the upper left corner of the page.

2. Fill in the agent name, nickname, agent ID, email address, role, and other information, and click **Confirm**. After the agent is added successfully, the system will send an email with a random password to the agent's mailbox, which can prompt the agent to log in after checking the email.

Note

The skill group is not a mandatory item. You can create a skill group and then add agents to the skill group in skill group management.

Adding agents in bulks

1. Click **Bulk Agent Import** in the upper left corner of the agent management page.

2. Click **Download Template** in the **Bulk Import** dialog box. Fill in the agent name, nickname, agent ID, email address, role, and other information in the template table.

3. After filling, click **Upload File**, and then click **OK** after the upload is successful. After the agents are added successfully, the system will send an email with a random password to the agents' mailbox, which can prompt the agents to log in after checking their emails.

Resetting Password
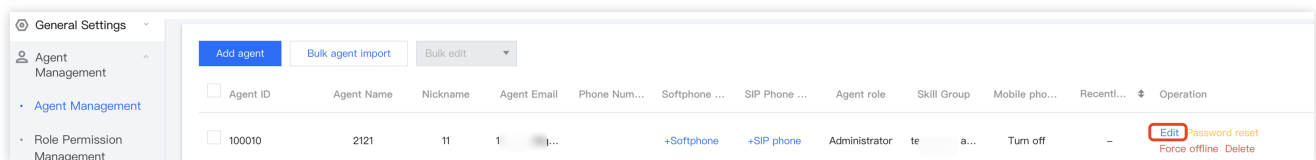
If the agent forgets the password or has not received an email with a random password, the administrator can click **Password Reset** in the operation column of the target agent to send an email with a random password to the agent's mailbox, and the original password becomes invalid. The agent can be prompted to log in to the mailbox to check the new random password.

Editing Agents
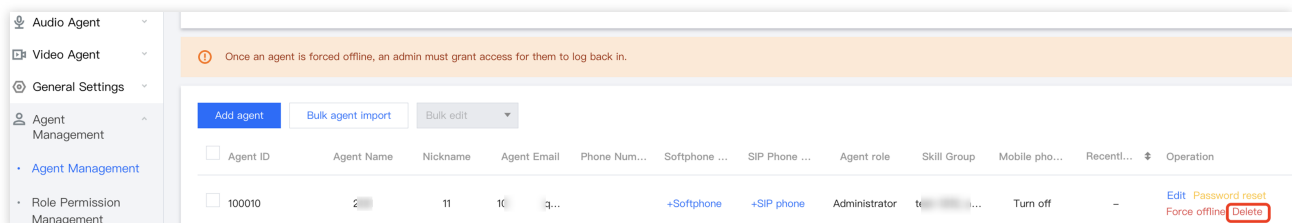
Click **Edit** in the operation column of the target agent to modify the agent name, nickname, and skill group information. Other information is not currently supported for modification, and you can delete the agent and add it again.

Deleting Agents

Click **Delete** in the operation column of the target agent. After deletion, the agent cannot log in.

Force offline

Click **Force Offline** in the operation column of the target agent. Then the agent cannot log in again.
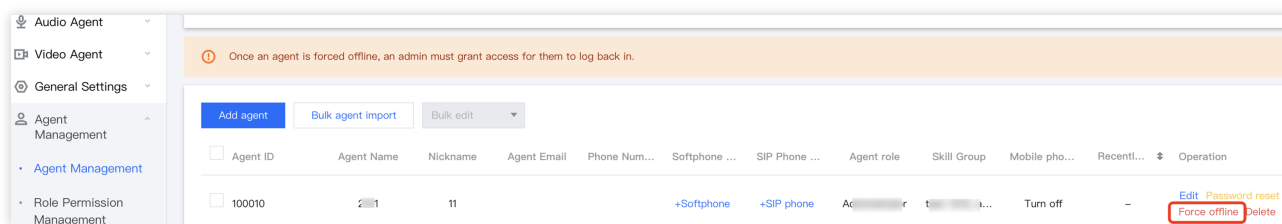
Resume Online

After forcing the agent to log out, if you need to remove the login restriction on the agent, you can click **Resume Online** in the operation column of the target agent, and then the agent can log in again.
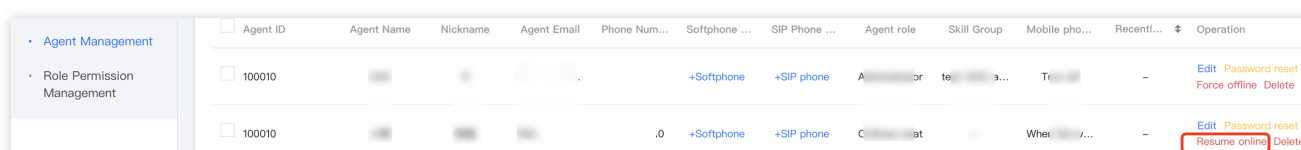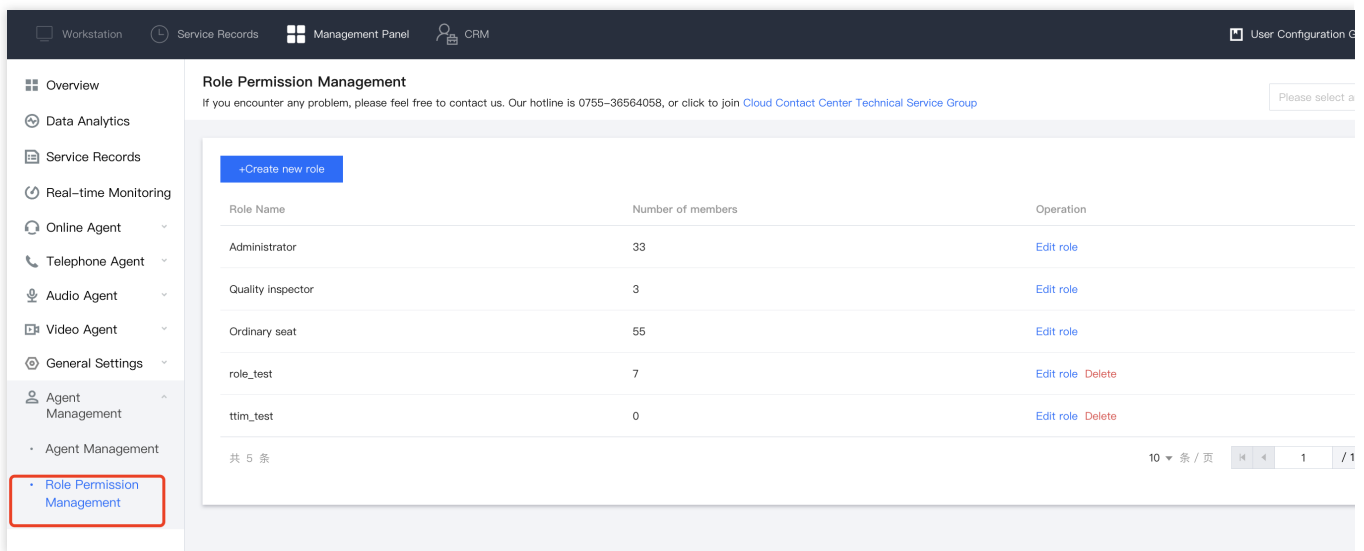
Customer Service Management

Last updated：2024-04-01 14:35:19

Enterprises can control the authority range of roles and flexibility manage their staff through role permission management.

Creating a Role

1. Go to the Cloud Contact Center management console, and choose **Agent Management > Role Permission Management** in the left navigation bar to go to the role permission management page. Click **Create new role** in the top left corner of the page.

2. Set a name for the new role.
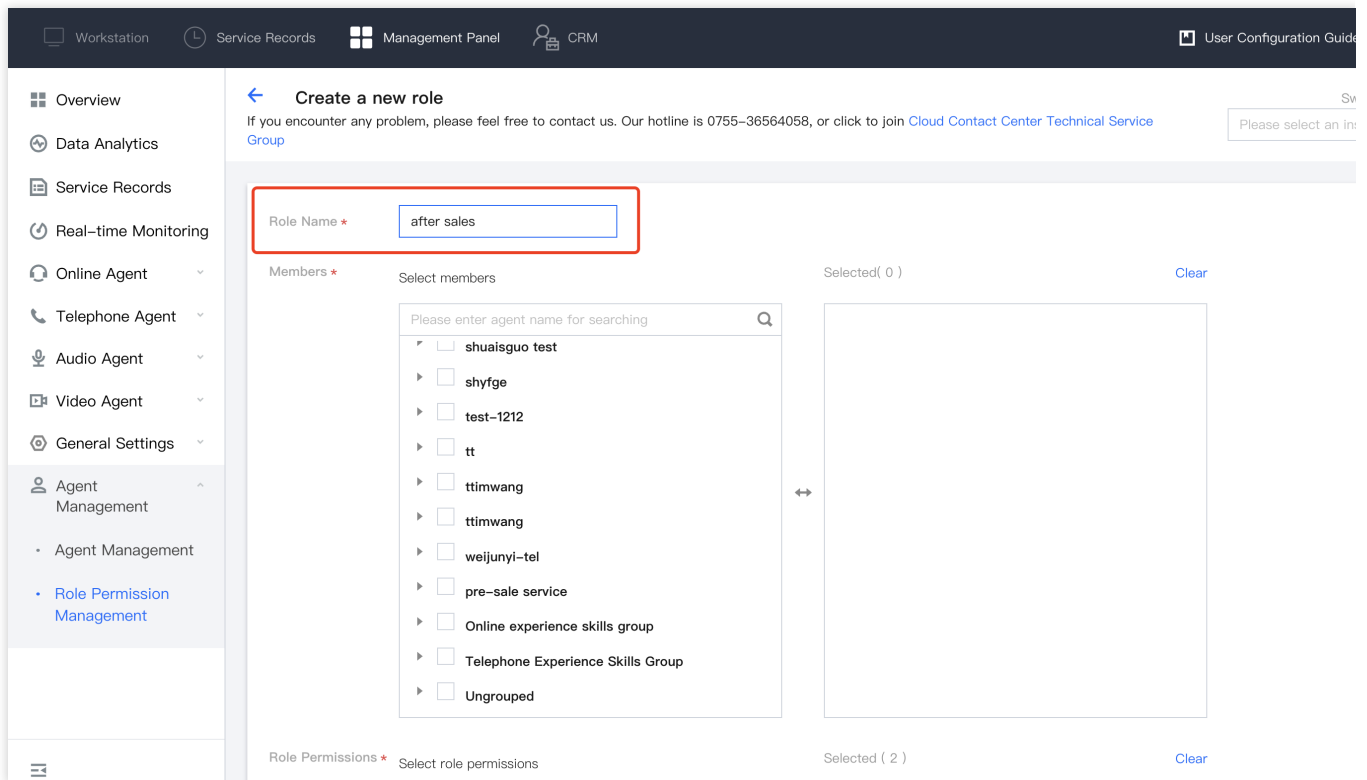
3. Select the members to be granted new permissions.
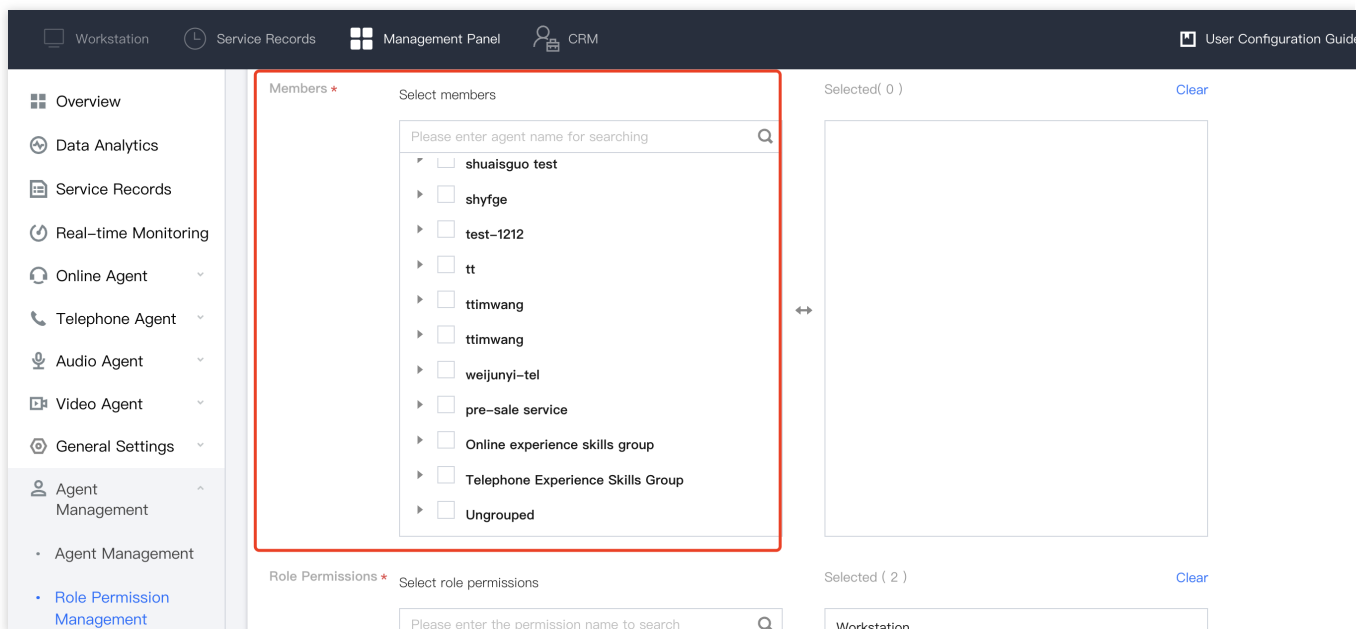
4. Select the permission range for this role.

Select the visibility range of this role on the management panel. You can set the skill group scope for modules such as data analysis, service records, real-time monitoring, etc. (For example, after selecting **Data Analysis > Telephone**

Customer Service, the scope of the skill group is set to A, so the role can only see A skill group data in the **Data Analytics > Telephone Agent** module.) After making selections, click **Save**.
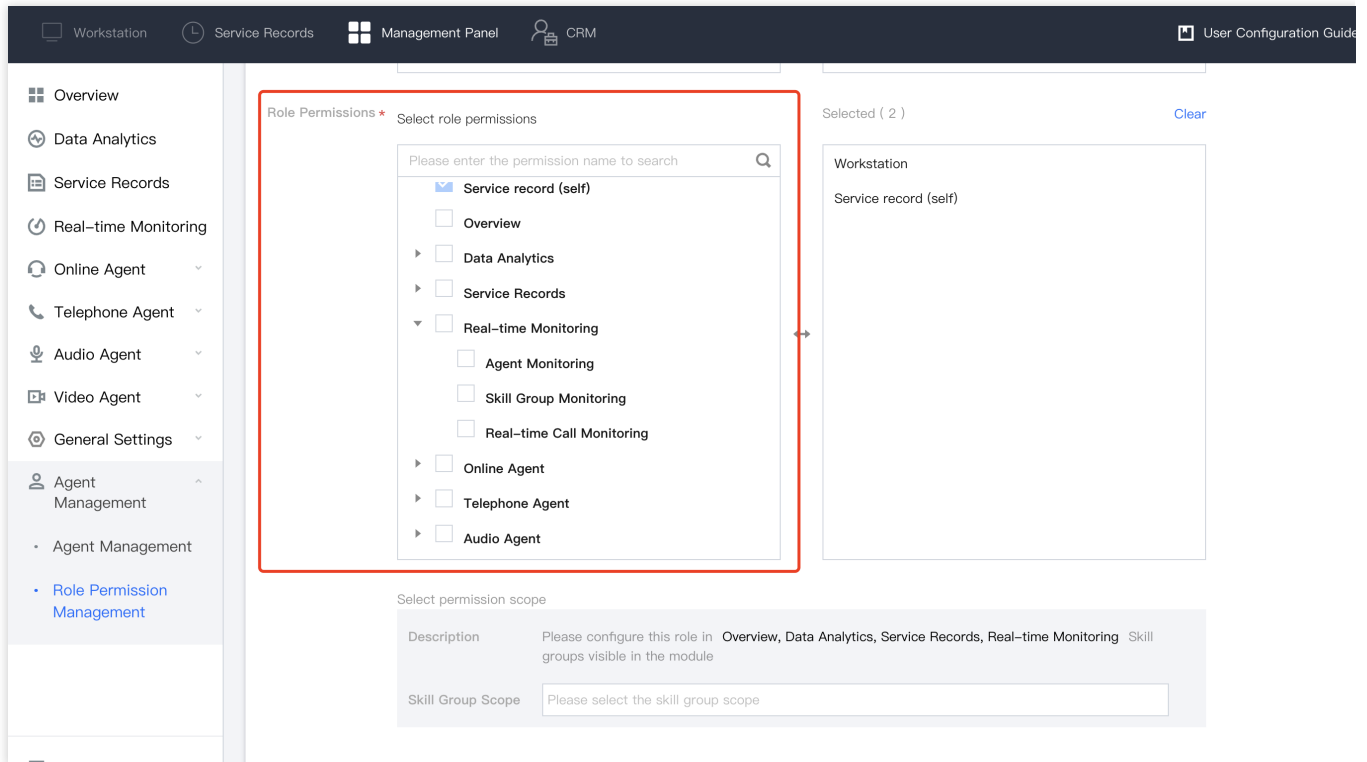
Changing a Role

After the new role is created, other agent roles can be set to the newly created role on the agent management page.

1. Select the agent whose role needs to be changed and click **Edit**.

2. Select the appropriate role for the agent.

Skill Group Management

Last updated：2024-03-28 16:37:23

A skill group is used to distinguish different functional customer service agents. It can be differentiated according to service types (e.g., pre-sales, after-sales, complaints, etc.) or regions (e.g., South China, North China). If there is no need to group customer service agents, create a skill group and add all agents to the group.

Adding Skill Groups

1. Go to the Cloud Contact Center management console and choose **Telephone Agent > Skill Group Management** in the left navigation bar to enter the skill group management page. Click **Add skill group**.

2. Fill in the name of the skill group in the Add Skill Group dialogue box, select the ringing mode, and click **Confirm**.
Note
For inbound calls, if you want the agents/phones in the skill group to ring in turn according to their priority, select **Ring in sequence**. If you want all agents/phones (no more than 2 in total) to ring at the same time, select **Ring simultaneously**.

Adding Agents to the Skill Group

1. Click **Edit** in the operation column of the target skill group, and click **Add agent** next to Agents in Skill Group.

2. Select the agent that you want to add to the skill group from the agent list, and then click Confirm.

Setting Service Priority for Sequential Ringing

If you have configured sequential ringing and the routing capability is set to **Allocate according to the priority of the agent in the skill group**, the system will allocate the inbound call to the high priority agent. The highest priority is 1 and the lowest is 5 for the agents, with the default being 3.

Deleting Agents from the Skill Group

Click **View Group Members** in the target skill group, and click **Delete** in the operation column of the member list to remove the specified agent from the skill group.

Editing and Deleting Skill Groups

Edit skill group: You can change the name of the skill group by clicking **Edit** in the target skill group.

Delete skill group: You can delete the target skill group by clicking **Delete** in the target skill group. The skill group cannot be deleted if there are agents in it.

Inbound IVR Management
Creating and Binding IVR

Last updated：2024-03-28 17:00:25

Operation Steps

1. Go to the Cloud Contact Center Console , click **Telephone Customer Service - IVR Management** in the left navigation bar to enter the IVR management page. Click**Inbound IVR**, and in the upper left corner of the page, click **Create and Select Template**.

2. Enter the IVR name, such as 'Phone call-in process test', in the upper left corner of the IVR canvas.
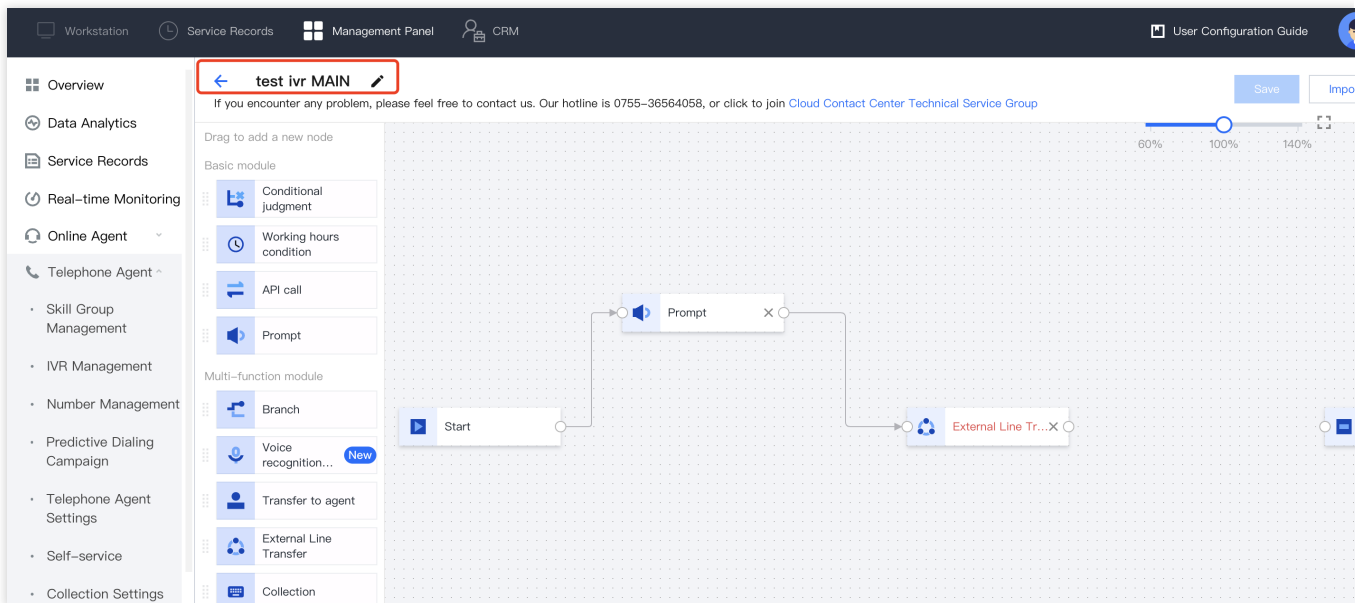
3. Based on your scenario, drag IVR modules to appropriate positions on the canvas, and connect and fill relevant information for each module. For details, refer to Basic IVR Module and Multi-Feature IVR Module (Premium Feature). Every IVR flow must start with a **Start** module and end with an **End** module.
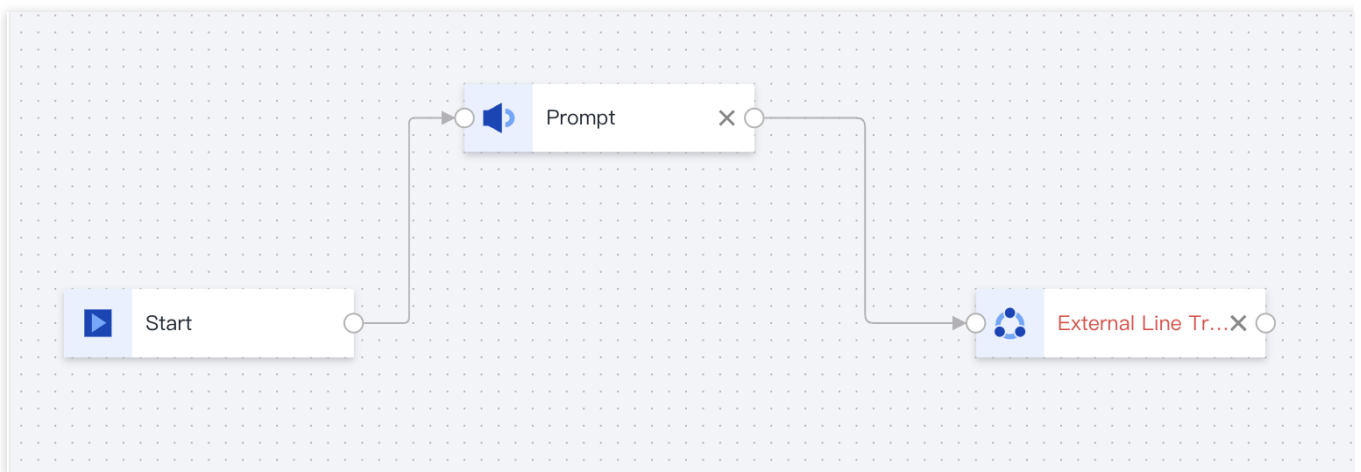
4. After configuration, click **Save** in the upper right corner of the IVR canvas to return to the IVR list.

5. In the **Associated phone number** column, click **Bind** to enter the **Number Management** page.

6. Click **Edit** in the operation column of the target number.

7. In Inbound Settings - Inbound IVR, click the IVR name that needs to be bound like "Phone call-in process test", and then click **Confirm** to complete binding.

Tencent Cloud

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

Inbound Settings

Inbound IVR

IVR version number

Telephone Experience IVR ▼

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

Upon customer calls, IVR navigation is bypassed, connecting them directly to the agent who last reached out within the previous 3 days.

General Settings

Can be used for agent's mobile phone calls

Once turned on, if agent chooses [Answer by Mobile] and [Call by Mobile], it will prioritize using this number to call the agent's mobile phone.

Number tag

273 ✕   296 ✕

Basic IVR Module

Last updated：2024-03-28 19:04:23

You can combine basic IVR modules through the drag-and-drop operation to build the basic call-in process. If the basic modules cannot meet your business requirements, you can refer to the multi-feature IVR module for more complex call-in scene construction.

Start Module and System Parameter

The start module, as the first IVR module, automatically appears on the canvas and cannot be deleted. The Start module provides system parameters that can be referenced in other modules.

Key Parameter	Description	Example
${WaitNo}	The number of people in line in front of the current user during the queue	There are `${WaitNo}` people currently in line. You can continue to wait or call back later
${StaffNo}	The ID of the agent that the user connects to	Successfully transferred, agent `${StaffNo}` will serve you.
${SystemCallerNumber}	Caller Number	This parameter is generally used to pass to the business system
${SystemCalleeNumber}	Contact Number	
${SystemSessionId}	Conversation ID	
${SystemCallRingDuration}	Outbound ring duration (second)	
${SystemCallAcceptDuration}	Call connection duration (second)	

Contact Center Technical Service Group

Start   ✕

Property   Connect

Node ID   main_menu   ▣

> ⓘ   **System parameters**
>
> • ${WaitNo}:   Number of calls in queue ahead of the current user when queuing
>
> • ${StaffNo}:   User connected to agent's ID
>
> • ${SystemCallerNumber}:   Caller number
>
> • ${SystemCalleeNumber}:   Contact number
>
> • ${SystemSessionId}:   Session ID
>
> • ${SystemCallRingDuration}:   Outbound ringing duration (seconds)
>
> • ${SystemCallAcceptDuration}:   Call connection duration (seconds)

▶ Start

Prompt Module

This module is used to play audio files or text-to-speech, usually used as a greeting.

Key Parameter	Description	Example
Label	You can define the name of this module	Welcome message
Can the Prompt Be Interrupted	Choose whether this prompt can be interrupted.	Interruptible
Number of Prompts	The loop playback times of this prompt	2

Play Sound	Text-to-Speech or Select Existed Audio	Hello, welcome to our customer service hotline.
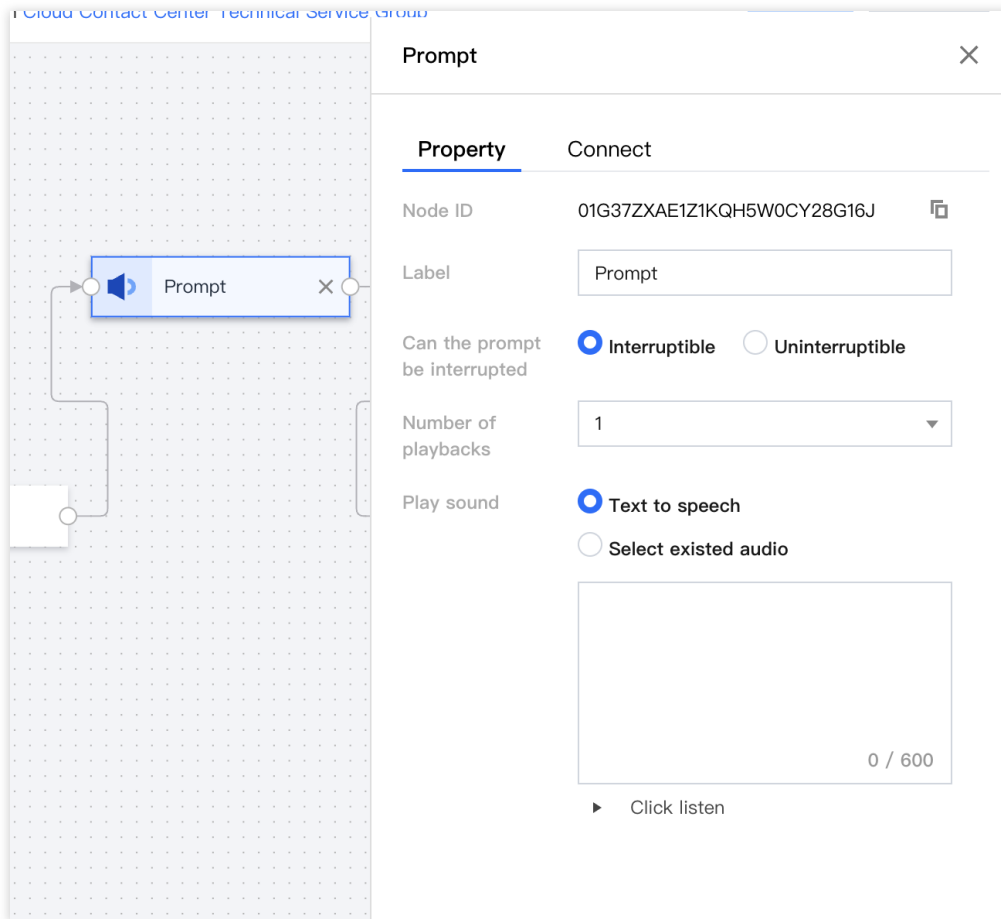
Branch Module

Key Parameter	Description	Example
Label	You can define the name of this module.	Key Branch
Play Sound	Prompt guiding users to respond with corresponding keypresses.	For pre-sales service, press 1; for after-sales service, press 2.
Timeout Prompt	Prompt when user keypress response times out. In case of timeout, the previous module will be executed automatically.	Your input has timed out, please enter it again.
Error Prompt	Prompt when user keypress entry is	Your input is incorrect, please re-enter. After 3

	incorrect.	incorrect attempts, the call will automatically be disconnected.
Maximum Number of Errors	Maximum number of entry errors allowed for the user. Calls will be automatically disconnected after this limit is reached.	3
Timeout (Seconds)	Setting for response timeout.	60
Key Branch	Matching the user's telephone key value.	For pre-sales service, press 1; for after-sales service, press 2.

Voice Recognition Navigation

Voice Recognition Navigation identifies the customer's intent through keyword matching and conducts branch navigation. Prior to use, please purchase the real-time voice recognition package.

Key Parameter	Description	Example
Node Label	You can define the name of this module	Pre-sales node
Speech Keywords	Used to match the keywords in the user's response	Yes, that's right.
Play Sound	Guidance for user response.	Are you a member user?
Timeout Prompt	Prompt when user response times out. On timeout, it automatically executes the previous module.	Your response has timed out. Please enter again.
Error Prompt	Prompt when user keypress entry is incorrect.	Your input is incorrect, please re-enter. After 3 incorrect attempts, the call will automatically be disconnected.
Maximum Number of Retries After Error	Maximum number of errors a user can make. If the number of errors exceeds the specified value, the phone call will be automatically disconnected.	3
Timeout (Seconds)	Setting for response timeout.	60
Default Key Configuration	Matching the user's telephone key value.	*
Automatic Enter After Maximum Number of Loops Is Exceeded	When the user's error count exceeds the maximum number of retries, it will automatically proceed to this branch	-

Transfer-to-Agent Module

The transfer-to-agent module is used to transfer inbound calls to the appropriate skill group based on the status and priority of the customer service agent within the group. It is generally connected after the branch module.

Property   Connect

Node ID   01HS671WV87QE5E25BJJPZCFGP

Label   Transfer to agent

Skill group   Please select   ▼
name *

The skill group to be transferred when the above skill groups are all
busy or offline

Skill Group   ▼
Overflow ⓘ

Specify agent   Please enter the interface address
priority

Prompt is   ⦿ Text to speech
playing during
agent transfer   ○ Select existed audio

                 Transferring for you, please wait.

                                              35 / 600

                 ▶   Click listen

Prompt for   ○ Text to speech
agent transfer
                 ⦿

Working Hours Condition Module

Working Hours Condition Module is used to set the working hours for the customer service agents. Depending on whether it is working hours or not, users can be led to different reception processes when they call in.

Satisfaction Evaluation Module

The satisfaction evaluation is typically used to collect user satisfaction information after a service interaction has ended.

Key Parameter	Description	Example
Label	You can define the name of this module	Satisfaction collection
Prompt	Prompt guiding users to rate	Please rate my service, press 1 if satisfied, press 0 if not

	satisfaction.	satisfied.
Key Options	Key settings for satisfaction.	0: Dissatisfied 1: Satisfied

End Module

The end module automatically appears on the canvas as the last IVR module and cannot be deleted. The end module is generally connected after the transfer-to-agent module.

Multi-feature IVR Module (Advanced Feature)

Last updated：2024-07-29 11:35:04

You can drag and drop to assemble multi-feature IVR modules to build more complex inbound processes.

External Line Transfer Module

This module is used to transfer inbound calls to external phones.

Key Parameter	Description	Sample code
Tag	You can define the name of this module	Transfer to External Line
Prompt Playing During External Line Transfer	Waiting music during line transfer	You can select the system's preset waiting music
External Line Transfer Caller Number	The number used for outbound calls during the transfer to the external line. The drop-down menu displays a list of all the numbers that the system can use for outbound calls.	020-6624XXXX
External Line Transfer Contact Number	The external number that needs to be called during the transfer to the external line	010-7654XXXX

Number Collection Module

The Number Collection module uses voice announcements to guide users to input information through keys (DTMF).

The user's input information will be stored in the set variable name.

Collect ID ✕

Property   Connect

Node ID   01H▮▮▮▮▮▮▮▮▮▮E   ⧉

Label   Collect ID

Collection prompt   ● Text to speech
○ Select existed audio

${Var1} Please enter your ID number, use * key to replace the letter, use # key to end. ${Var2}

95 / 600

▶   Click listen

Timeout prompt   ● Text to speech
○ Select existed audio

0 / 600

▶   Click listen

Maximum number of retries after key timeout   1   ▾

After retry, enter the failure branch

An API Call module generally needs to be connected after the number collection node, and the number collection variable is given to the third-party system interface in the form of an input parameter for business processing, and then the result is injected into the subsequent IVR process in the form of an output parameter to achieve customized IVR requirements. An example is as follows:
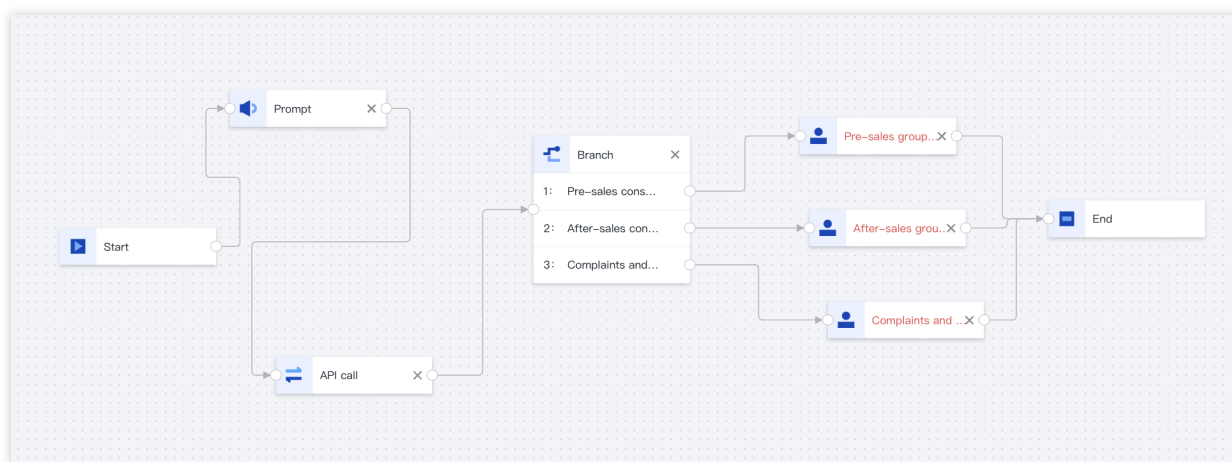
API Call Module

The API Call module supports third-party systems to inject custom business parameters into the IVR process by configuring HTTP APIs. Other module nodes in the IVR process can use these business parameters.

Maximum Number of Errors: The system will retry after the API call fails. This configures the number of times the API call is allowed to fail.

Timeout (Seconds): The timeout period for each API call

Default Value: In case of an API call failure, the variable will be assigned a default value.

Note:

In a situation where all API calls fail, the system will automatically proceed to the next node.

API Request Address: Any customer URL that supports public network access

METHOD: POST

Content-Type: `application/json;charset=utf-8`

request:

Parameter	Type	Description
Request parameter 1	String	Request parameter specified in IVR configuration
Request parameter 2	String	Request parameter specified in IVR configuration
Request parameter N	String	Request parameter specified in IVR configuration

Supported system parameters:

Parameter	Type	Description
${SystemCallerNumber}	String	Caller Number
${SystemCalleeNumber}	String	Contact Number
${SystemSessionId}	String	Conversation ID

response:

Parameter	Type	Description
Response Parameter 1	String	Response parameter specified in IVR configuration
Response Parameter 2	String	Response parameter specified in IVR configuration
Response Parameter N	String	Response parameter specified in IVR configuration

Example:

```
https://www.customurl.com/fetchVariables
Request
{
    "Callee":"008618621500000"
}

Return
{
    "Score":"95"
}
```

Conditional Judgment Module

This module adds various condition branches through the configuration and can execute logical routing combined with system parameters and business parameters injected by the parameter-passing module. Condition branches support operation syntax including judgment: equal to, not equal to, greater than, less than, greater than or equal to, less than or equal to, and.

Default Branch: A special branch that provides a bottom-line feature. If all branch logic judgment fails, the system will follow the default branch.

1. Through the parameter-passing module, the third-party interface is called to pass in the caller number, and access the score parameter value.

2. In the Conditional Judgment module, scoring is divided into four different levels, each following four different branches.

Below is a sample:

Prompt Module

Dynamic Announcement: The Prompt Module can use `${variable}` to support the system in broadcasting dynamically input third-party parameters.

Note:

If the text involves the announcement of Arabic numerals, it is recommended to use Chinese characters, for example: "Press one for consultation, press two for sales".
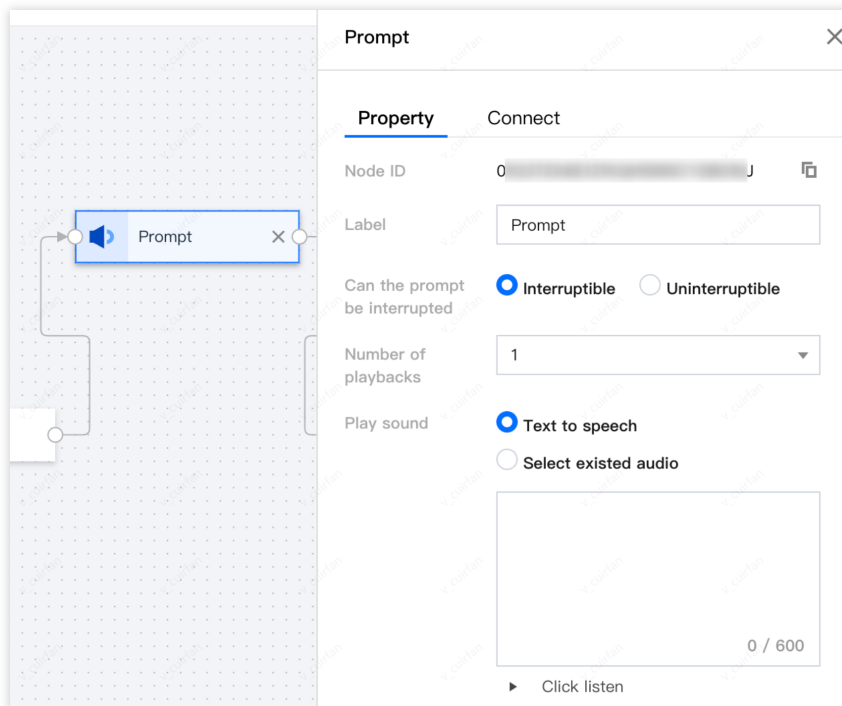
Use Dynamic Variables to Input Audio: Users can use dynamic variables to input existing audio IDs (the dynamic variables used here are the output parameters of the API call module). Users can input existing audio file IDs in dynamic variables, and the system will automatically associate with the related audio files for playback. If the audio file ID corresponding to the variable does not exist, the pre-set content in **Play Sound** will be used.

Note:

1. To use this feature, you must first configure the interface call module.

2. When variable acquisition fails, the pre-set playback content above will be played.

Transfer to Agent Module (Access Specific Agent List)

URL: `https://{custom_url}?action=specifiedSeat&version=1`

METHOD: POST

Content-Type: `application/json;charset=utf8`

REQUEST:

Parameter	Type	Description
RequestId	String	Request serial number
Timestamp	Numerical value	Unix second-level timestamp
SdkAppId	Numerical value	Contact center instance ID
SessionType	String	Session type, currently only "tel"
User	String	User's number (with 0086 prefix)

RESPONSE:

Parameter	Type	Description
RequestId	String	Request serial number

ErrMsg	String	Error description
ErrCode	Numerical value	Error code
SeatEmails	String array	Designated agent list
SkillGroup	Numerical value	Designated skill group ID

Branch Module (Enable Dynamic Branch)

The branch node in IVR supports the dynamic branch feature. The business party can build the dynamic branch structure on their own through third-party parameters. Set the dynamic branch option to active, and choose the dynamic branch parameter as the third-party business parameter passed in by the passing parameter module before the IVR process. For the format of the dynamic branch parameters, see below.

Note

The parameter in the parameter-passing module corresponding to the json array format needs to be converted to a string.

Dynamic branch parameters:

Parameter	Type	Description
digits	String	Key information corresponding to the branch, value: 0-9, #, *
name	String	Unique ID of the branch, it's recommended to mark each branch with a unique GUID
lable	String	Chinese description of the branch (it will be reflected in the call history along with the key information)
next	String	Next-hop node name (click the node to access from the title bar)

Branch ✕

Key error
retries exceed
the limit

○ end session

○ Access specific modules

Key error
prompt

● Text to speech

○ Select existed audio

> Your input is incorrect, please re–
> enter.
>
> 42 / 600

▶ Click listen

Timeout
(seconds)

5

Timeout prompt

● Text to speech

○ Select existed audio

> Your input has timed out, please re–
> enter
>
> 42 / 600

▶ Click listen

Dynamic branch ○ Turn off ● Enable

Dynamic branch
parameters

Var1 ▼

Example:
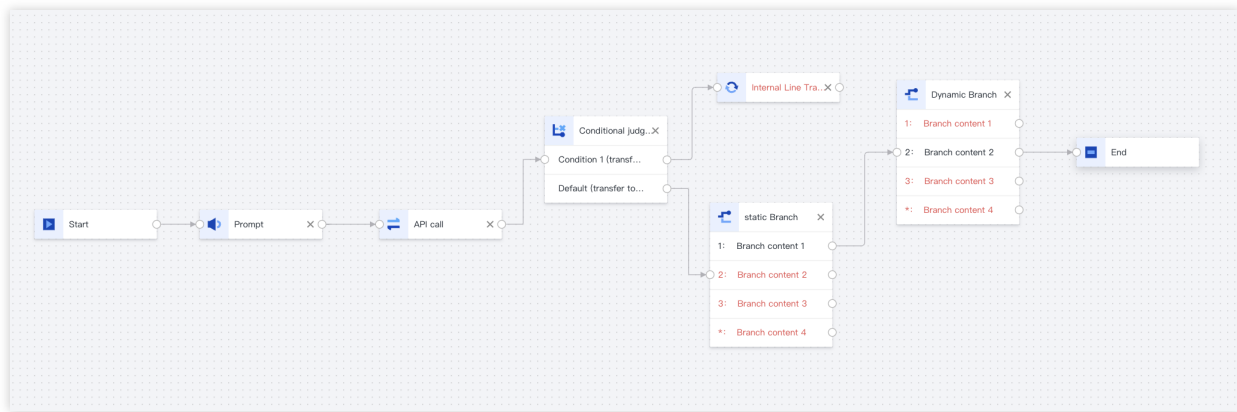
```
https://www.customurl.com/fetchVariables
Request
{
    "Callee":"008618621500000"
}

Return
{
    "tts":"Press one for consultation, press two for purchase.",
    "dynamicEntries":"[{
            \\"digits\\": \\"1\\",
            \\"next\\": \\"01FN8J6WZ984WR9PP4ZZTC8YXS\\",
            \\"label\\": \\"Consultation\\",
            \\"name\\": \\"120b5ad2-6b6e-49e8-ade7-d952e7de6f32\\"
        },
        {
            \\"digits\\": \\"2\\",
            \\"next\\": \\"01FN8J92EH5HP4SBS5W4MXZD0J\\",
            \\"label\\": \\"Purchase\\",
            \\"name\\": \\"4ac833b5-9019-4ba9-8c5a-a11fb893dca2\\"
        }]"
}
```

Internal Line Transfer

Prerequisites: Complete SIP Phone Registration.

In this module, enter the extension number of the target agent SIP phone to transfer.

Internal Line Transfer   ✕

Property   Connect

Node ID	0▒▒▒▒▒▒▒▒▒9 ⎘
Label	Internal Line Transfer

Play sound   ⦿ **Text to speech**

⚪ Select existed audio

Please enter the extension number

34 / 600

▶   Click listen

Extension   ⦿ **Text to speech**
number timeout
⚪ Select existed audio

your input has been timed out, please
re–enter the extension number

68 / 600

▶   Click listen

Internal Line Transfer Module only supports the transfer of **same length** extension numbers. Set it here:

Internal Line Transfer ✕

42/600

▶ Click listen

Maximum number of retries after key error	1 ▼

After retry, end the call

Timeout (seconds)	10
Extension number length	4

Voicemail

This module allows users to leave messages during inbound calls, and the message can be queried through service records.

Users start to leave a message after the "beep", and end the message by pressing the # key.

After leaving a message, you can play the message and download the message in the Voice Mail TAB of the service record.

calling number	Remark	called number	access status	Call duration	Customer service name	Customer Service ID	Skill group	Satisfaction rating	Hang up party	Voicemail	operate
0086075536560004			End normally	00:00:36			Telephone Experience Skills Group	–	client	–	View details Play recording...........
0086195****8105	–	0086	End directly after IVR	00:00:00				–	agent	Play message Download message	check the details Play the recording.....
0086195****8105	–	0086075 58 Used	during IVR...	00:00:00				–	client	Play message Download message	View details Play recording...........

3 items in total   15 items/page   ⏮ ◀   1 /   1 page   ▶ ⏭

IVR Version Management (Premium Feature)

Last updated：2024-03-28 19:28:55

IVR version management is primarily intended to help administrators modify IVR processes based on historical IVR processes, without affecting the previous configurations.

1. In the left navigation bar, click **Telephone Customer Service - IVR Management** to enter the IVR management page. Click **Inbound IVR**, select a historical IVR process, and click **Add New Version**.

2. In the Add New Version dialog box, select a version you want to base on, and set a new version number. You can also leave notes for this new version. Click **OK** to generate the new IVR version.

Audio File Management

Last updated：2024-03-28 19:34:09

Audio File Management manages existing audios used in Cloud Contact Center. You can add, play, download, edit, and delete existing audios.

Adding Audio

1. Go to the Cloud Contact Center console, choose **Management Panel**> **Telephone Agent**> **Prompt File Management** in the left navigation bar to enter the audio file management page. Click **Add audio** in the upper right corner of the audio file management page.
2. Enter the following information in the Add Audio dialog box:
Name: You can define it as needed. Fill in the name before uploading the file.
Audio File: Select an audio file to upload. After uploading, you need to wait for review, and after review, you can use it.
Note
The audio file supports mp3 and wav formats, and must not exceed 5 MB.
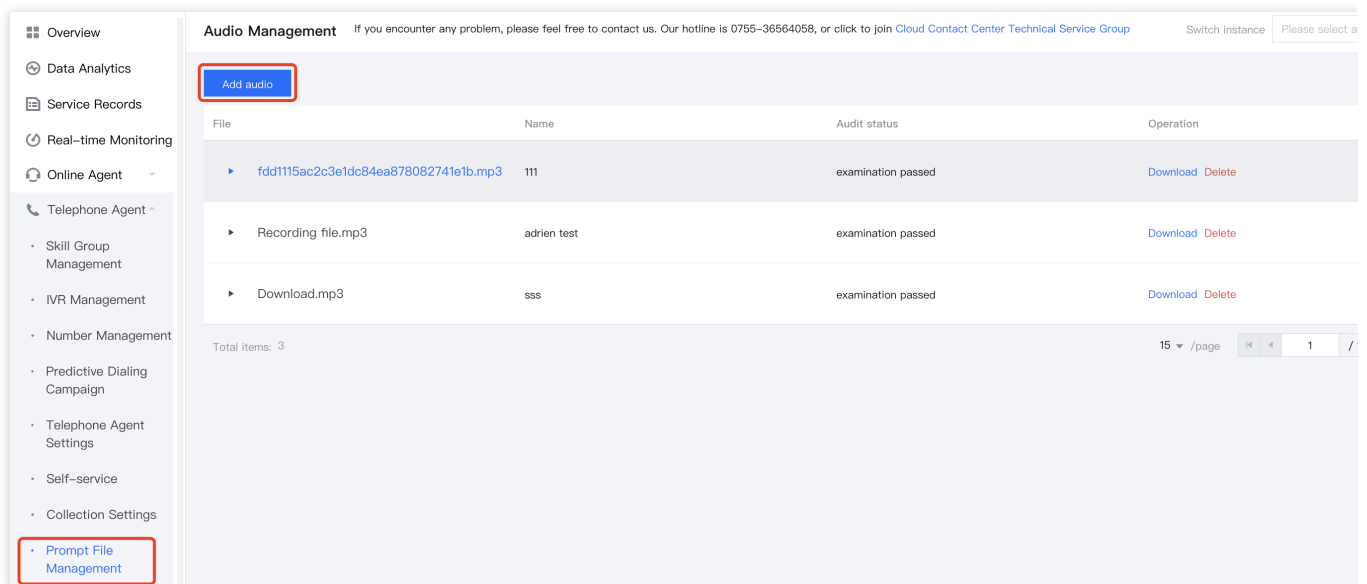
Playing Audio

Click the **Audio Play button** next to the audio to play it online.

Outbound Number Assignment

Last updated：2024-03-28 19:37:33

The outbound number assignment rule sets the caller ID displayed on the user's mobile phone when the agent makes an outbound call. Cloud Contact Center supports associated outbound skill group assignment and same area assignment.

Associated Outbound Skill Group Assignment

The associated outbound skill group assignment rule is to bind a number to a specific outbound skill group. When agents from this skill group make outbound calls, they will prioritize using numbers bound to this skill group to make outbound calls.

1. Go to the Cloud Contact Center management console, choose **Telephone Customer Service > Number Management** in the left navigation bar, and click **Edit** in the operation column of the outbound number.

2. Choose **Outbound Settings > Outbound Skill Group**, select the outbound skill group that needs to be associated with this number, and click **OK**. If no skill group has been set, refer to Skill Group Management for setting the skill group.

3. Choose **Telephone Agent** > **Telephone Agent Settings** > **Outbound Settings** in the left navigation bar, and select **Associated outbound skill group assignment**.

Same Area Assignment

The same area assignment rule determines that when an agent makes an outbound call, the call will be assigned to the calling number belonging to the same location as the called number preferentially. If none is available, it will be assigned randomly. Go to the Cloud Contact Center management console, choose **Telephone Agent > Telephone Agent Settings** in the left navigation bar, click **Outbound Settings**, and select **Same area assignment**.
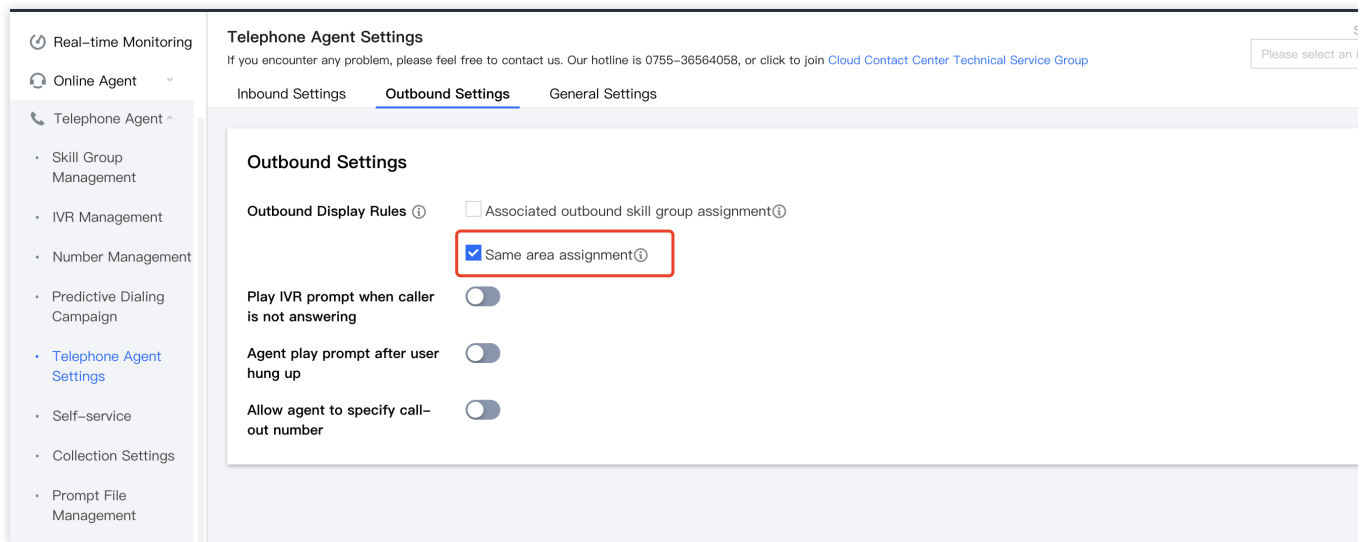
Allowing Agent to Specify Call-out Number

Choose **Telephone Agent > Telephone Agent Settings > Outbound Settings** in the left navigation bar, and turn on the Allow agent to specify call-out number switch. After it is turned on, agents can choose numbers when making outbound calls. The range of numbers that agents can choose is associated with the configuration of the number's **outbound skill group**.

Tencent Cloud

Telephone Agent 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

Real-time Monitoring

Online Agent

Telephone Agent ^

· Skill Group
  Management

· IVR Management

· Number Management

· Predictive Dialing
  Campaign

· Telephone Agent
  Settings

· Self-service

· Collection Settings

Inbound Settings   Outbound Settings   General Settings

Outbound Settings

Outbound Display Rules ⓘ   ☐ Associated outbound skill group assignmentⓘ

                                 ☐ Same area assignmentⓘ

Play IVR prompt when caller   ●○
is not answering

Agent play prompt after user   ●○
hung up

Allow agent to specify call-   ●○
out number

Please select an

SIP Phone Registration

SIP Phone Registration

Last updated：2024-03-29 09:59:27

Cloud Contact Center allows customers to connect the SIP landline phones they purchased with the agents on Cloud Contact Center. In this way, the agents can make calls through the landline phones. The main features include:

The administrator can manage the status of the SIP phone, including registration and resetting the password.

Each agent's SIP phone has its own reserved extension number.

The phone can be bound to an agent as the dedicated phone of the agent. Every employee can use the phone for work without logging in to Cloud Contact Center. The scenarios include internal calls, outbound calls, inbound call answering, and more.

The phone can be added to a skill group. When a user call comes in, the system can distribute the call from the skill group to the appropriate phone according to preset rules.

Registering a Phone

1. Log in to the Cloud Contact Center management console.

2. Choose **Telephone Agent > Phone Management** in the left navigation bar to enter the Phone Management page, and then click **Register Phone** in the top left corner.

3. Set a **4- to 6-digit extension number starting with 1 to 8** for the phone and set the name of the phone.

Tip: phone registration and usage can refer to product documentation SIP phone。

Register the phone

1 Enter the extension number **2** Configure the phone

Phone extension
number *

1234

Please enter an extension number starting with 1 to 8 and
4 to 6 digits

Phone Name *

test phone

Bind skill group
or agent

● No binding ○ Skill Group ○ Agent

Next step
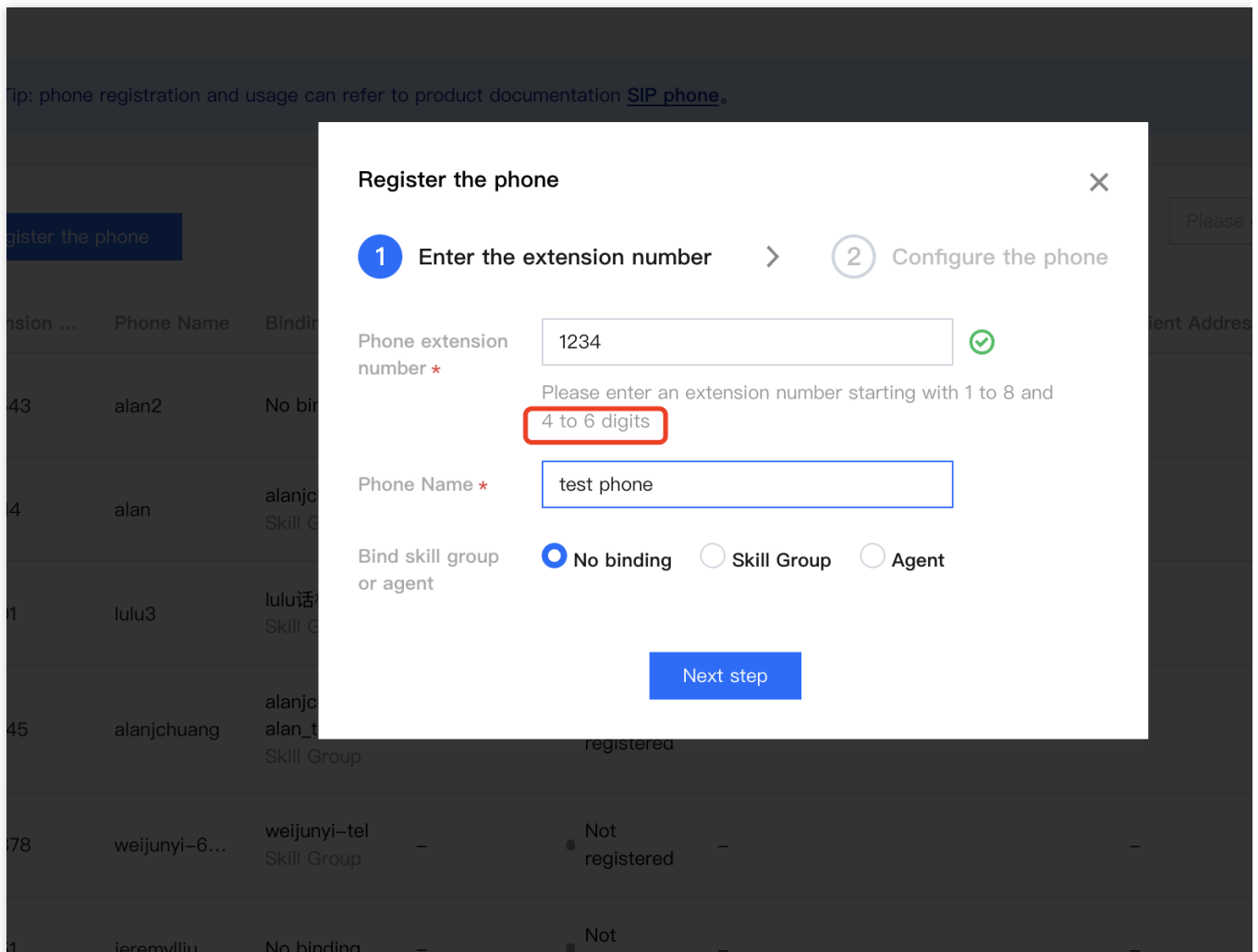
4. Configure the registration information to your SIP phone.

← Phone details(

If you encounter any problem, please feel free to contact us. Our hotline is 0755-36564058, or click to join Clo

Phone information ↻

Phone account information

Phone Name   alan2 ✎

Status   –

Registration status ● Not registered

Domain name   ▮ .tccc.qcloud.com

Phone extension number ▮

Password   ▮ ▮ ▮ reset password

Server address   ▮ ▮ jcloud.com:5061

Alternative server address ▮ ▮ oud.com:5061

Transmission   tls

5. Enter the **IPv4 address** of the phone in the browser to enter the Phone Management page. Follow the operation guidelines below based on the type of your SIP phone to configure your phone.

Steps:

5.1 Menu > Status > access the "Private IP Address".

5.2 Enter the phone's IP address in the browser of a computer on the same network segment to access the Phone Management page.
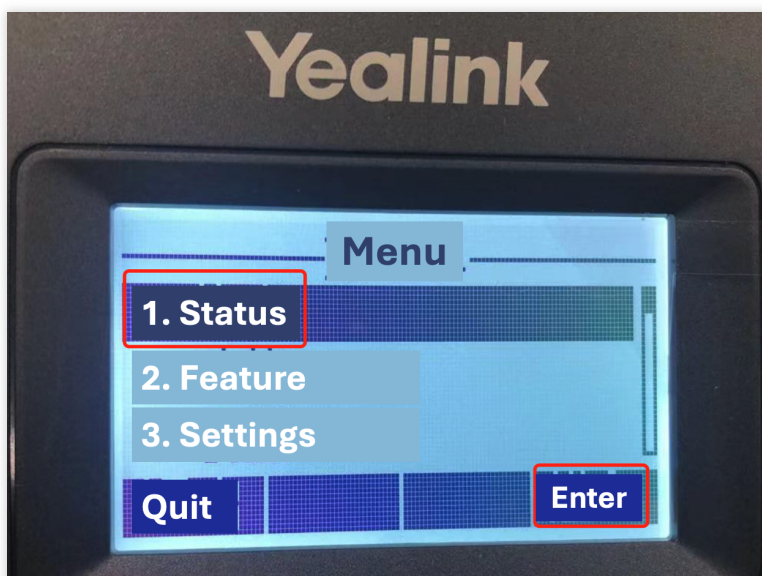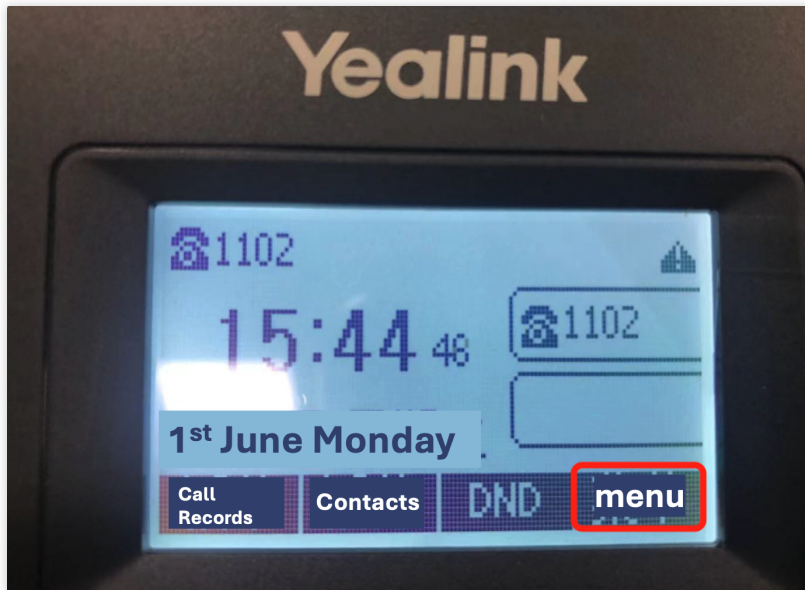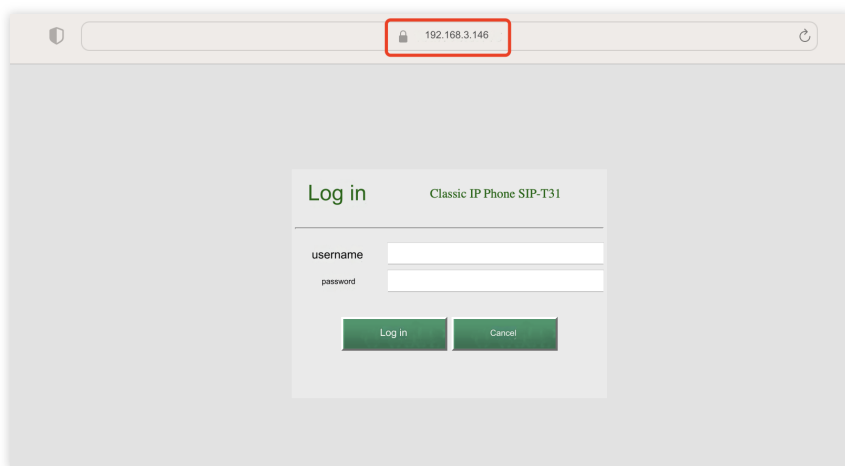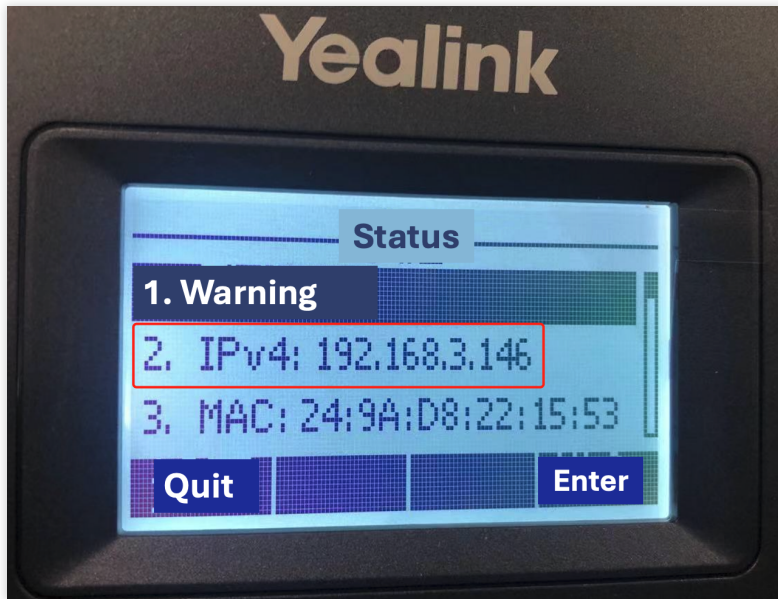
Yealink

CallTel

Flying Voice

Alcatel-Lucent

Tag, Display Name, Registry, Username: Enter the phone extension number.

Password: Enter the phone password.

Main server address: Enter the domain name.

Transport: Select TLS.

Outbound proxy server 1: Enter the server address.

Outbound proxy server 2: Enter the alternative server address.

Username, Phone Number, Display Name, Proxy Server Account: Enter the phone extension number.

Password, Proxy Server Password: Enter the phone password.

Server Address, Server Port, Local Domain Name: Enter the domain name.

Proxy Server Address, Proxy Server Port: Enter the server address.

Backup Proxy Server Address, Backup Proxy Server Port: Enter the alternative server address.

In SIP Advanced Settings, select Transport Protocol as TLS:

SIP Advanced Settings >>

Enable unconditional forwarding	☐	Activate hotline number	Pi
Unconditional forwarding number		Hotline number	
Enable forward on busy	Pi	hotline delay time	0 (0–9) seconds
Call forward number when busy		Automatically detect servers	SIP Option ▾
Enable no-reply forwarding	☐	Server detection interval	60 秒
No answer forward number		BLF server	
No reply forward delay time	60 (0–120) seconds	transfer timeout	0 second

Enable signaling encryption	☐	Turn on auto-answer	Pi
Signaling encryption key		Auto answer time	60
Turn on voice encryption	Pi	Enable session timing	Pi
Voice encryption key		Session timeout	0

Start MWI subscription	Pi	Meeting type	local ▾
Voicemail number		Conference room number	
Subscription package retransmission timeout	3600	Server registration time limit	3600

Enable service code	Pi		
DND activation code		DND closing code	
Unconditional forwarding activation code		Unconditional forward closing code	
Forward busy activation code		Forward busy closure code	
No answer forward activation code		No reply forward closing code	
Reject anonymous call activation code		Reject anonymous call closing code	

user agent		Server type	COMMON ▾
DTMF type	Automatic ▾	Canonical version	RFC3261 ▾
DTMF SIP INFO type	Sent 10/11 ▾	local port	5060
Ringtone type	default ▾	Anonymous call specification version	Not used ▾
Turn on Rport	☐	Register with certification	Pi
Turn on PRACK	☐	Responds to colyuene speech encoding	☐
Long Contact field	Pi	Automatically use TCP transport	Pi
Allow URI conversion	☑	Configuration compatible with special servers	Pi
	Pi	Turn on GRUU	Pi
Disable anonymous calls	Pi	Configure display name with quotes	Pi
DNS mode	A ▾	Turn on user=phone	☑
Turn on missed call recording	☑	Enable click to call	☐
BLF List number		Transfer Protocol	TLS ▾
Open BLF List	☐	Use a VPN	☑
Return 182 when call waiting	☐	Turn on DND	Pi
Enable Inactive Hold	☐	Caller ID header field	PAI-RPID-FROM ▾
Turn on Feature Sync	☐	Synchronize phone time	Pi
Enable SCA	☐	Enable Tel format calling	Pi

submit

Display Name, Registered Account, Authorization Name: Enter the phone extension number.

Password, Proxy Server Password: Enter the phone password.

Registration Server, Registration Server Port: Enter the domain name.

Proxy Server: Enter the server address (before the colon).

Proxy Server Port: Enter the server address (after the colon).

Backup Proxy Server: Enter the alternative server address (before the colon).

Backup Proxy Server Port: Enter the alternative server address (after the colon).

Transport: TLS
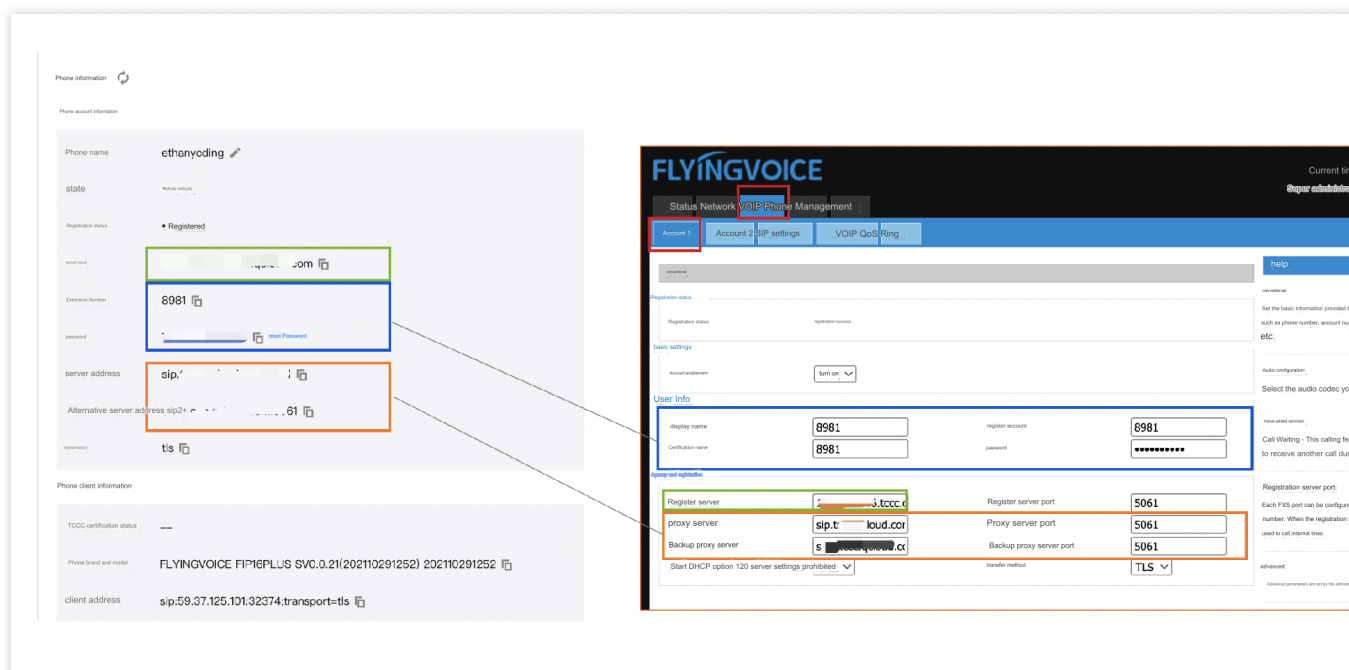
Tag, Display Name, Username, Registry: Enter the phone extension number.

Password: Enter the phone password.

Server Address, Server Port, Alternative Server Address, Alternative Server Port: Enter the domain name.

Transport: Select TLS.

Proxy Server Address, Proxy Server Port: Enter the server address.

Backup Proxy Server Address, Backup Proxy Server Port: Enter the alternative server address.

SIP Phone Usage

Last updated：2024-03-28 19:43:15

Cloud Contact Center allows customers to connect the SIP landline phones they purchased with the agents on Cloud Contact Center. In this way, the agents can make calls through the landline phones. The main features include:

The administrator can manage the status of the SIP phone, including registration and resetting the password.

Each agent's SIP phone has a dedicated extension number. An online phone occupies one agent license.

The phone can be bound to an agent as the dedicated phone of the agent. Every employee can use the phone for work without logging in to Cloud Contact Center. The scenarios include internal calls, outbound calls, inbound call answering, and more.

The phone can be added to a skill group. When a user call comes in, the system can distribute the call from the skill group to the appropriate phone according to preset rules.

SIP Inbound Call

After completing SIP phone registration, you can bind the phone to an agent or a skill group.

Binding to Agent (only for advanced version agents)

On the Phone Management page, after the phone is bound to an agent, the status of the phone remains consistent with the agent's status. When the agent is available and there is a user call, the phone bound with the agent will ring.
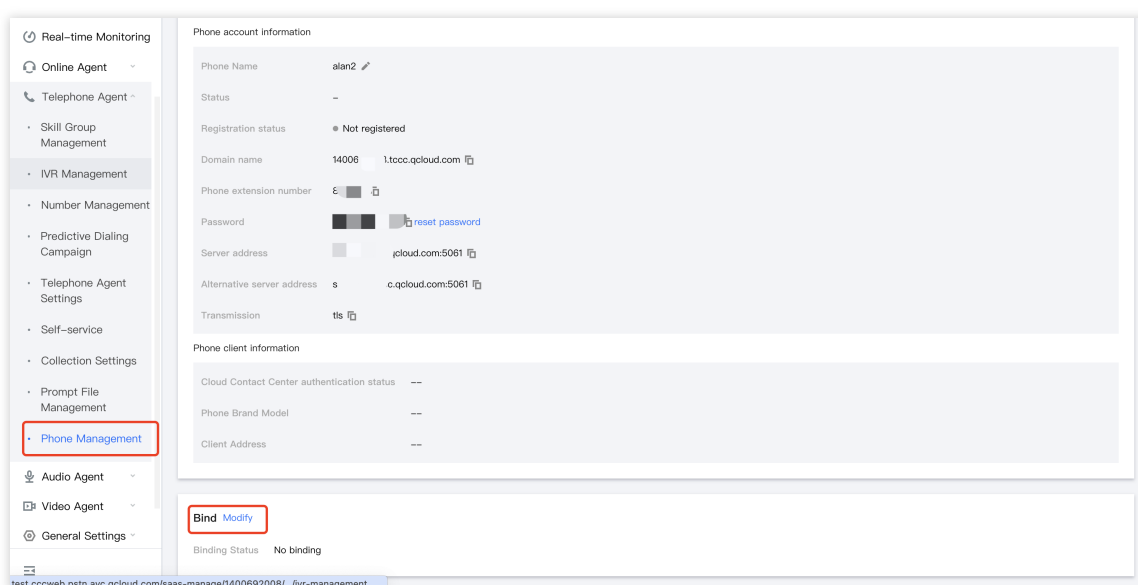
Binding to Skill Group

On the Phone Management page, after the phone is bound to a skill group, when the phone is available and a user call comes in, the system can distribute the call from the skill group to the appropriate phone according to preset rules.

SIP Outbound Call

SIP outbound call to a mobile phone: Directly dial the mobile phone number using the phone.
SIP outbound call to a landline: First input the area code of the landline, and then input the landline number, for example: 02182881882.

Phone Call to Phone

Directly dial the extension number of the contact's phone.

Workstation Call to Phone

Click **Outbound Call**, select SIP Call, select the extension number of the contact, and click Call SIP Phone.
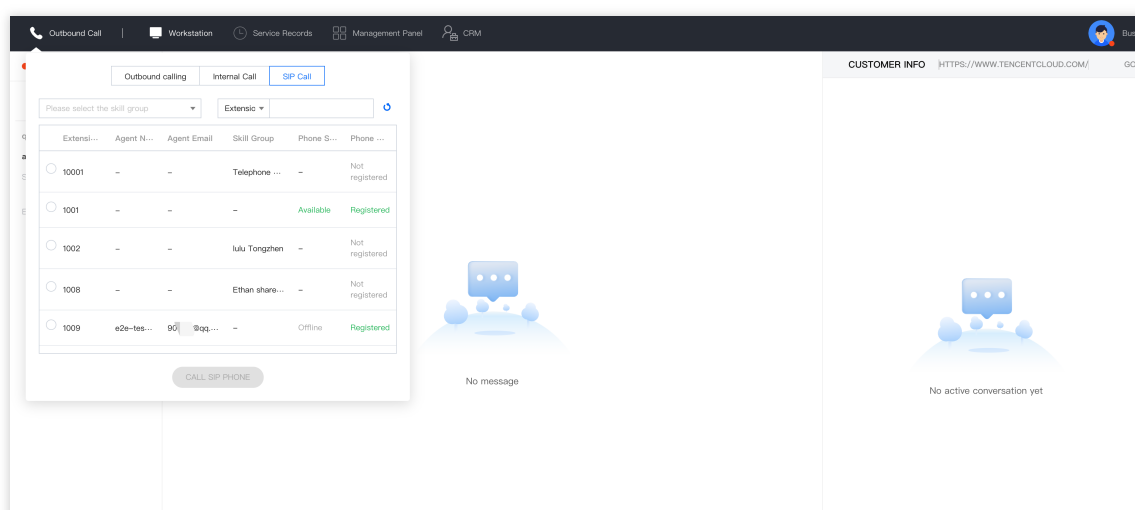
Integration with Business System (Inbound Call Pop-Up)

Last updated：2024-03-28 19:46:39

Cloud Contact Center supports integration into your business system via iframe, solving the problem of connecting Cloud Contact Center with the business system.

When there is an inbound call/session, the system can automatically call up data from the business system and display it for the customer service agent.

When agents need to make a call, they can call up the dial pad in the business system.

Inbound Call Pop-up Effect
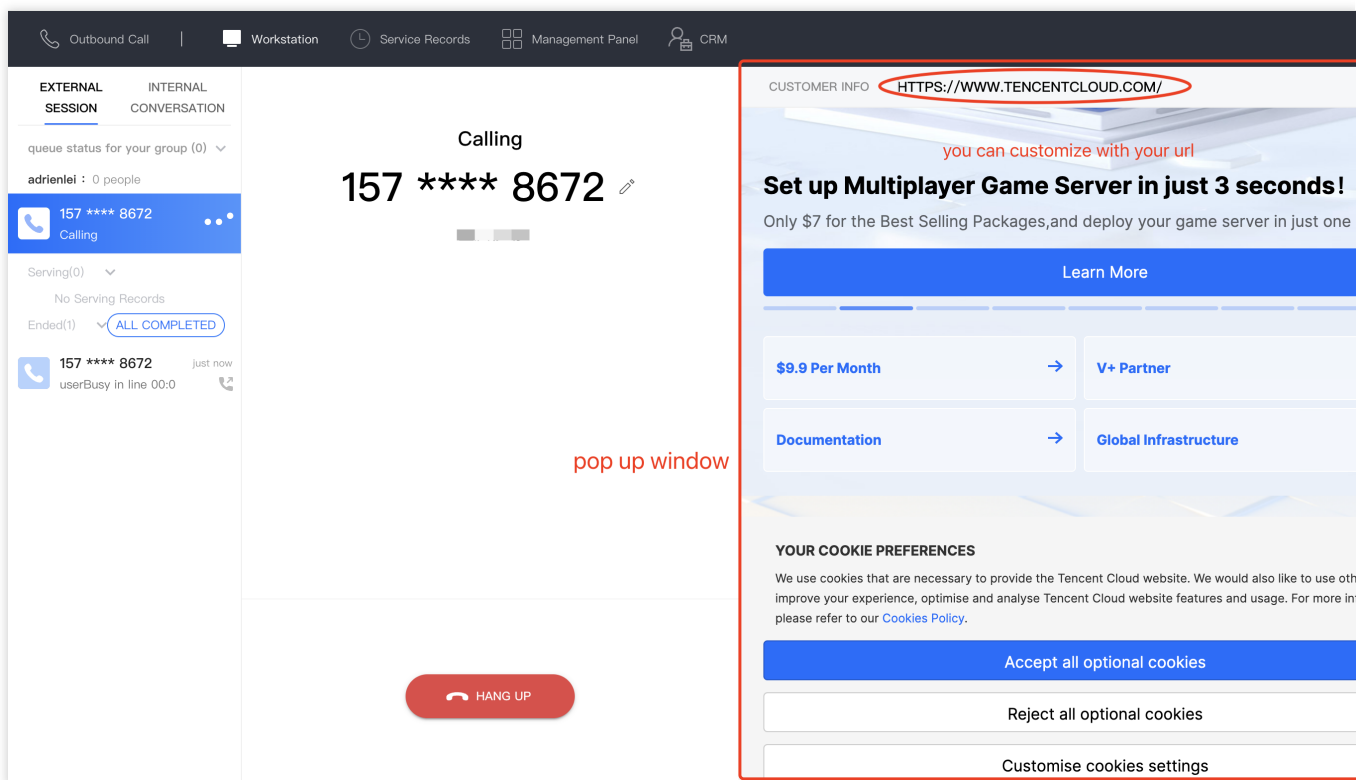
Operation Steps

1. Go to the Cloud Contact Center Management Console, choose **General Settings** > **Inbound Call Pop-up** in the left navigation bar to enter the page for the inbound call pop-up, and in the upper left corner click **Add Inbound Call Pop-Up**.
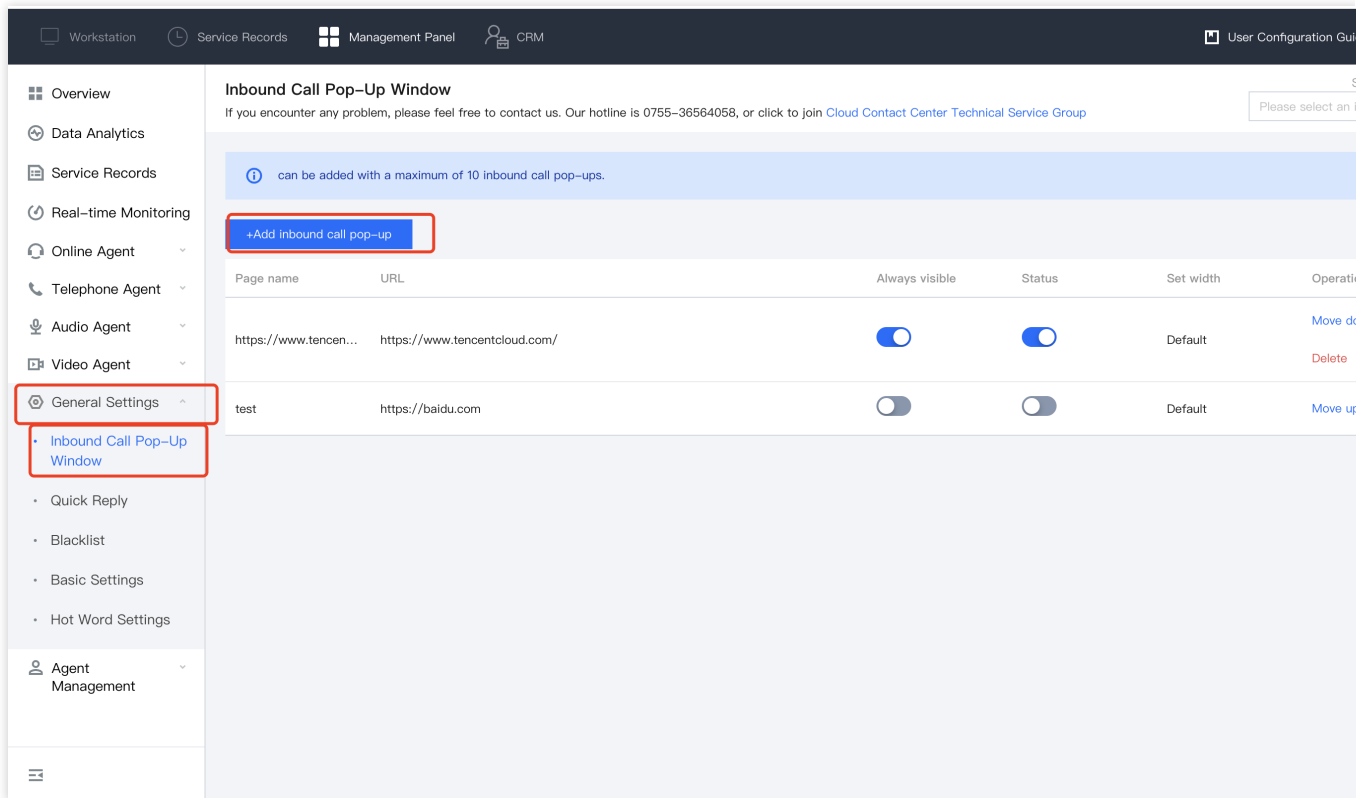
2. In the Add Inbound Call Pop-Up dialog box, enter the following information:

Page Name: The information filled out will be displayed in the inbound call pop-up tag of the agent workstation.

URL: To ensure the security of your call data, Cloud Contact Center only supports logging in via HTTPS protocol, so the inbound call pop-up only supports URLs with the HTTPS protocol. For example:

```
https://andon.xxx.com/ticket/list/
```

Always Visible: Once enabled, the inbound call pop-up page will always be displayed; otherwise, it will only pop up when there is an inbound call.

Status: To make the inbound call pop-up effective, you need to turn this on.

Add inbound call pop-up window   ✕

Page name *   [   ]

URL *   [https://   ]

Set width   [   ]

Always   ⬤○
visible

Status   ⬤○

[**Confirm**]   [Cancel]

3. After you finish the configuration, you can see the effect immediately by refreshing the page on the workstation, as shown in the following figure.

Parameters Related to Accessing the Business System

When there is a new inbound call/session, the related parameters are spliced on the hash of the URL and listened to through HashChange.

Example: Take Tencent's website as an example. If the page address you entered is: `https://www.qq.com` , each time when there is an inbound call, the URL we request would be: `https://www.qq.com#?` `mobile=18888888888&type=phone` .

Explication of parameters for inbound call pop-ups:

Parameter	Description	Parameter Description
mobile	Mobile number	/
userId	Phone/Web channel: User ID WeChat channel: User's WeChat OpenID	/
nickName	User's WeChat nickname	/
avatar	User's profile photo	/
status	User status	100: Incoming call

		200: Connected 400: Ended
type	Service type	phone: Phone im: WeChat/Web page channel graphic conversation om: Omnimedia, audio call only oim: Audio call + Graphic conversation
agentEmail	Agent's email address	/
agentMobile	Agent's mobile number	/
agentNickName	Agent's nickname	/
agentRoleId	Agent role	Admin General agent
sdkAppId	Application ID	/

Outbound Call Capability

Display Effect
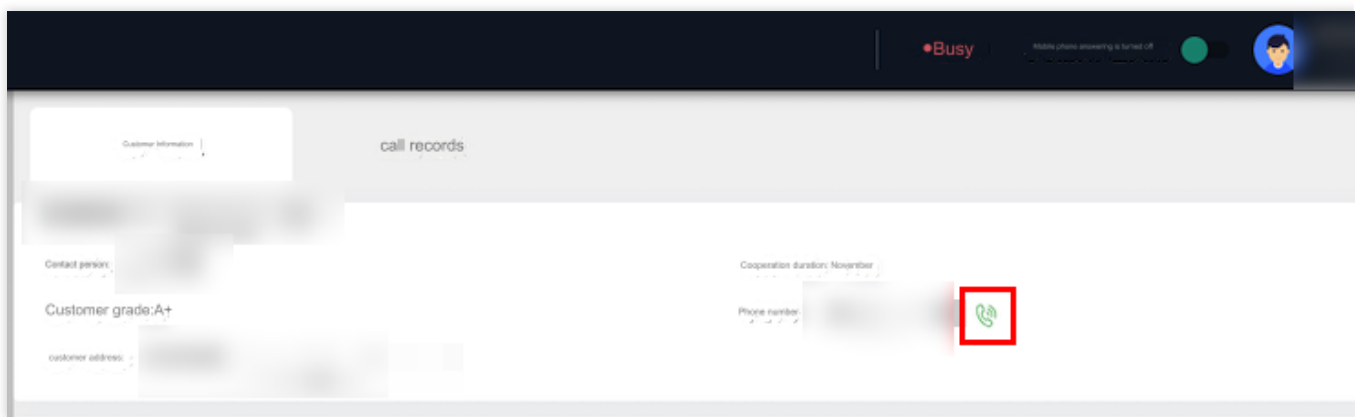
Operation Steps

If you need to configure the **Outbound Call** button in your business system and make a call, you can call the ccc-sdk in your business system's outbound call feature to call the Cloud Contact Center dial pad. In the future, we will support the access of communication-related parameters during an outbound call. Then you can use the communication-

related parameters during the outbound call for your business system.

The call method is as follows:
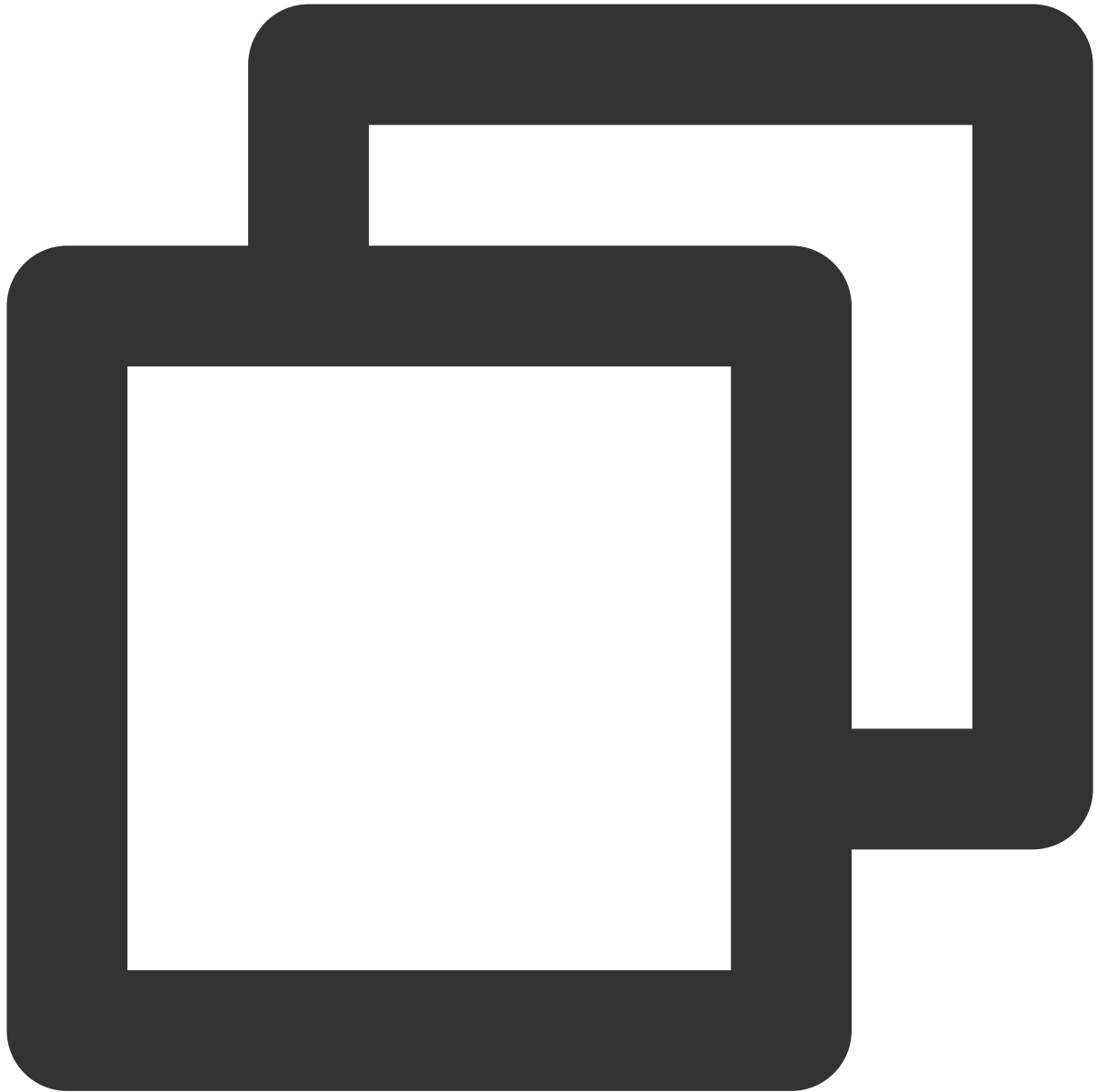
```
window.parent.postMessage({
    source: 'ccc-sdk',
    payload: {
      event: 'callOut',
      message: {
            phoneNumber: '15889xxxxxx',  // Required
            desc: 'Mr. Liu' // The system displays the field during an outbound
      }
```

```
      }
    }, '*')
```

Sending Custom Cards

Display Effect
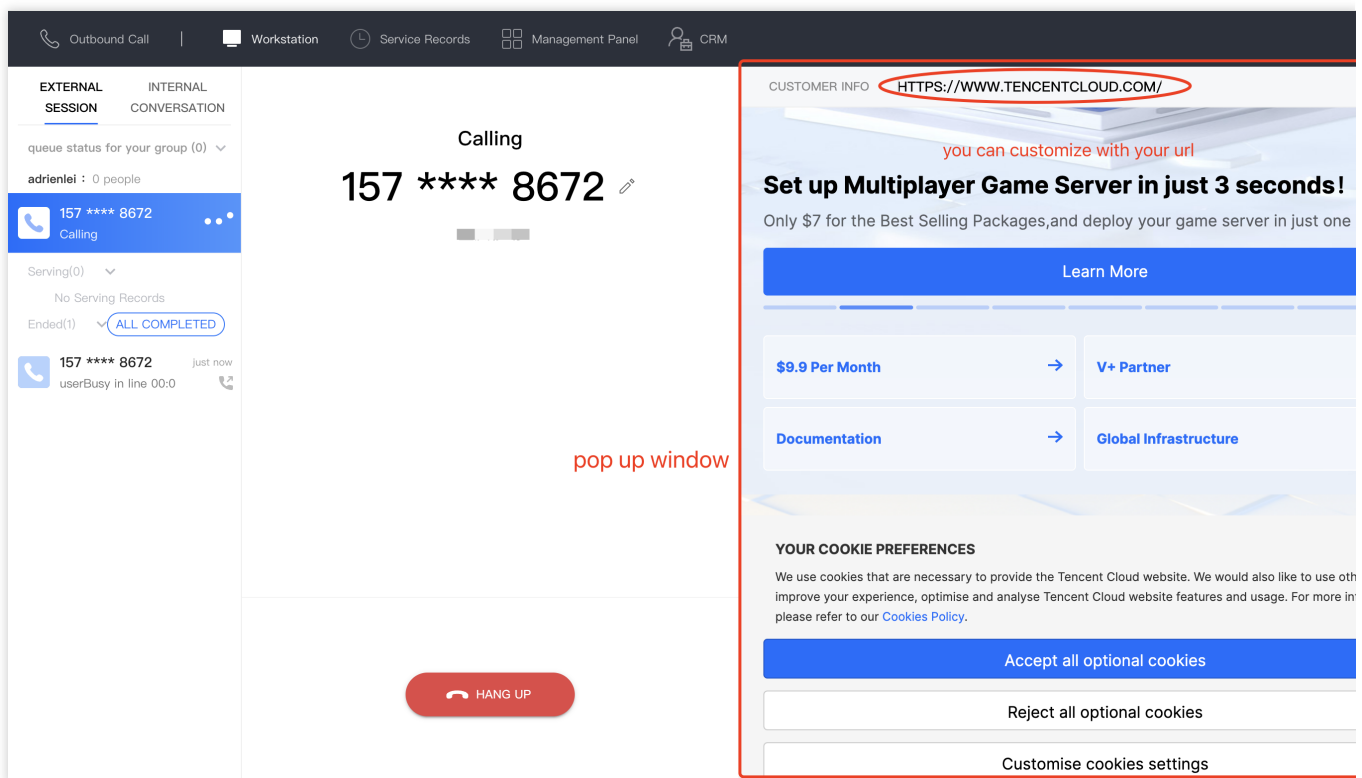
Operation Steps

You can call the ccc-sdk in your business system to send card messages to the currently online conversation. Card messages support four fields: title, description, photo, and the URL to jump to after clicking.
The calling method is as follows:
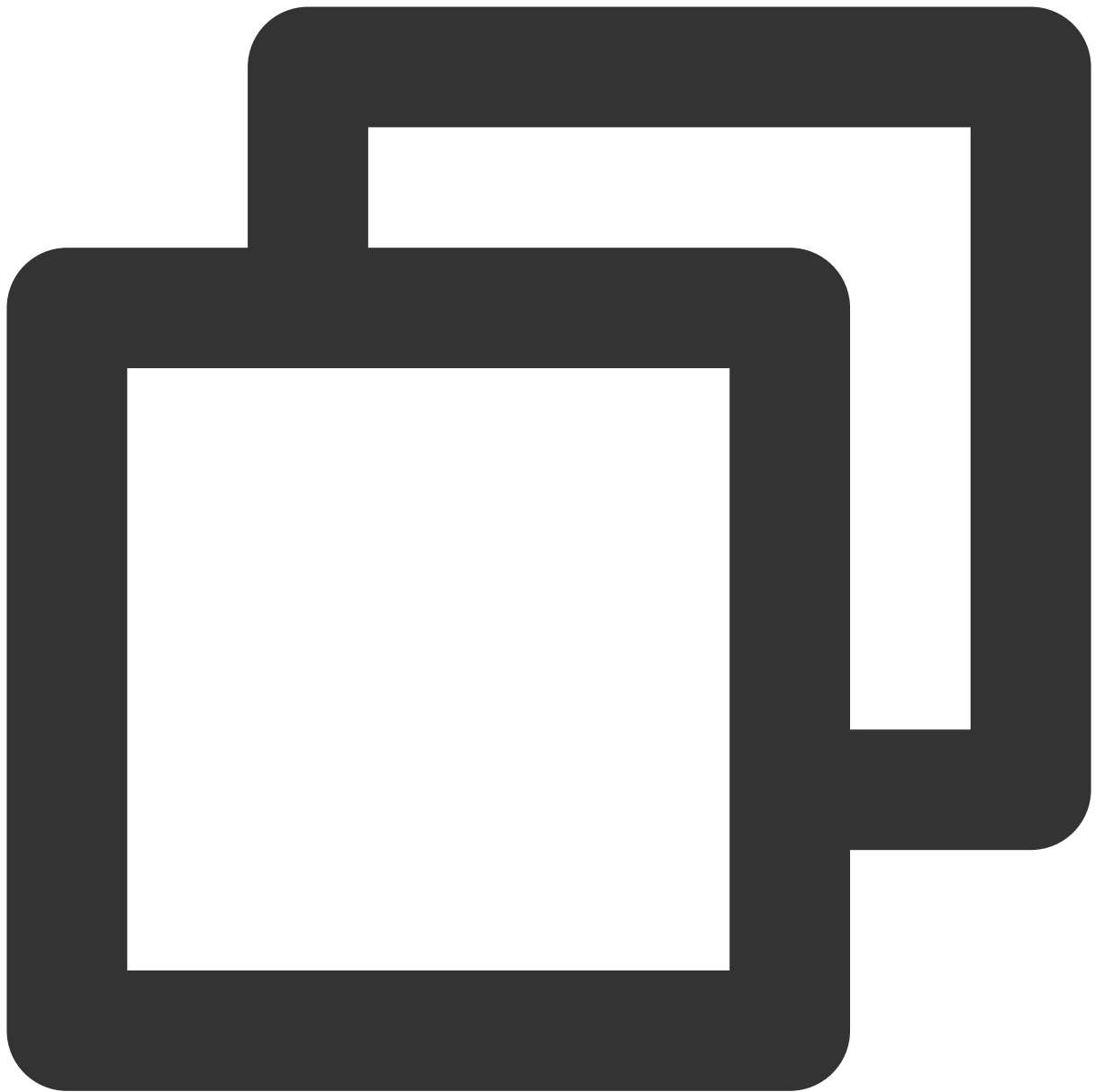
```
window.parent.postMessage({
      source: 'ccc-sdk',
      payload: {
        event: 'sendCard',
        message: {
          header: 'This is the title',
          desc: 'This is the description',
          pic: 'https://cloudcache.tencent-cloud.com/qcloud/portal/kit/images/presa
          url: 'https://www.qcloud.com/'
        }
      }
```

```
    }, '*')
```

Online Status and On Break Reason

Last updated：2024-03-28 19:47:29

Default Status of Agents After Going Online

Go to the Cloud Contact Center management console, click **General Settings** in the left navigation bar, and then click **Basic Settings**.

Available: When an agent is available after going online, the system will assign users directly to the agent.

Busy: When an agent is busy after going online, users will automatically get in the queue, and the agent can manually set the status to Idle.
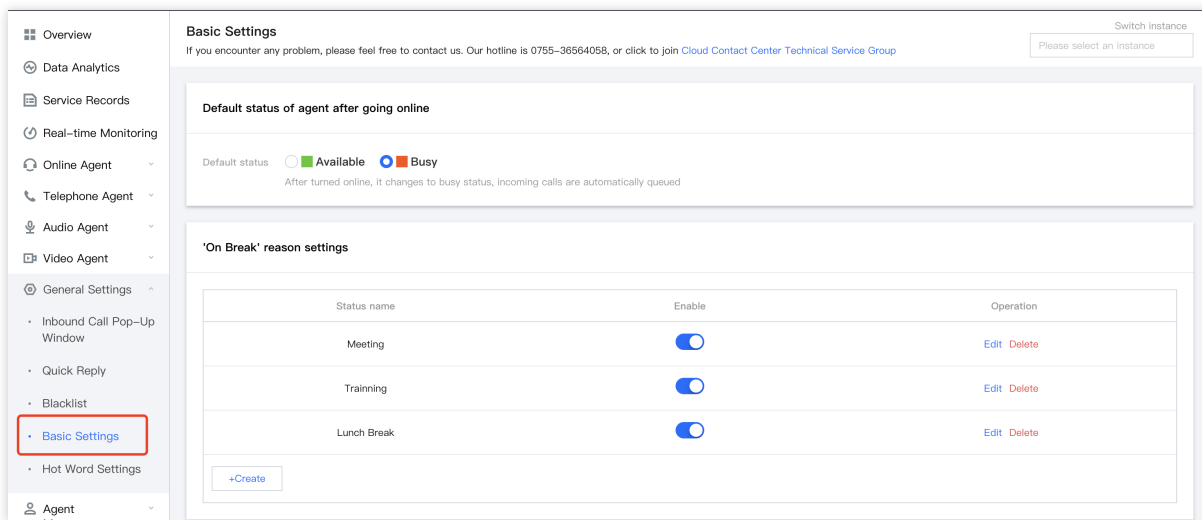
'On Break' Reason Settings

You can create a new reason in the 'On Break' reason settings dialog box, and enable it if need. Agents can select the preset reason during their breaks on the workstation for subsequent management and statistics.

'On Break' reason settings

Status name	Enable	Operation
Meeting	⬤	Edit Delete
Trainning	⬤	Edit Delete
Lunch Break	⬤	Edit Delete
input the reason in here	⬤	Save Cancel

+Create

Inbound Call Routing and Answering Settings

Last updated：2024-03-28 19:48:12

Inbound Call Routing Settings

1. Cloud Contact Center provides basic routing settings and specified priority assignment features. When the number of inbound calls exceeds the number of agents, the system can allocate inbound calls to suitable agents according to the preset rules.

2. Go to the Cloud Contact Center management console, and click **Telephone Customer Service Settings** in the left navigation bar to go to the telephone customer service settings page.

Route Category	Routing Settings	Description
Basic Routing Settings	Allocate according to agent idle time	When the customer call is transferred to an agent, the agent who has been idle for the longest time is prioritized.
	Allocate according to the number of calls received by agent	When the customer call is transferred to an agent, it is assigned to the agent who currently has received the fewest calls.
	Allocate according to the priority of the agent in the skill group	The call is assigned according to agent's priority level in the skill group.
Specify Priority Assignment	Prioritize last accessed agent	When the customer call is transferred to an agent, the last receptionist is prioritized.
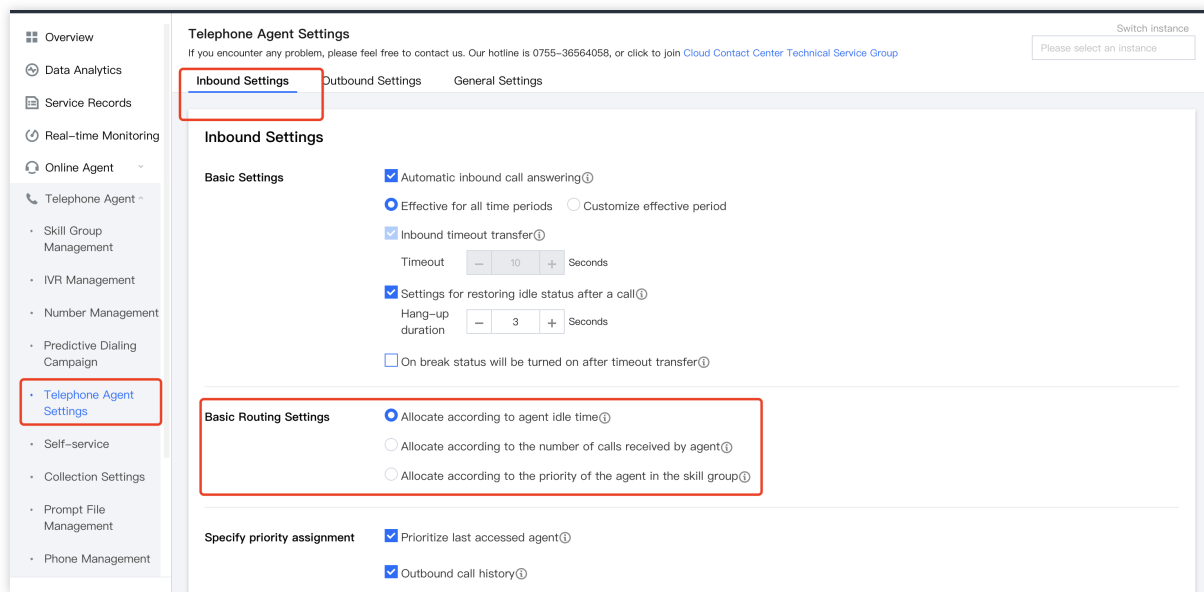
Inbound Call Answering Settings

Configuration Item	Description
Automatic inbound call answering	After this feature is enabled, calls are automatically answered when they come in, and agents do not need to click Answer.
Inbound timeout transfer	After this feature is enabled, 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	After this feature is enabled, if the call is hung up, the agent will return to the pre-call status after the set duration.
On break status will be turned on after timeout transfer	After this feature is enabled, if the inbound call is not answered and exceeds the set time, the agent will automatically be set to on break state, otherwise be set to idle.

Inbound Settings

Basic Settings

☑ Automatic inbound call answering ⓘ

🔘 Effective for all time periods   ⚪ Customize effective period

☑ Inbound timeout transfer ⓘ

Timeout   ▭ 10 ➕ Seconds

☑ Settings for restoring idle status after a call ⓘ

Hang–up duration   ▭ 3 ➕ Seconds

☐ On break status will be turned on after timeout transfer ⓘ

Clicking to Dial on PC

Last updated：2024-04-02 10:03:25

Prerequisites

1. You have completed the Quick Start (SDK integration).
2. Completed Bring Your Own Phone Number Integration.

Integration Effect

Cloud Contact Center has provided a default call toolbar UI style. After integration, agents can use it directly.

Enterprises can also hide the default style and call relevant APIs to develop their own UI.
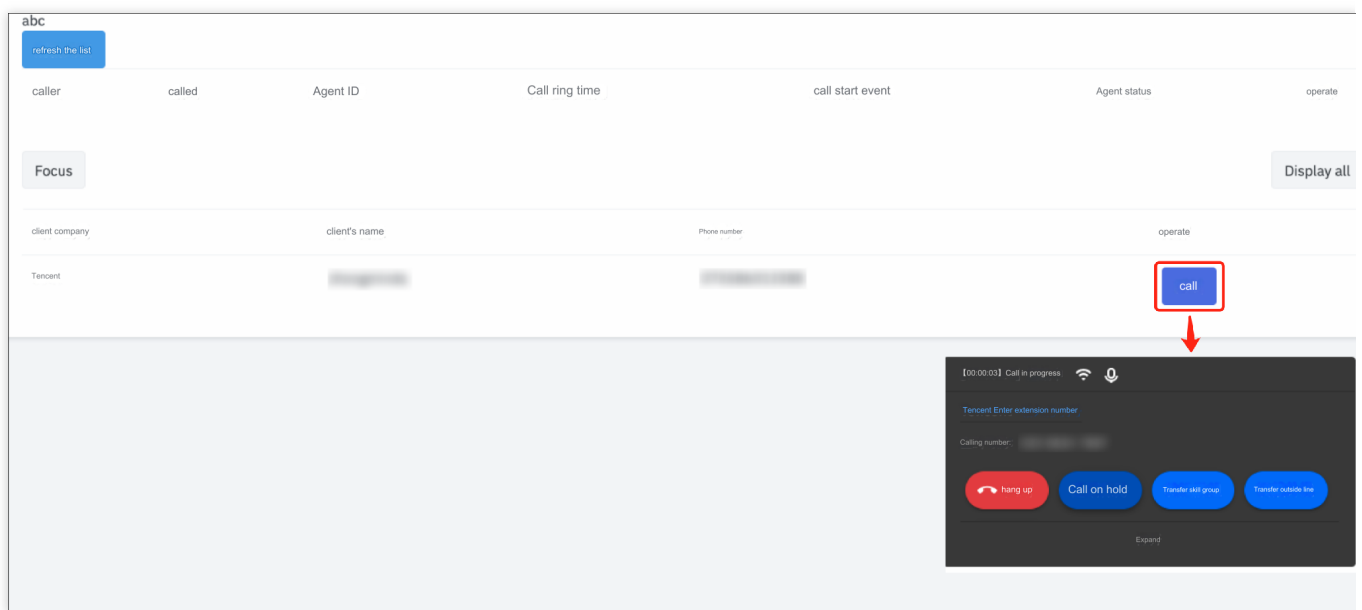
Integration Methods

1. Integrate the Cloud Contact Center SDK. For specific integration steps, refer to Integration of agent workstation.
2. Call SDK API Call (dial out).

Developing Your Own UI Style

1. Hide the SDK UI. For details, refer to SDK API UI (Interfaces related to the user interface).

2. Develop the call toolbar style according to your business needs by calling the corresponding SDK APIs (such as hang up, mute, call hold, etc.). For more information, refer to SDK API.

Event Notification

The SDK provides outbound call events and outbound call answer events. Enterprises can listen to events to get timely access to outbound call event information and pop up the corresponding customer information on the business system. For more information, see SDK API Events (Events).

Hot Word Feature

Last updated：2024-03-28 19:58:48

Voice recognition may provide a low recognition accuracy for place names, product names, company names, and **specialized vocabulary** in a certain field, such as brand name **Zhi Ling**, building name **Empire State Building**, technology name **Redis**, insurance vocabulary **underwriting**, cloud storage vocabulary **bucket**, original food name **Jinzun Pizza**, etc. For these specialized words, we provide the hot word feature for users, which can significantly improve the recognition accuracy of these specialized words by adding hot words.

Usage Recommendations

Common words are not recommended to be added to hot words , for example, "customer", "friend", and other words. Adding too many common words will reduce the recognition rate of specialized words.
The greater the weight of hot words, the greater the probability of being recognized. The hot word weight is an integer between [1,10].
Adding hot words can greatly improve recognition accuracy and is one of the important ways to quickly improve specialized vocabulary. However, there may still be a probability that it cannot be correctly recognized. In this case, first confirm whether the clarity and quality of the audio meets the standard, and the standard is that a layman can correctly recognize the text after listening to the recording once.

Use Limits

Up to 1,000 hot words can be added to each application, and **each hot word can contain up to 10 Chinese characters or 20 characters**. Do not exceed the limit.
The size of the hot word file **must not exceed 100 KB**, and **the file must be in txt format**, where each line contains only one hot word and the corresponding weight. The hot word format is `hot word name|weight` (hot word and weight are separated by the English symbol |). The hot word name cannot contain punctuations or special characters, and it only supports `_` , `-` , `Chinese and English characters` , and `digits` . For details, see Hot Word Example.

How to Use

1. Create Hot Words

(1) Log in to the Cloud Contact Center Management Panel, choose **General Settings > Hot Word Settings** from the left menu to go to the hot word settings page, and then click **Create Hot Words**.
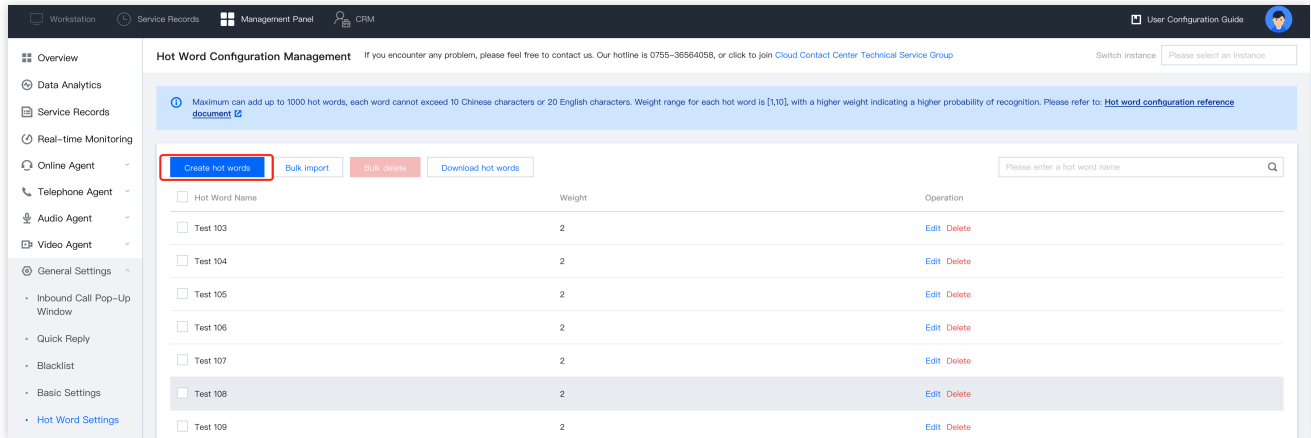
(2) On the page that is displayed, enter the hot word name and weight, and click **Confirm**. Then a new hot word is successfully created. See Use Limits for the hot word name rule.

2. Bulk Import

(1) On the hot word settings page, click **Bulk Import.**
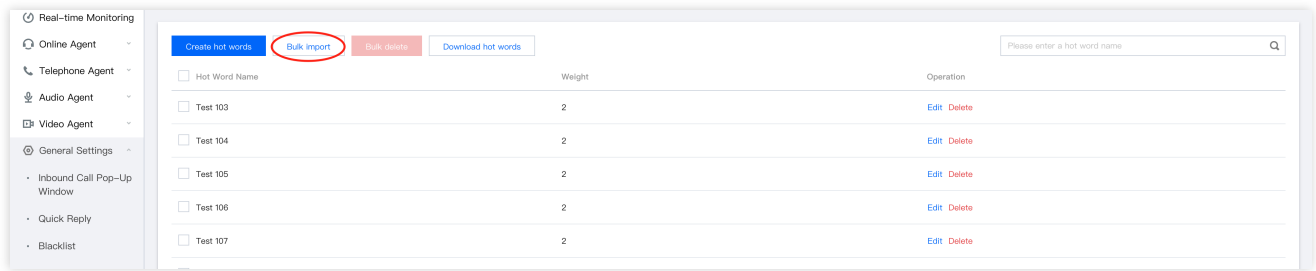
(2) On the page that is displayed, select the hot word file for upload. Once upload is complete, click **Confirm** to import the new hot word.

Note:

Proceed with caution, as the uploaded file will overwrite the original hot word file.
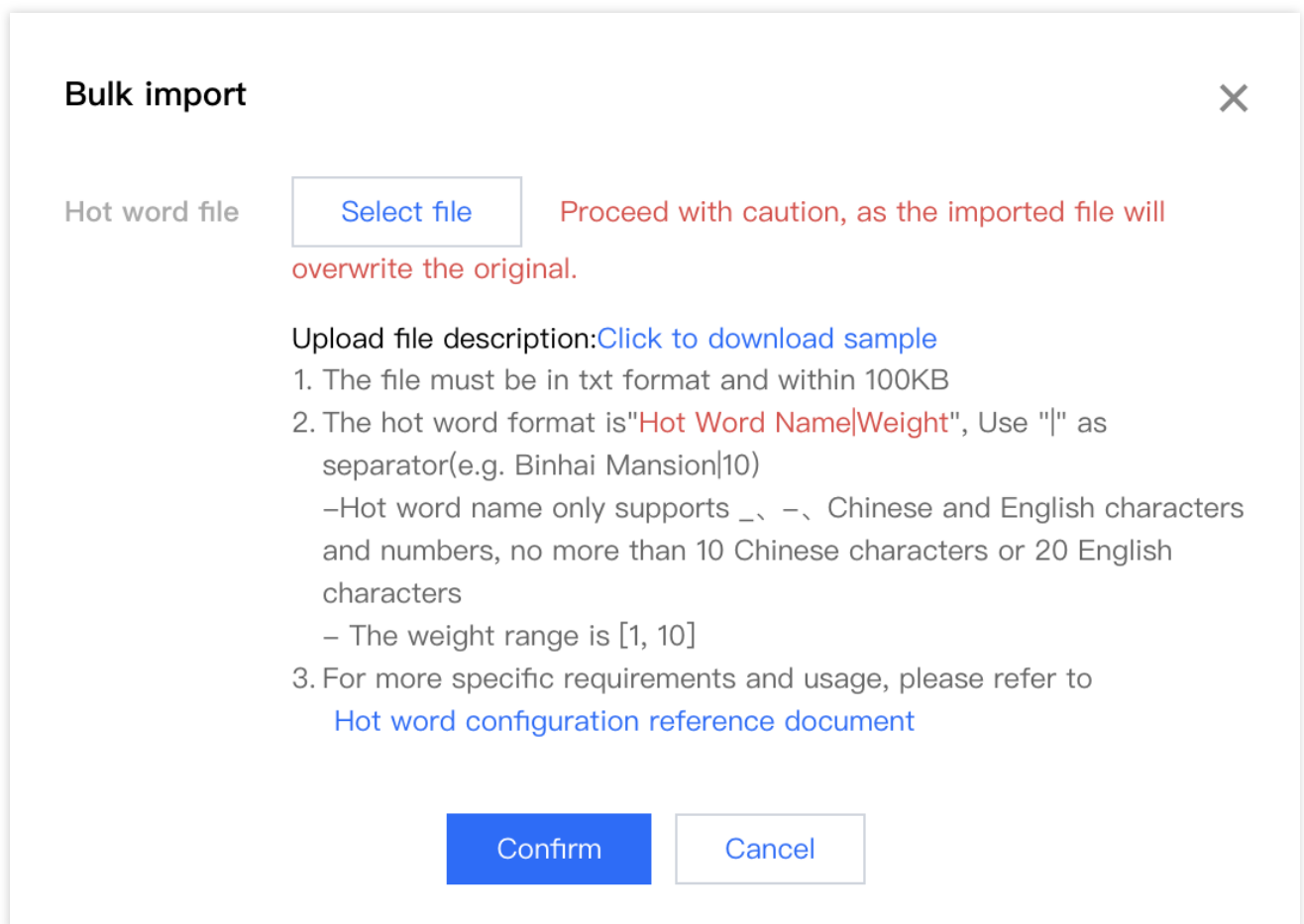
3. Edit Hot Words

(1) On the hot word settings page, select the hot word you want to edit, and click **Edit**.
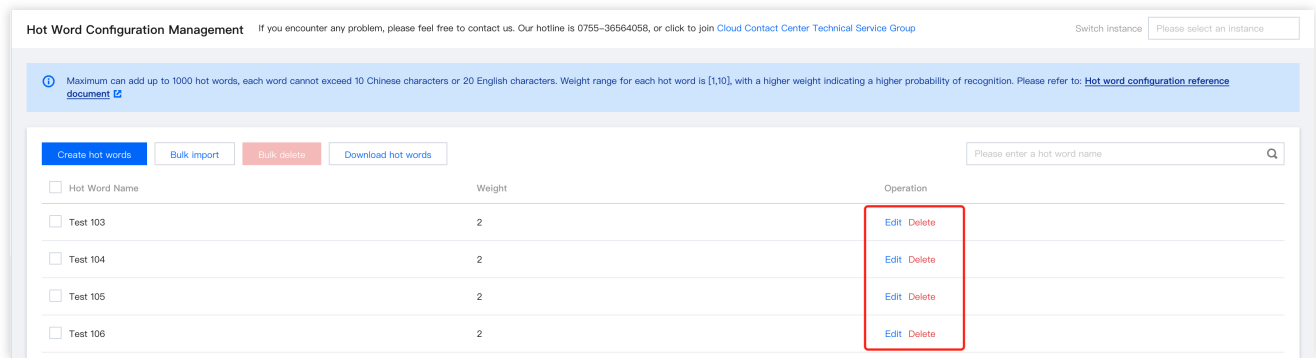
(2) On the page that is displayed, enter the hot word name and weight, and click **OK** to update the hot word. See Use Limits for the hot word name rule.

4. Delete Hot Words

On the hot word settings page, select the hot word to be deleted, click Delete, and confirm in the pop-up window. Be aware that once a hot word is deleted, it cannot be restored.
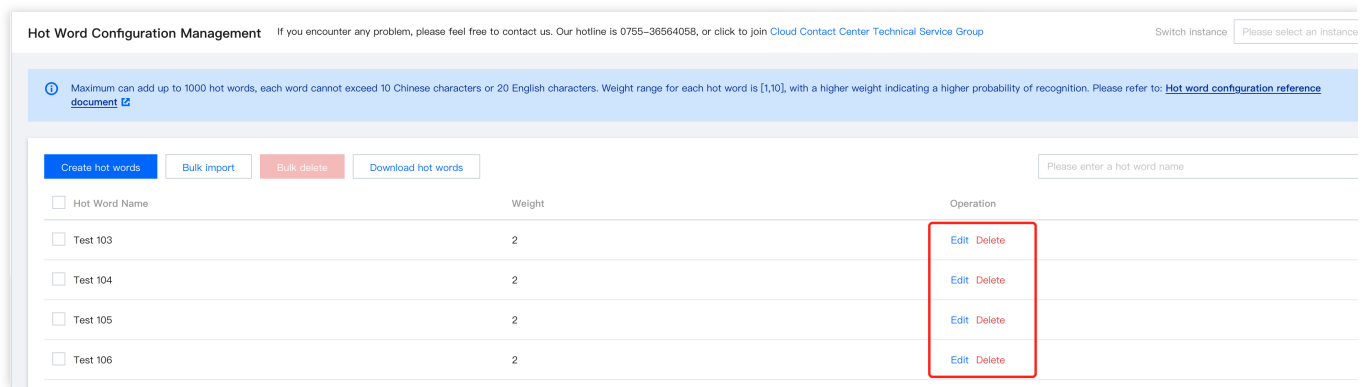
5. Bulk Delete

On the hot word settings page, select the hot words you want to delete, click **Bulk Delete**, and click <3>Confirm<3> in the pop-up window to delete the selected hot words. Bulk deletion operation cannot be performed when a hot word is not selected.
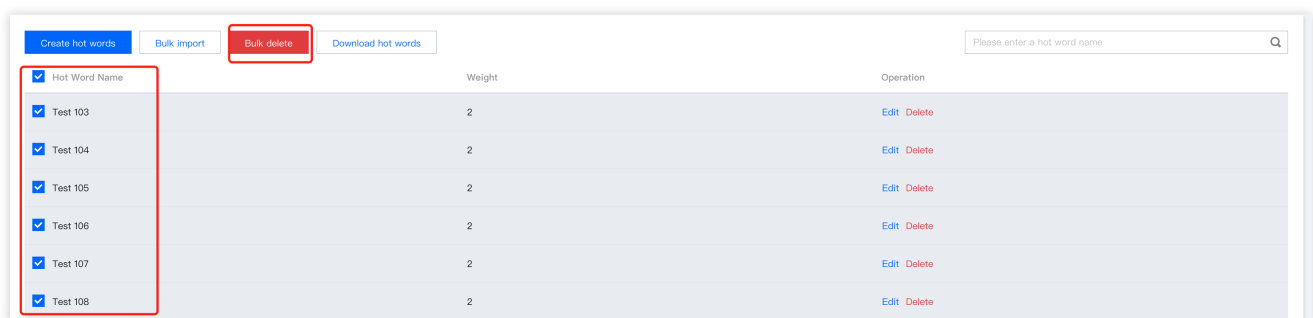
6. Download Hot Words

On the hot word settings page, click **Download Hot Words** to download all hot words directly.
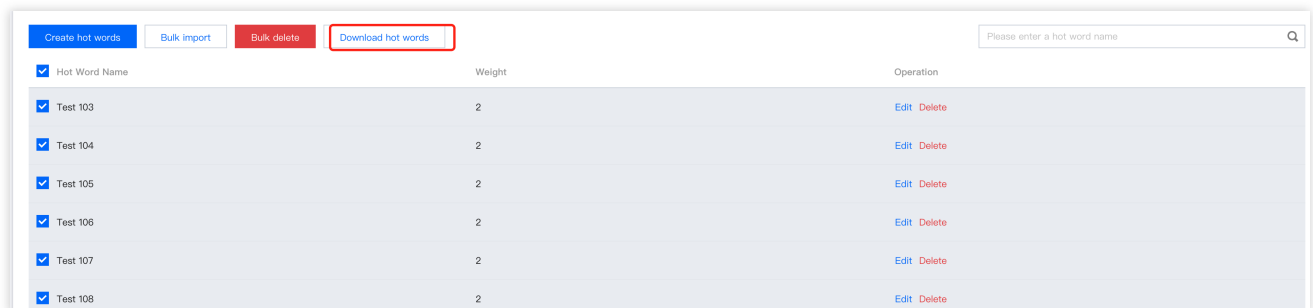
7. Hot Word Example

On the **hot word settings page**, click **Bulk Import**, and upload the hot word list file to add hot words. The example of a hot word file is as follows:

```
test|1
postman|4
mysql|6
helloworld|5
sea|4
```

For example: `"Python"` , `"high concurrency"` , `"JavaScript"` , `"Robinson"` , `"Wild Goose Pagoda Campus"` , and other such professional terms, can be added to hot words using the above example. The higher the weight of the hot word, the better the recognition result.

Outbound Call on Dial Pad

Last updated：2024-03-28 20:05:03

Common Outbound Call

Agents can enter the dial-out number in the dial pad provided by the
agent workstation, and click **Make a Call** to dial out. The system will select a number to make a call according to the
administrator's configuration. Refer to Outgoing Number Allocation for detailed settings.
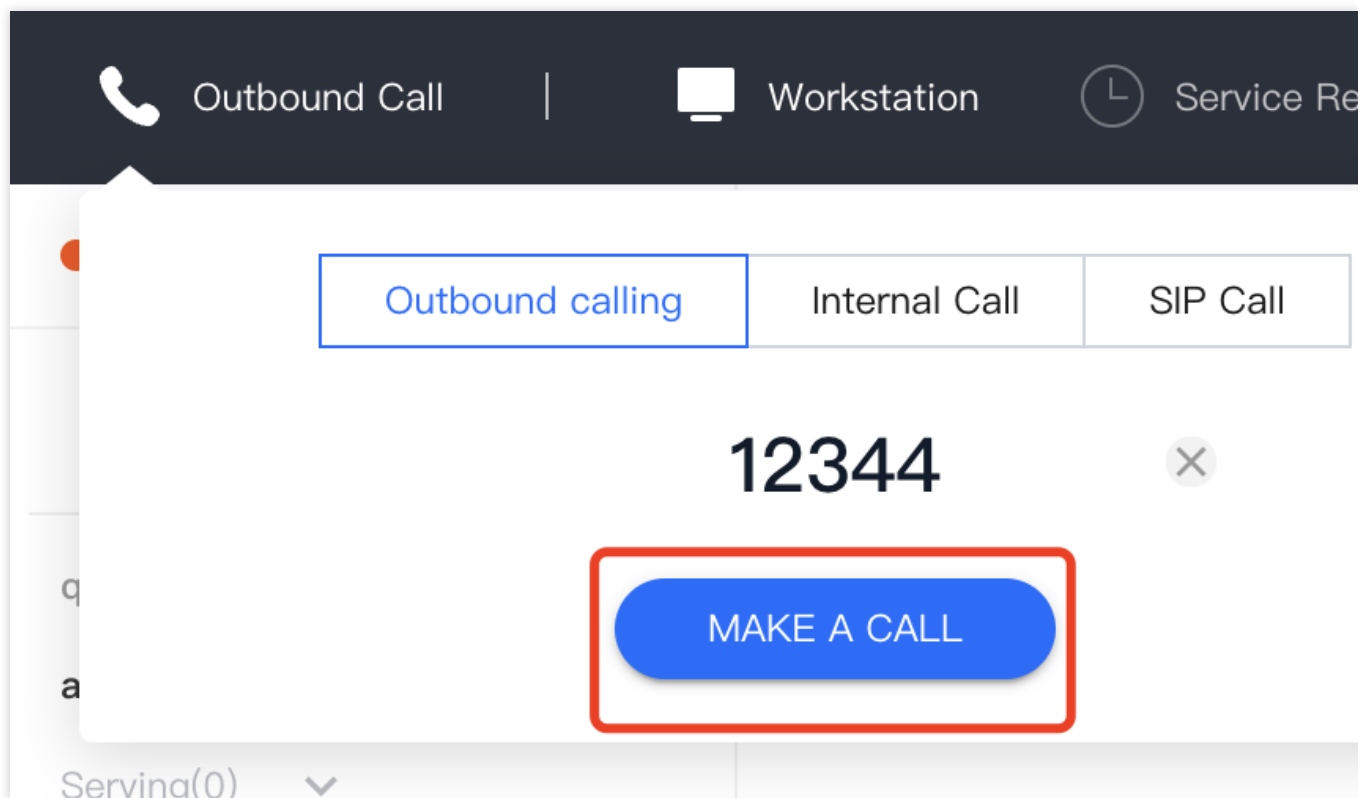
Outbound Call with Specified Number

If the administrator has made related configurations for numbers on the Cloud Contact Center console, the agent can
select the corresponding number to dial out in the dial pad in the workstation. The administrator can choose
Telephone Agent > Telephone Agent Settings > Outbound Settings in the left navigation bar, and turn on the
switch that allows agents to specify the dial-out number. Refer to Allow Agents to Specify the Dial-out Number for
detailed settings.

Tencent Cloud

Predictive Outbound Calling

Last updated：2024-06-12 10:26:09

In order to satisfy the client demands for large-scale batch dialing, Cloud Contact Center offers a Predictive Dialing feature which can significantly enhance the agent utilization and reduce the labor costs. Through AI scheduling, Predictive Dialing supports the real-time processing and analysis of outbound call data such as call abandon rate, connection rate, and agent occupancy rate, and the full-automatic adjustment of the dialing rate and concurrent efficiency, with no need for manual intervention. This effectively improves the efficiency of calling service and lowers the dialing costs for enterprises.

Prerequisites

1. You have created a TCCC Application. For the operation method, refer to Create TCCC Application.
2. You have completed Connect Enterprise-owned Number.

Note:

The Predictive Dialing feature only supports connecting enterprise-owned numbers.

1. Creating a Campaign

Predictive Dialing can be used only after a campaign is created. The administrator can set the campaign by configuring the contact list of called customers, outbound call dates and periods, retry policies, etc. The Campaign Scheduling System will initiate dialing campaigns on time according to the campaign information set by the administrator, and automatically execute and assign campaigns according to the actual scheduling situation of agents.

The configuration of campaign information by the administrator is described as follows:

Serial number	Configuration Item Name	Configuration Items
1	Task Name	The administrator shall enter the custom campaign name of the service, which contains up to 40 characters.
2	Campaign Priority	The campaign with a higher priority will be executed preferentially. Within the priority range of [1, 5], the priority increases successively from 1 to 5. The default priority is 3.
3	Expected Call Abandon Rate	The administrator can define the expected call abandon rate. The computational formula is: `Expected Call Abandon Rate = Number of calls entering the queue but not answered by agents/Number of calls entering the queue` .

4	Contact List	Supports 2 options, namely **Direct Input** or **Import Contact Numbers File**. File import only supports uploading `.xlsx files`. The list shall only contain the customer phone numbers, which are separated by line break.
5	Call Sequence	Supports 2 options, namely **Random** and **By Upload Order**.
6	Skill Group	The administrator can bind the skill group associated with this dialing campaign.
7	Outbound IVR	The administrator can choose a configured IVR for binding.
8	Retry Count	The administrator can configure the retry count.
9	Retry Interval	The administrator can set the retry interval, 300 seconds by default. The minimum interval is 60 seconds, and the interval is increased/decreased by 60 seconds in each editing.
10	Outbound Call Period	The administrator can set specific execution time for weekly predictive dialing. The default time period is `9:00-18:00` every day. You are suggested to set it according to the actual available time periods of customers, to avoid disturbing them.
11	Caller Number	The administrator can select the caller number for outbound calls. Number search and filtering by tag are supported.

2. Executing a Campaign

After a campaign is created, the system will start to execute the predictive dialing campaign within the set time according to the campaign configuration information. When execution of a campaign is started, the campaign will be in the **In progress** status.
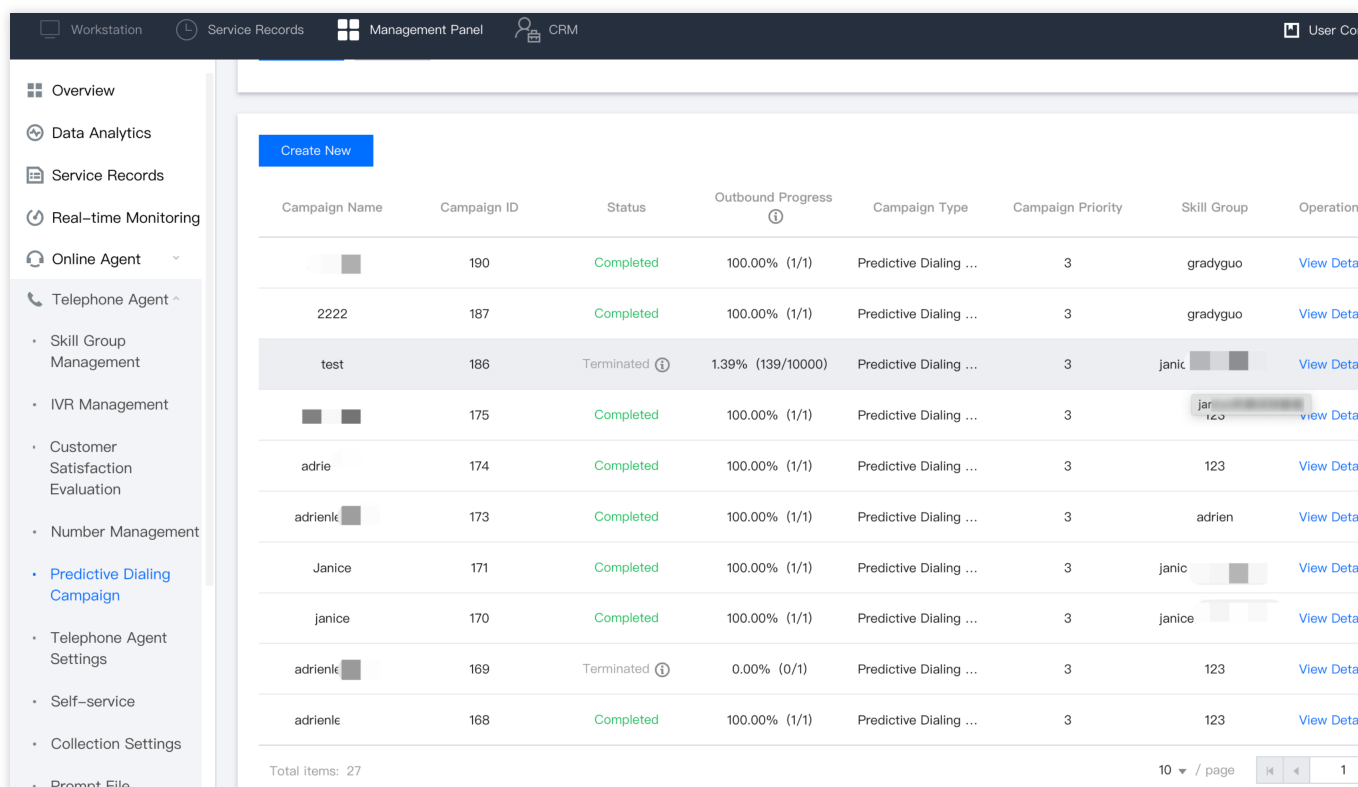
How Campaigns are Executed

Cloud Contact Center system has a suite of independent campaign scheduling policy algorithms, which can maximize the utilization and dialing efficiency of agents. The system can adjust the dialing rate and concurrent efficiency dynamically and intelligently based on campaign-related real-time data such as expected call abandon rate,

connection rate, and agent occupancy status. The campaign procedure is optimized and adjusted automatically, with no need for manual intervention.

3. Managing a Campaign

The administrator can get an overview of different campaigns in the campaign list. Operations such as **Viewing**, **Editing**, **Continuing**/**Terminating**, and **Deleting** on individual campaigns are supported.

Campaign Search and Filtering

The predictive dialing campaign supports filtering and viewing operations. The administrator can search for a campaign by campaign name and campaign ID, or view a campaign list through filtering by campaign status and skill group.

Campaign Status Introduction

The campaign list will display campaigns in different statuses. The predictive dialing campaigns have a total of 5 statuses, with details as follows:

Status Name	Status Description
To be started	Before a campaign is started, it is in the **To be started** status. The administrator can edit or delete the campaign.
In progress	The campaign has started execution and is in the **In progress** status. The administrator can view the campaign progress, and can also pause or terminate it.
Paused	The campaign has been paused and is in the **Paused** status. The administrator can continue, terminate, or delete the campaign.
Terminated	The campaign has been terminated and is in the **Terminated** status. At this moment, the campaign cannot be restarted, and the administrator can only view or delete the campaign.
Completed	The campaign has been completed and is in the **Completed** status. The administrator can view or delete the campaign.

4. Viewing Campaign Details

The administrator can click on **View Details** in the campaign list to enter the campaign execution statistics page.

From **Campaign Details**, you can see the campaign statistics, agent data trends, and campaign details.
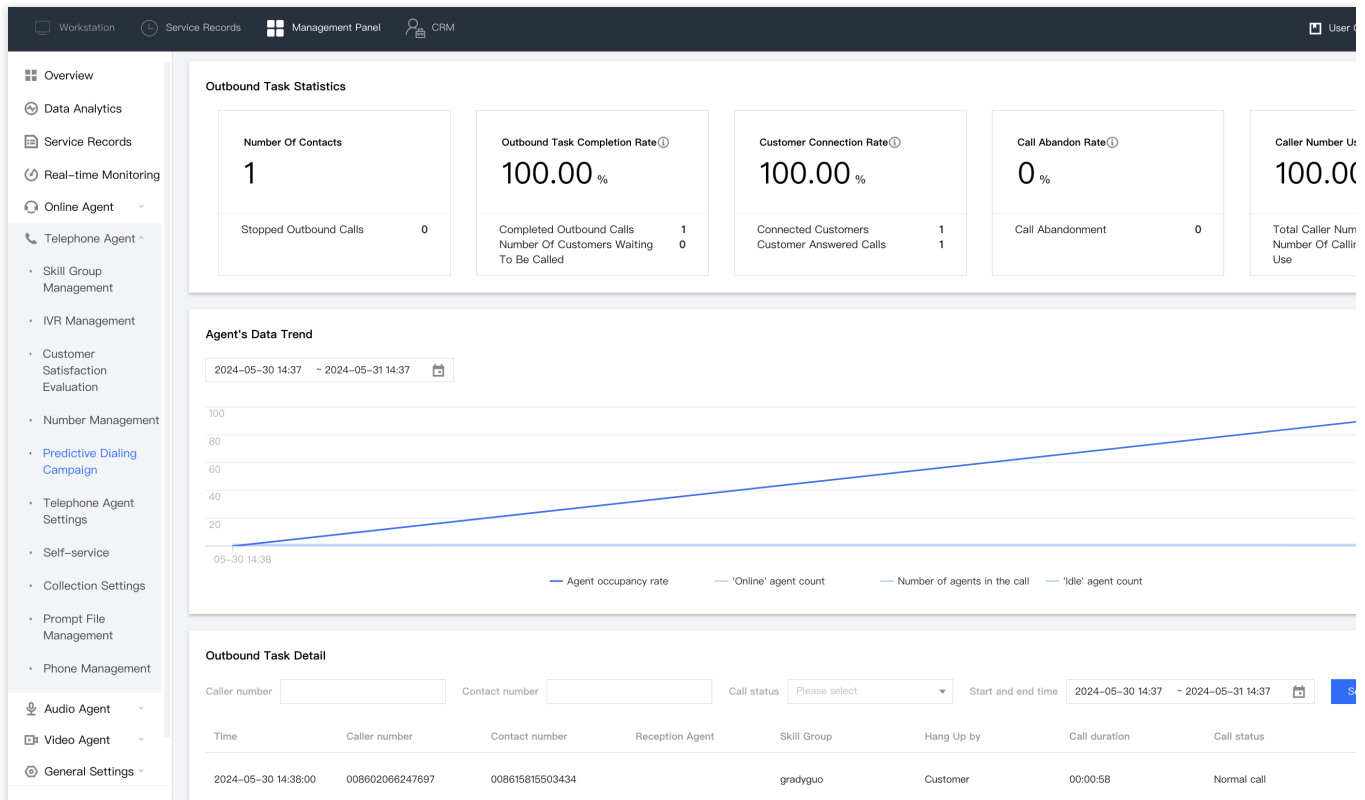
Note:

The call result status of predictive dialing differs from that of normal calling. Only **Connected** or **Not Connected** is displayed, without distinguishing detailed statuses.

Campaign Statistics

You can see the following statistical data on the Campaign Details page. Relevant descriptions are as follows:

Number of Contacts: Displays the total number of called customers in the contact list when the campaign is created.

Outbound Campaign Completion Rate: The computational formula is `Outbound Campaign Completion Rate = Number of called customers/Number of contacts`.

Customer Connection Rate: The computational formula is `Customer Connection rate = Number of connected customers/Number of contacts`, where the number of connected customers includes the number of dropped calls and the number of answered calls.

Call Abandon Rate: The computational formula is `Call Abandon Rate = Number of dropped calls/Number of connected customers` , namely `Call Abandon Rate = Number of dropped calls/(Number of dropped calls + Number of answered calls)` .

Caller Number Usage Rate: The computational formula is `Caller Number Usage Rate = Number of caller numbers in use/Total number of caller numbers` .

More detailed data is listed below each entry of statistical data. You can also view each outbound call record through the Campaign Detail at the bottom of the panel.

Call-out Then Customer Call-in Reception

Last updated：2024-03-28 20:06:43

Cloud Contact Center offers the outbound call specific distribution feature. After an agent initiates an outbound call, when the user calls back, he/she will be connected to the original agent or the IVR process associated with the phone number if the original agent is offline or busy.

Application Scenario

The user calls back after the agent's outbound call is not answered.

User requires further contact after the agent's outbound call.

Note:

The phone number used by the agent for the outbound call to users should support inbound calls. Otherwise, the user cannot be connected to the IVR or the agent when dialing that number.

Enabling Outbound Call Specific Distribution

1. Go to the Cloud Contact Center management console, choose **Telephone Agent > Number Management** in the left navigation bar, and then click **Edit** in the operation column of the corresponding outbound call number.

2. **Prioritize to last outbound agent**. After this feature is enabled, when a customer calls this number, the IVR navigation will be skipped. Instead, the call will be directly routed to the agent who was the last to call the customer in the past 3 days.

3. Choose the outbound call specific distribution pattern as needed, and set the prompt to be played when a customer's inbound call fails.

Pattern 1: Connect the call only to the original agent

Pattern 2: Connect the call to the original agent preferably. If the original agent is busy or offline and cannot answer the call when the call-back is initiated, the call will be transferred to the IVR process associated with the number for call-in reception.

Call Features

Call feature overview

Last updated：2024-03-28 20:10:41

Cloud Contact Center offers a variety of call features that agents can use during a call.

Feature Name	Description
Hang Up	Hangs up the current call.
On Hold/Call Retrieval	Allows agents to click **On Hold** during the call with the user, causing the user to hear the hold prompt but not the agent's voice. Agents can click **Call Retrieval** to return to normal call. You can set the On Hold feature in the management console.
Mute/Unmute	Allows agents to click **Mute** during the call with the user, so that the user cannot hear the voice of the agent. Click **Unmute** to return to normal call.
Transfer to Skill Group	Allows agents to click **Transfer to Skill Group** during the call to transfer the call to a specific skill group for answer. The corresponding call data and user information can be transferred with the call synchronously.
Transfer to Agent	Allows agents to click **Transfer to Agent** during the call to transfer the call to a specific agent for answer. The corresponding call data and user information can be transferred with the call synchronously.
DTMF Collection During Call	Allows agents to select the number collection template configured by the administrator during the call, play the prompt tone, and collect the number string entered by the user (such as ID card number, order number, etc.). After the number string is collected, it will be returned to the callback address specified by the enterprise in advance. You can set the collection feature in the management console (premium feature).
Entering Extension Number	Allows agents to enter the extension number after making an outbound call.
Transfer to External Line	Allows agents to click **Transfer to External Line** during the call to transfer the call to a third-party number for answer. The corresponding call data and user information can be transferred with the call synchronously.
Self-Service	Allows agents to directly initiate the created self-service process during a call. Administrators can create self-service in the management console (premium feature).
Callback Number	Allows agents to click **Redial** to make an outbound call to the user after the call is over. This is generally used in scenarios where the agent needs to contact the user again after the call ends when the contact number is protected.

Add to Blocklist	Allows agents to add a user to the blocklist after the call is over, so that subsequent calls from this user will not be answered. You can go to the management console to remove the user from the blocklist in **General Settings - Blocklist**.

Direct Access — Call Features (Agent Workstation)

Call Hold

Last updated：2024-03-28 20:12:20

Feature Description

Putting a call on hold means that during the call between the agent and the user, when the agent clicks On Hold, the user hears the call hold prompt and can't hear the agent's voice. Cloud Contact Center supports default and custom call hold play settings.

Call Hold Play Settings

Go to the Cloud Contact Center management console, click **Management Panel > Telephone Agent > Telephone Agent Settings > General Settings** in the left navigation bar, and then select **Default** or **Customize Settings** in Call Hold Play Settings.

Default: When the agent puts a call on hold, the system default hold music is looped to the user's side.

Custom Settings: When the agent puts a call on hold, the custom text content or audio file uploaded by the company is looped to the user's side.
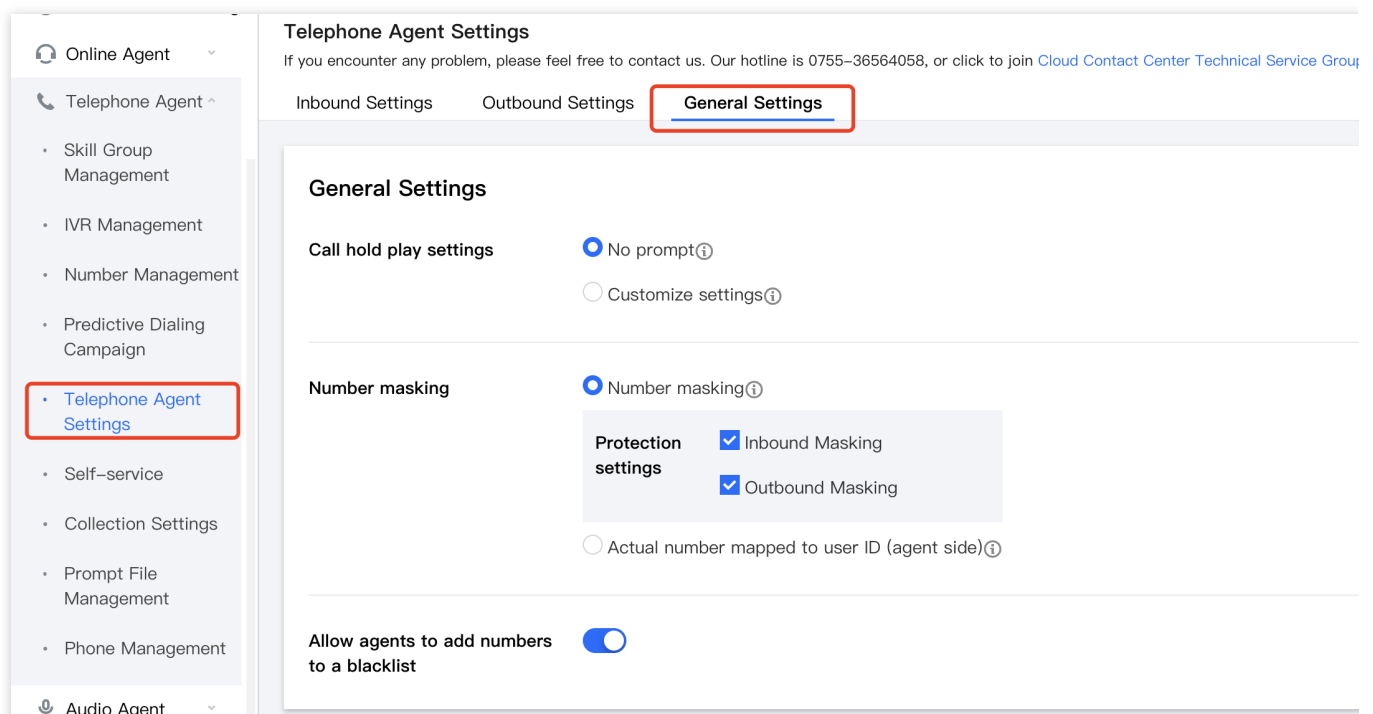
Self-Service

Last updated：2024-03-28 20:26:48

Feature Description

In the Self-Service module, administrators can create a self-service and set up the process. During a call, agents can directly initiate the created self-service process. Before creating a self-service, you must complete the configuration of Self-Service IVR.

Call Hold Play Settings

1. Go to the Cloud Contact Center management console, choose **Telephone Agent > IVR Management** in the left navigation bar to go to the IVR Management page. Click **Self-Service IVR**, and click **New** in the upper left corner of the page.
2. Enter the name of the self-service IVR, such as Automated Voice Broadcasting during a Call, in the upper left corner of the self-service IVR canvas.
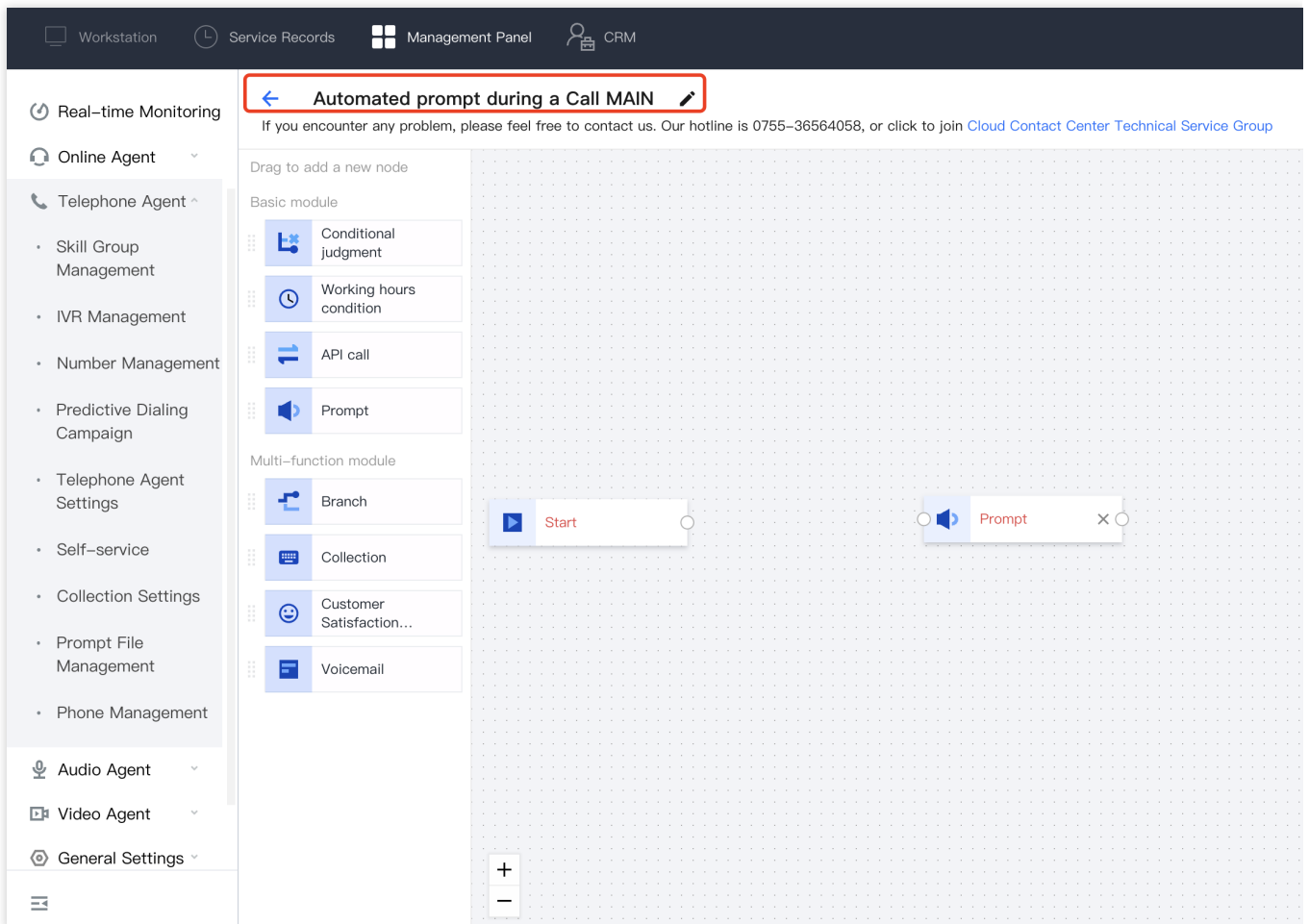
3. Drag and drop the IVR module to the appropriate position in the canvas area according to your scene needs, connect the modules and fill in the corresponding information in each module (See Basic IVR Module for details). Each self-service IVR process must start with the **Start** module as the first module, and the End module as the last module.
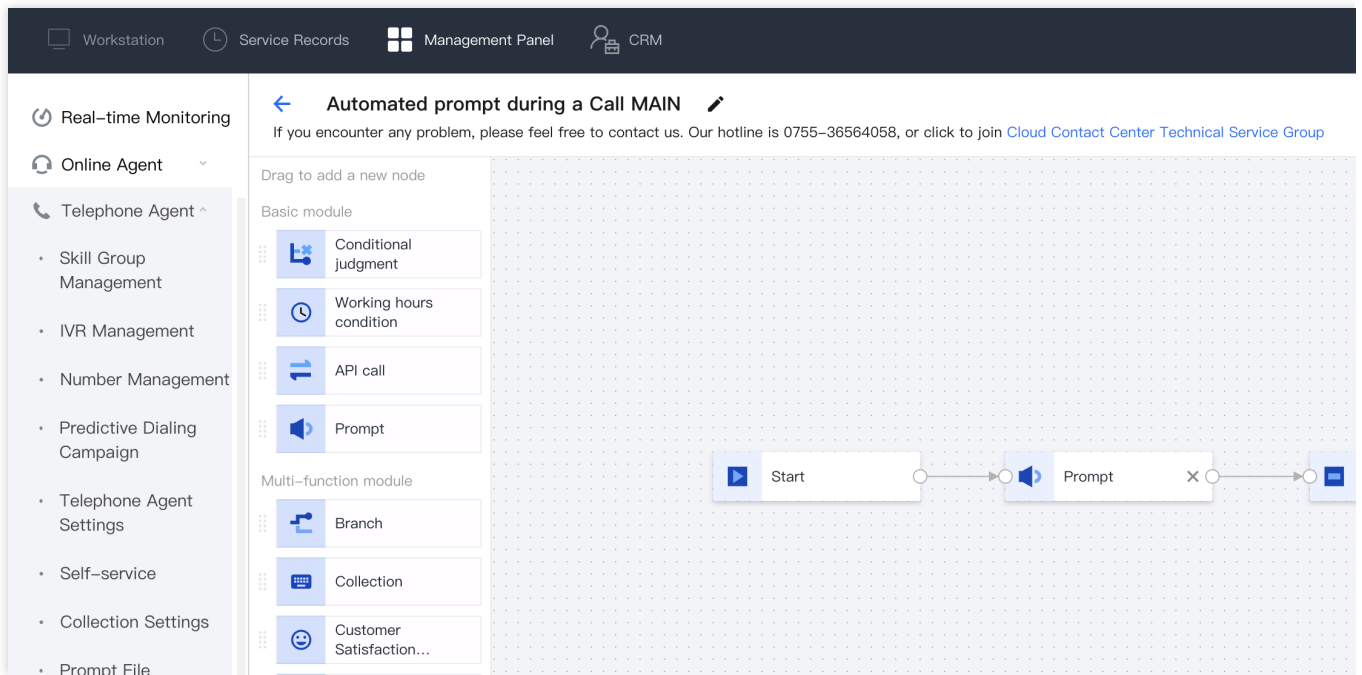
4. After the configuration is complete, click Save in the upper right corner of the IVR canvas to return to the list of Self-Service IVR.

Starting and Testing the Self-Service

1. Go to the Cloud Contact Center management console, choose **Telephone Agent> Self-Service** in the left navigation bar to go to the Self-Service page, and click **New** in the upper left corner of the page.

2. In the dialog box that is displayed, enter the name of the self-service (For example: Self-Service Test 1), select the configured self-service IVR, turn on the status switch, and click **OK** to return to the self-service page. Then you can see the enabled self-service.

3. You can make inbound/outbound calls in the agent workstation. Click **Self-Service** in the call toolbar, select your created self-service from the self-service drop-down menu, and click **Self-Service** to call the preset process. After successful calling, you can click **Return to Call**.

DTMF Collection During Call

Last updated：2024-03-28 20:40:44

Feature Description

The DTMF Collection During Call means the agent selects the number collection template configured by the administrator during the call, plays the prompt tone, and receives the number string entered by the user (such as ID card number, order number, etc.).

Cloud Contact Center supports parameter docking with the business system during the collection process, and also supports returning the collected number string to the callback address previously configured by the company.

Operation Steps

The collection of numbers during the call can be achieved by configuring the number collection module in the self-service IVR, as shown below. For details, please refer to the Self-Service and the multi-feature IVR module DTMF Collection During Call.
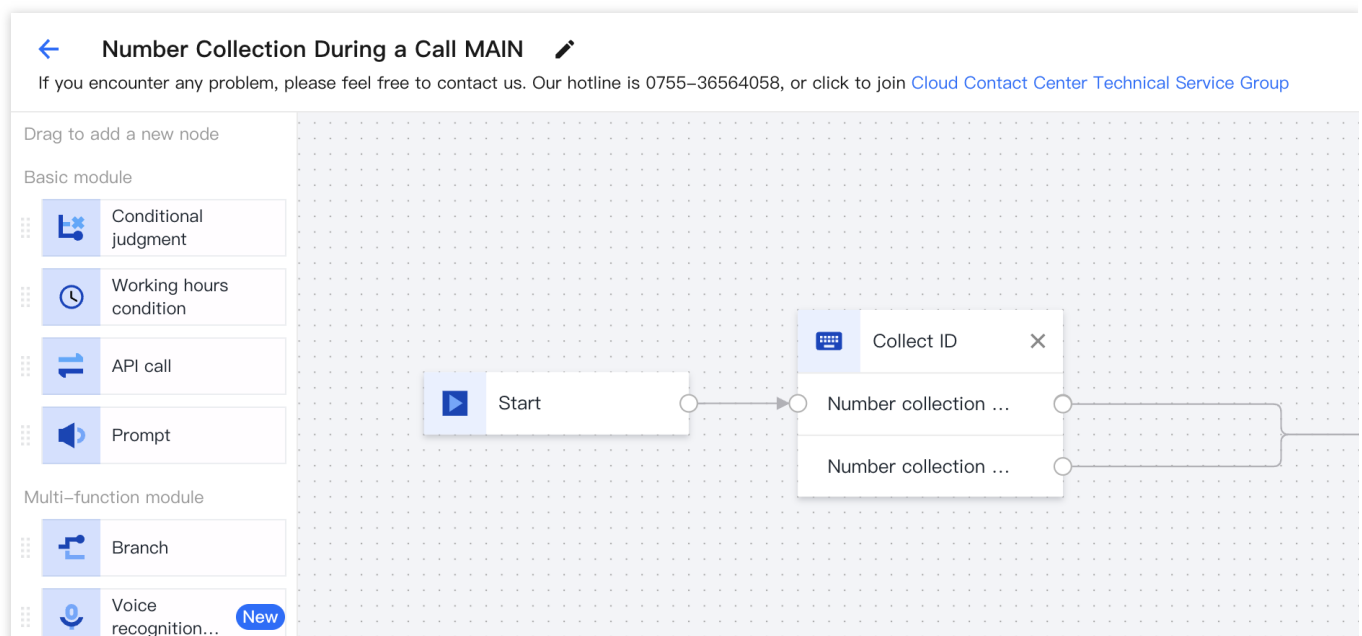
Customer Satisfaction Evaluation

Last updated：2024-03-28 20:48:34

Cloud Contact Center supports the satisfaction evaluation feature, that is, the system automatically plays a satisfaction evaluation prompt to the user side after the call is hung up or during the call, and the user can evaluate by pressing keys.

Sending a Satisfaction Evaluation After the Call Is Hung Up

Sending the satisfaction evaluation after the call is hung up can be implemented by adding a satisfaction evaluation module before the end module of the inbound IVR configuration, as shown in the figure below. For details, please refer to Creating and Binding IVR and Customer Satisfaction Evaluation in the Basic IVR Module.
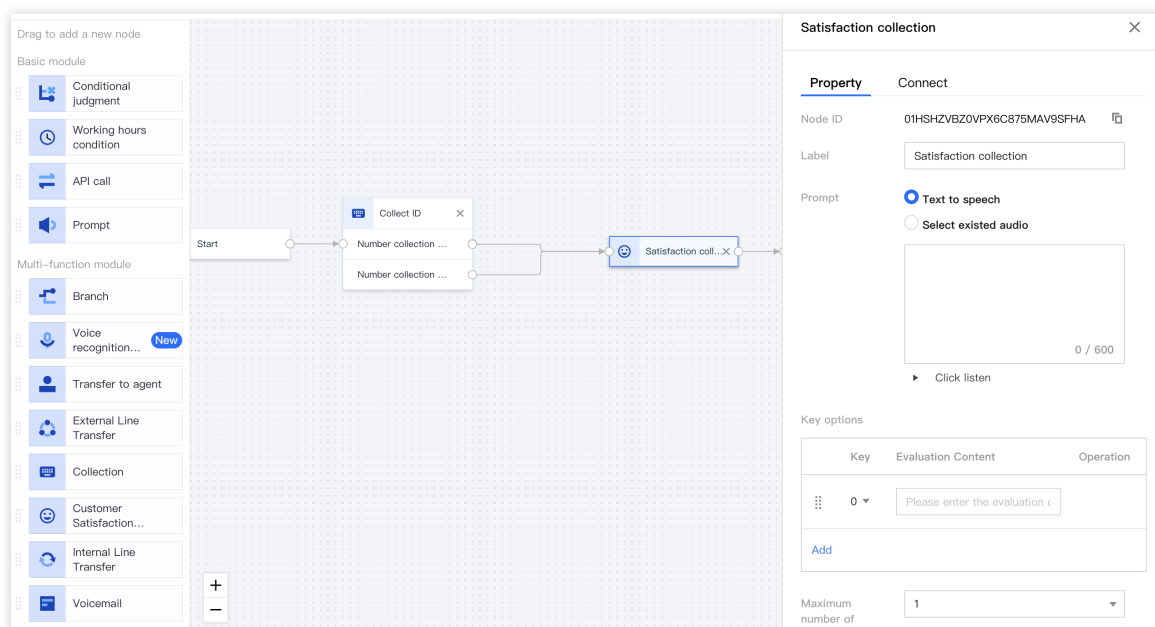
Sending a Satisfaction Evaluation During the Dall

Sending a satisfaction evaluation during the call can be implemented by configuring a satisfaction evaluation module through the self-service IVR (premium feature), as shown in the figure below.

Number Privacy Protection
Number Masking

Last updated：2024-03-28 20:50:22

Number Masking displays the number with the middle four digits hidden (e.g., 189xxxx8352), and the agent cannot see the user's actual mobile number.

Number Masking

Go to the Cloud Contact Center management panel, choose **Telephone Agent > Telephone Agent Settings > General Settings** in the left navigation bar, and select **Number masking** in the number protection settings.

Telephone Agent 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

| Inbound Settings | Outbound Settings | **General Settings** |

General Settings

Call hold play settings   ◉ No prompt ⓘ

◯ Customize settings ⓘ

Number masking   ◉ Number masking ⓘ

Protection settings   ☑ Inbound Masking

☑ Outbound Masking

◯ Actual number mapped to user ID (agent side) ⓘ

Allow agents to add numbers to a blacklist   🔵

Mapping to User ID Protection

Last updated：2024-03-28 20:52:39

Enterprises can map the actual mobile numbers of users to the user ID and provide an interface. Cloud Contact Center will obtain and display the user ID corresponding to the actual number through this interface. The agent workstation displays the user ID, and the agent cannot view the user's actual number, but the management workbench still shows the customer's actual mobile number.

Actual Number Mapped to User ID (Agent Side)

Go to the Cloud Contact Center management panel, choose **Telephone Agent > Telephone Agent Settings > General Settings** in the left navigation bar, and select **Actual number mapped to user ID (agent side)** in the number protection settings.
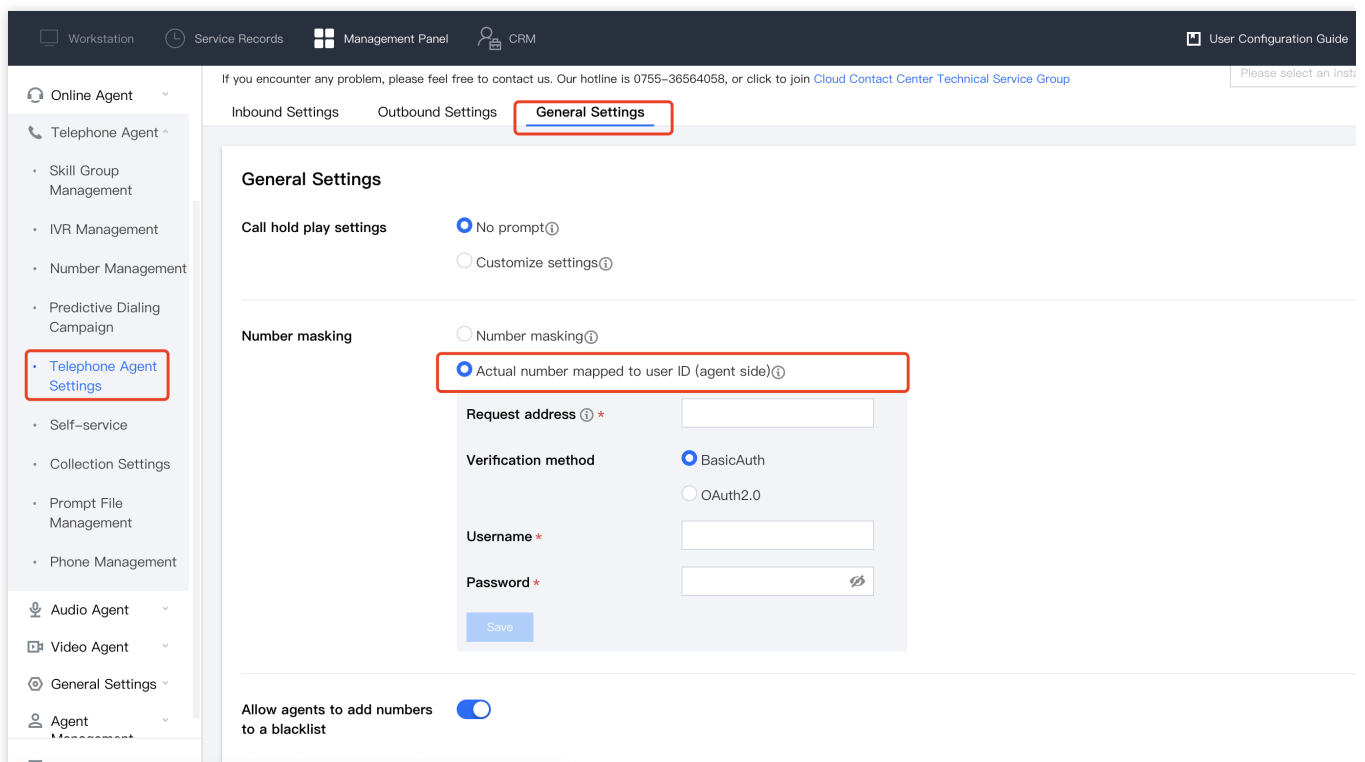
User ID outbound process:
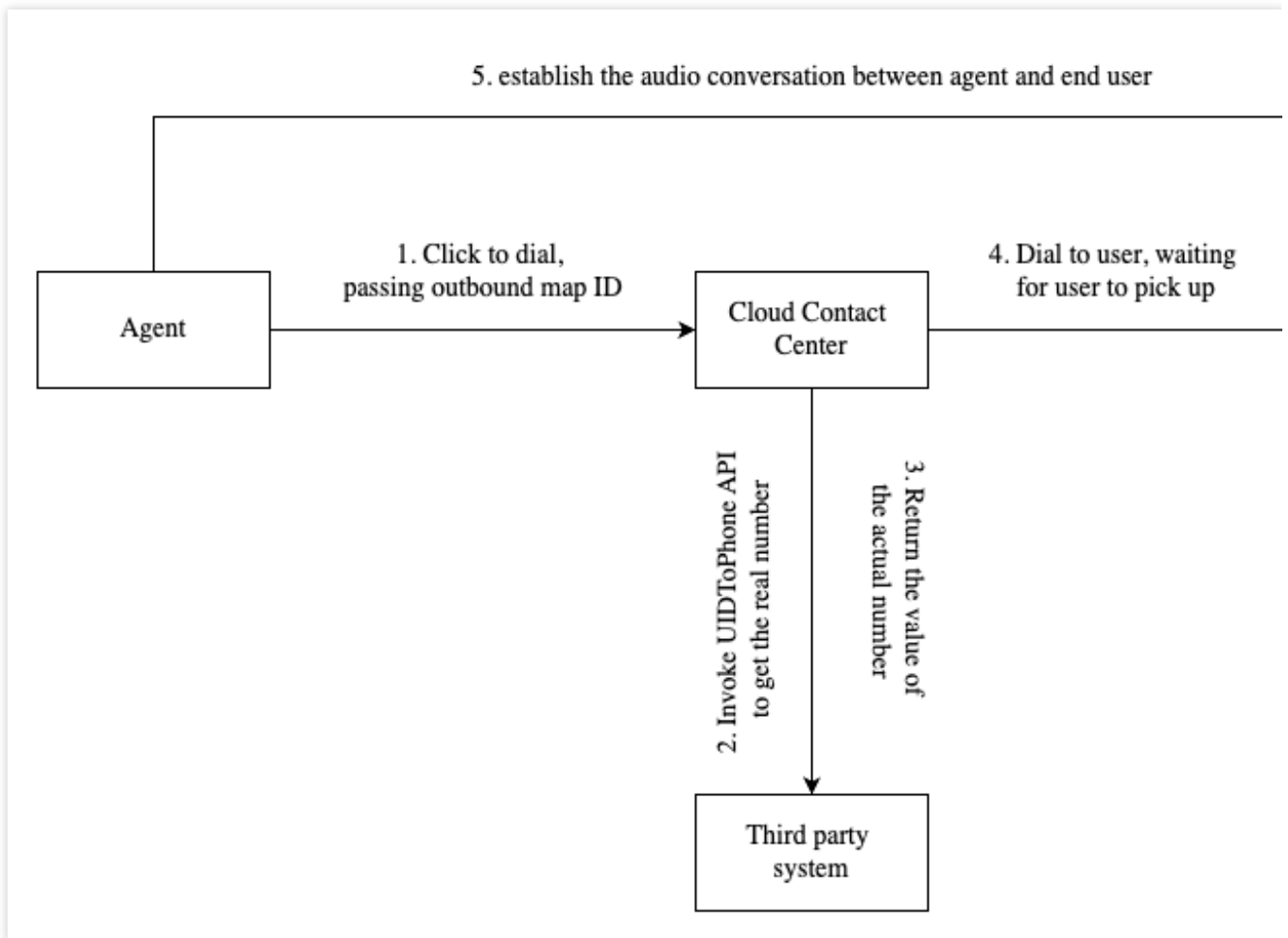
Process for phone call-in/call-out status event synchronization with agent:
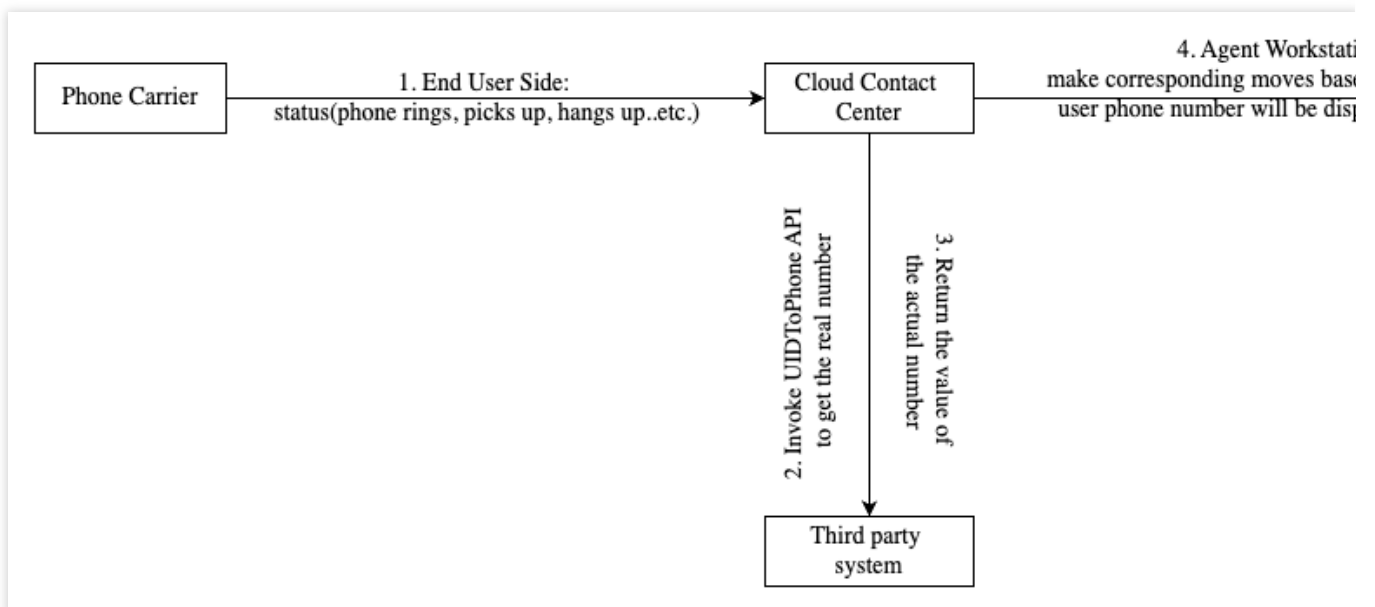
API Description

Cloud Contact Center calls a third-party interface that can be accessed over a public network using the http post method when needed. The interface needs to provide two capabilities: to map the actual number to the ID and to convert the ID to the actual number.

Authentication: The username and password correspond to the username and password of BasicAuth.

Note:

In the PhoneToUID mode, there could be a situation where a completely new number is input. If the input number does not exist in the third-party database, you need to generate the mapping ID for this number.

In the UIDToPhone mode, you need to ensure that the returned plaintext number format is [country code + number], for example: 008613988888888

Input Parameters

Name	Type	Description
Numbers	String array	Number List
Mode	String	Mode: PhoneToUID: The actual number is mapped to an ID. UIDToPhone: The ID is converted to the actual number.

Return Parameters

Name	Type	Description
Code	Integer	Return code. Success returns 0, error returns others
Results	Object array	Format as below

Result Format

Name	Type	Description
Key	String	Content before conversion
Value	String	Result after conversion
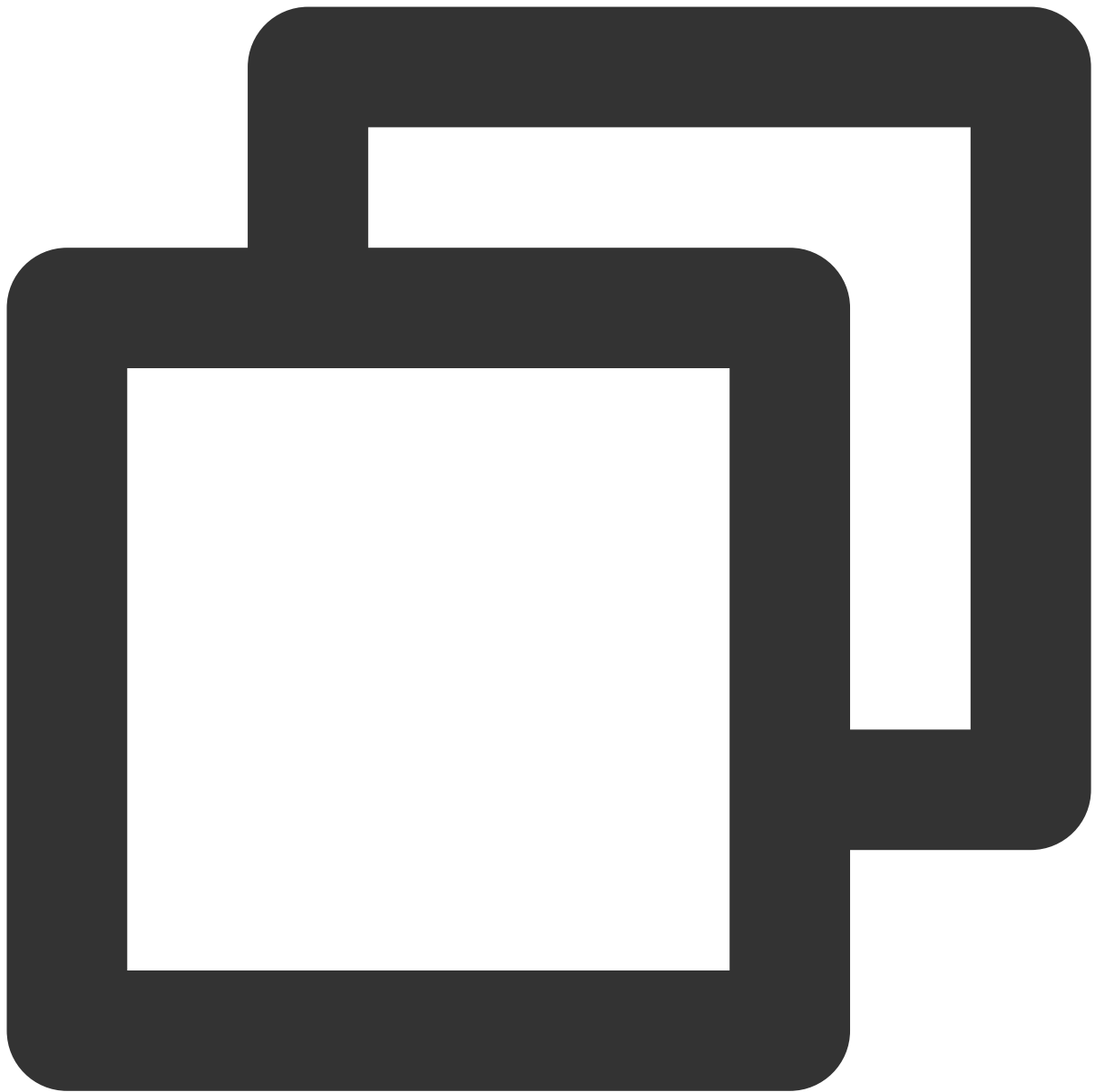
```
// Request
{
    "Numbers": ["13988888888","13788888888"],
    "Mode":"PhoneToUID"
}

// Return
{
    "Code":0,
    "Results":[{
        "Key":"13988888888",
```

```
        "Value":"139abcdefg"
    },{
        "Key":"13788888888",
        "Value":"137mnbvcxz"
    }]
}
```

Service Record Viewing and Playback

Last updated：2024-03-28 20:53:48

Log in to the Cloud Contact Center management console, click **Service Record** in the left navigation bar, and then click **Telephone Agent**.

Field	Description
Time	Start timestamp of the entire session (UNIX second level timestamp)
Call Type	The overall direction of the session, inbound or outbound
Agent Operation Terminal	The terminal used by the agent, computer or mobile phone
Caller Number	Caller's mobile number
Contact Number	Contact's mobile number

Remarks	The textual remarks on the user's number by the agent on the console
Call Status	Inbound call: normal end, not answered, agent not answered, agent transfer, external line transfer, user gives up during IVRs, IVR ends directly, user gives up while the session is queuing, user gave up during ringing, no agent online, non-working hours, system error Outbound call: unknown status, missed, call rejected, power off, empty number, in a call, arrears, carrier line exception, caller canceled, out of service area
Call Duration	Overall session service time
Agent Name	Agent's name (if transfer occurs, it is the last agent's information)
Agent ID	Agent's staff number (if transfer occurs, it is the last agent's information)
Skill Group	Skill group to which the agent belongs
Customer Satisfaction Evaluation	User's satisfaction rating for the entire session
Hang up Party	Hang up party for the entire session, agent or customer

Recording Playback and Download

In the service record operation column, click **Play Recording** to listen to the recording online, and click **Download Recording File** to download the recording.

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	2024–03–24 ~ 2024–03–25	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 relevant documentation: View

Time	Call type	Agent O…	Caller number	Remark	Contact number	Call status	Call dur… ⇕	Agent N…	Agent ID	Skill Gr…	Customer S…
2024–03–25 18:42:37	Outboun…	Computer	0086020662… Self–owned number	weijunyi	008615807!	Normal call	00:00:03	weijunyi	20012	weijunyi…	–
2024–03–25 18:35:53	Outboun…	Computer	0086020662… Self–owned number	weijunyi	00861580 ̅	Normal call	00:00:07	weijunyi	20012	weijunyi…	–

Service Record Storage and Access

Last updated：2024-04-01 16:57:53

Service Record Free Storage

Cloud Contact Center provides service records related to calls with free storage for 3 months by default. Enterprises can use the API pull or push feature to obtain service records to local storage.

Service record pull

Cloud Contact Center supports pulling service records through the API. You can refer to the API document Access Call Service Records and Recordings for detailed operation steps.

Service records push

Cloud Contact Center supports pushing service records to the enterprise-designated address. Steps for enabling the push feature for service records are as follows. For details on push format, refer to Data Push - Telephone CDR Data Push.

1. Log in to the Tencent Cloud Contact Center Console, click Data and Recordings Management

2. In the data push settings, click **Modify**, and turn on the **Data Push** switch:

Push Address: Refer to About Third-Party Provided URL in the Preliminary Explanation of Data Push.

Authentication Approach: Refer to About Authentication in the Preliminary Explanation of Data Push.

CDR Data: For details on the push protocol, refer to Telephone CDR Data Push.

Recording Data: For details on the push protocol, refer to Telephone Call Recording Data Push.

Data and Recording Management   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.

ⓘ   All function configurations on this page will take effect approximately 5 minutes after modification succeeded

adrien-intl-test-20231227(1500 ▾

Call recording transferred to COS   Manage COS bucket ⬈

Enable call recording transfer to COS

Data push

Push switch

Push address *

Authentication   ⦿ Nothing   ◯ Account password   ◯ OAuth2.0
Approach

Push settings

CDR data

Recording data

Voice Mail Data

Save   Cancel

Recording Storage and Access

Last updated：2024-04-01 17:04:56

Free Recording Storage

Cloud Contact Center provides full dual-track call recording, offering free storage for 3 months by default. Enterprises can transfer their recordings to Tencent Cloud COS for cloud-based storage. Recordings can be obtained to a local computer using an API pull or push feature.

Recording transferred to COS

Cloud Contact Center also supports transferring call recordings to a Tencent Cloud COS bucket for cloud-based storage. Enterprises need to purchase Tencent Cloud COS services separately. Upon linking a bucket, recordings generated at the end of each call will be saved to the linked bucket in real time.

1. For details on how to purchase Tencent Cloud COS buckets and activate the COS service, see Tencent Cloud COS Guide.

2. Log in to the Tencent Cloud Contact Center Console, select the corresponding TCCC application, then click **Data and Recording Management**.

3. Enable **Call recording transferred to COS**. First-time activation will require COS authorization as guided by the console.

4. Select the COS bucket you wish to link. Once a bucket is linked, recordings generated at the end of each call will be saved to the linked bucket in real time.
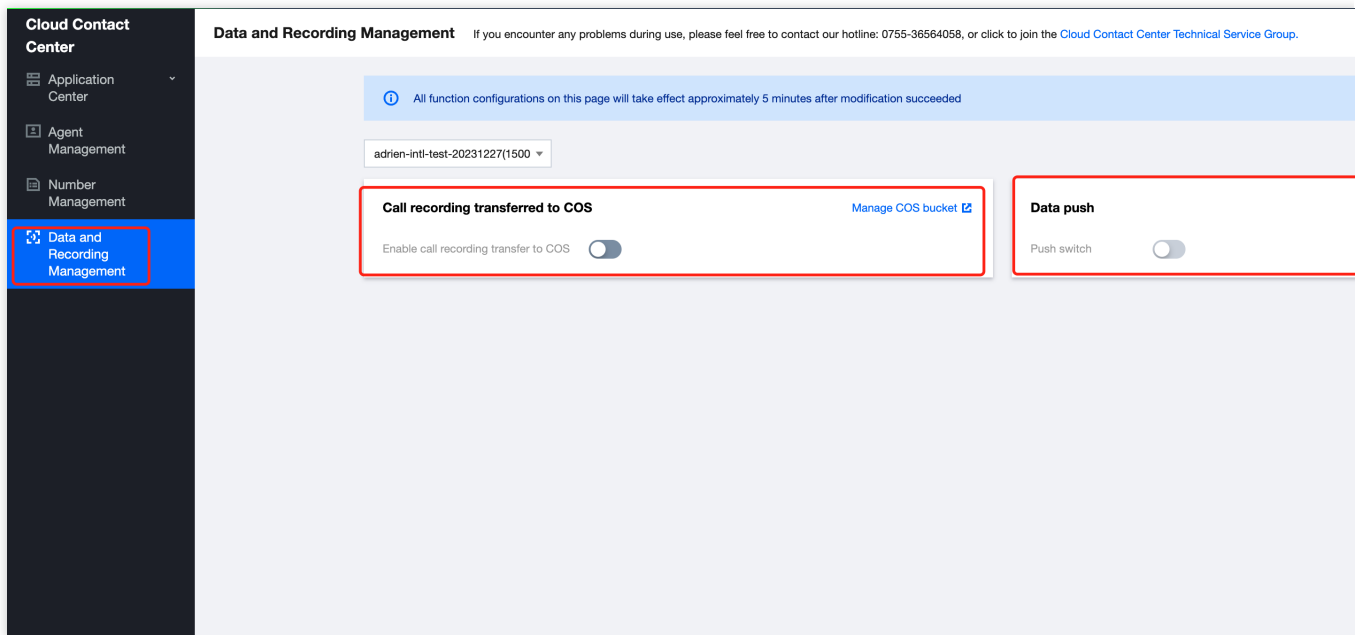
Recording Obtaining

Cloud Contact Center supports obtaining call recordings via an API. Refer to the API documentation Access Call Service Records and Recordings for specific operation procedures.

Recording push

Cloud Contact Center supports pushing call recordings to an enterprise-designated address. The following are the steps for enabling the recording push feature.

1. Log in to the Tencent Cloud Contact Center Console, select the corresponding TCCC application, then click **Data and Recording Management**.

2. In the data push settings, click **Modify**, and turn on the data push switch:

Push Address: Refer to About Third-Party Provided URL in the Preliminary Explanation of Data Push.

Authentication Approach: Refer to About Authentication in the Preliminary Explanation of Data Push.

CDR Data: For details on the push protocol, consult Phone CDR data push.

Recording Data: For details on the push protocol, refer to Telephone Call Recording Data Push.

Data and Recording Management   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.

ⓘ All function configurations on this page will take effect approximately 5 minutes after modification succeeded

adrien-intl-test-20231227(1500 ▾

Call recording transferred to COS   Manage COS bucket 🔗

Enable call recording transfer to COS   ⬤

Data push

Push switch   ⬤

Push address *   [   ]

Authentication   ⦿ Nothing   ◯ Account password
Approach

Push settings

CDR data   ⬤

Recording data   ⬤

Voice Mail Data   ⬤

[Save]   [Cancel]

Data Analysis

Data Analysis

Last updated：2024-03-28 20:58:13

The Cloud Contact Center management console provides data related to phone features. This topic will explain the metrics related to phone features.

Inbound/Outbound Trend

Go to the Cloud Contact Center management console, click **Data Analytics** in the left navigation bar to enter the data analysis page, and then click **Telephone Agent**. The phone call-in trend chart updates every 60 seconds to monitor the trend of inbound calls for the day and historical inbound call trends.
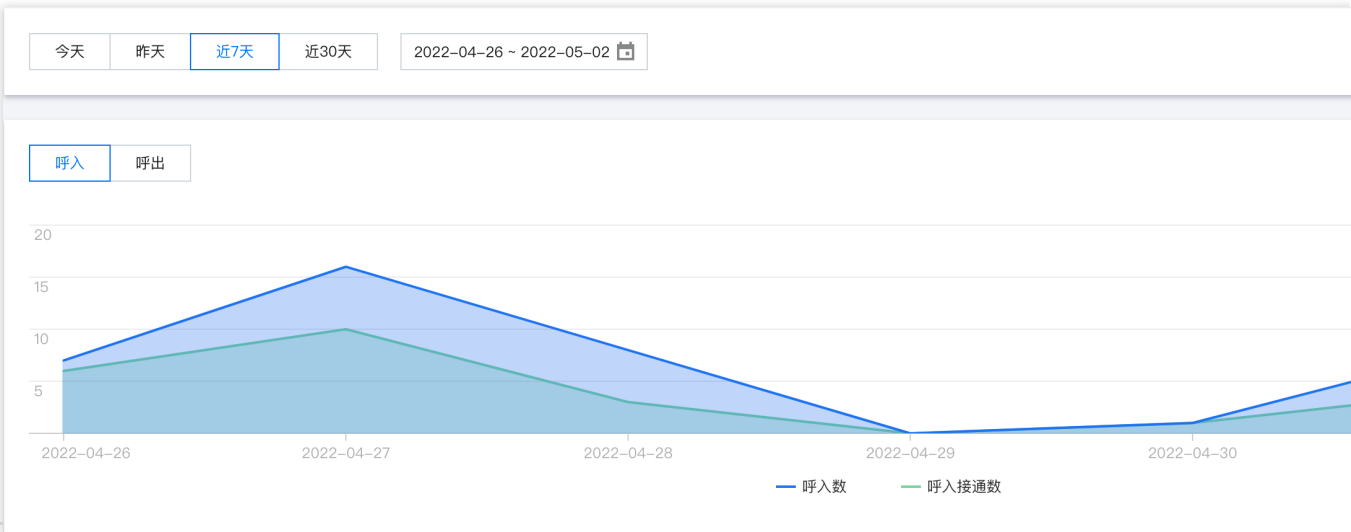
Data Metrics	Statistical Time	Metrics Descriptions
Inbound Call Count	Today, yesterday	Dot statistics of inbound call data per minute
Inbound Call Answered	Last 7 days, last 30 days, history	Dot statistics of phone calls connected data per minute.
Outbound Call Dialed Count	Today, yesterday	Dot statistics of outbound call data per minute
Outbound Call Answer Count	Last 7 days, last 30 days, history	Dot statistics of outbound call connection data per minute

Inbound/Outbound Service Statistics

Category	Data Metrics	Metrics Descriptions
Inbound Service Statistics	Inbound Call Count	Total number of calls entering into the contact center from zero o'clock today to the present
	Call Transfer Count	Number of calls to be transferred to an agent in the contact center from zero o'clock today to the present. One call entering the queue multiple times is counted as one.
	Inbound Call Answer Count	Number of calls that have been transferred to an agent and answered by the agent in the contact center from zero o'clock today to the present
	IVR Abandonment	Number of calls that have been abandoned in the contact center's IVR from zero o'clock today to the present, and have not entered the queue
	Inbound Call Answer Rate	Number of inbound calls answered/Number of inbound calls
	Abandoned Call Transfer Count	Number of calls to be transferred to an agent in the contact center, but eventually gave up (active abandonment by user or system disconnection) from zero o'clock today to the present. The call is assigned to an agent, and is not connected in the end. Regardless of how many agents a call was assigned to and not connected, it is only counted as once.
	Average Call Duration	Total duration of inbound calls/Number of inbound calls answered
	Call Abandon Rate	(Total number of inbound calls - Number of inbound calls answered)/Total number of inbound calls
Outbound Service Statistics	Outbound Call Dialed Count	Total number of outbound calls from the contact center from zero o'clock today to the present
	Outbund Call Answered Count	Number of calls made from the contact center and answered from zero o'clock today to the present
	Outbound Connection Rate	Number of outbound calls answered/Number of outbound calls
	Average Call Duration	Total duration of outbound calls/Number of outbound calls answered

Outbound Call Report

Data Metrics	Metrics Descriptions
Outbound Call Dialed Count	Total number of calls made from the contact center, measured on a daily basis
Outbund Call Answered Count	Number of calls made from the contact center and answered, measured on a daily basis
Outbound Connection Rate	Number of outbound calls answered/Number of outbound calls (measured on a daily basis)
Average Call Duration	Total duration of outbound calls/Number of outbound calls answered (measured on a daily basis)

Customer Service Statistics

Last updated：2024-03-28 20:59:18

The Cloud Contact Center management console provides customer service-related data. This topic will explain the metrics related to customer service.

Overall Report

Go to the Cloud Contact Center management console, click **Data Analysis** in the left navigation bar to enter the data analysis page, and then click **Agent Overall**.

Data Metrics	Metrics Descriptions
Average Online Duration	Total duration of agent online/Number of online agents (calculated on a daily basis)
Average Free Duration	Total duration of agent state Free/Number of online agents (calculated on a daily basis)
Average In Line Duration	Total duration of agent state In Line/Number of online agents (calculated on a daily basis)
Average On Break Duration	Total duration of agent state On Break/Number of online agents (calculated on a daily basis)
Average After-Call-Work Duration	Total duration of agent state After-Call-Work/Number of online agents (calculated on a daily basis)

Detailed Report

Go to the Cloud Contact Center management console, click **Data Analysis** in the left navigation bar to enter the data analysis page, and then click **Agent Overall - Export Detailed Report**. The detailed report is calculated by agent and day.

Data Metrics	Metrics Descriptions
Inbound Call Count	Number of calls assigned to agents by the contact center, calculated on a daily basis
Inbound Call Answer Count	Number of calls assigned and answered by agents in the contact center, calculated on a daily basis

Inbound Connection Rate	Number of inbound calls answered/Number of inbound calls (calculated on a daily basis)
Average Call Duration for Inbound Calls	Total duration of successful inbound calls/Number of inbound calls answered (This ratio is based on the data metrics of agent service dimension.)
Average Satisfaction Score for Inbound Calls	Total number of users entering the contact center assigned to agents at various satisfaction rating levels, calculated on a daily basis (For example: 1-10, 2-30 means that 10 callers in the customer service satisfaction rating pressed key 1, and 30 callers pressed key 2.)
Outbound Call Count	Total number of calls made by agents from the contact center, calculated on a daily basis
Outbund Call Answered Count	Number of calls made by agents from the contact center and answered, calculated on a daily basis
Outbound Connection Rate	Number of outbound calls answered/Number of outbound calls
Outbound Call Duration	Duration of successful outbound calls, calculated on a daily basis

Real-Time Monitoring

Last updated：2024-03-28 21:00:06

Log in to the Cloud Contact Center management console, and in the left navigation bar, click Real-Time Monitoring to go to the real-time monitoring page.

Agent Monitoring

Filter telephone agents by skill group, agent status, or agent name. The agent monitoring page automatically refreshes every 20 seconds.

Skill Group Monitoring

Filter phone skill groups. The skill group monitoring page automatically refreshes every 20 seconds.

Workstation | Service Records | Management Panel | CRM

Overview

Data Analytics

Service Records

Real-time Monitoring

Online Agent

Telephone Agent

Audio Agent

Video Agent

General Settings

· Inbound Call Pop-Up Window

· Quick Reply

· Blacklist

· Basic Settings

· Hot Word Settings

Real-time Monitoring   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

Agent Monitoring   **Skill Group Monitoring**   Real-time Call Monitoring

Agent Type   Please select ▼

Search

Skill group name	Skill Group Type	'Online' agent count	'Idle' agent count	'Busy' agent count	'On Break' agent count	Number of c
adrien32323	Phone Skill Group	0	0	0	0	0
adrienlei	Phone Skill Group	0	0	0	0	2
adrienlei test	Phone Skill Group	0	0	0	0	0
adrienlei test 3	Phone Skill Group	0	0	0	0	0
adrienlei test 4	Phone Skill Group	0	0	0	0	0