

Cloud Contact Center

Agent Manual

Product Documentation



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Agent Manual

Phone Volume

Hardware, Software, and Network Requirements

Last updated : 2024-03-28 21:02:23

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

Hardware Requirements

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

Headset and microphone.

Software Requirements

Microsoft Edge or Google Chrome Browser (version later than 70)

[Microsoft Edge](#)

[Google Chrome](#)

Network Environment Requirements

1. Phone: digital trunk --> TCCC SIP connection bandwidth

G711: 90.4 kbit/s for each uplink/downlink

G729: 34.4 kbit/s for each uplink/downlink

2. Audio-video: TCCC --> agent workstation network bandwidth

Audio call: 60 kbit/s for each uplink/downlink

Video call: 960 kbit/s for each uplink/downlink

Note

Calculation example: If the SIP encoding is G729 and the call concurrency is estimated at 400, the network bandwidth

is: $400 \times 34.4 \text{ kbit/s} = 13.76 \text{ Mbit/s}$.

Assistant Check

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

The detection pass is shown in the figure below:

Camera status: Normal

Microphone status: Normal

Speaker status: Normal

Browser support: Normal

Network status: Normal

Re-detect

Copy information

Device status

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

User selection: Normal

LocalCameraGet: Normal

MicrophoneStatus [Default - Bluetooth 2.0 (Bluetooth)] :

User selection: Normal

LocalMicrophoneGet: Normal

Speaker status(Default - Bluetooth 2.0 (Bluetooth)):

User selection: Normal

Is the audio playing: Yes

Browser support

Does it support TRTC: Yes

Basic environment

Operating system: MacOS

Browser: Chrome 122.0.0.0

Logging In and Going Online

Last updated : 2024-03-28 21:02:56

Account and Cipher Instructions

Log in Account (Email): The account is the email you provided to the administrator or the one assigned to you by the administrator.

Password: After the administrator successfully creates the account, the system will send an email with a random password to that mailbox. For the first sign in, please use that random password.

First Sign in and Binding Mobile Number

Step One: Log in to Tencent Cloud Contact Center

Visit [Tencent Cloud Contact Center](#), enter the email address and password to log in, as shown below:

Directly visit the link: `https://tccc.qqcloud.com/login`

Email Address: The registration email provided to the administrator

Log in Password: After the administrator successfully creates the account, the system will send an email with a random password to that mailbox. For the first sign in, please use that random password.



Step Two: Complete Account Information

First time logging in to Tencent Cloud Contact Center requires a mobile number binding. Mobile number binding is used for SMS Captcha login, mobile number password retrieval, mobile call receiving, mobile call outbound feature, and it will not be shown to external customers. If you change your mobile number during use, self-modification is supported.

欢迎登录

首次登录，请先完善账号信息

绑定手机号用于验证码登录与密码找回功能，仅系统内使用，不会展示于外部客户。

手机号*	<input type="text" value="请输入手机号"/>
验证码*	<input type="text" value="请输入验证码"/> 获取验证码
客服昵称	<input type="text" value="用于与外部客户沟通时使用"/>

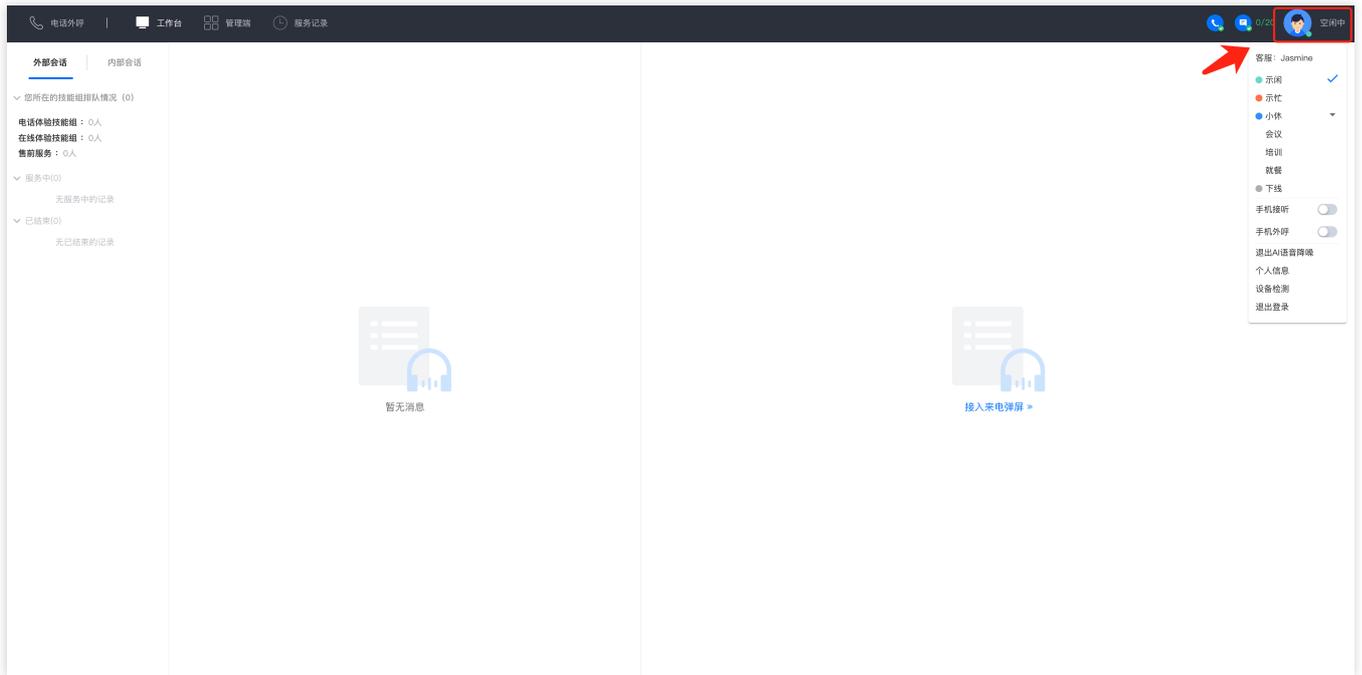
Step Three: Enter Target Application

For the first time use, you need to click to allow the use of the microphone before going live.



Step Four: Officially Go Live

Check the agent status in the top right corner. A green dot indicates that the agent is available and can provide services normally.



Short Message Service Captcha Sign in



Visit [Tencent Cloud Contact Center](#) , click on [Captcha Sign in](#) , enter mobile number and click [access Captcha](#) as shown below.

Visit the link directly: <https://tccc.qcloud.com/login>

Mobile number: The number that you linked with Tencent Cloud Contact Center TCCC

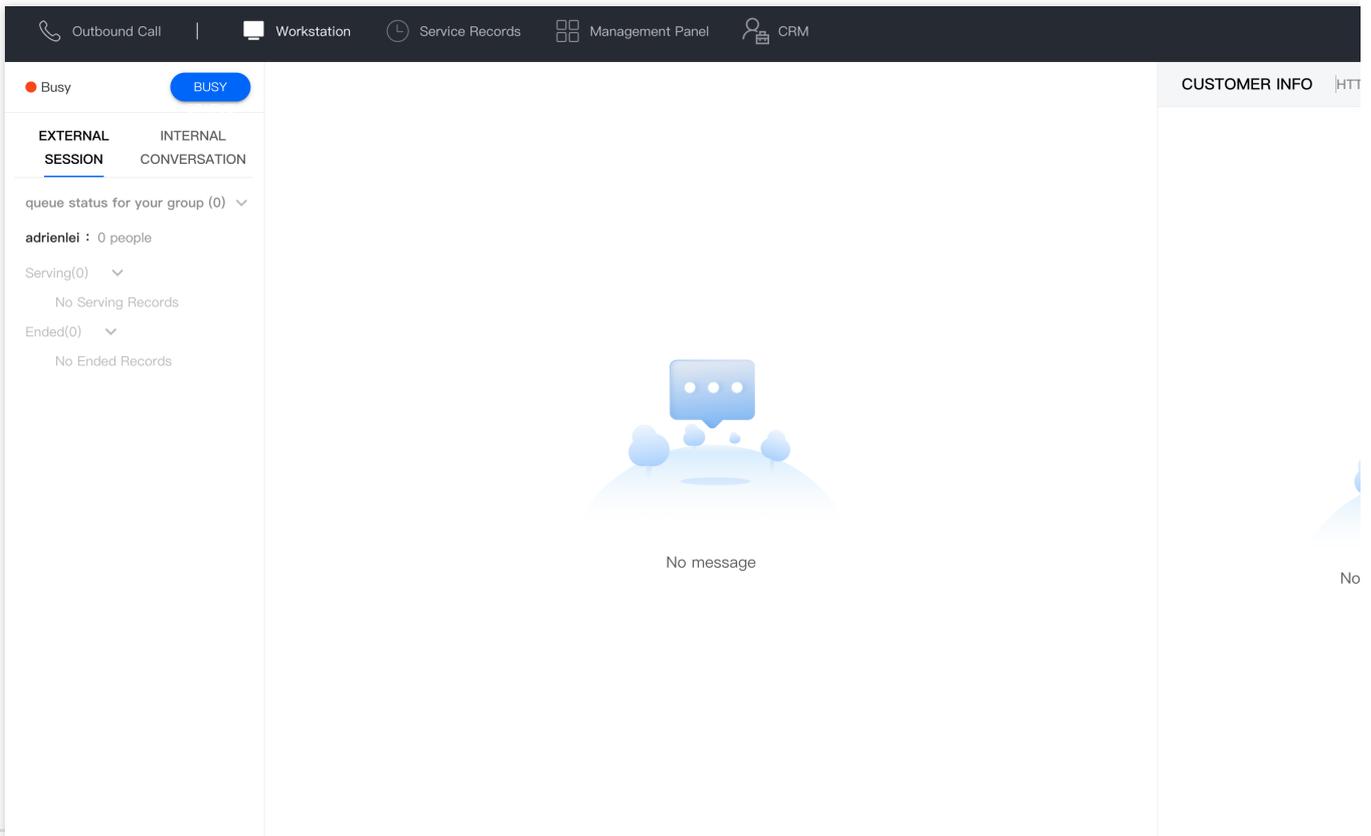
Captcha : The Short Message Service Captcha sent to the mobile number

Agent Workstation

Last updated : 2024-04-02 14:19:29

Workstation Overview

The agent workstation is mainly divided into three feature areas and has a top navigation bar, as shown in the figure below:



Position	Feature	Feature Description
Top Navigation Bar	Inbound call	Click Outbound Call to bring up the dial pad. After a number is entered, the system will make an outbound call using this number.
	Workstation	Current workstation
	Management Panel	The administrator can click Management Panel to enter the management configuration page for related configurations.
	Status	Available: When an agent is available, the system will assign reception tasks to the agent, and the agent can also proactively make outbound calls.

		<p>Busy: When an agent is busy, the system will not assign reception tasks to the agent, but the agent can still make outbound calls.</p> <p>On break:When being on break, the agent can choose the specific reason for the break. The system will not assign reception tasks to the agent, but the agent can still make outbound calls.</p> <p>In line: When an agent is in line, the system will not assign reception tasks to the agent, and the agent cannot make outbound calls.</p> <p>Offline: After an agent goes offline, the system will not assign reception tasks to the agent, and the agent cannot make outbound calls.</p>
	Mobile Phone Answering	Enable Mobile Phone Answering to receive inbound calls on the agent's mobile phone.
	Mobile outbound call	Enable Mobile Phone Outbound Call to make outbound calls on the agent's mobile phone.
Left Zone	Session Task Zone	This zone is used to display the currently served call, online or audio and video call tasks.
Middle Zone	Current Task Processing Zone	Agents can process current telephone services in this zone. They can also communicate with users using graphics and text, and audio and video in the session window.
Right Zone	Third-Party System Access Zone	This zone is used to integrate third-party systems, such as the customer relationship management (CRM) system.

Agent Status

Last updated : 2024-04-02 10:48:23

Agent status description

Agent Status	Status description
Available	When an agent is available, the system will allocate inbound calls to the agent, who can also proactively make outbound calls.
Busy	When an agent is busy, the system will not allocate inbound calls to the agent, but the agent can still make outbound calls. When being busy, the agent may receive an internal call or call transfer request.
On break	When being on break, the agent can choose the specific reason for the break, and the system will not allocate inbound calls to the agent, but the agent can still make outbound calls.
In line	When an agent is in line, the system will not allocate inbound calls to the agent, and the agent cannot make outbound calls.
After-call-work	When the agent finishes answering a call, the status will change from busy to after-call-work and enter the after-call-work countdown. The agent will automatically enter the idle state when the countdown ends. Before the countdown ends, the agent can click Return to Reception to enter the idle state, or click Continue After-Call-Work to keep this state.
Offline	After an agent goes offline, the system will not allocate reception tasks to the agent, and the agent cannot make outbound calls.

The agent can switch status by clicking the avatar button in the top right corner of the workspace, as shown below:

The screenshot displays the Tencent Cloud Contact Center interface. At the top, a navigation bar includes 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. On the right side of the navigation bar, there is a user profile icon labeled 'Busy' with a red arrow pointing to it.

On the left side, there is a notification box: 'Quickly make a call to experience real-time ASR. Cloud Contact Center's new feature is on-live, try real-time voice-to-text by simply making a call. Got it'. Below this, a 'Serving(0)' dropdown is shown with 'No Serving Records'. Underneath, 'Ended(4)' is displayed with a filter for 'ALL COMPLETED'. A list of call records follows:

Phone Number	Time	Status
157 **** 8672	Yesterday	User hung-up 01:28
135 **** 6789	Yesterday	Agent hung up 00:00
12344	Yesterday	Agent hung up 00:00
12344	Yesterday	Agent hung up 00:00

The central area shows a 'No message' status with a speech bubble icon.

On the right, the 'CUSTOMER INFO' panel shows 'Agent: jj' and a status menu. The status menu includes: Available (selected), Busy, On break (with a dropdown arrow), Meeting, Training, Lunch Break, and Offline. Below the status menu are options for 'Mobile phone answering' and 'Mobile phone outbound call', both currently disabled. At the bottom of the panel are links for 'Profile', 'Change password', 'Device detection', and 'Logout'. The customer info area also shows a 'No active conversation yet' status with a speech bubble icon.

Answering Calls and Making Outbound Calls (via Web)

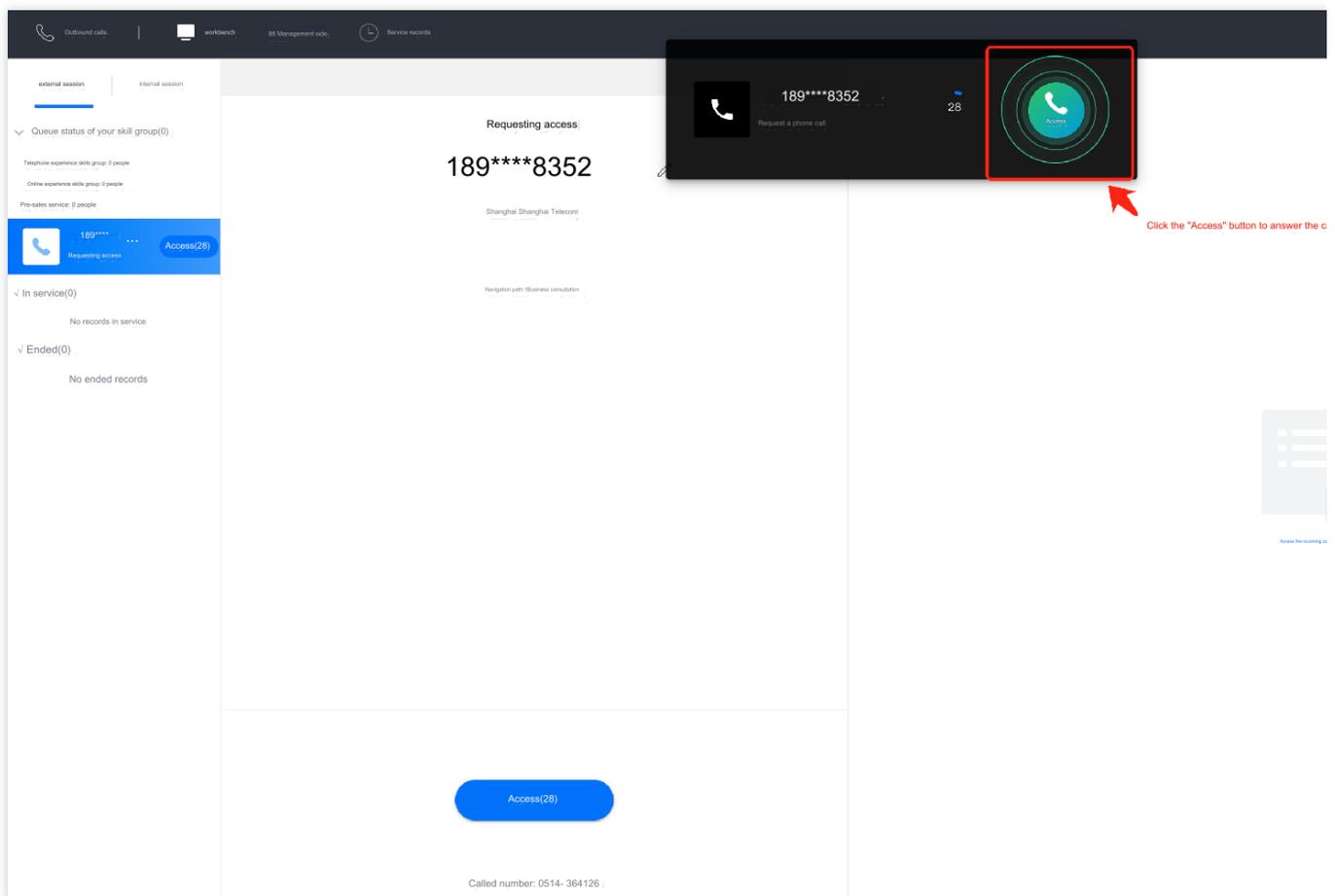
Last updated : 2024-04-01 18:47:18

Manual Call Answering

When a user calls in, the agent workstation will pop up a call answering prompt bar and a ringtone to notify the agent of the inbound call. The agent can click the green button to answer. The agent's status will change from idle to busy.

Note

A countdown will be displayed in the answering prompt bar. If the agent doesn't click Answer before the countdown ends, the call will be transferred to another agent in the same skill group.



Automatic Call Answering

The screenshot displays the Tencent Cloud Contact Center workstation interface. At the top, a dark navigation bar contains icons and labels for 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. Below this, the interface is split into two main sections. On the left, a sidebar shows call session management options: 'EXTERNAL SESSION' and 'INTERNAL CONVERSATION'. Under 'EXTERNAL SESSION', there are filters for 'queue status for your group (0)', 'adrienlei : 0 people', 'Serving(0)', and 'Ended(3)'. A blue pill-shaped button labeled 'ALL COMPLETED' is selected under the 'Ended(3)' filter. A list of call events follows, each with a phone icon, the number '157 **** 8672', and a timestamp 'just now'. The first event is highlighted in blue and reads 'User hang-up 00:19'. The second and third events read 'Agent hung up 00:00'. On the right, the main workspace shows a call duration of '00:19 (Ended)' in red. Below this, the number '157 **** 8672' is displayed with a pencil icon for editing. A blurred profile picture is visible, and the 'Caller number: 020-66' is shown. At the bottom of the workspace, there are two blue buttons: 'SERVICE COMPLETED' and 'CALLING BACK THIS NUMBER'.

Making Outbound Calls

The agent can click the Outbound Call button in the top left corner of the workstation, enter or paste the number to call, and click Dial to make the call.

Outbound Call | Workstation | Service Records | Management Panel | CRM

Outbound calling | Internal Call | SIP Call

Caller ID type Automatic Specified number

MAKE A CALL

157 **** 8672 just now
Agent hung up 00:00

157 **** 8672 just now
Agent hung up 00:00

No message

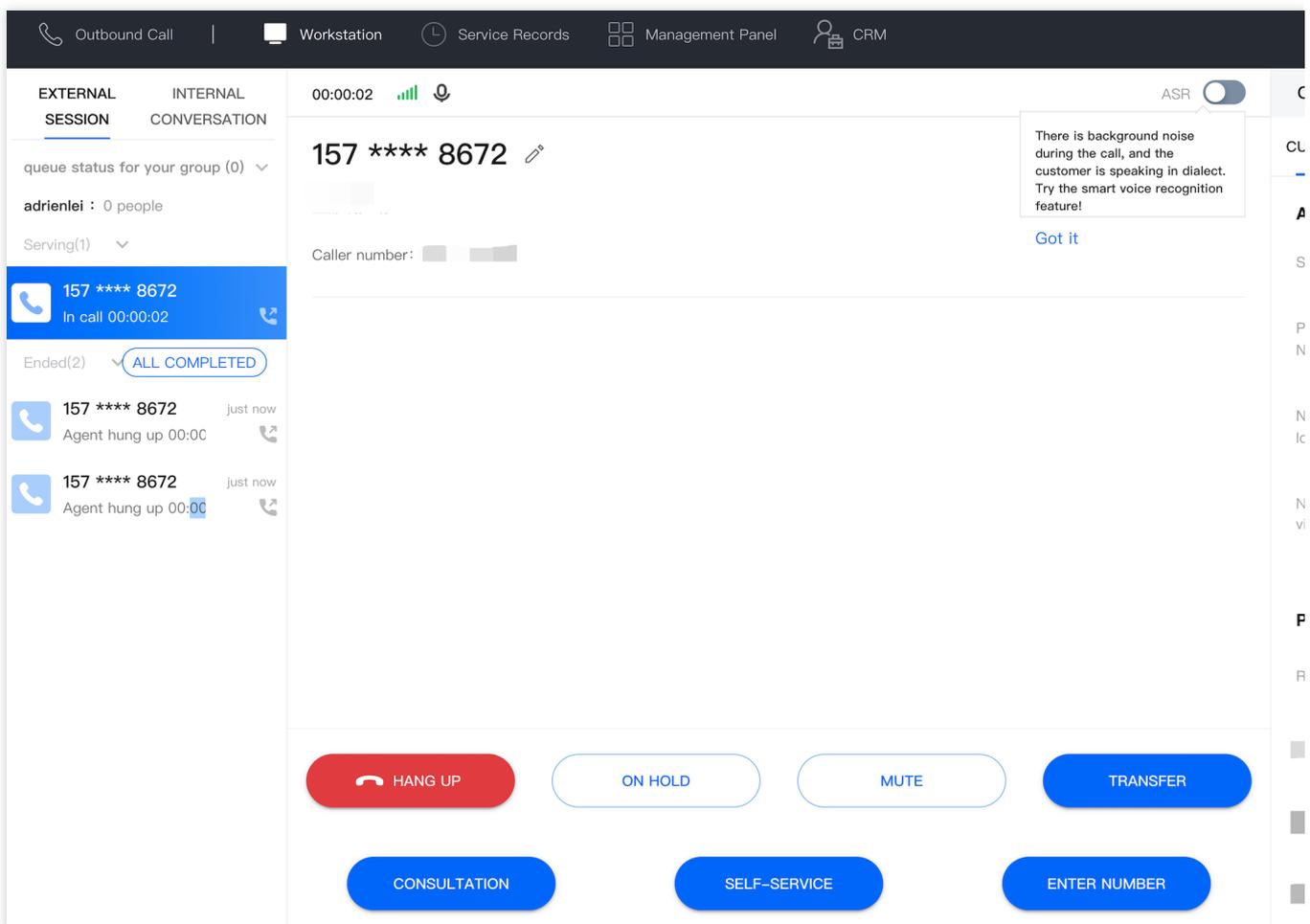
CUSTOMER

Call Hold and Mute

Last updated : 2024-04-02 10:50:20

Call Hold

During the conversation between the agent and the user, if the agent needs to speak with others (such as seeking assistance from the head agent), click **On Hold** to play the default on-hold prompt for the user. When the agent returns, click **Cancel Hold** to return to the call. During the call hold, the agent can hear the user's voice.



Call Mute

During the conversation between the agent and the user, if the agent wants to cough and does not want the user to hear it, they can click **MUTE**. After muting, the user cannot hear the agent's voice, but the agent can hear the user's

voice. Click Cancel Mute to resume normal conversation.

The screenshot displays the Tencent Cloud Cloud Contact Center interface. At the top, a navigation bar includes 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. The main interface is divided into several sections:

- Left Panel:** Contains 'EXTERNAL SESSION' and 'INTERNAL CONVERSATION' tabs. Below these are 'queue status for your group (0)', 'adrienlei : 0 people', and 'Serving(1)'. A list of call records shows the current call (157 **** 8672, In call 00:00:02) and two previous calls (Agent hung up 00:00).
- Top Center:** Shows the call duration '00:00:02', signal strength, and a microphone icon. The caller ID is '157 **** 8672'.
- Top Right:** Features an 'ASR' toggle switch and a notification box that reads: 'There is background noise during the call, and the customer is speaking in dialect. Try the smart voice recognition feature!' with a 'Got it' button.
- Bottom:** A control bar with buttons for 'HANG UP' (red), 'ON HOLD', 'MUTE', 'TRANSFER', 'CONSULTATION', 'SELF-SERVICE', and 'ENTER NUMBER'.

Direct Transfer to Skill Group/Agent

Last updated : 2024-03-28 21:19:54

If an ongoing call between a user and an agent needs to be transferred to a specified department or agent, the current agent may transfer the call to the specified agent or telephone skill group.

Direct Transfer to Skill Group

The current agent clicks **Transfer to Skill Group**, selects the skill group to which the call is to be transferred, and then clicks **START TRANSFER**. The current agent can see whether the target skill group has free agents before starting the transfer.

After starting the transfer, the current agent hangs up the phone, and the user hears the on-hold prompt while waiting for the target skill group agent to answer. When an agent from the target skill group picks up the phone, the call is successfully transferred.

The screenshot displays the 'Transfer' interface in the Tencent Cloud Contact Center. The top navigation bar includes 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. The main area is titled 'Transfer' and shows a list of skill groups to be transferred to. The skill groups listed are 'alanjchuang', 'lulu-tel', and 'lulu Tongzhen', each with a green dot indicating 'Idle (1)'. A blue button labeled 'START TRANSFER' is visible at the bottom right. The left sidebar shows call session details for '157****8672'.

Direct Transfer to Agent

The current agent clicks Transfer to Skill Group, searches for the agent to which the call is to be transferred, selects the target agent, and clicks **START TRANSFER**. The current agent can see the status of the target agent before starting the transfer. After starting the transfer, the current agent hangs up the phone, and the user hears the on-hold prompt while waiting for the target skill group agent to answer. When the target agent picks up the phone, the call is successfully transferred.

Outbound Call | Workstation | Service Records | Management Panel | CF

EXTERNAL SESSION | INTERNAL CONVERSATION

queue status for your group (0) ▾

adrienlei : 0 people

Serving(1) ▾

157 ** 8672**
In call 00:00:06

Ended(3) ▾ **ALL COMPLETED**

- 157 **** 8672** just now
User hang-up 00:24
- 157 **** 8672** 25mins ago
Agent hung up 00:00
- 157 **** 8672** 26mins ago
Agent hung up 00:00

← Transfer

All skill groups ▾ | Email ▾

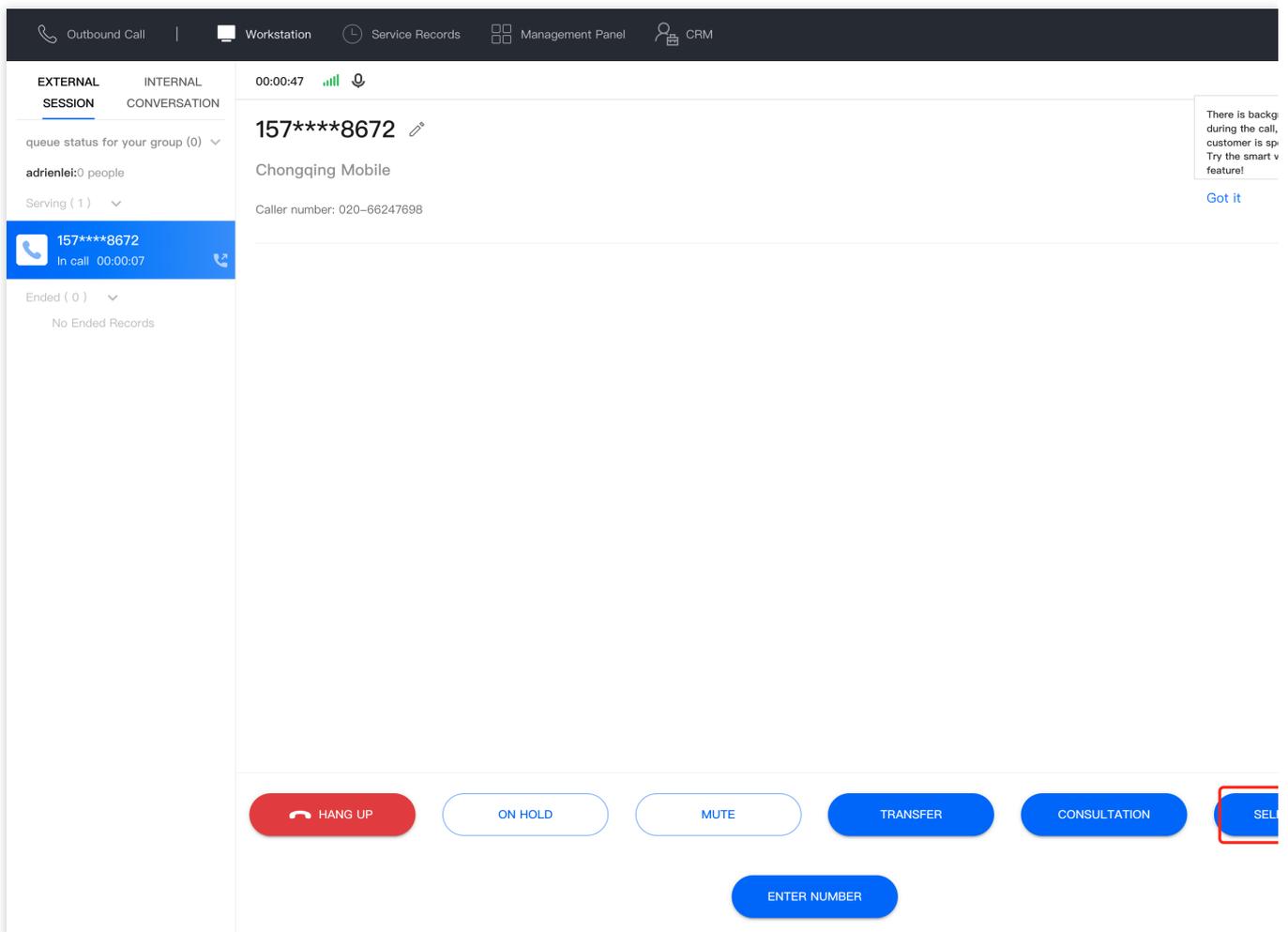
Agent ID	Name	Email
121210	alanjc	
1234	lulu'	g@ten
4321	lulu2	
812921	gahd	@t
20012	wei	@ter

START TRANSFER

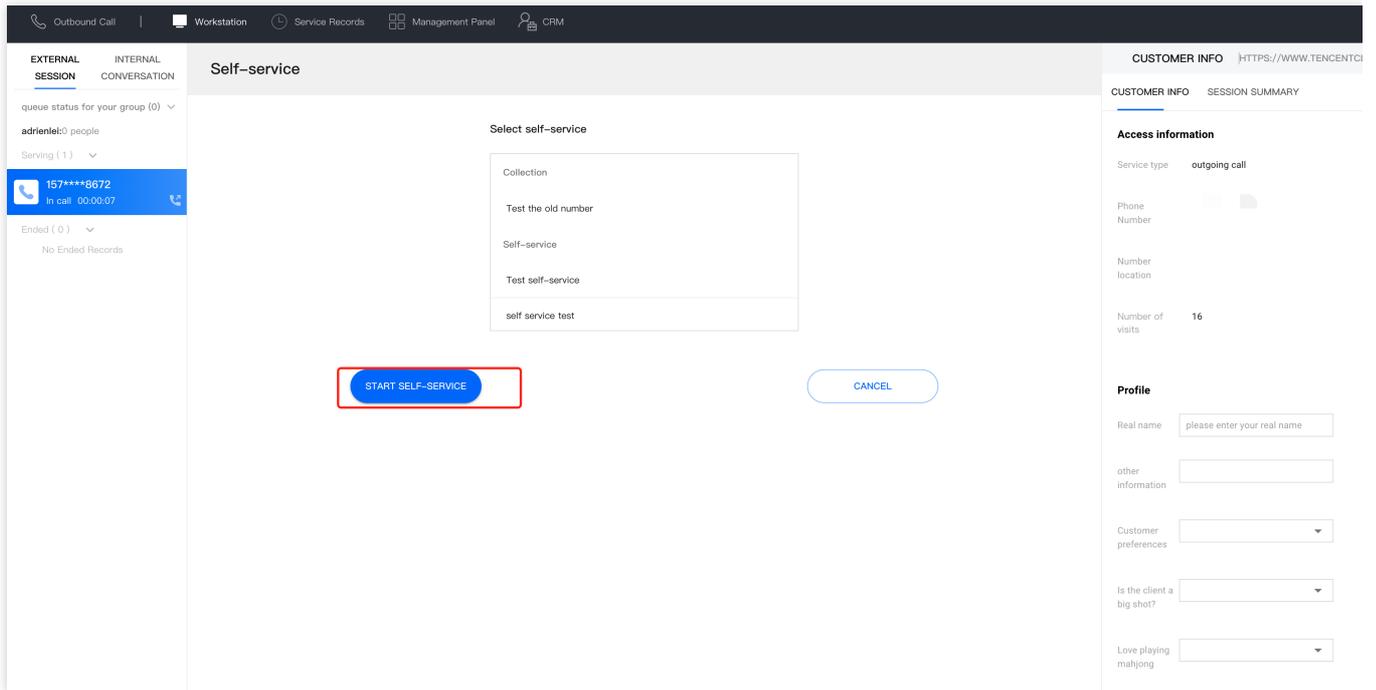
Call Self-Service

Last updated : 2024-03-28 21:20:51

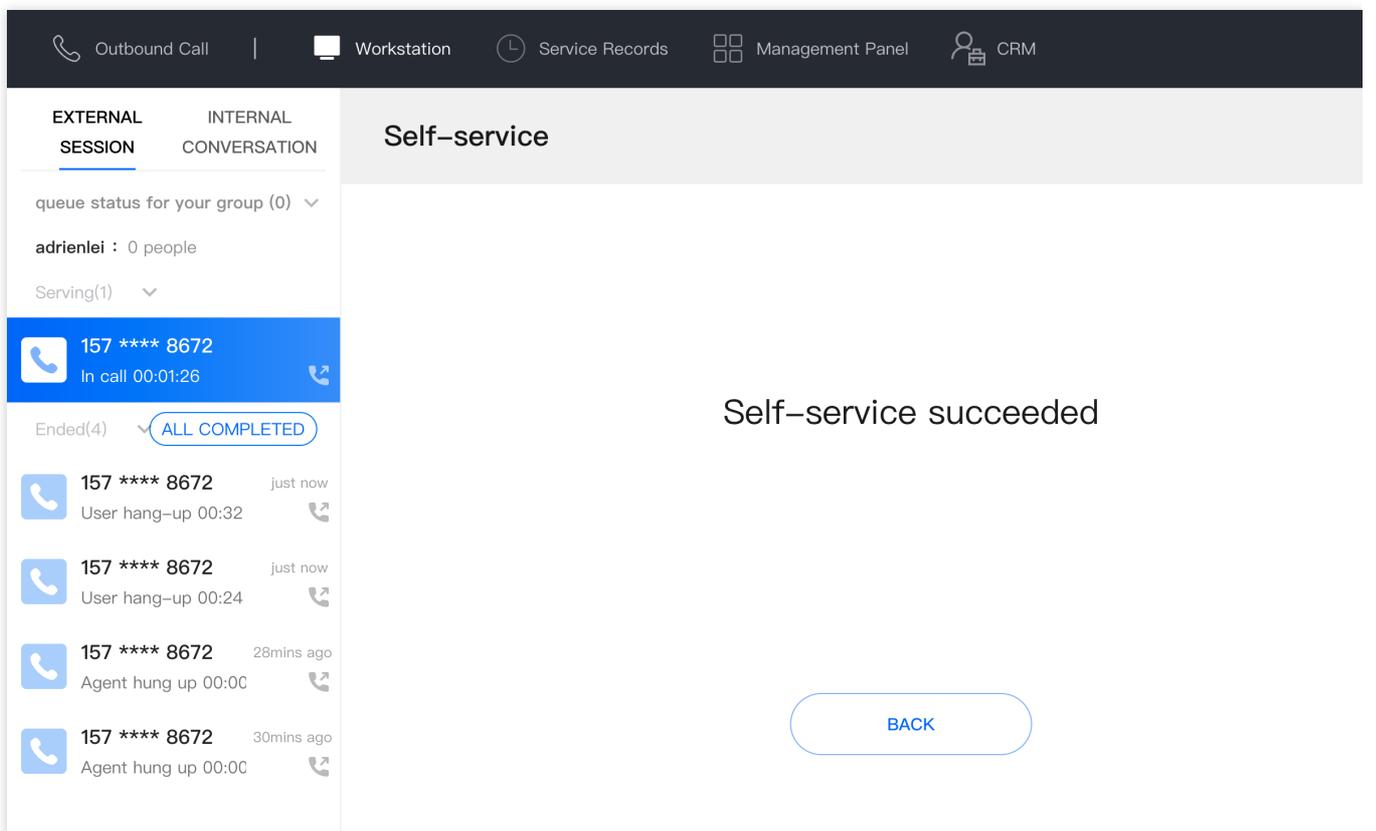
During the call between the agent and the user, the agent can directly initiate the self-service process created by the administrator (for example, the agent can play a product introduction automatically, and ask the user to confirm by pressing keys).



In the self-service window, the agent can click the desired self-service, such as "Play product introduction", and then click **START SELF-SERVICE**.



After the self-service is complete, the agent can click BACK to go back to the conversation with the user.



Entering Extension Number

Last updated : 2024-03-28 21:21:42

During the agent's outbound call process, the agent can dial the extension hotline of the phone number by entering the extension number. Agents can click **ENTER NUMBER** during an outbound call.

The screenshot displays the agent's workstation interface during an outbound call. At the top, a navigation bar includes 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. The main interface is split into two columns. The left column shows call session details: 'EXTERNAL SESSION' and 'INTERNAL CONVERSATION'. It lists 'queue status for your group (0)', 'adrienlei:0 people', and 'Serving (1)'. A blue bar highlights the active call for '157****8672' with a duration of 'In call 00:00:07'. Below this, it shows 'Ended (0)' and 'No Ended Records'. The right column displays the call duration '00:03:11', signal strength, and a microphone icon. The extension number '157****8672' is prominently displayed with an edit icon, followed by 'Chongqing Mobile' and 'Caller number: 020-66247698'. At the bottom, there are four control buttons: 'HANG UP' (red), 'ON HOLD' (blue), 'MUTE' (blue), and 'SELF-SERVICE' (blue).

After entering the required extension number for transfer, the system will automatically send the extension number to

complete the transfer.

The screenshot displays a contact center workstation interface. At the top, a dark navigation bar contains icons and labels for 'Outbound Call', 'Workstation', 'Service Records', 'Management Panel', and 'CRM'. Below this, the main interface is split into a left sidebar and a main content area. The sidebar has two tabs: 'EXTERNAL SESSION' (selected) and 'INTERNAL CONVERSATION'. Under 'EXTERNAL SESSION', there are sections for 'queue status for your group (0)', 'adrienlei: 0 people', 'Serving (1)', and 'Ended (0)'. A blue call card shows '157****8672' with 'In call 00:00:07'. The 'Ended (0)' section shows 'No Ended Records'. The main content area shows a timer '00:03:11', signal strength, and a microphone icon. The caller ID is '157****8672' with an edit icon. The name is 'Chongqing Mobile' and the caller number is '020-66247698'. At the bottom, there are four buttons: 'HANG UP' (red), 'ON HOLD' (blue), 'MUTE' (blue), and 'SELF-SERVICE' (blue). On the right, there is a text input field with 'Enter extension nu' and '8008', and a blue 'ENTER NU' button below it.

Agent Internal Call

Last updated : 2024-03-28 21:22:21

Internal Call

Agents can initiate internal calls to each other. If the other agent is offline, they can make a call to the agent's mobile phone to communicate.

In the top navigation bar of the agent's workspace, click **Outbound Call**, and then click **Internal Call**. You can search for the desired agent through skill groups or email addresses. After selecting an agent, click **Online Call**. If the agent's status is offline, and therefore an online call can't be initiated.



Outbound Call



Workstation



Service Records



Manage

Outbound calling

Internal Call

SIP Call

All skill groups

Email

Agent ID	Name	Email	Status
<input checked="" type="radio"/> 121210	alanjch	alan.j...g@ten...	Available
<input type="radio"/> 1234	lulu	lul...@tencent...	Available
<input type="radio"/> 4321	lulu2	40...@qq.c...	Busy
<input type="radio"/> 812921	gah	gah...@tence...	Busy
<input type="radio"/> 20012	w	we...@tencent...	Busy

ONLINE CALL

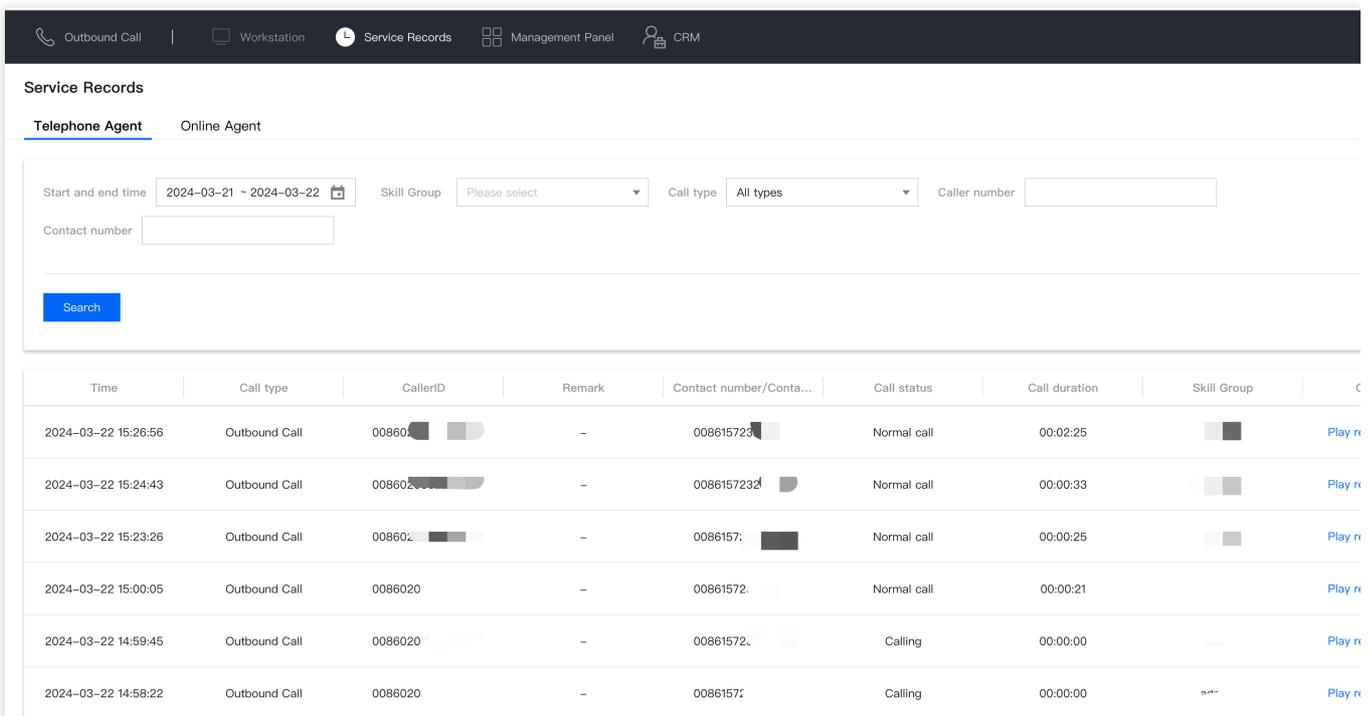
Agent hung up 00:00

Phone Service Records and Recording

Last updated : 2024-03-28 21:23:17

Viewing Service Records

The agent can click the service record at the top of the workstation to view his/her inbound and outbound phone service records. Agents can only view their own service records, and cannot view other agent's service records. Agents can filter the query by date, skill group, call type (inbound, outbound), and caller/contact number.



The fields of service records are as follows:

Field Name	Field Description
Time	Inbound call: It refers to the time when the agent actually converses with the user after the "ding dong" prompt tone. Outbound call: It refers to the time of outbound dialing.
Call Type	Includes inbound and outbound calls.
Caller Number/Caller ID	Inbound call: It refers to the user's phone number. Outbound call: It refers to the agent's side phone number.
Contact Number/Contact ID	Inbound call: It refers to the agent's side phone number. Outbound call: It refers to the user's phone number.

Remarks	Refers to the remarks given by the agent to the current user.
Call Status	<p>Inbound call:</p> <p>Normal end: The phone is hanged up normally either by the agent or the user.</p> <p>Blocklist: The user who calls in is added to the contact center's blocklist by the administrator or the agent.</p> <p>Agent transfer: The agent manually transfers this call to another agent.</p> <p>User gave up during ringing: This call has been assigned to the current agent, and the user hangs up during the ringing period.</p> <p>No agent online: When a call comes in, all agents in the corresponding transfer skill group are offline.</p> <p>Outbound call:</p> <p>Normal end: The phone is hanged up normally either by the agent or the user.</p> <p>Missed: When an agent calls a user, the user doesn't answer the phone.</p> <p>Call rejected: When an agent calls a user, the user declines the call.</p> <p>Power off: When an agent calls a user, the user's phone is powered off.</p> <p>Empty number: The phone number dialed by the agent is an empty number.</p> <p>In call: When an agent calls a user, the user is in a call.</p> <p>Arrears: When an agent calls a user, the user's phone has been shut down due to arrears.</p> <p>Carrier line exception: A line exception occurs in the outbound number.</p> <p>Caller canceled: The agent hangs up when calling the user.</p> <p>Out of service area: The user is not in the service area when the agent is calling their phone.</p>
Call Duration	<p>Inbound call: The duration from when the user calls in until the phone hangs up.</p> <p>Outbound call: The duration from when the agent calls until the phone hangs up.</p>
Skill Group	The skill group to which the agent currently belongs.

Call Recording Playback and Download

A real-time recording is generated for each regular call. The agent can listen to the recording online, or click the dot button to download the recording file. The recording file format is mp3.

Outbound Call | Workstation | **Service Records** | Management Panel | CRM

Service Records

Telephone Agent | Online Agent

Start and end time: 2024-03-21 ~ 2024-03-22 Skill Group: Please select Call type: All types Caller number:

Contact number:

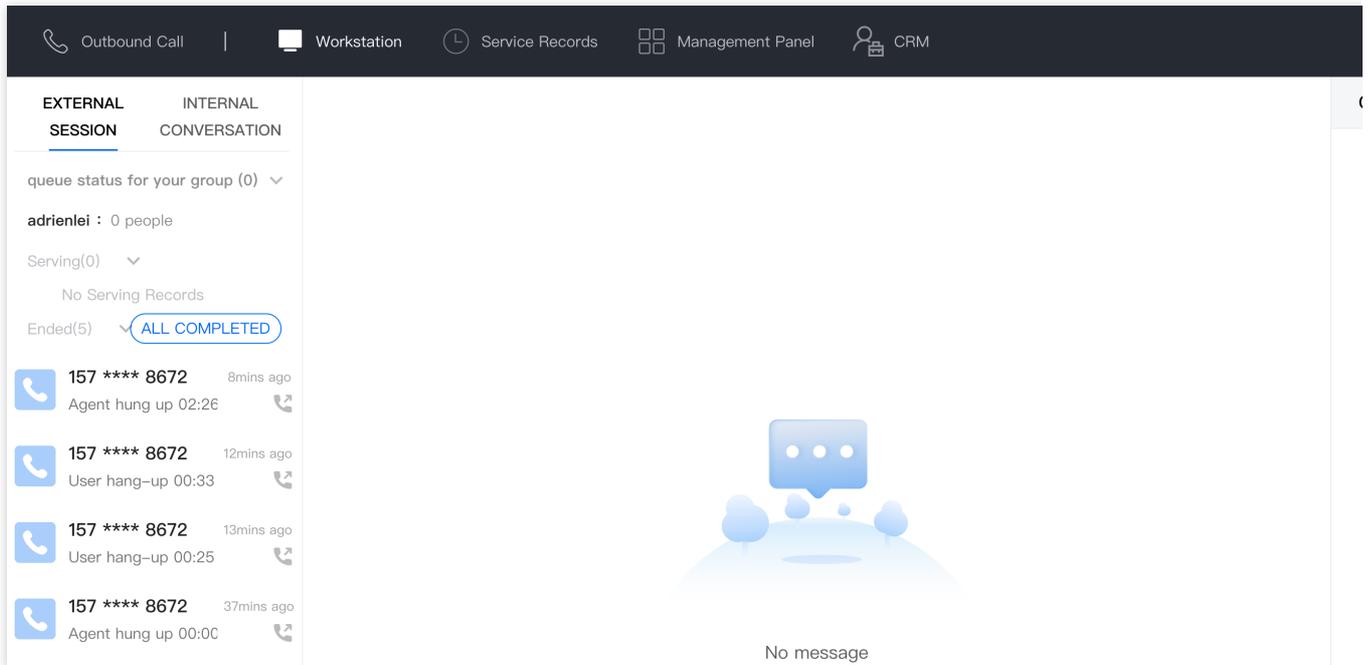
[Search](#)

Time	Call type	CallerID	Remark	Contact number/Conta...	Call status	Call duration	Skill Group	
2024-03-22 15:26:56	Outbound Call	008602066	-	008615723	Normal call	00:02:25		Play n
2024-03-22 15:24:43	Outbound Call	008602066	-	008615723	Normal call	00:00:33		Down Down

Modify the mobile number

Last updated : 2024-03-28 21:24:22

The agent can **click the avatar** in the upper right corner of the workstation and then click **Profile**.



In the Modify Personal Information window, click **Modify**.

MODIFY PERSONAL INFORMATION ×

Avatar

Name

Agent ID

Role

Phone Number [Modify](#)

CONFIRM
CANCEL

Enter the original phone number, new phone number, and access the Captcha in the Change Phone Number window, then click **Confirm** to complete the modification.

Change phone number

Original phone number

New Phone Number

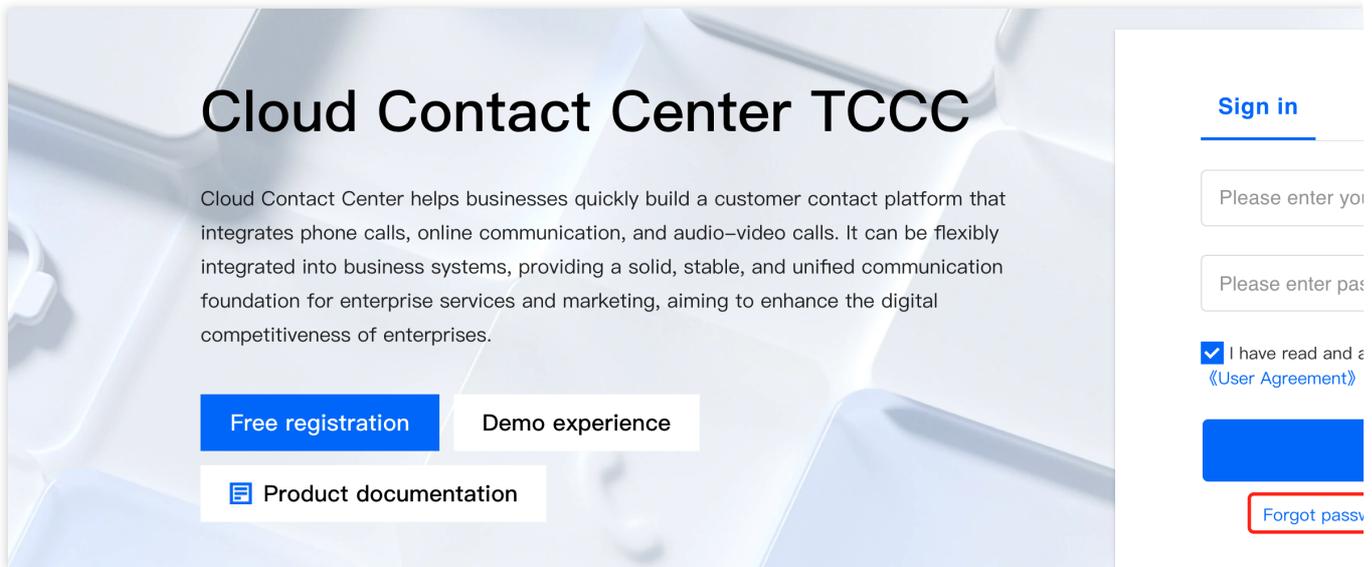
verification code [get verification code](#)

Confirm
Cancel

Forgetting or Changing Password

Last updated : 2024-03-28 21:25:20

If agents forgot or need to change their passwords, they can directly visit [Cloud Contact Center](#) and click **Forgot Password**, as shown below.



Enter the mobile number and SMS verification code, and then click **Reset Password**.

Please verify the phone number used to log in to the Cloud Contact Center.

Phone Number

Verification code [get verification code](#)

After entering the new password, click **Confirm to Reset Password** to successfully reset. The password strength needs to meet the following conditions:

The password length should be between 8 to 20 characters.

It should include numbers, letters, and special symbols (!@#¥%^&*() etc., excluding spaces)

reset password

Email Please select the email account that needs to change the password ▼

App details Please select the email account that needs to reset password ▼

New password 

Repeat the new password 

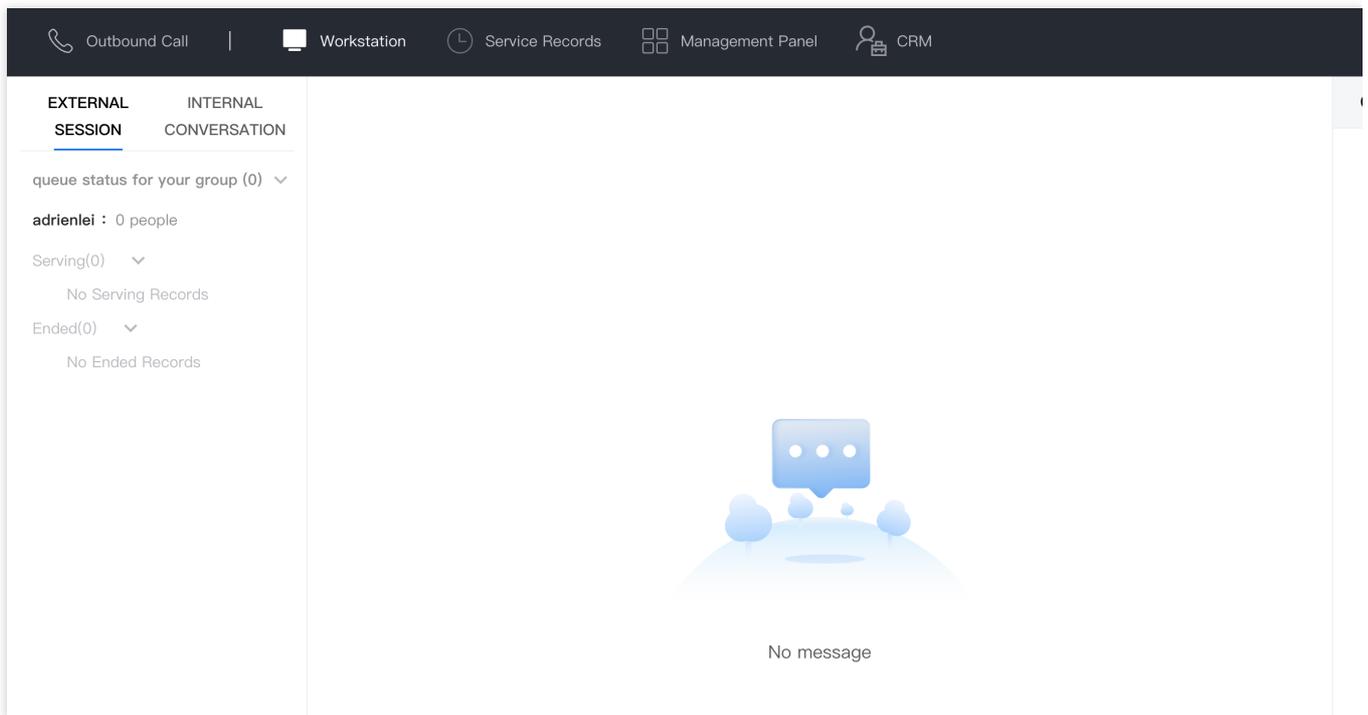
Change password

Going Offline and Logging Out

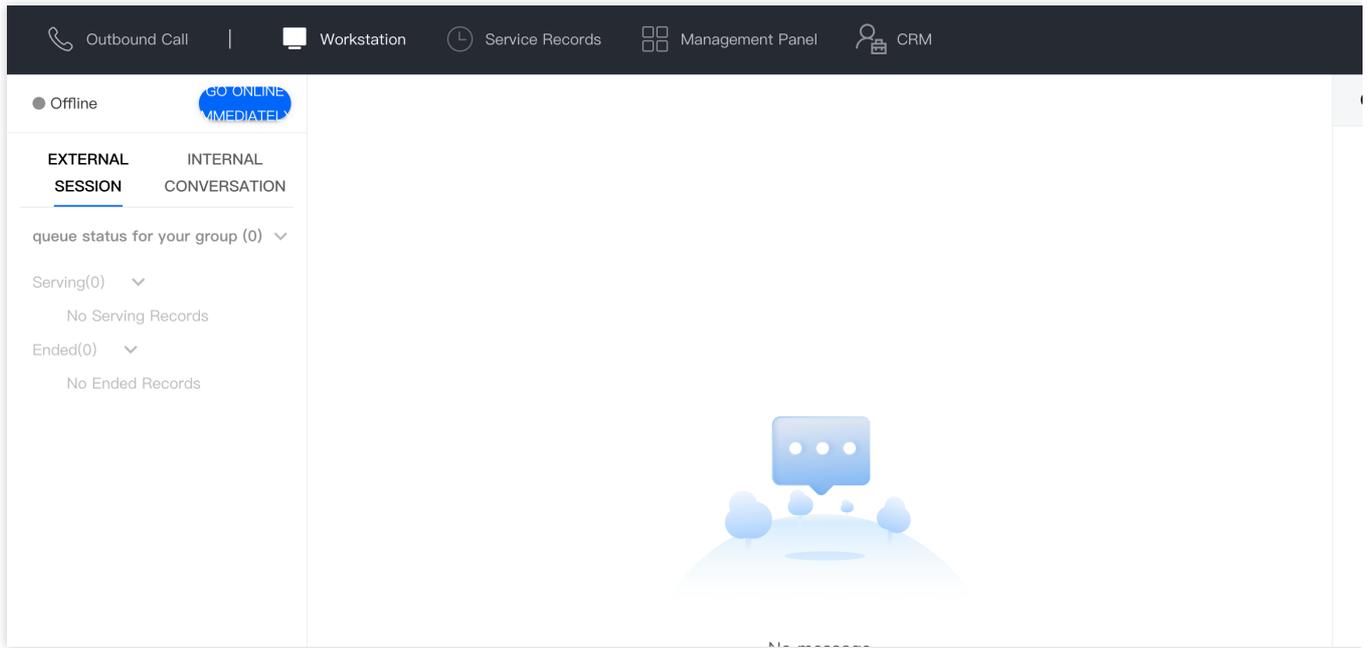
Last updated : 2024-03-28 21:25:53

Going Offline

On the agent workstation, click the avatar in the upper right corner, and click **Offline**, as shown below.



After the agent goes offline, the agent's status will be set to offline, and the system will not assign calls to this agent, nor will the agent be able to make outgoing calls. The agent can click **Online** to go back online.



Logging Out

On the agent workstation, click the avatar button in the upper right corner, and click **Logout**, as shown below.

