

Cloud Contact Center Practical Tutorial Product Documentation





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Auto dialing tasks mean automatically dialing customer numbers, and upon connection, directing them to a specified IVR process. The IVR process then plays the prompt to the customer, collects numbers from the customer, and completes the interaction between the customer and the IVR process.

Common Scenarios

Business notifications: Renewal notifications, overdue notifications, expiry notifications.

Office notifications: Meeting notifications, system notifications.

Others: Questionnaire survey, operation and maintenance alarm call-out, emergency/ambulance notifications.





Prerequisites

- 1. Log in to the Cloud Contact Center management console.
- 2. Complete the Bring Your Own Number Access.

Creating New Auto Dialer IVR and Creating Auto Dialing Tasks

1. Click **Telephone Customer Service-IVR Management** in the left navigation bar to access the IVR management page. Click **Auto Dialer IVR**, and then click **New** in the upper left corner of the page.

Enter the IVR name in the top left corner of the IVR canvas, such as: COVID-19 telephone questionnaire survey.
 Drag and drop the IVR module to an appropriate location within the canvas zone according to your scenario requirements, connect the modules, and fill in the corresponding information in each module (for more information, refer to Basic IVR Module and Multi-Feature IVR Module). Each IVR flow must start with the Start module as the first module, and end with the End module as the last one.



5. Call the interface to create an auto dialing task and use the auto dialing service. For more information, see Creating an Auto Dialing Task.

Practical Tutorials for Inbound Calls

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Cloud Contact Center provides enterprise-level inbound call capabilities for business systems, including features such as IVR voice navigation, call queuing, inbound call pop-up, and customer satisfaction evaluation. If you wish to experience these features, please visit <u>Demo Experience</u> for a free trial.

This guide will help you quickly activate the Tencent Cloud Contact Center and implement its telephone inbound feature. Below is the process for configuring the telephone inbound feature; you can peek at the steps as needed based on your situation.

Operation Steps

Step 1. Create an application

1. Creating a Cloud Contact Center application requires an existing Tencent Cloud Account

2. Visit the Cloud Contact Center console to create an application.

Note:

If you have any questions about the operation, you can refer to Creating and trying out a Tencent Cloud Contact Center application.

Step 2: Configure the number

The telephone feature of the Tencent Cloud Contact Center requires a telephone number for inbound/outbound calls. To connect ISP numbers to the Tencent Cloud Contact Center, please see Integration with Own Numbers.

Step 3: Configure customer service

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

2. Click **Agent Management** in the left navigation bar to configure customer service management. If you have any questions about the operation, please refer to Agent Management.

Uvorkstation	Service Records Hanagement Panel Reader CRM
Overview	Agent Management If you encounter any problem, please feel free to contact us. Our hotline is 0755–36564058, or click to join Cloud Contact Center Technical Service Group
🛞 Data Analytics	
Service Records	Agent ID Agent Email Agent Name Phone Number
🕑 Real-time Monitoring	Skill Group Mobile phone answering Please select Recently online All All Image: All image: A
Online Agent	
📞 Telephone Agent 🗠	Search Clear Export
坐 Audio Agent	
In Video Agent ✓	① Once an agent is forced offline, an admin must grant access for them to log back in.
General Settings	
Agent Alanagement	Add agent import Bulk edit
Agent Management	Agent ID Agent Name Nickname Agent Email Phone Number Softphone ex SIP Phone Ex Agent role Skill Group N
 Role Permission Management 	100010 2121 11 1000100@qq +Softphone +SiP phone Administrator test-1212, aft
	100010 Xiao Ming customer ser 100010@qq.com 0086100010 +Softphone +SiP phone Ordinary seat - W
	100011 xiaowang2 customer ser 1000110@qq,c +Softphone +SiP phone Ordinary seat adrien test
	100011 Xiaohong customer ser 10001133@qq +Softphone +SiP phone Ordinary seat -

Step 4: Configure the skill group

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

2. Choose **Telephone Customer Service**>**Skill Group Management** in the left navigation bar to go to the skill group management page. If you have any questions about the operation, please refer to **Skill Group Management**.

Uvorkstation 🕛 Service Records 🕂 Management Panel 🖓 CRM									
Overview	Skill Group Management	If you encounter any problem, please feel fr	ee to contact us. Our hotline is 0755-36564	1058, or click to join Cloud Contact Center T	echnical Service Group				
🚱 Data Analytics	+Add skill group								
E Service Records									
🕑 Real-time Monitoring	Skill group name	Skill group ID	Ringing mode	Skill group extension number	Reception limit				
Online Agent ~	tt	2956	Ring in sequence	+Extension number	1				
📞 Telephone Agent ^	after sales group	2955	Ring in sequence	+Extension number	1				
 Skill Group Management 	e2e-test	2939	Ring in sequence	+Extension number	1				
IVR Management	gahou-同振	2684	Ring simultaneously	+Extension number	1				
Number Management	jeremy_test	2609	Ring in sequence	+Extension number	1				

Step 5: Configure the IVR

1. Generate and associate the IVR.

Uvrkstation	Service R	ecords Manag	ement Panel	P≞ CRM
Overview	÷	Inbound IVR tes	t Main 🖌	If you encounter any problem, please feel free to contact us. Our hoti
🕙 Data Analytics	Drag t	o add a new node	· · · · · · · ·	
Service Records	Basic			
Ø Real-time Monitoring		judgment		
Online Agent		Working hours condition		
📞 Telephone Agent ^		API call		
 Skill Group Management 		> Prompt		
 IVR Management 	Multi–	function module		
Number Management	8 -	Branch		
 Predictive Dialing Campaign 		Voice recognition		Start
Telephone Agent		Transfer to agent		
Settings		External Line Transfer		
Self-service		Collection		

2. Choose **Telephone Agent** > **IVR Management** in the left navigation bar to go to the IVR management page. Click **Inbound IVR**, and then click **New** in the upper left corner of the page.

The following is a case study of e-commerce order consultation scenarios, where the order number is collected by keypad, the order type is queried through API call, and the customer is routed to different service agents based on the order type. The following will introduce the usage scheme of all the modules in an inbound IVR.



3. Collect order information and query the order type. Relevant modules include: Number Collection, API Call, and Conditional Judgment.



Number collection

API Call

Conditional Judgment

The Number Collection module prompts users to input information via voice broadcast, and the user input information will be stored in the designated variable name (\$orderid).

	Collect ID	×
	Node ID	01HSK2FKCY1VM5YJ4FPK025KZ8
	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	O Text to speech
Collect ID X		Select existed audio
Number collection		0 / 000
		0 / 600
	Maximum number of retries after key timeout	1
	At	fter retry, enter the failure branch
	Timeout (seconds)	30
	Store to variable	\${idcard}
	Digit type	O Maximum number of digits
		Fixed length

									Max digit length accommodates varying number lengths. Pressin completes input and resumes the call (suggest using voice prom to guide users to press #).	g # pts
									Maximum 20	
									digits	

The number collection variable (\$orderid) is passed as an input parameter to the third-party system interface for business processing, and the result is then injected into the subsequent IVR process in the form of output parameter (\$type).

Maximum Number of Errors: The system will retry after an API call fails. This configuration sets the maximum number of allowed failures in the API call.

Timeout: The timeout period for each API call.

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

Note

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

API Request Address: Any customer URL accessible over the internet.





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

	API call	×
	Property Connect	
	Node ID 01HSK2GQTMV3PH3YYNR98ZVXZP	Б
	Label API call	
	Maximum 1 number of	•
	errors Timeout 0	
	(seconds) API request	
	address	
API call	Field name Parameter value Operat.	
	CallerNumber \${SystemCallerNui	
	SessionId \${SystemSessionIc	
	Add	
	Output parameter 🚯	
	Parameter Field name Default value Op	
	\${Var1} Var1	
	\${Var2} Var2	
	Add	

This module adds various conditional branches through configuration, and can be combined with business parameters injected in the parameter passing module for logical routing.

Default branch: This is a special branch that provides a fallback feature. If all branch logic fails, the system will proceed to the default branch.

	Conditional ju	udgment		×
	Property	Connect		
	Node ID	01HSK2HPMM1	QGJ14KX5EK9X4ZM	Б
	Label	Conditional ju	dgment	
	Conditio	on	Label	Op
Conditional judg×	:System	CallerNumber ==	Condition 1 (tra	Delete
Condition 1 (transf	Default	branch	Default (transfe	
Default (transfer to	Add			

4. Pre-sales orders are allocated based on working hours. If it is within working hours, inbound calls are transferred to pre-sales skill group for human service. After receiving service, customers can rate their satisfaction. If it is outside working hours, the number is transferred to an external line to get other people's service. Relevant modules include: Service Time, Transfer to Agent, Transfer to External Line, and Satisfaction Evaluation.

Service time

Transfer to Agent

External Line Transfer

Satisfaction evaluation

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.

	Working hours condition X
	Property Connect
	Label
	Working hours condition
	Working hour
Working hours cX	─ Turn off Standard Custom ○ Legal working day
O Working hour	When customers make call outside [working hour], it will enter the [non-working hour branch]
Non-working hours	Workday
	🗹 Monday 🗹 Tuesday 🔽 Wednesday
	🗹 Thursday 🗹 Friday 🗌 Saturday 🗌 Sunday
	Working hour period
	Working hour period All day

The Transfer to Agent module is used to transfer inbound calls to the corresponding skill group. The system will distribute inbound calls based on the status of service agents in the skill group and their priority within the group.

	Transfer to agent	×
	name *	
	The skill group to be transferred when the above ski	ll groups are all
	busy or offline	
	Skill Group Overflow (i)	•
	Specify agent Please enter the interface add	ress
	priority	
	Prompt is O Text to speech	
	agent transfer	
	Transferring for you, please w	vait.
Transfer to agent × O		
		35 / 600

Click listen Prompt for Text to speech	
Prompt for Text to speech	
agent transfer	
in queue Select existed audio	
· · · · · · · · · · · · · · · · · · ·	
On-bold prompt	-
	Ť
A time out prompt will be played if writing time go have	nd an aife a
A timeout prompt win be played it waiting time go beyo	nu specifiet
	ng or press #
to exit the queue after the prompt.	
Queue timeout 30	
(seconds) (j)	
Queue timeout U Text to speech	
prompt settings	
Select existed audio	
The current agent is busy please	e hang
In to and	ornang
up to end.	
	1 000
50	/ 600
Click listen	
Prompt fo O Text to speech	
Failed Agent	
Tailografor Select existed audio	
Transfer Collect Childred addis	
All manual agents are currently r	not
available, you are welcome to con	ntact
again during working hours.	
sgan during working hourd.	

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

Key Parameter	Description	Example
Label	You can define the name of this module	External Line Transfer
Prompt during transfer to external line	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 LineThe external number that needs to be called during the transfer to the external line010-7654XXXXTransferexternal line010-7654XXXXContact Number010-7654XXXX010-7654XXXX
--

						External Line 1	ransfer X
						Property	Connect
						Поренцу	Connect
						Node ID	01HSK2MKRGRMJ2Z218C3EMKN0B
						Label	External Line Transfer
						Label	
						Promot is	
• •						Prompt is	V lext to speech
• •						playing during	
• •	• •					ovtornal line	Select existed audio
• •	• •					external line	
• •	• •					transfer	
• •							Transferring the call for you please
• •	• •						the same of the same of you, proude
• •							wait.
• •							
• •							
• •							
							44 / 600
							,
							Click liston
							F Click listen
							P Olick listen
	•					Select the	
	•	Externa	l Line	Tr	× ()	Select the	Specified number
		Externa	ll Line	Tr	×	Select the method to	Specified number
		Externa	ll Line	Tr	× •	Select the method to	 Specified number Specify callback address
	3	Externa	I Line	Tr	× }	Select the method to obtain the	 Specified number Specify callback address
	•	Externa	l Line	Tr	×	Select the method to obtain the number	 Specified number Specify callback address
	3	Externa	I Line	Tr	×	Select the method to obtain the number	 Specified number Specify callback address
	3	Externa	I Line	Tr	×	Select the method to obtain the number	 Specified number Specify callback address
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify	 Specified number Specify callback address
		Externa	ll Line	Tr	×	Select the method to obtain the number Specify callback	 Specified number Specify callback address
		Externa	Il Line	Tr	× }	Select the method to obtain the number Specify callback	 Specified number Specify callback address
		Externa	Il Line	Tr:	×	Select the method to obtain the number Specify callback address	 Specified number Specify callback address
		Externa	l Line	Tr	×	Select the method to obtain the number Specify callback address	 Specified number Specify callback address
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address	Specified number Specify callback address
	3	Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call	 Specified number Specify callback address back address fails
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if cal	Specified number Specify callback address
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call	Specified number Specify callback address back address fails
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line	Specified number Specify callback address back address fails Please select a number
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line	Specified number Specify callback address back address fails Please select a number
		Externa	I Line	Tr:	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller	 Specified number Specify callback address back address fails Please select a number ✓
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number (i) *	Specified number Specify callback address back address fails Please select a number
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number (i) *	Specified number Specify callback address back address fails Please select a number
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number () *	Specified number Specify callback address back address fails Please select a number
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number () *	Specified number Specify callback address back address fails Please select a number •
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number ① *	Specified number Specify callback address back address fails Please select a number •
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number (i) *	Specified number Specify callback address back address fails Please select a number back address fails
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number ① * Default use if call	Specified number Specify callback address back address fails Please select a number back address fails
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number () * Default use if call	Specified number Specify callback address back address fails Please select a number back address fails
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number ① * Default use if call External line transfer contact	Specified number Specify callback address Specify callback address back address fails Please select a number back address fails
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number ① * Default use if call External line transfer contact	Specified number Specify callback address back address fails Please select a number •
		Externa	I Line	Tr	× }	Select the method to obtain the number Specify callback address Default use if call External line transfer caller number ① * Default use if call External line transfer contact number ①	Specified number Specify callback address back address fails Please select a number back address fails

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 for guiding the user to conduct satisfaction evaluation	Please rate my service. Press 1 if satisfied, press 0 if not satisfied
Key Options	Key settings for satisfaction level	0: Dissatisfied 1: Satisfied

	Satisfaction collection ×	
	Property Connect	
	Node ID 01HSK2PCJVFYVC9AGJKGD0T7ZB	
	Label Satisfaction collection	
	Prompt O Text to speech	
	0 / 600	
	 Click listen 	
Satisfaction collX	Key options	
	Key Evaluation Content Operation	
	■ 0 ▼ Please enter the evaluation c	
	Add	
	Maximum 1 💌	
	number of retries after key error	
	After retry, end the call	
	Key error prompt Select existed audio	
	Your input is incorrect, please re- enter	

5. Other types. Relevant modules include: ASR Navigation, Branch Navigation, and Transfer to Extension.

ASR Navigation

Branch navigation

Internl Line Transfer

Enter different branch processes according to the recording keywords.

Key Parameter	Description	Example
Label	You can define the name of this module	Key Branch
Play Sound	Prompt for guiding the user to press keys	For pre-sales service, press 1. For after-sales service, press 2

Timeout prompt	Prompt when the user's reply key times out. In case of timeout, the previous module will be executed automatically	Your input has timed out. Please re- enter
Error Prompt	Prompt when the user presses an incorrect key	Your input is incorrect, please re- enter. If you enter incorrectly 3 times, the call will be automatically disconnected
Maximum number of errors	The maximum number of input errors allowed for the user. If the number of input errors exceeds the specified value, the call will be automatically disconnected	3
Timeout (Seconds)	Set the timeout period for the user reply	60
ASR Branch	Keywords that match the user's phone answer	Speech keyword: Transfer to agent

	Voice recognition navigation		
	Property Connect		
	Node ID 01HSK2QKCK122GSGX4KRNF6879		
	Label Voice recognition navigation		
	Node label Speech keywords Ope		
	1 Keywords 🔇		
	Add		
Voice recogniti ×	Default configuration Automatic enter after maximum number of loops is exceeded		
· · · · · · · · · · · · · · · · · · ·	Enter by pressing key		
Default key configuration:	Key configuration * 🔻		
	Play sound O Text to speech		
	Select existed audio		
	0 / 600		
	 Click listen 		
	Maximum 1 number of retries after error		
	After retry, enter the next module		
	Timeout 5 (seconds)		
	Timeout prompt O Text to speech		

Enter different branch processes according to the user's keypress.

Key Parameter	Description	Example
Label	You can define the name of this module	Key Branch
Play Sound	Prompt for guiding the user to press keys	For pre-sales service, press 1. For after-sales service, press 2

Timeout prompt	Prompt when the user's reply key times out. In case of timeout, the previous module will be executed automatically	Your input has timed out. Please re- enter
Error Prompt	Prompt when the user presses an incorrect key	Your input is incorrect, please re- enter. If you enter incorrectly 3 times, the call will be automatically disconnected
Maximum number of errors	The maximum number of input errors allowed for the user. If the number of input errors exceeds the specified value, the call will be automatically disconnected	3
Timeout (Seconds)	Set the timeout period for the user reply	60
Key Branch	Match the user's phone keypad value	For pre-sales service, press 1. For after-sales service, press 2

The user dials the extension number and is transferred to the corresponding branch. Based on your extension number, set the extension number length in this module.

Note

Before use, please complete the phone registration.



Step 6: Bind the number to IVR

1. In Number Management, select the number you want to use for inbound calls and click Edit.

🔲 Workstation 🕒 S	rvice Records 🚦 Management Panel 🖓 CRM	🗳 User Configuration Guide 🛛 🚱
Overview Data Applytics	Number Management If you encounter any problem, please fiel free to contact us. Our hotine is 0755–36584058, or click to join Cloud Contact Center Technical Service Group Number Management Whitelist Accrowal Whitelist Yow	Switch Instance Please select an instance
Service Records Real-time Monitoring	All (3) Unmarked number (0) hunter-test-e2e (0) 4 (0) helio (2) r333 (3) Add number tog. Delete number tag	
Online Agent ~	Dak eart +	Enter number pleas Q
 Skill Group Management 	Phone Number Call type Number status Number location Number tag Number Id Associated IV Outbound Skill Working hours	Non-working Number concu Operation
IVR Management Number Management Predictive Dialign	Inbound MR: Telephone galou-shone, Outboand MR: D068020662 Hoburnd/Outbo In use Guangshou, G (233 1006 120 Experience VM galou-shone, Outboand MR: Default	Number concurrency: 10 – Number Edit concurrency per second: 10
Campaign Telephone Agent Settings Self-service	irbound VR- self-boorg 0089/215504 http://doi.org/10.1007/g Mult Tongzhen – Default	Number concurrency: No restriction - Number Edit concurrency per second: No restriction
Collection Settings Prompt File Management Phone Management	inbound MR: 884-booping /2024-02-22 006801096(Number concurrency: 30 - Number Ed3 concurrency en second: 30
	Total Items: 0	10 v /page H K 1 /1 page > H

2. Choose Inbound Settings >

Inbound IVR, and click the IVR name that you want to bind, for example, "Inbound Call Test". Select it and click **Confirm** to complete the binding.

Edit phone settings If you encou	inter any problem, please feel free to contact us. Our hotline is 0755-	36564058, or click to join Cloud Contact Center Technical Service Gro	up Switch instance	Please select an instance
Phone Number				
Outbound Settings				
Outbound Skill Group				
Outbound IVR (Default			•
Inbound Settings				
Inbound IVR	Telephone Experience IVR			Ŧ
IVR version number	Version number	Version notes	Update Time	
	OMAIN	Master version	2024-02-18 17:08:11	
	O 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 c	lays.	
General Settings				
Can be used for agent's mobile phone calls	Once turned on, if agent chooses [Answer by Mobile] and [C	all by Mobile], it will prioritize using this number to call the agent's mob	ile phone.	
Number tag	273 🕲 296 🕲			

Step 7: Configure agent answering method

SaaS Workbench Answering: Agents go to the Cloud Contact Center console for reception. For operational procedures, see Answering Calls and Making Outbound Calls (via Web).

SDK Integration: Cloud Contact Center can be integrated into your business system as an agent to complete the call reception in your business system. For integration solutions, please see Solution 2: SDK Integration.