

# **Cloud Contact Center**

## **Practical Tutorial**

### **Product Documentation**



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# Practical Tutorial

## Practical Tutorials for Auto Dialing

Last updated : 2024-07-04 16:37:20

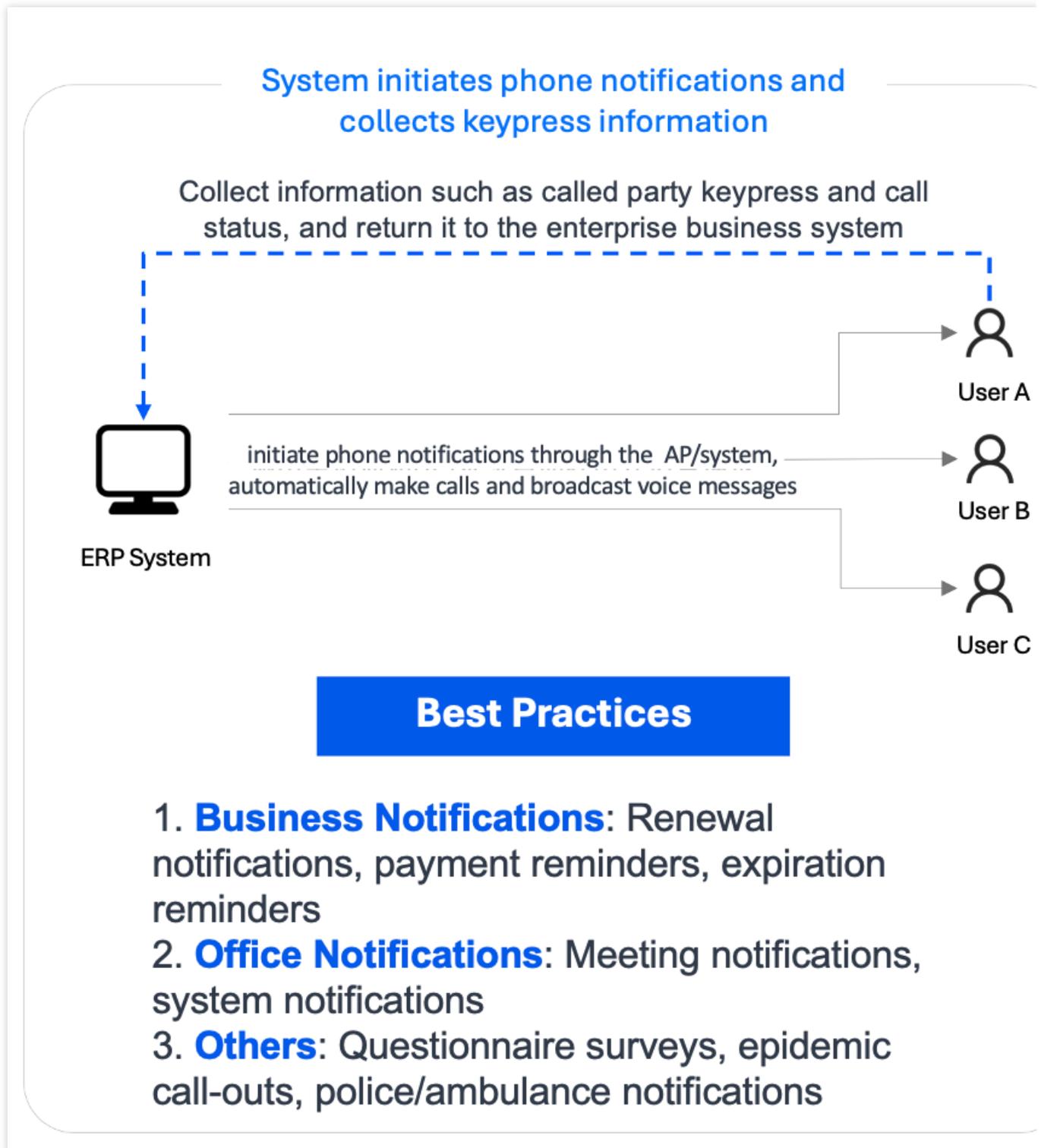
Auto dialing tasks mean automatically dialing customer numbers, and upon connection, directing them to a specified IVR process. The IVR process then plays the prompt to the customer, collects numbers from the customer, and completes the interaction between the customer and the IVR process.

### 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.

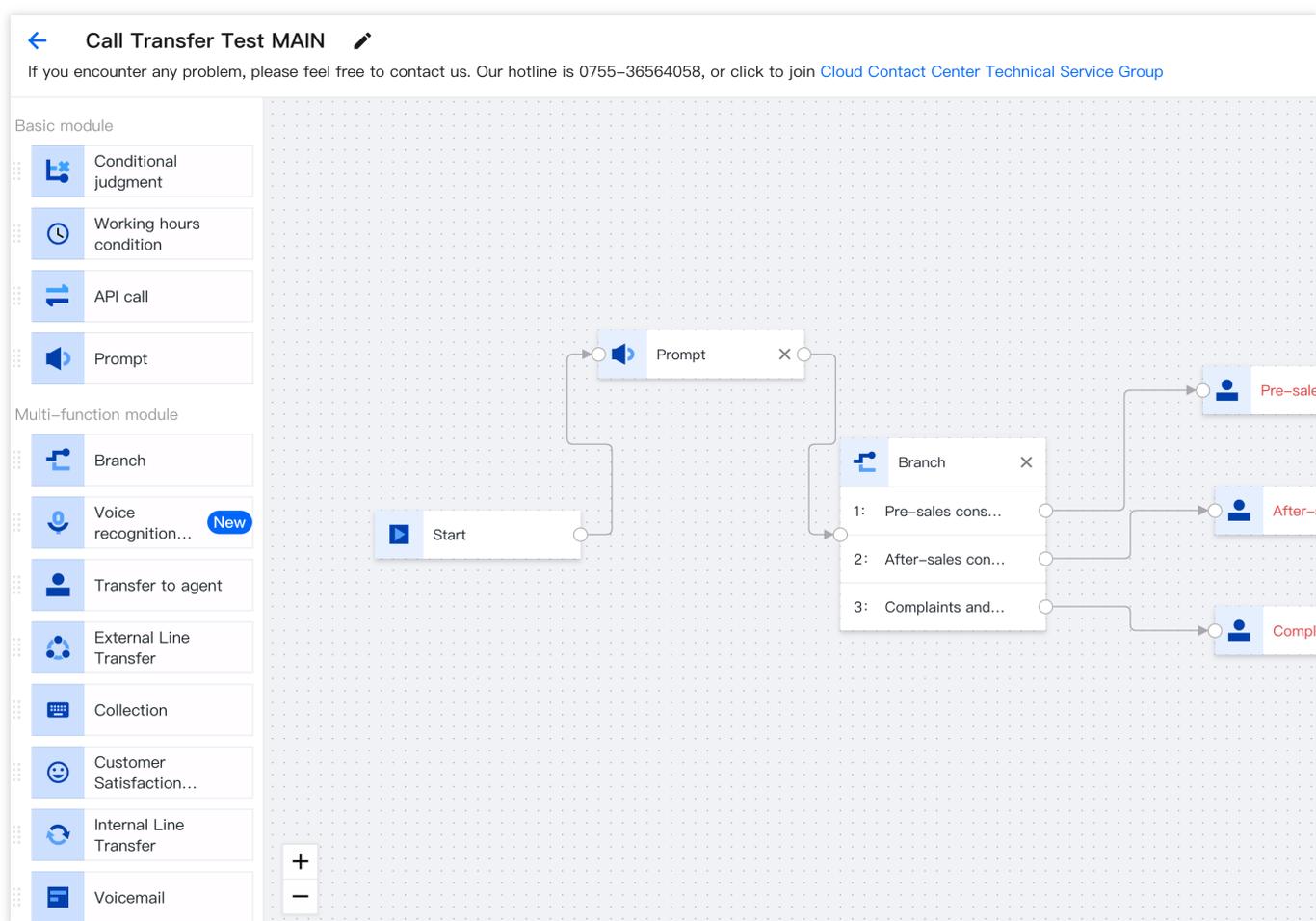


## Prerequisites

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.
2. Enter the IVR name in the top left corner of the IVR canvas, such as: COVID-19 telephone questionnaire survey.
3. 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.



4. After configuration, click **Save** in the upper right corner of the IVR canvas to return to the IVR list.
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

Last updated : 2024-07-04 16:38:05

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 [Demo Experience](#) 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](#).

**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](#)

Agent ID  Agent Email  Agent Name  Phone Number

Skill Group  Mobile phone answering  Recently online

**+** Once an agent is forced offline, an admin must grant access for them to log back in.

<input type="checkbox"/>	Agent ID	Agent Name	Nickname	Agent Email	Phone Number	Softphone ex...	SIP Phone Ex...	Agent role	Skill Group	M
<input type="checkbox"/>	100010	2121	11	1000100@qq...		+Softphone	+SIP phone	Administrator	test-1212, aft...	
<input type="checkbox"/>	100010	Xiao Ming	customer ser...	100010@qq.com	0086100010	+Softphone	+SIP phone	Ordinary seat	-	W
<input type="checkbox"/>	100011	xiaowang2	customer ser...	1000110@qq.c...		+Softphone	+SIP phone	Ordinary seat	adrien test	
<input type="checkbox"/>	100011	Xiaohong	customer ser...	10001133@qq...		+Softphone	+SIP phone	Ordinary seat	-	

## Step 4: Configure the skill group

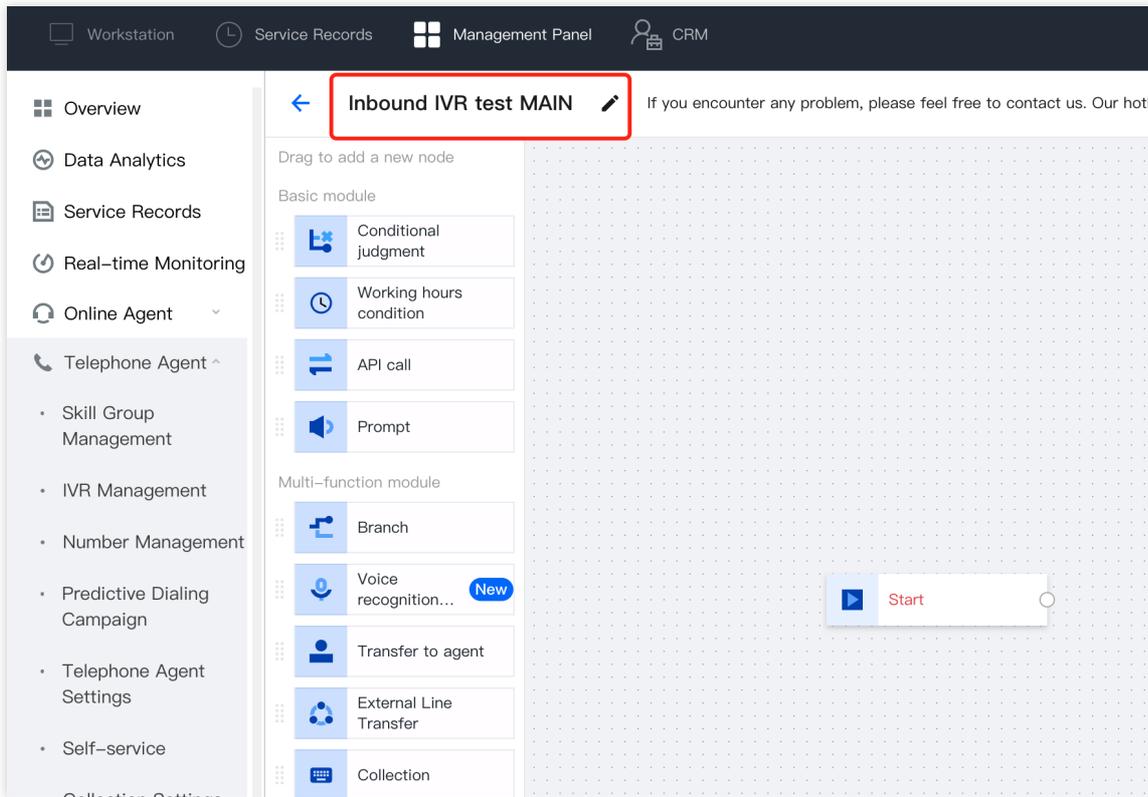
1. Log in to the [Cloud Contact Center management console](#).
2. Choose **Telephone Customer Service>Skill Group Management** in the left navigation bar to go to the skill group management page. If you have any questions about the operation, please refer to [Skill Group Management](#).

**Skill Group 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](#)

Skill group name	Skill group ID	Ringing mode	Skill group extension number	Reception limit
tt	2956	Ring in sequence	+Extension number	1
after sales group	2955	Ring in sequence	+Extension number	1
e2e-test	2939	Ring in sequence	+Extension number	1
gahou-同振	2684	Ring simultaneously	+Extension number	1
jeremy_test	2609	Ring in sequence	+Extension number	1

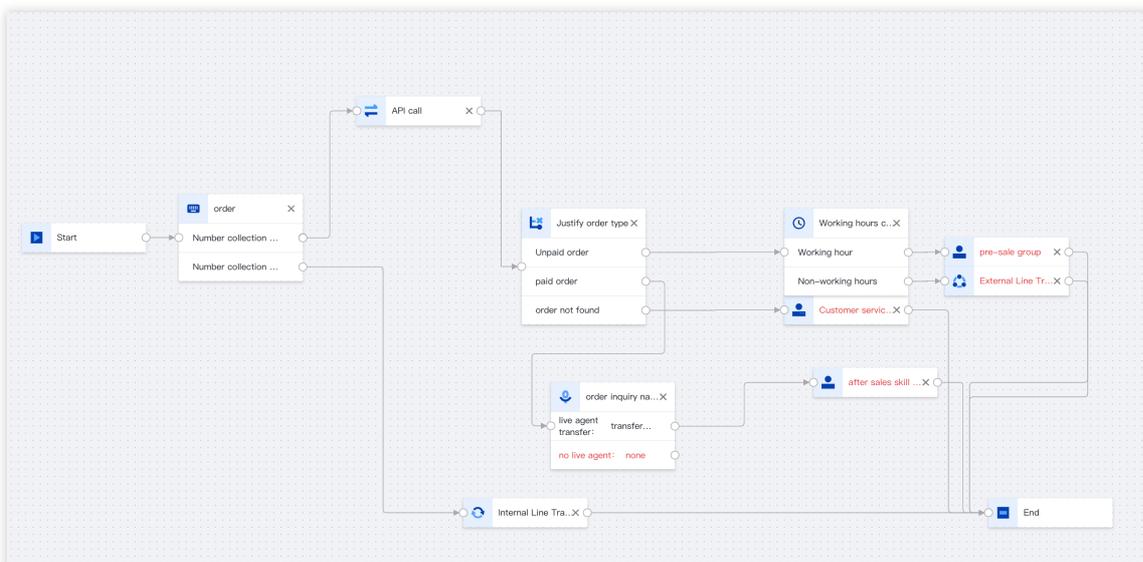
## Step 5: Configure the IVR

1. Generate and associate the IVR.



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 ✕

○ Number collection ...

○ Number collection ...

### Collect ID ✕

**Node ID** 01HSK2FKCY1VM5YJ4FPK025KZ8 📄

**Label**

**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**

After retry, enter the failure branch

**Timeout (seconds)**

**Store to variable**

**Digit type**

Maximum number of digits  
 Fixed length



Max digit length accommodates varying number lengths. Pressing # completes input and resumes the call (suggest using voice prompts to guide users to press #).

Maximum number of 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.

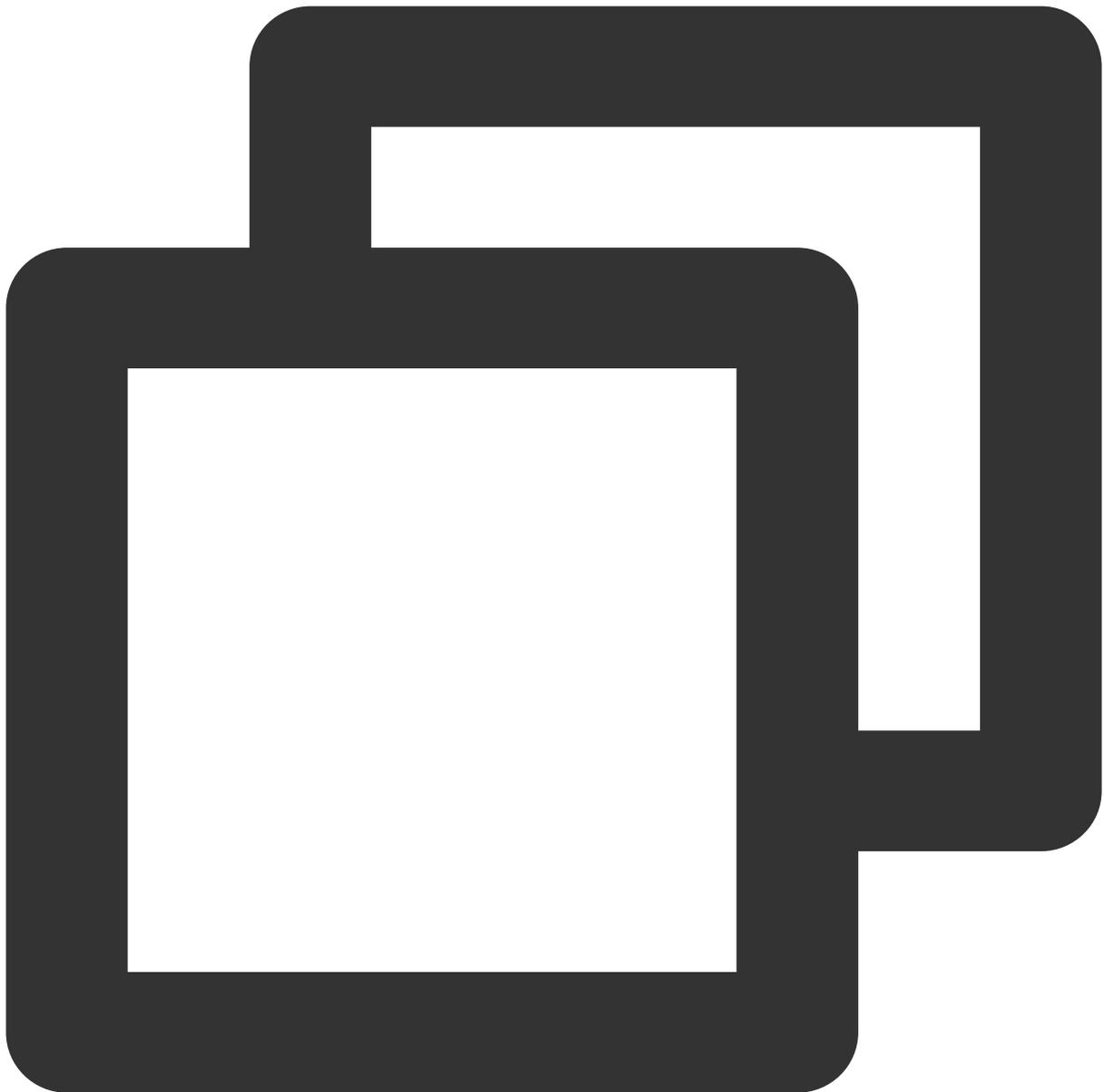
**Timeout:** The timeout period for each API call.

**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
✕

⇄
API call
✕

**Property**
Connect

Node ID: 01HSK2GQTMV3PH3YYNR98ZVXZP 📄

Label:

Maximum number of errors:

Timeout (seconds):

API request address:

Input parameter ⓘ

Field name	Parameter value	Operat...
<input type="text" value="CallerNumber"/>	<input type="text" value="\${SystemCallerNui}"/>	✕
<input type="text" value="SessionId"/>	<input type="text" value="\${SystemSessionk}"/>	✕

Add

Output parameter ⓘ

Parameter ...	Field name	Default value	Op...
<input type="text" value="\${Var1}"/>	<input type="text" value="Var1"/>	<input type="text"/>	✕
<input type="text" value="\${Var2}"/>	<input type="text" value="Var2"/>	<input type="text"/>	✕

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 judgment** [X]

**Property** Connect

Node ID 01HSK2HPMM1QGJ14KX5EK9X4ZM [Copy]

Label

Condition	Label	Op...
:SystemCallerNumber ==	Condition 1 (tra	Delete
Default branch	Default (transfe	

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 c...✕

Working hour

Non-working hours

### Working hours condition ✕

**Property** Connect

---

Label

Working hours condition

Working hour

Turn off  Standard  Custom

Legal working day

When customers make call outside [working hour], it will enter the [non-working hour branch]

Workday

Monday  Tuesday  Wednesday

Thursday  Friday  Saturday  Sunday

Working hour period

All day  Distinguish between morning and afternoon

09:00 To 18:00
🕒
You can set a cross-day time period

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 ✕

### Transfer to agent ✕

**name \***

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

Skill Group Overflow ⓘ ▼

Specify agent priority Please enter the interface address

Prompt is playing during agent transfer

Text to speech  Select existed audio

Transferring for you, please wait.

35 / 600

Click listen

Text to speech  
 Select existed audio

Click listen

---

A timeout prompt will be played if waiting time go beyond specified period. Customers can press any key to continue waiting or press # to exit the queue after the prompt.

Queue timeout (seconds)  ⓘ

Queue timeout prompt settings
  Text to speech  
 Select existed audio

The current agent is busy, please hang up to end.
 

50 / 600

Click listen

Prompt fo Failed Agent Transfer
  Text to speech  
 Select existed audio

All manual agents are currently not available, you are welcome to contact again during working hours.

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 Line Transfer Contact Number	The external number that needs to be called during the transfer to the external line	010-7654XXXX
---------------------------------------	--	--------------

External Line Transfer
✕

---

**Property**

**Connect**

Node ID 01HSK2MKRGRMJ2Z218C3EMKN0B

Label

Prompt is playing during external line transfer

**Text to speech**

**Select existed audio**

Transferring the call for you, please wait.

44 / 600

▶ Click listen

**Specified number**

**Specify callback address**

---

Default use if callback address fails

External line transfer caller number \*

Please select a number
▼

---

Default use if callback address fails

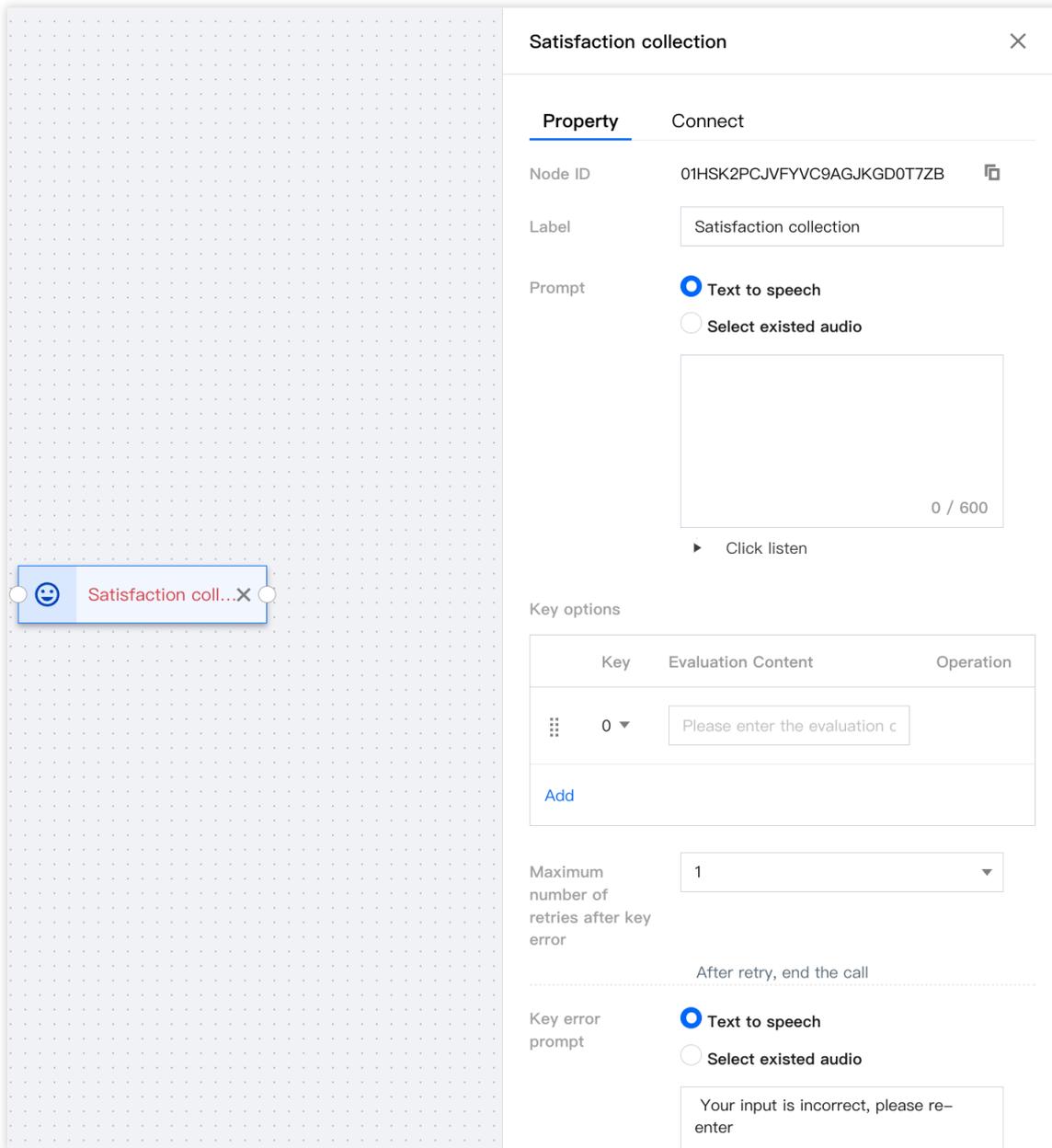
External line transfer contact number

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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



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

ASR Navigation

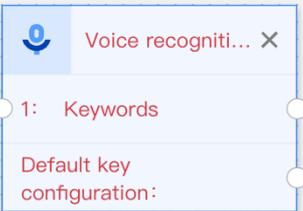
Branch navigation

Internal 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: 01HSK2QKCK122GSGX4KRN6879 🔗

Label:

	Node label	Speech keywords	Ope...
⋮	1	Keywords ✕	

Add

Default configuration

Automatic enter after maximum number of loops is exceeded

Enter by pressing key

Key configuration:

Play sound

Text to speech

Select existed audio

0 / 600

▶ Click listen

Maximum number of retries after error:

After retry, enter the next module

Timeout (seconds):

Timeout prompt:  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.

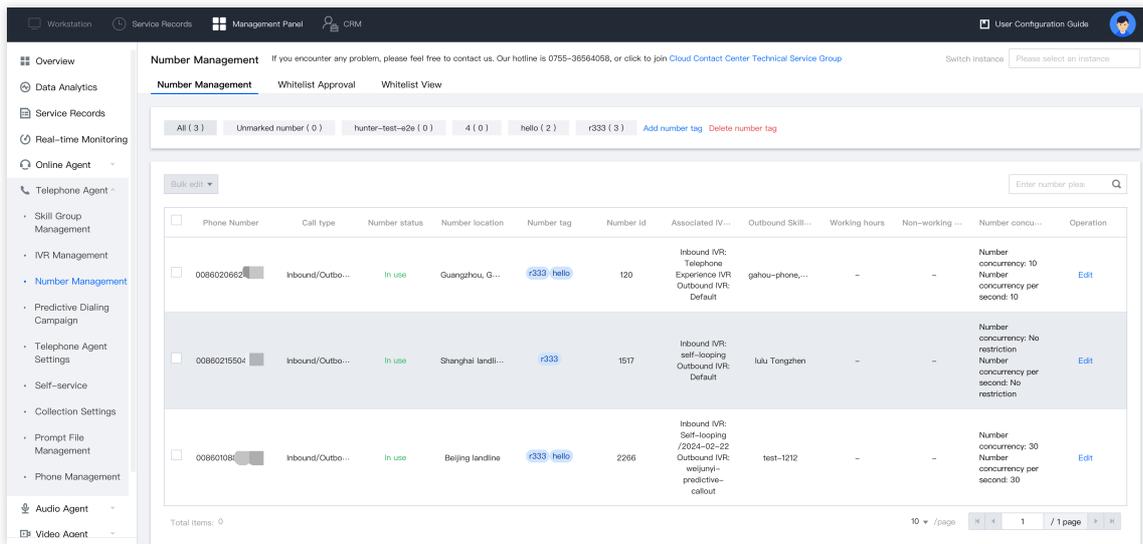
#### Note

Before use, please complete the [phone registration](#).

Property	Connect
Node ID	01HSK2RQN01FM7K7E8PBE41TJW
Label	Internal Line Transfer
Play sound	<input checked="" type="radio"/> Text to speech <input type="radio"/> Select existed audio
	<p>Please enter the extension number</p> <p>34 / 600</p> <p>▶ Click listen</p>
Extension number timeout	<input checked="" type="radio"/> Text to speech <input type="radio"/> Select existed audio
	<p>your input has been timed out, please re-enter the extension number</p> <p>68 / 600</p> <p>▶ Click listen</p>
Extension number error	<input checked="" type="radio"/> Text to speech <input type="radio"/> Select existed audio
	<p>Invalid extension number, please re-enter</p> <p>42 / 600</p> <p>▶ Click listen</p>

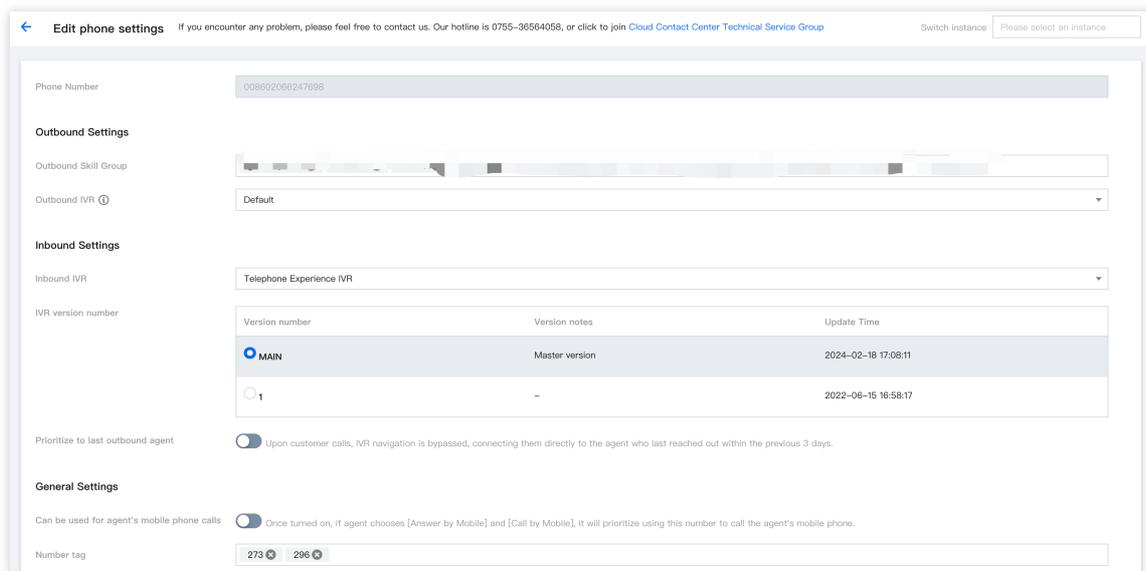
### Step 6: Bind the number to IVR

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



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.



**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](#).