

Cloud Contact Center

Data Push

Product Documentation



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Preliminary Explanation of Data Push

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Data Push Configuration Steps

Cloud Contact Center supports pushing service records and call recordings to the push addresses specified by enterprises. The following are the steps to enable the service record push feature. For details on the push format, refer to [Data Push - Phone CDR Data Push](#).

1. Log in to the [Cloud Contact Center console](#), select the appropriate Cloud Contact Center application and click Feature Configuration.

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

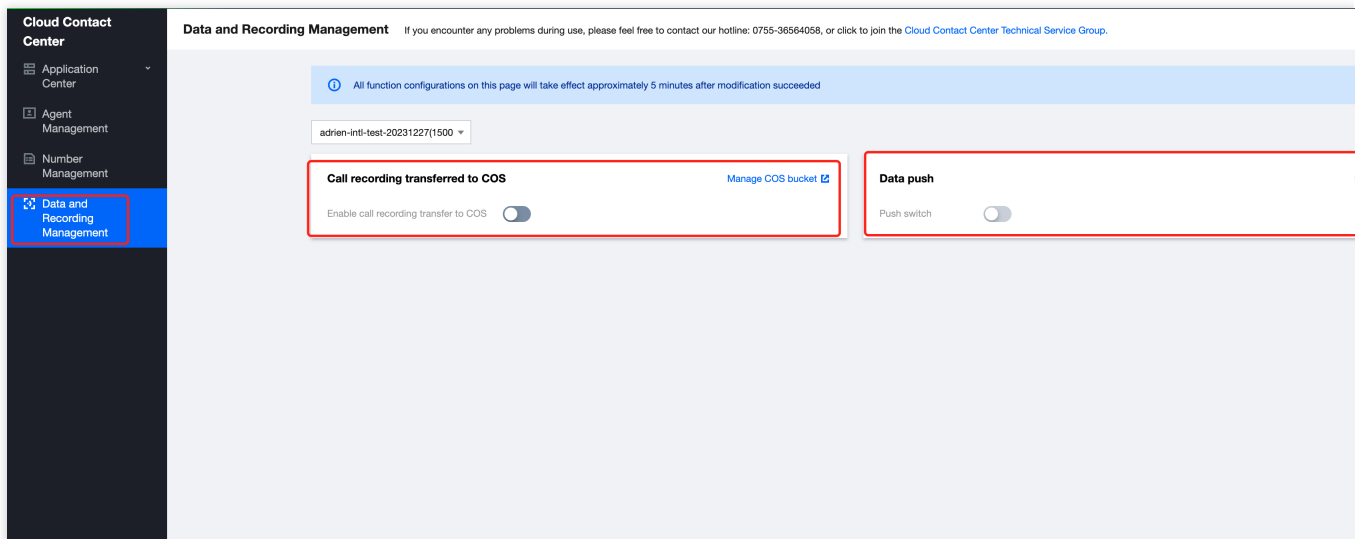
Push Address: Refer to [About Third-Party Provided URL](#) in the Preliminary Explanation of Data Push.

Authentication Approach: Refer to [About Authentication](#) in the Preliminary Explanation of Data Push.

CDR data: For details on the push protocol, refer to [Phone CDR Data Push](#).

Call recording data: For details on the push protocol, refer to [Telephone Call Recording Data Push](#).

Voice mail data push: For details on the push protocol, refer to [Voice Mail Recording Push](#).



About Third-Party Provided URL

A third party provides a publicly accessible HTTP/HTTPS (HTTPS recommended) POST interface. Cloud Contact Center will push data to this interface and distinguish different data types through the URL parameter action.

About Authentication

Currently supported authentication methods include:

1. Authentication-Free: No extra authentication.
2. basicAuth: Corresponding to the **Account Password** Setting in the Settings menu, where the username is the username and the password is the password.
3. OAuth2.0 client credentials: Corresponding to "OAuth2.0" in the Settings menu. The parameters that need to be configured include the URL of the token, ClientID, and ClientSecret.

About Return Value

The return format should be json type, following the format specified in the API documentation. If successful, the ErrCode field needs to be set to 0. Otherwise, Cloud Contact Center will try to repush the data, and the maximum retry times is 3.

About Data Deduplication and Disorder Processing

The header field value of X-TCCC-PUSH-UUID is used to uniquely identify a data push. If the same X-TCCC-PUSH-UUID header field is received due to push retries, the recipient needs to handle deduplication.

Phone CDR Data Push

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CDR records data based on the entire session. A complete customer inbound or outbound call corresponds to a record. The root-level data indicators of CDR represent the global information of the customer-dimensional session. The specific detail tracks in the session service are described through the ServeParticipants object array (such as: phone transfer information). Each piece of ServeParticipants data represents a service track.

Outbound call type data QueuedSkillGroupID field selection strategy:

If the agent belongs to only one phone skill group, it hits.

If the agent belongs to multiple phone skill groups, prioritize the skill group the outbound number is bound to (select the first skill group if there are multiple).

If 1 and 2 are not satisfied, select the first phone skill group of the agent.

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

METHOD: `POST`

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

REQUEST:

Parameter	Type	Description
SdkAppId	Numerical value (long integer)	Contact center instance ID
SessionId	String	Session ID
Caller	String	Caller
Callee	String	Called party
Direction	Numerical value	Overall direction of the session: 0: Inbound 1: Outbound
Duration	Numerical value	Overall service time of the session, in seconds; EndedTimestamp-AcceptTimestamp
SeatUser	Object	Agent information. See format below. (If transfer occurs, this will be the information of the last agent.)
CallerLocation	String	The location of the caller's phone number
IVRDuration	Numerical value	Duration of IVR stage, in seconds, QueuedTimestamp - StartTimestamp

RingTimestamp	Numerical value	Timestamp of the start of the ringing on the agent side when the session direction is inbound (UNIX second-level timestamp) Timestamp of the start of the ringing on the user side when the session direction is outbound (UNIX second-level timestamp)
AcceptTimestamp	Numerical value	Timestamp of the start of the agent answering the call when the session direction is inbound (UNIX second-level timestamp) Timestamp of the start of the user answering the call when the session direction is outbound (UNIX second-level timestamp)
EndedTimestamp	Numerical value	End timestamp of the entire session (UNIX second-level timestamp)
StartTimestamp	Numerical value	Start timestamp of the entire session (UNIX second-level timestamp)
IVRKeyPressed	String array	IVR key information (e.g. ["1","2","3"])
IVRKeyPressedEx	Object array	IVR key information (e.g. [{"Key":"1","Label":"Very satisfied"}])
HungUpSide	String	Hang-up party (user: user hang-up or seat: agent hang-up)
ServeParticipants	Object array	List of service participants. The format is shown in the table below.
EndStatusString	String	End status of the entire session. For details, see EndStatusString .
QueuedTimestamp	Numerical value	Time when the user enters the queue when the session is inbound
PostIVRKeyPressed	Object array	Post-IVR key information (e.g. [{"Key":"1","Label":"Very satisfied"}])
QueuedSkillGroupName	String	Name of the skill group where the user enters the queue when the session is inbound
QueuedSkillGroupId	Numerical value	ID of the skill group where the session enters the queue
RecordId	String	Recording ID for user-side recording
UserRemark	String	Remarks on the user
Uui	String	Data accompanied by the customer (data brought in by telephone outbound interface)
TelLocation	Json object	Number location. The format is as below.

SeatUser data format:

Parameter	Type	Description
Mail	String	Agent's email
Name	String	Agent's name
Nick	String	Agent's nickname
Phone	String	Agent's phone number
UserId	String	User ID
StaffNumber	String	Agent ID
SkillGroupNameList	String array	List of skill groups the agent belongs to

ServeParticipants data format:

Parameter	Type	Description
Mail	String	Agent's email
Phone	String	Agent's phone number
RingTimestamp	Numerical value (long integer)	Ring timestamp, Unix second-level timestamp
AcceptTimestamp	Numerical value (long integer)	Answer timestamp, Unix second-level timestamp
EndedTimestamp	Numerical value (long integer)	End timestamp, Unix second-level timestamp
RecordId	String	Recording ID
Type	String	Participant type: staffSeat outboundSeat staffPhoneSeat miniProgramSeat
TransferFrom	String	Transfer source agent information
TransferFromType	String	Transfer source agent type

TransferTo	String	Transfer destination agent information
TransferToType	String	Transfer destination participant type, with the same value as Type
SkillGroupId	Numerical value	Skill group ID
EndStatusString	String	Participant end status of the session. For details, see EndStatusString .
Sequence	Numerical value	Participant number, starting from 0
StartTimestamp	Numerical value (long integer)	Start timestamp, Unix second-level timestamp
SkillGroupName	String	Skill group name
SkillGroupPriority	Numerical value	Skill group assignment priority

TelLocation data format:

Parameter	Type	Description
TelNumber	String	Number
Country	String	Country
Province	String	Province
City	String	City
Operator	String	ISP

RESPONSE:

Parameter	Type	Description
ErrMsg	String	Error description
ErrCode	Numerical value	Error code

Data sample:



```
{
  "SessionId": "99a1c8f8-eb3d-4xxx-8401-5f6aa8761232",
  "Caller": "0086400xxx6666",
  "Callee": "0086184xxxx7605",
  "Direction": 1,
  "Duration": 0,
  "SeatUser": {
    "Mail": "zhangsan@tencent.com",
    "Name": "Zhang San",
    "Nick": "Youyou",
    "Phone": "",
  }
}
```

```
"UserId": "zhangsan@tencent.com",
"StaffNumber": "8546",
"SkillGroupNameList": [
  "Outbound Consultant",
]
},
"CallerLocation": "",
"IVRDuration": 0,
"RingTimestamp": 1677140072,
"AcceptTimestamp": 0,
"EndedTimestamp": 1677140081,
"IVRKeyPressed": null,
"IVRKeyPressedEx": null,
"HungUpSide": "seat",
"ServeParticipants": [
  {
    "Mail": "zhangsan@tencent.com",
    "Phone": "",
    "RingTimestamp": 1677140068,
    "AcceptTimestamp": 1677140069,
    "EndedTimestamp": 1677140081,
    "RecordId": "dbe87035-019c-4xxx-bf4f-c29701ad315d",
    "Type": "miniProgramSeat",
    "TransferFrom": "",
    "TransferFromType": "",
    "TransferTo": "",
    "TransferToType": "",
    "SkillGroupId": 2734,
    "EndStatusString": "ok",
    "Sequence": 0,
    "StartTimestamp": 1677140068,
    "SkillGroupName": "Outgoing Consultant",
    "SkillGroupPriority": 0
  }
],
"EndStatusString": "numberNotExist",
"StartTimestamp": 1677140068,
"QueuedTimestamp": 0,
"PostIVRKeyPressed": null,
"QueuedSkillGroupId": 2734,
"QueuedSkillGroupName": "Outbound Consultant",
"SdkAppId": 1400482256,
"RecordId": "f65472d9-400a-4xxx-a51f-a49a55dab99a",
"UserRemark": "*****7605",
"Uui": "abc",
"TelLocation": {
  "TelNumber": "008618486147605",
```

```
"Country": "China",  
"Province": "Guizhou",  
"City": "Anshun",  
"Operator": "Mobile"  
}  
}
```

Telephone Recording Data Push

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The recording data is organized based on the participants involved in the session. There will be a separate recording for each participant in the session. A normal session will have recording data from the caller and the called party, with the same SessionId, and different sides are distinguished by EndpointUser.

If a transfer occurs within the session, a third recording will be generated with the same SessionId and an EndpointUser for the third-party agent. Through the SessionId, EndPointUser, and RecordId one can index to the recording URL at each end.

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

METHOD: `POST`

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

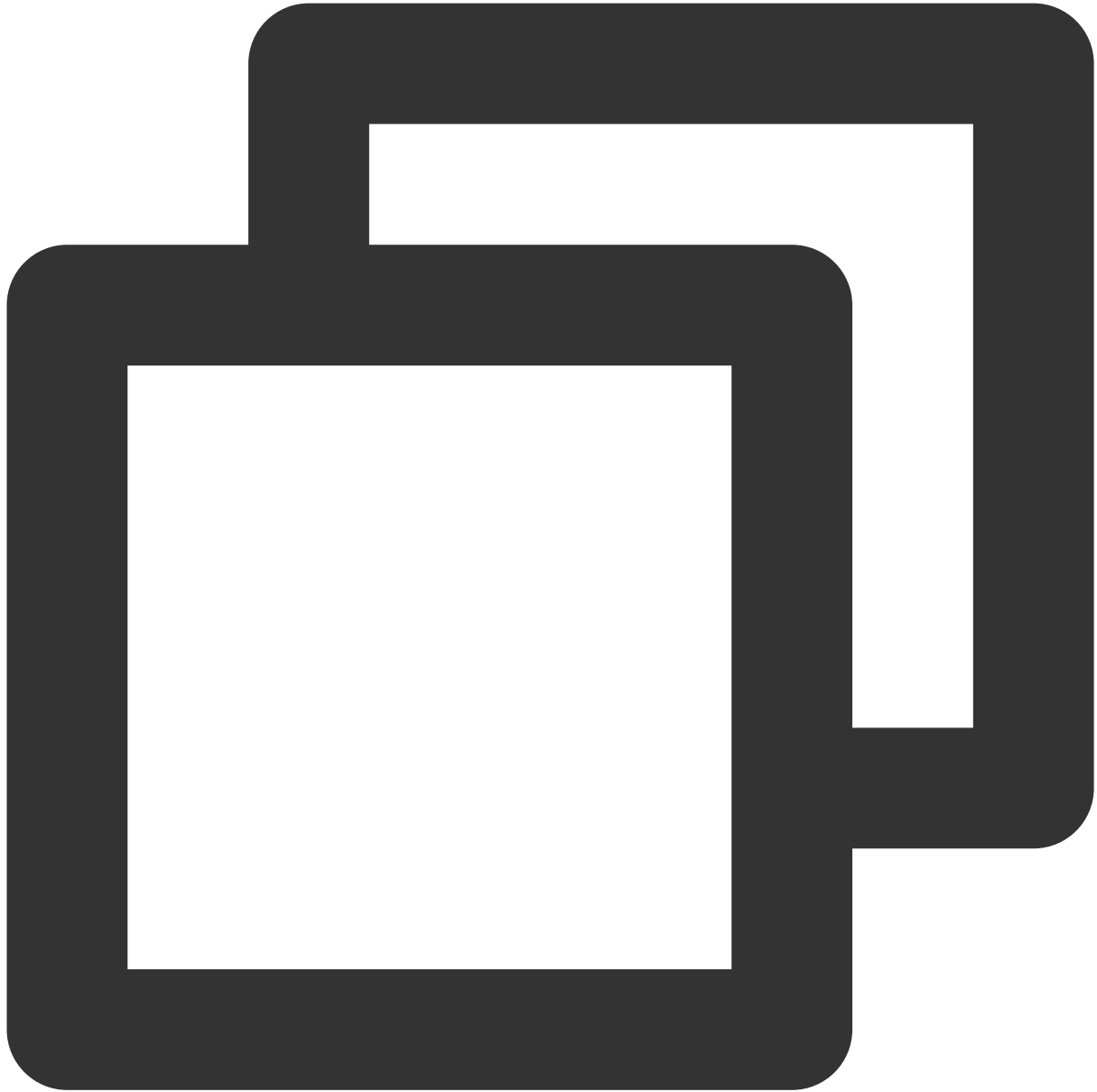
REQUEST:

Parameter	Type	Description
SdkAppId	Numerical value (long integer)	Contact center instance ID
RecordId	String	Recording ID
SessionId	String	Session ID
Timestamp	Numerical value (long integer)	Recording generation timestamp
EndpointUser	String	Recording object (the user's mobile phone number or the agent's email)
RecordURL	String	Recording URL (the default free storage duration for recordings is 3 months)
CustomRecordURL	String	Recording transfer to COS URL (This field exists only if the recording transfer feature is enabled)

RESPONSE:

Parameter	Type	Description
ErrMsg	String	Error description
ErrCode	Numerical value	Error code

Data sample:



```
{  
  "SdkAppId": 1400264214,  
  "RecordId": "1608130650",  
  "SessionId": "e97be0ab-1ef6-4ad2-a8c4-2b2bbfb18e55",  
  "Timestamp": 1608130650,  
  "EndpointUser": "lululing@tencent.com",  
  "RecordURL": "http://recorder-10018504.cos.ap-shanghai.myqcloud.com/def/month12"  
}
```


Voice Mail Recording Push

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In voice mail recordings, there are caller recordings generated by the IVR voice mail module. The recording URL of the voice mail can be indexed by SessionId.

URL: `https://{custom_url}?action=voicemail`

METHOD: `POST`

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

REQUEST:

Parameter	Type	Description
SdkAppId	Numerical value (long integer)	Contact center instance ID
SessionId	String	Session ID
Timestamp	Numerical value (long integer)	Recording generation timestamp
RecordURL	String	Recording URL
EndpointUser	String	Recording object (the user's mobile phone number)

RESPONSE:

Parameter	Type	Description
ErrMsg	String	Error description
ErrCode	Numerical value	Error code

Data sample:



```
{  
  "SdkAppId": 1400264214,  
  "SessionId": "e97be0ab-1ef6-4ad2-a8c4-2b2bbfb18e55",  
  "Timestamp": 1608130650,  
  "RecordURL": "http://recorder-10018504.cos.ap-shanghai.myqcloud.com/def/month12",  
  "EndpointUser": 13123456789  
}
```