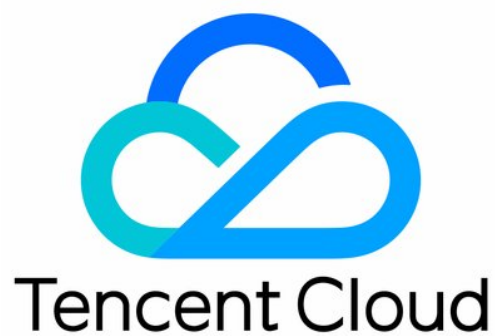


# **Cloud Contact Center**

## **FAQs**

### **Product Documentation**



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# FAQs

Last updated : 2024-04-02 10:57:02

## FAQs About Features

### What hardware and software devices are required to use Cloud Contact Center?

Hardware: A computer, headset, and microphone are required to use Cloud Contact Center.

Software: Google Chrome browser, version 70 or later.

### Can the call recordings of Cloud Contact Center be accessed via an interface?

Yes. Please refer to API document [Access to Phone Service Records and Recordings](#).

### When using Cloud Contact Center's phone customer service, after a user calls in, does the contact center platform support direct follow-up calls?

Yes, it does. Please refer to the phone service document [Outbound Call Feature](#).

### Does Cloud Contact Center support viewing phone, text, image, and other historical records?

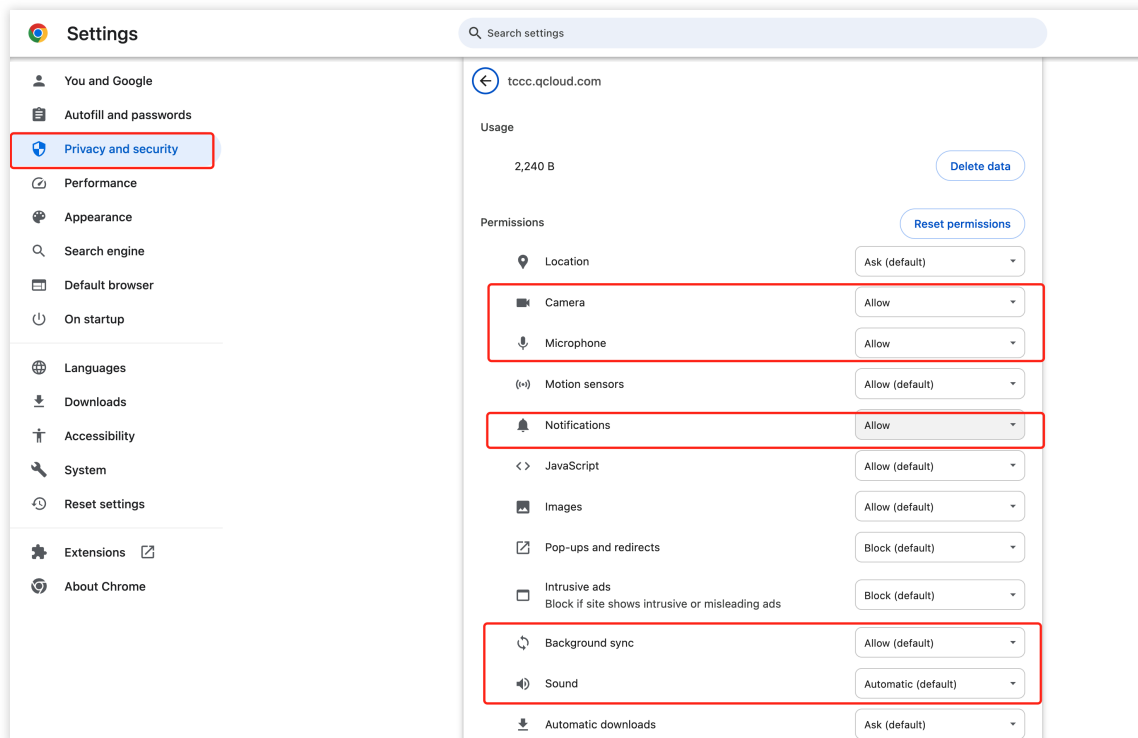
Cloud Contact Center supports online playback and download of phone recordings, as well as interface pulling. Text and image records can be viewed online.

### Why is there no incoming call ringtone when Google Chrome is used?

First, check whether there is an issue with the audio device and whether the volume is set to zero.

Check browser settings. Enter `chrome://settings/content/siteDetails?`

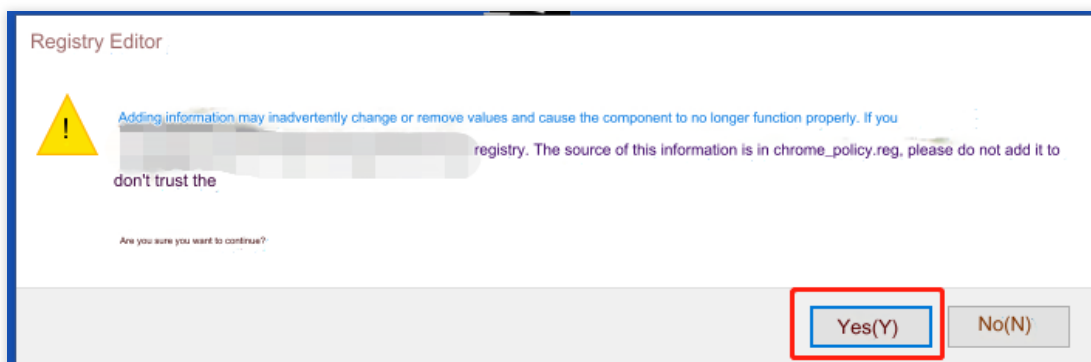
`site=https%3A%2F%2Ftccc.qcloud.com` in the browser's address bar. Set **Camera**, **Mic**, **Notifications**, **Background Sync**, and **Sound** to 'Allow'.



If no exception is found after the above checks, the browser prevents webpages from automatically playing audio or video to avoid disturbing users, and limits the autoplay feature for audio or video. In this case, follow the steps below:

1.1 Download [chrome\\_policy.reg.zip](#) and unzip it.

Double-click the unzipped file and click **Yes**.



Close and re-open the Google Chrome browser. In the address bar, enter `chrome://media-engagement/`.

Media Engagement

Copy all to clipboard

Setting Name	Setting Value
Min Sessions	20
Lower Threshold	0.2
Upper Threshold	0.3
Record MEI data	Enabled
Bypass autoplay based on MEI	Enabled
Preload MEI data	Enabled
MEI for HTTPS only	Disabled
Autoplay disable settings	Disabled
Unified autoplay (preference)	Enabled
Custom autoplay policy	Disabled
Autoplay Policy	no-user-gesture-required
Preload version	Not Available

☐ Show sessions with no playbacks

Origin	Sessions	Sessions with playback	Last Playback	Is High	Score ▼
https://tccc.qcloud.com	1	1	2022-05-25T07:28:53.188Z	No	0.05

Check whether the value of **Autoplay disable settings** is **Disabled**, and whether the value of **Autoplay Policy** is **no-user-gesture-required**. If not, disable the antivirus software and double-click the [file](#) downloaded earlier. Re-open the browser, go to [Cloud Contact Center](#), and check whether the incoming call ringtone is normal.

## FAQs About Billing

### How many agents can be added to a Cloud Contact Center account?

There are no restrictions. If you need to add more, please go to the [Tencent Cloud Console](#) to purchase

## FAQs About Auditing

### What is the approval procedure timeline for corporate qualifications in Cloud Contact Center?

We will complete the review within 1 working day.

Audit Time: 9:00 to 23:00 from Monday to Sunday (postponed on legal holidays).

## FAQs About Login

### **Why does registration to the IM backend fail?**

Please go to the [Tencent Cloud console](#) to confirm whether your Tencent Cloud account is in arrears.

### **The number of agents online at the same time cannot exceed the number of valid agents purchased**

An agent account can only sign in from one location, and the maximum number of sign-ins is equal to the number of seats purchased. If you need to sign in with more accounts, please purchase them on the [Tencent Cloud Console](#)