

Cloud Contact Center

Glossary

Product Documentation



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Last updated : 2024-04-01 18:25:13

Tencent Cloud Contact Center

Tencent Cloud Contact Center is a service that provides you with convenient management of interactive contact centers.

API

API (Application Programming Interface) is a set of pre-defined functions, aiming to provide application developers with the ability to access a series of routines based on certain software or hardware, without needing to understand the source code or the details of internal working mechanisms. In addition to the meaning of 'Application Interface', API also refers specifically to its documentation, also known as help documents.

TTS

Text To Speech, also known as 'From Text to Voice', is part of the human-computer dialogue, enabling machines to speak. TTS is a type of Text To Speech application that converts files stored on a computer, such as help files or web pages, into natural voice output. Not only can TTS assist visually impaired individuals in reading computer information, but it can also increase the readability of text documents.

IVR

Interactive Voice Response (IVR) is an essential tool for self-service operations. Using just a phone, customers can access the service center, listen to mobile entertainment products based on operation prompts, or receive information based on their input. IVR guides customers, delivers automated voice announcements, handles automatic fax transmission, and is crucial for offering 7x24 hour services in a modern customer service center.

ASR

Automatic Speech Recognition (ASR) is to convert the lexical content of human speeches into computer-readable input, such as keystrokes, binary codes, or character sequences. It is different from "speaker recognition" or "speaker confirmation" that recognizes or confirms speaking humans rather than words, phrases, or sentences contained in speeches.