

Cloud Contact Center Service Agreement Product Documentation



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1.INTRODUCTION

This Module applies if you use Tencent Cloud Contact Center ("**Feature**"). This Module is incorporated into the privacy policy located at [Privacy Policy](#). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2.CONTROLLERSHIP

The controller of the personal information described in this Module is as specified in the Privacy Policy.

3.AVAILABILITY

This Feature is available to users globally but primarily intended for users located in the same country/region as the selected service region for optimal performance.

4.HOW WE USE PERSONAL INFORMATION

We will use the information in the following ways and in accordance with the following legal bases:

| Personal Information | Use | Legal Basis |
|---|---|--|
| Log Data: Operation logs: operator ID, operation time point, operation behaviour; IVR prompts and role permission logs; Login, logout, connection, disconnection, work status, and status switching by the agent; Call process trajectory records: phone number, call process trajectory, full-link call tracking, each status trajectory log, SIP signaling messages for calls, packet loss, jitter, and | We use this information to provide the Feature to you, including for maintenance and troubleshooting, to detect bugs and faults, and to ensure the Feature functions as required. Please note that this data is stored in our Tencent Cloud Elasticsearch Service feature. | We process this information as it is necessary for us to perform our contract with you to provide the Feature. |

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| packet disorder for each call, recording detailed MOS scores. | | |
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5.HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy.

6.DATA RETENTION

We will retain personal information in accordance with the following:

| Personal Information | Retention Policy |
|----------------------|---|
| Log data | We retain such data until you terminate your use of the Feature or upon your data deletion request, in which case we will delete this data within 30 days of such termination or receipt of your data deletion request. |

Data Processing And Security Agreement

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1.BACKGROUND

This Module applies if you use Tencent Cloud Contact Center ("**Feature**"). This Module is incorporated into the Data Processing and Security Agreement located at [DPSA](#). Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

2.PROCESSING

We will process the following data in connection with the Feature:

| Personal Information | Use |
|---|---|
| Agent and Administrator Information: Information relating to your agents and administrators (collectively or individually, as applicable, " agents ") who use the Feature, and their devices: agent staff ID, phone number(s), email, name, nickname(optional), status(busy/available/break), role, skill group, online status, cellphone pickup indicator; browser, device availability check (whether device has built-in camera, microphone, built-in speaker), network information. | We use this information for the purposes of providing the Feature to you, including to enable you to set up and manage your internal accounts and access rights for the Service, and to ensure agents meet the hardware, software, and network requirements to support their use of the Feature. Please note that this data is encrypted using our TencentDB for MySQL feature, and stored in our TencentDB for Redis feature and backed up in our Cloud Object Storage feature. |
| Outbound and Inbound Call Data: Audio recording of the call; If your end user makes a call to customer service which then transfers the call to another call center: Phone number, telecommunication services providers, call duration; Interactive Voice Response (IVR): IVR prompt, and your end user's input collected from IVR (via text to speech, engine text or audio file). | We only process this data for the purposes of providing the Feature to you. Please note that the audio recording of the call is stored in our Cloud Object Storage ("COS") feature, and other outbound and inbound call data is stored in our TencentDB for MySQL ("MySQL") feature and backed up in our COS feature. |
| Call Analytics Data: Metrics relating to your agents' use of the Feature: Inbound and outbound calls: number of calls, number of answered calls, connection rate, average wait time, average | We only process this data for the purposes of providing the Feature to you. Please note that the audio recording of the call is stored in our COS feature, and other call |

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| <p>call duration, number of calls that are transferred to manual customer service, number of calls transferred to manual customer service but have not reached manual customer service, queue count, IVR abandonment rate, agent/skill group status(online/break/busy), agent's time on each status, current reception volume and daily reception volume; audio recording of the call.</p> <p>service records: time when a call is processed by an agent, call type (inbound/outbound), agent operation terminal, calling number, call remarks, called number, connection status, call duration, agent nickname/name, agent ID, agent/skill group, satisfaction rating, party who ends the call, voicemail.</p> | <p>analytics data is stored in our MySQL feature and backed up in our COS feature.</p> |
| <p>Configuration Data: Your configurations on quick replies, blacklisted phone numbers, keywords, user access controls (role permissions), and inbound call pop-up screen (including end user phone number, telecommunication service provider information).</p> | <p>We only process this data for the purposes of providing the Feature to you in accordance to your specific configuration.</p> <p>Please note that this data is stored and backed up in our MySQL feature.</p> |

3.SERVICE REGION

As specified in the DPSA. The main and backup servers for this Feature are in Singapore.

4.SUB-PROCESSORS

As specified in the DPSA.

5.DATA RETENTION

We will store personal data processed in connection with the Feature as follows:

| Personal Information | Retention Policy |
|---|---|
| Agent and Administrator Information | We retain such data until you terminate your use of the Feature or upon your data deletion request, in which case we will delete this data within 30 days of such termination or receipt of your data deletion request. |
| Outbound and Inbound Call Data Call Analytics Data | We retain such data for 6 months (unless you request for deletion of such data, in which case we will delete it within 30 days). You may also purchase (or trial, |

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| | as applicable) storage on our Cloud Object Storage (COS) feature if you would like us to store such data for longer than 6 months. |
| Configuration Data | We retain such data until you terminate your use of the Feature, in which case we will delete this data within 30 days after termination. |

You can request deletion of such personal data in accordance with the DPSA.

6.SPECIAL CONDITIONS

You must ensure that this Feature is only used by end users who are of at least the minimum age at which an individual can consent to the processing of their personal data and it is no longer necessary for them to obtain parental or their guardian's consent. This may be different depending on the jurisdiction in which an end user is located.

You represent, warrant and undertake that you shall obtain and maintain all necessary consents from data subjects (including your agents and end users) in respect of the processing of their personal data (as applicable) in respect of the Feature (including for the purposes of providing the Feature and the functionalities described within the Feature's Privacy Policy and Data Processing and Security Agreement), in accordance with applicable laws and so as to enable us to comply with applicable laws. You agree you will indemnify and hold Tencent harmless from and against all claims, liabilities, costs, expenses, loss or damage (including consequential losses, loss of profit and loss of reputation and all interest, penalties and legal and other professional costs and expenses) incurred by Tencent arising directly or indirectly from a breach of this requirement.

This Feature is not intended for the processing of sensitive data. You must ensure that this Feature is not used to transfer or otherwise process any sensitive data by you or your end users.

You acknowledge, understand and agree that (i) we do not make any representation or warranty or give any undertaking that this Feature will be in compliance with any applicable laws or regulations, and (ii) any reliance on or use of this Feature is at your sole risk.

Service Level Agreements

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For details, see [Cloud Contact Center Service Level Agreement](#).