

CEC
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07 FAQ

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Security Declaration

Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process*. For details about this process, visit the following web page:

<https://www.huawei.com/en/psirt/vul-response-process>

For vulnerability information, enterprise customers can visit the following web page:

<https://securitybulletin.huawei.com/enterprise/en/security-advisory>

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1 Product Consulting

What Devices Do I Need to Deploy on the Local PC After Applying for a Number from the Carrier? Are Any Models Recommended?

The options are as follows:

- If the carrier uses an E1 line for access, you need to deploy the media gateway in the local equipment room. The recommended media gateways are as follows:
 - Media gateway with 16 E1 ports: Dinstar MTG2000-X-16E1
 - Media gateway with 63 E1 ports (optical ports): Dinstar MTG2000-X-63E1
 - Media gateway with 63 E1 ports (electrical ports): Ruijie Networks SU8600
- If the carrier uses a SIP line for access, you can directly apply for interconnecting with the SIP line. A gateway device is not required on your local PC.

How Do I Purchase and Enable the CEC?

For details, see [Applying for Commercial Use](#).

Can a Small Enterprise Use the CEC?

Absolutely. Even if your enterprise is small, the CEC can help you improve the customer service quality more efficiently.

Will There Be Professional Support If a Problem Occurs in a Purchased Product?

We are an excellent team with a strong sense of responsibility. If you encounter any problem during the service period after purchasing the CEC product, we will have professional consultants to answer your questions and help you handle the problems in a timely manner. In this way, the customer service management of your enterprise can maintain the leading level among peer enterprises.

Can I Log In to the CEC Console of My Enterprise?

After the commercial registration is complete, you can enter the address in the email sent by the system to access [the CEC home page](#) and click **Access Console** to access the CEC console.

How Does the CEC Ensure User Security?

For details, click [CEC Security Assurance](#).

How Do I Subscribe to Agents?

After you register a CEC product, access the console and add a call center instance to subscribe to agents. If an agent expires, you can choose to renew or unsubscribe from the agent resource.

Can I Delete My Email Address from My Profile?

You can change your email address, but you must ensure that you have a primary email address in your profile.

Why Is the Beep Sound Still Played After the 400 Number Applied in the CEC Is Bound to the IVR Flow?

After applying for a 400 number, you need to contact the CEC operations personnel to configure the routing for the 400 number. After the configuration is complete, inbound calls can be connected to the CEC system.

Is There a Mobile Version of the CEC?

The CEC is based on the web and does not have the mobile version.

Can CEC Configurations Be Migrated to Another Primary Account?

Numbers and qualifications can be migrated for the CEC product. However, the business configuration data related to the call center instance cannot be migrated. You need to reconfigure the data under the new account.

Can I Set a Member Account to Manage the CEC?

- Only the primary account can be used to log in to and manage the CEC console. If a member account is required to manage the CEC console on behalf of the primary account, you need to authorize the member account. For details, contact CEC operations personnel. If no call center instance is added for the member account, the member account cannot access the call center login page.
- If the call center authorizes a member account to configure and manage call center business data on behalf of an administrator, the administrator needs to configure permissions for the member account. For details, see [Tenant Space](#).

What Can I Do If the Number of CEC Users Exceeds the Upper Limit?

Contact the O&M personnel to apply for more agents.

Why Are the CEC Web Pages Unavailable?

You can check your CEC web pages as follows:

- Check whether an error message is displayed on the CEC web pages.
- Restart the CEC web pages and check whether they work properly.
- Check whether the runtime environment is connected to the Internet.

Why Cannot I Sign In to the CEC Web Pages?

- The application cannot connect to the server.
 - Check whether the entered server address is correct.
 - Check whether the entered port number is correct.
 - Check whether the Internet works properly.
- Unknown username.
 - Check whether the entered server address is correct.
 - Check whether the entered username is correct.
- Incorrect password. Try again.
 - Check whether the entered server address is correct.
 - Check whether the entered username is correct.
- Your password has expired. Change the password on the web page that is displayed. (The password change notification is sent within 90 days.)
 - Change the password to be different from the current password.

2 Number Consulting

How Do I Process Numbers Frozen by the Carrier?

Enterprises need to contact the corresponding carrier.

Are Number Resources Available from Huawei?

Huawei cannot help enterprises apply for numbers from suppliers.

Does the CEC Support the Access of Self-Owned Mobile Numbers?

According to national laws and regulations, mobile numbers cannot be used for call center services. Therefore, mobile numbers cannot be connected to the CEC system.

Does the CEC Support the Access of Self-Owned Fixed-Line Phone Numbers?

The CEC supports common fixed-line phone numbers and 95 numbers nationwide. For details about how to add a number, see [Applying for Connecting to a Self-Owned Access Code](#).

Does the CEC Support the Access of Self-Owned 400 Numbers?

Check whether the supplier of the 400 numbers uses a SIP line. If yes, add the 400 numbers by referring to [Applying for Connecting to a Self-Owned Access Code](#).

How Do I Solve the Problem that a Call Number Is Marked as a Harassing Call Number by a Customer?

If your call center frequently calls unknown customers to promote services or products, or your calls are meaningless to customers, customers will mark the call numbers as harassing calls to avoid harassment. Most customers will reject calls from unknown numbers. You can verify your phone numbers on a phone authentication platform such as 360.cn or dianhua.cn. Huawei can cooperate with you to file a complaint, for example, provide related proof documents. The complaint result is subject to the handling conclusion of each platform.

Are Any IP Phone Models Recommended?

No. You are advised to purchase common IP phones by yourself.

NOTE

The CEC platform does not support IP phone linkage. If you purchase an IP phone that supports the linkage function, this function cannot be used.

Does the CEC Support SIP Phones?

Yes.

Can the Huawei CEC Display the Local Fixed-Line Phone Number Based on the Home Location of a Called Mobile Number?

No.

Can the Number of the User Whose Call Is Transferred to the Agent Mobile Phone in the Call Center Be Displayed on the Agent Mobile Phone?

The number displayed on the agent's mobile phone is the calling number configured in the call center configuration, regardless of whether the call is answered on the mobile phone.

What Types of Numbers and Lines Can Be Interconnected with the CEC?

The CEC supports only SIP interconnection. Therefore, only lines that fully support SIP can be interconnected with the CEC.

3 Fee Consulting

Are Inspection Agents Free of Charge?

Inspection agents are charged. The system does not distinguish voice agents from inspection agents, so you can also configure inspection agents to answer inbound calls.

Does the System Support the Billing Mode Based on the Number of Concurrent Agents?

No. The system supports only the billing mode based on the number of subscribed agents. For example, if only 80 out of the 100 agents which you subscribe to are on duty during peak hours, you are still charged for 100 agents.

How Do I Select a Billing Mode?

You are advised to select the pay-per-use billing mode for the first time. After the business volume is stable, you can purchase resource packages as required to obtain more preferences. For more billing modes, see [Billing Mode](#).

How Do I Change the Billing Mode?

- A user who is charged by period can change the billing mode after the period ends. The billing mode cannot be changed within the period.
- For pay-per-use services, you can directly change the billing mode. The part before the change is subject to the actual fee.

Can I Get a Refund?

- The purchased number cannot be refunded. If the number cannot be used due to poor quality, contact the CEC operations personnel.
- For details about the refund of other subscribed offerings, see the unsubscription description in [Billing Mode](#).

Will Agent Fees Be Charged After Pay-Per-Use Is Selected?

No additional fees are charged.

Why Is a Call Fee Generated When an Agent Fails to Answer an Inbound Call?

The CEC provides the voice navigation capability. Inbound calls are charged from the time when they enter the IVR flow. For details, see [Billing Mode](#).

Can a Number Be Used by Multiple Agents? Do I Need to Purchase a Number for Each Agent?

The numbers provided by Huawei CEC support concurrency restriction. You do not need to purchase numbers for each agent, and the number of inbound calls is not limited. The number of outbound calls is subject to the supplier's requirements because the numbers provided by the supplier have the overfrequency blocking rule.

How to Charge a Purchased Number?

- 95 number: If you use the 95 phone numbers provided by the CEC, no monthly rental is required. Only inbound and outbound call fees are charged CNY0.3/minute.
- Fixed-line phone number: If you use the nationwide fixed-line phone numbers provided by the CEC, inbound calls are free of charge. The monthly rental and outbound call fees are charged. The monthly rental is CNY30/month, and the outbound call is charged CNY0.22/minute. For enterprise customer service centers that mainly provide inbound call services, a monthly minimum fee of CNY120 is charged, covering an outbound call duration of 500 minutes.
- Communication fee for self-owned numbers: charged by the carrier.

What Are the Services of the CEC in Monthly Payment Mode?

For details, see [Billing Mode](#).

Can I View the Expenditures of My Purchased CEC Product?

Yes. You can log in to the CEC console and choose **Billing Center** > **Bills** to view your expenditure records.

Can I Change My Payment Method?

Yes. You can log in to the CEC console, go to the Billing Center, and update your payment method.

4 Call Center Consulting

Is the Maximum Duration for Backup Recordings in the Call Center 15 Days?

Recording file management is configured when you create a call center instance. The backup duration can be 3 months, 6 months, 12 months, or 24 months.

How Do I Query a Tenant ID?

Sign in to the call center and choose **Channel Configuration > Call Center Configuration > Basic Information**. On the **Basic Information** page, view the tenant space ID.

What Can I Do If Google Chrome Displays a Message Indicating an Early Flash Version?

Upgrade Google Chrome to 70 or later.

What Can I Do If a Call Is Still in Speaker Mode After I Connect My Phone to the Headset?

Right-click the volume icon, select the playback device, and enable the speaker of the headset on the playback tab page.

How Do I Set the Microphone in the Adobe Flash Player?

In the microphone settings, you can select a microphone and adjust its sensitivity to reduce the echo generated by the speaker.

What Can I Do If the Flash Plugin of the Workbench Breaks Down?

- The flash version is unstable. Check the flash version of other engineers.
- The NVIDIA video card driver conflicts with the flash hardware acceleration. You can upgrade the driver and disable the flash player hardware acceleration.
- The crash-proof sandbox is faulty on the old CPU. Disable the sandbox protection.
 - Windows (32-bit): C:\windows\system32\macromed\flash

- Windows (64-bit): C:\windows\syswow64\macromed\flash
Download the recording file, open **mms.cfg** in Notepad, and add **ProtectedMode=0**.

What Software and Hardware Devices Are Required for the Call Center?

- Hardware: computer, headset, and microphone
- Software: Google Chrome (70 or later is recommended)

Does the Call Center Support the Function of Obtaining Call Recordings Through Interfaces?

Yes. For details about how to download recording files, see [Downloading Recording Files](#).

Does the Call Center Allow Users to View Historical Records Such As Calls, Text Chats, and Images?

Recordings can be downloaded, and texts and images can be viewed online.

What Can I Do If My Account Has No Access Permission?

This is caused by incorrect agent account configuration. For details about the configuration, see [Managing Employees](#).

Can the Initial Password Be Changed Later?

Yes.

- When you log in to the system for the first time, the system prompts you to change the initial password.
- The password validity period is 90 days. When the password is about to expire, the system prompts you to change the password.
- If you forget the password, contact the administrator to change the password.

Can I Change the Style of the Call Center Page?

Yes. For details, see [Configuring a Page](#).

Does the Call Center Support Call Recording?

Yes.

What Types of Indicator Reports Does the Call Center Support?

The call center supports agent indicator monitoring. Administrators can view data related to VDNs, IVRs, and voice skill queues in their own tenant space. For details, see [Performing Agent Monitoring and Inspections](#).

Can Indicator Reports Be Customized?

Yes. For details, see [Configuring Fullscreen Monitoring](#).

Can the Call Center Be Integrated with My Existing System or Other Third-Party Systems?

Yes. Third-party systems can directly integrate the lightweight connection bar of the CEC to enable their customer service systems to provide manual voice customer services. For details about the integration method, see Agent Integration.

How Do I Enable TTS in the Call Center?

You need to subscribe to TTS and ASR resources when adding a call center instance so that the TTS function can be enabled in the tenant space.

Why Do My Credentials Not Work When I Re-log in to the Call Center?

If the login fails for three consecutive times, the account will be locked for 5 minutes. You can contact the administrator to unlock the account or reset the password.

What Can I Do If the Resource Center Is Incorrectly Displayed?

If the navigation bar is incorrectly displayed, clear the cache and log in to the browser again. If the problem persists, contact CEC operations personnel.

What Are the Functions of the CMS?

CC-CMS: agent monitoring service, which implements the functions such as fullscreen monitoring, agent monitoring, and report query. It is used for monitoring indicators.

Does the Latest Platform Version Support Fax Sending?

The platform version does not support this function. You may see that the platform has the description of writing faxes, but no actual application is available. Therefore, the CEC solution does not recommend this function.

Can the CCDIS and CCUCS Web Be Co-deployed As Written in the Documentation?

The CCDIS and WAS cannot be co-deployed.

The code structure of the CCDIS is similar to that of the WAS, including the CCUCS. Therefore, the CCDIS, WAS, and CCUCS cannot be co-deployed and use their own configuration page entries. However, the IP addresses of the CCDIS and CCUCS must be configured on the WAS.

Does the Latest Version Support Dual-Channel Recording?

No for now. This function is expected to be supported in 8.16.0 and later.

5 Self-Service

Why Do I Need to Configure Stop Words?

During the intention configuration, the **Are you a Robot** corpus is configured in intention A. However, during the actual test, the input **are you a robot** matches other corpora. Why?

In the system, **Are** is not configured as a stop word, the chatbot restores the word **are** to **be**, and the word form **is** in the corpus is also restored to **be**. As a result, when **are you a robot** is entered, the system matches other intentions based on the corpus. This problem can be resolved by configuring a stop word.

Some words in the actual statements have no actual meaning and only serve as a join, for example, be verbs in English. To prevent these words from participating in semantic parsing, you need to add these words as stop words under **TUC Management > Template Management > System Configuration**.

My Entity	System Entity	Environment Entity	Sensitive Word	Stop Word
-----------	---------------	--------------------	----------------	-----------

☐	Stop Word
☐	barred

Total 1 Go to

Why Are Some Intentions Matched Despite Low Matching Rates?

After the TUC parses the information entered by a subscriber, a matching rate is generated. The matching rate is compared with the matching rate threshold defined in the system to determine whether the intention is matched.

The matching rate of the system is configured in **Template Configuration > System Configuration > INTENTION PARAMETERS**.

NOTICE

If intention parameters are not set properly, the intention recognition module may run abnormally or the accuracy may decrease. Therefore, set intention parameters under the guidance of engineers.

Currently, two parameters are mandatory in the intention recognition module.

Name	Intention Decision-Making Module
* Upper Limit(0,1)	0.4
* Lower Limit(0,1)	0.2

If the matching rate is greater than the value of **Upper Limit**, the intention is matched and returned. If the matching rate is less than the value of **Lower Limit**, the intention is regarded as an unknown intention. If the matching rate is between the values of **Lower Limit** and **Upper Limit**, the intention is regarded as a matched intention. That is, as long as the intention matching rate is greater than 20%, the intention is matched in the preceding configuration.

Why Cannot the TTS Identify the Date Format?

Description

During dialog recognition in Spanish, the TTS plays a character string in *YYYYMMDD* format (for example, 20190801) as a number instead of as the year, month, and date. This affects the customer experience. Therefore, measures must be taken so that a character string in *YYYYMMDD* format is played as expected.

Problem analysis

The ODFS system date **SYS.systemDate** and the TUC slot date entity value obtained in a flow are both in *YYYYMMDD* format. They do not support automatic format conversion. Therefore, engineers preliminarily suspect that the TTS system used onsite has a specific requirement on the date format.

Based on to the interconnection commissioning of the TTS provided by the site, a date string in *YYYY/MM/DD* format (for example, 2019/08/01) can be played as expected. Therefore, the data format needs to be converted before the voice is played to resolve the problem.

Solution

Add a **Business interface invoke** diagram element next to the **Semantic recognition** diagram element, and convert the format of the slot variable value in the **Semantic recognition** diagram element by using the Java string processing function `substring()`.

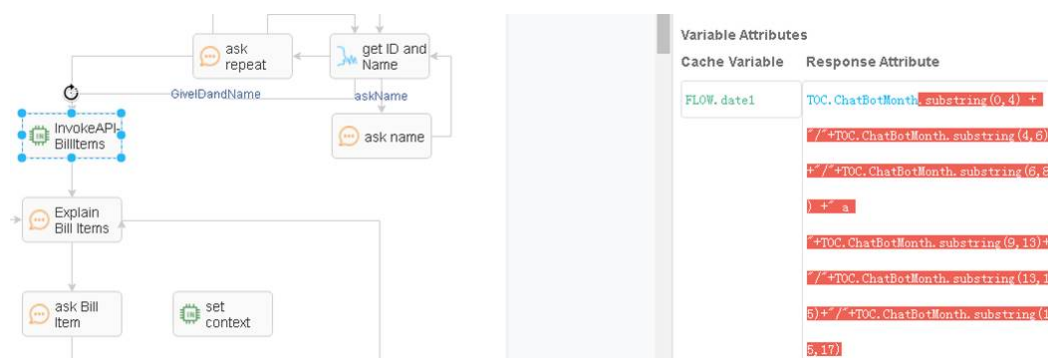
The following is a specific parameter value:

```
TOC.ChatBotMonth.substring(0,4)+"-"+TOC.ChatBotMonth.substring(4,6)+"-"+TOC.ChatBotMonth.substring(6,8)+" "+a  
"+TOC.ChatBotMonth.substring(9,13)+"-"+TOC.ChatBotMonth.substring(13,15)+"-"+TOC.ChatBotMonth.substring(15,17)
```

NOTE

Month: slot variable name obtained when the semantic recognition diagram element is executed. In the system, it is represented by **TOC.ChatBotMonth**.

For details about how to use slot variables, see [Parameter](#).



How Do I Configure the Scenario Where Multiple Slots Are Filled Repeatedly?

Description

To enable a customer to interact with the chatbot to order a meal, the system needs to obtain the slot information such as the order date, time, and number of diners. The slot information that has been filled in needs to be updated at any time during the interaction with the chatbot.

For example, when a customer says "6:00 p.m. tomorrow, three persons", the system needs to record the information in the slots. When the customer changes the mind and says "7:00 p.m." during confirmation, the system needs to fill the new time in the slots.

The existing processing mode of the ODFS has the following problem: If the system uses mandatory slot information validation of the intention template, the slot information that needs to be updated cannot be updated immediately. If the system clears the context to fill in the slots again, the slots that do not need to be updated are also cleared.

Solution

Use the following method to support the scenario where a customer changes information repeatedly in multiple rounds of dialogs:

- Step 1** During intention template configuration, set all slots to optional slots. In this way, the TUC does not cache the filled slots in an intention. Wait for the next interaction to obtain the information about the next slot. In this way, filled slots can be updated.
- Step 2** Add the judgment logic for returning different command words based on slot information on the **Response** tab page.

New Intention

Basic InfoContextCorpusRule CorpusSlotResponse

Intention Reply ⓘ At least one reply and command must be configured for each response.

Intention Reply1 -> if (true)

Condition ⓘ -Enter-

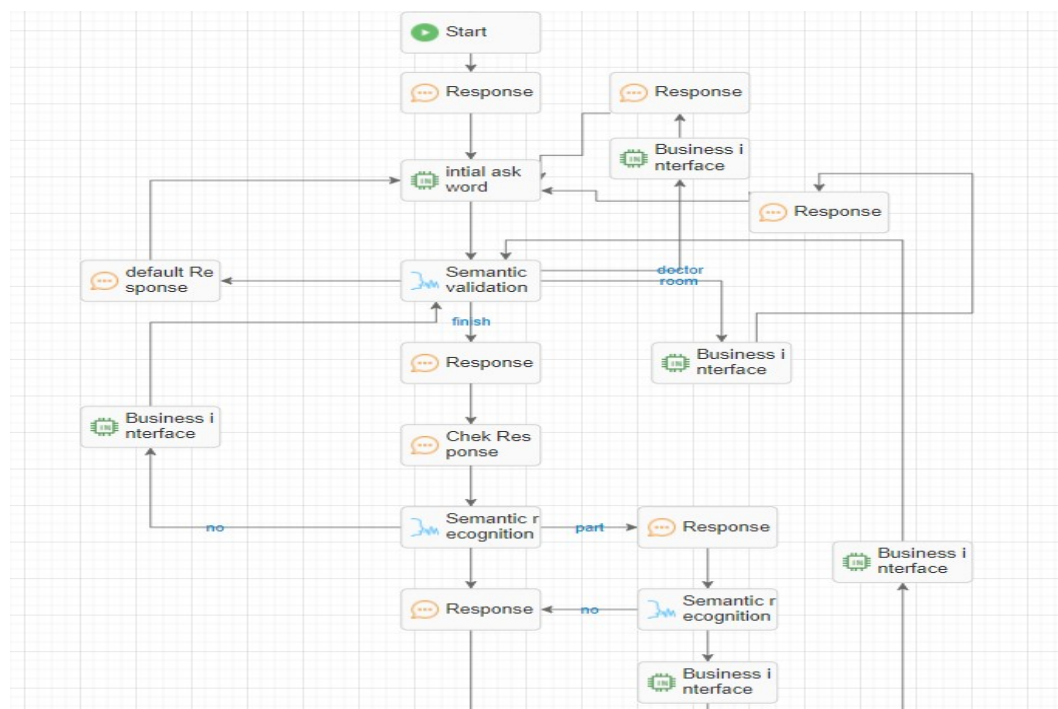
* Reply ⓘ

* Command ⓘ -Enter-

Create

Step 3 On the flow orchestration page, the system determines the branch of the command word returned by the intention based on the flow and plays different voices accordingly.

For each recognition interaction, slots are filled. Different intention codes are returned to the dialog flow for one or more slots filled. The dialog flow caches the slot information obtained in each interaction to the flow variables. In this way, the content filled in the slots can be updated based on the information cached by the ODFS during each recognition.



----End

How Do I Resolve the Problem of Infinite Loop During Interaction Between the IVR and ODFS?

Description

When the voice fails to be played in the IVR dialing test due to exceptions such as TTS connection errors or non-existent files, the flow ends abnormally. The IVR and ODFS logs indicate that the infinite loop may occur because the TTS keeps reporting system errors.

Problem analysis

When the IVR fails to play the voices returned by the system, the IVR sends a sys_err request to the OIAP system. The system cannot process the sys_err request again and triggers an exception. However, the system does not find the exception subflow in the dialog flow, and therefore the default abnormal TTS content of the IVR is returned.

The IVR fails to play the default TTS content and continues to send the sys_err request to the OIAP. The OIAP continues to trigger an exception. Even if the customer hangs up, the IVR business fails to capture the hang-up event. The IVR simply continues sending the sys_err request. As a result, an infinite loop occurs.

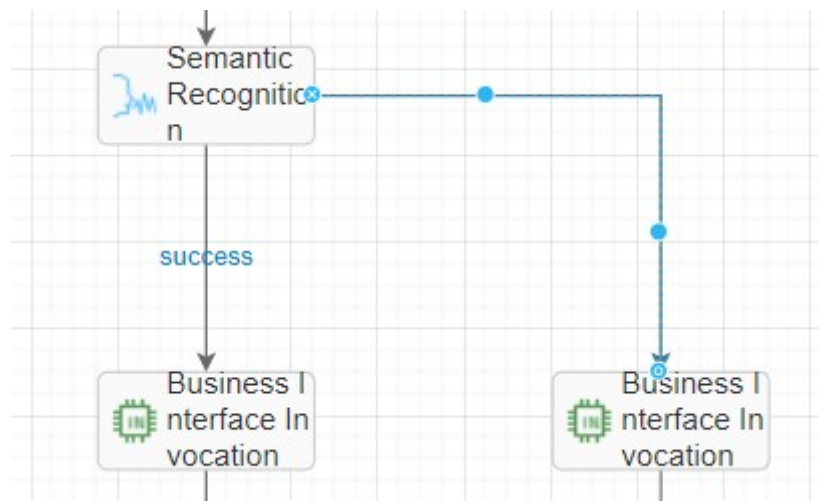
Based on the preceding analysis, the possible causes are as follows:

- The sys_err intention is not configured or identified.
- No abnormal condition branch is configured in the dialog flow.

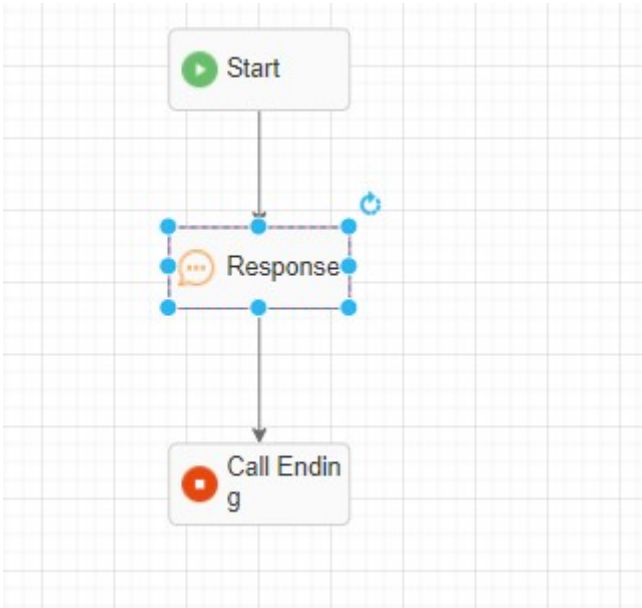
Solution

Check the intention templates and dialog flows as follows:

- Check whether the branch judgment is comprehensive.
1. When defining condition branches for diagram elements, ensure that the set of all conditions contains all normal and abnormal scenarios. If some scenarios are omitted, some actual results may fail to match any of the configured branches. If no condition is selected for the subsequent connection line of a diagram element, the connection line is the default branch. The connection line of this branch must be processed.



2. Create an exception subflow in the dialog flow. In the subflow, a system exception voice can be simply played. The system needs only to support voice playback but not key pressing or recognition. After the voice is played, the flow ends directly.



- Check whether unknown intentions are configured in the intention template.
In 8.9.0 or later, several common intention templates have been preset in the new domain. Do not delete these templates. If no unknown intention exists, configure one and ensure that **Command** on the **Response** tab page of the unknown intention is set to **UNKNOWN_INTENT**, as shown in [Figure 5-1](#).

Figure 5-1 Unknown intention configuration page

☐	Name	Type	Knowledge Gray Rule
☐	Unknown Intention	Unknown intent	Not Set
☐	Sensitive Word	Event intent	Not Set
☐	Clear Context	Event intent	Not Set
☐	Clear the context of current intention only	Event intent	Not Set

How Do I Configure the Number of Voice Recognition Errors in a Flow?

Description

During the voice recognition, the dialog flow provides the default maximum number of errors. The processing mechanism is as follows:

1. If the IVR recognition times out, the system records a timeout error.
2. If the IVR recognition is incorrect or the intention template rejects the recognition, the system records a nomatch error.
3. The OIAP accumulates the total number of timeout errors and rejection errors. When the accumulation reaches three, the OIAP records an error3 condition by default.

NOTE

The accumulation is performed on the same IVR recognition diagram element.

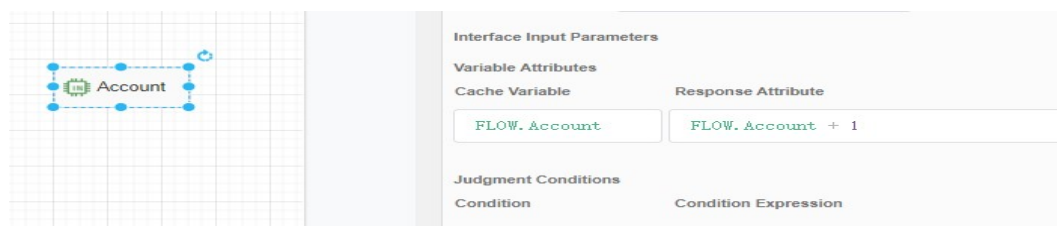
The preceding fixed rules apply only to the same recognition scenario. The stop condition is that the total number of timeout errors and rejection errors reaches three.

However, the preceding rule does not apply to the scenarios where the number of timeout errors and the number of rejection errors are counted separately, where the number of errors in more than one recognition is counted together, where the errors are accumulated in other error scenarios, or where the number of error times is greater than three.

Solution

If the default rule does not meet requirements, use the business number counting rule as follows:

Use the business interface invoking diagram element to customize counting variables. The levels GLOBAL and FLOW can be selected in different counting scenarios. Different branches can be set for the recognition timeout and rejection scenarios, and the corresponding times accumulation diagram elements can be connected.



The system determines the branch to select based on the error times variable, for example, the branch for playing an error voice or the branch for directly returning and replaying the prompt voice again.

How Can I Set a Blocklist for the Call Center?

- You can set the inbound call blocklist in the intelligent IVR. For details, see [Adding a Blocklist or Trustlist](#).
- You can set the outbound call blocklist in the automatic outbound call module. For details, see [Managing Blocklisted Outbound Numbers](#).

Can a Customer Call an Agent To Whom the Customer Talked Before?

If you know the agent ID, the IVR can transfer a call to the agent. For details, see [Configuring Common IVR](#).

Does the Call Center Support the Function of Specifying an Agent to Answer Calls?

The IVR flow configuration supports the transfer-to-agent operation, but you must know the agent ID. For details, see [Configuring Common IVR](#).

Does the Call Center Support the Function of Setting Different Prompt Tones Based on the On-duty and Off-duty Time of Agents?

You can configure flows in the IVR system to play different prompt tones to notify customers of agents' working hours. For details about how to configure IVR flows, see [Configuring Common IVR](#).

Does the Call Center Support Other Products?

The call center supports the intelligent voice navigation product to implement the self-service navigation function. For details, see [Configuring Intelligent IVR](#).

Can the Call Center Complete Some Query Services Without Manual Intervention?

You can select the intelligent IVR flow to complete the query service based on the customer voice recognition.

How Do I Configure the Inbound Call Prompt Tone?

You can configure the voice playing diagram element in the IVR flow. Currently, the voice, text-to-voice, and video types are supported.

Can an IVR Flow Be Created Using the API Provided by the Call Center?

No. The IVR flow needs to be created on the GUI of the CEC. After the IVR flow is created, it can be referenced in the API by invoking the IVR ID.

What Can I Do If an IVR Flow Fails to Be Released?

If the IVR flow fails to be released, perform the following operations to locate the fault:

- In the voice playing diagram element, check whether the TTS-to-voice file contains spaces. Spaces cannot be recognized by the TTS. As a result, the IVR flow fails to be released.
- Click the selected diagram element and check whether the mandatory information about the diagram element on the right is complete.
- Check whether the connection lines between diagram elements are complete. Connect all diagram elements from the start diagram element to the end diagram element.

If the flow still fails to be released, contact the CEC operations personnel.

How Do I Create a Simple Chatbot Flow?

For details, see [Greeting the Chatbot](#).

Does the Chatbot Support Voice-to-Text Conversion or Emotion Recognition?

The intelligent IVR flow supports voice-to-text conversion and emotion recognition. For details, see [Configuring Intelligent IVR](#).

Is the Comment Next to the Manual Customer Service Icon on the Chatbot "transform to agent"? Transform Means Transformation. I Do Not Think It Is Suitable for Transferring to the Manual Customer Service.

Thank you for your suggestion. The issue has been delivered to the product personnel.

Does an Agent Call a Customer When the Call Is Transferred from the Multimedia Service to the Voice Service?

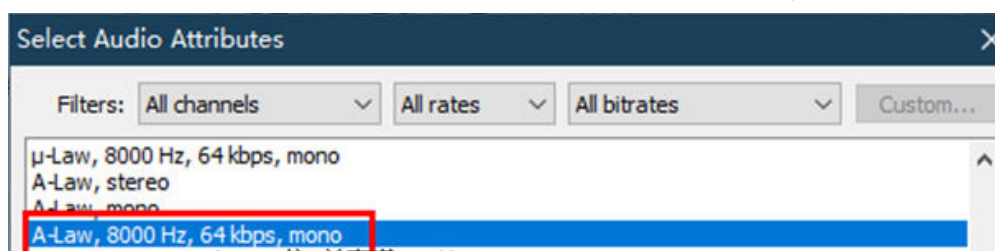
No. In the versatile agent scenario, the call is directly from the voice and video skill queue.

If the call is a collaborative call of a multimedia agent, the customer can initiate an anonymous call to the agent, and the agent can initiate a click-to-dial call to the customer who has accessed the call.

How Do I Use a Tool to Convert Audio Formats?

If an existing audio file format does not meet the IVR voice upload format requirement of the CEC, perform the following operations to convert the audio file:

1. Download and install the format conversion software GoldWave.
2. After the installation is complete, run GoldWave on the two-node cluster.
3. Choose **File > Open**, select an audio file from the local PC, and click **OK** to upload the file.
4. Choose **File > Save Selection As..** to save the file.
5. Select a save path, set **File name**, and set **Save as type** to **Wave**.
6. Click **Attributes** and set the format to **A-Law, 8000HZ, 64kbps, mono**.



7. Click **OK**. The audio format setting is complete. Click **Save**. The audio file format conversion is complete.
8. After the conversion is complete, you can log in to the CEC and upload IVR voice files.

6 Manual Service

How Do I Enable Real-Time ASR?

Step 1 Sign in to the AICC as a system administrator.

Step 2 Enable the intelligent agent function for a tenant administrator.

1. Choose **Call Center Management > TenantSpace Management**.
2. Click **Edit** corresponding to the tenant for which the intelligent agent function needs to be enabled.
3. Click the **Virtual Call Center** tab. In the **Feature Selection** area, select **Intelligent Agent** and configure the number of intelligent agents.
4. Click **Save**.

Step 3 Configure the callback URL of the call center corresponding to the tenant.

A third party needs to use the callback URL to access the AICC and push the content converted in real time to the AICC.

1. Choose **Call Center Management > Call Center Configuration**.
2. Click the name of the call center corresponding to the tenant.
3. Click the **Intelligent Identification Callback Address** tab and set **Callback Address**, for example, to **https://10.93.112.61:8000/service-cloud/rest/cc-ai/v1/asrevent/asrresult**. The suffix of the callback URL must be the same as that configured in the trustlist of the WebRouter.

Step 4 Log in to the web configuration console as a system administrator.

1. Choose **Web Configuration Console > System Configuration > Manage Subscription Server**.
2. Click **Add** to add the IP address of the CC-Gateway.

Step 5 Sign in to the AICC as a tenant administrator.

Step 6 Enable the intelligent recognition function for the tenant administrator.

1. Choose **Configuration Center > System Management > Tenant Information**.
2. In the **Feature** area, enable **Intelligent Recognition**.

 NOTE

When a tenant administrator enables or disables **Intelligent Recognition** to subscribe to or unsubscribe from the CC-Gateway API, the system checks the password of the tenant administrator on the CTI. If the password has expired, the system prompts you to change the password. After you click **OK**, the system automatically changes the password and then enables or disables **Intelligent Recognition**.

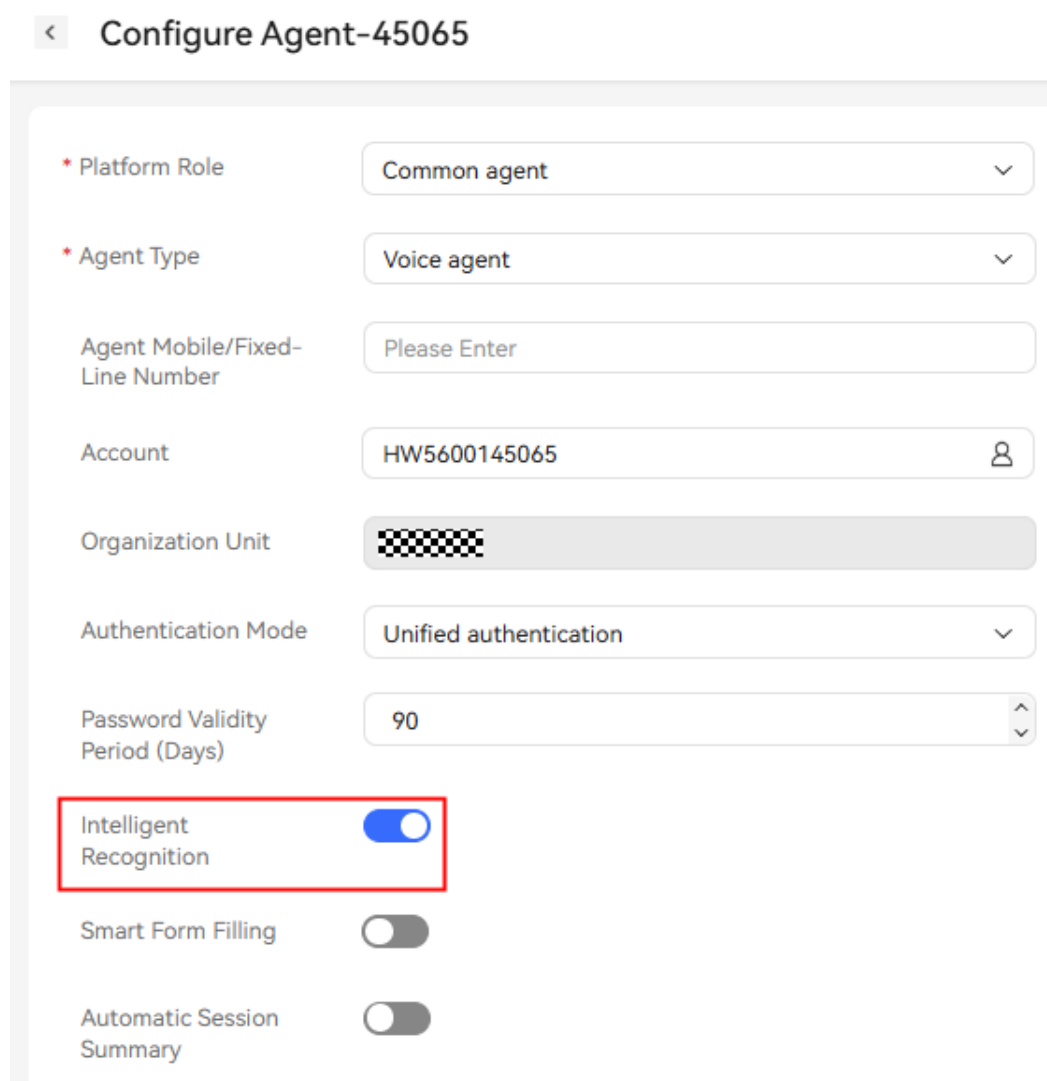
Step 7 Enable the intelligent recognition function for an agent of the tenant.

Step 8 Choose **Configuration Center > Employee Center > Agent Management**.

Step 9 Click **Configure** corresponding to the agent for whom the intelligent recognition function needs to be enabled.

Step 10 Enable the intelligent recognition function, as shown in [Figure 6-1](#).

Figure 6-1 Enabling the intelligent recognition function for an agent



< **Configure Agent-45065**

* Platform Role	Common agent
* Agent Type	Voice agent
Agent Mobile/Fixed-Line Number	Please Enter
Account	HW5600145065
Organization Unit	
Authentication Mode	Unified authentication
Password Validity Period (Days)	90
Intelligent Recognition	☒
Smart Form Filling	☐
Automatic Session Summary	☐

Step 11 Click **Save**.

----End

After a voice or video agent in a skill queue signs in to the system and handles a call from a customer, the configuration is successful if the **Audio and Video Workbench** page displays the **Real-time transfer** tab page on which the content converted in real time is displayed.

Why Cannot a Customer Call Be Forwarded to an Agent on the CEC Web Pages?

You can perform the following operations:

- Check whether the softphone tool and registration address are enabled.
- Check whether the agent is available.
- Check whether you select a queue and select the **No** icon during sign-in.
- Check whether the employee can select a menu based on the key pressed by the customer.

Can Agents Use Mobile Phones to Answer Calls?

Configure screen pop-ups for inbound calls. For details, see [Configuring a Mobile Agent in the CEC](#).

Can Agents Be Prevented from Viewing Customers' Real Mobile Numbers?

No for now.

Can I Transfer a Call to an External Phone?

The call can be transferred to an external phone. You can choose to transfer the call to a three-party call. The fixed-line phone that the call center makes an outbound call is displayed.

Does the Agent Workbench Support Screen Pop-ups for Inbound Calls?

Yes. For details, see [Configuring Screen Pop-ups](#).

I Think the Call Records on the Integrated Agent Workbench Are Updated in Real Time. Why Are My Call Records Not Updated for a Long Time?

In normal cases, agent call records are updated in real time. If an agent is abnormal during a call, the call records may fail to be generated. Generally, the call records are updated within two hours. If the call records are not generated after two hours, contact CEC operations personnel.

How Do I Solve the Problem that Call Restriction Is Displayed When an Agent Makes an Outbound Call?

- If the carrier of the called number restricts your calls, you cannot cancel the restriction. According to the carrier's rule, a calling number cannot call a called number for more than five times in a day.
- If the called number is called by multiple users at the same time, the carrier will intercept the call. You can wait for a while to continue the call.

- If you have enabled the function of answering calls using an offline mobile phone, your mobile number is the called number. You need to contact CEC operations personnel to provide your Huawei Cloud ID and mobile number and add your number to the trustlist to prevent the carrier's call restriction rules from being triggered.

What Can I Do If I Cannot Hear the Other Party During a Call?

Contact CEC operations personnel and provide your call ID, call duration, calling number, and called number.

What Can I Do If an Agent Forgets the Login Password?

You can ask an administrator to reset the password of the agent account.

What Can I Do If an Administrator Forgets the Login Password?

You can ask CEC O&M personnel to reset the password of the tenant administrator account.

What Are the Browser Requirements for the Agent Workbench to Work Properly?

Google Chrome of the latest version is recommended. The agent workbench can run only in Google Chrome of a version later than 58. Google Chrome 70 or later is recommended for better call quality and stability.

If the browser breaks down, clear the browser cache and restart the browser, or upgrade the browser. If you have installed browser plugins, enter **chrome://extensions/** in the address box to disable the plugins, and then restart the browser.

Why Cannot the Agent Receive Calls from the New Skill Queue After an Administrator Modifies the Agent Skill Queue?

An agent needs to sign in again to receive calls from a new skill queue. If the agent signs in first, the server allocates calls to the agent based on the received agent information.

How Long Does It Take to View the Monitoring Information About the Latest Call Record?

Generally, it takes 90 seconds to view the data in the next round of data update.

Why Does the System Display a Message Indicating Too Many Redirections When an Agent Account Logs In to the Call Center?

If the agent account is added on the CEC console, this problem occurs. The correct process is that an administrator configures the agent account in the user management of the call center. You need to delete the created account on the CEC console, and then create an account in the call center. For details, see [Managing Employees](#).

How Do Customer Service Personnel Log In to the Call Center?

After an administrator creates an account, a notification email is sent to the customer service personnel. Click the login link in the email and use the account and password in the email to log in.

Can Call Centers Directly Communicate with Each Other?

Yes.

How Do Agents Use the Call Center?

Log in to the call center as an agent, use the configured softphone number to log in to the OpenEye, sign in to the CEC, and answer calls. For details, see [Making the First Call](#).

Can Common Users Access the Data of Their Departments?

In normal cases, common users are not allowed to access the data of other users, but administrators can grant the access permission to users.

Can I Select Only Versatile Agents?

Yes. However, the cost of a versatile agent is higher than that of a common agent. You are advised to select agent types as required.

Can the Voice and Internet Channels Be Used Concurrently?

By default, this function is not supported. However, this function can be implemented by modifying VDN parameters on the WAS.

Allow Call Queuing in Multi-queues	Indicates whether the VDN allows a call to queue in multiple queues. The options are as follows: • Yes: indicates that a call can queue in more than 30 queues. • No: indicates that a call cannot queue in multiple queues.	Default value: No Select it according to the actual situation.
------------------------------------	--	--

Can an Agent Process Multiple Text Chats?

Yes.

You can use the CEC business system as the agent workbench (public cloud scenario) based on page configuration. [Figure 6-2](#) shows the configuration of the tenant space, and [Figure 6-3](#) shows the configuration performed by the agent. If the value is **0**, refer to the tenant space configuration.

Figure 6-2 Tenant space configuration

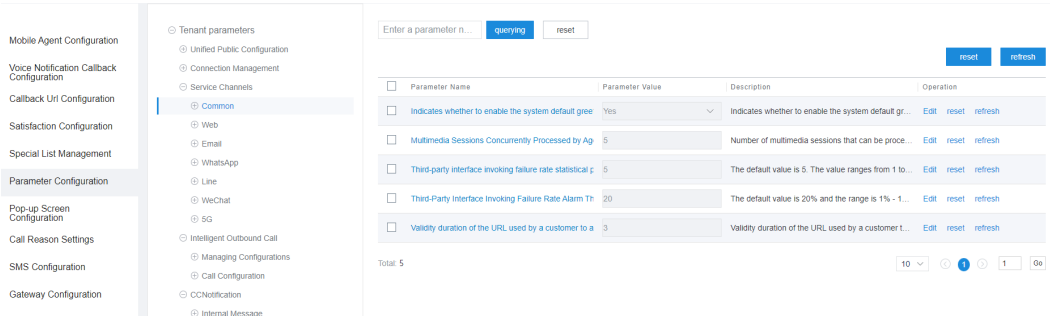


Figure 6-3 Agent configuration

The screenshot shows the 'Agent configuration' page. On the left, a sidebar lists navigation options under 'Operation Management' (Channel Configuration, Multimedia Library Management, Workbench Configuration, Email Message Management) and 'Online Service' (Personalization, Online Chat Workbench, Personalized Common Language). The main content area features an agent profile with a blue icon, the nickname 'Agent', and a field for 'Maximum concurrent service customers' set to '0', which is highlighted with a red rectangular box. Below this is the 'Personalized Greetings' section, containing a 'Time Range' (8:00 - 12:00) and a 'Greetings' text input field. An 'Edit' button is located at the bottom right of the configuration area.

Can an Agent Receive Multimedia Inbound Calls from Different Channels, For Example, WeChat and Web, at the Same Time?

Yes. If a multimedia skill queue is selected for all channels or an agent belongs to all skill queues configured for processing channels, the agent can process all multimedia inbound calls, including WeChat, web, Facebook, Twitter, LINE, WhatsApp, and email calls.

Can I Connect to Multiple Chats at the Same Time?

Multiple chats can be connected at the same time. For details, see [Can an Agent Process Multiple Text Chats?](#)

What Determines the Relationship Between an Agent and a Customer During the Switching Between a Voice Call and a Multimedia Call? Will Other Agents Answer the Call If the Relationship Is Not Determined?

The voice and multimedia services cannot be switched between each other. Currently, the voice and multimedia correlation processing involves the following scenarios:

- The collaborative call scenario of a multimedia agent is point-to-point. Calls are identified by UVID. Therefore, calls will not be answered by other agents. In a collaborative call, a user initiates a voice or video request in the chat window based on an established multimedia chat.
- In the versatile agent scenario, if a user uses another mobile phone to call the system access code, the call enters a skill queue. The call in the skill queue is routed, and all agents in the skill queue may receive the call. In this case, the call is another call request.
- The last agent mode of the CTI can also be used. In this case, the user number must be obtained during the chat and set as the handled number. The user then can use the handled number to make a call. In this way, the call can be routed to the agent who handles the call last time.

When I Switch from the Multimedia Service to the Voice Service, Must I Hang Up the Multimedia Service? Can I Use the Multimedia and Voice Services for a Customer at the Same Time?

By default, the two services cannot be processed at the same time. The latter service can be accessed only after the former service is hung up. However, you can modify the WAS configuration to enable the processing of multimedia and voice services at the same time. For details, see [Can the Voice and Internet Channels Be Used Concurrently?](#)

How Can I Obtain the AgentDemo?

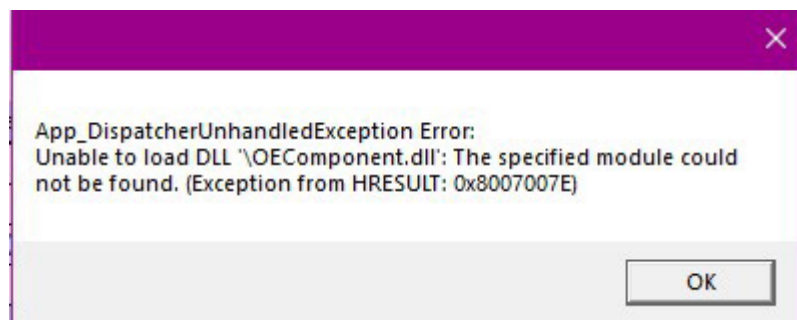
Please refer to the support website (AICC version 25.200.0 and later) to contact the operations personnel for assistance.

7 Softphone Consulting

How Can I Resolve an OpenEye Installation Error?

Description

After the OpenEye softphone is installed, double-click to run the OpenEye. The system displays the following error message:



Solution

The OpenEye is developed using the C++ language. When the OpenEye runs on the Windows operating system, it depends on the plugin package of the operating system. If the plugin package is not installed on the client, this fault occurs on the OpenEye.

In this case, you can:

1. Download the related plugin package by referring to "OpenEye Help Document" in *User Guide* and install the plugin package.
2. Uninstall the OpenEye and reinstall it.

Why Does the Softphone Not Work Properly?

You can check the softphone as follows:

- Check whether an error message is displayed on the softphone.
- Restart the softphone and check whether it works properly.
- Check whether the runtime environment is connected to the Internet.
- Check whether the SIP server address connected to the softphone is correct.

- Check whether the entered number and password are correct.

Why Does the Softphone Not Receive a Customer Call?

- Check whether the agent presses the busy button and whether the agent is not in the idle state.
- Choose  > **General** > **Answering Mode** and check whether **Answering Mode** is set to **Do Not Disturb**.

What Do I Do If I Cannot Log In to the OpenEye?

Check whether the softphone number, password, and server address are correct. If they are correct, contact the operations personnel.

What Do I Do If No Sound Is Heard After a Call Is Connected?

Description

After an inbound or outbound call is connected, either or both of the agent and customer cannot hear sounds.

Solution

The agent/customer can perform the following checks:

- Check the OpenEye settings. Choose  > **Media** and check whether **Device Select** is correctly set under **Audio Input** and **Audio Output**.
- The agent can use a hotspot to test inbound and outbound calls. If no fault occurs, check whether ports 10500 to 10559 are enabled on the agent network or on the firewall. These ports must be enabled for normal calls.
- If the customer has purchased a voice gateway, the customer can enable the PRACK function on the trunk device. If the trunk device is connected through a carrier, the customer can ask the carrier to enable the function.

The following checks can be performed on the line side:

- Check whether the 18X message returned by the line carries **100rel**. If no, contact the carrier to add **100rel**.
- Check whether the carrier returns a 200 OK response to the Update or Invite message of the line for renegotiation. If yes, the peer end must support renegotiation.

What Do I Do If the Access Timeout Message Is Displayed During the OpenEye Login?

1. After running the OpenEye client, choose  > **Server** and check whether the softphone server settings are correct.
2. If the settings are correct, use your phone's hotspot to log in. If the login is successful, the network is faulty. In this case, you need to enable the signaling ports 5060 to 5090 and media ports 10500 to 10559.

 NOTE

Enable the corresponding signaling ports based on site requirements. Contact Huawei O&M personnel to obtain the actual signaling port numbers.

What Do I Do If the Message Indicating that the Account or Password Is Incorrect Is Displayed During the OpenEye Login?

- Ensure that the number of failed login attempts do not exceed 3. If you enter incorrect passwords for three consecutive times, the account will be added to the blocklist and locked. In this case, you need to contact O&M personnel to unlock the account.
- Sign in to the CEC as an agent, click the avatar in the upper right corner, choose **Personal Center** > **Agent Info**, click **Reset Softphone Password**, and reset the current account and password as prompted.

Why Cannot an Agent Answer an Inbound Call After the OpenEye Rings?

- Disable the SIP ALG function on the router. For details about the configuration, contact the router vendor.
- If the fault persists after the function is disabled, contact O&M personnel.

What Do I Do If I Cannot Set the Answering Mode?

Description

After you exit the OpenEye client, the setting in  > **General** > **Answering Mode** is dimmed and cannot be changed.

Solution

- The cause is that the OpenEye background process is not killed in the Task Manager. In this case, the OpenEye is still in the registered state. After the process is killed, the answering mode can be changed normally.
- Run the OpenEye client as an administrator, choose  > **General** > **Answering Mode**, and disable the **Authenticate Administrator** function. After logging in to the OpenEye client as a common user, you can change the answering mode.

What Do I Do If the Error Message Indicating that the OpenEye Is Running Is Reported During the OpenEye Startup?

- Go to the OpenEye installation directory, find the **config.xml** file, and change the launch mode (**launchMode**) to multi-instance launch.
- Restart the OpenEye client.

In Which Operating System Can the OpenEye Client Be Installed? Can the OpenEye Client Be Installed in the Mac Operating System?

The OpenEye2.0 client supports the Windows 10/11, UOS V20, and Kylin V10 SP1 operating systems. The Mac operating system is not supported.

What Do I Do If I Cannot Handle the Call Business?

Description

- The agent automatically enters the busy state after login.
- The OpenEye does not ring after an outbound call is made.

Solution

- Check whether the OpenEye account used by the agent to log in corresponds to the agent account.
 - The agent can open the agent information page and check whether the login OpenEye account is correct.
 - The tenant administrator can open the agent management page and check whether the OpenEye account used by the agent to log in is correct.
- Check whether another agent has logged in using the OpenEye account of the currently signed-in agent.
- Manually exit the OpenEye client and log in again. If the fault persists, contact O&M personnel to check the OpenEye registration status and registration address.

What Do I Do If the OpenEye Does Not Respond During Login?

- Check whether the server connection is normal.
- Check whether the installation path contains Chinese characters.
- Check the account encryption mode (versions released earlier than August 2023 support only MD5).
- Check whether multiple OpenEye clients have been logged in to on the host (common scenario where the jump server is shared). The range of open ports is limited. After 10 clients have been logged in to on the host, new processes cannot obtain available port numbers.

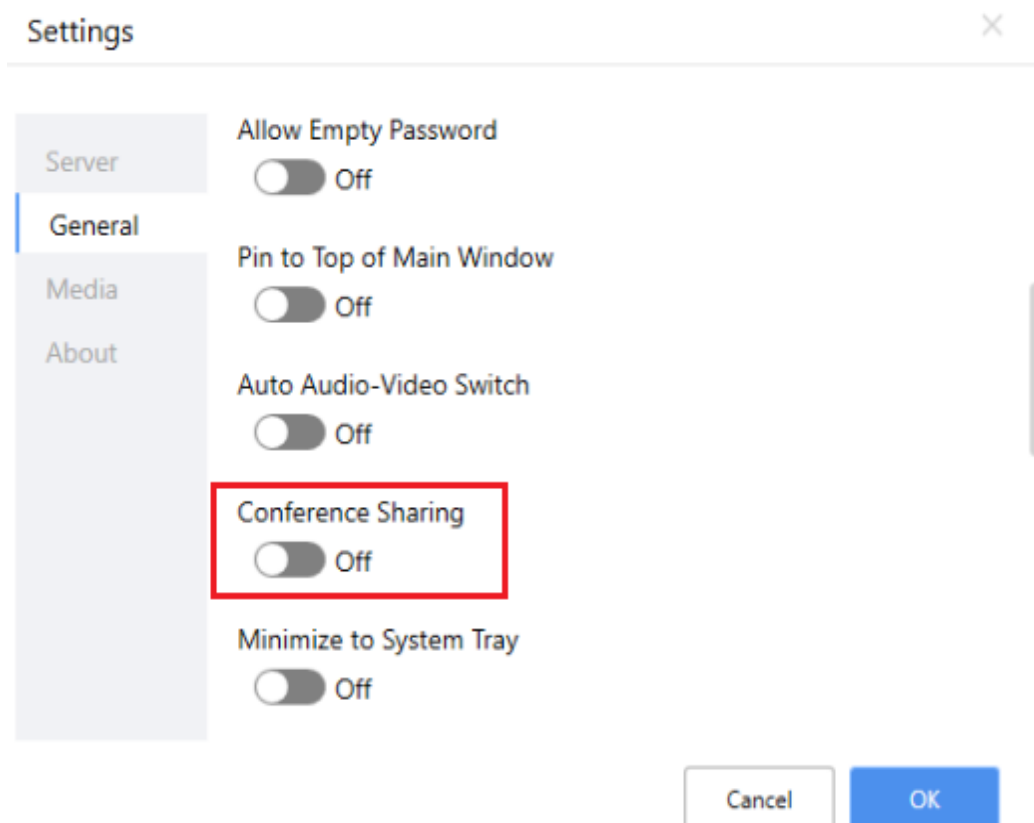
What Do I Do If the Audio Settings of the OpenEye Cannot Be Modified?

In the current version, you can select an audio device only when you have not logged in to the OpenEye. To change the audio device, log out of the OpenEye, choose  > **Media** > **Audio Input**, deselect **Use the default device**, and set **Device Select** based on the audio device requirements.

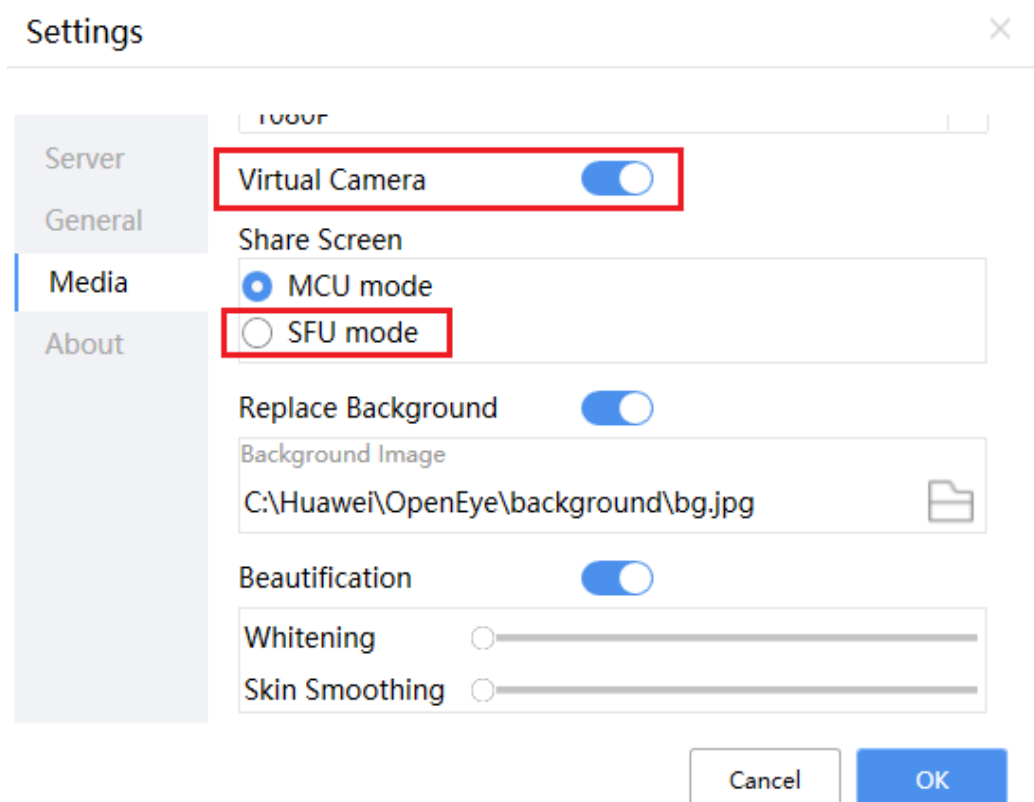
What Do I Do If the Sharing Settings of the OpenEye Fail?

The sharing settings are related to the video mode. You need to determine the video mode used in the AICC environment.

- MCU video mode: Substream sharing is used. Retain the default settings.
- UAP conference video mode: You need to enable the **Conference Sharing** function before logging in to the OpenEye.



- SFU point-to-point video mode: Substream sharing is not supported. You need to enable **Virtual Camera** to support mainstream sharing.



What Do I Do If the Call Volume Is Low or No Sound Is Heard During a Call on the OpenEye?

1. Check the audio devices of the OpenEye.
Choose  > **Media** and check the devices configured for **Audio Input** and **Audio Output**.
2. Check the volume of the devices and whether the devices are muted.
3. Adjust the volume to the maximum. If there is still no sound, choose  > **Media** and adjust **Input Gain** and **Output Gain**.
4. If the fault persists, remove and insert the devices again. If the fault still cannot be resolved, contact O&M personnel to capture media packets.