

CEC
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FAQs

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1 Product Consulting

How Do I Fill in the End Date When Submitting the Qualification for a Long-Term Valid Business License?

Enter a date 10 years later than the start date of the business license validity period.

How Long Does It Take for the CEC to Pass the Qualification Review?

Generally, the qualification review takes about three days. If the time expires, you can click **Remind** to remind CEC operations personnel to review the application.

Why Does the Application for Enterprise Qualification Review Fail?

Check the review comments and failure cause and modify your qualification application as prompted. If you have any questions, contact the CEC operations personnel.

How Do I Purchase and Provision the CEC?

For details, see [Releasing the CEC 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 Sign In to the CEC Console of My Enterprise?

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

Is There a Mobile Version of the CEC?

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

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.

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 [Managing Employees](#).

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

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

Can the CEC Be Connected to the iOS or Android app?

Currently, the CEC is a web-based call system and cannot be integrated into the mobile phone software.

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.

What Is a SIP Trunk?

A SIP trunk is used to set up SIP connections between SIP servers. It uses the server-server connection mode, in which both sides function as servers and ensure their own network policies.

The CEC is connected to the SIP trunk of the number provider. That is, the SBC on the CEC side is connected to the SIP server of the number provider.

Why Is SIP Trunk Connection Required?

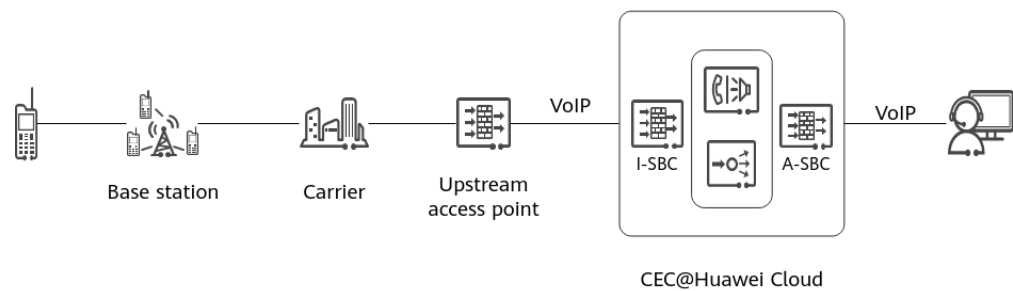
SIP trunk connection is required if the CEC needs to be connected to the carrier's core network. After the connection is successful, the carrier can send traffic to the CEC, or the CEC can send traffic to the carrier for the carrier to call personal mobile phones.

What Are SIP Trunk Connection Modes?

1. Registration mode

Generally, the carrier provides the registration domain name, account, password, IP address, and port number corresponding to a number. The SBC on the CEC side sends a registration message to the carrier. If the carrier returns a 200 message, the number is registered successfully. Sometimes, the carrier requires that the invite message sent during an outbound call contains the domain name.

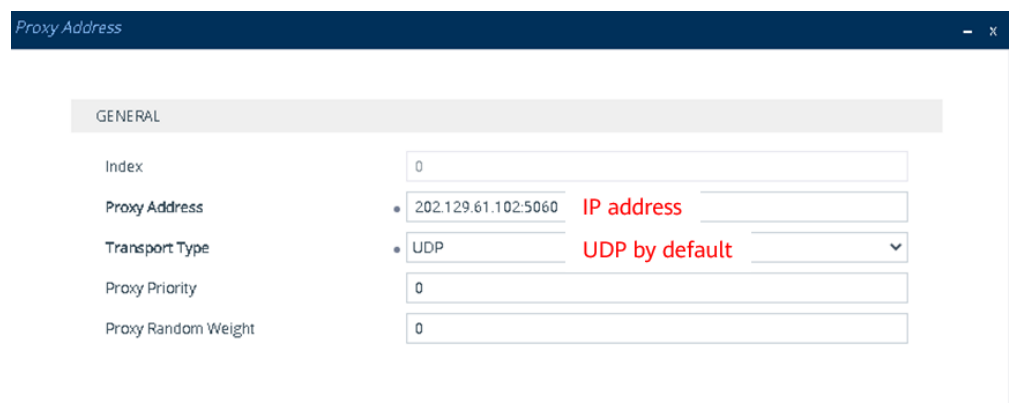
Figure 1-1 Registration mode



For example, this connection mode is used to register the number provided in a project in Thailand. The carrier CAT in Thailand provides the account, password, IP address, and port number for the number, and the AudioCodes SBC registers the number. The domain name provided by CAT must be carried in the invite message for an outbound call.

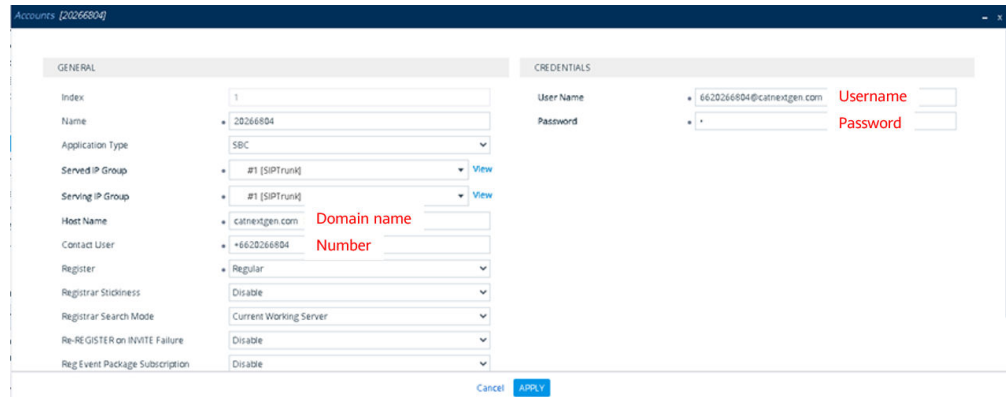
The following figure shows the AudioCodes SBC configuration page under **SETUP-SIGNALING&MEDIA-CORE ENTITIES-Proxy Sets**.

Figure 1-2 Trunk connection configuration



The following figure shows the AudioCodes SBC configuration page under **SETUP-SIGNALING&MEDIA-SIP DEFINITIONS-Accounts**.

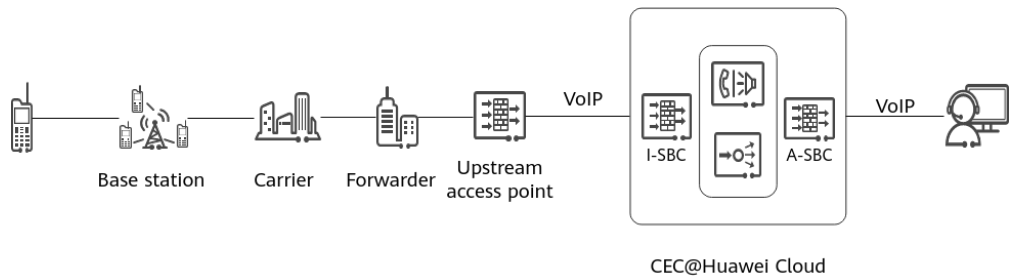
Figure 1-3 Number registration configuration



2. IP address trust mode

The difference between the IP address trust mode and registration mode is that the former has a forwarder between the CEC and carrier. The forwarder and CEC provide local IP addresses and port numbers for each other. The trunk to the CEC and the route to the corresponding number are configured on the SIP server on the forwarder side. The trunk and route to the forwarder are configured on the SIP server (SBC) on the CEC side. In this way, inbound and outbound calls are implemented.

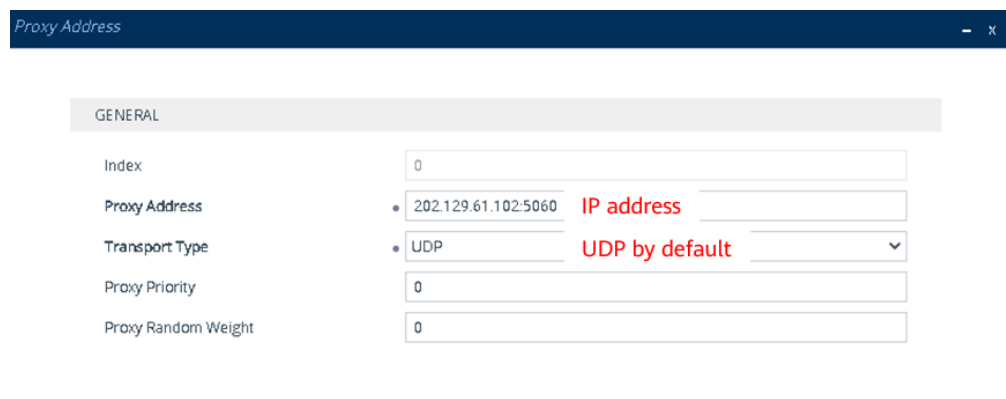
Figure 1-4 IP address trust mode



After the trunks are configured, check heartbeat messages. If the peer end returns a 200 message, the trunk connection is successful.

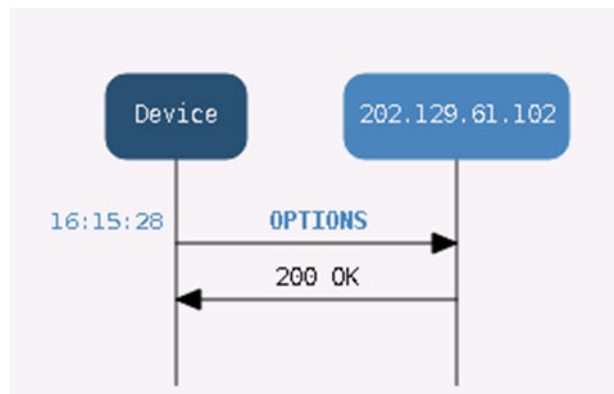
The following figure shows the AudioCodes SBC configuration page under **SETUP-SIGNALING&MEDIA-CORE ENTITIES-Proxy Sets**.

Figure 1-5 Trunk connection configuration



The following figure shows the configuration direction.

Figure 1-6 Trunk heartbeat message

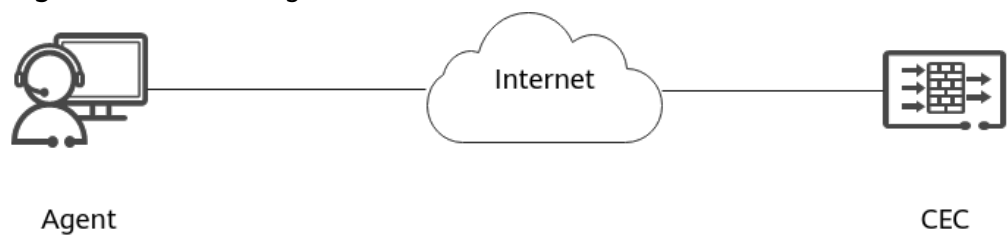


What Are Agent Sign-In Modes?

1. Internet sign-in mode

Agents can access the A-SBC address exposed by the CEC to public networks through the Internet.

Figure 1-7 Internet sign-in mode



On the agent-side network, the OpenEye uses a media port ranging from 10000 to 65000 and TCP port 5060. Ensure that the ports are enabled and no NAT policy is configured. If the network is disconnected, check policies such as the firewall policy.

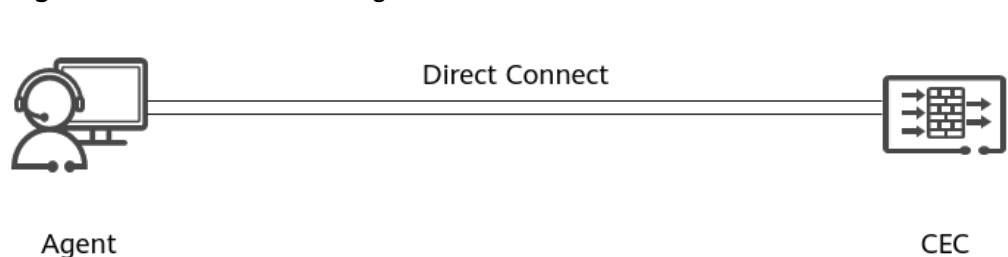
NOTE

The ports are examples. The actual ports prevail.

2. Direct Connect sign-in mode

On a closed enterprise office network, agents can access the CEC on Huawei Cloud through Direct Connect.

Figure 1-8 Direct Connect sign-in mode



Similarly, pay attention to the network connectivity. Ensure that no NAT or other policies are configured (otherwise, the media will be different) and the used ports are enabled.

2 Number Consulting

Are Mobile Number Resources Available from Huawei?

According to national laws and regulations, mobile numbers cannot be used for call center services. Therefore, mobile numbers are not provided.

How Do I Process Numbers Frozen by the Carrier?

If the number frozen by the carrier is applied for by you, contact the carrier for processing.

If the number frozen by the carrier is applied for with the help of Huawei, Huawei can cooperate in complaining to the carrier, for example, providing evidences such as recordings. However, the complaint handling result from the carrier is used.

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 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 Calling Number Is Marked as a Nuisance Call 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 calls to avoid harassment. Most customers will reject calls from unknown numbers. You can verify your phone number 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.

How Can I Retrieve a Number That Has Been Released Due to Expiration?

- An expired number is reserved for seven days. During this period, you can renew it automatically.
- If the renewal link has expired, contact the CEC operations personnel to check whether the number has been deactivated by the carrier. If the number is not deactivated, the CEC system generates an order for you again. After the payment is complete, log in to the CEC console, find the call center instance to which you belong, delete the number, and import the IVR and skill group again.

Can I Apply For a Huawei Number for a Sole Proprietorship Owned and Controlled by a Natural Person?

No.

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.

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.

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 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**.

The screenshot shows a web interface for managing stop words. At the top, there are navigation tabs: "My Entity", "System Entity", "Environment Entity", "Sensitive Word", and "Stop Word" (which is highlighted). Below the tabs is a search bar labeled "Stop Word" and several action buttons: "Search", "Create", "Delete", "Import", and "Export All". A table below the buttons lists stop words with checkboxes for selection. The table has two rows: one with "Stop Word" and one with "barred". At the bottom, there is a pagination control showing "Total 1", "20/page", and "Go to 1".

Stop Word
<input type="checkbox"/> Stop Word
<input type="checkbox"/> barred

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()`.

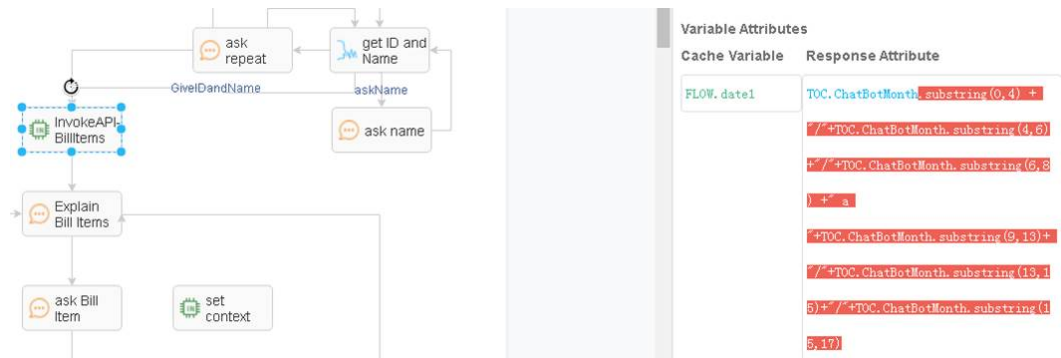
The following is a specific parameter value:

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.

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.

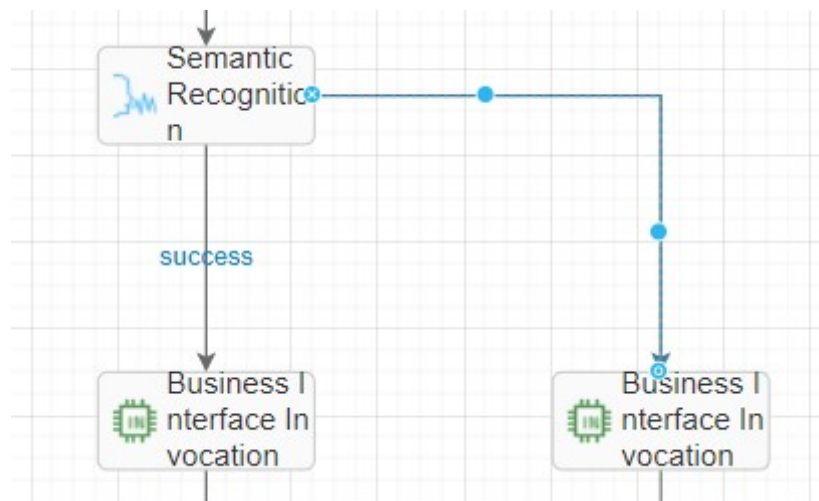
Based on the preceding analysis, the possible causes are as follows:

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

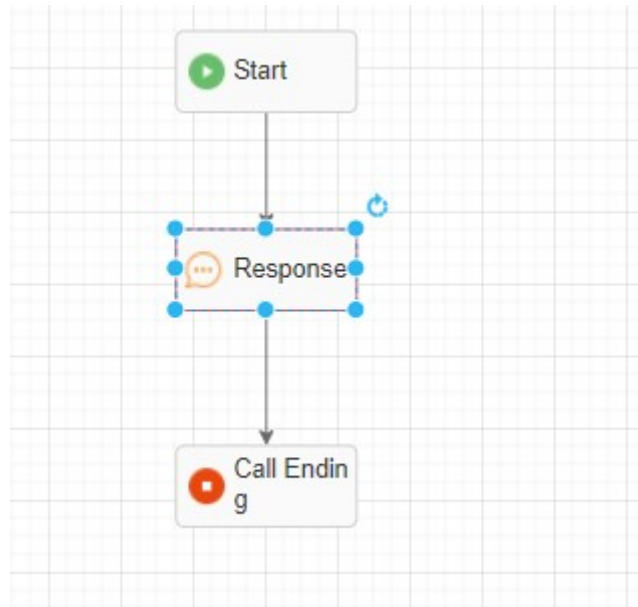
Solution

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

<input type="checkbox"/>	Name	Type	Knowledge Gray Rule
<input checked="" type="checkbox"/>	Unknown Intention	Unknown intent	Not Set
<input type="checkbox"/>	Sensitive Word	Event intent	Not Set
<input type="checkbox"/>	Clear Context	Event intent	Not Set
<input type="checkbox"/>	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.

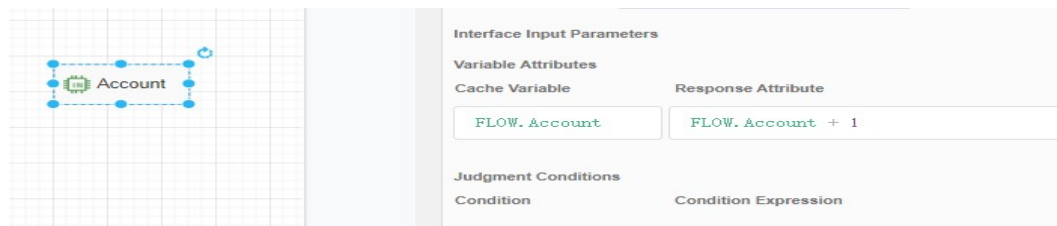
The preceding fixed rules apply only to the same recognition scenario. The stop condition is that the total number of timeout errors and rejection errors reaches three.

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?

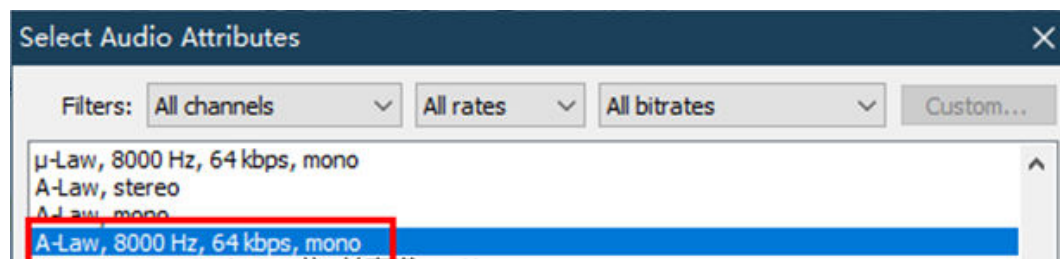
No. In the versatile agent scenario, the call is directly from the voice and video skill queue.

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 CEC as a system administrator.

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

1. Choose  > **TenantSpace Management** > **TenantSpace Management**.
2. Click **Edit** next to the tenant for whom the intelligent agent function is 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. After the configuration, click **Save**.

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

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


1. Choose  > **Call Center Management** > **Call Center Management**.
2. Click **Call Center 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 address must be the same as that configured in the trustlist of the WebRouter.

Step 4 Sign in to the WAS as a system administrator.

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

Step 5 Sign in to the CEC as the tenant administrator.

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

1. Choose  > **Call Center Configuration** > **Basic Information**.
2. In the **Feature** area, enable **Intelligent Recognition**.

 **NOTE**

When the intelligent recognition function is enabled, the system checks the password of the tenant administrator on the CTI platform during subscription or unsubscription using the CC-Gateway. If the password expires, the system prompts you to change the password. After you click **OK**, the system automatically changes the password. You need to enable or disable **Intelligent Recognition** again for the password to take effect.

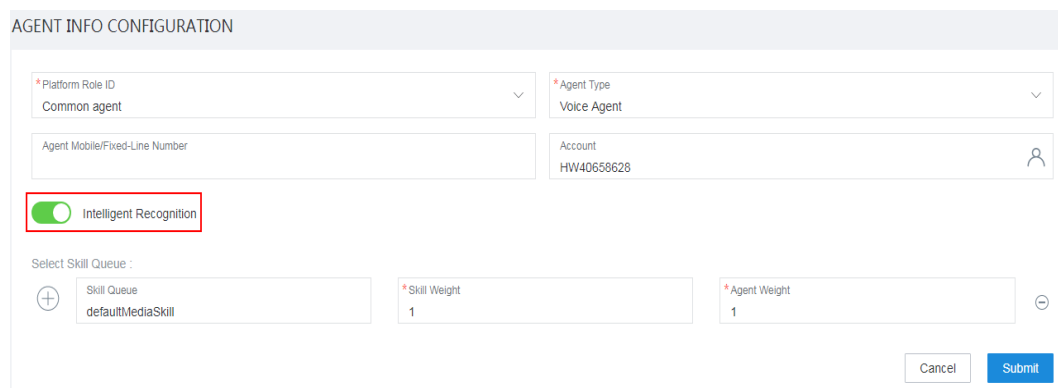
Step 7 Enable the intelligent recognition function for agents of the tenant administrator.

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

Step 9 Click **Configure** next to the agent for whom the intelligent recognition function is 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 agents



The screenshot shows the 'AGENT INFO CONFIGURATION' page. It contains several input fields: '*Platform Role ID' (Common agent), '*Agent Type' (Voice Agent), 'Agent Mobile/Fixed-Line Number', and 'Account' (HW40658628). A red box highlights the 'Intelligent Recognition' toggle switch, which is currently turned on. Below this, there is a 'Select Skill Queue' section with a table containing one row: 'Skill Queue' (defaultMediaSkill), '*Skill Weight' (1), and '*Agent Weight' (1). At the bottom right, there are 'Cancel' and 'Submit' buttons.

Step 11 Click **Submit**.

----End

Result Verification

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.

<p>Allow Call Queuing in Multi-queues</p>	<p>Indicates whether the VDN allows a call to queue in multiple queues. The options are as follows:</p> <ul style="list-style-type: none"> • Yes: indicates that a call can queue in more than 30 queues. • No: indicates that a call cannot queue in multiple queues. 	<p>Default value: No Select it according to the actual situation.</p>
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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, there is a navigation menu with 'Operation Management' and 'Online Service' sections. The main content area displays the agent's profile. A red box highlights the 'Maximum concurrent service customers' field, which is currently set to 0. Below this, there is a 'Personalized Greetings' section with a 'Time Range' field set to 8:00 - 12:00 and an 'Edit' button.

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?

For details, visit <https://bbs.huaweicloud.com/forum/thread-122033-1-1.html>. Register an account upon the first access, and obtain the latest package sent by the moderator in the comment area.

7 Softphone Consulting

Can I Log In to Multiple OpenEye Clients on One Computer at the Same Time Because the System Displays a Message Indicating that the OpenEye Is Running?

Yes.

Change the value of **C:\Program Files (x86)\Huawei\OpenEye Desktop\config.xml** to **1**. The default value is **0**. In this way, multiple OpenEye instances can run.

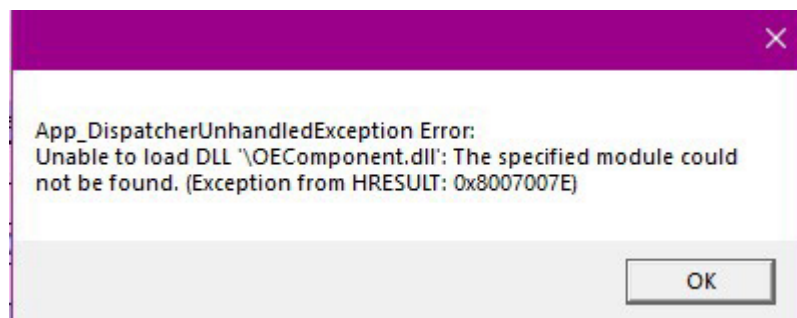
<!--Startup mode. The value **0** indicates that a single instance is started. The value **1** indicates that multiple instances are started.-->

<setting key="launchMode" value="0" />

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 client is not installed, this problem 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 IP-PBX 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.

Why Cannot I Access the Softphone?

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

Why Cannot an Agent Hear a Customer in a Call?

Check the audio input and output volume keys and device selection in the media settings of the OpenEye.