

CEC
25.200.0

02 Getting Started

Issue	01
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1 Using the CEC

The Customer Engagement Center (CEC) is a product of Huawei Cloud. You can log in to the Huawei Cloud official website and select the CEC product to learn more.

Before using the CEC, an enterprise needs to apply for trial use or subscribe to the CEC and configure available resources for the CEC. The following figure shows the process of using the CEC.

Figure 1-1 CEC usage process



Registering with Huawei Cloud

To use any Huawei Cloud product, you need to complete account registration and real-name authentication before applying for a free trial or purchasing the product.

1. Log in to [Huawei Cloud official website](#) and click **Register** in the upper right corner. On the registration page, enter account information and click **Register** to submit the registration information.
2. Return to the official website home page after the registration is successful. Click **Console** in the upper right corner. On the login page, enter the registered account and password. After the login is successful, the Huawei Cloud console is displayed.
3. If real-name authentication has not been performed on the enterprise after the first login, click **Verify** to complete enterprise authentication as prompted. For details about the authentication, see [Overall Process](#).

Applying for Commercial Use

If you choose to purchase the CEC for commercial use, the resources applied for during the trial period can no longer be used. You need to apply for them again.

You need to apply for the following resources for the CEC in commercial use for common call businesses:

- Number resources: You can apply to purchase numbers from Huawei Cloud or connect to self-owned numbers. For details about how to apply for number resources, see [Managing Numbers](#).
- Call center instance: You need to subscribe to a call center instance to configure agents, skill queues, and other functions to implement call businesses. For details, click [here](#) to see how to apply for commercial use.
- Other resources: You also need to purchase agent, IVR, TTS, and ASR resources for a complete call center instance based on business requirements. For details, click [here](#) to see how to purchase resources.

2 Applying for Commercial Use

You can subscribe to the CEC after a sound understanding of the CEC.

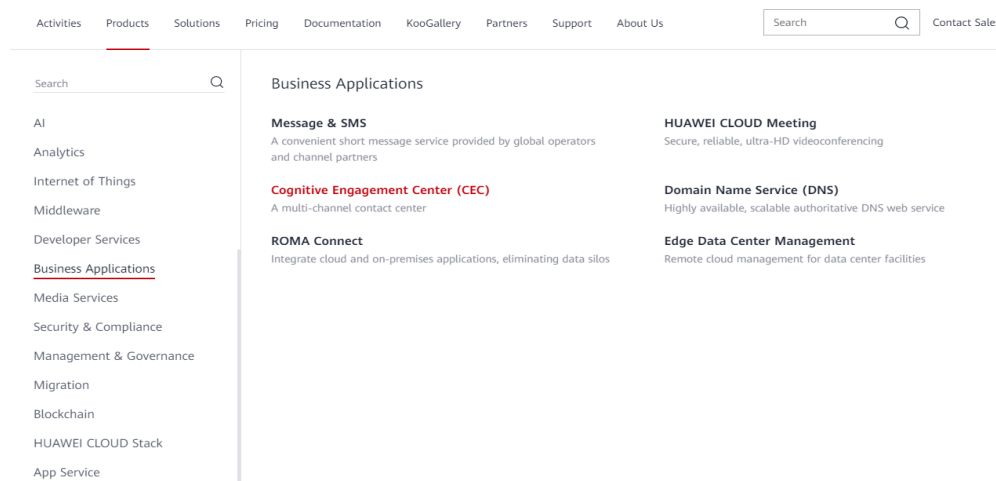
Prerequisites

- For details about the pricing for commercial use, see [Pricing Details](#).
- After you apply for commercial use, trial numbers will become unavailable. Therefore, you need to apply for number resources in advance. For details, see [Applying for Number Resources](#).

Procedure

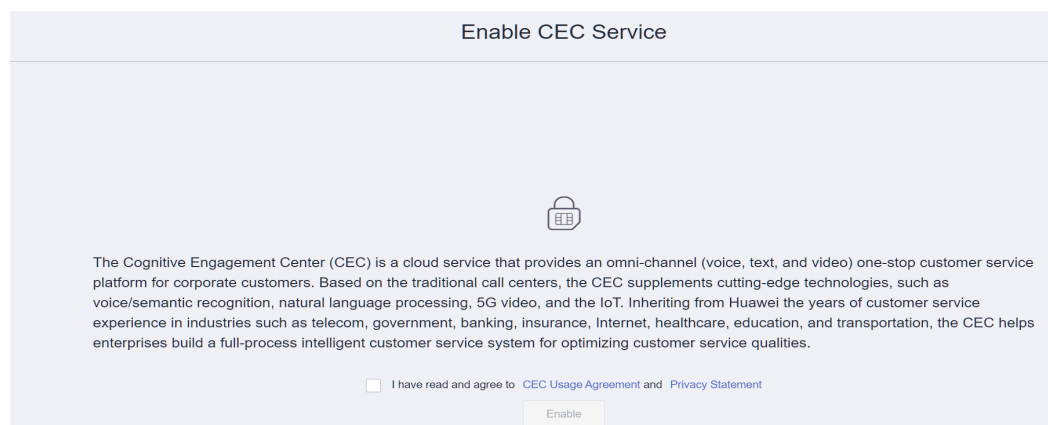
Step 1 Choose **Products > Business Applications > Customer Engagement Center (CEC)**. The CEC home page is displayed.

Figure 2-1 Selecting the CEC



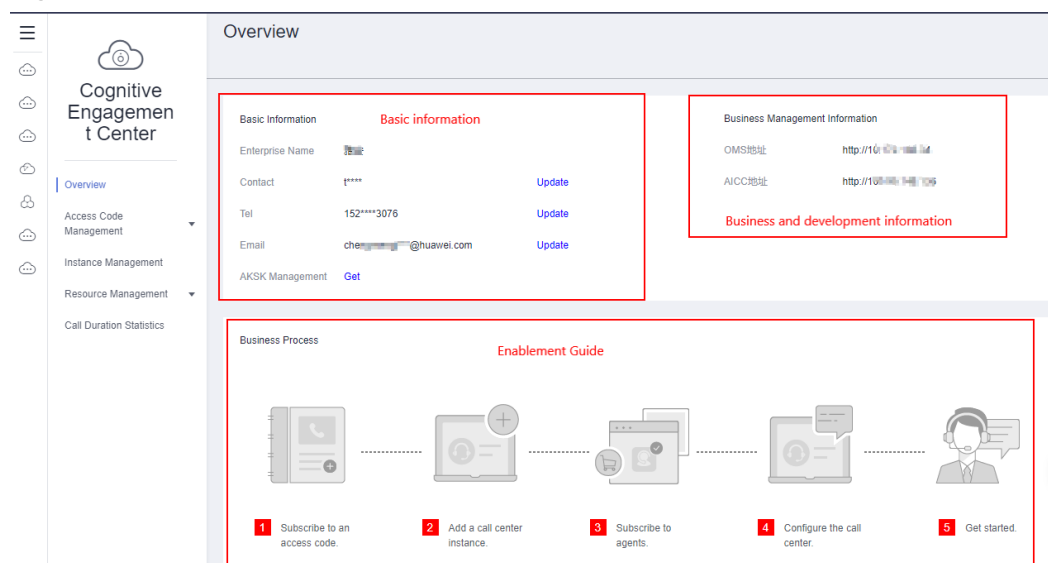
Step 2 Click **Buy Now**. The page for purchasing the CEC is displayed.

On the **Enable CEC Service** page, select **I have read and agree to CEC Usage Agreement and Privacy Statement** and click **Enable**.

Figure 2-2 Enabling the CEC service**NOTE**

Enterprise authentication is not required for enabling the CEC service. If a message related to enterprise authentication is displayed, you can ignore it.

Step 3 After the service is enabled, click **Console** to access the Huawei Cloud console. Choose **Service List > Business Applications > Customer Engagement Center**. The CEC console is displayed.

Figure 2-3 CEC console

Step 4 Choose **Customer Engagement Center > Resource Management > Access Codes**. The access code management page is displayed.

Apply for an access code in either of the following modes:

- Applying for purchasing Huawei access code: Currently not supported.
- Applying for connecting to self-owned access code: If you have a self-owned access code, provide it to Huawei for interconnection. Huawei charges line integration maintenance fees based on the interconnection commissioning situation. For details, contact the CEC product team. The carrier charges you call fees based on your number usage.

Both modes take a certain handling period. For details, see [Managing Numbers](#). The following describes how to apply for connecting a self-owned access code.

1. Choose **Self-Owned Access Code**, click **Click here to apply for connecting to a self-owned access code**. The application page is displayed.
2. Enter the access code information as prompted and click **OK**.

Figure 2-4 Apply for Connecting to Self-Owned Access Code page

3. After the configuration is complete, you can view that **Connection Status** of the access code changes to **Completed** on the **Self-Owned Access Code** tab page.

Step 5 Choose **Customer Engagement Center > Resource Management > Instance Management** to add a call center instance.

1. Click **Create Call Center Instance** in the upper right corner. The page for adding an instance is displayed.
2. Select the desired access code and click **Next**.

3. Set **Instance Name** and click **Next**.

4. Select the desired billing mode, specifications, number of agents, and subscription period, and click **Next**.

For details about the billing modes, click **Pricing details**.

Purchase Agent

1 Select Service Type 2 Confirm Specifications 3 Finish

Current Region **Ulanqab203**

Regions are geographic areas isolated from each other. Resources are region-specific and cannot be used across regions through internal network connections. For low network latency and quick resource access, select the nearest region.

Billing Mode **Yearly/Monthly** Pay-Per-Use ?

Specifications **Telemarketing Agent** Basic Agent Versatile Agent Online Agent Predictive Outbound Call Agent Mobile App Agent

This agent applies to telemarketing enterprises that aim at outbound calls. It provides the following functions:

- Outbound call task management
- Outbound call number import
- Automatic outbound call
- Predictive outbound call
- Recording
- Outbound call result statistics

SDK provided for developing outbound call applications.
Note: The inbound call and IVR functions are not included.

Agent Quantity

Purchase Period **1 month** 2 months 3 months 4 months 5 months 6 months 7 months 8 months 9 months 1 year 2 years 3 years

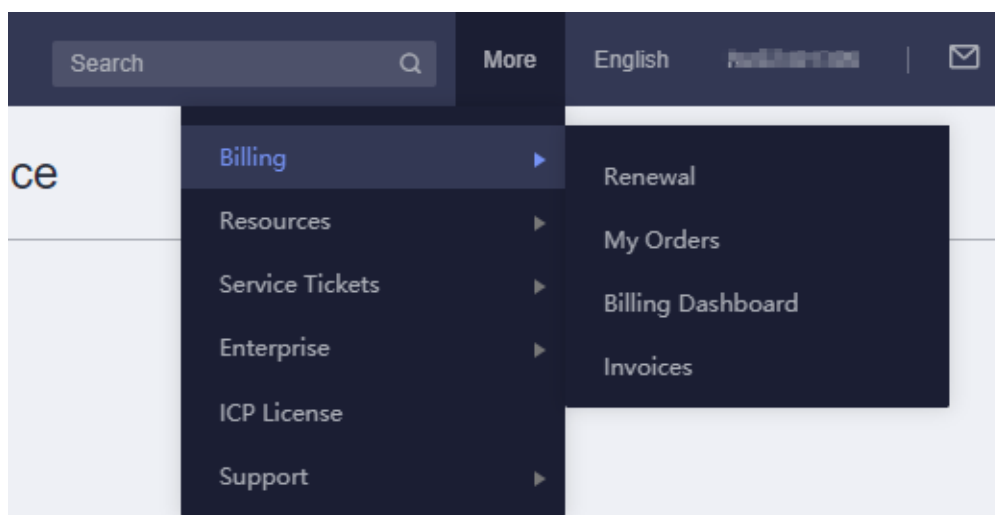
☐ Auto-Renew ?

Configuring Fee **¥398.00**

This price is an estimate and may differ from the final price. [Pricing details](#)

Next

5. On the **Confirm Specifications** page, confirm the fee information, select **I have read and agree to CEC Usage Agreement and Privacy Statement**, and click **Submit**.
6. After the subscription is complete, you can view the order information by choosing **More > Billing > My Orders**.



Step 6 After the call center is successfully configured, select the instance and click **Customer Engagement Center** to access the AICC system. You can prepare for your first call by referring to [3 Making the First Call](#).

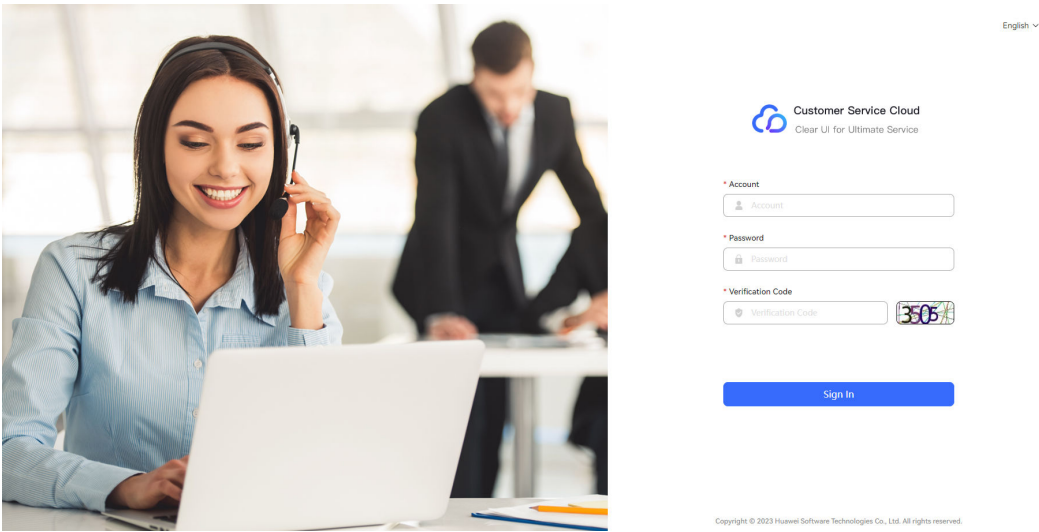
----End

3 Making the First Call

This document provides guidance for tenants to perform basic operations in the AICC for the first time.

Step 1 Use the enterprise tenant administrator account and password and enter the verification code to sign in to the AICC. For details about the account information, see the email sent by the Huawei operations team.

Change the password as prompted upon the first sign-in.



Step 2 Choose **Configuration Center > Access Configuration > Called Route**, click **New**, add the skill queue to which called numbers are routed, and click **Complete**.

New

* Access Code

95511

+

* Extension code

1

* Device Type

Skill Queue

▼

* Skill Queue

default

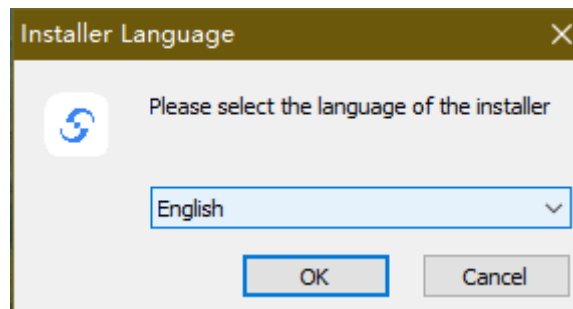
+

Cancel

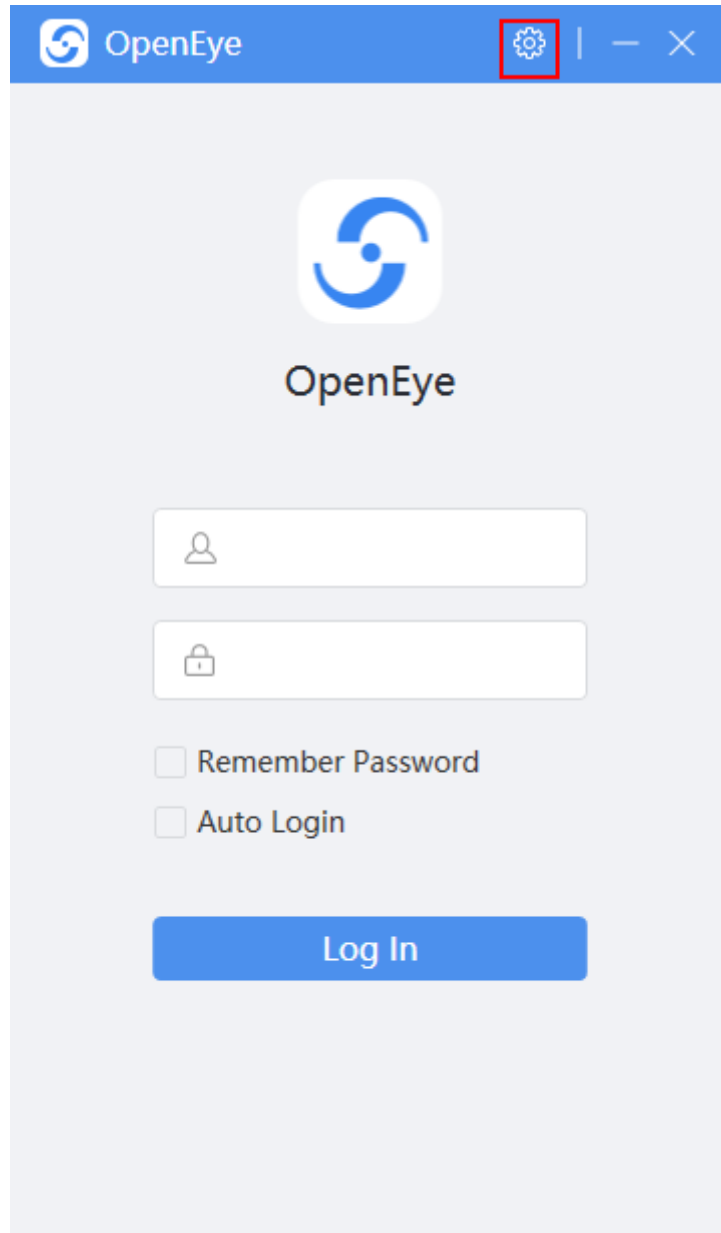
Complete

Step 3 Install the OpenEye softphone.

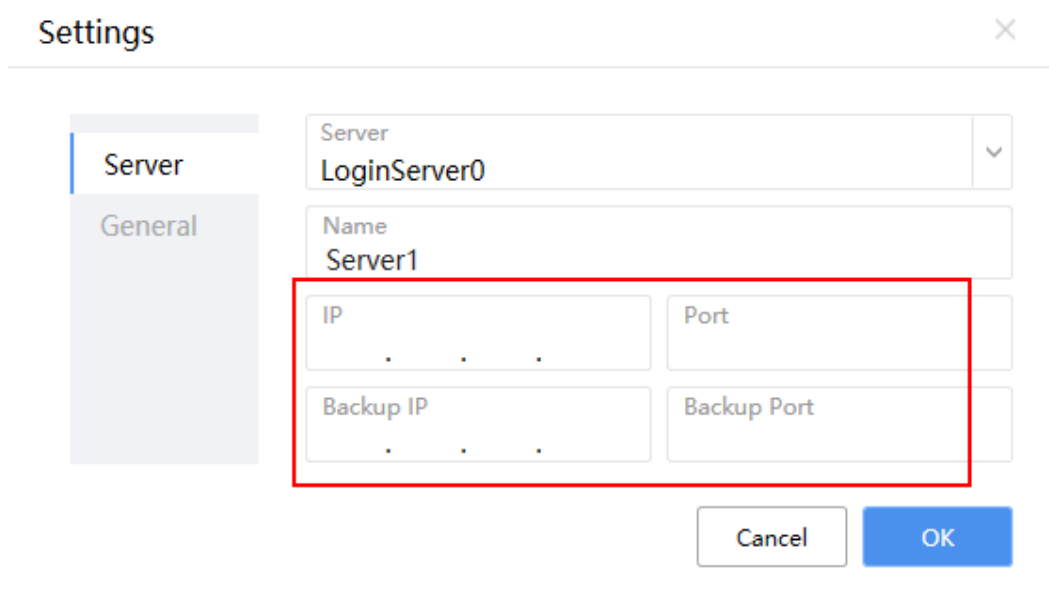
1. Obtain the softphone installation package from the operation personnel. The agent installs the softphone software as prompted.



2. After the installation is complete, double-click on the desktop to start OpenEye.
3. Click . The **Settings** page is displayed.



4. Choose **Server**, select **LoginServer0** from the **Server** drop-down list, and configure the server information.



Settings

Server

General

Server
LoginServer0

Name
Server1

IP

Port

Backup IP

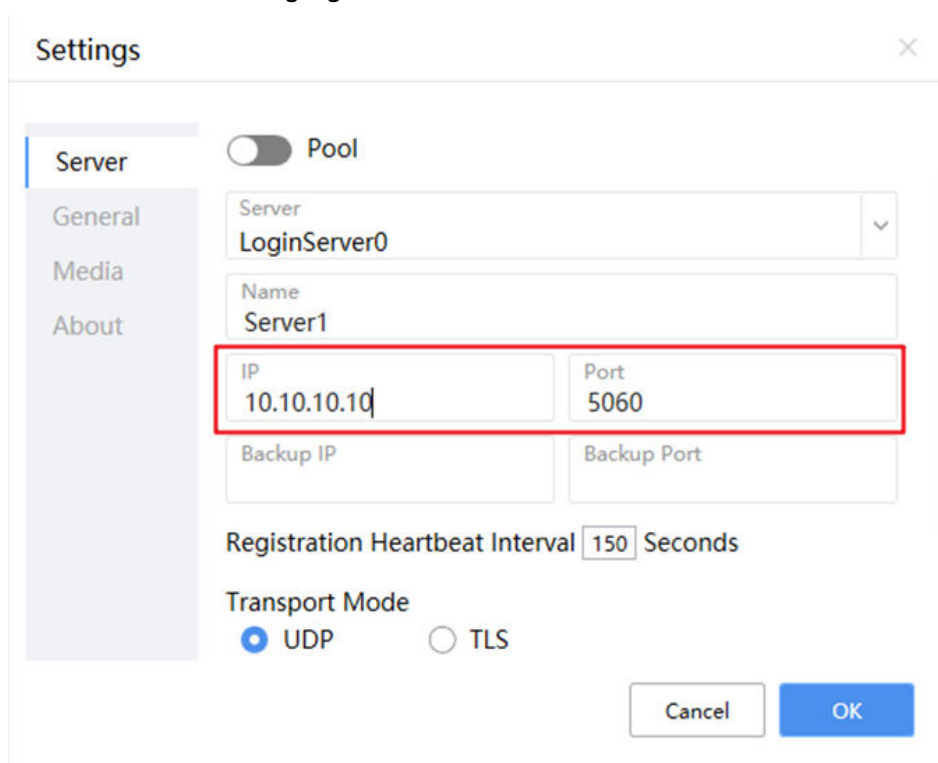
Backup Port

Cancel OK

NOTE

The information in the red box is the default information. Set the IP addresses and port numbers as prompted.

5. Set **IP** and **Port** to the softphone SIP address in the tenant provisioning email, and click **OK**. The login page is displayed.
 - If two registration server addresses exist and the OpenEye **does not support** the pool networking, set the first registration server address, as shown in the following figure.



Settings

Server

General

Media

About

Pool

Server
LoginServer0

Name
Server1

IP
10.10.10.10

Port
5060

Backup IP

Backup Port

Registration Heartbeat Interval 150 Seconds

Transport Mode

UDP TLS

Cancel OK

- If two registration server addresses exist and the OpenEye **supports** the pool networking, enable **Pool** and set the two registration server addresses, as shown in the following figure.

The screenshot shows the 'Settings' window with a sidebar on the left containing 'Server', 'General', 'Media', and 'About'. The 'Server' tab is selected. At the top right of the main area is a toggle switch for 'Pool', which is currently turned on. Below this, there are four rows of input fields for server addresses and ports. The first two rows are populated: 'Server Address 1' is '10 . 10 . 10 . 10', 'Server Port 1' is '5060', 'Server Address 2' is '10 . 10 . 10 . 20', and 'Server Port 2' is '5060'. The last two rows are empty: 'Server Address 3' and 'Server Port 3' are blank, as are 'Server Address 4' and 'Server Port 4'. At the bottom right, there are 'Cancel' and 'OK' buttons.

Step 4 View the softphone number.

1. Return to the AICC, choose **Configuration Center > System Management > Agent Information**, view the softphone number in the **Registration Info** area.

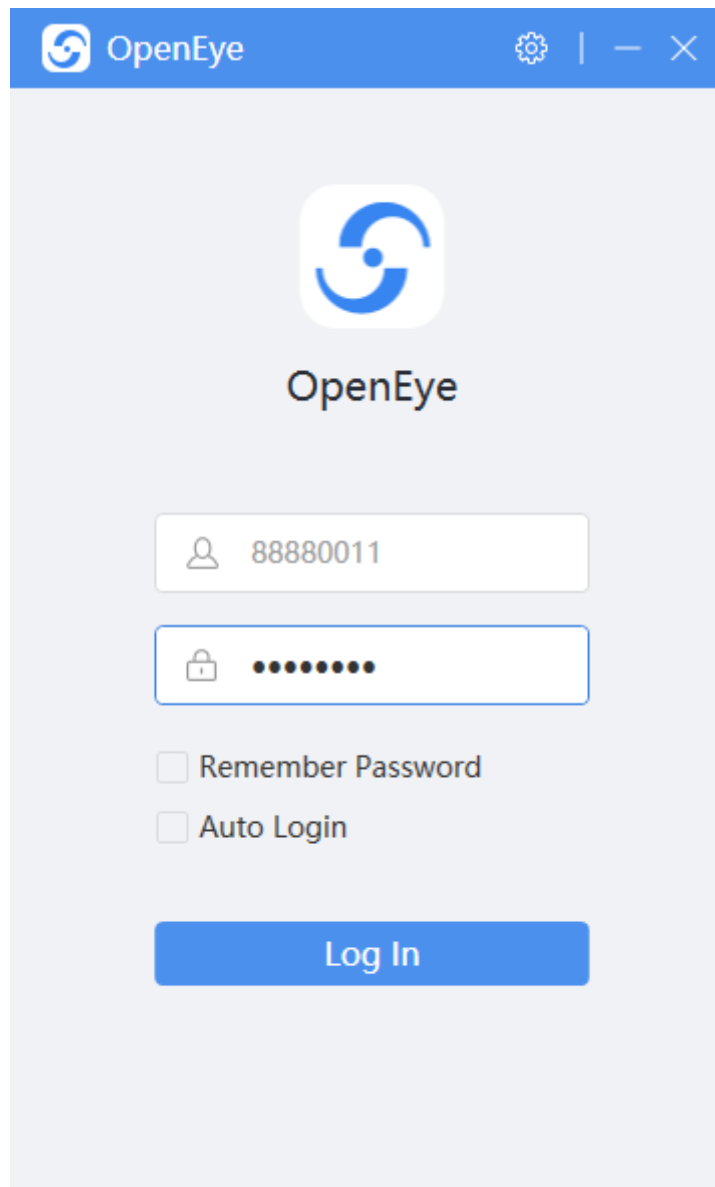
Registration Info

The screenshot shows a 'Registration Info' section with a 'Softphone Number' label and a text input field. The input field contains the number '84411111' and is highlighted with a red rectangular box.

2. Use the softphone number and password to log in to the OpenEye. Enter the softphone password obtained in the registration notification email.

NOTE

- Each agent has only one softphone number and can use only this softphone number.
- If the unified softphone number authentication feature is enabled for the tenant, the agent authentication mode is set to unified authentication, and the agent parameter **Whether to integrate the OpenEye on the web page** to **Yes**, a softphone can be automatically registered without a softphone password.



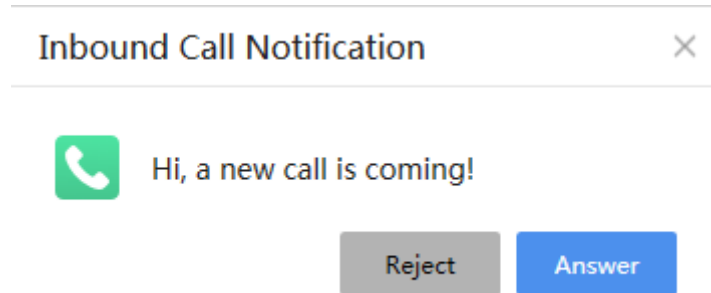
Step 5 Answer a call.

The agent signs in to the portal system using the business account and password.

 NOTE

Obtain the default password for a new user from the email sent by operations personnel.

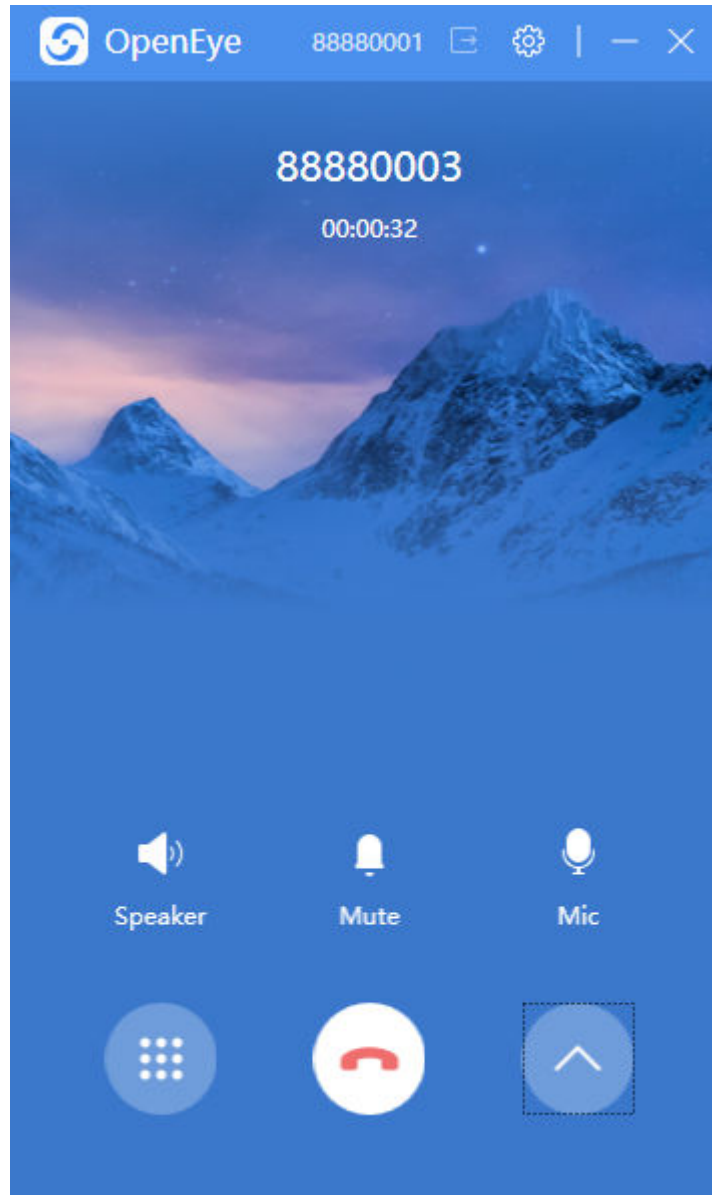
1. Choose  on the top of the page. If the agent status after the sign-in is **Wrap-up**, click  next to **Wrap-up** and select **Idle**.
Only idle agents can answer inbound calls.
2. When the softphone rings, click **Answer** to answer the call.
When a call comes in, the softphone on the agent side rings, and the call is automatically connected. The agent can also click **Answer** before the call is automatically connected.



3. Click **Answer** or wait for the call to be automatically connected.

 NOTE

The agent enters the **Talking** state, and the softphone displays a message indicating that the agent is answering a call.



----End

4 Greeting the Robot

NOTICE

- The OIAP can be deployed independently or integrated with the AICC on the public cloud. Therefore, the navigation paths vary depending on the environment.
- In this document, all the navigation paths are those selected when the OIAP is deployed independently. In the AICC public cloud scenario, you can choose **Configuration Center > Chatbot Management > Flow Configuration** to access the OIAP.
- To use the intelligent robot (intelligent IVR) on the public cloud, ensure that you have subscribed to intelligent IVR, TTS, and ASR resources for the tenant space.

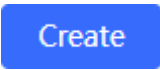
For how to check whether IVR, TTS, and ASR resources have been subscribed to, do as follows:

Log in to the Huawei Cloud console and choose  > **Business Applications > Cognitive Engagement Center**. On the **Cognitive Engagement Center** page, choose **Instance Management** and click **Details** corresponding to the desired call center instance. On the **IVR** tab page, check whether intelligent IVR resources have been subscribed to. On the **TTS&ASR** tab page, check whether TTS and ASR resources have been subscribed to.

You can configure your dedicated robot online using flowcharts. To help you understand the entire configuration process, this section describes the configuration of a robot who replies with "Hello" to your greeting.

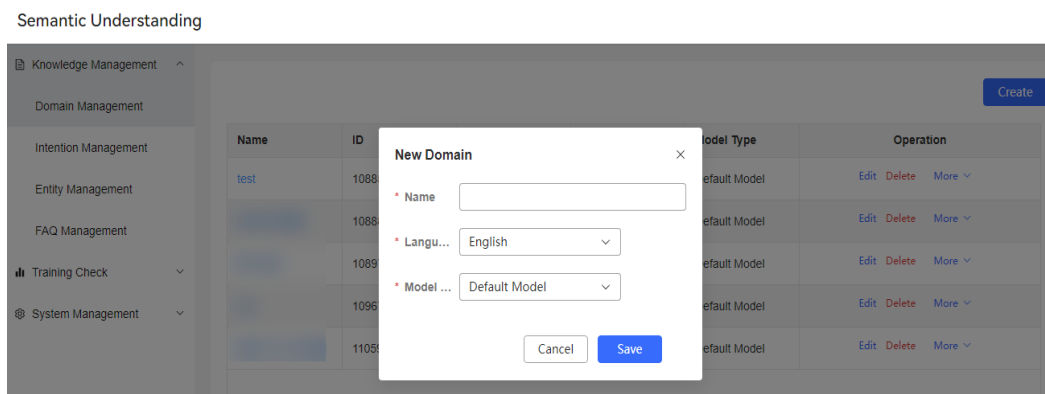
Procedure

- Step 1** Choose **Configuration Center > Chatbot Management > Semantic Understanding > Knowledge Management > Domain Management**, click



in the upper right corner, enter a name, and click

.



Step 2 Choose **Intention Management**, click **Create**, choose **General intent**, enter an intention name, configure **Corpus** and **Response**, and click **Save**.

Figure 4-1 Corpus

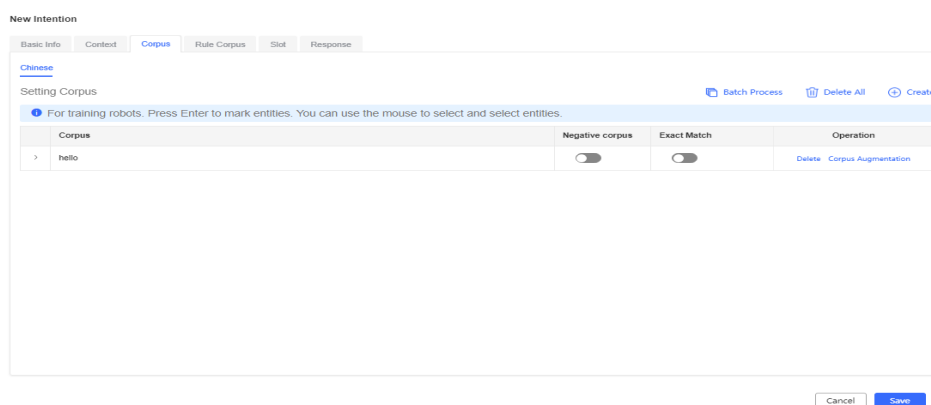
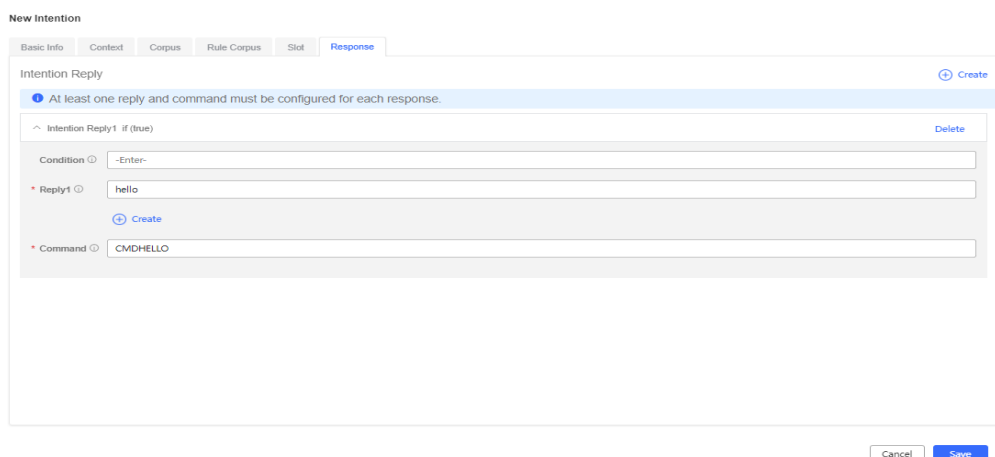


Figure 4-2 Response



Step 3 In the upper right corner of the **Intention Management** page, click **Train**.

Step 4 Choose **Configuration Center > Chatbot Management > Semantic Understanding > Knowledge Management > Domain Management** and click **Active**.

Figure 4-3 Activating a domain

The screenshot shows the 'New Intention' dialog box with the 'Response' tab selected. The 'Intention Reply' section contains a message: 'At least one reply and command must be configured for each response.' Below this, there is a list of replies. The first reply is 'Intention Reply1 if (true)' with a 'Delete' button. It has a 'Condition' of '-Enter-', a 'Reply' of 'hello', and a 'Command' of 'CMDHELLO'. There are 'Create' buttons next to the 'Reply' and 'Command' fields. At the bottom right, there are 'Cancel' and 'Save' buttons.

Step 5 Choose **Configuration Center > Chatbot Management > Flow Configuration > Resource > Resource Template**.

In the integration environment, after the template type is set to **TTS**, the template content is selected from a drop-down list. You need to choose **Configuration Center > Resource Management > Audio and Video**, add a TTS text, and submit the text for approval. After the system administrator approves the text, you can select the text from the drop-down list.

Figure 4-4 Maintaining a resource template

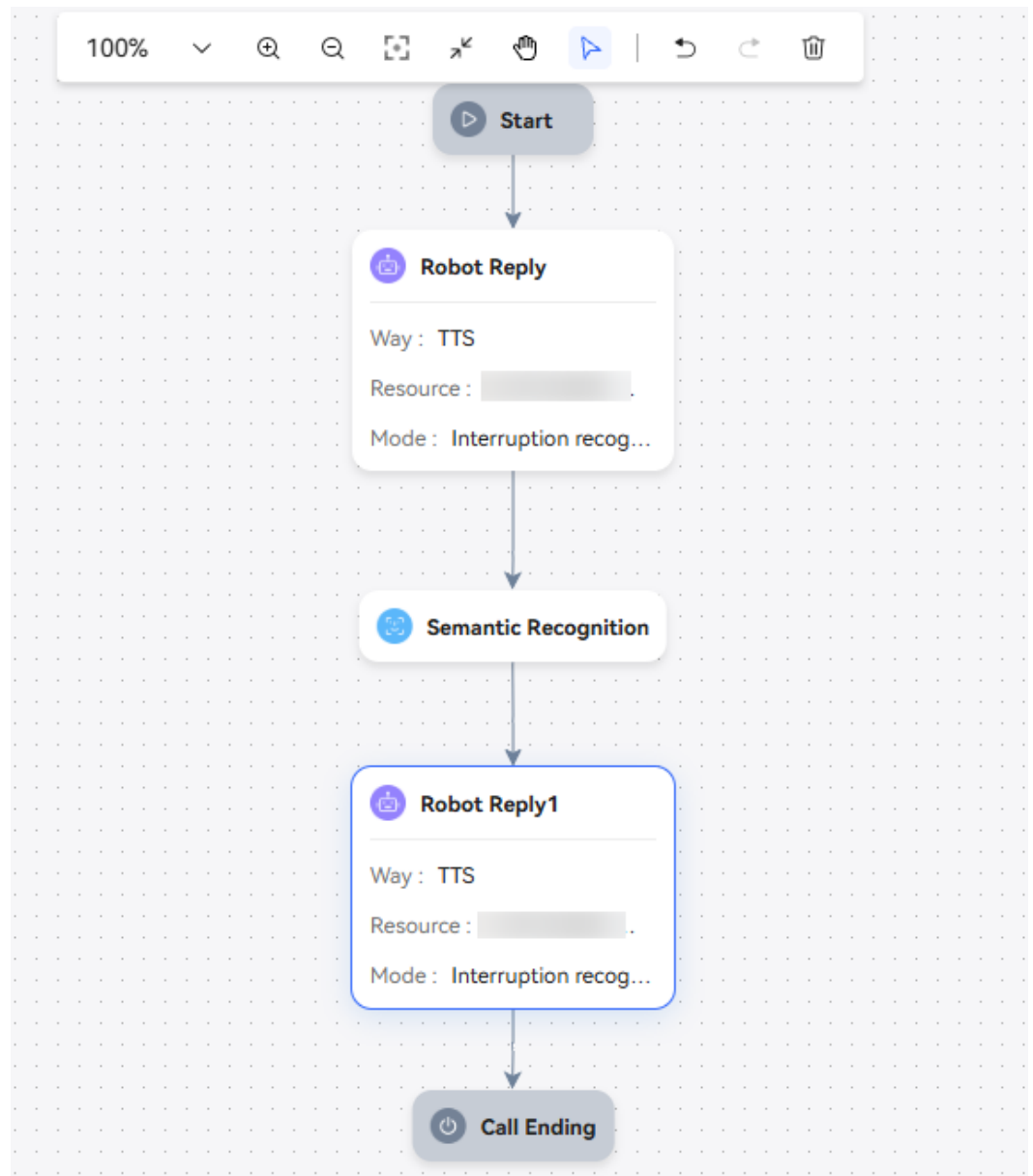
The screenshot shows the 'Add Template' form. It has a 'Name' field, a 'Type' section with radio buttons for 'TTS', 'Static voice', 'Video file', 'Multimedia', and 'Card template', a 'Description' field, and a 'Content' section with three dropdown menus (English, default, default) and an 'Add' button. Below the 'Content' section is a 'Configure Intention Template' toggle. Underneath, there is a 'Set as Default' toggle and a 'Content' dropdown menu with '-Select-' and a 'Preview' button. At the bottom right, there are 'Cancel' and 'Confirm' buttons.

Step 6 Choose **Flow Management > Flow Orchestration**, click **Add** in the upper part, and set the robot script flow.

The script flow is as follows: After a call is connected, the customer hears "Hello" from the robot, then the customer says "Hello", and finally the robot replies with "Hello" again.

1. Select **Blank Flow**.
2. Drag diagram elements on the left to the canvas and connect them with lines.

Figure 4-5 Dragging diagram elements



3. Click the **Robot Reply** diagram element and set **Reply Template**.

Node Attribute

[Positioning and Variables ⓘ >](#)

Reply Way ☐ Static voice ☒ TTS ☐ Video
☐ Multimedia ☐ Card ☐ Variable voice
☐ Voice and text
☐ WhatsApp Interactive Messages

Reply Source ☐ Reply Resource ☐ Reply Variable
☒ Reply Template

Reply Template ... [Preview](#)

Reply Mode ▼

Timeout Interval

ASR Advanced Settings ☐

TTS Advanced Settings ☐

4. Click the **Semantic Recognition** diagram element and set the recognition condition to **TOC.ChatBotIntentCode=="CMDHELLO"**.

Figure 4-6 Configuring the Semantic Recognition diagram element

Recognition Parameters
[Result Processing](#)

Variable Assignment

Variable	Variable Value
No Data	

+ Add

Condition branch ⓘ

recognized

When a conditional expression contains string constants, quotation marks must be added to the expression.

TOC.ChatBotIntentCode=="CMDHELLO"

+ Add

- Click the connection line between the **Semantic Recognition** diagram element and the last **Robot Reply** diagram element, and select a branch condition.

Figure 4-7 Setting a branch

[Branch Attribute](#)

Basic Attribute

Branch Condition

recognized ×

- Click the last **Robot Reply** diagram element and set **Reply Template** to the template the same as that in the first **Robot Reply** diagram element.
- Click

Save

 on the top of the canvas.
- Click

Save and Publish

 on the top of the canvas. In the **Publish** dialog box, click

Confirm

.

Step 7 Choose **Chatbot Management > Flow Configuration > Intelligent Chatbot**, and

click  to associate a flow access code with the new flow.

Figure 4-8 Create Chatbot page

Create Chatbot

Robot Info

* Chatbot Name

* Description

* Dialog Type ☐ Voice navigation ☐ Intelligent outgoing call ☒ Chatbot ☐ IVR flow

* Associated Process [Create Flow](#)

Organization Unit

Bind Domain

Bind FAQ Group

Manual policy

Step 8 Click **Test Call** on the right of the intelligent robot and enter **Hello**. The chatbot replies with **Hello**.

Figure 4-9 Test Call button

Flow Configuration / Intelligent Chatbot

Common IVR

Intelligent Chatbot

Flow

Resource

System

Chatbot Name	Chatbot Access Code	Dialog Type	Flow Name	Description	Organization Unit	Actions
131151873277...	1311518732773806080	Intelligent outgc	Outbound route	MUL_KCH_CO...	-	Edit Test Call Delete ⋮
131151872834...	1311518728340426752	Intelligent outgc	Outbound route	testDelete202...	-	Edit Test Call Delete ⋮
131151872429...	1311518724292923392	Intelligent outgc	Outbound route	MUL_KCH_CO...	-	Edit Test Call Delete ⋮
131151871884...	1311518718840328192	Intelligent outgc	Outbound route	MUL_KCH_CO...	-	Edit Test Call Delete ⋮
131151871412...	1311518714121736192	Intelligent outgc	Outbound route	MUL Delete20...	-	Edit Test Call Delete ⋮
131151870979...	1311518709797408768	Intelligent outgc	Outbound route	MUL Delete20...	-	Edit Test Call Delete ⋮
131151870476...	1311518704768438272	Intelligent outgc	Outbound route	tedetele20231...	-	Edit Test Call Delete ⋮
131151869956...	1311518699567501312	Intelligent outgc	Outbound route	tedetele20231...	-	Edit Test Call Delete ⋮
131151869474...	1311518694748246016	Intelligent outgc	Outbound route	tedetele20231...	-	Edit Test Call Delete ⋮
131151869024...	1311518690247757824	Intelligent outgc	Outbound route	mul_delete20...	-	Edit Test Call Delete ⋮

50/page

Total 52

< 1 2 >

Go to 1

Step 9 If **Dialog Type** is set to **Chatbot**, configure a channel.

1. Choose **Configuration Center > Access Configuration > Channel Configuration**.
2. Click **New**. In the **Robot Configuration** area, enable **Connecting to the Intelligent Robot** and select the published robot.

Step 10 If **Dialog Type** to **Voice navigation** or **IVR flow**, configure a called route.

1. Choose **Configuration Center > Access Configuration > Called Party**.
2. Click **New**, select the organization unit to which the called party belongs, set **Access Code** and **Extension Code**, set **Device Type** to **IVR**, and select a published robot.

3. Click **Save**.

----End

Summary

What is the general process for configuring a robot?

1. Add a voice or video resource template.
2. Configure the intentions to be recognized.
3. Orchestrate a script flow and publish it.
4. Configure a robot and associate it with the corresponding script flow.