

Configure Agent Answers and Call Transcripts for CCE 12.5

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Introduction

This document describes how to configure Contact Center Enterprise (CCE) Agent Answers and Transcripts integrated with Google Contact Center Artificial Intelligence (CCAI) for CCE 12.5 with Finesse 12.6 and CVP 12.6.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.5
- Cisco Package Contact Center Enterprise (PCCE) Release 12.6
- Customer Voice Portal (CVP)
- Cisco Finesse 12.6
- Cisco Unified Border Element (CUBE) or Voice Gateway (GW)
- Google Dialogflow
- Control Hub

Components Used

The information in this document is based on these software versions:

- UCCE Release 12.5

- CVP 12.6 ES6
- Cisco Finesse 12.6 ES 1
- Google Dialogflow
- Control Hub
- VCUBE - Cisco IOS XE Bengaluru 17.4

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

CCE 12.6 introduces the Agent Answers feature, in which an agent is provided with relevant suggestions and recommendations in real time for the agent to consider. The suggestions and recommendations are based on the conversation between the caller and the agent. Agent Answers enhances the customer experience because the timely suggestions improve the ability of the agent to respond. Businesses can cut down on training costs and time.

Note: This feature is now backward compatible with CCE core 12.5. Other components, like CVP and Finesse require to be in 12.6.

Note: This feature is only supported in VCUBE, and CVP 12.6 ES6 is required in order to support Agent Answers conference and Transfer.

Configure

In this document you find the specific steps required for CCE 12.5.

Note: Refer to [Configure CCE Agent Answers and Call Transcript](#) for the general configuration steps.

CCE Configuration

Step 1. On UCCE Admin workstation (AW), open Config Manager and navigate to Expanded Call Variable (ECC) List under List Tools, and create the ECC variables configid and callguid and associate them with their ECC payload.

Expanded Call Variable List



Select filter data

Optional Filter: None
Condition: [dropdown]
Value (Case Sensitive): [dropdown]

Save Retrieve Cancel filter changes

Expanded Call Variable

- BAResponse
- BAStatus
- BATimeZone
- POD.ID
- user.cvp_server_info
- user.CourtesyCallbackEnabled
- user.ece.activity.id
- user.ece.customer.name
- user.media.id
- user.microapp.app_media_lib
- user.microapp.caller_input
- user.microapp.error_code
- user.microapp.fetchaudio
- user.microapp.FromExtVXML
- user.microapp.input_type
- user.microapp.isPostCallSurvey
- user.microapp.locale
- user.microapp.media_server
- user.microapp.metadata
- user.microapp.override_cli
- user.microapp.sys_media_lib
- user.microapp.ToExtVXML
- user.microapp.UseVXMLParams
- user.sip.refertransfer
- user**

Add Delete Revert

Attributes

Name * user.config.id

Maximum length * 40

Array
Maximum array size

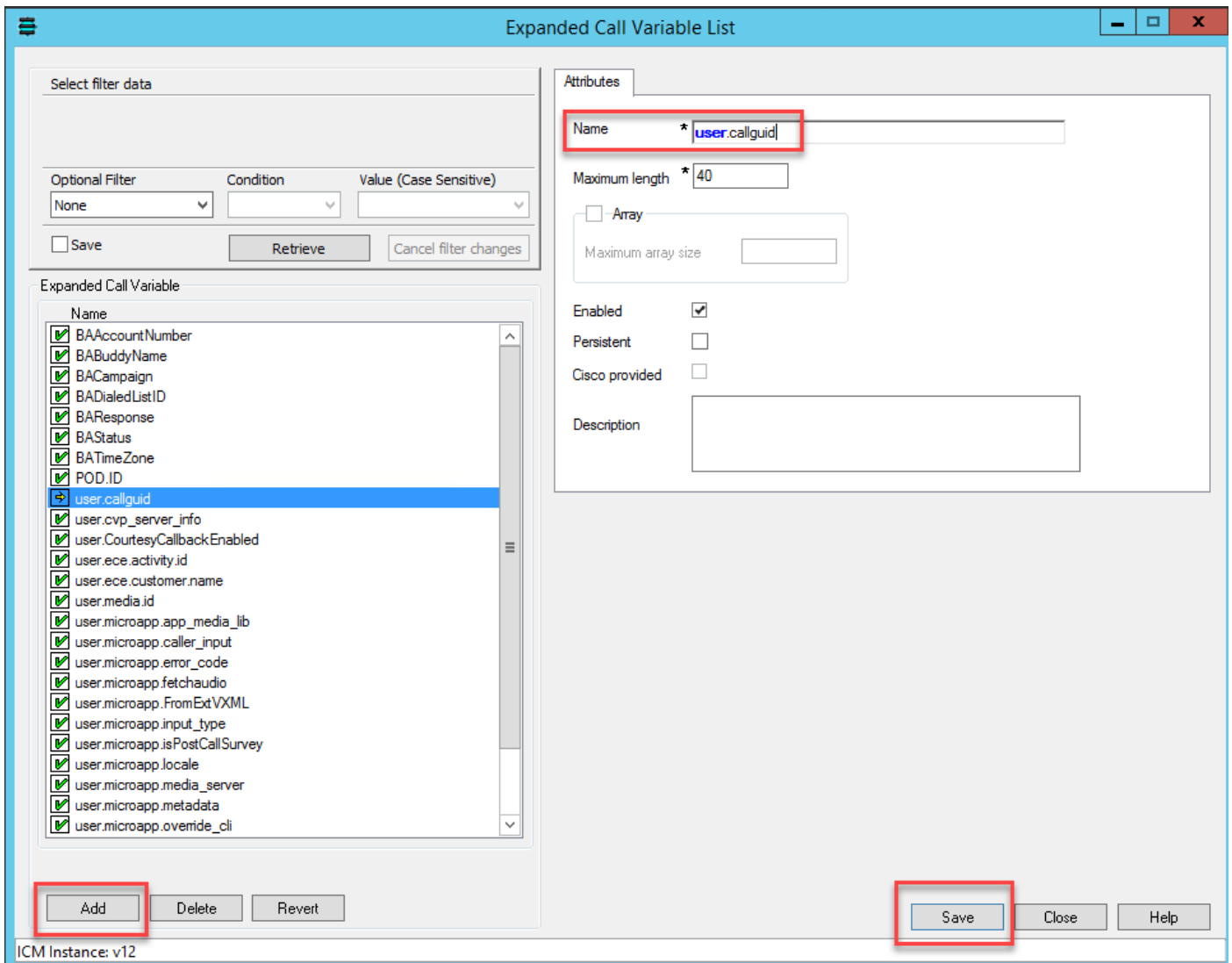
Enabled

Persistent

Cisco provided

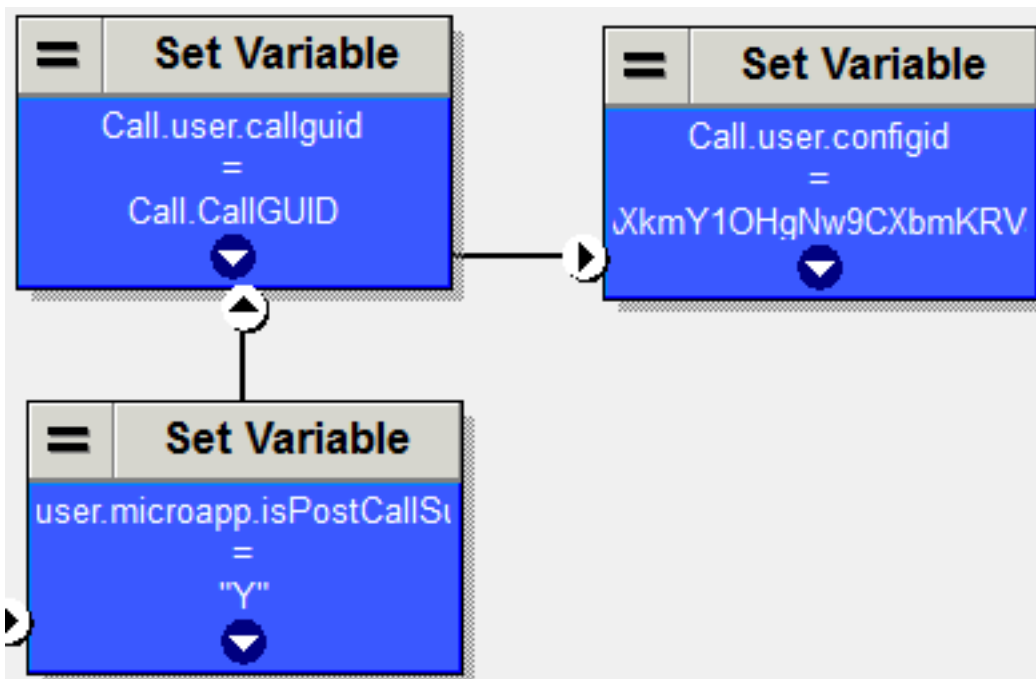
Description

Save Close Help



Step 2. Restart the Voice Response Unit (VRU) Peripheral Gateway (PG).

Step 3. Associate the configid and callguid ECC variables in the CCE script before the Send to VRU node.



Finesse Configuration

Step 1. In Finesse Command Line Interface (CLI), execute this command.

```
utils finesse set_property webservices customAgentService <values>  
( 1—Agent Answers , 2—Call Transcript )
```

For example:

```
utils finesse set_property webservices customAgentService 1,2
```

Verify

There is currently no verification procedure available for this configuration

Troubleshoot

There is currently no troubleshoot procedure available for this configuration

Related Information

- [Configure CCE Agent Answers and Transcripts](#)
- [Troubleshoot CCE Agent Answers and Transcripts](#)
- [Cisco Contact Center Solutions and Design Guide 12.6](#)
- [Cisco Contact Center Features Guide 12.6](#)
- [Technical Support & Documentation - Cisco Systems](#)