Configure CCE Agent Answers and Call Transcripts

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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).

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.6
- 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 12.6
- 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.

More often, agents lack the depth of knowledge about the products and services of the business they serve. Agent Answers enhances your experience because the timely suggestions improve the ability of the agent to respond. Businesses can cut down on training costs and time.

In addition CCE 12.6 also introduces Call Transcripts services that assist the agents by the use of Artificial Intelligence (AI) and Natural Language Understanding (NLU). These services are available for the agents in the Cisco Finesse desktop gadgets. The Call Transcript gadget dynamically converts the ongoing conversation to text and presents the text to an agent for real-time viewing and reference.

Note: In this release only Google Natural Language Processing (NLP) is supported.

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

Configure

Dialogflow Project

Google Dialogflow agent needs to be created and the Knowledge base needs to be added before you start Agent Answers configuration. You require a Google service account, a Google project and a Dialogflow virtual agent. Then, you can add the knowledge base to the Dialogflow virtual agent.

What is a Dialogflow?

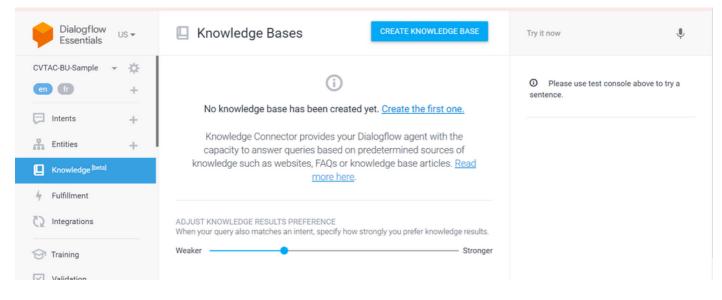
Google Dialogflow, is a conversational User Experience (UX) platform which enables brand-unique, natural language interactions for devices, applications, and services. In other words, Dialogflow is a framework which provides NLP / NLU (Natural Language Understanding) services. Cisco integrates with Google Dialogflow for Cisco Virtual Agent and for Agent Answers and Transcript .

What does this mean for you? Well, it means you can basically create a virtual agent on Dialogflow and then integrate it with Cisco Contact Center Enterprise.

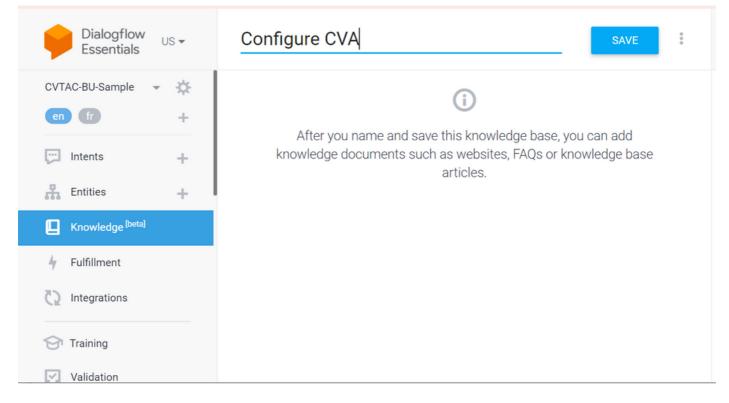
if you need information on how to create a virtual agent or Dialogflow project, visit: Configure CVP CVA

These are the steps to add the Knowledge base to the Virtual Assistant Voice (VAV) known also as Cisco Virtual Agent (CVA).

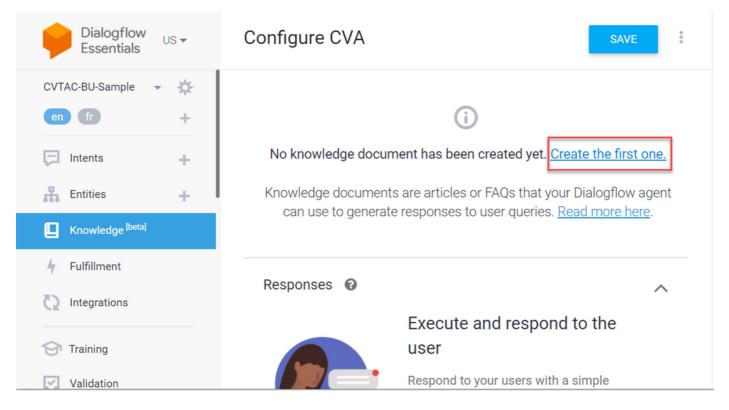
Step 1. Log in to Dialoglfow Console, select the agent and click Knowledge: Dialogflow Console



Step 2. On the Knowledge Bases page, click **CREATE KNOWLEDGE BASE**, name the Knowledge base and click **Save**.



Step 3. Add a document or link to the knowledge base just created. Click Create the first one.



Step 4. On the Creation page, type the document name, select the Knowledge type, the Mime type and the Data Source.

Docun	nent Name *
CVA	Config doc 1
Knowl	edge Type *
FAQ	Ψ
Mime	Type *
text/	html 👻
DAT/	A SOURCE
0	File on Cloud Storage
	gs://bucket-name/object-name
۲	URL
	http://www.example.com/faq *
0	Upload file from your computer
~	Enable Automatic Reload 🛛 💿

Step 5. Click **CREATE**.

Knov	vledge Type *
FAQ	
Mim	e Type *
text	/html
DAT	A SOURCE
0	File on Cloud Storage
	gs://bucket-name/object-name
0	URL http://www.example.com/faq *
	https://www.cisco.com/c/en/us/support/docs/contact-center/unified-customer
0	Upload file from your computer
~	Enable Automatic Reload 🚱

CREATE

Step 6. Create a Google Conversation Profile.

1. Once the KB or FAQs are updated for Dialogflow agent, log in to <u>Google Agent Assist</u> and choose the project which is used for the KB/FAQs.

2. Select the **Conversation profiles** and click **Create new** as shown in the image.

= 🔋 Agent Assist	ConferenceRoom-Reservation *
Conversation profiles Data Models	Optimize agent efficiency Build conversation profiles that surface real- time, relevant information to agents while they talk to customers. Learn More
	Conversation profiles + Create new Q Search profiles

3. Update these details while you create the conversation profile and click create.

- Display name Give any name to identify the profile.
- Suggestion types Based on what you have selected in the Knowledge Bases (KB) tab in Dialogflow User Interface (DF UI), click on that. It must be either FAQ or Articles.
- Once you do this, all the KBs created in DF UI page, appears here automatically. Select the correct one.
- Updated some of the other mandatory fields like **Sentiment Analysis** or update the default values based on the requirement like **confidence threshold** or **maximum suggestions**, and so on.

= 📦 Agent Assist	Project ConferenceRoom-Reservation
20 Conversation profiles	New conversation profile
I Data	Display name This will help you find this profile in the conversation profiles list
Models	TestConverstaionProfile
	23/1024
	Suggestion types Select all of the kinds of assistance you would like this profile to surface to agents Smart reply Surface pre-written responses Articles Surface articles contextual to the conversation FAQs Auto-surface answers to customer questions
	Knowledge bases *
<	MytestKB × Image: Confidence threshold * Confidence threshold * Image: Confidence threshold * 0.01 It is recommended to set it to 0.01 initially, then increase it incrementally until you are satisfied with your suggestions Maximum suggestions * 3

Retrieval method				
Select how suggestions should be surfaced				
 Inline suggestions (API response) 				
O Pub/Sub messages				
Sentiment analysis				
Inspect messages from the agent and end customer and identify the prevailing emotional opinion within the text				
Enable sentiment analysis				
Choose to use Dialogflow				
You can leverage models created in Agent Assist to create a Dialogflow virtual agent				
Enable virtual agent				
Create Cancel				

- Now the conversation profile appears on Agent Assist url.
- Copy the Integration ID. Click **Copy to Clipboard**. This is used later in the Control Hub configuration.

≡ 🧊 Agent Assist	Proof Conference/com/Reservation *			® 8 🗆 🖩 😶
20 Conversation profiles	Optimize agent efficiency Build conversation profiles that surface real-time, relevant information to agents while Learn More	they talk to contorners.		
		Integration ID eOMupBpRED XinGueNV/Q	-	+ Create new

Note: There is no Dialogflow configuration required for Call Transcripts

Webex Control Hub Configuration

Create a CCAI configuration in Cisco Webex Control Hub at <u>Control Hub</u>. A CCAI configuration leverages CCAI Connectors to invoke the CCAI services. For details, visit the *Configure Contact Center AI* article at

Webex Help Center

Step 1. Ensure that the Cloud Connect publisher and subscriber are installed. For more information, visit the *Install Cloud Connect* section in <u>*Cisco Unified Contact Center Enterprise Installation and Upgrade Guide.*</u>

Step 2. Log in to Webex Control Hub. Navigate to Contact Center and click Cloud Connect.

← → C a int-admin.webex.com	(wxcc/features		🗢 🔅 🎓 🔕 Update 🗄
Cisco Webex Centrol Hub			¢ @ D 📀
○ Organisation Health	Contact Centre	Features	Connectors Cloud Connect
MANAGEMENT	Q All Contact Centre Al Config		New
음 Users			
0 Workspaces	CCAIEFT_SA ×		
Devices	Contact Centre Al	,	
22 Apps			
D Account			
Organisation settings			
services			
O Messaging			
% Calling			
O Contact Centre			
Hybrid			
Atlas_Test_ordersimp_WxCC- Test-ordersimp-CCALEFT			

Step 3. On Cloud Connect window enter the name and the Fully Qualified Domain Name (FQDN) of Primary Cloud connect.

Add Cloud Connect Cluster				×
Display Name Display Name of the on-premises Cloud Connect cluster which is being Registered to the cloud	Enter Name			
FQDN Enter the FQDN of primary Cloud Connect node from the deployment being Registered	Fully Qualified Domain Name			
		Cancel	Registe	or

Step 4. On Cloud Connect window enter the name and the FQDN of Primary Cloud connect and click

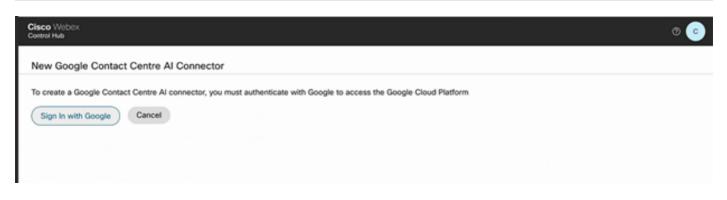
Register.

Step 5. Add a Connector. On the Contact Center window select the Connectors tab.

Cisco Webex Control Hub		4° © C 📀
Corganisation Health	Contact Centre	Features Connectors Cloud Connect
MANAGEMENT	Integrations	
A Users		
0 Workspaces	Google Contact Centre Al	
Devices	Active Connectors	
22 Apps	EFTCSS	
C Account		
Organisation settings		`
services		
O Messaging		
% Calling	Add More	
O Contact Centre	Add More	
○ Hybrid		
Adas_Test_ordersimp_WxCC- Test-ordersimp-CCAI EFT		

Step 6. If a connector is already added and you need to add one more, click on Add More. Sign in with Google and continue with the instructions.

Note: The user accout that you sign in with Google must have the owner role of the google project.



Step 7. Now add the features. On the **Contact Center** page, click **Features** and click **New**.

Cisco Webex Control Hub		0 0 0 4
♡ Organisation Health	Contact Centre	Features Connectors Cloud Connect
MANAGEMENT	Q All Contact Centre Al Config	New
A Users		_
Ø Workspaces	CCAIEFT_SA ×	
Devices	Contact Centre Al	,
83 Apps		
D Account		
Organisation settings		
SERVICES		
Messaging		
% Calling		
Q Contact Centre		
→ Hybrid		
Atlas_Test_ordersimp_WxCC- Test-ordersimp-CCAI EFT		

Step 8. You are now in the Create a New Contact Center Feature page. Click Contact Center AI Config.

Creat	e a new Contact Centre feature	×	ecti
Contact Centre Al Config			
Create configurations that can provide AI capability to your flow.			

Step 9. Provides the feature information, select the connector already added and the Google conversation profile created.

Cisco Webex Control Hub		
♡ Organisation Health	Features	
MANAGEMENT		
음 Users	New Contact Centre Al	Config name
V Workspaces	Config	
Devices		
SI Apps		Description
D Account		
Organisation settings		
sexuces		Google Contact Centre Al Connectors
Messaging		Select a Connector V
%, Calling		
Q Contact Centre		Google Conversation profile
○ Hybrid		
		A Profile is the Google configuration for the conversation. To find out more, visit here
Atlas_Test_ordersimp_WxCC- Test-ordersimp-CCAI EFT		TON LOUP

CCE Configuration

Step 1. On UCCE AW, open Cisco Web Administration tool and navigate to Inventory. Click New.

cisco U	hified Contact Center Enterprise Mana	agement	0	Neta Administrator
	Inventory			
(1	٥,			New Delete @
Overview				
	Host Name		Hostname/IP Addres	а Туря
	cloudconnect.cicm.com		10.64.82.183	Cloud Connect Publisher
nfrastructure	ucce1251.cicm.com		10.64.82.111	Unified CCE AW (Principal A
Crganization				
Users				

Step 2. Add Cloud Connect and provide the FQDN and credentials.

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	Inventory	Edit Cloud C	onnect Put	blisher		×
(е,	General	Alerta			(Baser] O
Overview	Host Name	Hostname/	P Address*	cloudconnect.cicm.com		
	claudcoinect.d	Address*		10.64.82.183		onnect Publisher
Infrastructure	uces 1251.cion	Cloud Conn Useman	ect Administrati	on Administrator		BCE AW (Principal AW)
Organization		Pasawor	•	******		
				Launch Gisco Webex Control Hub		
Users						
E						
Capacity					Go to Setti	-Windows ngs to activate Windows. Save

Note: Refer to these documents for PCCE certificate exchange: <u>Self-Signed Certificates in a PCCE</u> <u>Solutions</u> and <u>Manage PCCE Components Certificate for SPOG</u>. For UCCE refer to <u>Self-Signed</u> <u>Certificate Exchanged on UCCE</u>.

Step 3. Configure Cloud Connect in the CVP Operations Console (OAMP). For details visit the section *Configure CVP Devices for Cloud Connect* in the <u>Administration Guide for Cisco Unified Customer Voice</u> <u>Portal</u>.

Note: This is for UCCE only. This step is not required for PCCE.

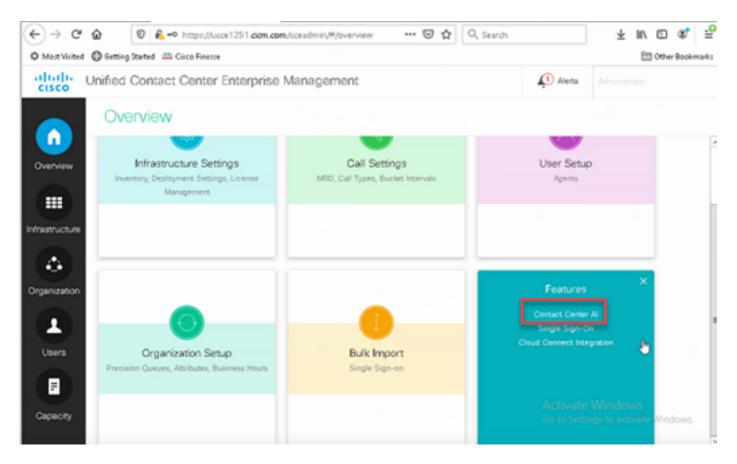
C Most Visited	Getting Started		E Other Bookmarks
dialia cisco	Sisco Unified Customer	Voice Portal	Administrator Administrator
	Cloud Connect		
Cverview	Device CVP186	v	0
(7)	▲ Change in value requires	restart of Oisco CVP CaliServer service.	
CVA	Publisher IP Address /	10.64.82.183	
	Hostname		
	Subscriber IP Address	Subscriber IP Address / Hostname	
Integration	/ Hostname		
(?	Username	Administrator	۲.
License	Password	••••••	
Management			
R			Activate Windows
U			So to Settings to activate Windows
Obasis OAMD			Save

Step 4. Import the Cloud Connect certificate to the CVP server. For details, visit the section *Import Cloud Connect Certificate to Unified CVP Keystore* in the <u>Configuration Guide for Cisco Unified Customer Voice</u> <u>Portal.</u>

Step 5. In the Unified CCE Administration console, do the this to associate the CCAI configuration all call types:

Note: Ensure that the AW (SPOG) on PCCE and OAMP on UCCE have open communication to ***.wbx2.com** and ***.ciscoccservice.com**

1. On AW Web Administration tool, navigate to Features and select Contact Center AI.



2. On the Contact Center AI page select the CCAI configured before in Control Hub.

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cisco U	Inified Contact Center Enterpr	ise Management		Alerta	Administrator
	Contact Center Al				
Overview	Global Configuration				0
	This page is used to apply a Contact Ce Contact Center A Config depicts a set o			lgure it in Cisco Webex Control	Hub
Infrastructure	Contact Center Al Configuration	CCAIEFT_SA	0 9		
Organization					
Users					
F				Activate	Windows
Capacity					ings to activate Windows Cancel Save

Step 6. To apply the CCAI configuration to only a subset of the call types or to override the global configuration for specific call types do this:

altalta cisco	Unified Contact Cen	Alens	Administrator		
	Route Setting	s		Media R	outing Domain Call Type
Overview	Q,				Θ
	Narve	• ID	Description		
	Basic_CT_1251	5000			
	Basic_CT_1261	5001			
Infrastructure	Builtin O	1	Cisco provided call type		
	CTI_RP_CT	5002			
Organization					
Capacity					Windows gs to activate Windows.

1. In Web Administration tool, navigate to Route Settings and select Call Type.

2. Click the **Contact Center AI** tab and select the Contact Center AI configured on the Control Hub.

altalta cisco	Unified Contact Center Enter	rprise Management		Alerta	
	Route Settings			Media R	outing Domain Call Type
Overview	Edit Basic_CT_1261				0
	General Contact Center Al				
Infrastructure	This page is used to apply a Contect i	Center Al Config to a specific Call 1	jpa.		
	Contact Center Al Config depicts a set	t of services from an API provider. Y	bu can create or configure it in Clace I	Vebex Control Hub.	
(4)	Contact Center Al Configuration	CCAIEFT_SA	00,		
Organization					
•					
Users					
0.000					
E I					
Capacity					Windows
and and a					gs to activite Windows Cancel Save

Finesse Configuration

Note: Steps 1 to 3 are for UCCE only. For PCCE start with Step 4.

Step 1. Provision Cloud Connect on Cisco Finesse. For more information, visit the *Cloud Connect Server Settings* topic in the *Cisco Finesse Administration Guide*.

Step 2. Open Finesse Admin page, and navigate to settings and to Cloud Connect.

Step 3. On the Cloud Connect Server Settings provide the credentials and the FQDN of the publisher and the subscriber.

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Most Visited 🛛 Gettin	ng Started 🛛 🏭 Cisco Finesse			E Other Bookmark:
Cisco F	inesse Administrat	ion		Sign Out
© Sec	ondary Chat Server	https://secondaryHost:5280/httpbinding		
ettings	Save Rever	t i i i i i i i i i i i i i i i i i i i		
Call	oud Connect Serv	er <u>Settings</u>		
riables ayout				
User	mame*	Administrator		
top Pass	sword*	*******		
	isher Address*	cloudconnect.cicm.com		k
1 Subi	scriber Address	subscriberHast		
	Save Rever			ate Windows Settings to activate Windows.

Step 4. Add the Agent Answers gadget on the Finesse Desktop Layout. On the Cisco Finesse Administration Page, click **Desktop Layout** and remove the comment on the gadget information related to Agent Answers.

Cisco Finesse	🚟 Unified Contact Center Enterp: 🏥 Cisco Finesse Administrati: X 🛛 Trace Configuration - Cisco Speect 🔹 Cisco Virtualized Voice Browse	erAc +	• (
€ → ୯ @	🛛 🔊 https://finesse1251.dom.com/dadmin/container/flocale 🚥 🗟 🏠 🔍 Search 👱 🖿		¢,	₽
O Most Visited O Ge	ting Started 🟥 Cisco Finesse 🗄	🗄 Other B	ookma	eks
cisco Cisco	Finesse Administration	Sig	n Ou	A.
Settings Call Variables Layout Desktop	<pre>(rele>kpent//rele></pre>			
Layout	Cablo Ca		v l	

Step 5. On CCE Administration Page select Agents and on Manage Agents enable the CCAI services. Once enabled, the Agent Answers gadget appears on the Home tab and displays relevant articles and suggestions during a call. For details on how to use the gadget, visit the *Contact Center AI Gadgets guide*. Gadget auto-hide/un-hide and notifications capability is available only if the gadget is configured as a multi-tab gadget in Cisco Finesse. For more details, visit *Agent Answers Gadget* in the *Cisco Finesse Administration Guide*.

	jents		Manag	Agents Manage Security
view	0	P		Edt 🕥
	Usename +	Peripheral CUCM_PG_1	Last Name	First Name 1001
	2001	CUCM_P0_1	2001	2001
ucture	30016	CUCM_P0_2	3001	3001
N Ö	test@cicm.com	CUCM_P0_1	udupa	adithya
	teat@cicm.com	CUCM_PG_2	udupa	adithya
zation		*		e Windows

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General	Attributes	Skill Groups	Supervised Teams	Contact Ce	-ta A			
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cisco	Onmed Contact Center Enterprise Management	Alerta Administrator
	Agents	Manage Agents Manage Security
•	Edit 1001 1001 (1001)	0
Overview		
	Deneral Attributes Skill Groups Supervised Teams Contact Center M	
Infrastructure	List of Services for Agent	
	Agent Answers	*
Organization	Call Transcript	
Lusers		
E		Activate Windows
Capacity		Go to Settings to activate Windows Cancel Save

VCUBE and CVP Configuration

Step 1. On VCUBE, enter to config mode.

Step 2. Create a Voice Class Sip profile to add Call-Info SIP header in INVITE message for CVP to send forking request.

```
voice class sip-profiles 100
request INVITE sip-header Call-Info add "X-Cisco-Forking: supported"
```

Step 3. Create a media stream service profile.

```
media profile stream-service 99
connection idle-timeout 45 ! default 30 mins
connection calls-threshold 5 ! default 3 calls per websocket connection
proxy host proxy.dk.org ! optional, http proxy server IP or DNS if used
source-ip A.B.C.D ! VCUBE source IP for websocket sessions
secure-ciphersuite aes-128-cbc-sha ! optional, VCUBE advertises all cipher suites if not specified.
```

Step 4. Associate media stream service profile to a media class.

media class 9□ stream-service profile 99

Step 5. Add the sip and media profile to the outgoing dial-peer towards CVP.

```
dial-peer voice 802 voip
description CVP SIP Comprehensive dial-peer
destination-pattern 802.
session protocol sipv2
session target ipv4:X.X.X.X
voice-class codec 1
voice-class sip profiles 100
media-class 9
dtmf-relay rtp-nte
no vad
```

Step 6. Only if your CUBE supports SIP Info forking, In CVP Server sip.properties file set the **SIP.UseSIPINFOForking** to **true.** If CUBE responds with a "415 unsupported media type" error when the SIP INFO Forking request is sent by CVP, leave this parameter **SIP.UseSIPINFOForking** as the default (false).

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific information to troubleshoot available for this configuration.

Related Information

- <u>Cisco Contact Center Solutions and Design Guide 12.6</u>
- <u>Cisco Contact Center Features Guide 12.6</u>
- <u>Technical Support & Documentation Cisco Systems</u>