

Provision Google CCAI with Webex Contact Center

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Introduction

This document describes how to provision Google Contact Center Artificial Intelligence (CCAI) with Webex Contact Center (WxCC).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Google Contact Center Artificial Intelligence
- Google Dialogflow
- WxCC 2.0

Components Used

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

- WxCC 2.0
- Google Dialogflow ES

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.

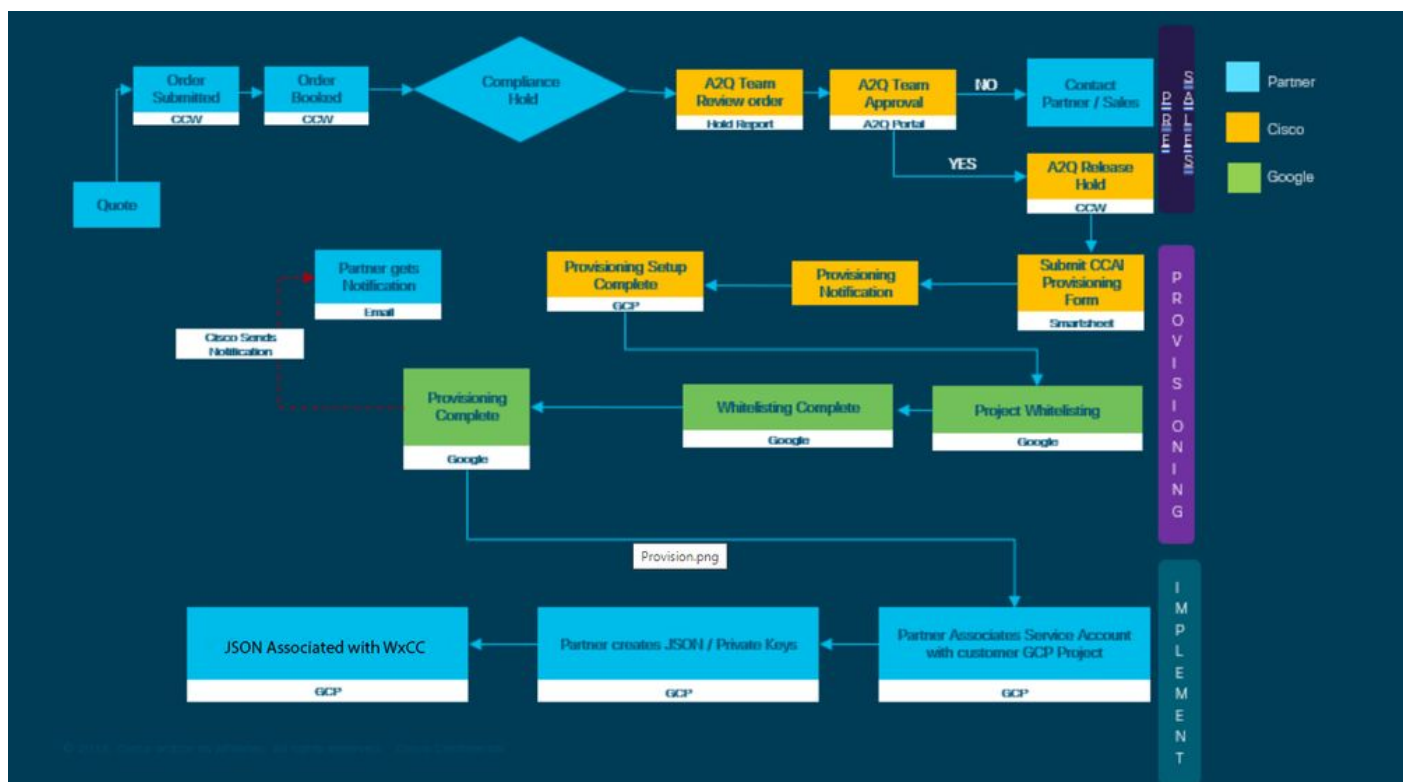
Background

Webex Contact Center customers can leverage Virtual Assist and Conversational Interactive Voice Response (IVR) capabilities powered by Google CCAI. Customer Virtual Assist (CVA) is a feature which is part of the Cisco Contact Center portfolio.

This document outlines the steps partners or customers need to do in order to enable Google CCAI services procured through Cisco and provision it to work with Cisco Contact Center Solution.

Provision

This workflow indicates the steps required to provision CCAI for Cisco partners:



The steps for the successful provision of CC AI are outlined here:

Step 1. Place the order on Cisco Commerce Portal (CCW).

Partners or customers can log in to the CCW with their CCO ID and place the order for Google CCAI.

Step 2. Create your Google Cloud Platform (GCP) account and GCP project (Customer's GCP project) where your CCAI applications are hosted.


Note: For details on how to create the GCP account and project, review these sections in this document: **Create a Google Account or GCP Account for Customers** and **Create a GCP Project**.

Step 3. Submit CCAI provision form.

Complete this provision form in order to obtain a CCAI account with Cisco: [Provision Form SmartSheet](#)

Step 4. Associate the Cisco-provided service account with the customer's GCP project.

Once you receive the provision completion notification from Cisco, Cisco provides the service account that can be associated with your GCP account and can be integrated with your Contact Center Applications. This completes the Google CCAI provision process with Cisco.

 **Note:** For details on how to associate the service account provided with your GCP account review the section **Associate the Service Account Provided by Cisco to the Customer's GCP Account** in this document.

CCAI – Account & Project Terminology

GCP: The Google Cloud Platform is a provider of to compute resources to deploy and operate applications on the web.


GCP Project: GCP project consists of a set of users, a set of APIs (Application Programming Interface), billing, authentication, and monitoring settings for those APIs. This is where CCAI Applications is hosted.

The Cisco Service Account: The Cisco Project (Google calls it Partner Project) is a shell that is used to manage billing and generate authorization keys based on the service account linked to the customer's GCP project.

Create a Google Account or GCP Account for Customers

Customer's Google account is required to create CCAI applications to use Dialogflow or Text-to-Speech or Speech-to-text or Agent Assist. For more information on how to set up your Google account, refer [HERE](#).

For more information on how to create your Dialogflow application, refer [HERE](#).

 **Note:** Also, to obtain the key associated with the GCP service account, refer to: cisco-ccai-onboarding@cisco.com or contact the Cisco CCAI onboard team.

Create GCP Project

You can create your GCP project using your organization resources or using a Terraform tool.

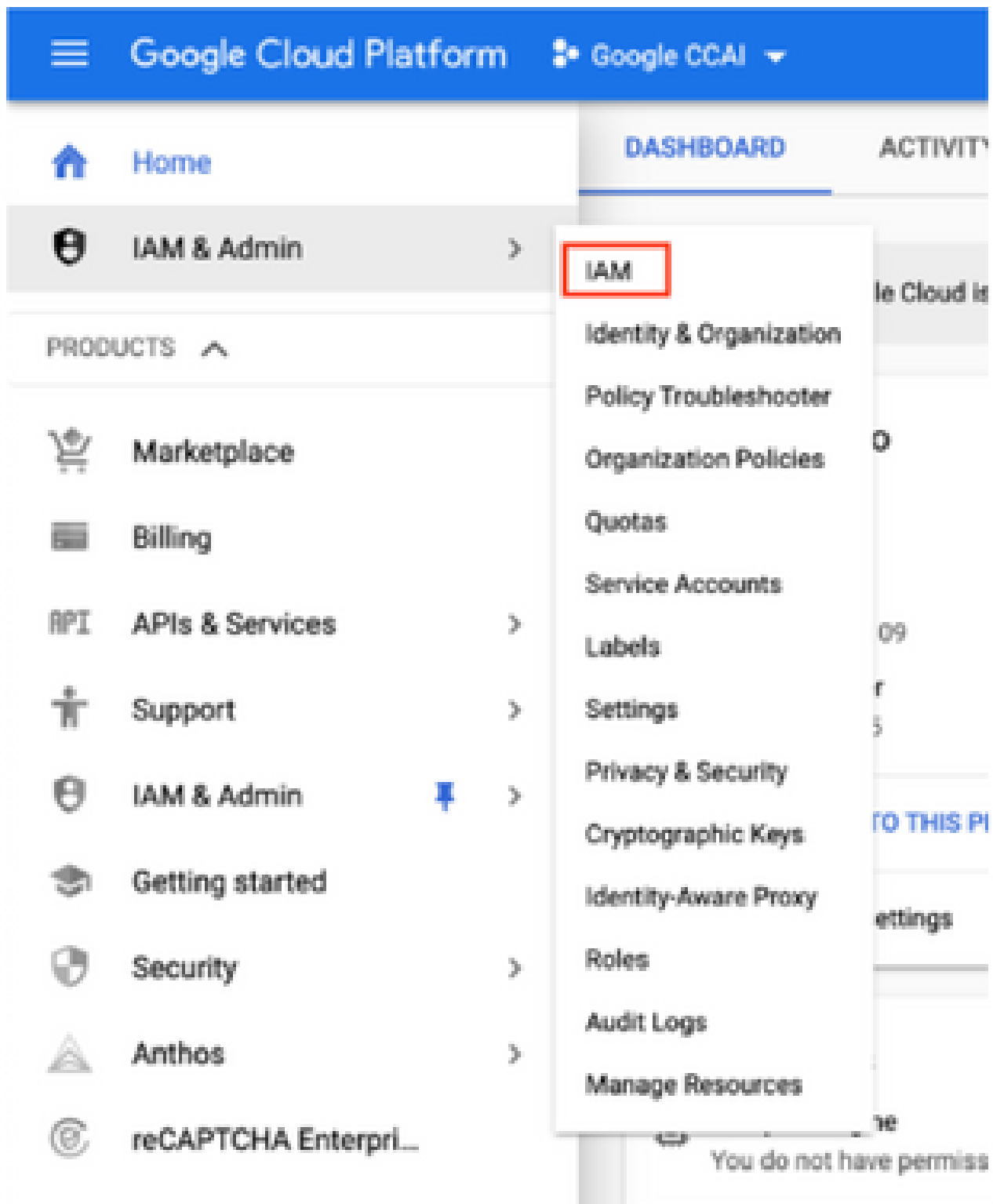
 **Note:** Contact your IT department in order to create the GCP project

Associate the Service Account Provided by Cisco to the Customer's GCP Account

Step 1. Log in to the GCP Portal: [Google Cloud Console](#).

Step 2. Navigate to **Console**.

Step 3. From the left navigation control pane, navigate to **IAM and Admin** and click **IAM**.



Step 4. On the **IAM** page, click **Add Member**.

IAM **+ ADD** - REMOVE

PERMISSIONS RECOMMENDATIONS LOG

Permissions for project "Google CCAI"

These permissions affect this project and all of its resources. [Learn more](#)

View By: MEMBERS ROLES

Filter table

Type	Member ↑	Name	Role	Over granted permissions	Inheritance
<input type="checkbox"/>		customer.test.ccai@gmail.com	Customer XXX	Owner	

Step 5. Add these details:

1. **New Members:** Name of the service account provided by Cisco
2. **Role:** Dialogflow API Admin

Add members to "Google CCAI"

Add members, roles to "Google CCAI" project

Enter one or more members below. Then select a role for these members to grant them access to your resources. Multiple roles allowed. [Learn more](#)

New members

Role: Dialogflow API Admin

Condition: [Add condition](#)

Can query for intent; read & write session properties; read & write agent properties.

[+ ADD ANOTHER ROLE](#)

SAVE CANCEL

Step 6. Click **Save**.

Additional Information

The service account provided to CCAI customers by Cisco allows the customers to leverage these APIs to integrate with the CC applications:

- Dialogflow API
- Text-to-Speech API
- Speech-to-Text API

Cisco Visibility to Customer Data

Cisco does not have any visibility on Customer data or interaction messages between Contact Center and Google's Virtual Bot. Cisco only gets the data on utilization of API which can be used for billing.

Cisco Bill and Other Google Cloud Services

As part of provisioning, Cisco only enables API's related to CVA and customers get service account to leverage those API's. This service account does not work with any other Google Cloud Services. Customers can still use their GCP Project to enable additional cloud services provided by Google and they are charged directly by Google from their own billing account.