Configure Dialogflow CX Virutal Agent

Contents

Introduction

This document describes how to configure the Dialogflow CX Virtual Agent.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Contact Center (WxCC) 2.0
- Webex Contact Center Adminstrator access to the tenant
- Google Dialogflow CX

Components Used

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

- WxCC 2.0

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.

Addresses and Credentials

- Webex Control Hub
- Webex Contact Center Management Portal
- Google Cloud Portal Console
- Google Dialogflow CX

Introduction to Webex Contact Center with Google CCAI

The Webex Contact Center with Google CCAI is the integration that allows the use of Google Text-To-Speech, Natural Language Understanding and **Virtual Agent** technologies with Webex Contact Center.

Dialogflow CX is designed for building complex, multi-turn conversations that involve multiple steps and decision points. It provides tools for creating conversational flows, managing context, handling user intents and entities, and integrating with other applications. Think of conversations that have many turns and where you want to track the interaction content very deeply. These types of conversations typically happen on the phone line to a Contact Center where people ask all types of questions, and the **Virtual Agent** needs to listen in and provide the answers. It does not mean that you cannot build complex flow using Dialogflow Essentials, which is another version of Dialogflow, but you would need to use a lot of code around it to build a whole framework to achieve complicated logic. But with Dialogflow CX flow builder interface it is no longer the case as the graphical interface lets developers design and build conversational AI applications without requiring extensive coding skills.

Webex Contact Center now supports **Dialogflow CX** integration and using this article, you can configure and test the solution.

The integration requires you to do configuration in multiple portals: Google Cloud Platform and **Google Dialogflow CX**, Webex Control Hub, and Webex Contract Center.

Provisioning

Objectives

The objective of this section is to introduce you to Provisioning process which would require to obtain Google CCAI licence for Webex Contact Center.

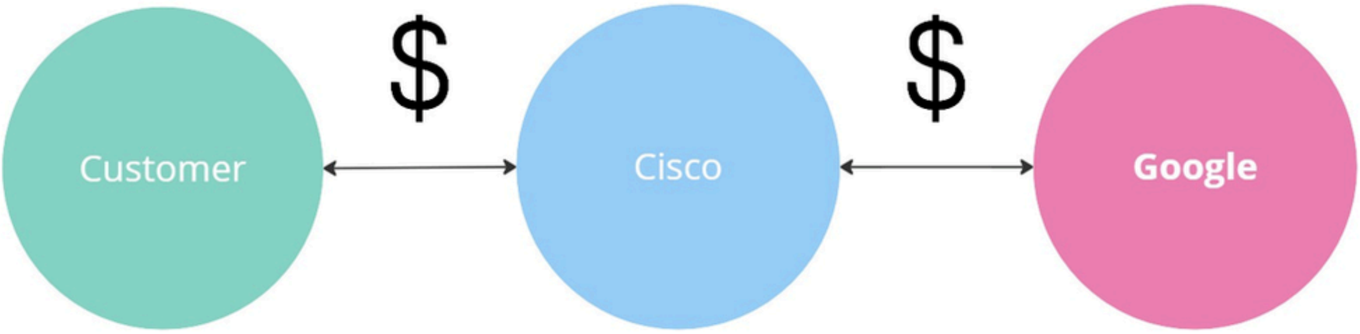
Introduction to Provisioning

For billing purposes, you need to provision Webex Contact Center with Google CCAI.

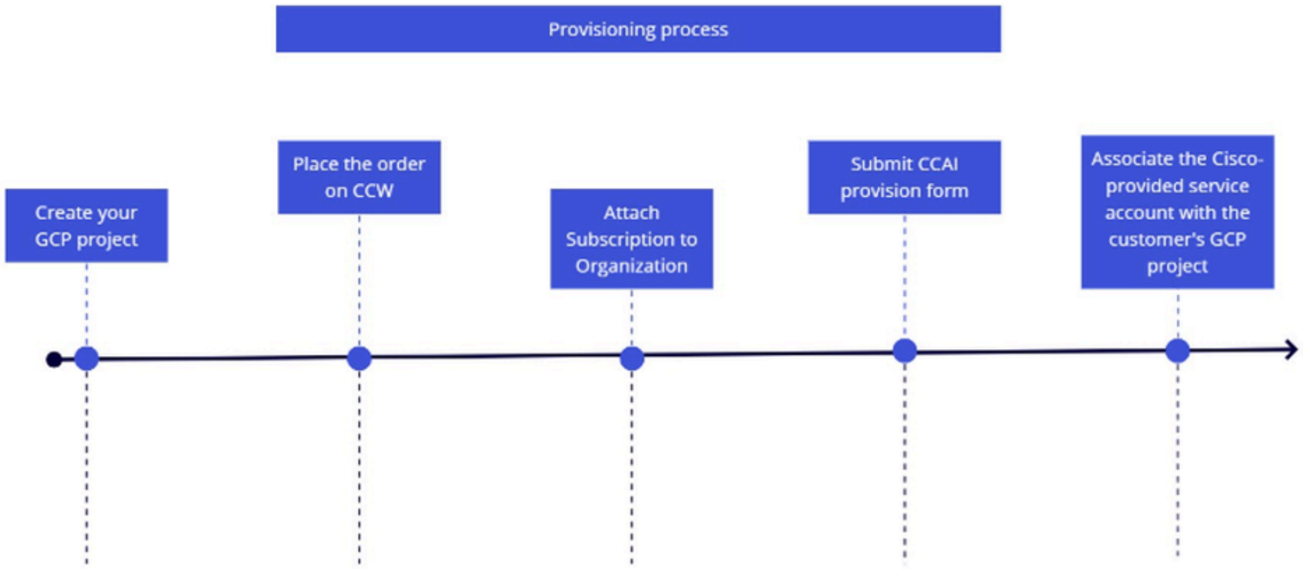
Google provides these APIs for integration of Dialogflow Virtual Agent and Text-to-Speech technologies:

- Dialogflow API
- Cloud Speech-to-Text API
- Cloud Natural Language API
- Cloud Text-to-Speech API

These APIs are not necessarily free and can require a billing account on Google Cloud Portal. The main reason of the Provisioning process is to create the billing account between Cisco and Google for the user, so all user billing goes directly through the Cisco Accounting team. It means the user pays to Cisco and Cisco pays to Google.



The process takes a couple of days, so you are not going to complete the Provisioning process in this section. For your information in the next screenshot, you can see the high-level diagram with the required steps to complete the **Provisioning**.


Provisioning process
Create your GCP project
Place the order on CCW
Attach Subscription to Organization
Submit CCAI provision form
Associate the Cisco-provided service account with the customer's GCP project

If you would like to read more about the Provisioning process, refer to Provision Google CCAI for WxCC.

Create Dialogflow CX Virtual Agent

Objectives

This section describes how to navigate Dialogflow CX and Webex Control Hub portals to create a new agent and bind the agent to the Webex environment by creating a new **Contact Center AI Config**.

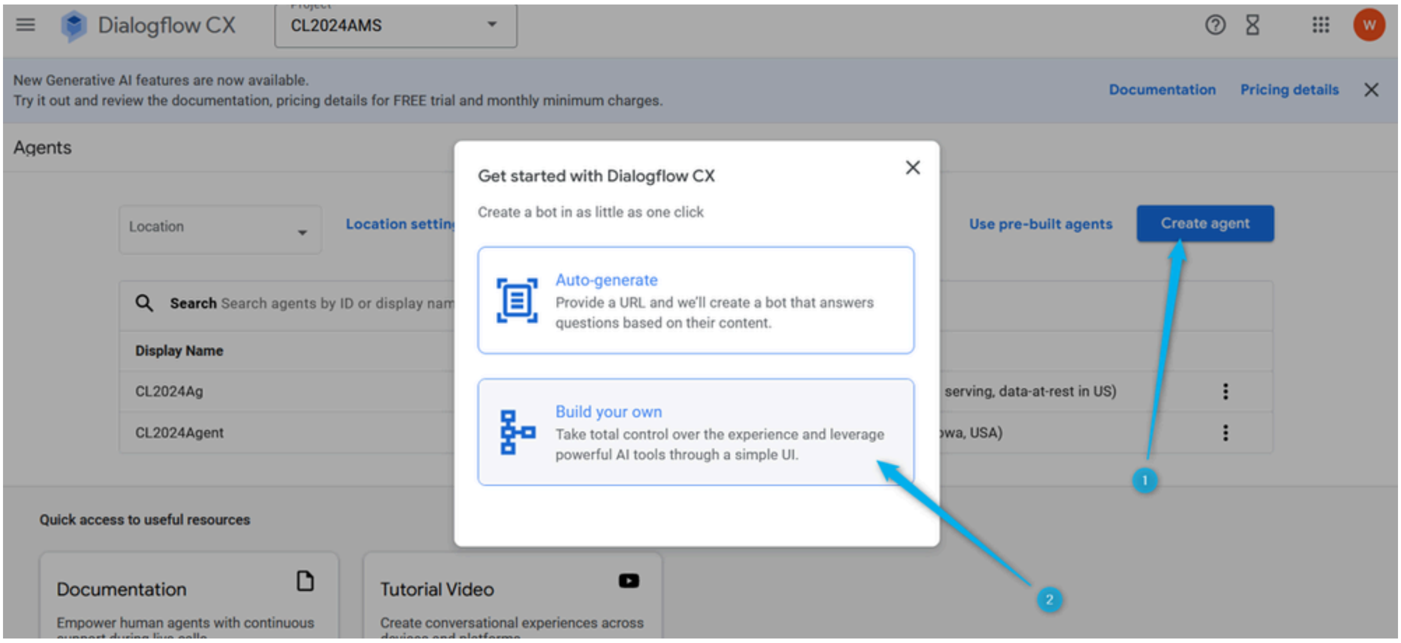
Task 1. Create new Virtual Agent

> **Note**: The **Virtual Agent** in the Dialogflow CX is a conversational agent that can interact with users through natural language conversations. It can be designed and customized to handle a wide variety of tasks and use cases, including user support, sales, and lead generation. It can help businesses automate their user service and support operations, reduce response times, and improve user satisfaction.

Step 1. Log into Dialogflow CX portal using your user account and password. Select project CL2024AMS.

(If you experience any difficulties with logging in please clear the catch and cookies on the browser you use.)

Step 2. Click **Create Agent**. Then select **Build your own**.



New Generative AI features are now available.
Try it out and review the documentation, pricing details for FREE trial and monthly minimum charges.

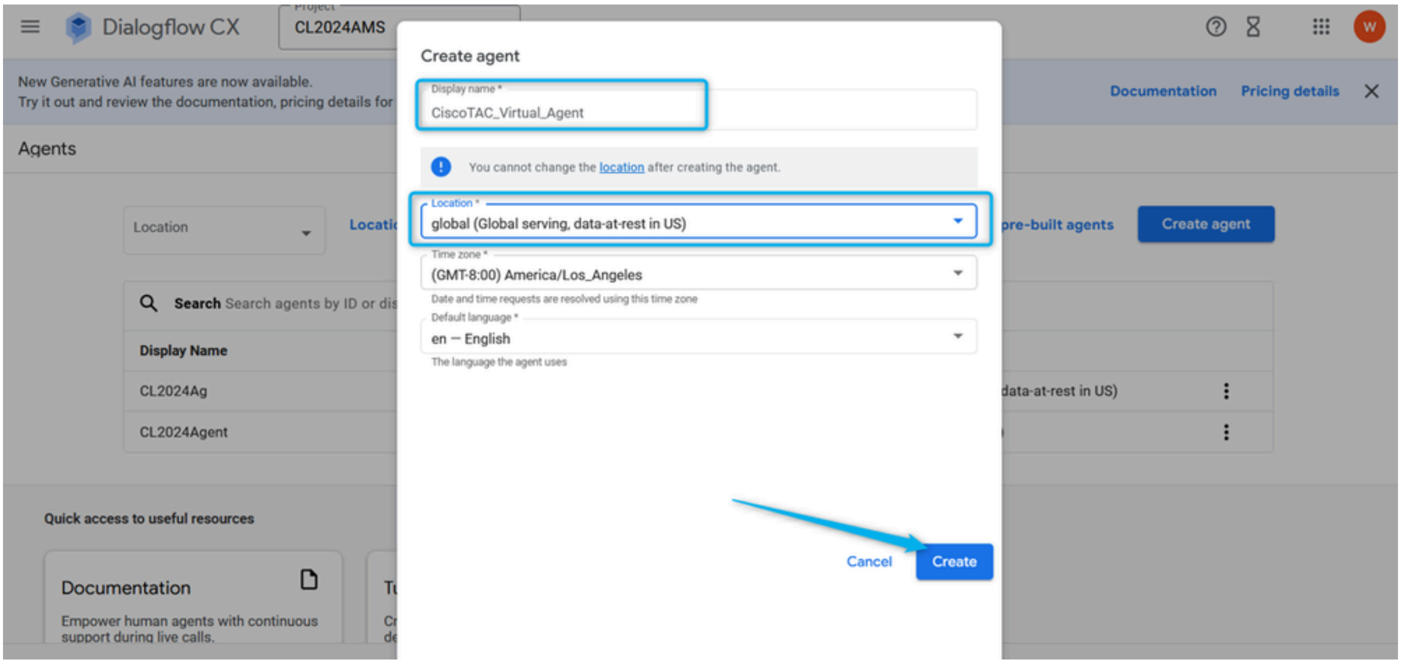
Get started with Dialogflow CX

Create a bot in as little as one click

Auto-generate
Provide a URL and we'll create a bot that answers questions based on their content.

Build your own
Take total control over the experience and leverage powerful AI tools through a simple UI.

Step 3. Provide the name for the new agent using this format: **{Your Name}_Virtual_Agent** . Select location global (**Global serving, data-at-rest in US**).



Create agent

Display name *: CiscoTAC_Virtual_Agent

You cannot change the location after creating the agent.

Location *: global (Global serving, data-at-rest in US)

Time zone *: (GMT-8:00) America/Los_Angeles

Date and time requests are resolved using this time zone

Default language *: en – English

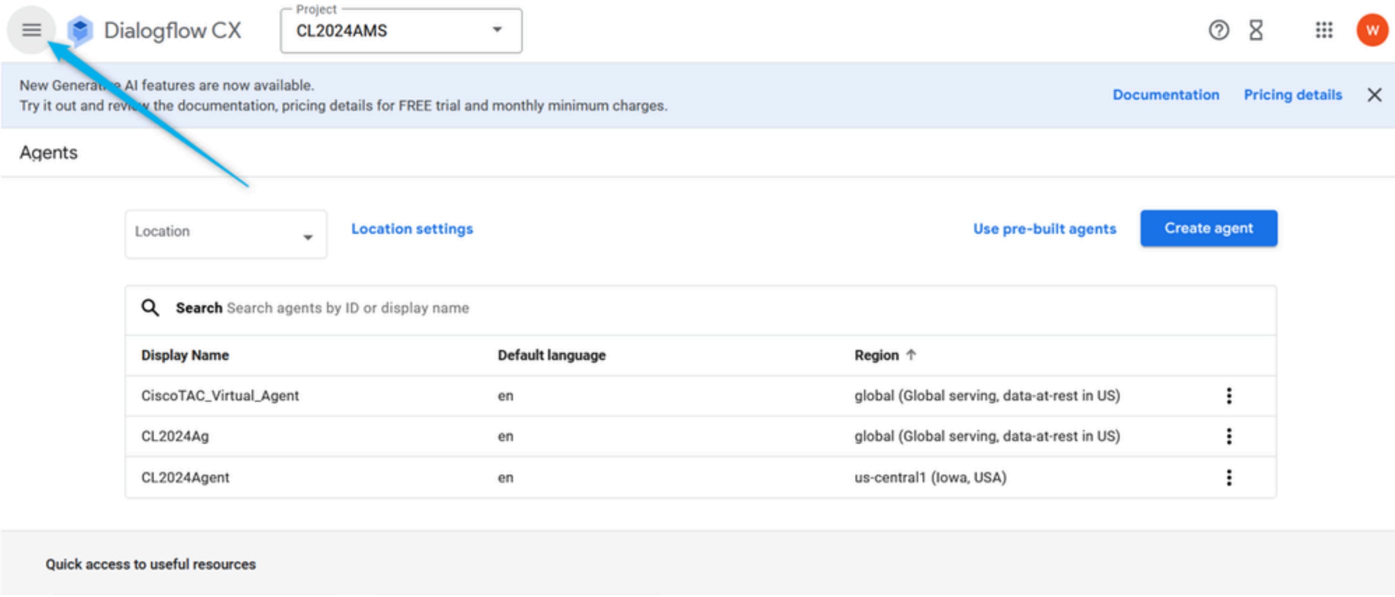
The language the agent uses

Dialogflow CX
Project
CL2024AMS
Documentation
Pricing details
New Generative AI features are now available.
Try it out and review the documentation, pricing details for
Agents
Location
Locati
pre-built agents
Create agent
Search Search agents by ID or dis
Display Name
CL2024Ag
CL2024Agent
data-at-rest in US)
Quick access to useful resources
Documentation
Empower human agents with continuous support during live calls.
Cancel
Create

Task 2. Assign the agent that you created for the Conversational profile.

Note: A Dialogflow **Conversation profile** is a set of configuration settings that define the behavior of the virtual agent in a conversation with a user.

Step 1. On the left top corner click **Menu** icon.

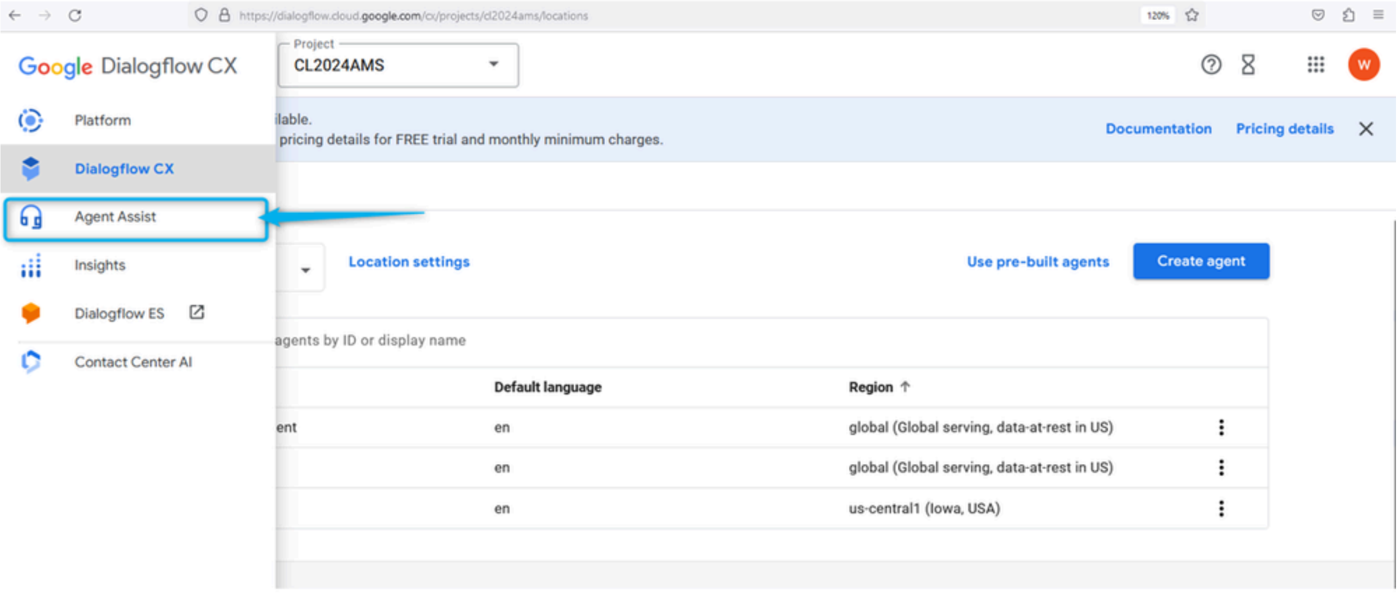


New Generative AI features are now available.
Try it out and review the documentation, pricing details for FREE trial and monthly minimum charges.

Search Search agents by ID or display name

Display Name	Default language	Region ↑
CiscoTAC_Virtual_Agent	en	global (Global serving, data-at-rest in US)
CL2024Ag	en	global (Global serving, data-at-rest in US)
CL2024Agent	en	us-central1 (Iowa, USA)

Step 2. From the **Menu** options, select **Agent Assist**.

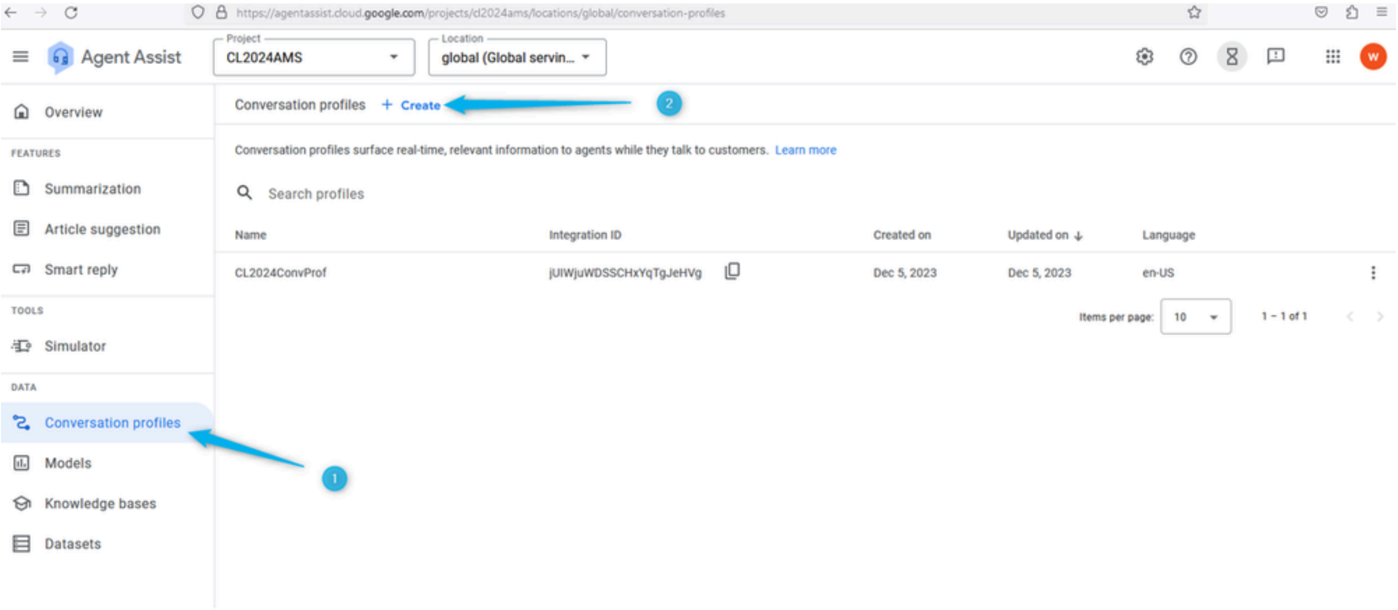


ilable.
pricing details for FREE trial and monthly minimum charges.

agents by ID or display name

	Default language	Region ↑
ent	en	global (Global serving, data-at-rest in US)
	en	global (Global serving, data-at-rest in US)
	en	us-central1 (Iowa, USA)

Step 3. In the next window click on the **Conversation profile** under the DATA section. Now create a new Conversation profile for your section.

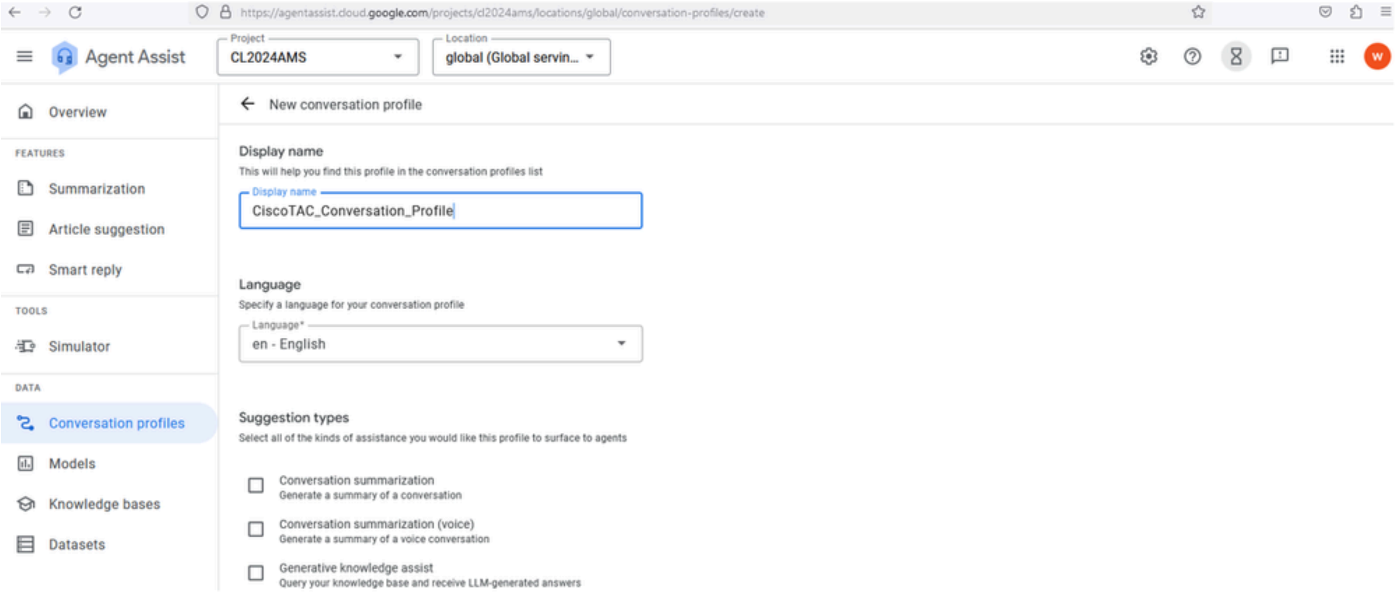


Conversation profiles surface real-time, relevant information to agents while they talk to customers. Learn more

Name	Integration ID	Created on	Updated on ↓	Language
CL2024ConvProf	jUIWjuWDSSCHxYqTgJeHVg	Dec 5, 2023	Dec 5, 2023	en-US

Items per page: 10 1 – 1 of 1

Step 4. Create the name for your **Conversation profile** using this format: **{Your Name}_Conversational_Profile** .



Display name
This will help you find this profile in the conversation profiles list
Display name: CiscoTAC_Conversation_Profile

Language
Specify a language for your conversation profile
Language*: en - English

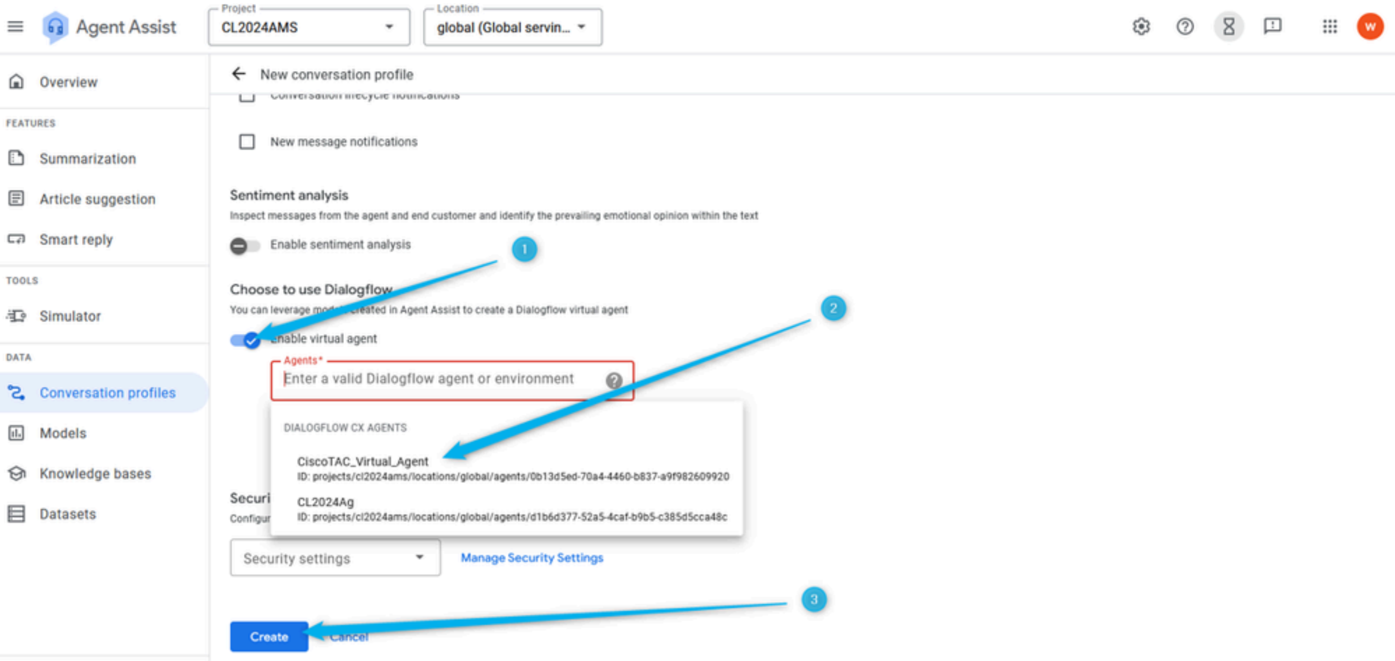
Suggestion types
Select all of the kinds of assistance you would like this profile to surface to agents

☐ Conversation summarization
Generate a summary of a conversation

☐ Conversation summarization (voice)
Generate a summary of a voice conversation

☐ Generative knowledge assist
Query your knowledge base and receive LLM-generated answers

Step 5. Scroll down and enable the virtual agent for this **Conversation profile**. Click on the **Agents** field and select the agent that you created in the previous task and then click **Create**.



New conversation profile

□ Conversation lifecycle notifications

□ New message notifications

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

Agents*

Enter a valid Dialogflow agent or environment

DIALOGFLOW CX AGENTS

CiscoTAC_Virtual_Agent
ID: projects/cl2024ams/locations/global/agents/0b13d5ed-70a4-4460-b837-a9f982609920

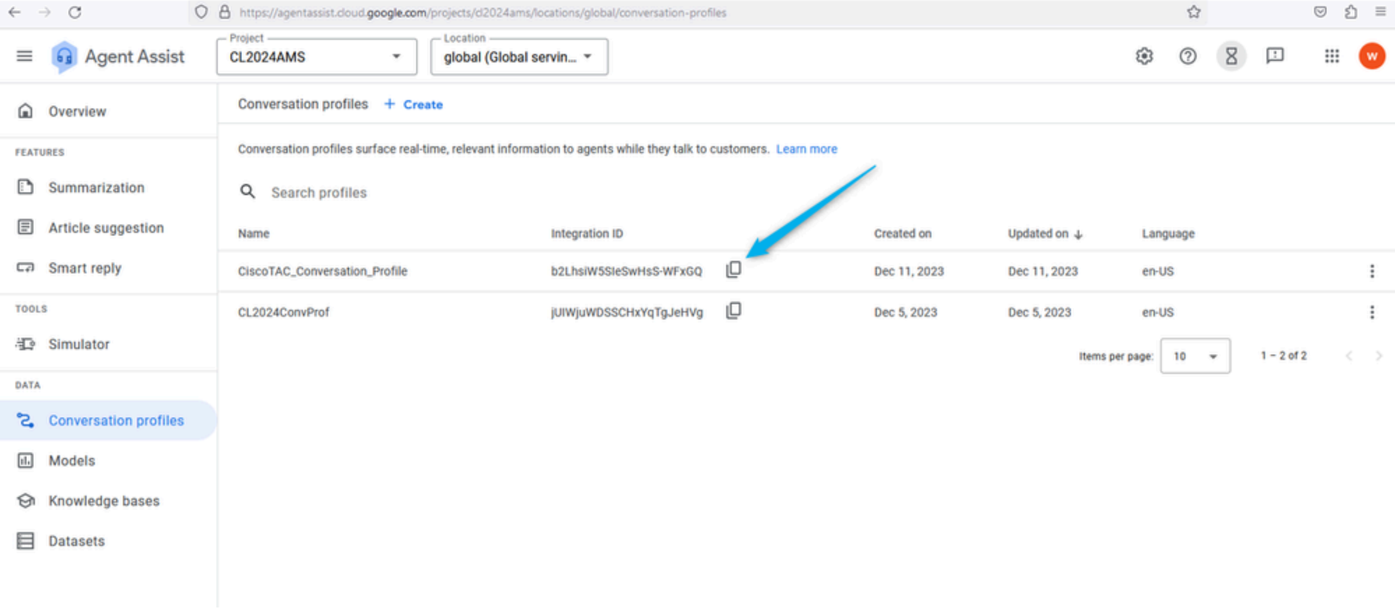
CL2024Ag
ID: projects/cl2024ams/locations/global/agents/d1b6d377-52a5-4caf-b9b5-c385d5cca48c

Securi
Configur

Security settings   Manage Security Settings

Create   Cancel

Step 6. Once the **Conversation profile** is created, copy the profile ID past it to a notepad, or just know that this is the place where you can get the **Conversation Profile ID** as you need it the Task 4 of this section when configuring the AI config in Webex Control Hub.



https://agentassist.cloud.google.com/projects/cl2024ams/locations/global/conversation-profiles

Conversation profiles + Create

Conversation profiles surface real-time, relevant information to agents while they talk to customers. Learn more

Search profiles

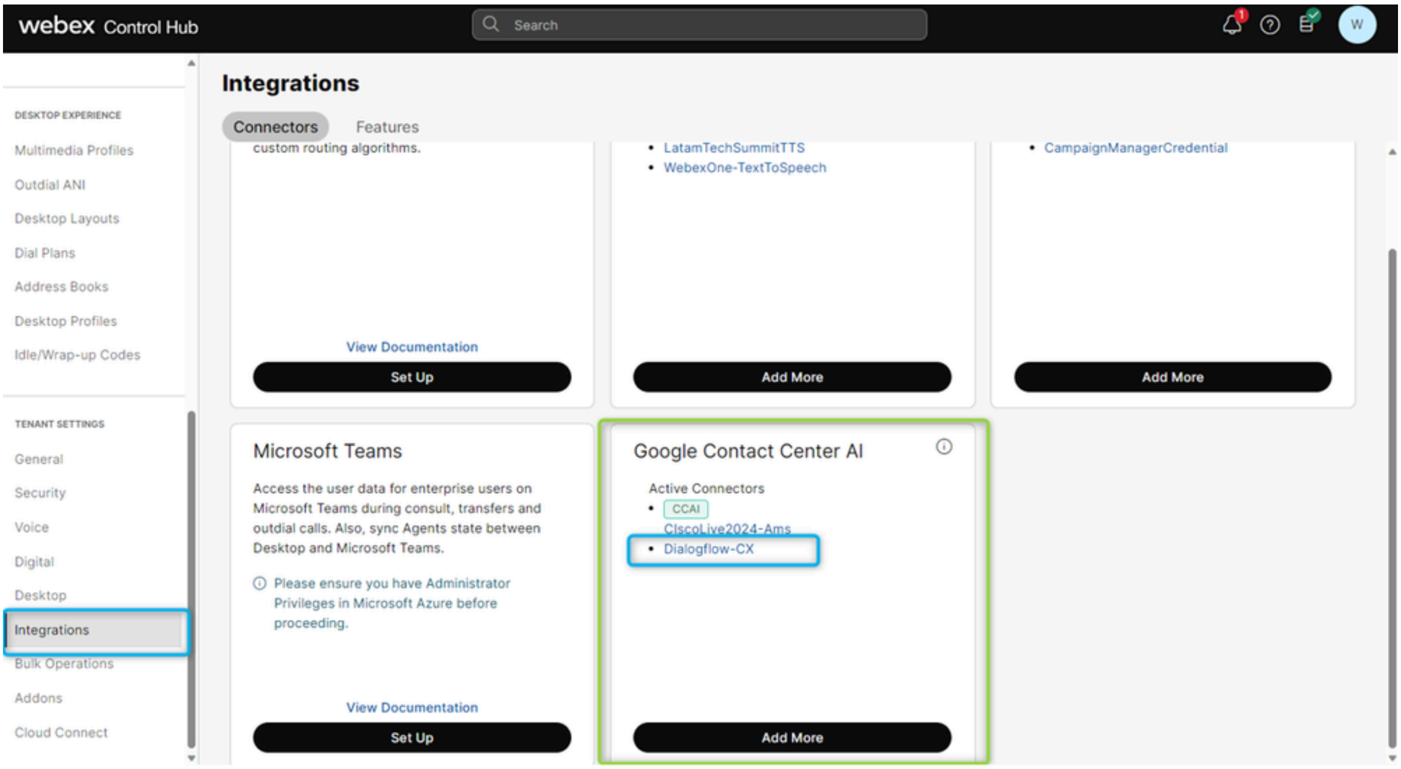
Name	Integration ID	Created on	Updated on ↓	Language
CiscoTAC_Conversation_Profile	b2LhsiW5SleSwHsS-WFxGQ	Dec 11, 2023	Dec 11, 2023	en-US
CL2024ConvProf	jUIWjuWDSSCHxYqTgJeHVg	Dec 5, 2023	Dec 5, 2023	en-US

Items per page: 10   1 – 2 of 2

Task 3. Configure Google Contact Center AI connector

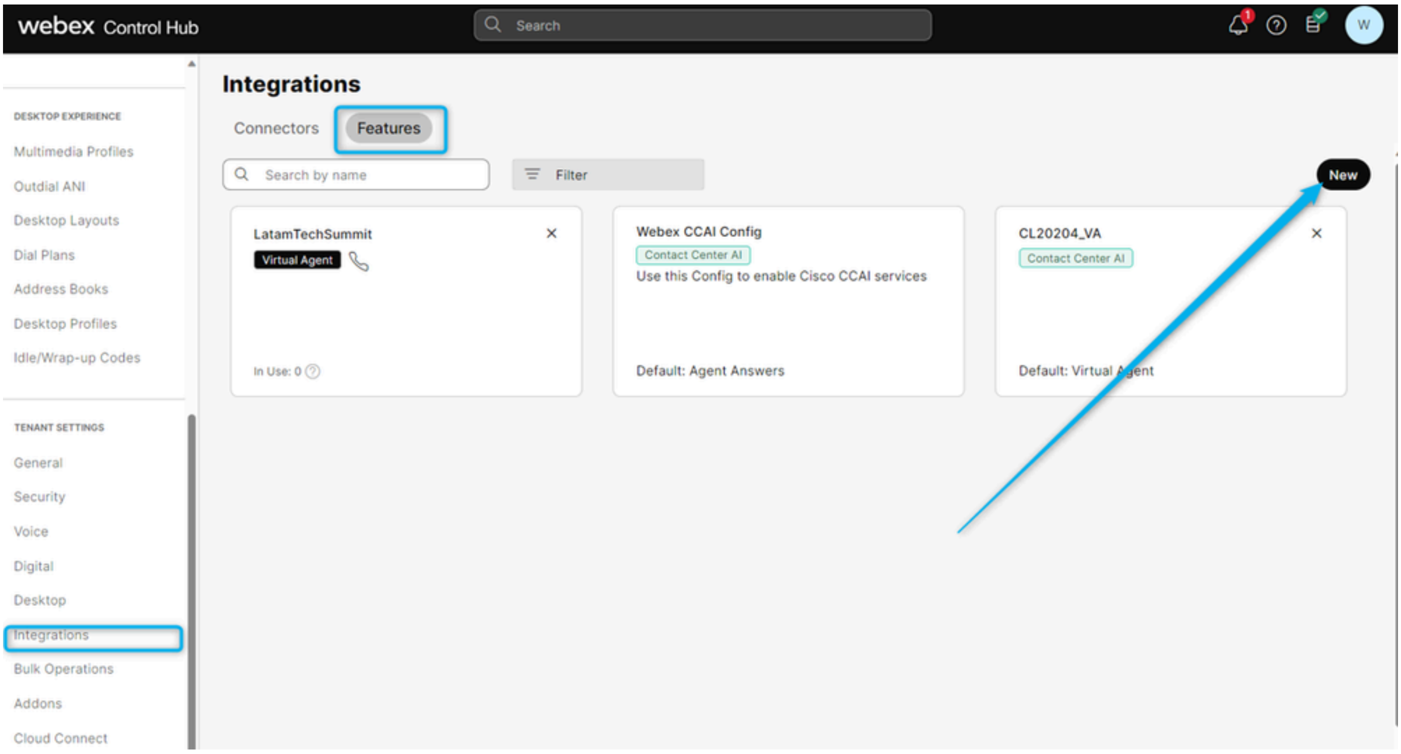
(This Task is information only)

Log into Webex Control Hub using your user account, select **Contact Center** service and open **Connectors**. You can see the **Google Contact Center AI** card. This connector is used specifically for Dialogflow CX agents. Only users with permissions to Cisco Project can create this connector. For security reasons, the users for this section do not have such permission so this connector is preconfigured for you. For the demo purposes Dialogflow-CX connector can be used.

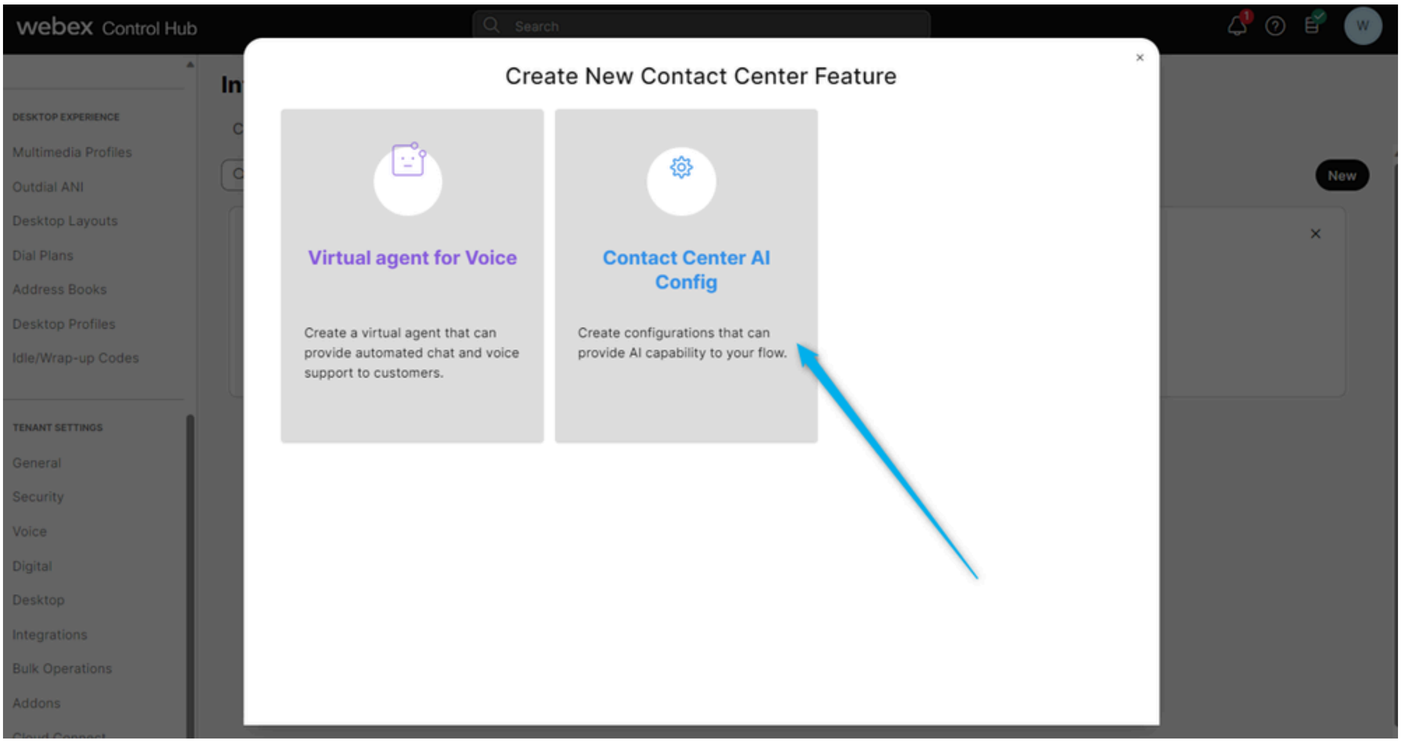


Task 4. Create Contact Center AI config

Step 1. In Webex Control Hub, go to the **Contact Center** service, select **Feature**, and click **New**.



Step 2. On the next window, select **Contact Center AI Config**.



Create New Contact Center Feature

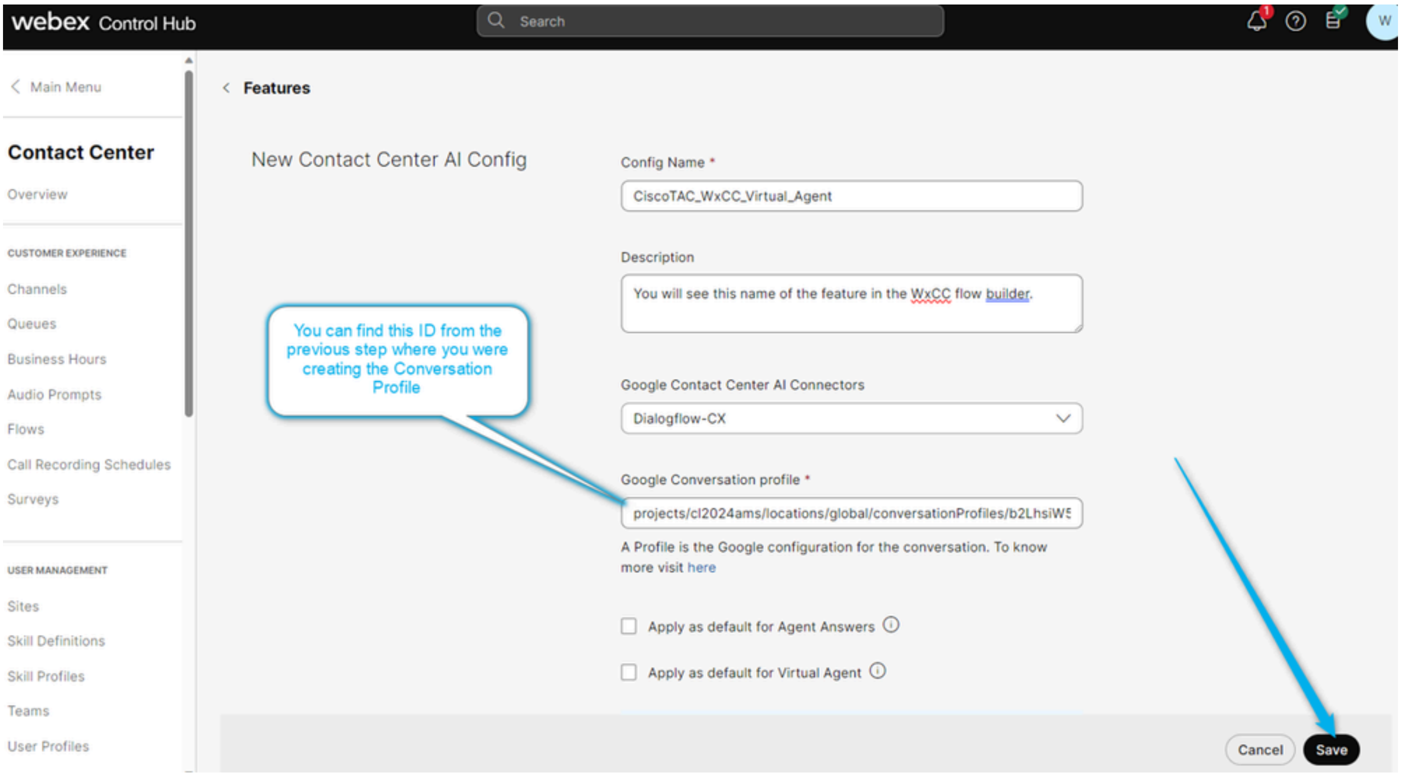
Virtual agent for Voice

Create a virtual agent that can provide automated chat and voice support to customers.

Contact Center AI Config

Create configurations that can provide AI capability to your flow.

Step 3. Give the name for the feature using this format: **{Your Name}_WxCC__Virtual_Agent**. Select Dialogflow CX as the **Google Contact Center AI Connector** and post the **Conversation profile** ID that you had previously in Task 2.



New Contact Center AI Config

Config Name *
CiscoTAC_WxCC_Virtual_Agent

Description
You will see this name of the feature in the WxCC flow builder.

Google Contact Center AI Connectors
Dialogflow-CX

Google Conversation profile *
projects/cl2024ams/locations/global/conversationProfiles/b2LhsiW5

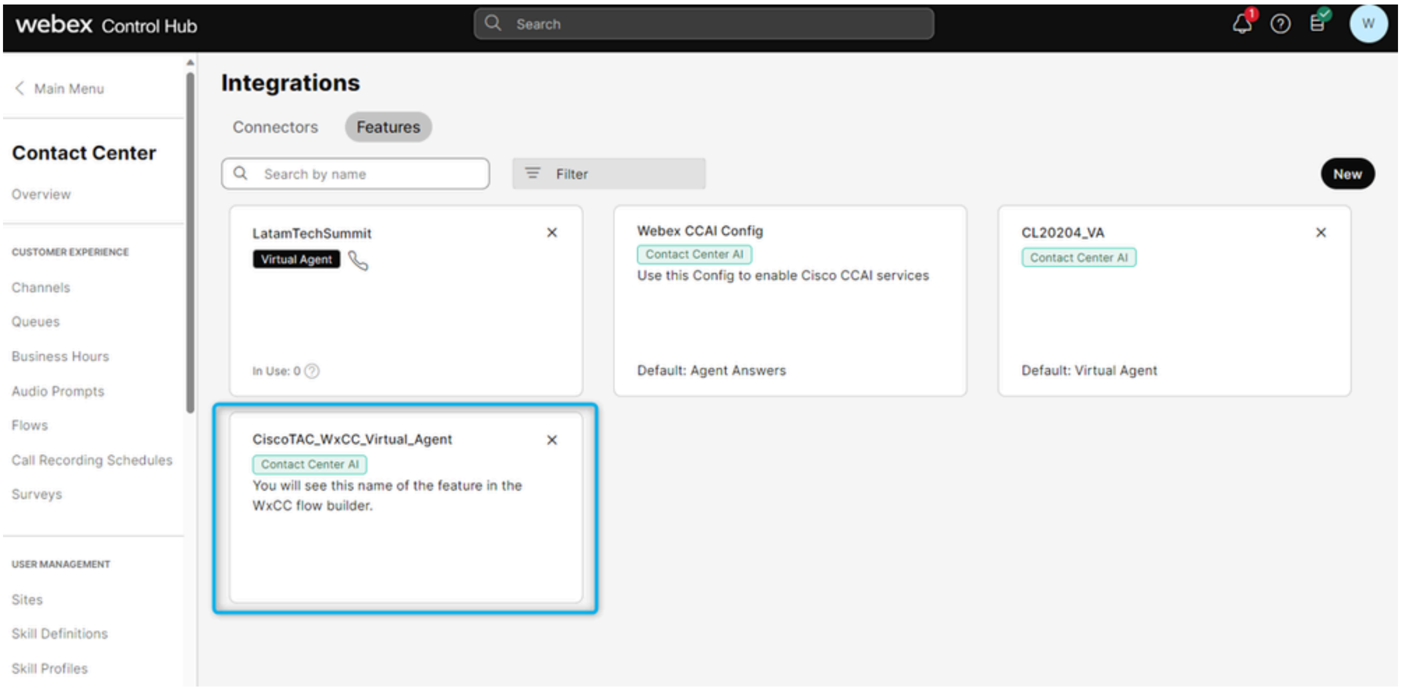
A Profile is the Google configuration for the conversation. To know more visit here

□ Apply as default for Agent Answers ⓘ

□ Apply as default for Virtual Agent ⓘ

You can find this ID from the previous step where you were creating the Conversation Profile

Step 4. You can now see the **Feature** was created.



Integrations

LatamTechSummit
Virtual Agent
In Use: 0

Webex CCAI Config
Contact Center AI
Use this Config to enable Cisco CCAI services
Default: Agent Answers

CL20204_VA
Contact Center AI
Default: Virtual Agent

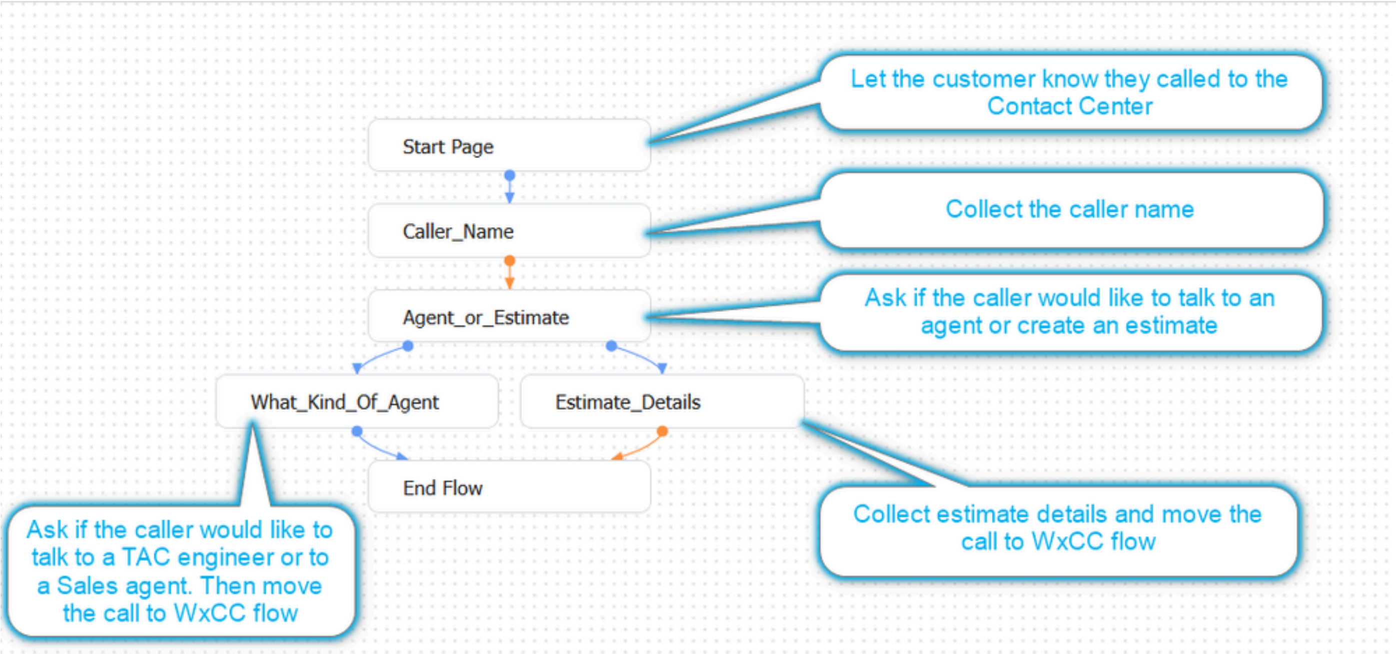
CiscoTAC_WxCC_Virtual_Agent
Contact Center AI
You will see this name of the feature in the WxCC flow builder.

Configure Dialogflow CX Virtual Agent

Objectives

This section describes how to configure the **Virtual Agent** to have a conversation with a caller and decide whether to send the call directly to the queue with human agents or collect estimate information and send the data to the **Analyzer** report.

In the next screenshot, you can see a functional diagram of the flow for this section.



Let the customer know they called to the Contact Center

Collect the caller name

Ask if the caller would like to talk to an agent or create an estimate

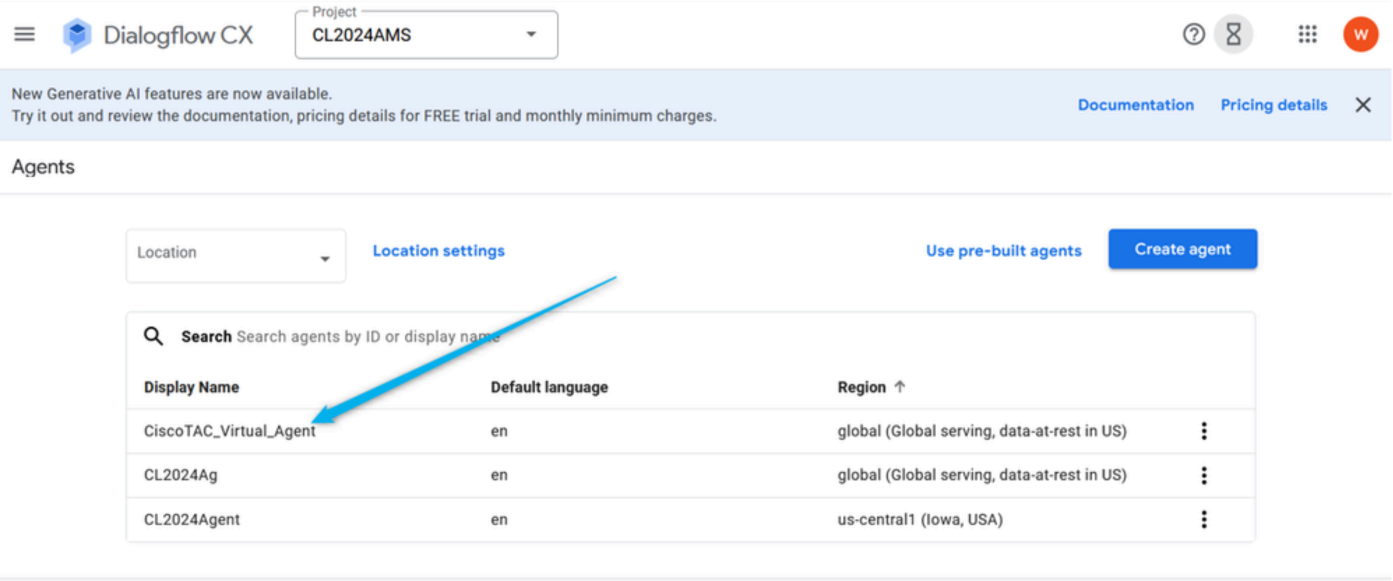
Ask if the caller would like to talk to a TAC engineer or to a Sales agent. Then move the call to WxCC flow

Collect estimate details and move the call to WxCC flow

Task 1. Navigate to Dialogflow CX Agent flow builder and customize the initial greeting.

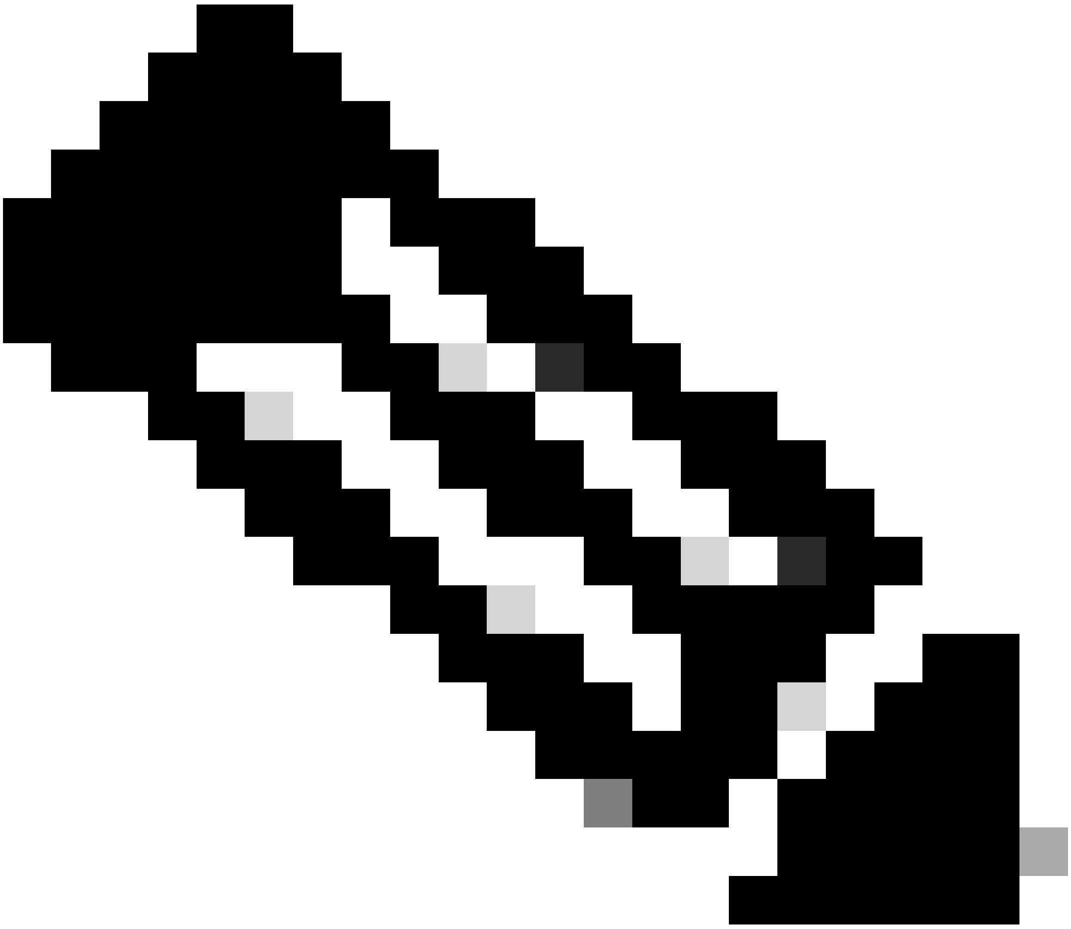
Step 1. Log in to Dialogflow CX portal using your user account and password. Select project **CL2024AMS**.

Step 2. Select the **Virtual Agent** that you created earlier.

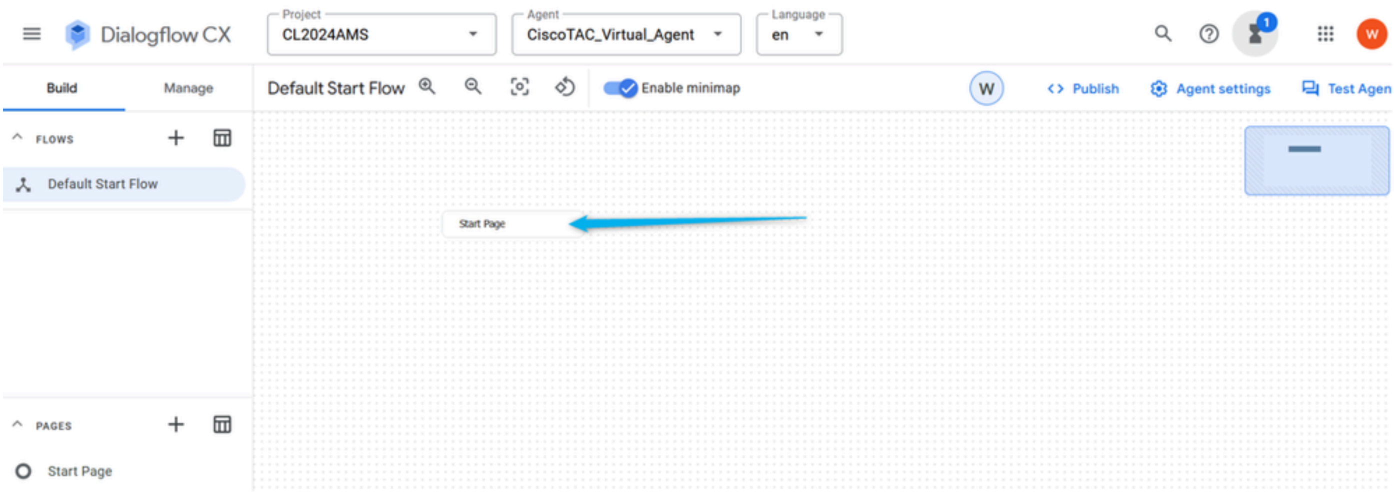

Dialogflow CX
Project
CL2024AMS
W
New Generative AI features are now available.
Try it out and review the documentation, pricing details for FREE trial and monthly minimum charges.
Documentation
Pricing details
Agents
Location
Location settings
Use pre-built agents
Create agent
Search Search agents by ID or display name

Display Name	Default language	Region ↑
CiscoTAC_Virtual_Agent	en	global (Global serving, data-at-rest in US)
CL2024Ag	en	global (Global serving, data-at-rest in US)
CL2024Agent	en	us-central1 (Iowa, USA)

Step 3. In the Dialogflow CX builder click on the Start page.



Note: In Dialogflow CX, a page is a set of instructions that holds one or more related conversational turns. It represents a single step in a conversation flow, and it can contain various types of content, including text responses, prompts for user input, fulfillment actions, and more. Pages are connected together to create a conversation flow that guides the user through a conversation with the Dialogflow CX agent.



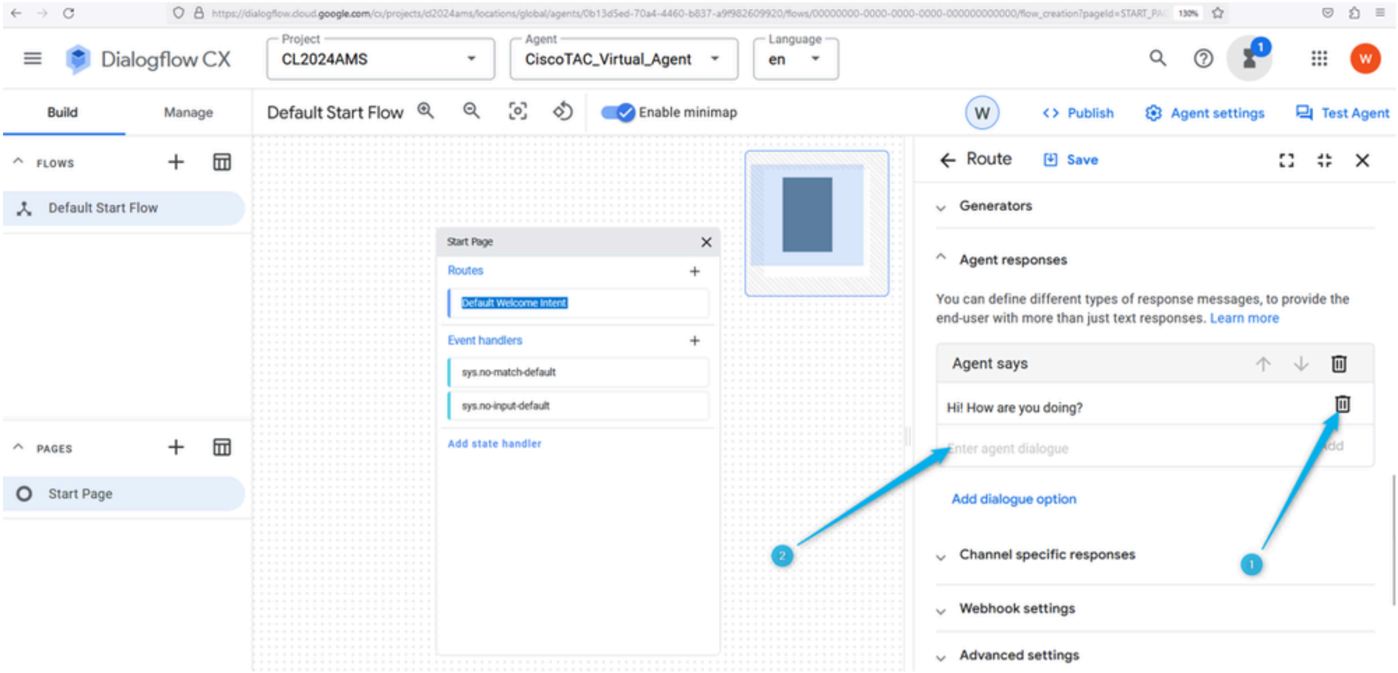
Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Step 4. In the **Start** page click on **Default Welcome Intent Route**. On the right window, scroll down, delete all the default Agent responses, and click on the field to **Enter** agent dialog.

Note: A route is a mapping between an intent and a specific page or flow within a conversation. Routes define how a conversation can flow based on the user input and the intent that is matched.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

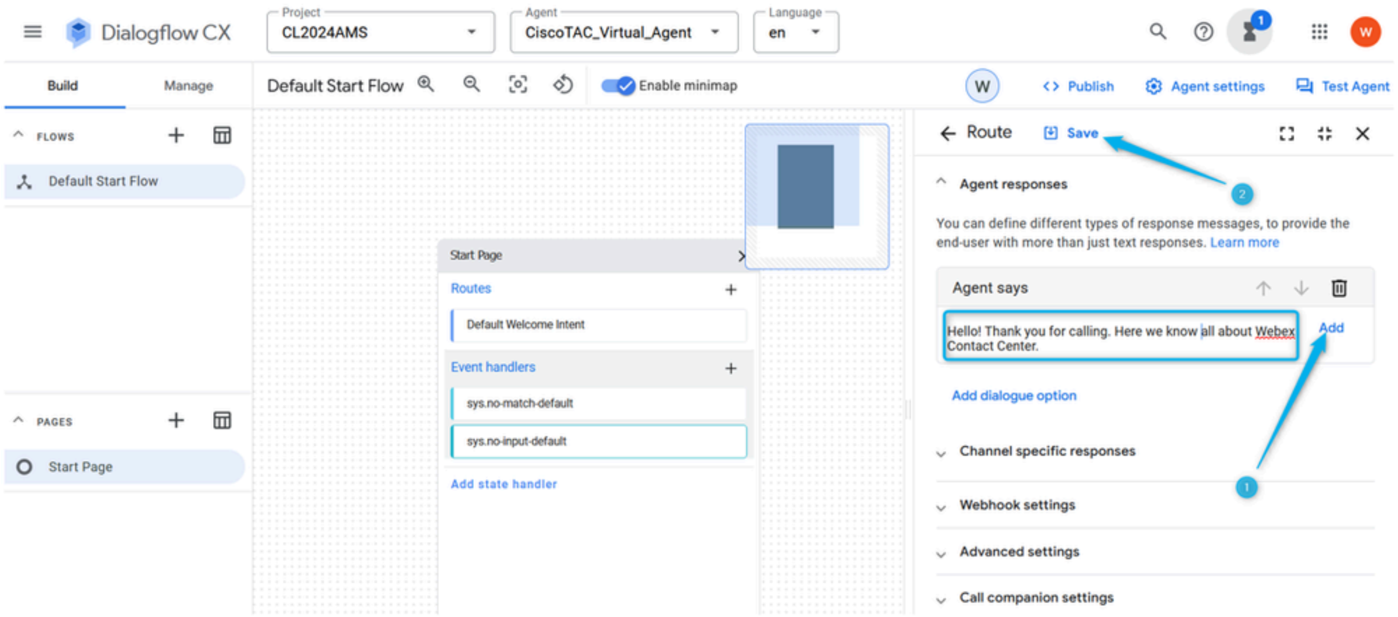
Language: en

You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Hi! How are you doing?

Step 5. Provide your customized message to let the caller know that they reached an organization that provides sales services of Webex Contact Center. You can type something like: Hello! Thank you for calling. Here you know all about Webex Contact Center. In Dialogflow CX, the changes are not saved automatically, so you need to save the page every time you make a change.

Note: Agent responses are the messages or actions that an agent sends back to the user or caller during a conversation. When a user or caller sends a message or makes a request to a Dialogflow CX agent, the agent analyses the input and determines the appropriate response to send back.



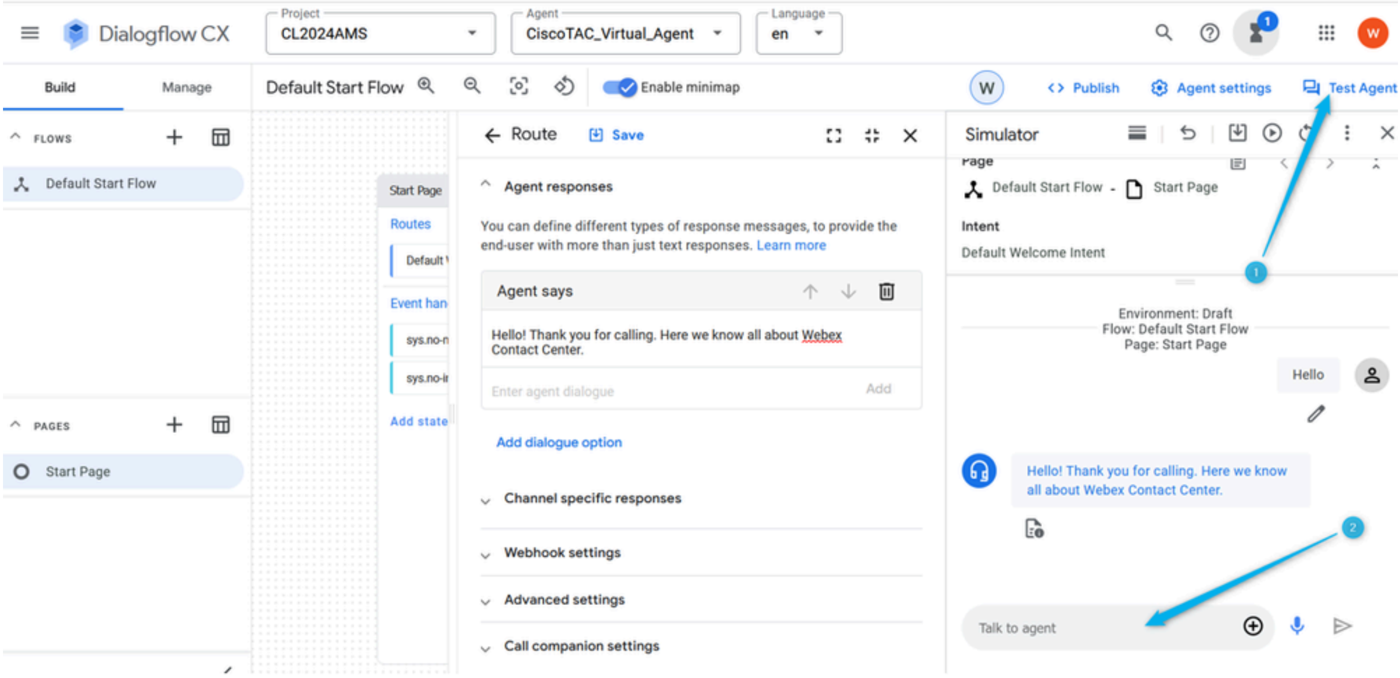
Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Agent says: Hello! Thank you for calling. Here we know all about Webex Contact Center.

Step 6. Test the agent response that you just created. Click **Test Agent** and type a greeting message such as Hello.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Agent says: Hello! Thank you for calling. Here we know all about Webex Contact Center.

Page: Default Start Flow - Start Page

Intent: Default Welcome Intent

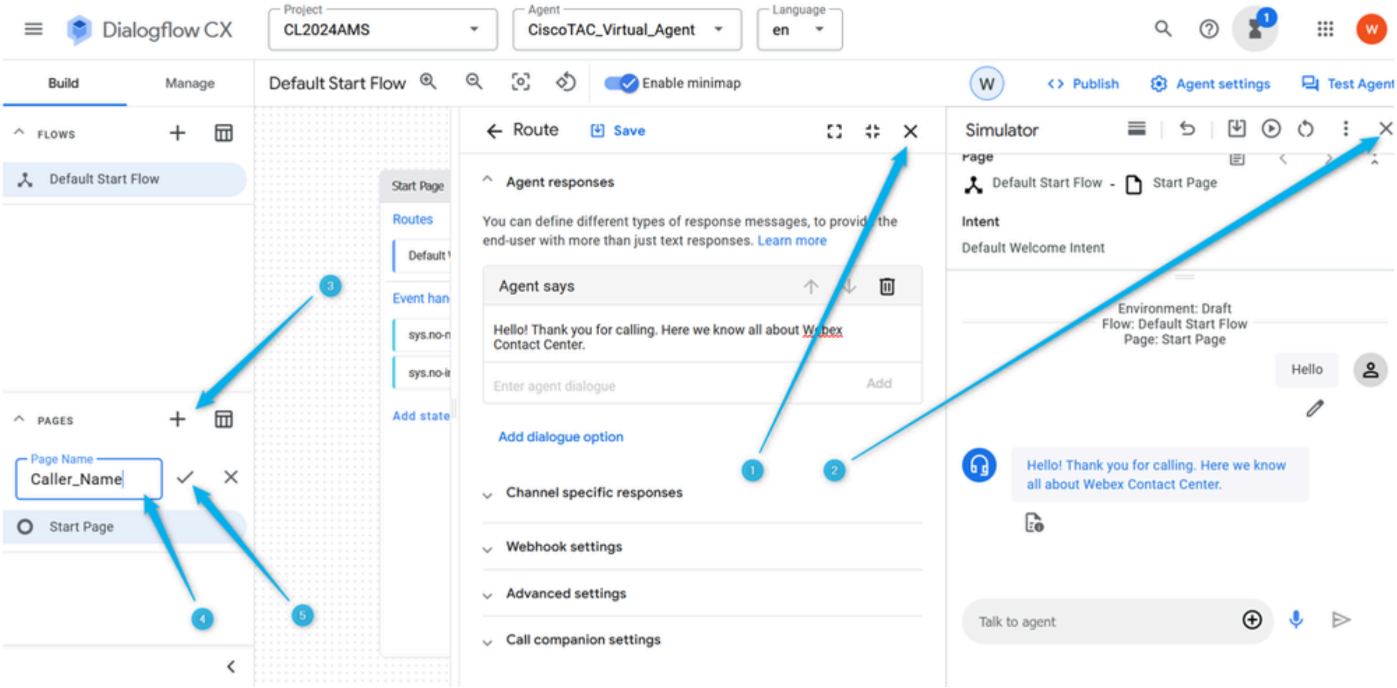
Environment: Draft
Flow: Default Start Flow
Page: Start Page

Hello

Hello! Thank you for calling. Here we know all about Webex Contact Center.

Task 2. Create new page to collect the caller name

Step 1. Close the **Start** page and **Test Agent** windows and click the plus icon (+) to create a new page. Name the page **Caller_Name** and confirm the creation.



Page Name: Caller_Name

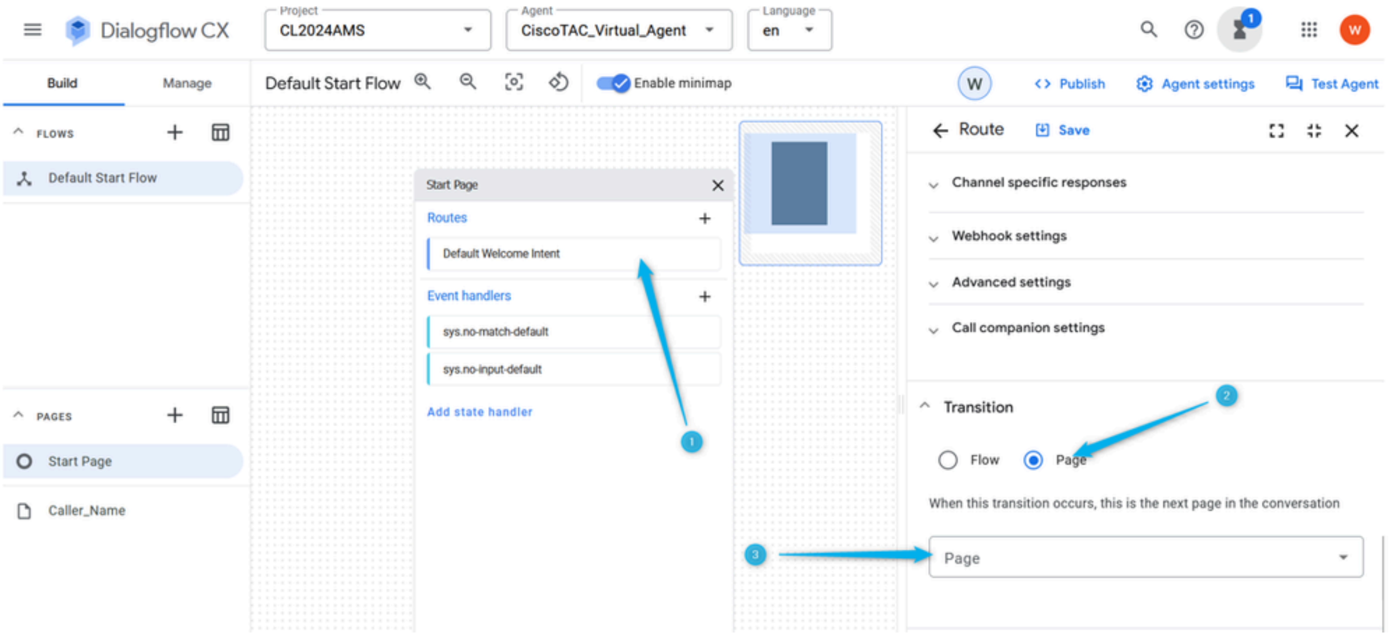
You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Hello! Thank you for calling. Here we know all about Webex Contact Center.

Environment: Draft
Flow: Default Start Flow
Page: Start Page

Hello! Thank you for calling. Here we know all about Webex Contact Center.

Step 2. Connect the **Start** page and **Caller_Name** page. For this, click the **Default Welcome Intent** route on the **Start** page. Scroll down on the right side and select that you would like the conversation to go to the next page.

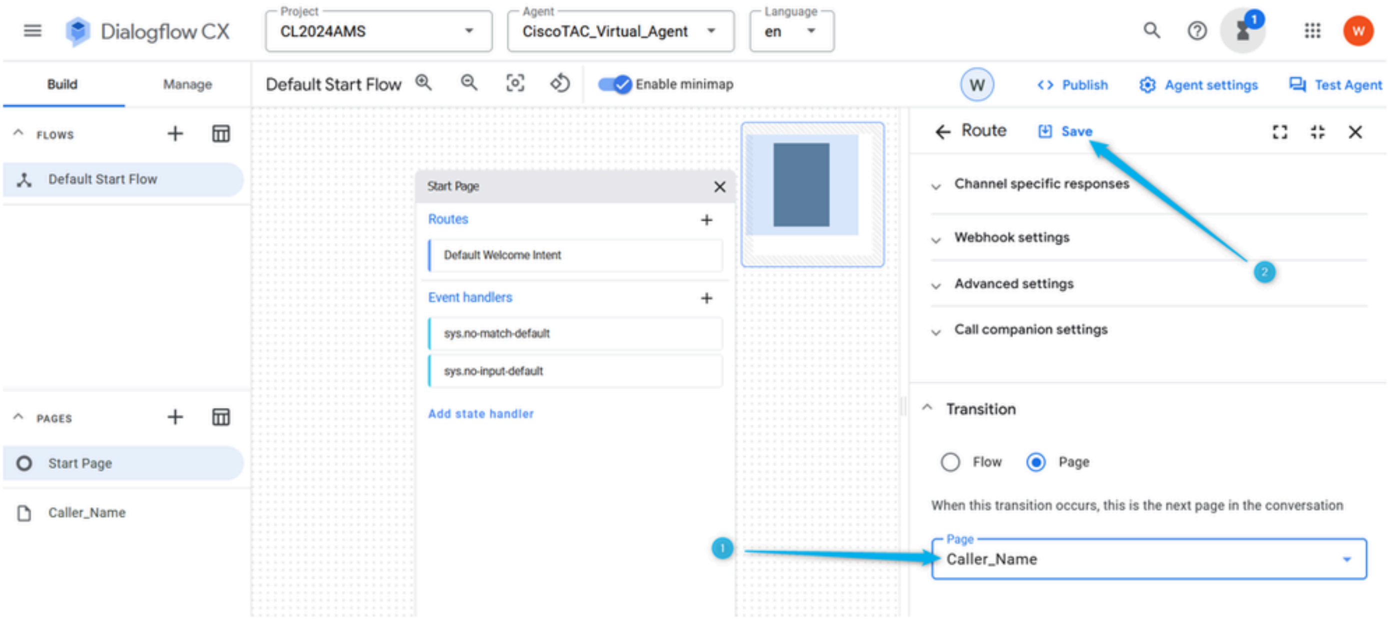


○ Flow ● Page

When this transition occurs, this is the next page in the conversation

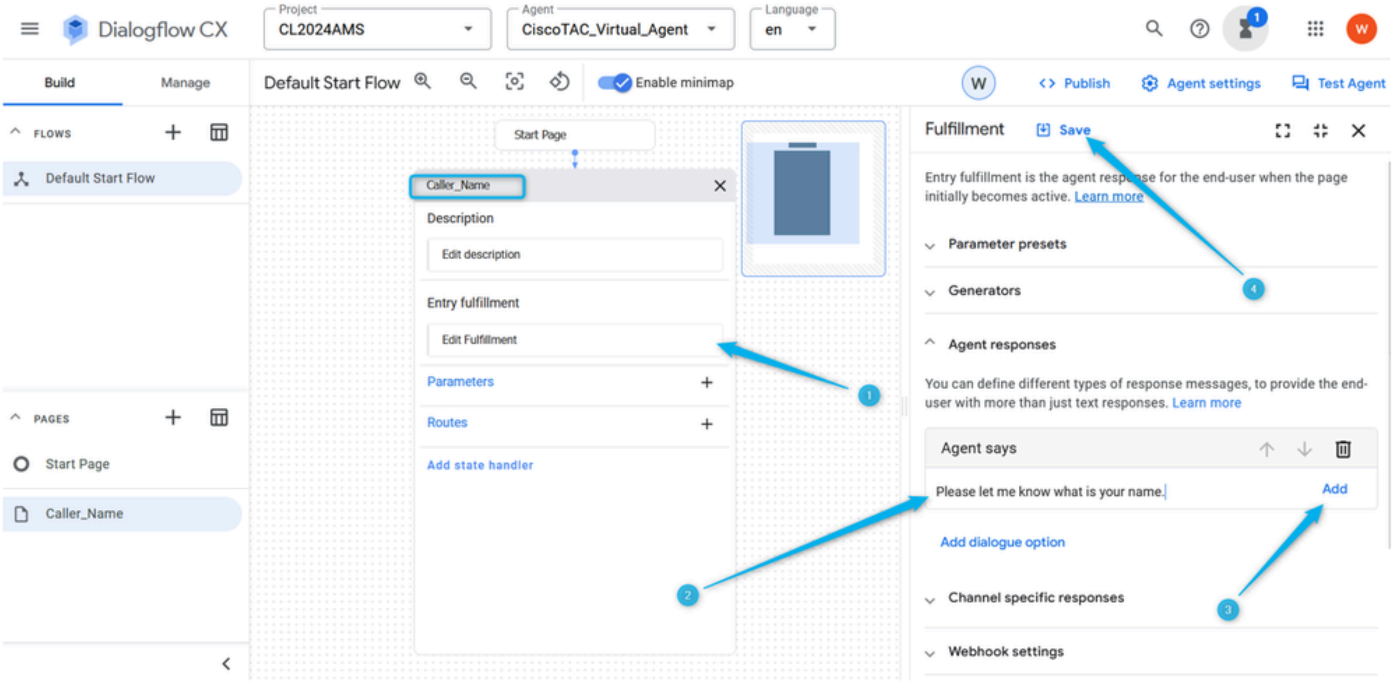
Page

Step 3. From the drop-down list, select **Caller_Name** page. Do not forget to **Save** the change.



Step 4. Configure the **Caller_Name** page to collect the name from the caller and store it in the parameter. In the **Caller_Name** page click **Entry Fulfillment** and type message in which you ask the caller name. Click **Add** and **Save** the change.

Note: **Entry Fulfillment** is needed to provide a message to the caller once the call is moved to a new page to let the caller know where they are in the conversation and set the right expectations.



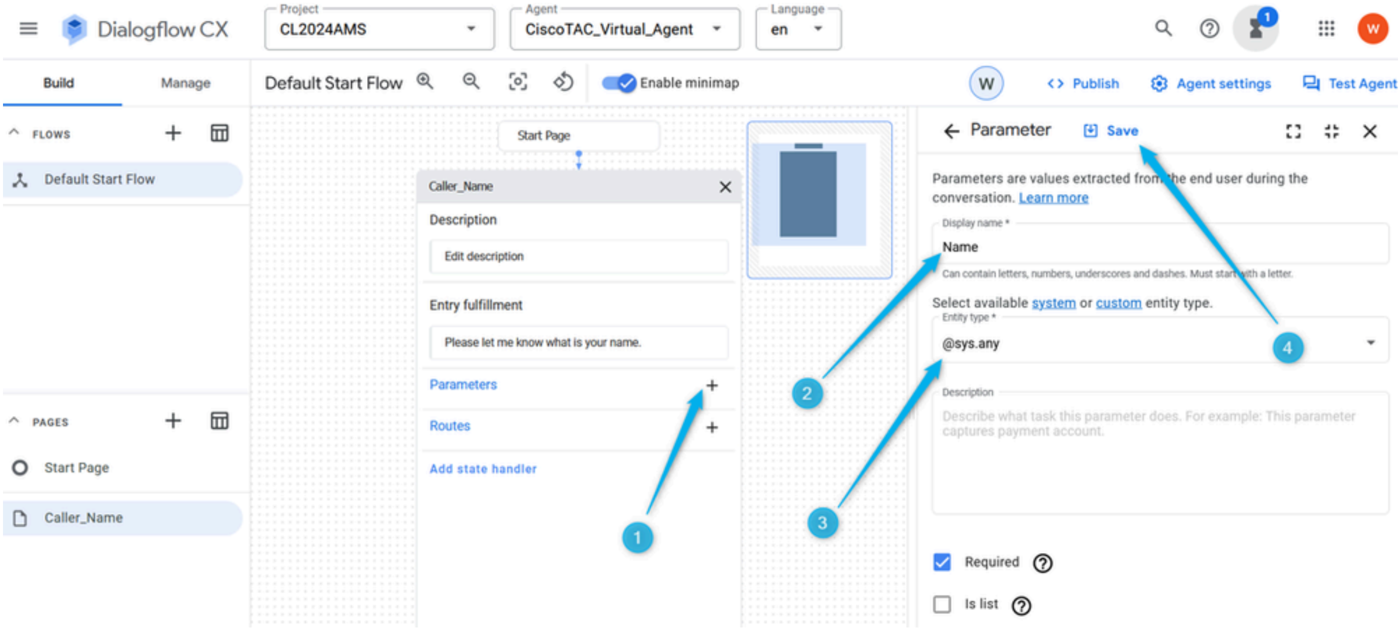
Entry fulfillment is the agent response for the end-user when the page initially becomes active. Learn more

You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Please let me know what is your name.

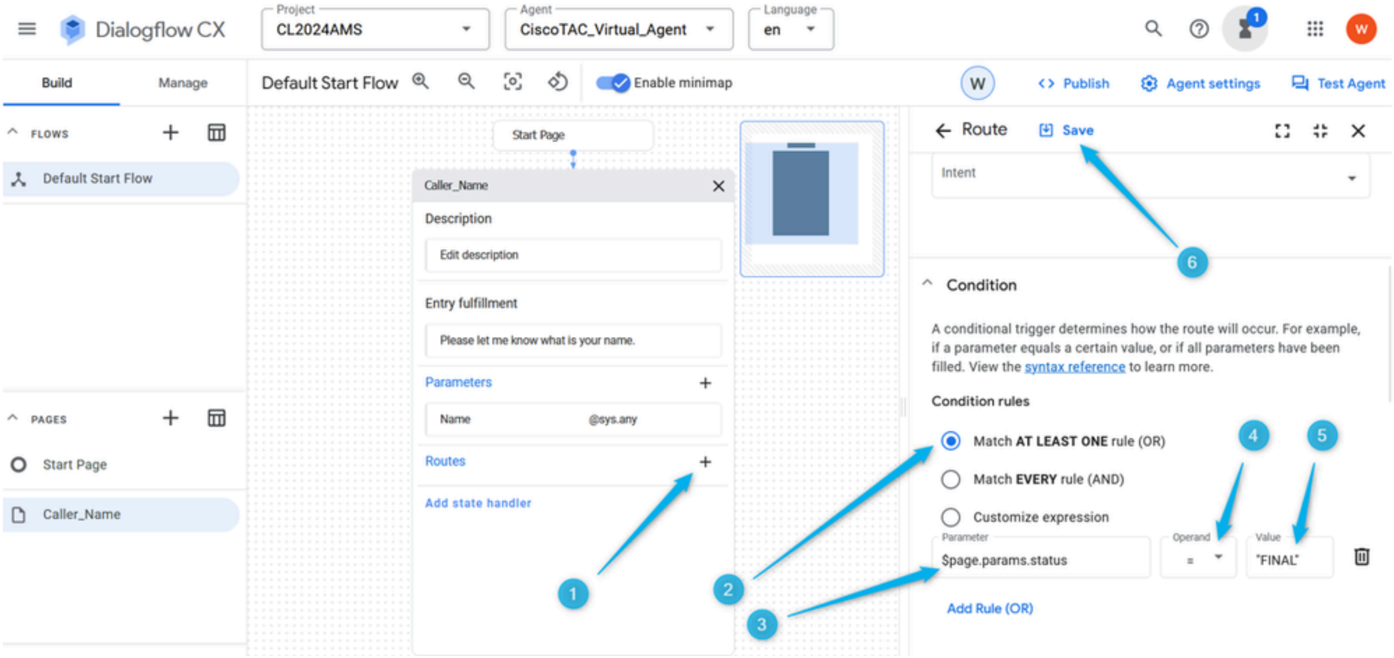
Step 5. While on the **Caller_Name** page, click on **Parameters**, type **Name** as the parameter's name, select sys.any from the list of preconfigured Entities, and click on **Save**.

Note: A **Parameter** is a named entity or value that is extracted from user input during a conversation. Parameters can be used to store information that is relevant to the user request, such as their name, date of birth, or preferred language. Parameters can also be used to pass data to other parts of your application such as Contact Center.



Step 6. Configure **Routes** in the **Caller_Name** page. Click **Route**, on the right window scroll down to **Condition** and set the condition $page.params.status ="FINAL". Click **Save**. By setting this condition, you can expect the call to move to the next page once the **Name** parameter which you created in the previous step is filled with a value. For example, if the caller says Nick then the call can move forward.

Note: A **Condition** in the Dialogflow Routes configuration is a rule or set of rules that define when the route must be triggered. The **Condition** can be based on various factors such as user input, context, parameters, and session data.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Default Start Flow

Caller_Name

Description: Edit description

Entry fulfillment: Please let me know what is your name.

Parameters: Name @sys.any

Routes

A conditional trigger determines how the route will occur. For example, if a parameter equals a certain value, or if all parameters have been filled. View the syntax reference to learn more.

Condition rules

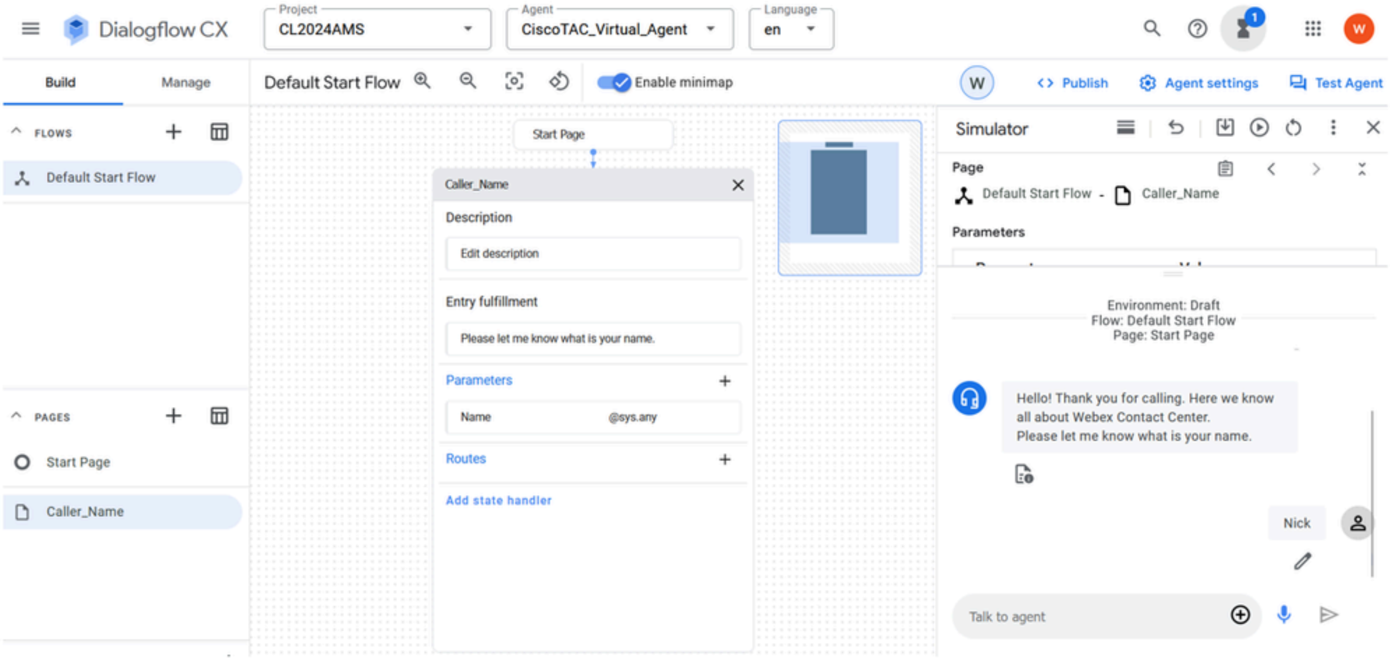
● Match **AT LEAST ONE** rule (OR)

○ Match **EVERY** rule (AND)

○ Customize expression

Parameter	Operand	Value
$page.params.status	=	"FINAL"

Step 7. Using the **Test Agent** option on the right top side, test if the flow is working as designed at this point.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Caller_Name

Description: Edit description

Entry fulfillment: Please let me know what is your name.

Parameters: Name @sys.any

Routes

Page: Default Start Flow - Caller_Name

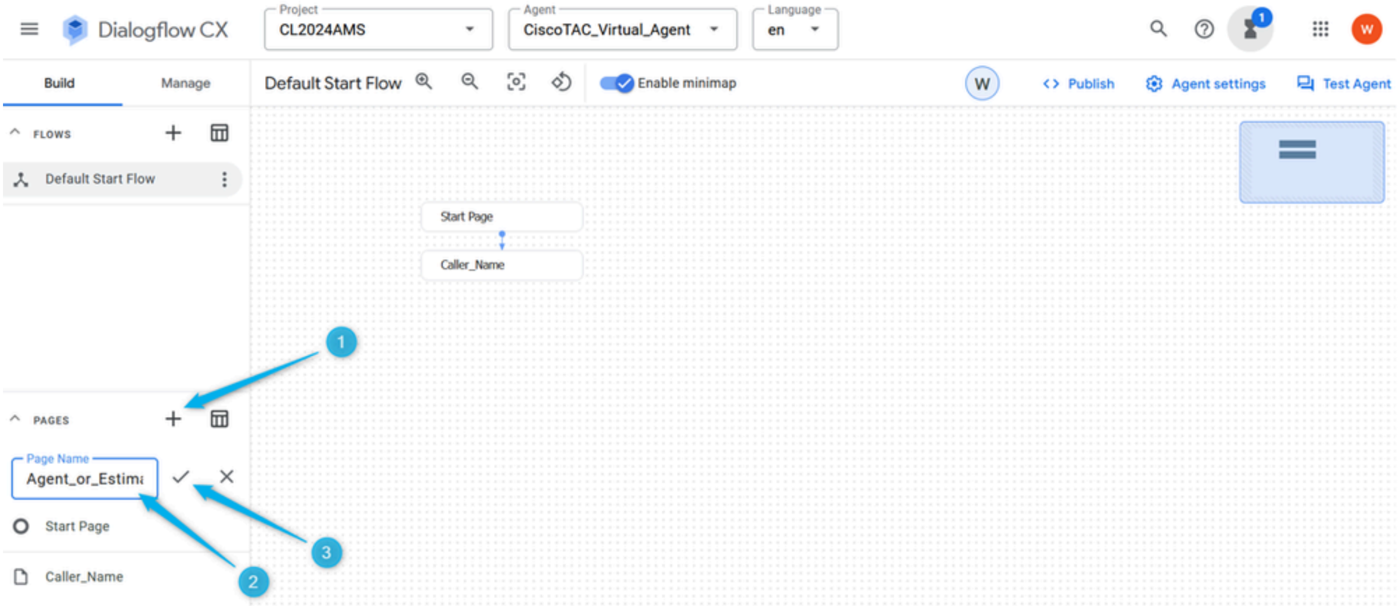
Environment: Draft
Flow: Default Start Flow
Page: Start Page

Hello! Thank you for calling. Here we know all about Webex Contact Center.
Please let me know what is your name.

Nick

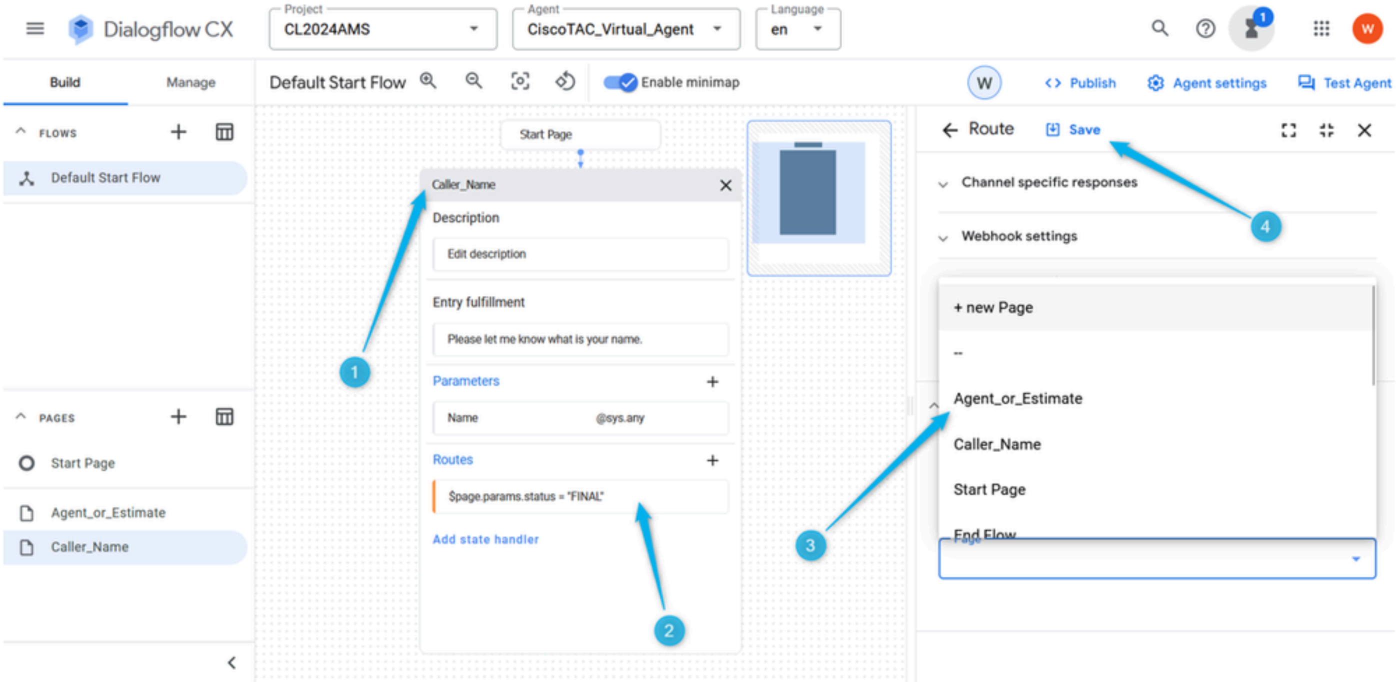
Task 3. Create new page Agent_or_Estimate and connect it with the Caller_Name page.

Step 1. On the left bottom side, click to add a new page, name it **Agent_or_Estimate**, and confirm the creation.



Step 2. Connect **Caller_Name** and **Agent_or_Estimate** pages. Open the **Caller_Name** page, and select the route that you created in the previous step, on the right side scroll down and select the page **Agent_or_Estimate**. Do not forget to **Save** the change.

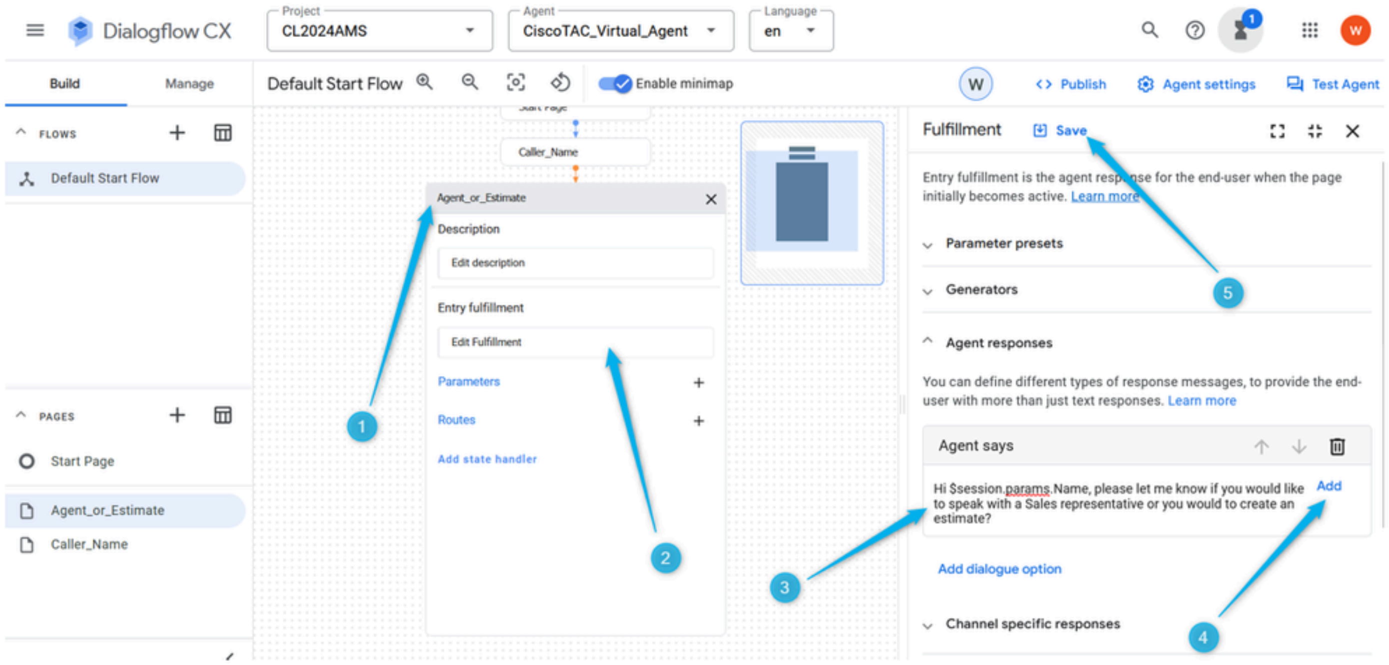
Remember in Task 2 of this section you configured the condition that once the parameter is filled it triggers an action. By selecting the next page you specify what action it is, in this example the call moves to the page **Agent_or_Estimate**.



Step 3. Configure **Entry Fulfillment** for **Agent_or_Estimate** page. Open up **Agent_or_Estimate** page, and click **Entry Fulfillment**. In the Agent response type: Hi $session.params.Name, please let me know if you would like to speak with an agent or if you would to create an estimate?

Do not forget to **Save** the change.

Note: If you cannot copy and paste the suggested fulfillment just start typing in the **Agent Response** field, then you can paste the text, then delete unnecessary text.

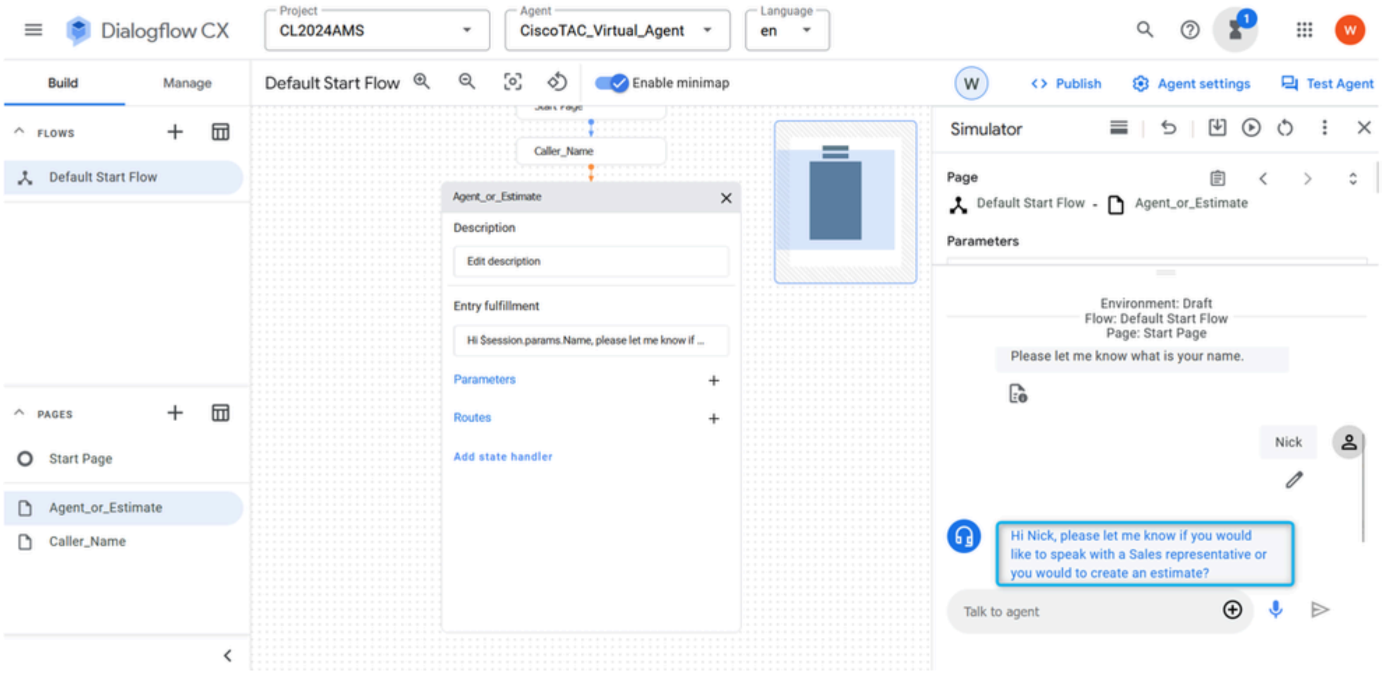


Entry fulfillment is the agent response for the end-user when the page initially becomes active. Learn more

You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Hi $session.params.Name, please let me know if you would like to speak with a Sales representative or you would to create an estimate?

Step 4. Test if the conversation flow is configured properly at this point. Click **Test Agent** and in the **Talk to Agent** field type Hello and then type your name.



Hi $session.params.Name, please let me know if ...

Environment: Draft
Flow: Default Start Flow
Page: Start Page

Please let me know what is your name.

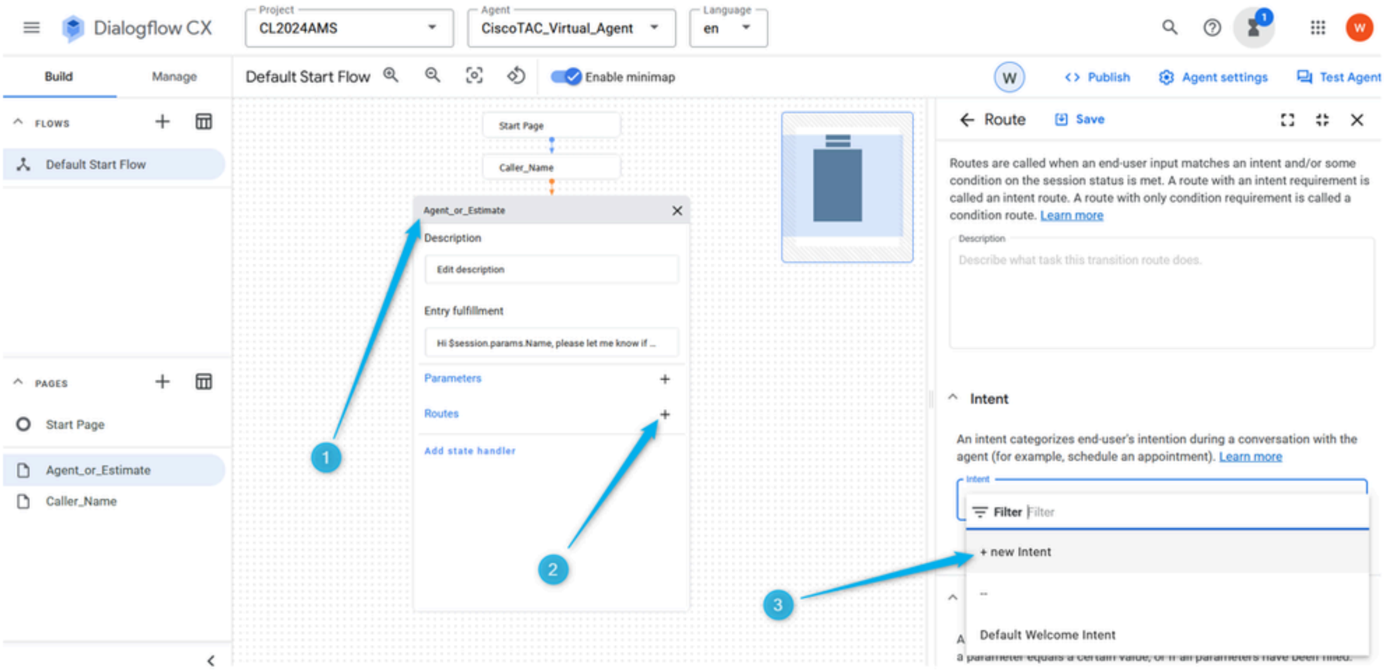
Nick

Hi Nick, please let me know if you would like to speak with a Sales representative or you would to create an estimate?

Task 4. Configure Route in Agent_or_Estimate page to move the call to new page What_Kind_Of_Agent.

Step 1. Open up the **Agent_or_Estimate** page, click on **Create New Route**, and then click on **Create New Intent**.

Note: An intent is a mapping between what a user says or types and a specific action or response that the conversational agent can take. Intents help the agent understand the user request and determine the appropriate response or action to take.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

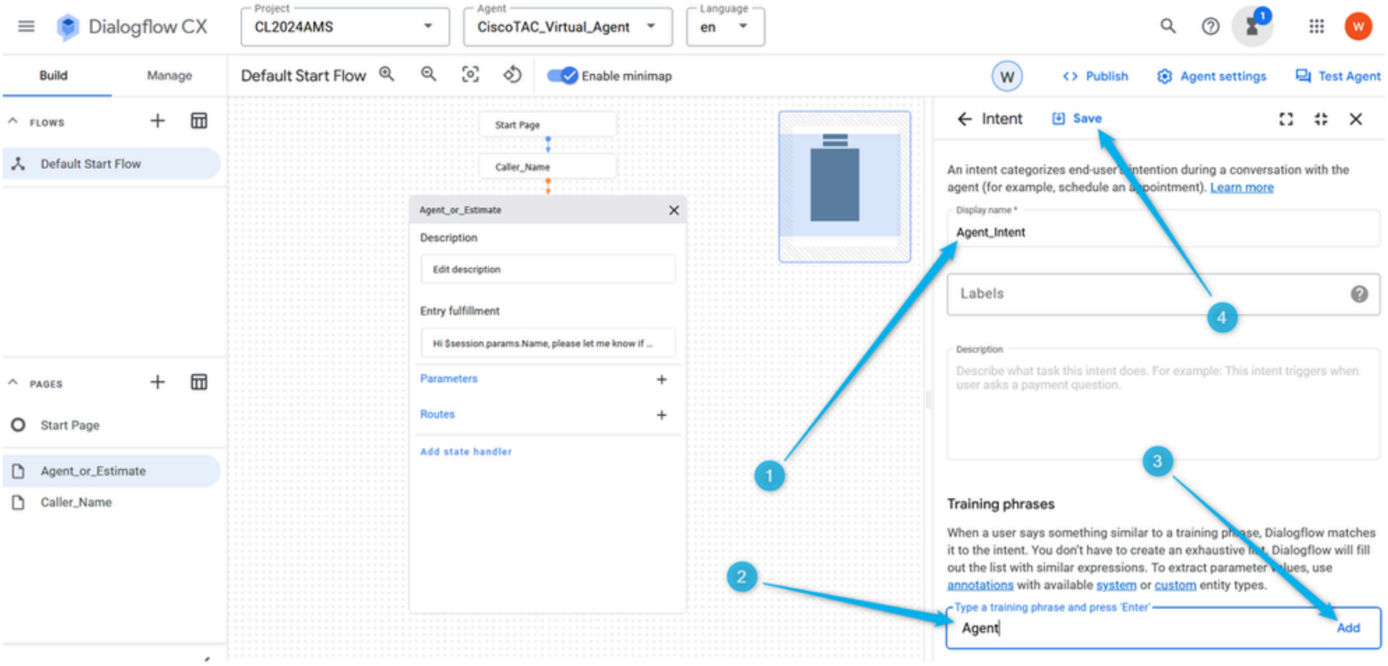
Hi $session.params.Name, please let me know if ..

Routes are called when an end-user input matches an intent and/or some condition on the session status is met. A route with an intent requirement is called an intent route. A route with only condition requirement is called a condition route. Learn more

Description: Describe what task this transition route does.

An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more

Step 2. Name the **Intent Agent_intent**. Provide 3-5 training phrases, something like agent, representative, escalate, real person. Do not forget to save the change of the page.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Hi $session.params.Name, please let me know if …

An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more

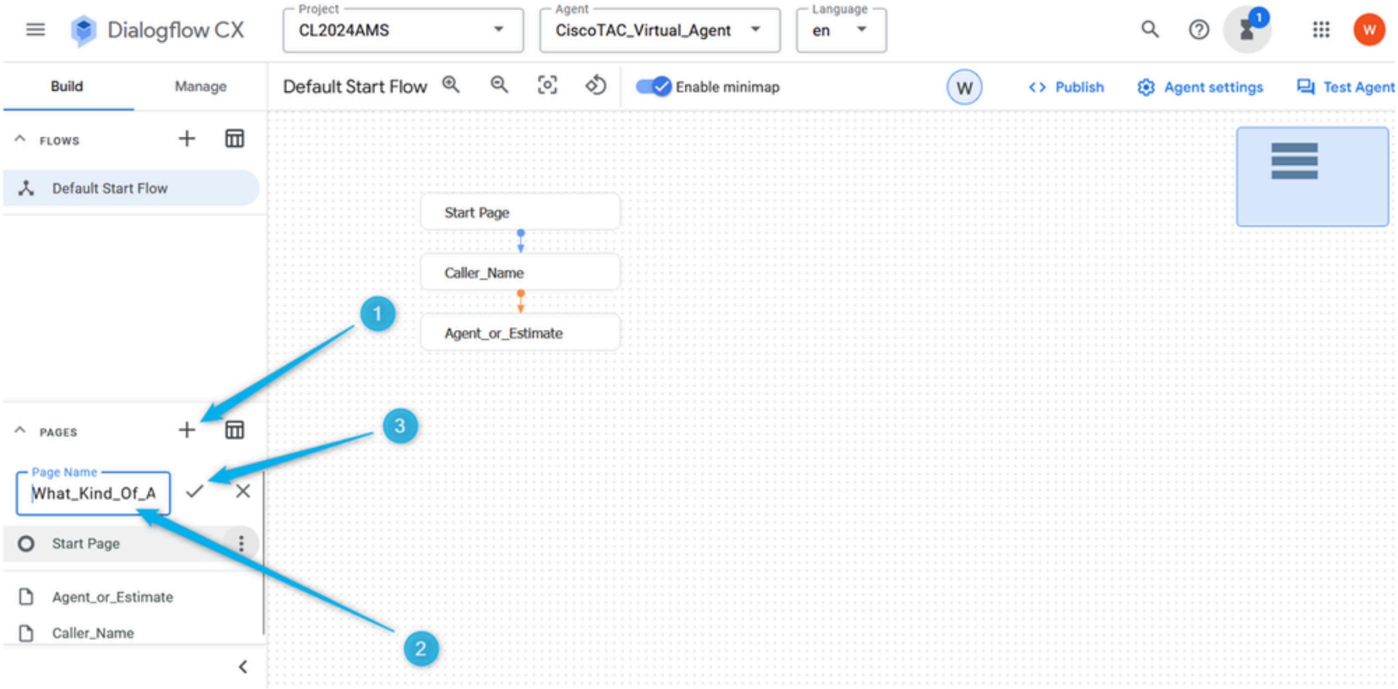
Display name *: Agent_Intent

Description: Describe what task this intent does. For example: This intent triggers when user asks a payment question.

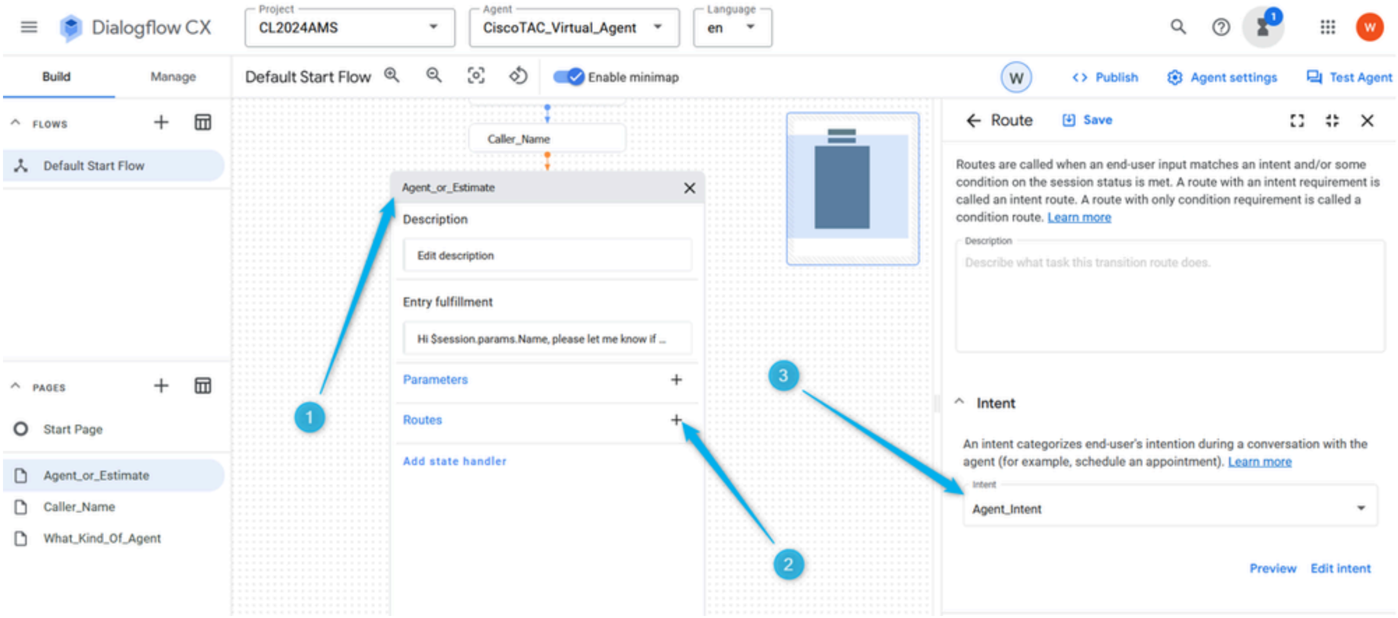
When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list, Dialogflow will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity types.

Type a training phrase and press 'Enter': Agent

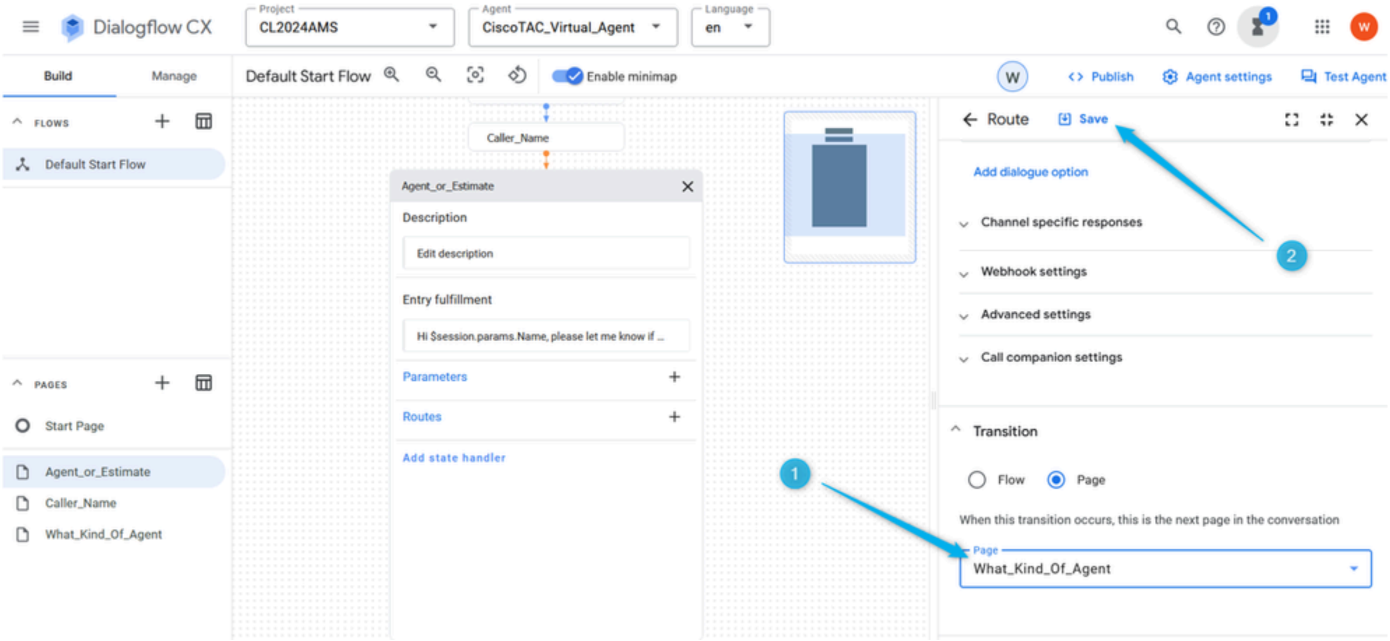
Step 3. Create new page and name it **What_Kind_Of_Agent** .



Step 4. Click on **Agent_or_Estimate** page. Add a new **Route**, select the **Intent**.

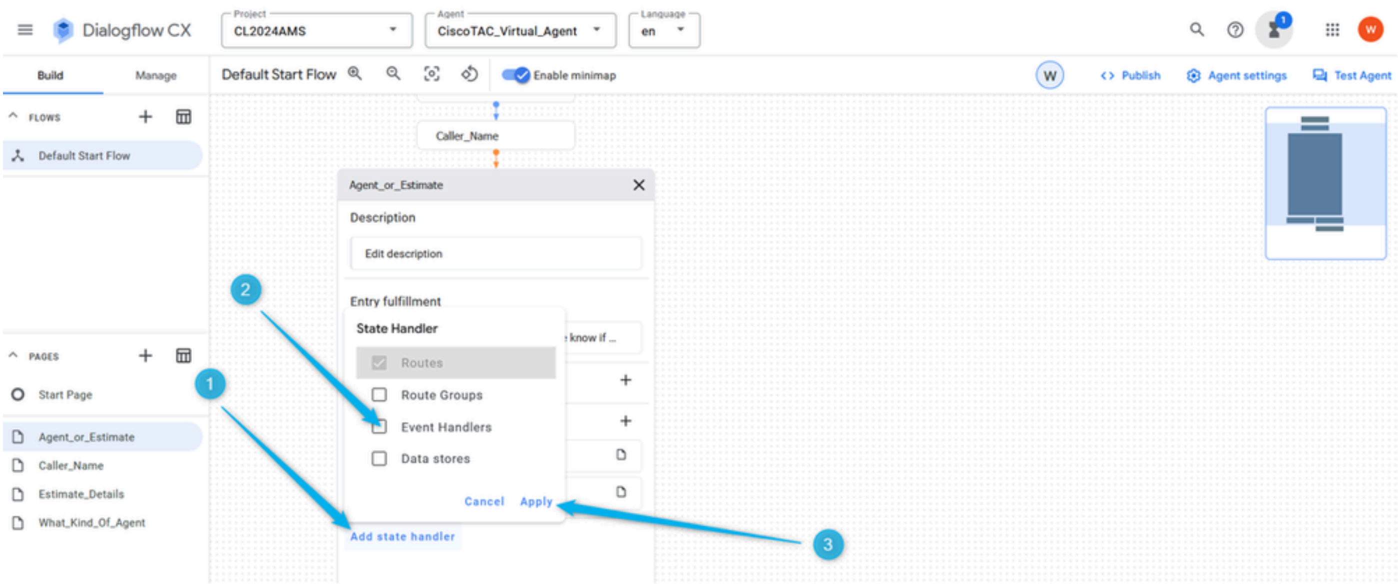

Dialogflow CX
Project
CL2024AMS
Agent
CiscoTAC_Virtual_Agent
Language
en
Build
Manage
Default Start Flow
Enable minimap
Publish
Agent settings
Test Agent
FLOWS
Default Start Flow
Caller_Name
Agent_or_Estimate
Description
Edit description
Entry fulfillment
Hi $session.params.Name, please let me know if ...
Parameters
Routes
Add state handler
PAGES
Start Page
Agent_or_Estimate
Caller_Name
What_Kind_Of_Agent
1
2
3
Route
Save
Routes are called when an end-user input matches an intent and/or some condition on the session status is met. A route with an intent requirement is called an intent route. A route with only condition requirement is called a condition route. Learn more
Description
Describe what task this transition route does.
Intent
An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more
Intent
Agent_Intent
Preview
Edit intent

Step 5. On the **Routes** settings scroll down and select action to move the call to the page **What_Kind_Of_Agent** .

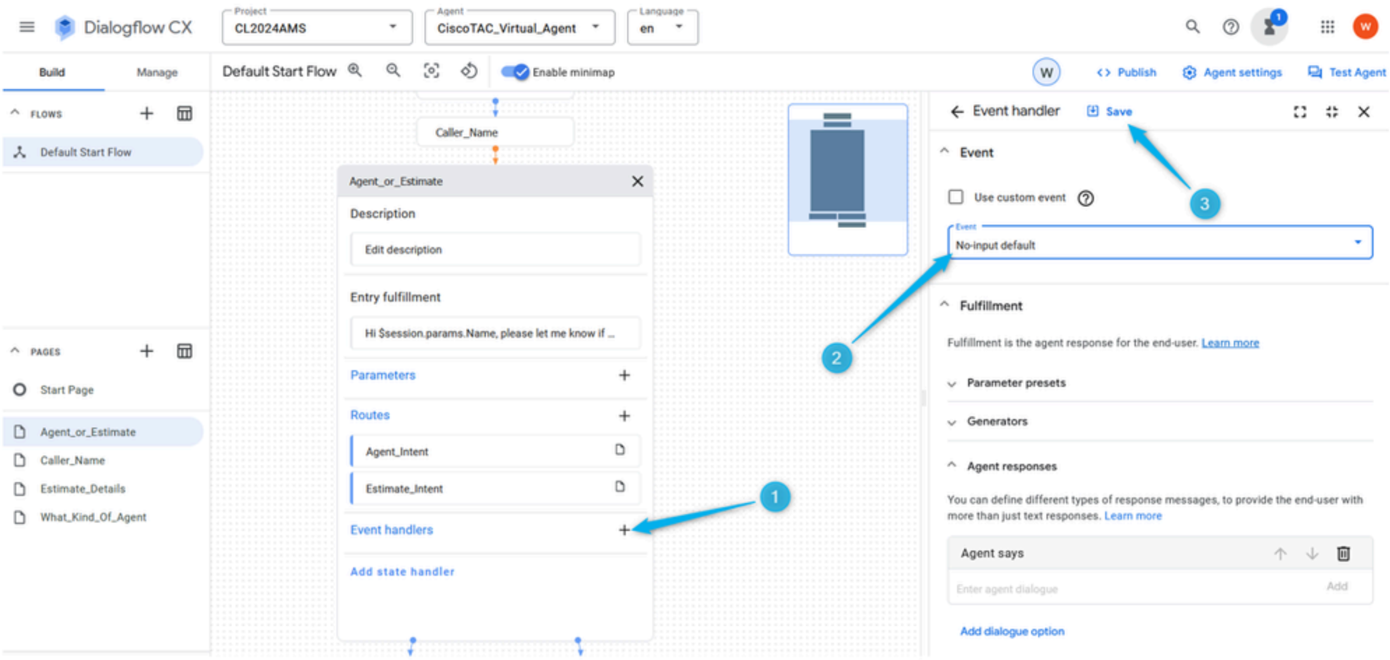


Step 6. For a better communication experience you need to add no-input-default **Event handlers** otherwise the system detects no input even before you have a chance to provide input. While on the **Agent_or_Estimate** page, click on **Add state handler**, select **Event handlers**, and click on **Apply**.

Note: An **Event handlers** is a type of intent that is triggered when a specific event occurs. For example, if the **Virtual Agent** does not receive any input or it does not recognize the input, the event handler is used to trigger no-input intent which helps to continue the conversation.

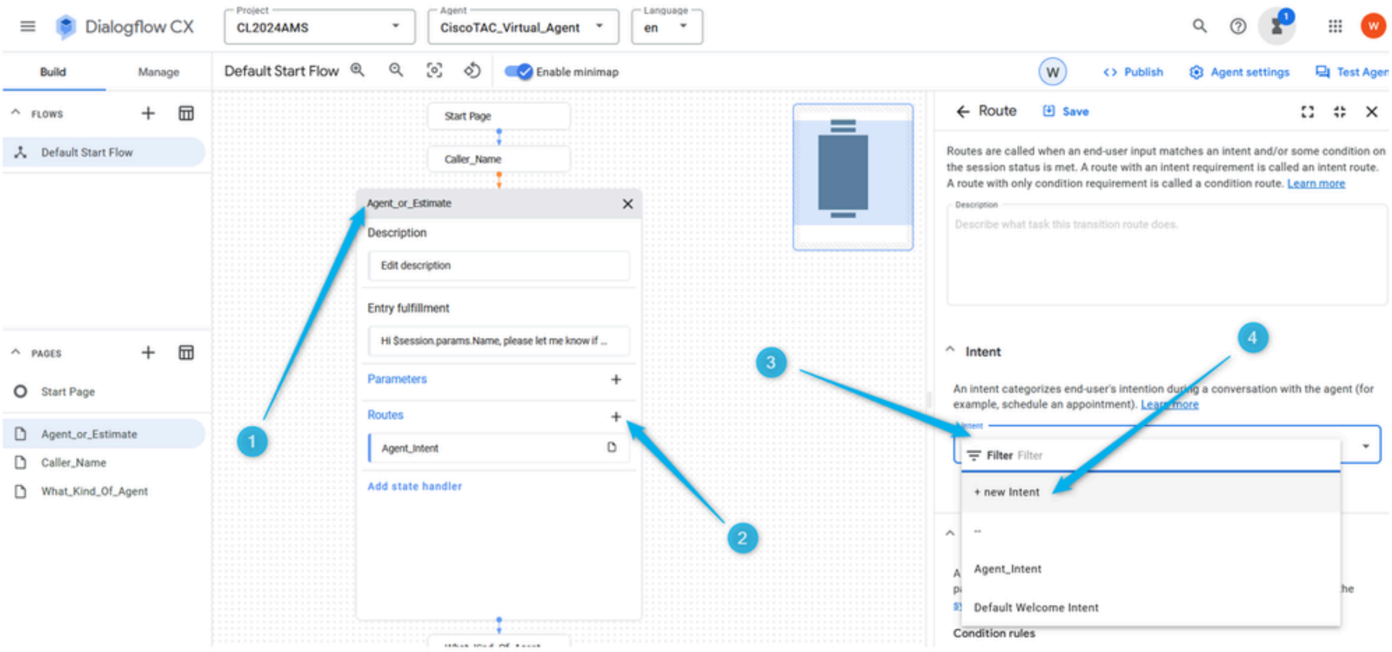


Step 7. Click on **Add New Event handlers**, select from the **No-input default** list and save the change.

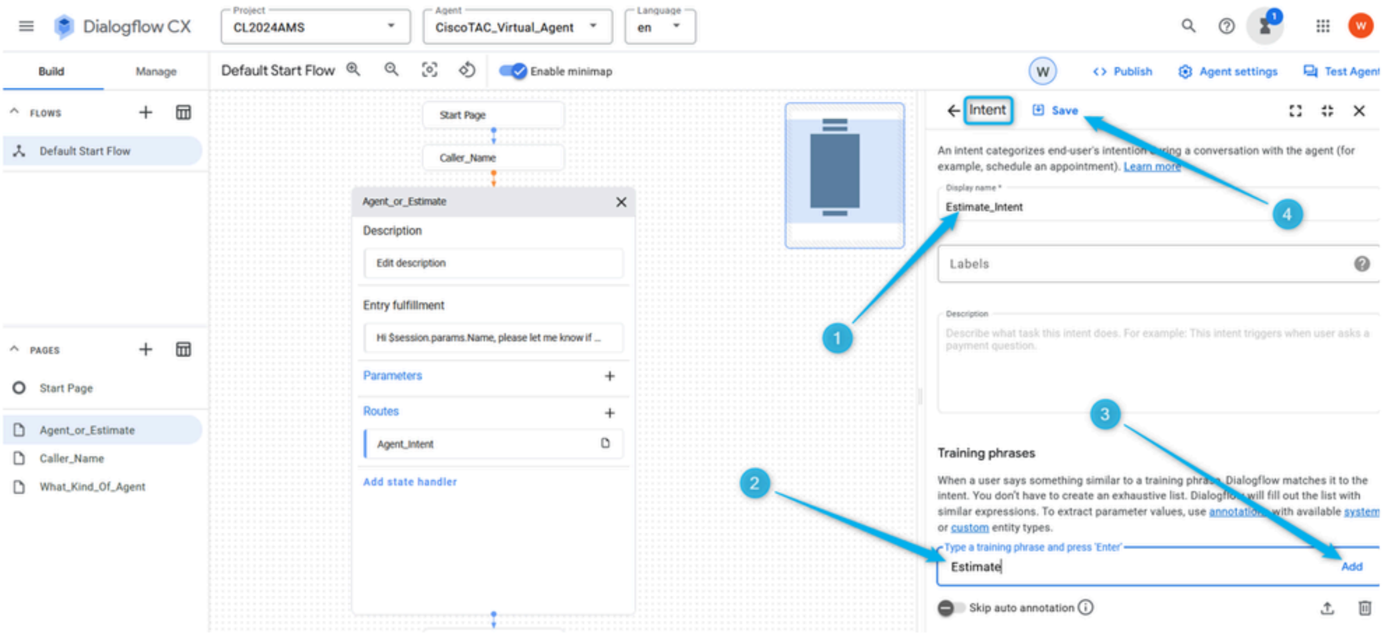


Task 5. Configure Route for Estimate branch and Connect Agent_or_Estimate to new page Estimate_Details

Step 1. Create **Estimate_Intent**. While on **Agent_or_Estimate** page click the plus icon (+) to add new **Route** and create new **Intent**.


Dialogflow CX
Project
CL2024AMS
Agent
CiscoTAC_Virtual_Agent
Language
en
Build
Manage
Default Start Flow
Enable minimap
Publish
Agent settings
Test Agent
FLOWS
Default Start Flow
PAGES
Start Page
Agent_or_Estimate
Caller_Name
What_Kind_Of_Agent
Start Page
Caller_Name
Agent_or_Estimate
Description
Edit description
Entry fulfillment
Hi $session.params.Name, please let me know if ...
Parameters
Routes
Agent_Intent
Add state handler
Route
Save
Routes are called when an end-user input matches an intent and/or some condition on the session status is met. A route with an intent requirement is called an intent route. A route with only condition requirement is called a condition route. Learn more
Description
Describe what task this transition route does.
Intent
An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more
Intent
Filter
+ new Intent
--
Agent_Intent
Default Welcome Intent
Condition rules
1
2
3
4

Step 2. Name the intent as **Estimate_Intent** and provide some training phrases. As for the training phrases you can add statements like estimate, price calculation, I need to know how much it cost. Save the intent.



Hi $session.params.Name, please let me know if ...

An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more

Display name *

Estimate_Intent

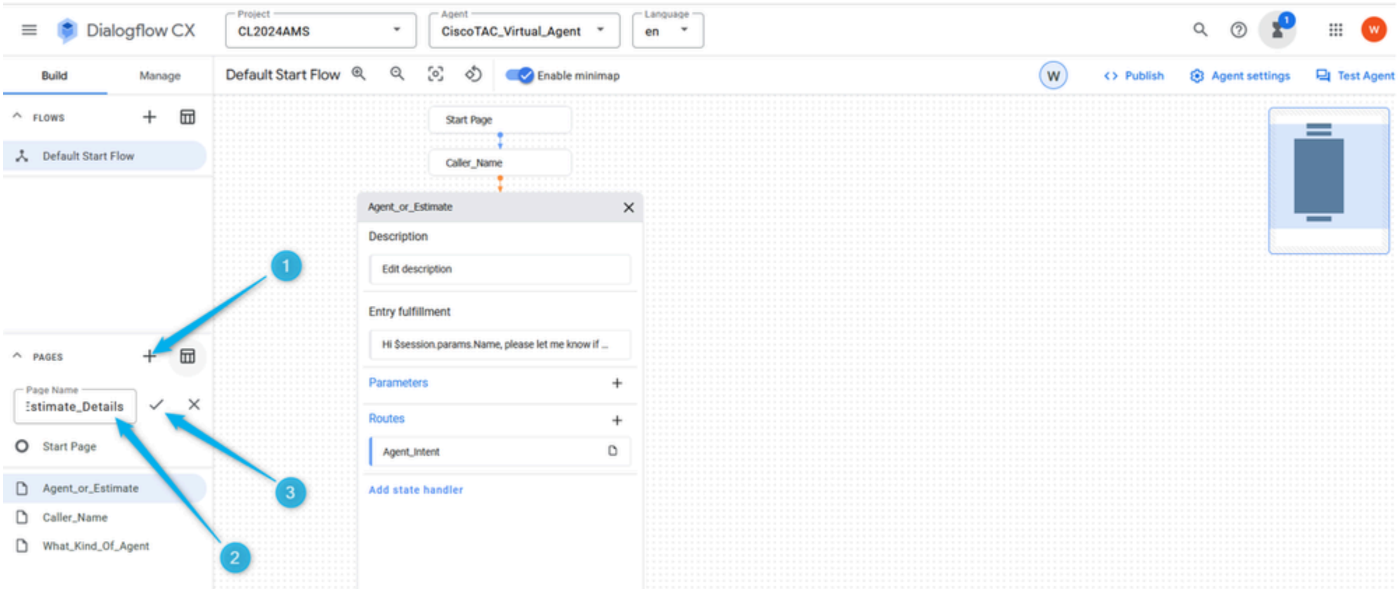
Describe what task this intent does. For example: This intent triggers when user asks a payment question.

When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity types.

Type a training phrase and press 'Enter'

Estimate

Step 3. Create new page with the name **Estimate_Details**. Connect **Agent_or_Estimate** and **Estimate_Details** pages when **Estimate_Intent** is triggered.



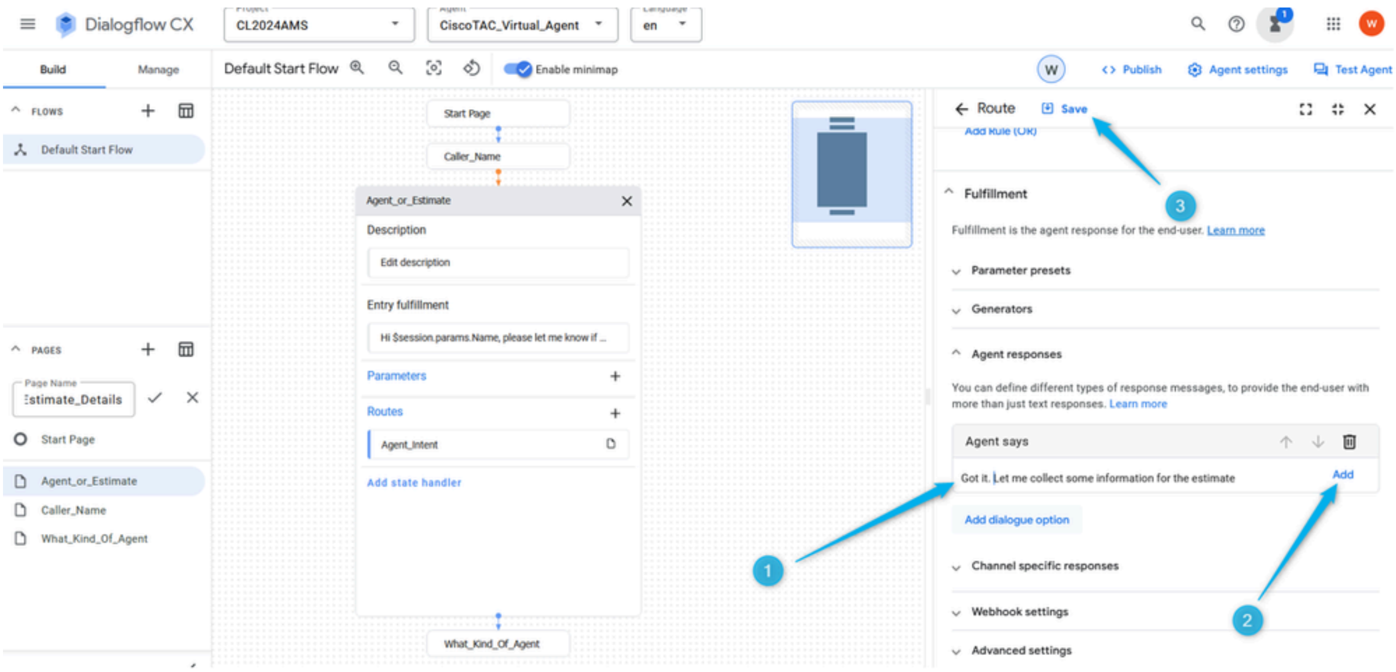
Page Name

Estimate_Details

Hi $session.params.Name, please let me know if ...

Step 4. Click the **Agent_or_Estimate** page. Add new **Route**, and select the **Intent Estimate_Intent** .

Step 5. Scroll a bit down and add the agent response that the caller hears once the **Estimate_Intent** is triggered. You can type something like, let me collect some information for the estimate.

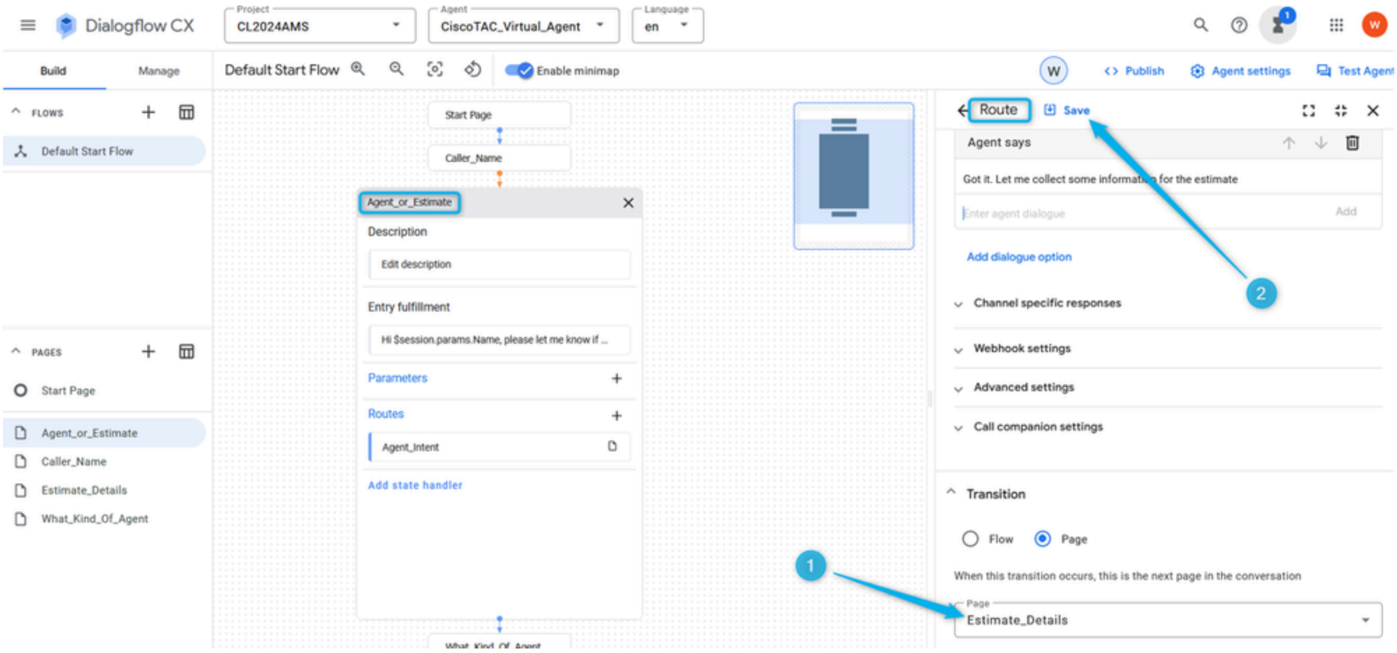


Page Name: Estimate_Details

Entry fulfillment: Hi $session.params.Name, please let me know if ...

Agent says: Got it. Let me collect some information for the estimate

Step 6. Scroll all the way down and select the transaction to the page **Estimate_Details** once the intent is triggered. Save the page configuration.



Project: CL2024AMS
Agent: CiscoTAC_Virtual_Agent
Language: en

Default Start Flow

Entry fulfillment: Hi $session.params.Name, please let me know if ...

Agent says: Got it. Let me collect some information for the estimate

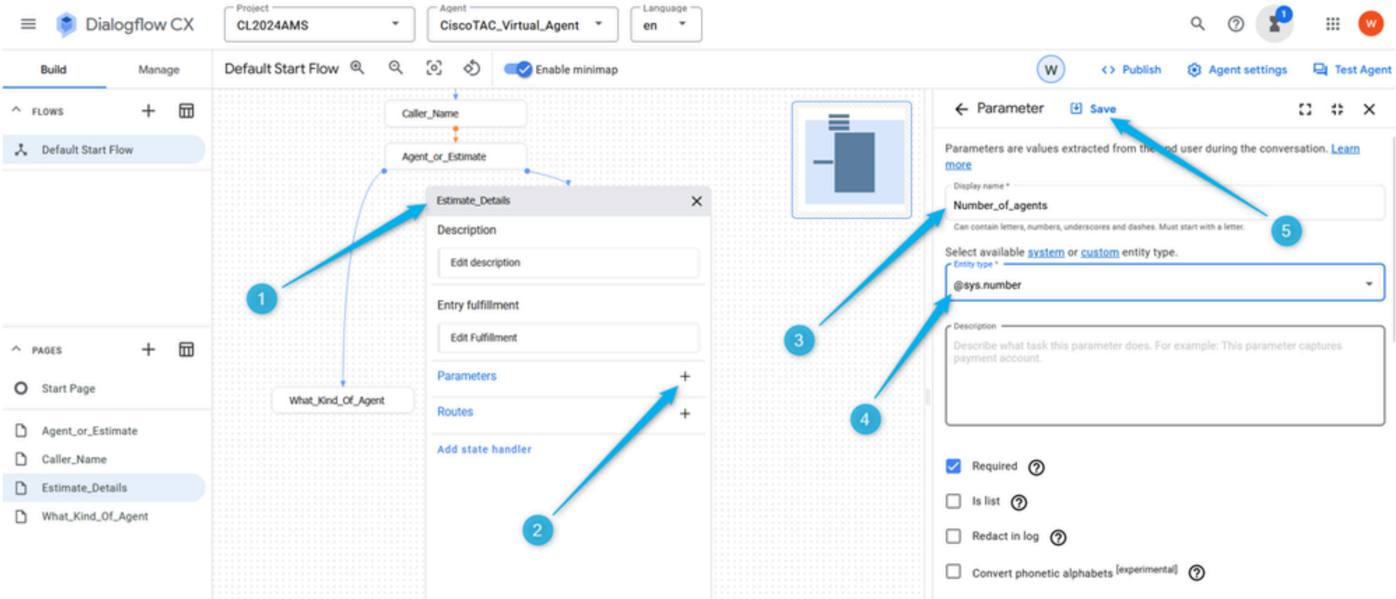
Transition: ○ Flow ● Page

When this transition occurs, this is the next page in the conversation

Page: Estimate_Details

Task 6. Configure Estimate_Details page with Parameters and Route

Step 1. Similar to how you created the **Parameter** for the caller name, create the **Parameter** for the number of agents which the caller needs the estimate for. Click on the **Estimate_Details** page, add the **Parameter**, name it **Number_of_agents**, and select from the list the standard **Entity** type sys.number . Do not forget to save the change.



Project: CL2024AMS
Agent: CiscoTAC_Virtual_Agent
Language: en

Default Start Flow

Parameters are values extracted from the end user during the conversation. Learn more

Display name *: Number_of_agents

Can contain letters, numbers, underscores and dashes. Must start with a letter.

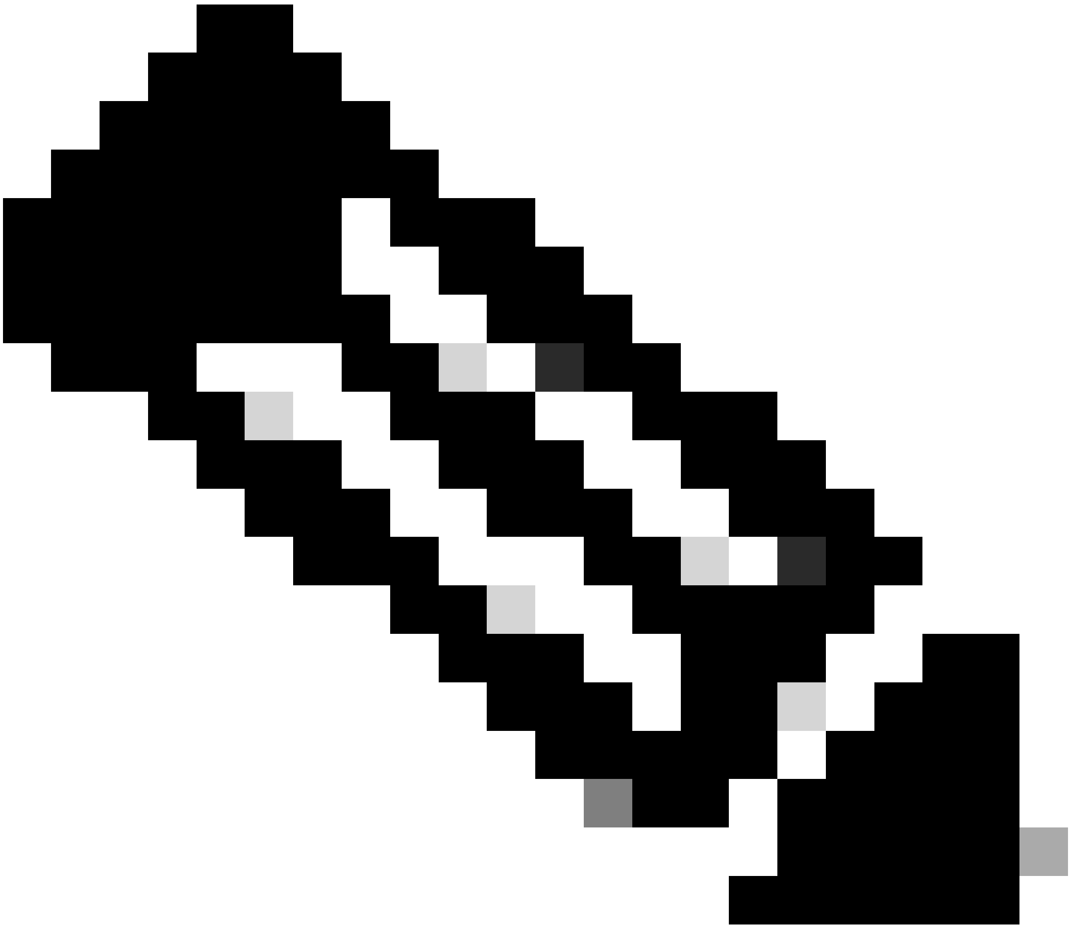
Select available system or custom entity type.

Entity type *: @sys.number

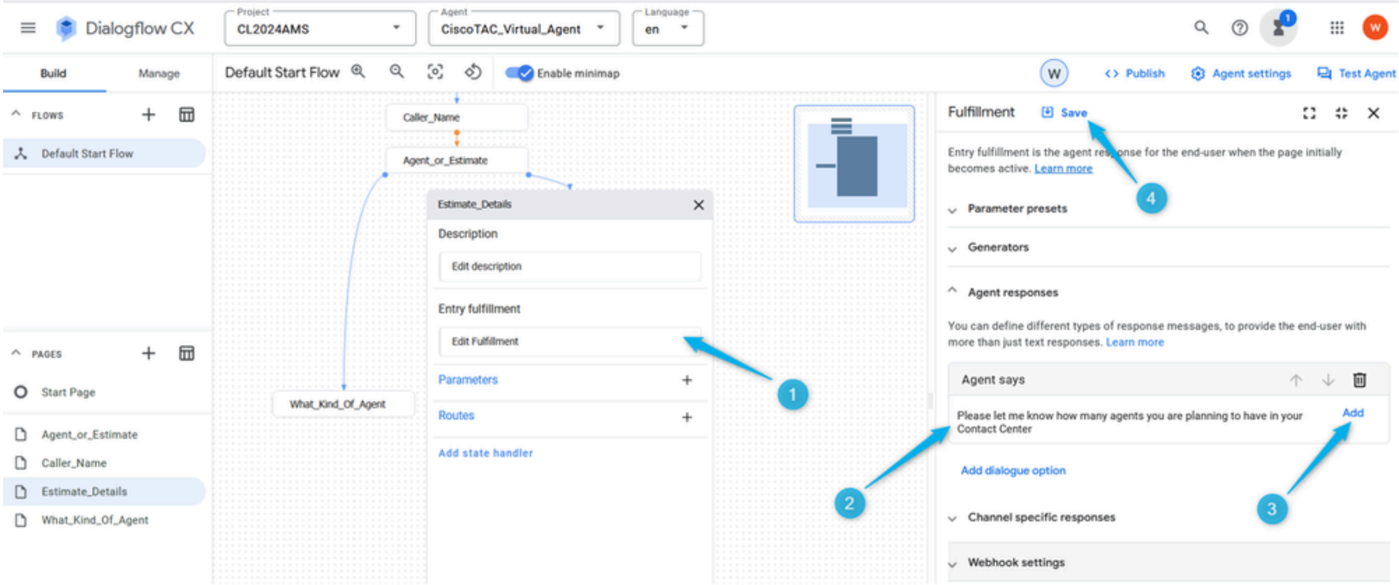
Description: Describe what task this parameter does. For example: This parameter captures payment account.

☑ Required
☐ Is list
☐ Redact in log
☐ Convert phonetic alphabets [experimental]

Step 2. Configure the **Entry Fulfillment** for the caller to understand what information the **Virtual Agent** is looking for. You can type something like, please let me know how many agents you are planning to have in your Contact Center.



Note: If you cannot copy and paste the suggested fulfillment just start typing in the **Agent Responses** field, then you can paste the text, then delete unnecessary text.

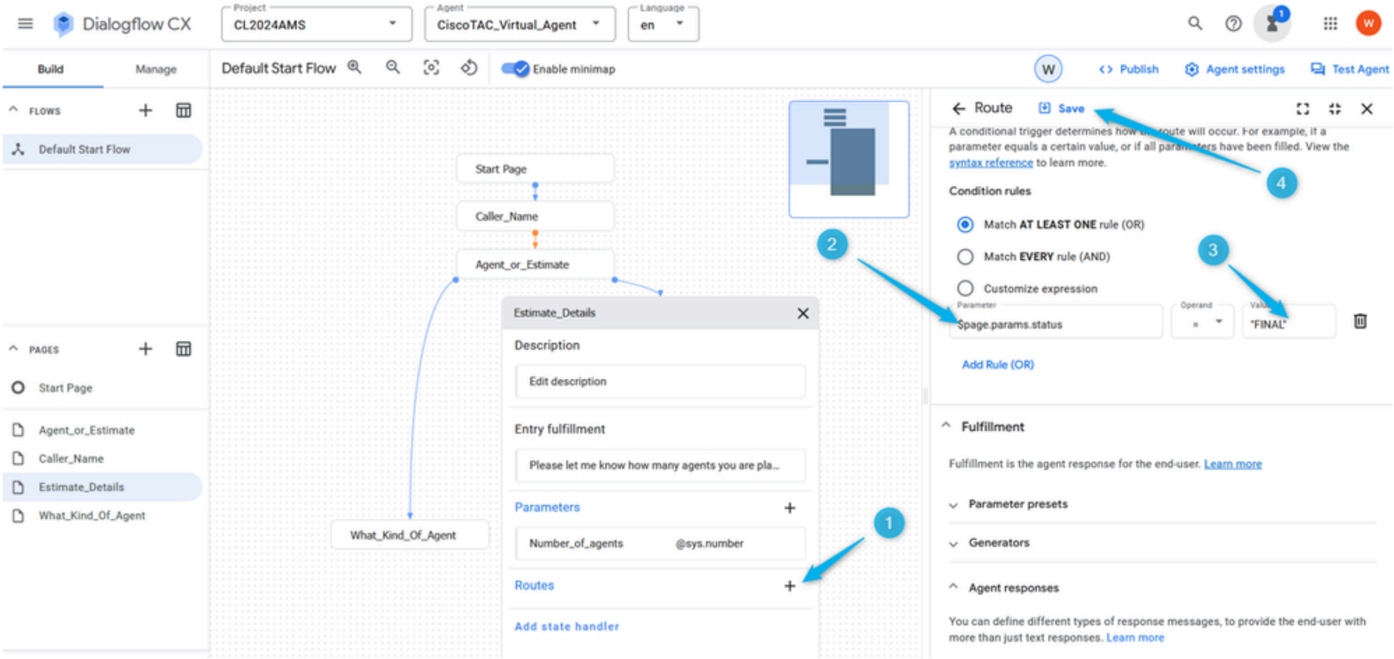


Entry fulfillment is the agent response for the end-user when the page initially becomes active. Learn more

You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Please let me know how many agents you are planning to have in your Contact Center

Step 3. Select the condition which triggers the action on the **Estimate_Details** page. While on the **Estimate_details** page, click on add new **Route**, on the right window scroll down a bit and configure the condition **$page.params.status =“FINAL”** .



Please let me know how many agents you are pla...

Number_of_agents @sys.number

A conditional trigger determines how the route will occur. For example, if a parameter equals a certain value, or if all parameters have been filled. View the syntax reference to learn more.

Condition rules

● Match **AT LEAST ONE** rule (OR)

○ Match **EVERY** rule (AND)

○ Customize expression

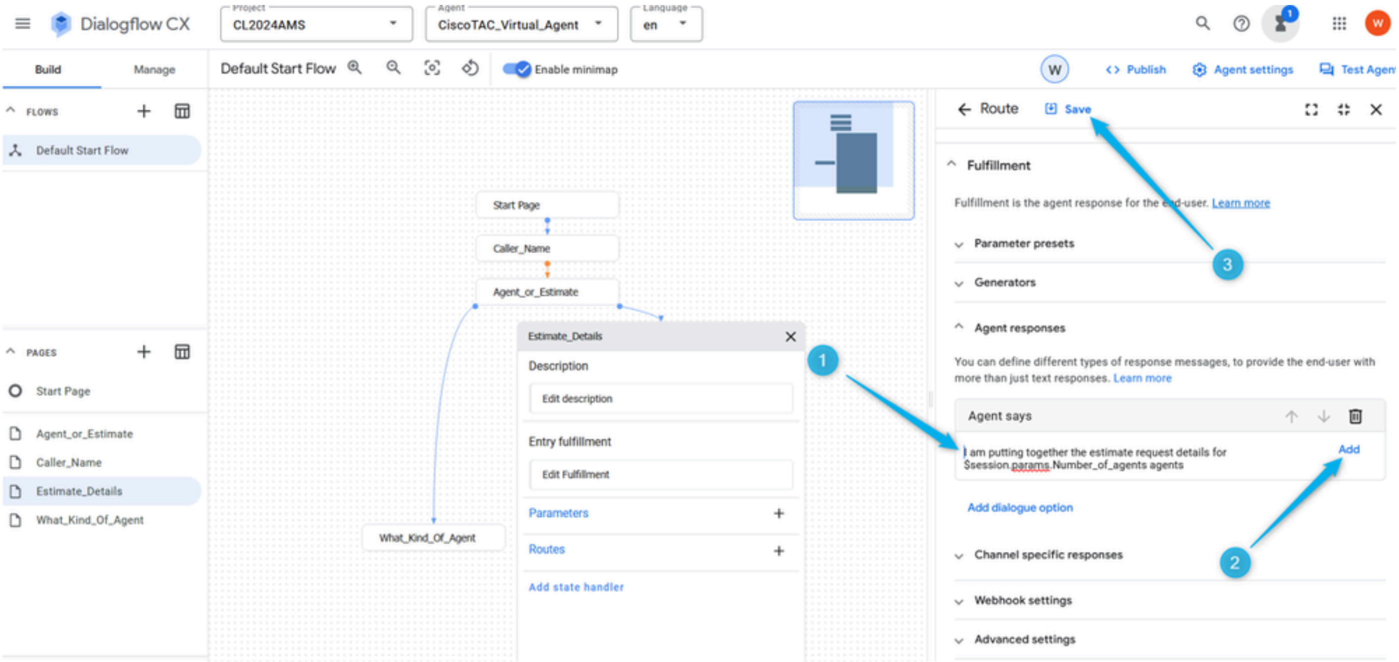
Parameter: $page.params.status Operand: = Value: "FINAL"

Add Rule (OR)

Fulfillment is the agent response for the end-user. Learn more

You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Step 4. Scroll more down and add the **Virtual Agent** response. Type: I am putting together the estimate request details for **$session.params.Number_of_agents** agents.

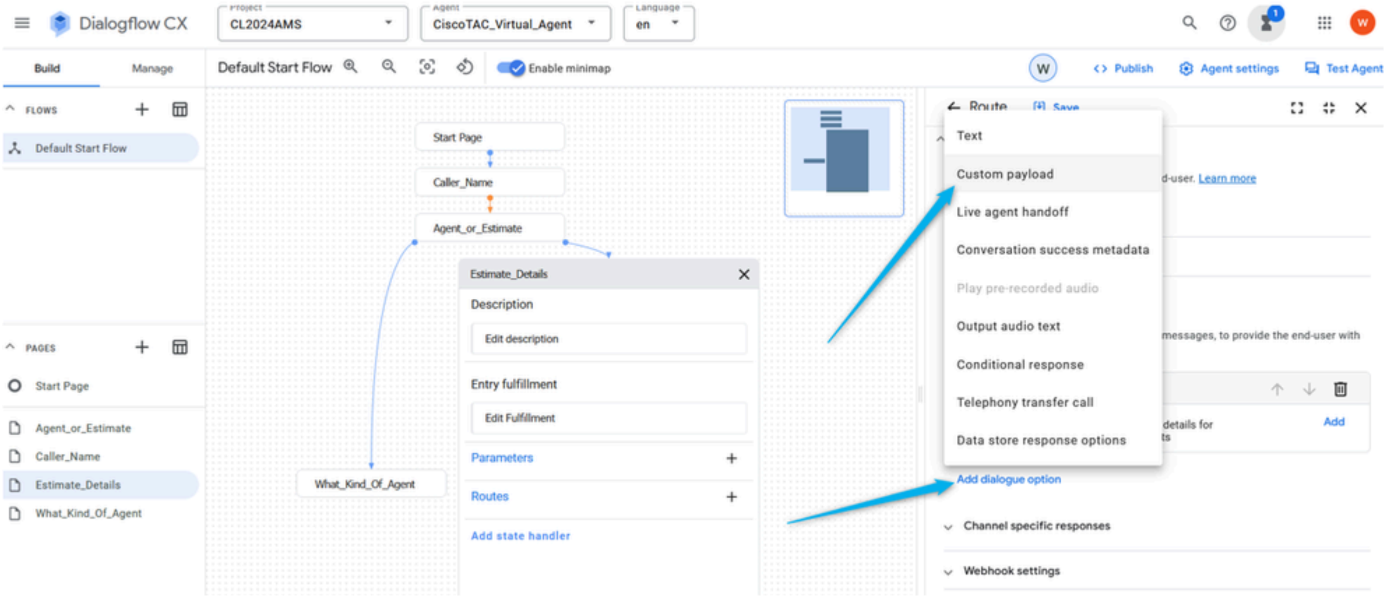


Fulfillment is the agent response for the end-user. Learn more

You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Agent says: I am putting together the estimate request details for $session.params.Number_of_agents agents

Step 5. Add dialogue option and select **Custom payload** from the list.

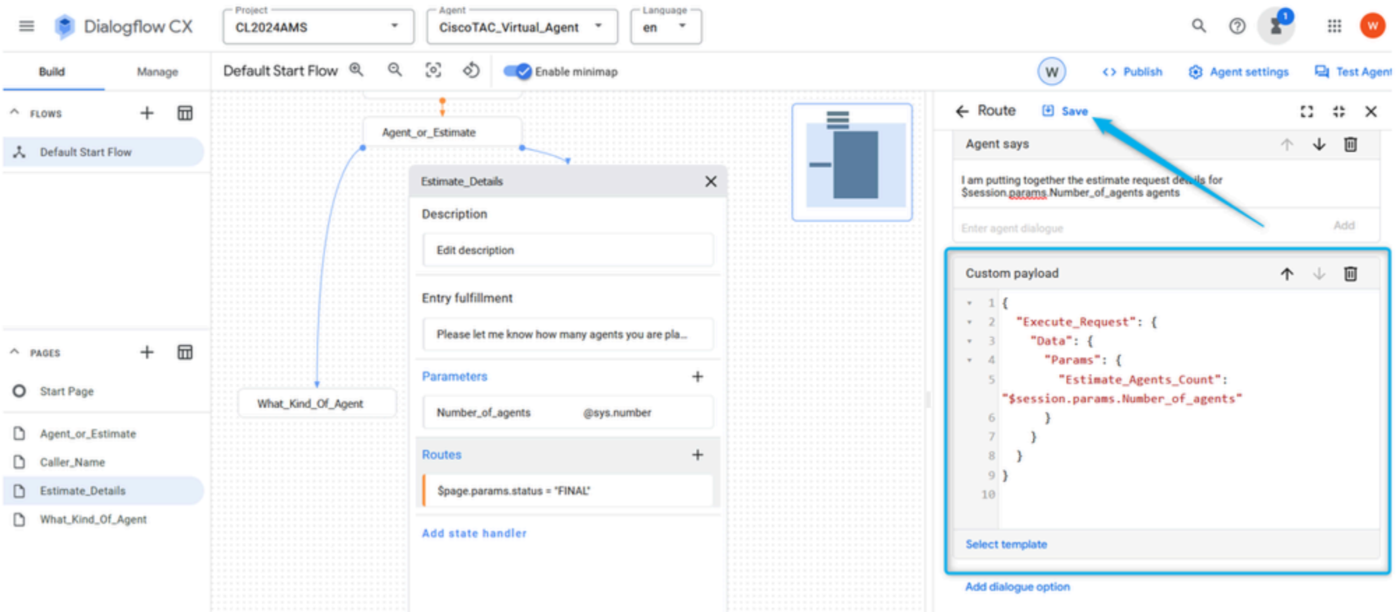


Post this next syntax to the **Custom payload** section and save the configurations.

```
{
  "Execute_Request": {
    "Data": {
      "Params": {
        "Estimate_Agents_Count": "$session.params.Number_of_agents"
      }
    }
  }
}
```

Note: In JSON data format, a variable is a key-value pair that represents a property of an object. The key is a string that identifies the property, and the value is the data associated with the property.

The **Custom payload** contains the key **Estimate_Agents_Count** and the value is the **Parameter** **$session.params.Number_of_agents**. This **Parameter** is changed depending on the caller response.



Estimate_Details

Description: Edit description

Entry fulfillment: Please let me know how many agents you are pla...

Parameters: Number_of_agents @sys.number

Routes: $page.params.status = "FINAL"

Add state handler

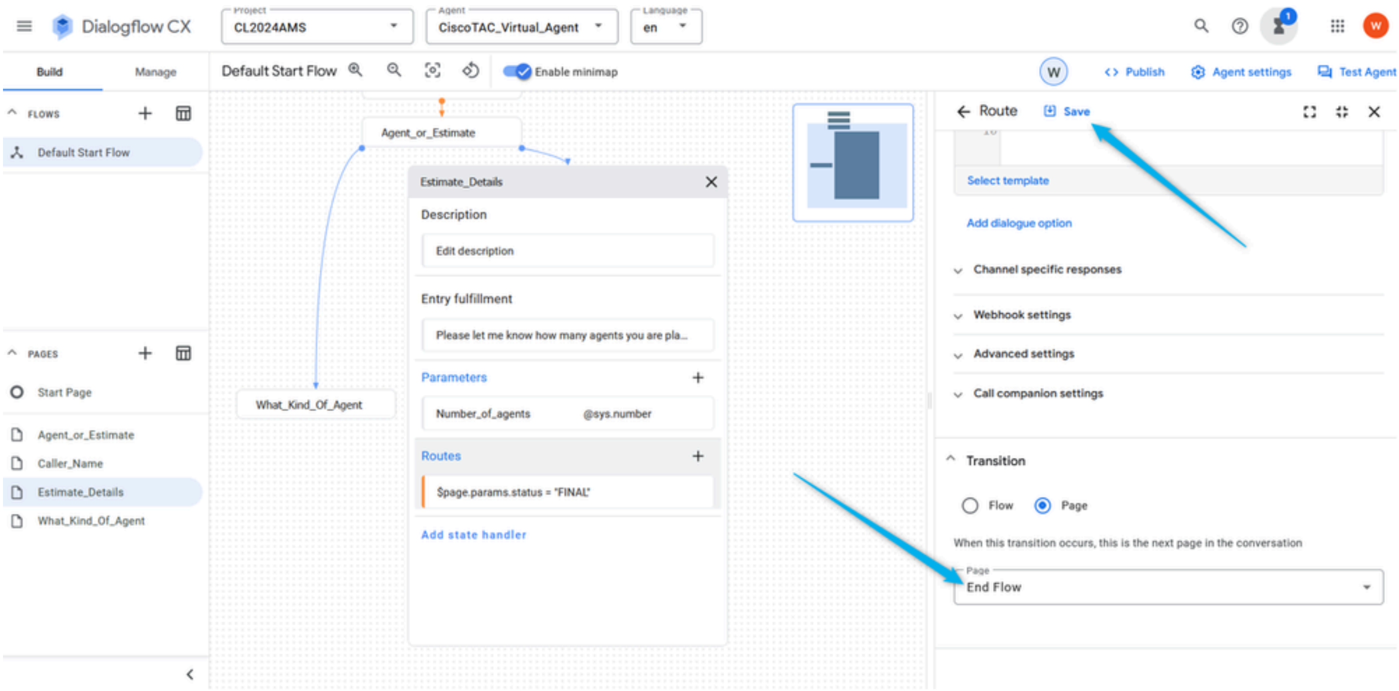
Route — Save

Agent says: I am putting together the estimate request details for $session.params.Number_of_agents agents

Custom payload

```
{
  "Execute_Request": {
    "Data": {
      "Params": {
        "Estimate_Agents_Count":
"$session.params.Number_of_agents"
      }
    }
  }
}
```

Step 6. Scroll more down on the **Route** section and set up **Transition** to **End Flow**.



Estimate_Details

Description: Edit description

Entry fulfillment: Please let me know how many agents you are pla...

Parameters: Number_of_agents @sys.number

Routes: $page.params.status = "FINAL"

Add state handler

Route — Save

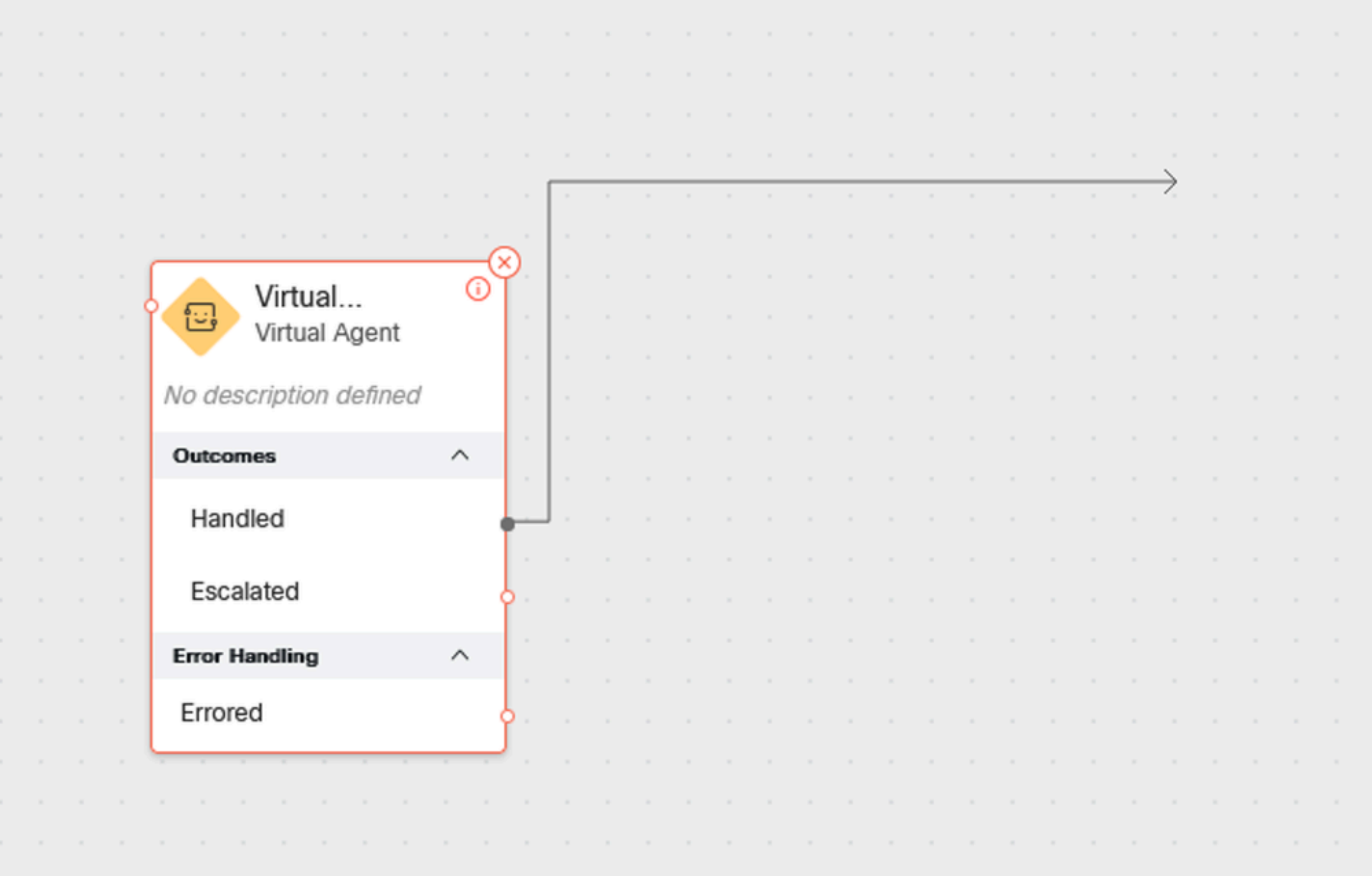
Transition

○ Flow ● Page

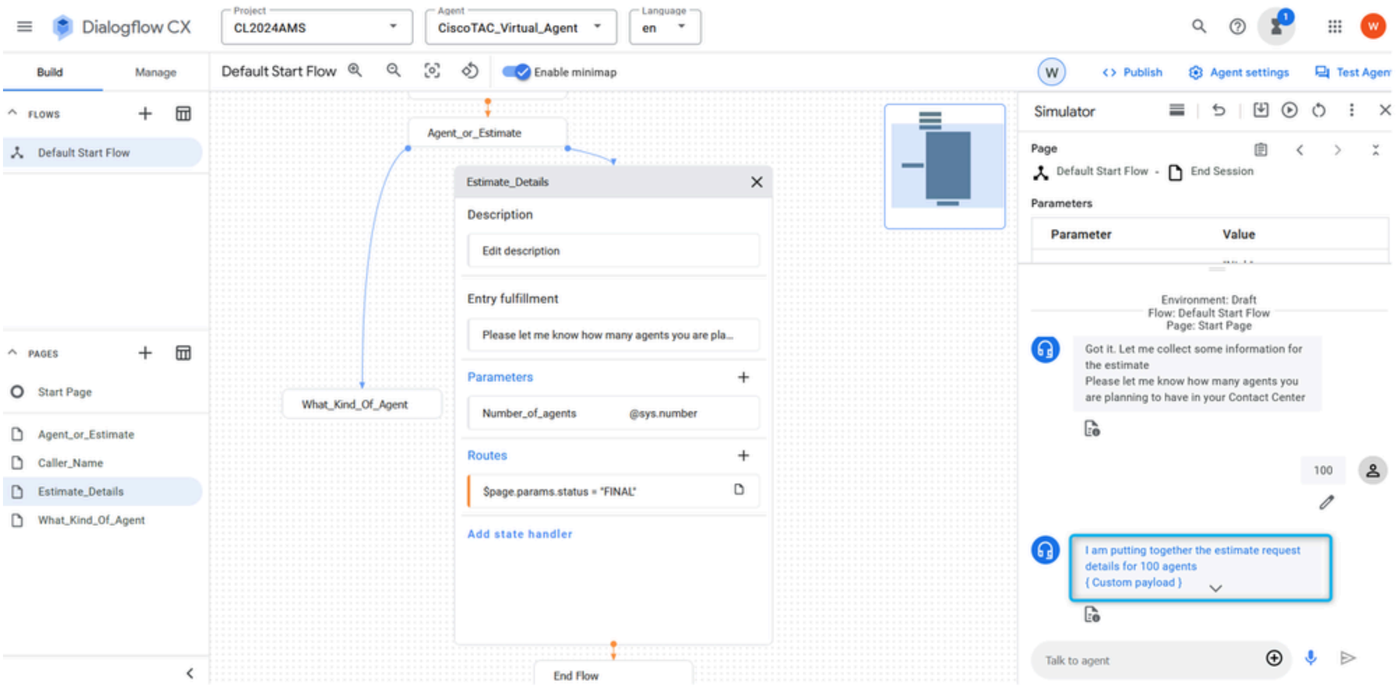
When this transition occurs, this is the next page in the conversation

Page: End Flow

It terminates the session on the Dialogflow side and transfers the call to WxCC where it continues from the **Virtual Agent Handled** path.



Step 7. Test your **Virtual Agent** flow at this point.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Estimate_Details

Description

Edit description

Entry fulfillment

Please let me know how many agents you are pla...

Parameters

Number_of_agents @sys.number

Routes

$page.params.status = "FINAL"

Add state handler

Page: Default Start Flow - End Session

Parameters

Parameter	Value

Environment: Draft
Flow: Default Start Flow
Page: Start Page

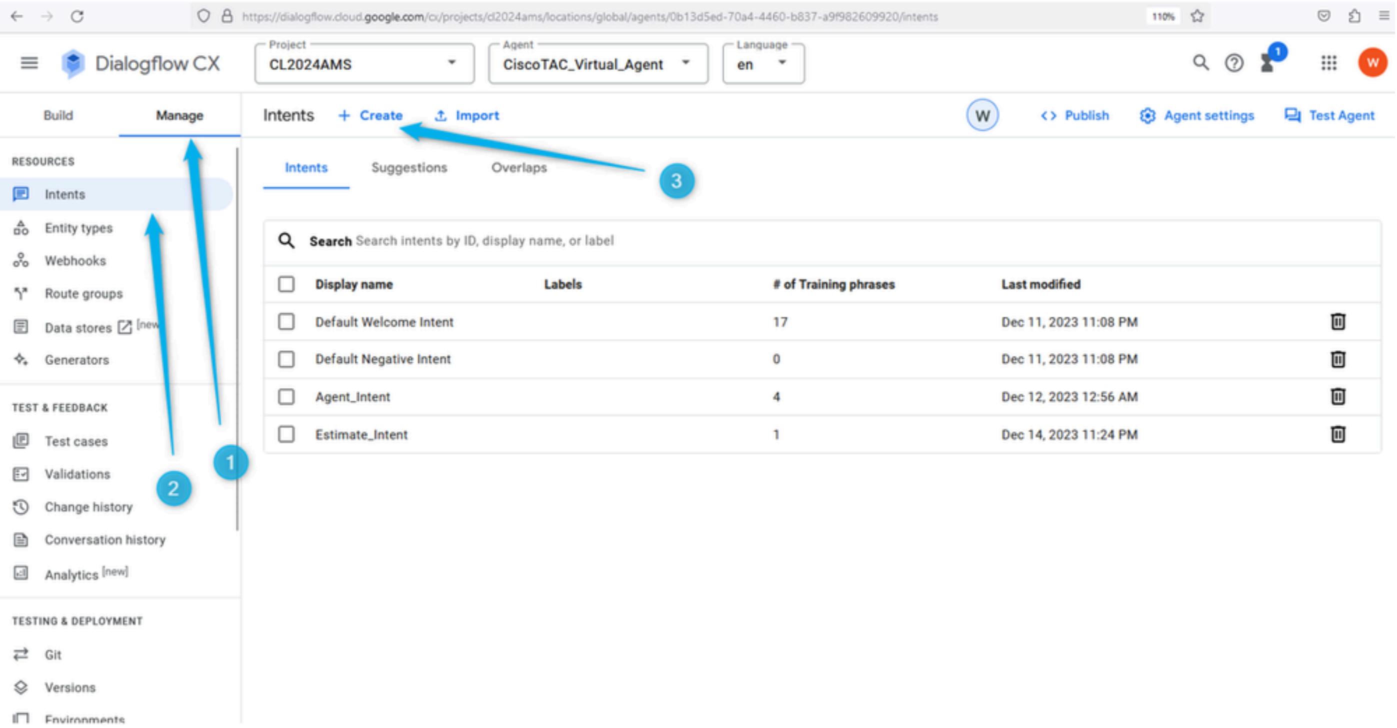
Got it. Let me collect some information for the estimate
Please let me know how many agents you are planning to have in your Contact Center

100

I am putting together the estimate request details for 100 agents
{ Custom payload }

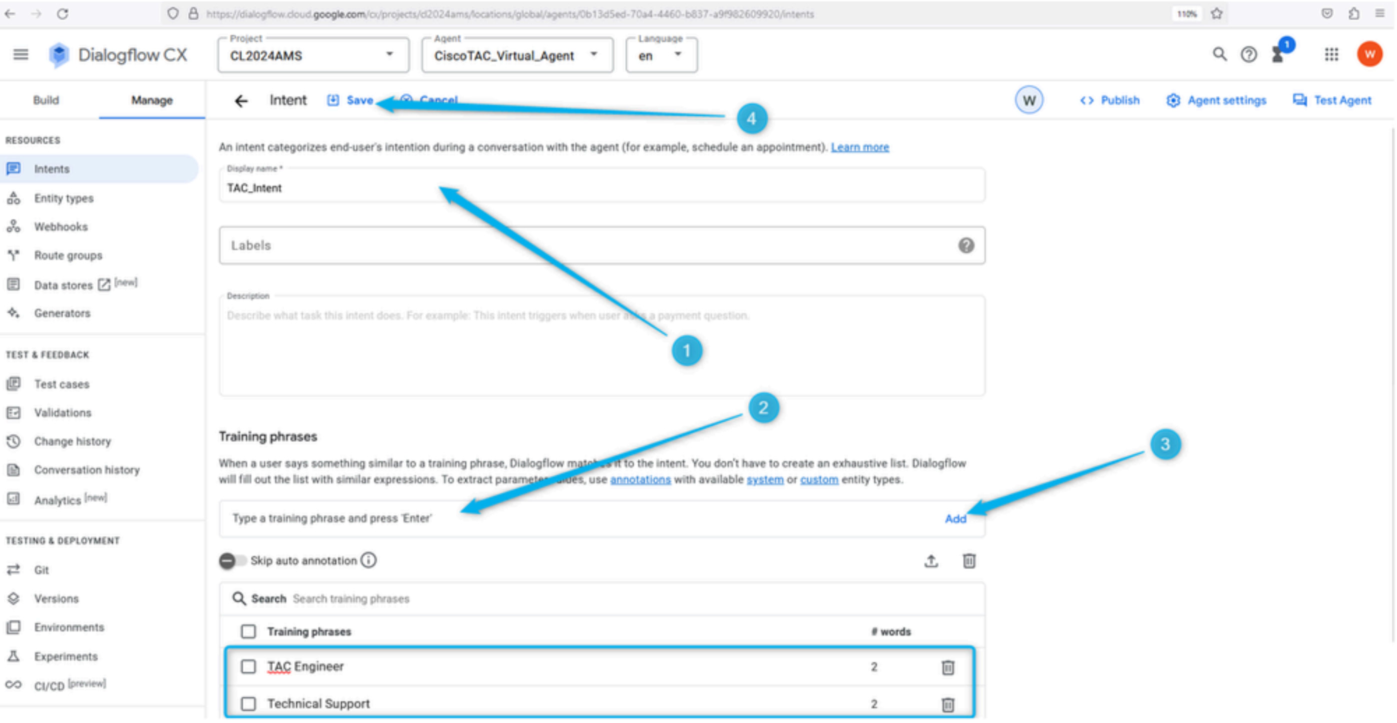
Task 7. Configure Estimate_Details page with Routes.

Step 1. Create two additional intents, **TAC_Intent** and **Sales_Intent**. Click on **Manage**, select Intents from the **Resources** list, and then click on **Create**.



Display name	Labels	# of Training phrases	Last modified
Default Welcome Intent		17	Dec 11, 2023 11:08 PM
Default Negative Intent		0	Dec 11, 2023 11:08 PM
Agent_Intent		4	Dec 12, 2023 12:56 AM
Estimate_Intent		1	Dec 14, 2023 11:24 PM

Name the intent and provide some training phrases. For example, for **TAC_Intent** you can add the phrases like: TAC Engineer, Technical Support.



An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more

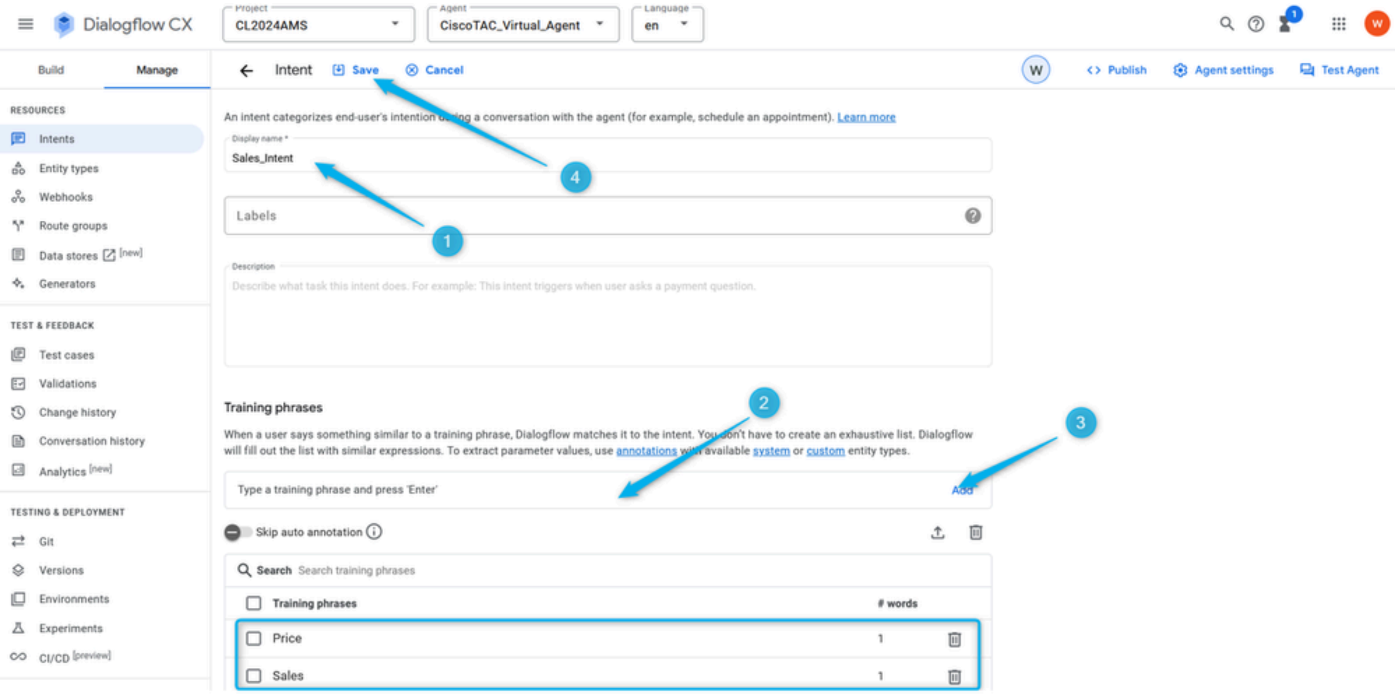
Display name * TAC_Intent

Training phrases

When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity types.

Training phrases	# words
TAC Engineer	2
Technical Support	2

For **Sales_Intent** you can specify something like Price, Sales, and so on.



An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more

Display name * Sales_Intent

Labels

Description: Describe what task this intent does. For example: This intent triggers when user asks a payment question.

Training phrases

When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity types.

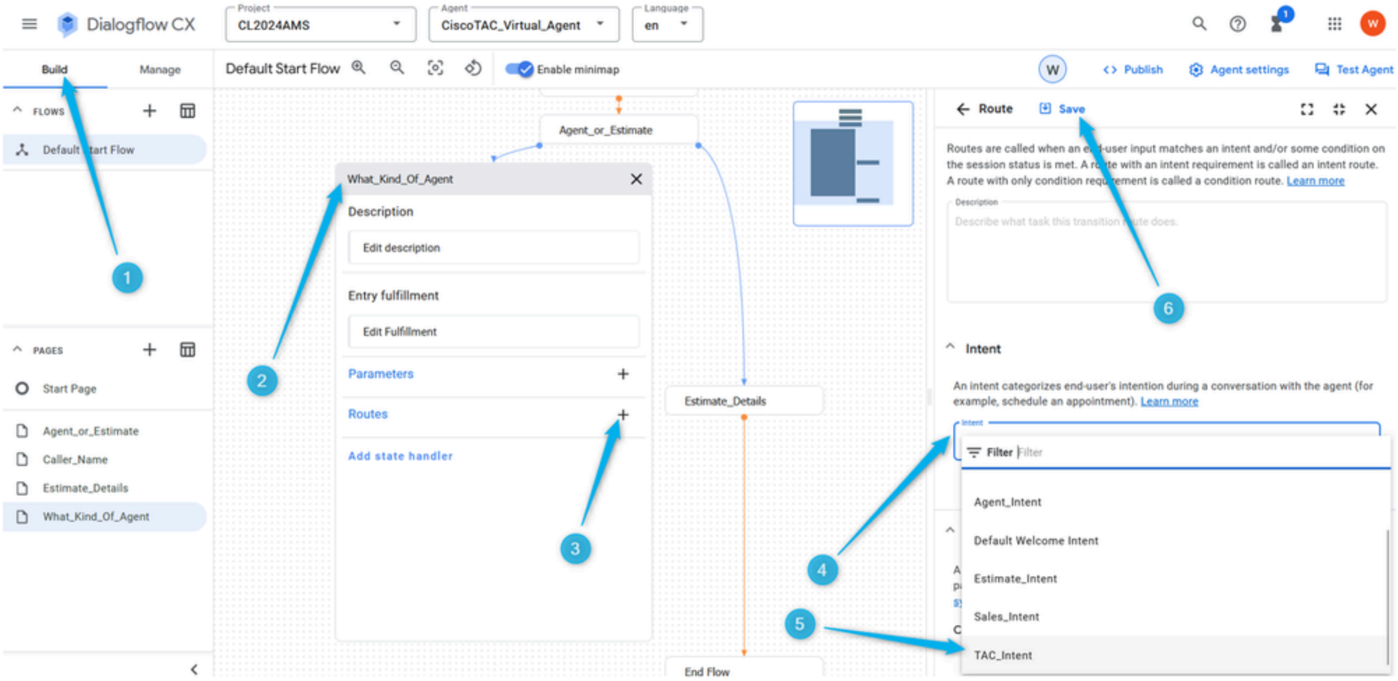
Type a training phrase and press 'Enter' Add

Skip auto annotation

Search Search training phrases

Training phrases	# words
□ Price	1
□ Sales	1

Step 2. Add **Route** for the TAC queue. Go back to the queue and click on the **What_Kind_Of_Agent** page. Then click on **Add New Route** and select the intent you created in the previous step for the TAC queue. Save the route settings.

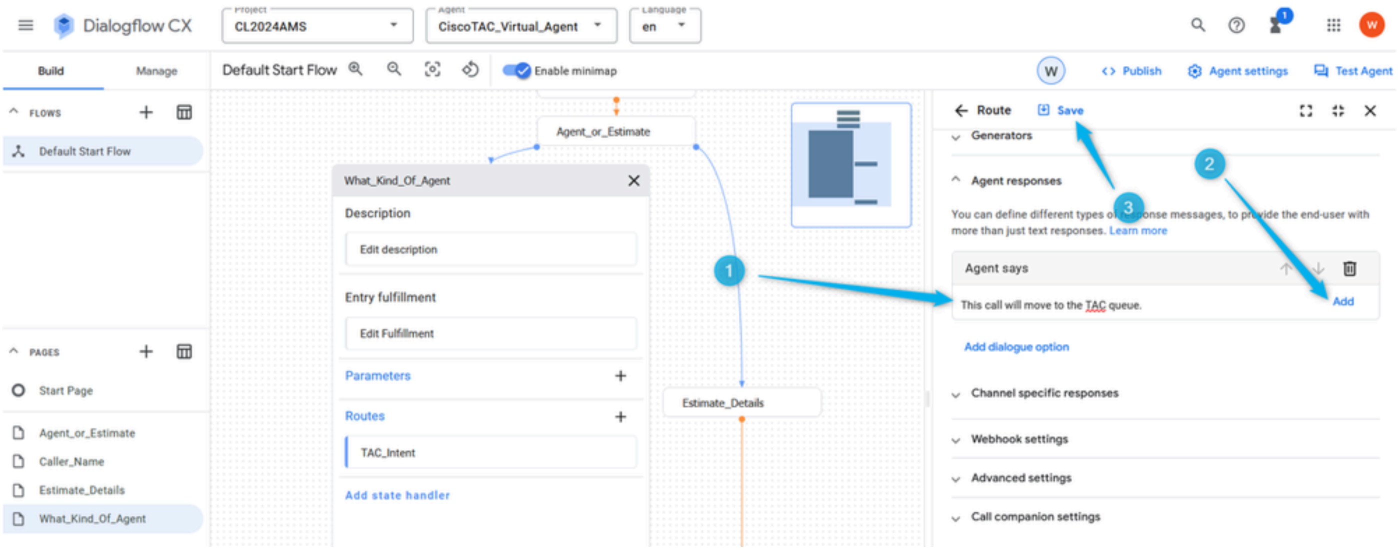


Routes are called when an end-user input matches an intent and/or some condition on the session status is met. A route with an intent requirement is called an intent route. A route with only condition requirement is called a condition route. Learn more

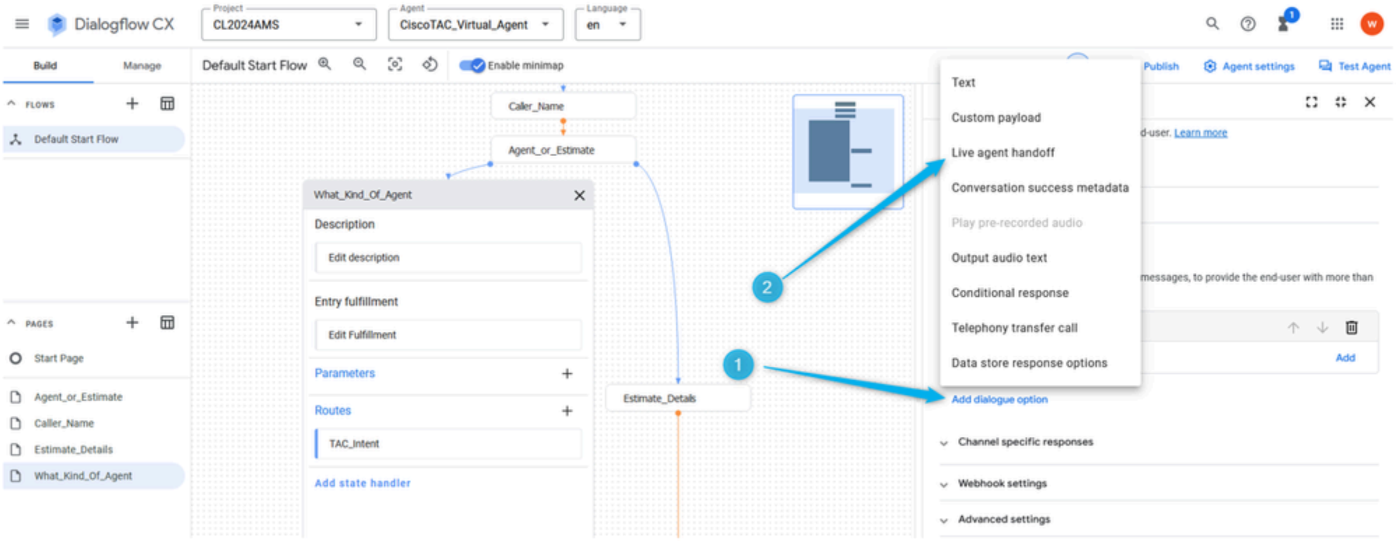
Description: Describe what task this transition route does.

An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more

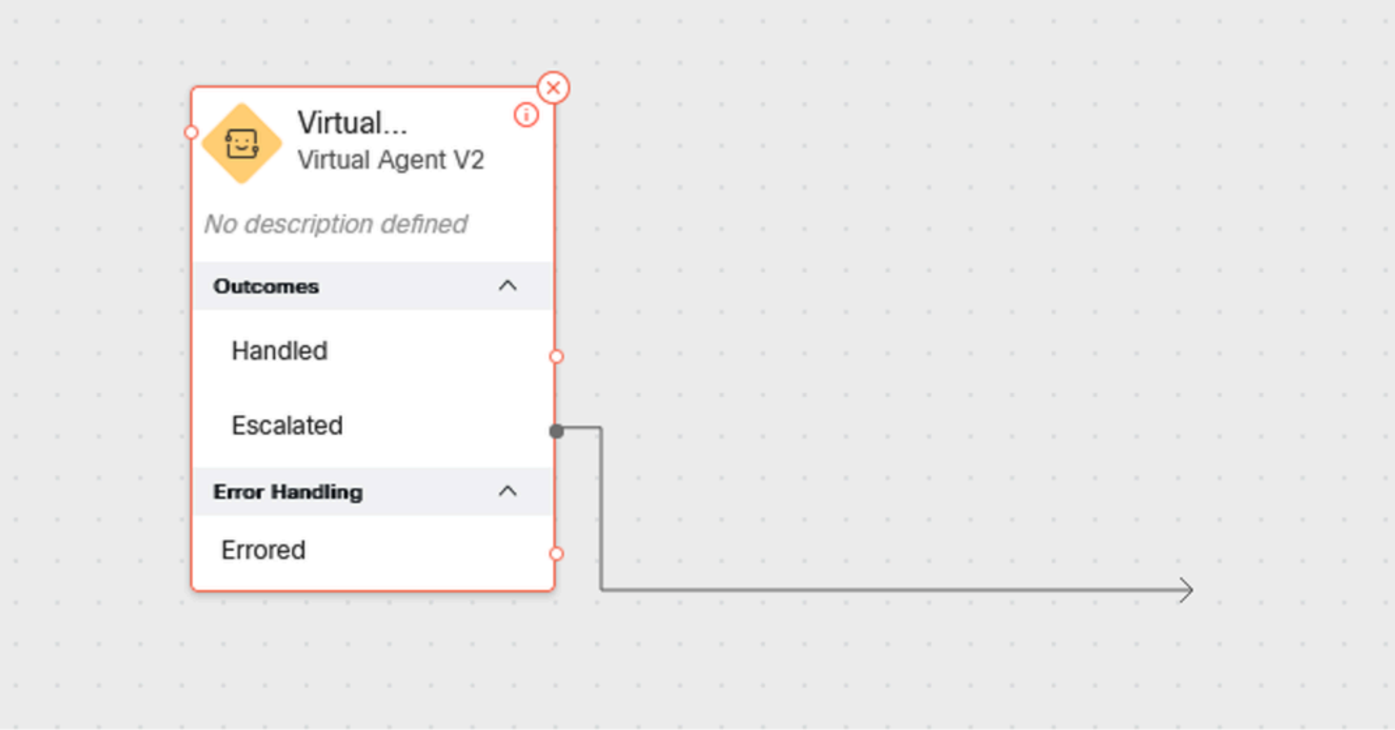
Step 3. Scroll down and add the agent response that the caller hears once the intent is triggered.



Step 4. Add the dialog option to move the call to the live agent by selecting **Live agent handoff** .

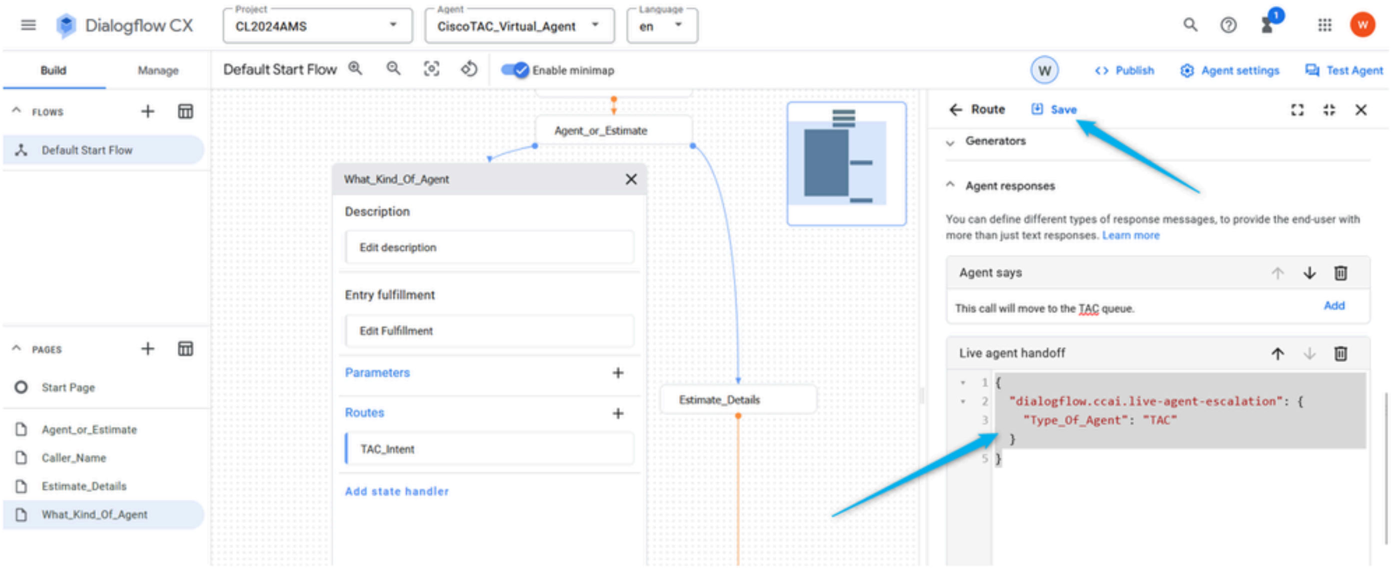


By selecting this option, the call moves out of the **Escalate** output of the **Virtual Agent V2** block in the flow builder.



Step 5. In the **Live agent handoff** payload field, you can add the data in the JSON format which you can later parse in the WxCC flow. In this case, you need to add **Type_Of_Agent (TAC)**. **TAC** which helps you to make the routing decision to the correct queue in the flow.

```
{
  "dialogflow.ccai.live-agent-escalation": {
    "Type_Of_Agent": "TAC"
  }
}
```



You can define different types of response messages, to provide the end-user with more than just text responses.

Agent says

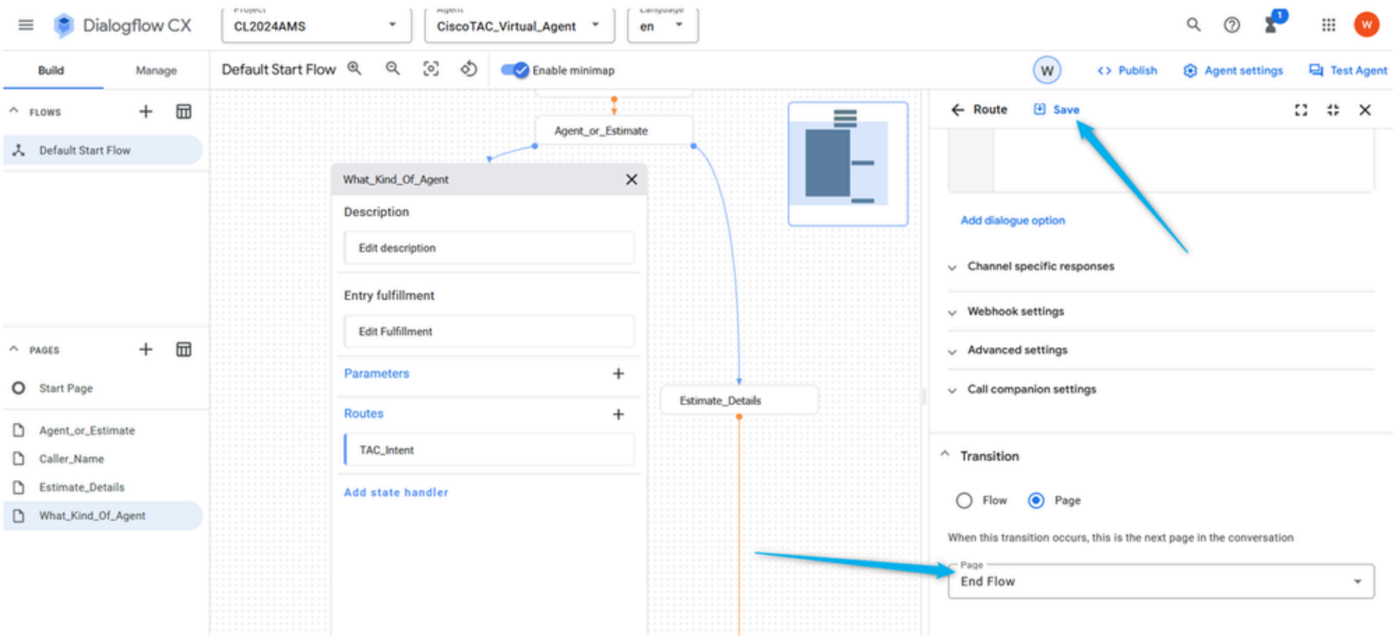
This call will move to the TAC queue.

Add

Live agent handoff

```
{
  "dialogflow.ccai.live-agent-escalation": {
    "Type_Of_Agent": "TAC"
  }
}
```

Step 6. End the flow on the Dialogflow side once the call is moved to the WxCC flow.

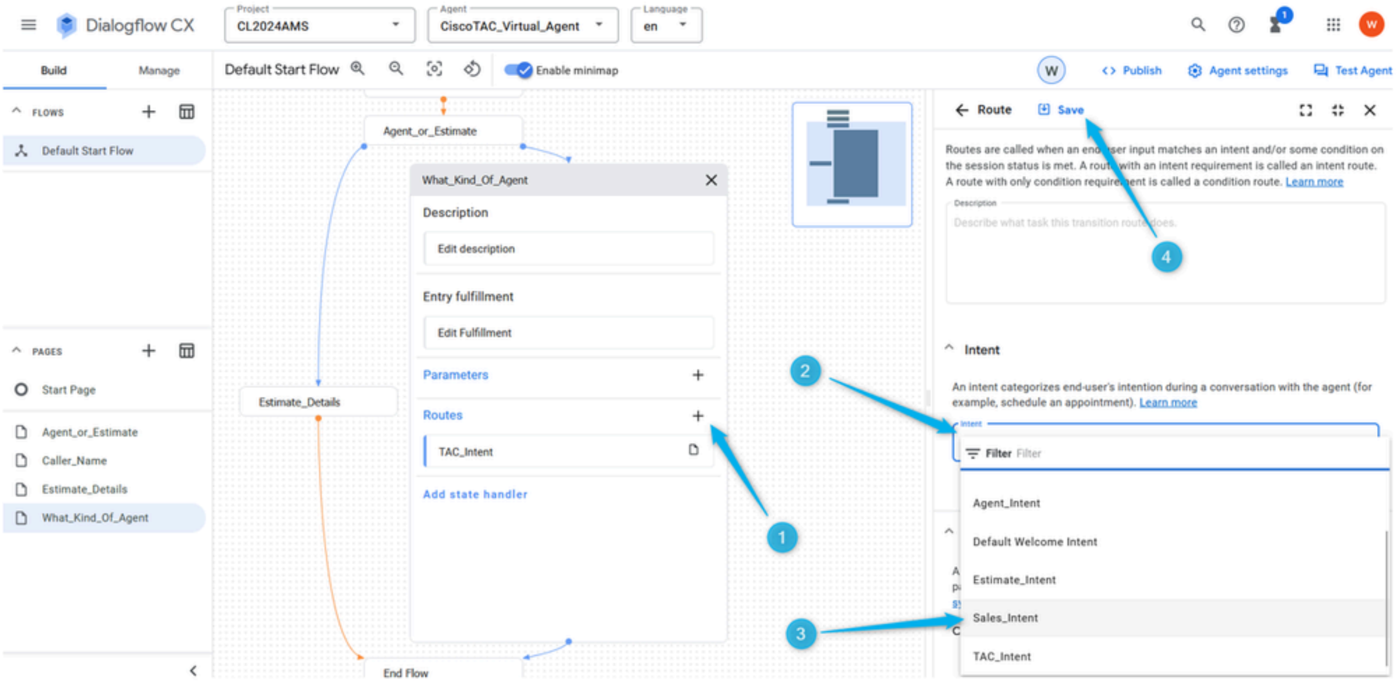


○ Flow ● Page

When this transition occurs, this is the next page in the conversation

Page: End Flow

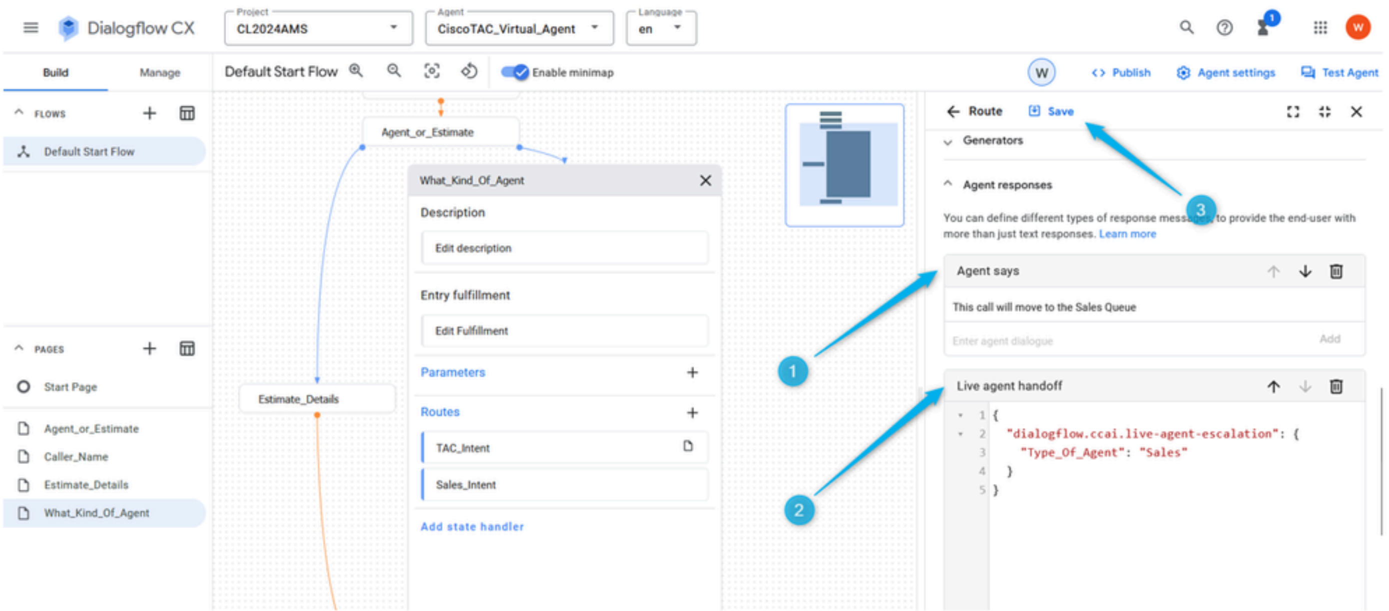
Step 7. Do the same steps to configure the **Route** for the **Sales** queue. Click on **Add New Route**. Select **Sales_Intent** and save the **Route** settings.



Routes are called when an end-user input matches an intent and/or some condition on the session status is met. A route with an intent requirement is called an intent route. A route with only condition requirement is called a condition route. Learn more

An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more

Step 8. Add the **Agent** response and **Live agent handoff** dialog option.

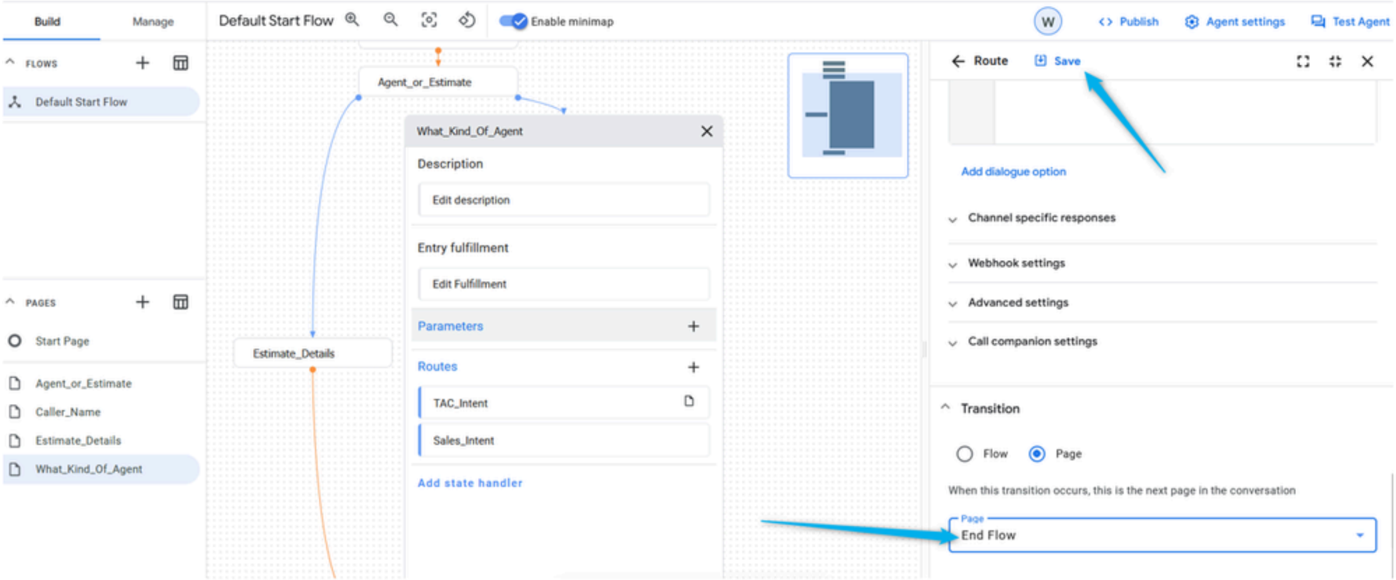


You can define different types of response messages to provide the end-user with more than just text responses. Learn more

This call will move to the Sales Queue

```
{
  "dialogflow.ccai.live-agent-escalation": {
    "Type_Of_Agent": "Sales"
  }
}
```

Step 9. End the flow for this page once the intent is triggered and the call is moved to the WxCC flow.

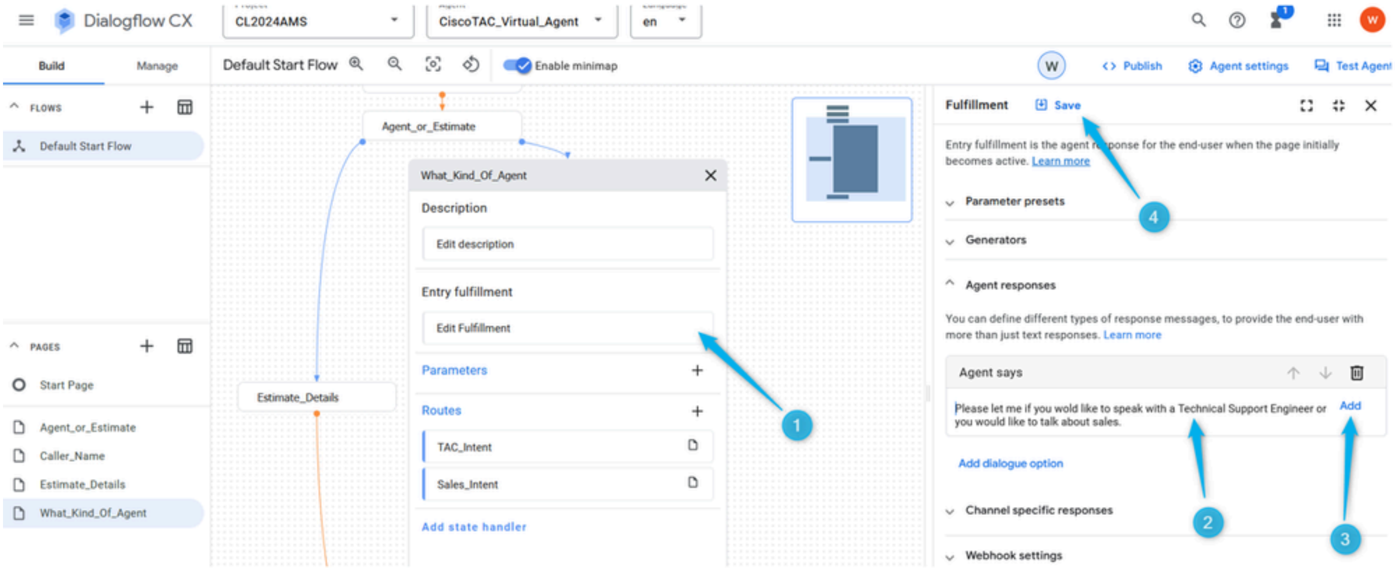


○ Flow ● Page

When this transition occurs, this is the next page in the conversation

Page: End Flow

Step 10. Add the **Entry Fulfillment** to the **What_Kind_Of_Agent** page so the caller knows what kind of answer the **Virtual Agent** expects. Click on the **Entry Fulfillment** field and type, please let me if you would like to speak with a Technical Support Engineer or you would like to talk about sales.



Entry fulfillment is the agent response for the end-user when the page initially becomes active. Learn more

You can define different types of response messages, to provide the end-user with more than just text responses. Learn more

Please let me if you wold like to speak with a Technical Support Engineer or you would like to talk about sales.

Step 11. Test your Virtual Agent.

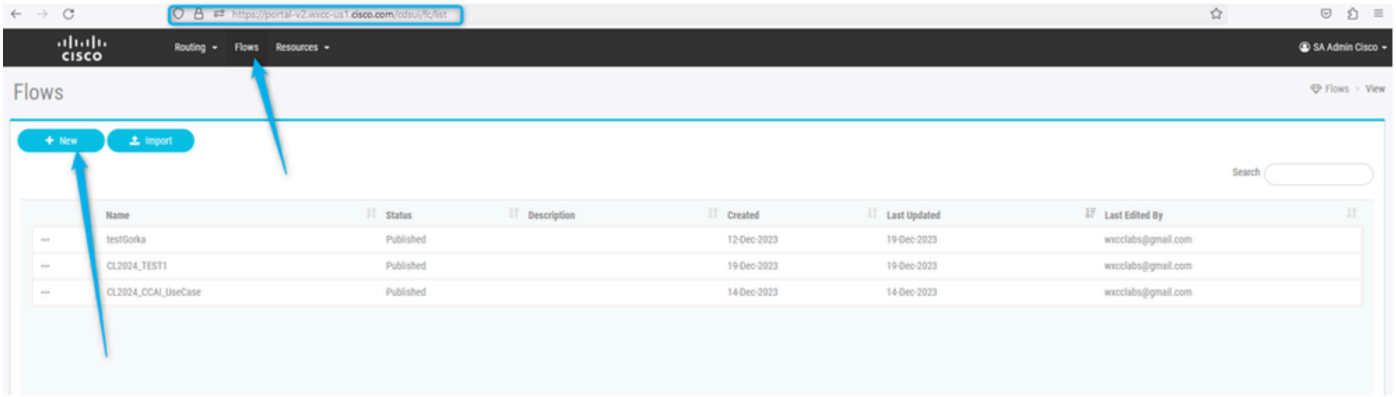
Configure Flow with Virtual Agent in Webex Contact Center Management Portal

Objectives

In this section, you can see how to build flow in Webex Contact Center Flow Builder with the **Virtual Agent** block which moves the call to queue with live agents or to estimate branch where data about the number of agents for the estimate can be extracted and used for **Analyzer** report.

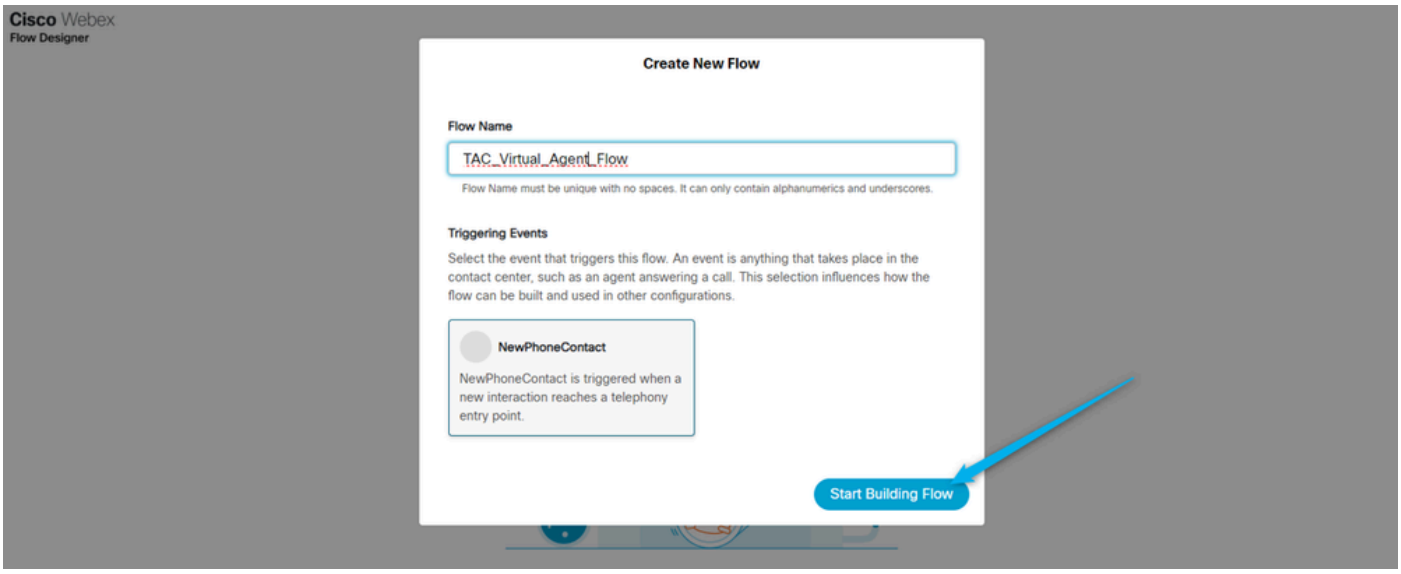
Task 1. Create new flow.

Step 1. In the Webex Contact Center Admin portal open up the **Routing Strategy Module** and **Create New Flow** entry window.



Name	Status	Description	Created	Last Updated	Last Edited By
testGorka	Published		12-Dec-2023	19-Dec-2023	wxcclabs@gmail.com
CL2024_TEST1	Published		19-Dec-2023	19-Dec-2023	wxcclabs@gmail.com
CL2024_CCAI_UseCase	Published		14-Dec-2023	14-Dec-2023	wxcclabs@gmail.com

Step 2. Call the flow {Your Name}_Virtual_Agent_Flow .



Create New Flow

Flow Name

TAC_Virtual_Agent_Flow

Flow Name must be unique with no spaces. It can only contain alphanumerics and underscores.

Triggering Events

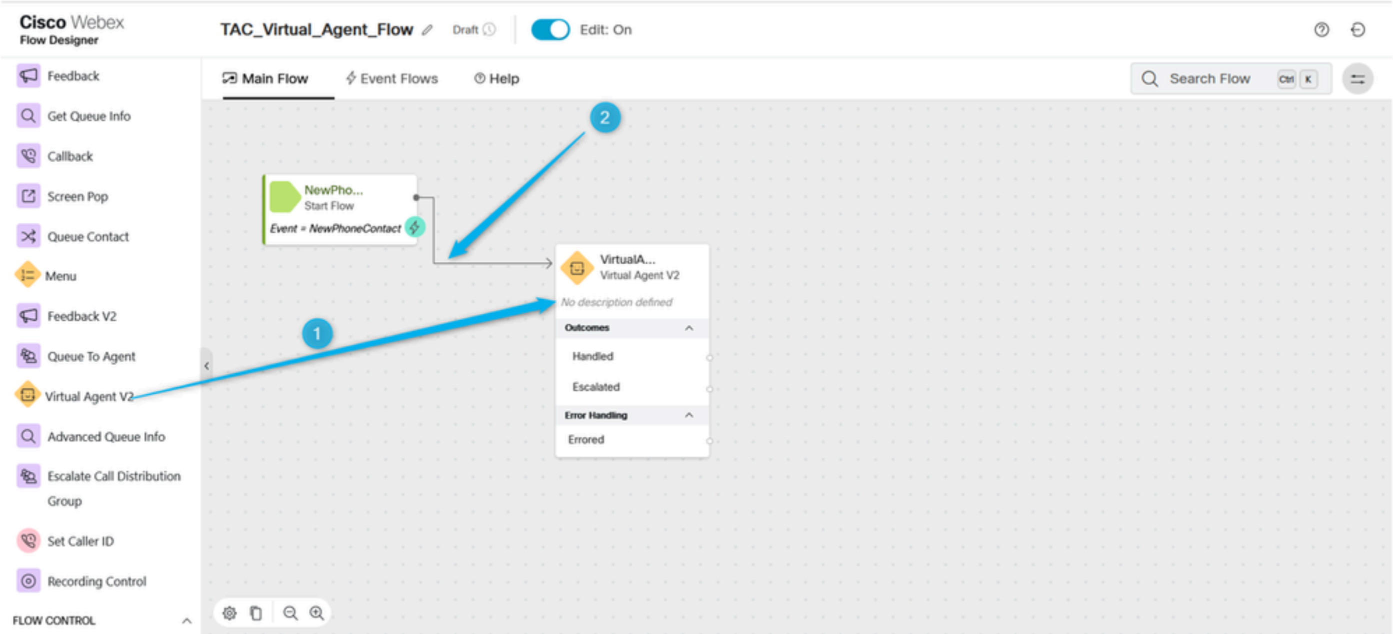
Select the event that triggers this flow. An event is anything that takes place in the contact center, such as an agent answering a call. This selection influences how the flow can be built and used in other configurations.

NewPhoneContact

NewPhoneContact is triggered when a new interaction reaches a telephony entry point.

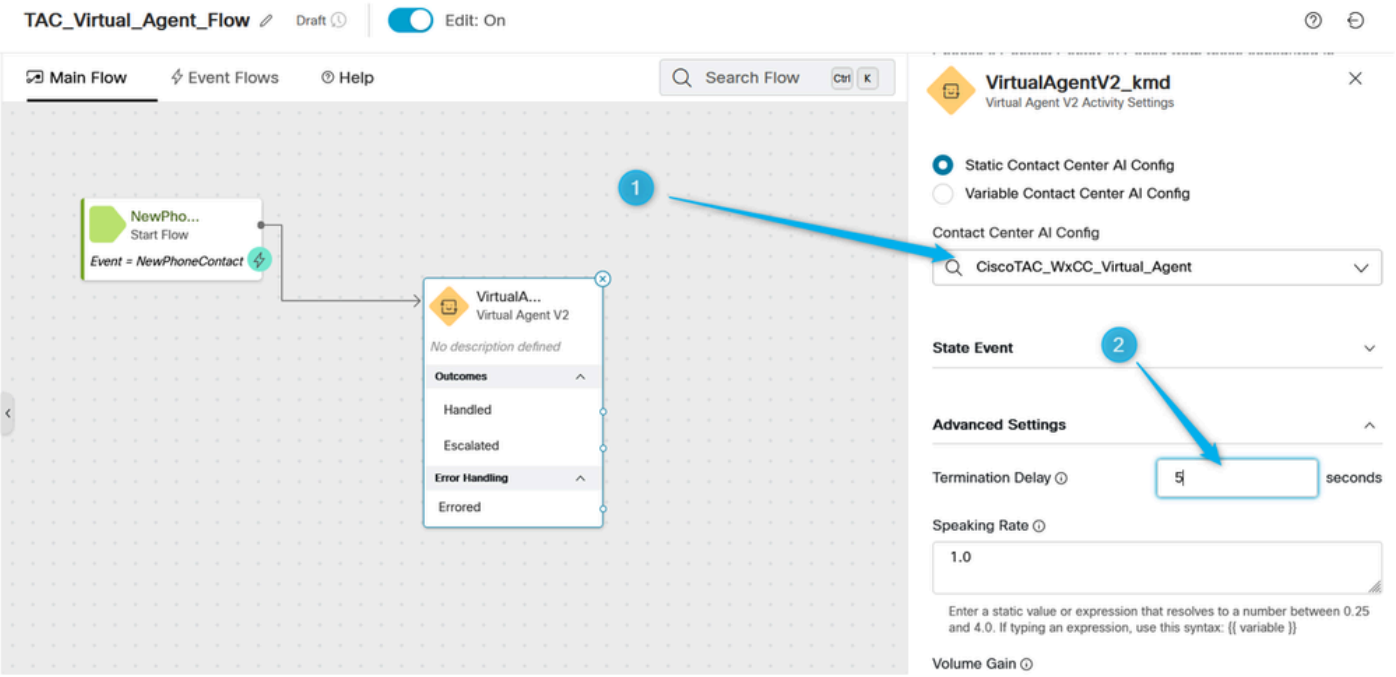
Task 2. Configured Handled path to extract estimate data for the Analyzer report.

Step 1. Move the **Virtual Agent V2** to the flow and connect it with the **NewPhoneContact** block.



Step 2. Click on **Virtual Agent V2** block and under the block settings select **Contact Center AI Config** which you created earlier or use the preconfigured **Virtual Agent** Dan_User1_Virtual_Agent. Also, click **Advanced Settings** and increase the **Termination Delay** time from 3 to 5 seconds.

Note: **Termination Delay** is the time range that must be set to allow completion of the audio prompt from the **Virtual Agent** in Dialogflow before the contacts move to the Webex Contact Center. For example, if in Dialogflow VA config there is a long response before the call goes to **Live agent handoff**, it cuts the response not finished and the call moves to the queue.



● Static Contact Center AI Config
○ Variable Contact Center AI Config

Contact Center AI Config: CiscoTAC_WxCC_Virtual_Agent

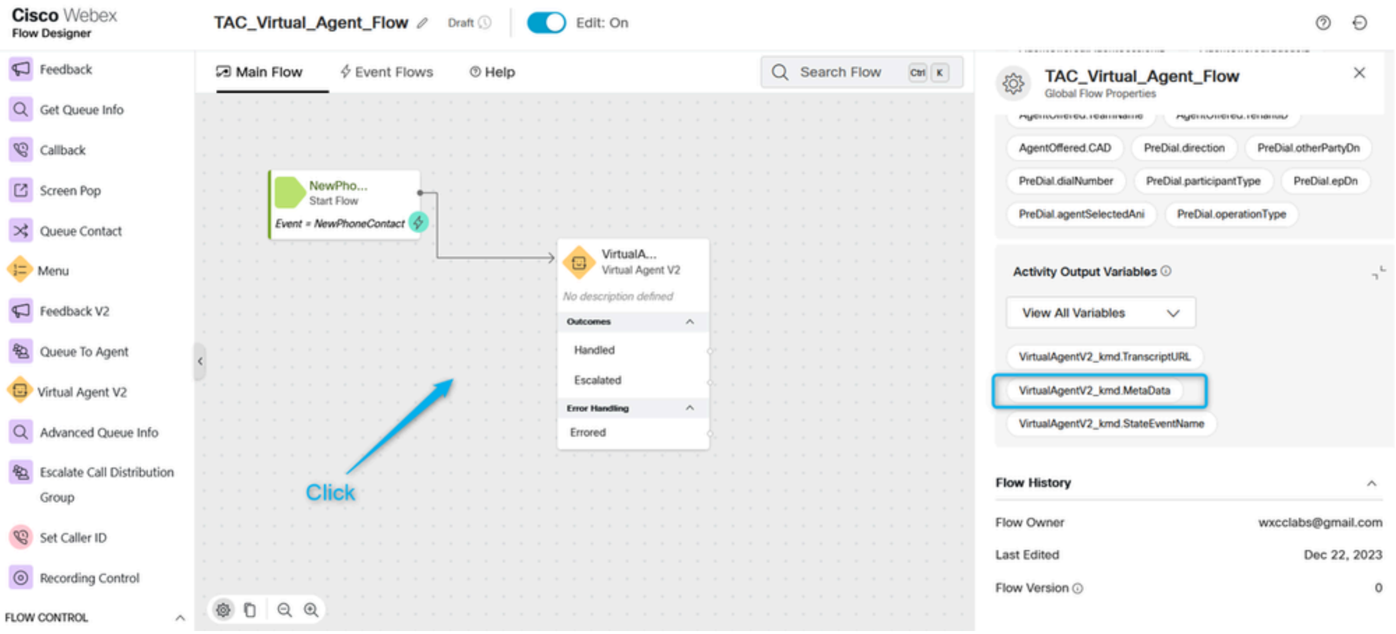
Termination Delay: 5 seconds

Speaking Rate: 1.0

Enter a static value or expression that resolves to a number between 0.25 and 4.0. If typing an expression, use this syntax: {{ variable }}

Step 3. (Informational only) Understand how the call-related data is moving from Dialogflow to Webex Contact Center.

When the conversation is transferred from Dialogflow to WxCC, it creates some output variable with data in JSON format which has been generated in the Dialogflow portal while the caller was interacting with the **Virtual Agent**. One of the output variables is **VirtualAgentV2.MetaData**. You can see it by clicking anywhere on the grey area in the **Flow Builder** and scroll down on the right window. This output variable contains the data you specified in the **Custom payload**.

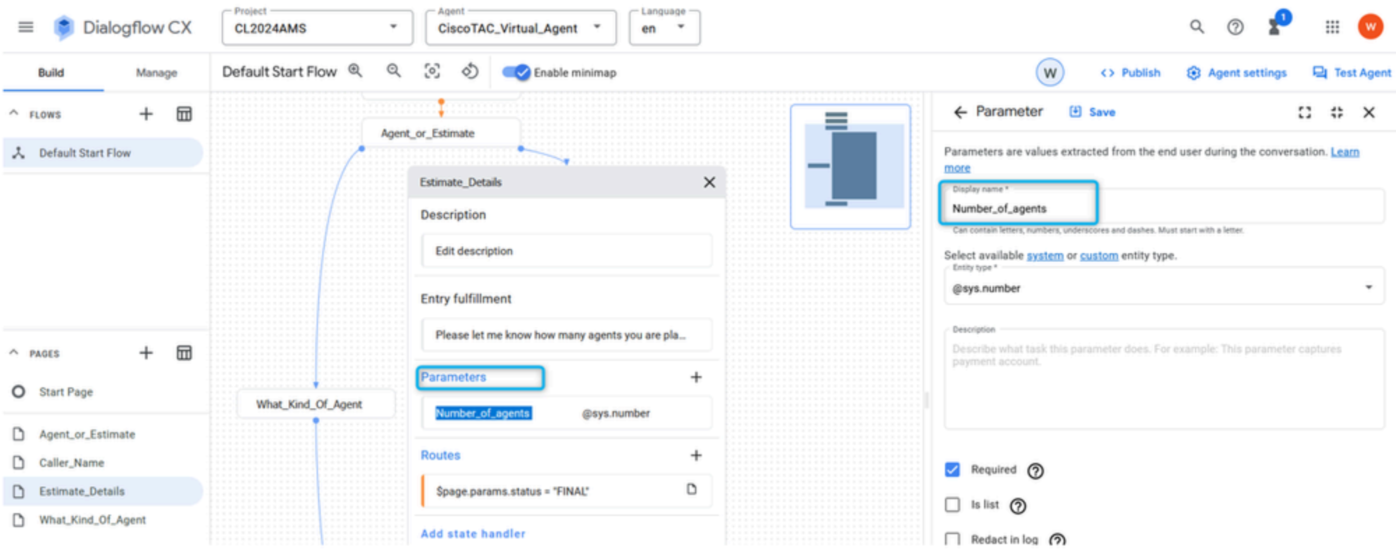


Flow Owner: wxcclabs@gmail.com

Last Edited: Dec 22, 2023

Flow Version: 0

The goal here is to extract the information about how many agents the caller requested for the estimate. In the previous section, you have created the parameter with the name **Number_of_Agents**.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Estimate_Details

Description: Edit description

Entry fulfillment: Please let me know how many agents you are pla...

Parameters: Number_of_agents @sys.number

Routes: $page.params.status = "FINAL"

Parameter

Parameters are values extracted from the end user during the conversation. Learn more

Display name *: Number_of_agents

Can contain letters, numbers, underscores and dashes. Must start with a letter.

Select available system or custom entity type.

Entity type *: @sys.number

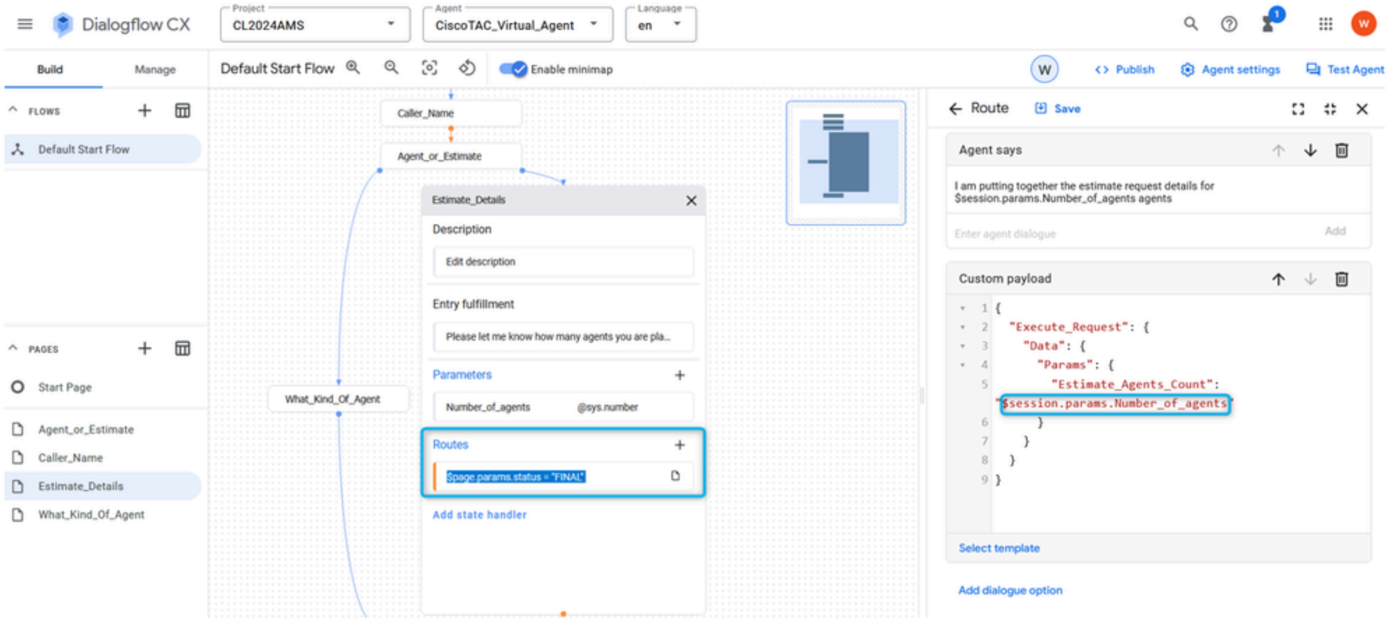
Description: Describe what task this parameter does. For example: This parameter captures payment account.

☑ Required

□ Is list

□ Redact in log

And you configure the **Route** with **Custom payload** where once the parameter is filled, the value of the parameter is assigned to the key **Estimate_Agents_Count** and then the call is moved to WxCC side.



Project: CL2024AMS

Agent: CiscoTAC_Virtual_Agent

Language: en

Estimate_Details

Description: Edit description

Entry fulfillment: Please let me know how many agents you are pla...

Parameters: Number_of_agents @sys.number

Routes: $page.params.status = "FINAL"

Route

Agent says

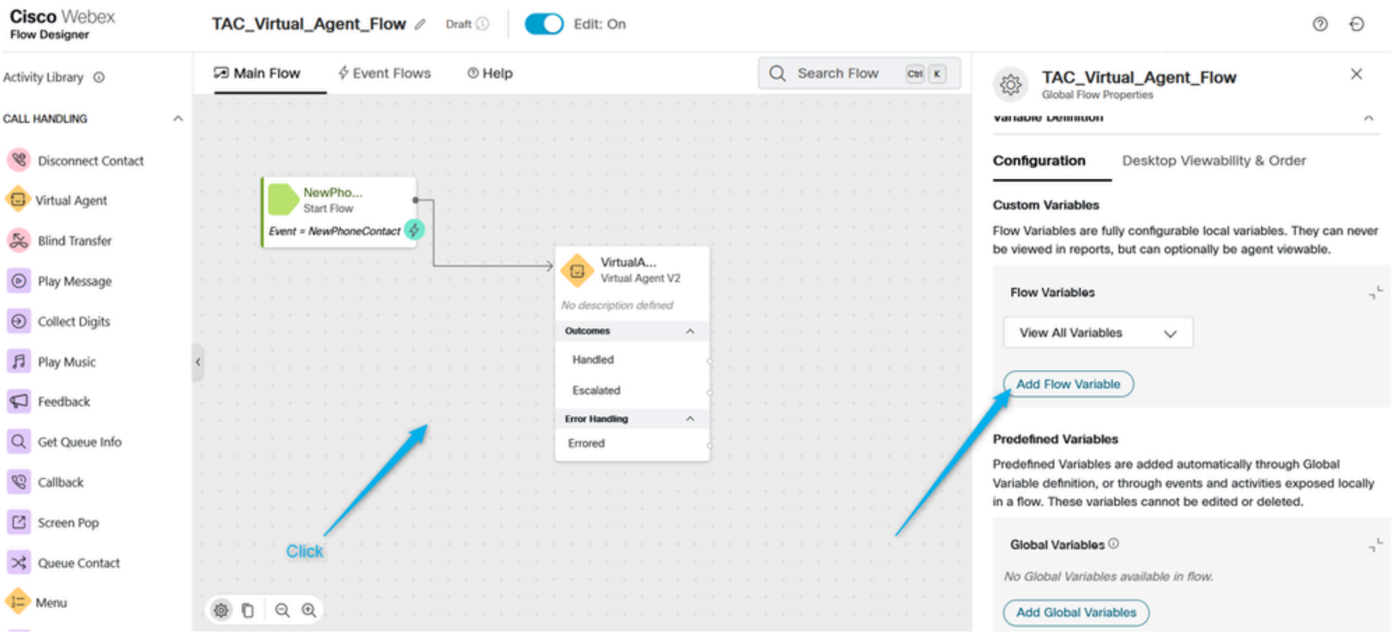
I am putting together the estimate request details for $session.params.Number_of_agents agents

Enter agent dialogue

Custom payload

```
{
  "Execute_Request": {
    "Data": {
      "Params": {
        "Estimate_Agents_Count":
"$session.params.Number_of_agents"
      }
    }
  }
}
```

Step 4. Configure **Virtual Agent Handled** path to extract the estimate data and associate it with **Global Variable**. By parsing JSON data from the **VirtualAgentV2_MetaData** variable you can extract the value of the **Number_of_Agents** parameter value and assign it to the new variable on the WxCC environment. You also want the variable to be reportable, so you need to use a **Global Variable**. While in WxCC flow builder, cick anywhere on the grey area, and on the right window click on **Add Global Variable**.



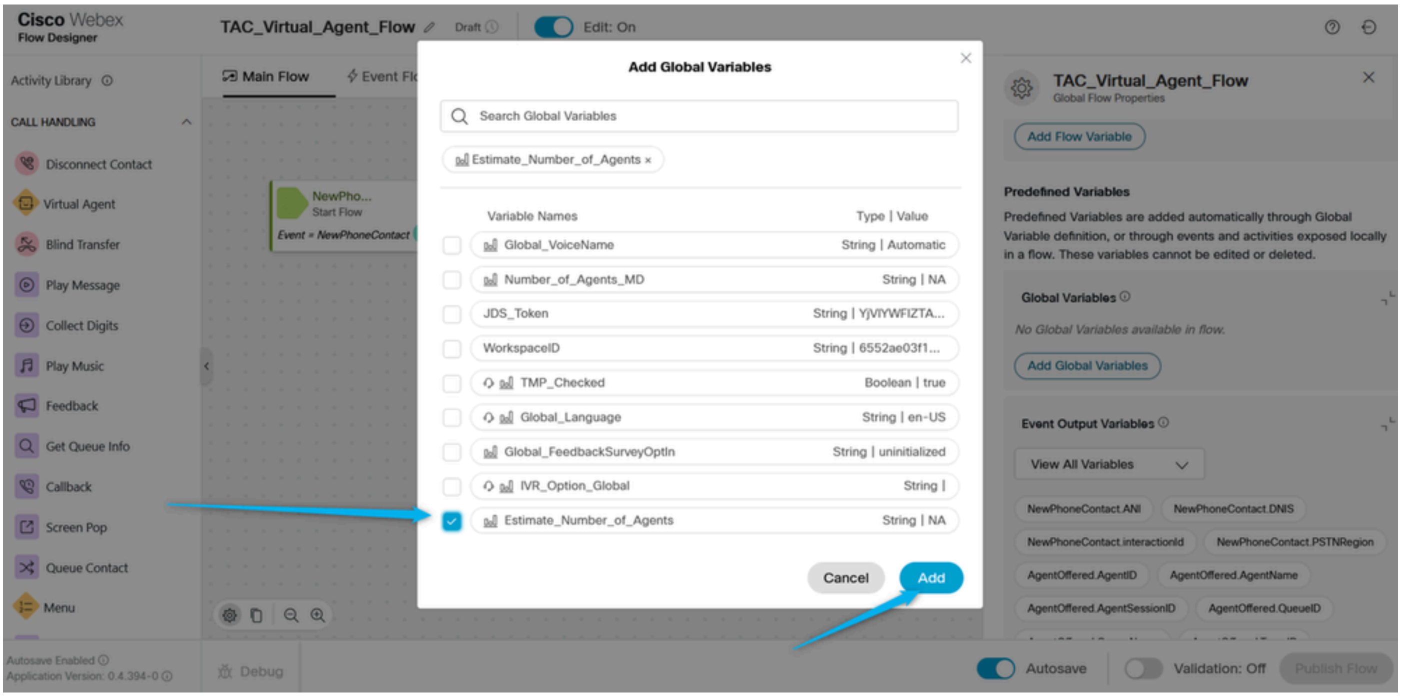
Custom Variables

Flow Variables are fully configurable local variables. They can never be viewed in reports, but can optionally be agent viewable.

Predefined Variables

Predefined Variables are added automatically through Global Variable definition, or through events and activities exposed locally in a flow. These variables cannot be edited or deleted.

The **Global Variable Estimate_Number_of_Agents** needs to be created earlier in the WxCC Admin Portal. Then you just need to select it and click Add. This makes this **Global Variable** available for you to use in your flow.

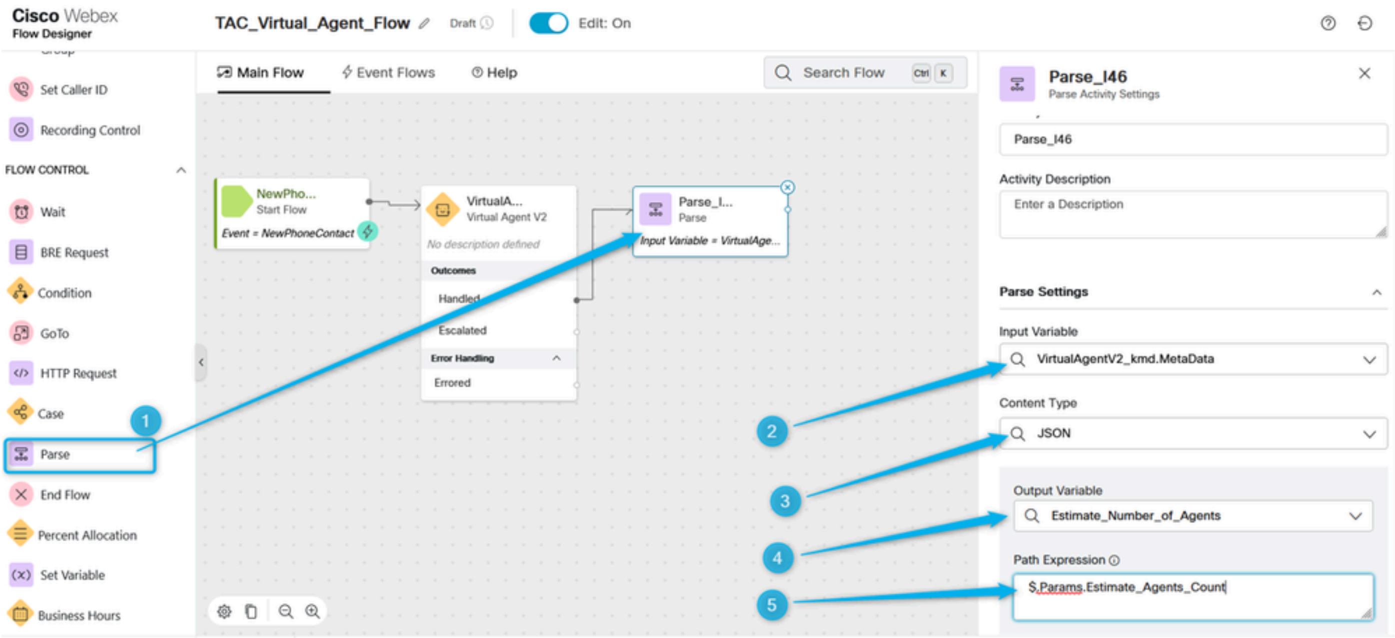


	Variable Names	Type | Value
□	Global_VoiceName	String | Automatic
□	Number_of_Agents_MD	String | NA
□	JDS_Token	String | YjVlYWFIZTA...
□	WorkspaceID	String | 6552ae03f1...
□	TMP_Checked	Boolean | true
□	Global_Language	String | en-US
□	Global_FeedbackSurveyOptIn	String | uninitialized
□	IVR_Option_Global	String |
☑	Estimate_Number_of_Agents	String | NA

Predefined Variables

Predefined Variables are added automatically through Global Variable definition, or through events and activities exposed locally in a flow. These variables cannot be edited or deleted.

Step 5. Add the **Parse** node. In the **Parse** node select **VirtualAgentV2.MetaData** as the **Input Variable**, select from the list the **Global Variable** you added to the flow in the previous step as the **Output Variable**, and use this next string to parse the JSON data $.Params.Estimate_Agents_Count.



Parse_I46
Parse Activity Settings

Parse_I46

Activity Description: Enter a Description

Parse Settings

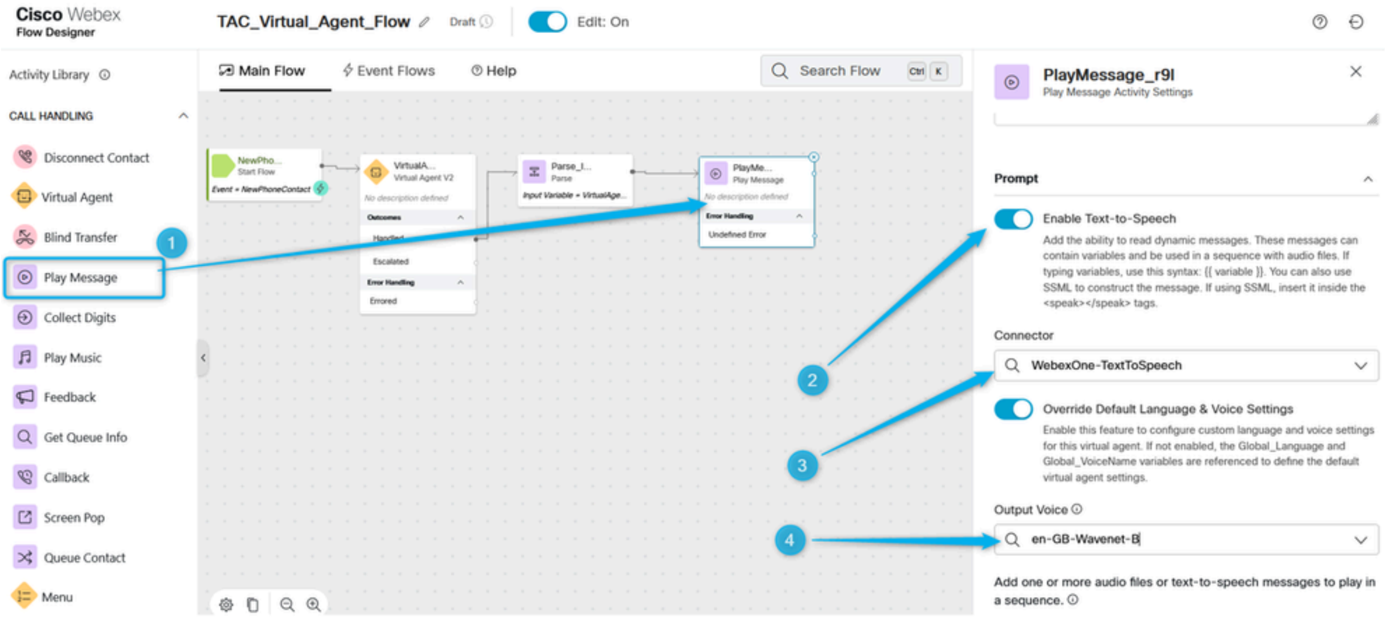
Input Variable: VirtualAgentV2_kmd.MetaData

Content Type: JSON

Output Variable: Estimate_Number_of_Agents

Path Expression: $.Params.Estimate_Agents_Count

Step. 6. Use the **Play Message** node to validate the result and notify the caller. Add the **Play Message** node, **Enable Text-to-Speech** feature, select the TTS connector and choose **Output Voice** from the list.



PlayMessage_r9I
Play Message Activity Settings

Prompt

Enable Text-to-Speech: On

Add the ability to read dynamic messages. These messages can contain variables and be used in a sequence with audio files. If typing variables, use this syntax: {{ variable }}. You can also use SSML to construct the message. If using SSML, insert it inside the <speak></speak> tags.

Connector: WebexOne-TextToSpeech

Override Default Language & Voice Settings: On

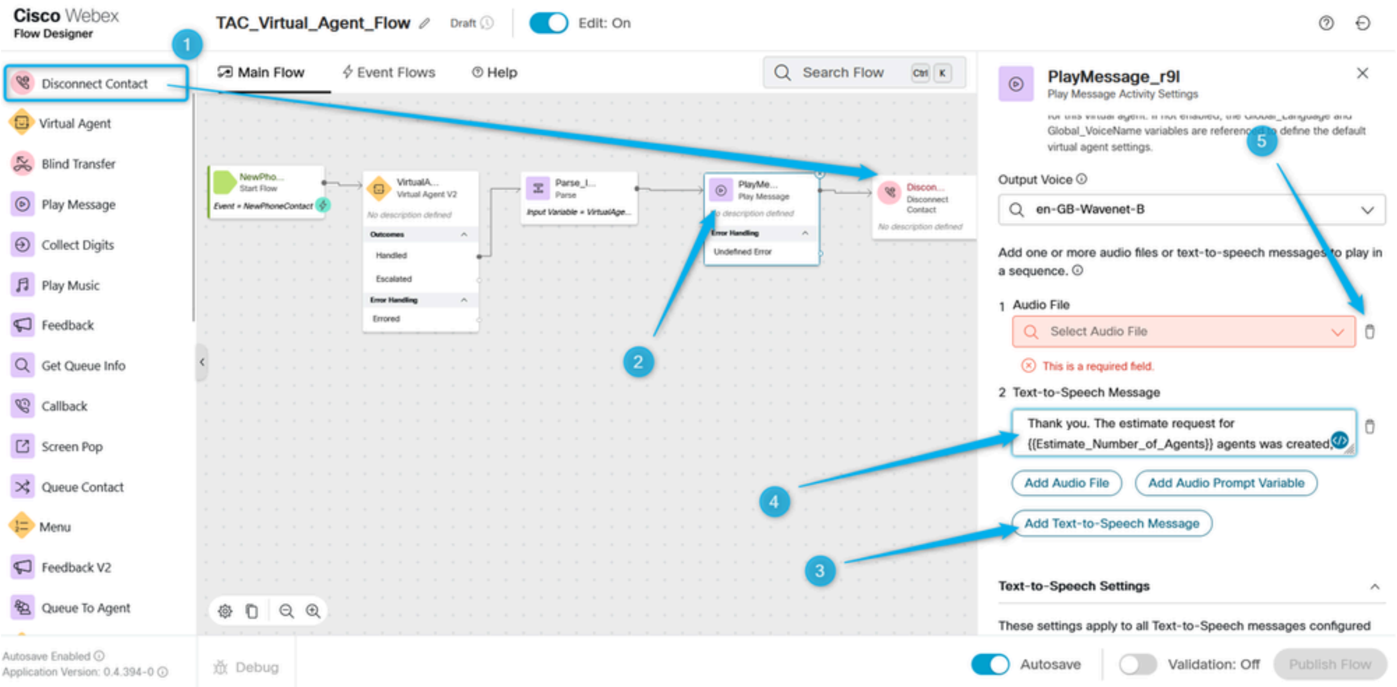
Enable this feature to configure custom language and voice settings for this virtual agent. If not enabled, the Global_Language and Global_VoiceName variables are referenced to define the default virtual agent settings.

Output Voice: en-GB-Wavenet-B

Add one or more audio files or text-to-speech messages to play in a sequence.

Step 7. Add **Disconnect Contact** node. Then click in the **Play Message** again, and add this Text-to-Speech Message, in the TTS field type, thank you. The estimate request for **{{Estimate_Number_of_Agents}}** agents was created, and your team can reach out to you soon with the results.

Delete the **Audio File** option and publish the flow.



PlayMessage_r9l
Play Message Activity Settings

for this virtual agent. If not enabled, the Global_Language and Global_VoiceName variables are referenced to define the default virtual agent settings.

Output Voice: en-GB-Wavenet-B

Add one or more audio files or text-to-speech messages to play in a sequence.

1 Audio File: Select Audio File
This is a required field.

2 Text-to-Speech Message: Thank you. The estimate request for {{Estimate_Number_of_Agents}} agents was created.

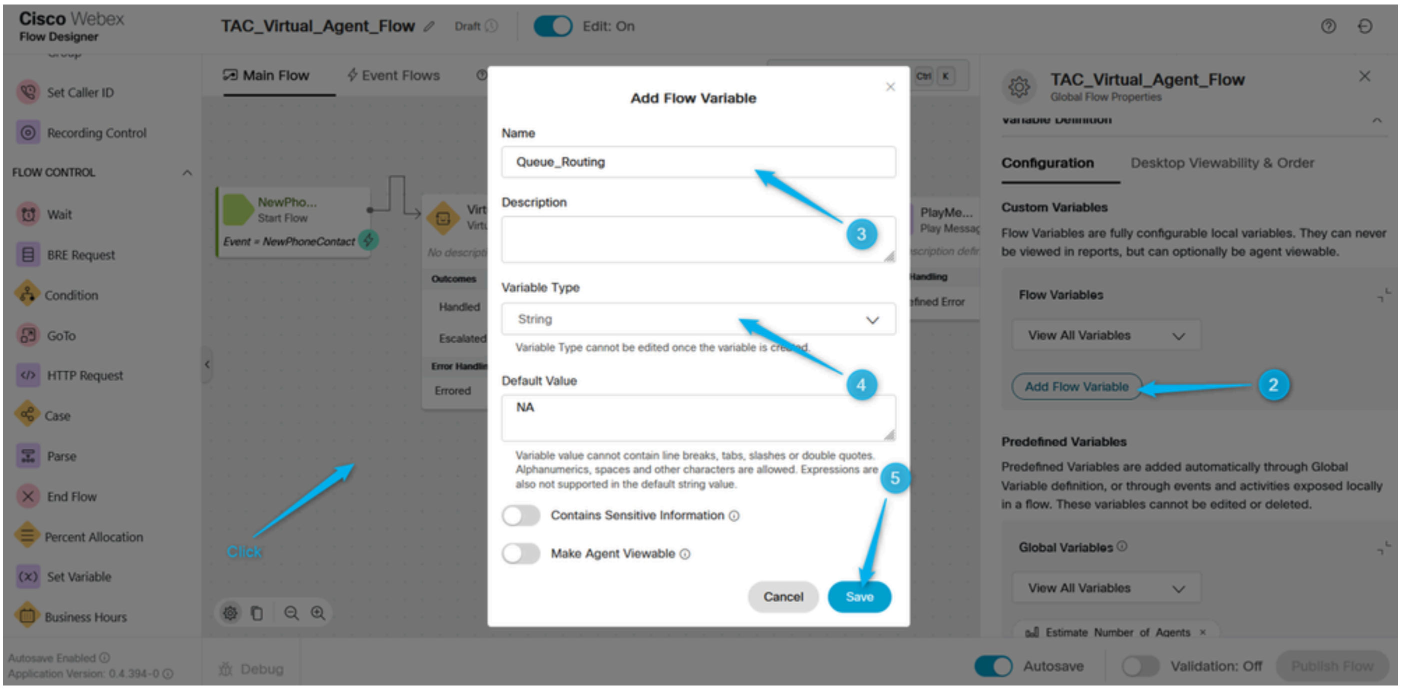
Add Audio File | Add Audio Prompt Variable | Add Text-to-Speech Message

Text-to-Speech Settings

These settings apply to all Text-to-Speech messages configured

Task 3. Configured Escalated to move the call to the appropriate Queue with live agents.

Step 1. Create Flow variable and name it **Queue_Routing**.



Add Flow Variable

Name: Queue_Routing

Description:

Variable Type: String

Variable Type cannot be edited once the variable is created.

Default Value: NA

Variable value cannot contain line breaks, tabs, slashes or double quotes. Alphanumerics, spaces and other characters are allowed. Expressions are also not supported in the default string value.

○ Contains Sensitive Information

○ Make Agent Viewable

Cancel | Save

TAC_Virtual_Agent_Flow
Global Flow Properties

Configuration | Desktop Viewability & Order

Custom Variables

Flow Variables are fully configurable local variables. They can never be viewed in reports, but can optionally be agent viewable.

Flow Variables: View All Variables

Add Flow Variable

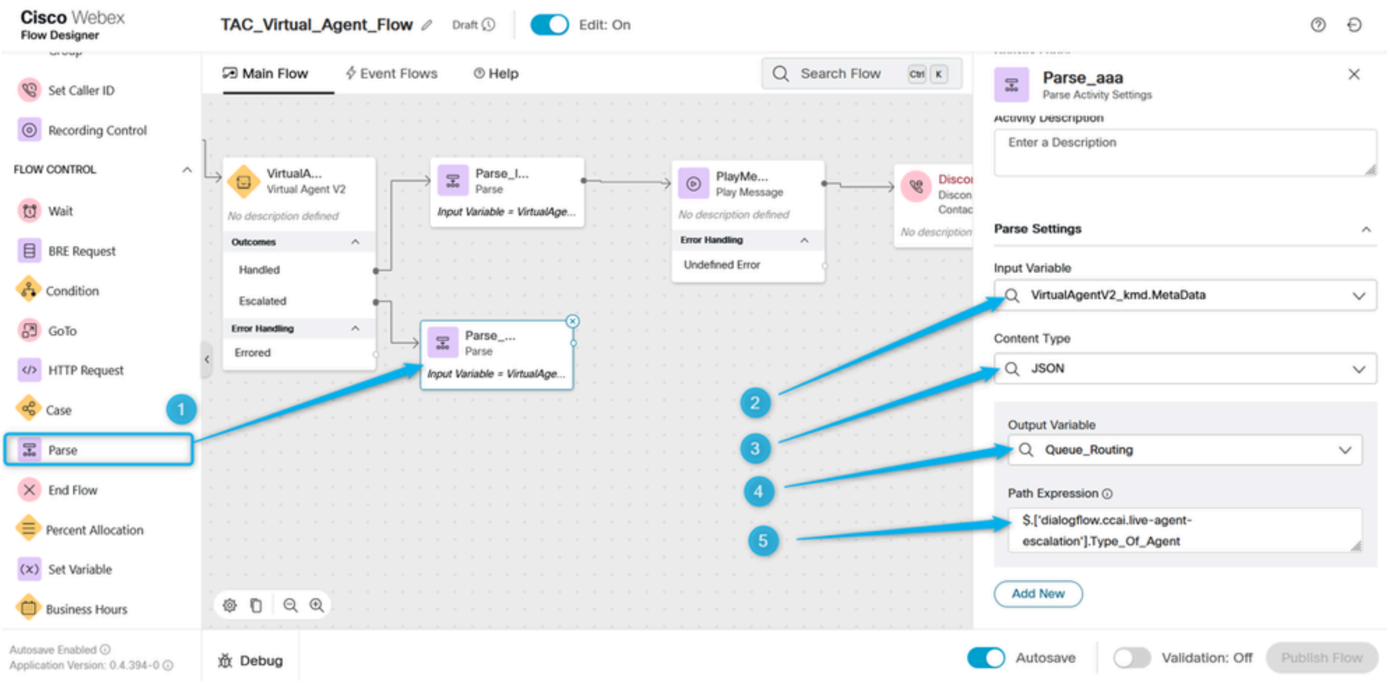
Predefined Variables

Predefined Variables are added automatically through Global Variable definition, or through events and activities exposed locally in a flow. These variables cannot be edited or deleted.

Global Variables: View All Variables

Estimate_Number_of_Agents

Step 2. Add the **Parse** node and configure it to assign the value of the **Type_Of_Agent** variable from Dialogflow to the **Queue_Routing** flow variable.



Parse_aaa
Parse Activity Settings

Activity Description: Enter a Description

Parse Settings

Input Variable: VirtualAgentV2_kmd.MetaData

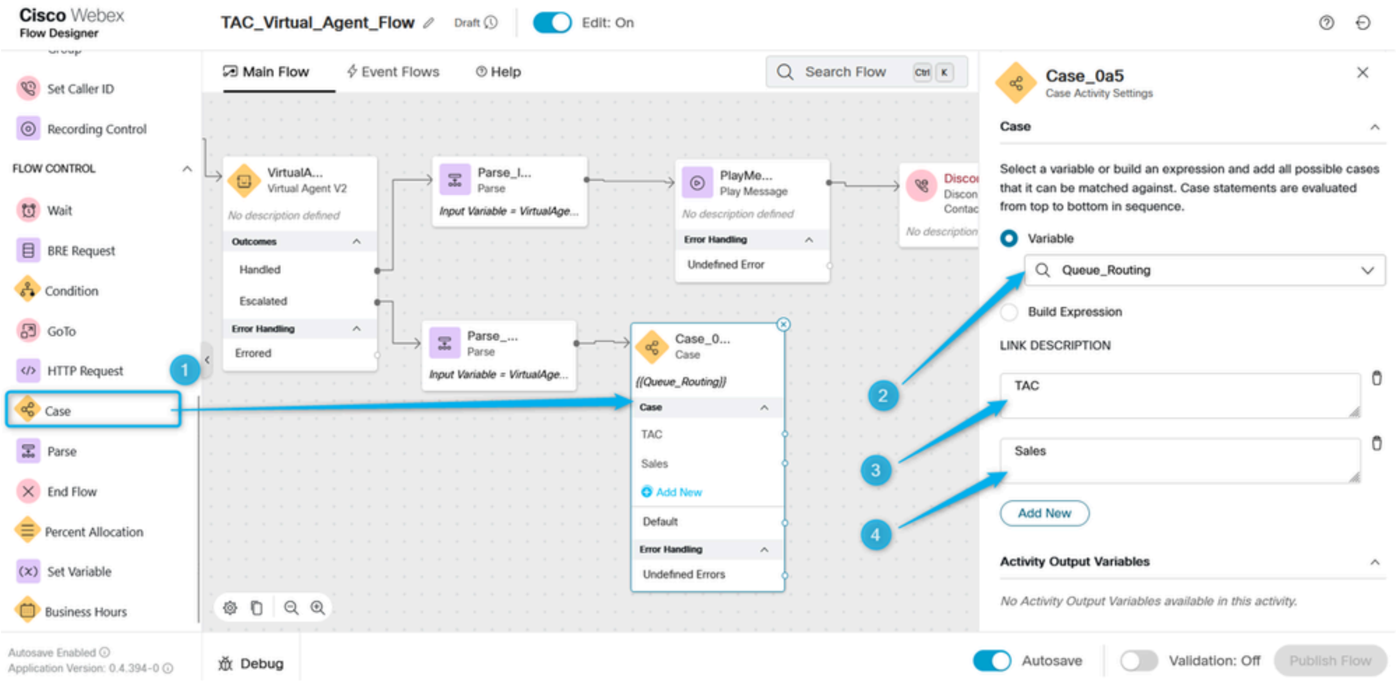
Content Type: JSON

Output Variable: Queue_Routing

Path Expression: $.['dialogflow.ccai.live-agent-escalation'].Type_Of_Agent

Add New

Step 3 Add the **Case** node and configure it with the variable **Queue_Routing**. In the link, Description configure values **TAC** and **Sales** as these are two values you move from the **Dialogflow** portal.



Case_0a5
Case Activity Settings

Case

Select a variable or build an expression and add all possible cases that it can be matched against. Case statements are evaluated from top to bottom in sequence.

● Variable: Queue_Routing

○ Build Expression

LINK DESCRIPTION

TAC

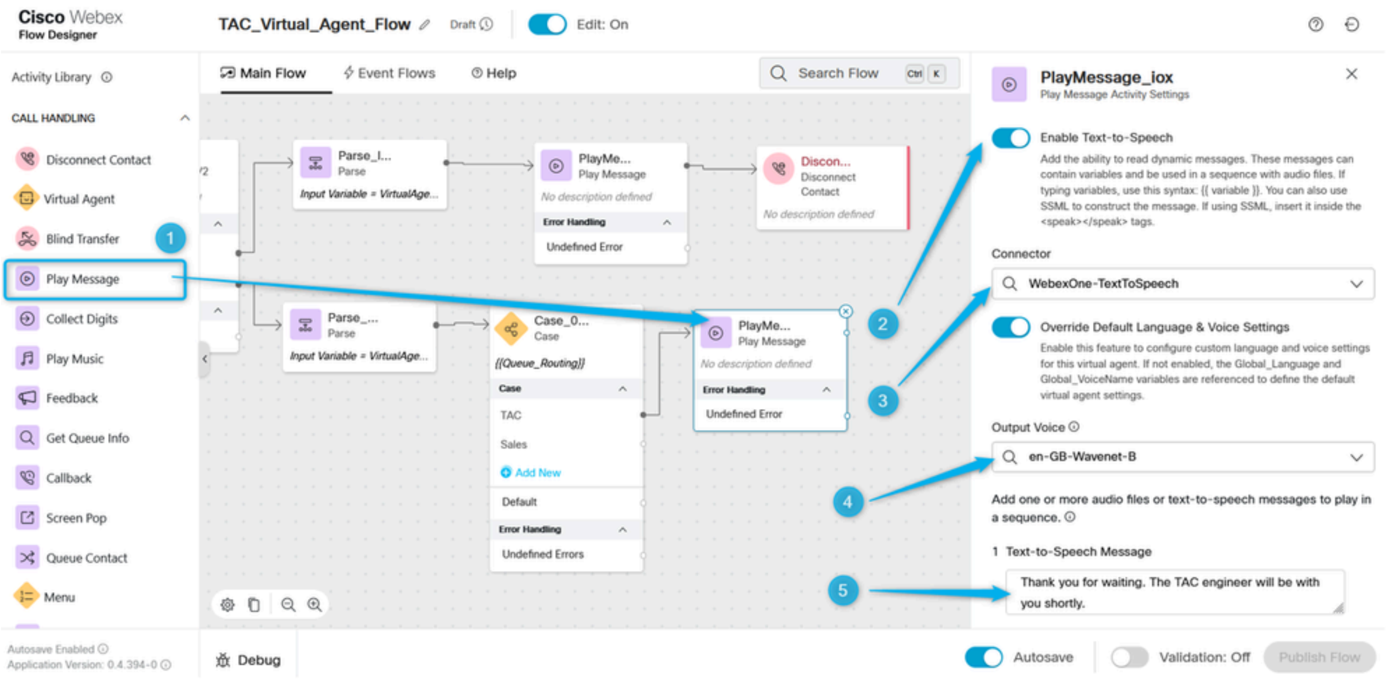
Sales

Add New

Activity Output Variables

No Activity Output Variables available in this activity.

Step 4. Add **Play Message** nodes to verify the call goes to the TAC queue. Configure the **Play Message** node with TTS and type the text similar to this, Thank ou for waiting. The TAC engineer can be with you shortly.



PlayMessage_iox
Play Message Activity Settings

Enable Text-to-Speech

Add the ability to read dynamic messages. These messages can contain variables and be used in a sequence with audio files. If typing variables, use this syntax: {{ variable }}. You can also use SSML to construct the message. If using SSML, insert it inside the <speak></speak> tags.

Connector: WebexOne-TextToSpeech

Override Default Language & Voice Settings

Enable this feature to configure custom language and voice settings for this virtual agent. If not enabled, the Global_Language and Global_VoiceName variables are referenced to define the default virtual agent settings.

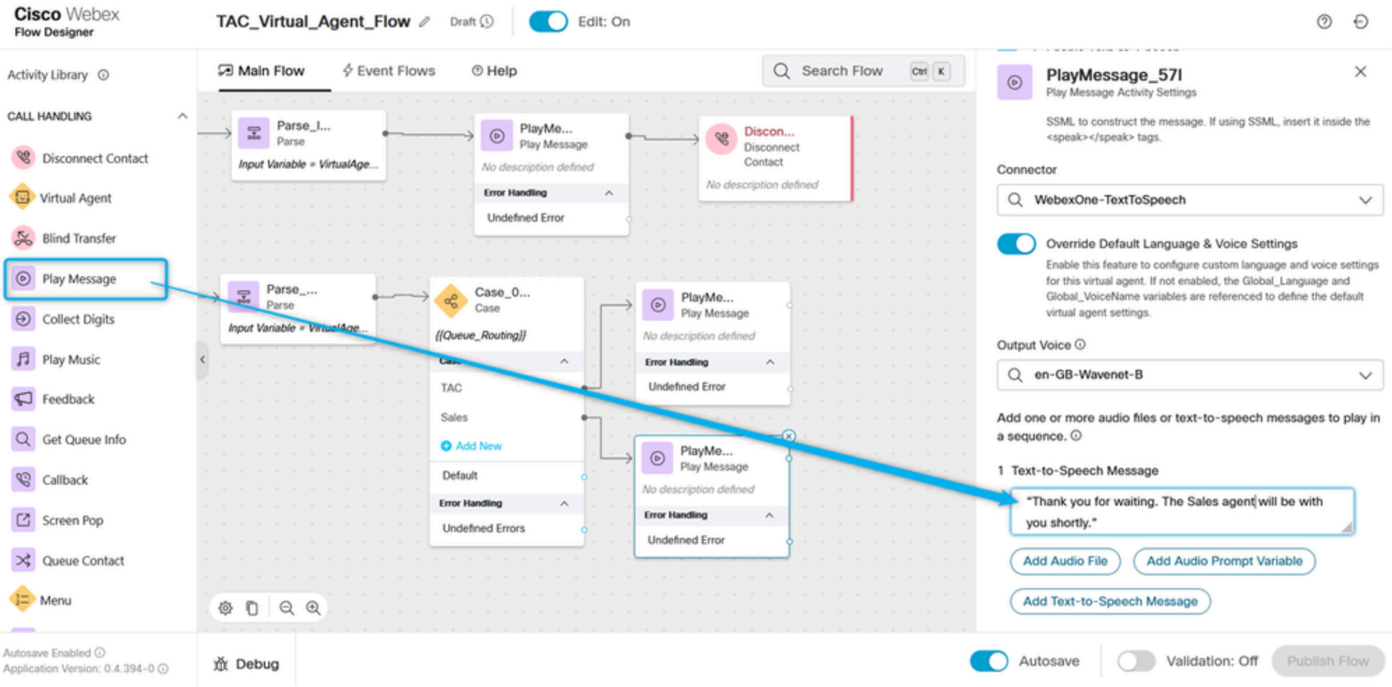
Output Voice: en-GB-Wavenet-B

Add one or more audio files or text-to-speech messages to play in a sequence.

1 Text-to-Speech Message

Thank you for waiting. The TAC engineer will be with you shortly.

Step 5. Do the same for the **Sales** queue. Let the caller know that the call can be connected to the **Sales** agent shortly.



PlayMessage_57I
Play Message Activity Settings

SSML to construct the message. If using SSML, insert it inside the <speak></speak> tags.

Connector: WebexOne-TextToSpeech

Override Default Language & Voice Settings

Enable this feature to configure custom language and voice settings for this virtual agent. If not enabled, the Global_Language and Global_VoiceName variables are referenced to define the default virtual agent settings.

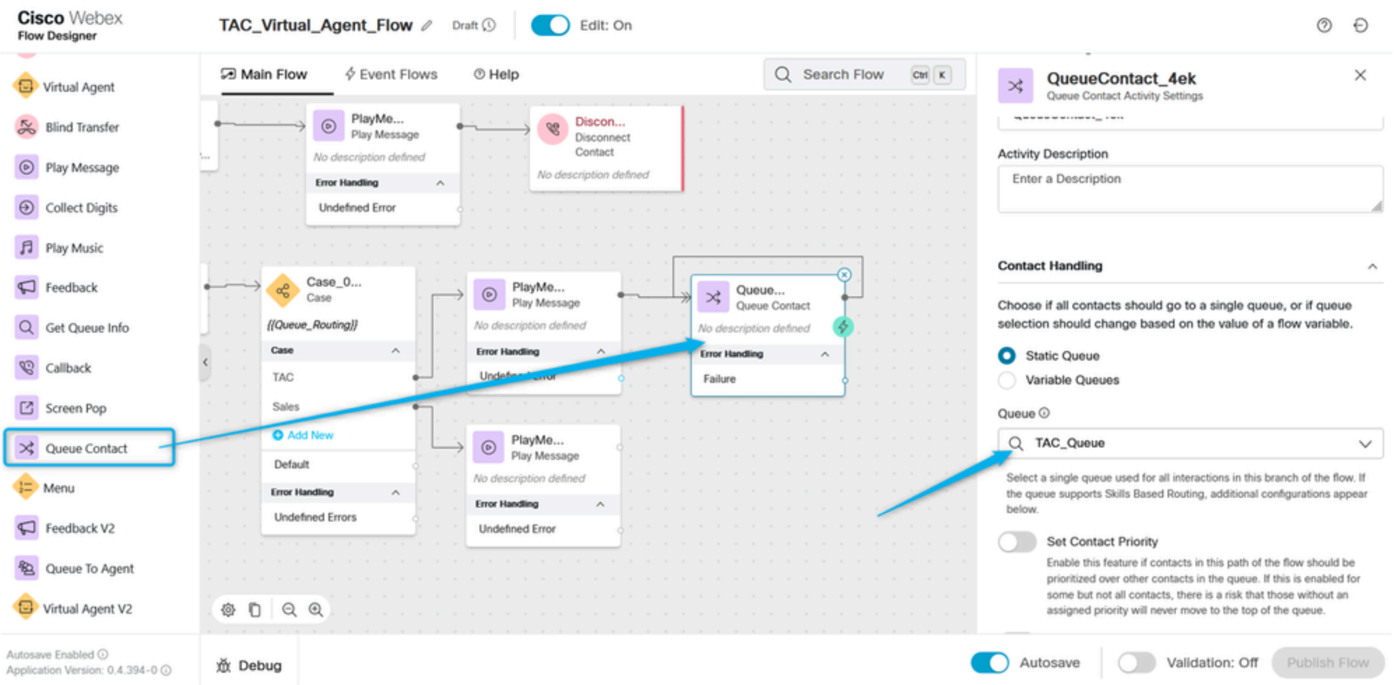
Output Voice: en-GB-Wavenet-B

Add one or more audio files or text-to-speech messages to play in a sequence.

1 Text-to-Speech Message

"Thank you for waiting. The Sales agent will be with you shortly."

Step 6. Add **Queue Contact** block and configure it with the **TAC_Queue**.



QueueContact_4ek

Queue Contact Activity Settings

Activity Description

Enter a Description

Contact Handling

Choose if all contacts should go to a single queue, or if queue selection should change based on the value of a flow variable.

● Static Queue

○ Variable Queues

Queue

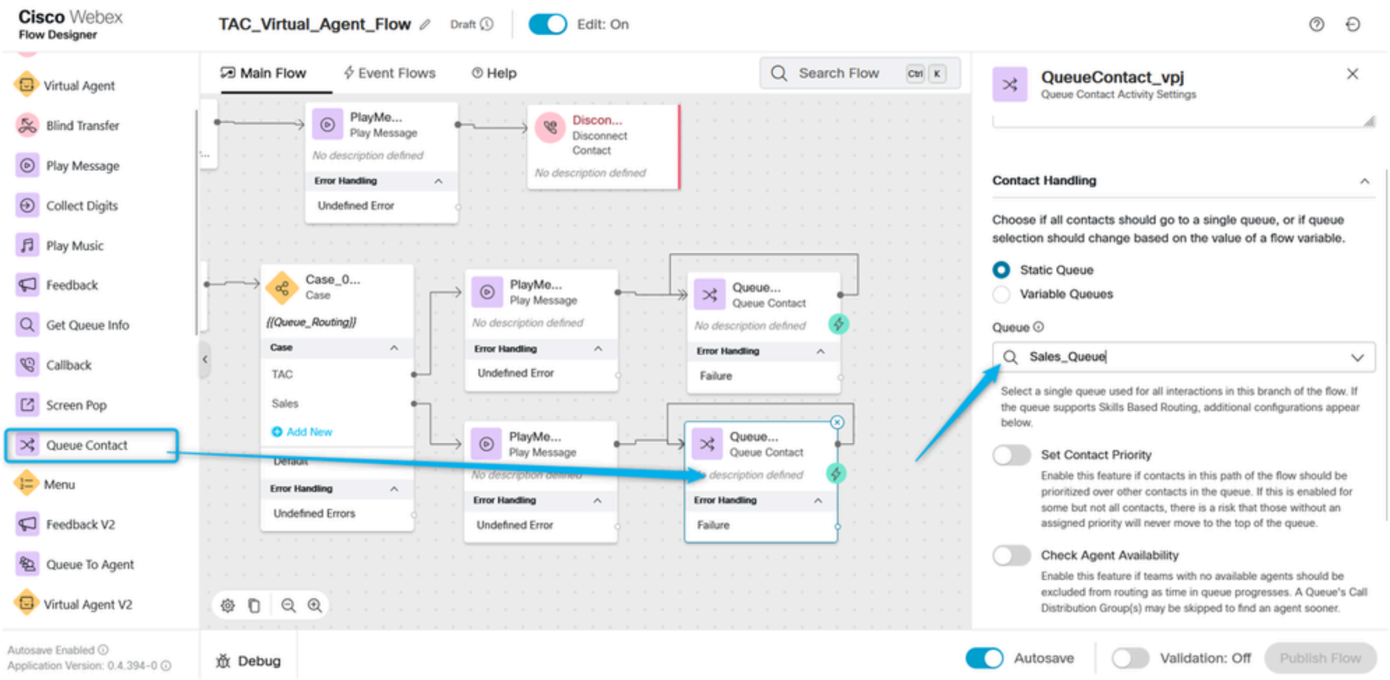
TAC_Queue

Select a single queue used for all interactions in this branch of the flow. If the queue supports Skills Based Routing, additional configurations appear below.

Set Contact Priority

Enable this feature if contacts in this path of the flow should be prioritized over other contacts in the queue. If this is enabled for some but not all contacts, there is a risk that those without an assigned priority will never move to the top of the queue.

Step 7. Add additional **Queue Contact** and configure it with the **Sales_Queue**.



QueueContact_vpj

Queue Contact Activity Settings

Contact Handling

Choose if all contacts should go to a single queue, or if queue selection should change based on the value of a flow variable.

● Static Queue

○ Variable Queues

Queue

Sales_Queue

Select a single queue used for all interactions in this branch of the flow. If the queue supports Skills Based Routing, additional configurations appear below.

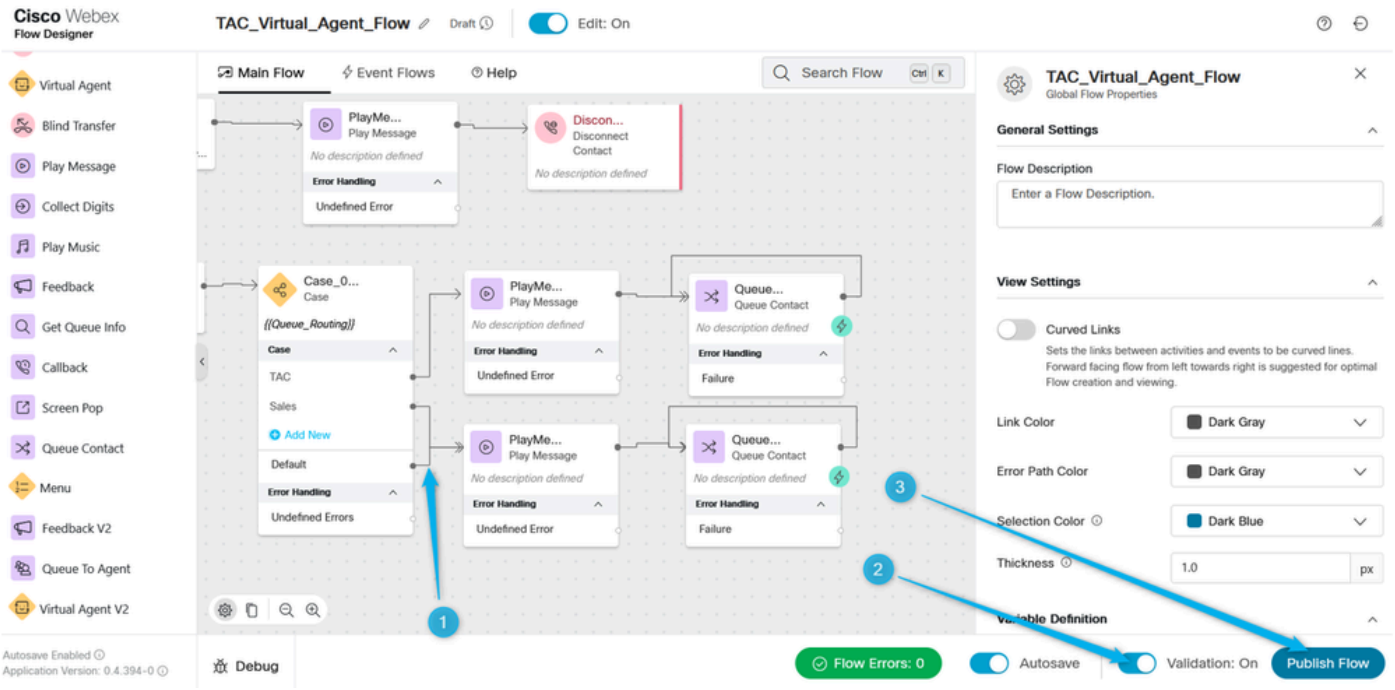
Set Contact Priority

Enable this feature if contacts in this path of the flow should be prioritized over other contacts in the queue. If this is enabled for some but not all contacts, there is a risk that those without an assigned priority will never move to the top of the queue.

Check Agent Availability

Enable this feature if teams with no available agents should be excluded from routing as time in queue progresses. A Queue's Call Distribution Group(s) may be skipped to find an agent sooner.

Step 8. Point **Default** output on the **Case** node to the **Play Message** related to the **Sales Queue**. Validate and click **Publish the Flow**.



TAC_Virtual_Agent_Flow
Global Flow Properties

General Settings

Flow Description: Enter a Flow Description.

View Settings

Curved Links: Off
Sets the links between activities and events to be curved lines. Forward facing flow from left towards right is suggested for optimal Flow creation and viewing.

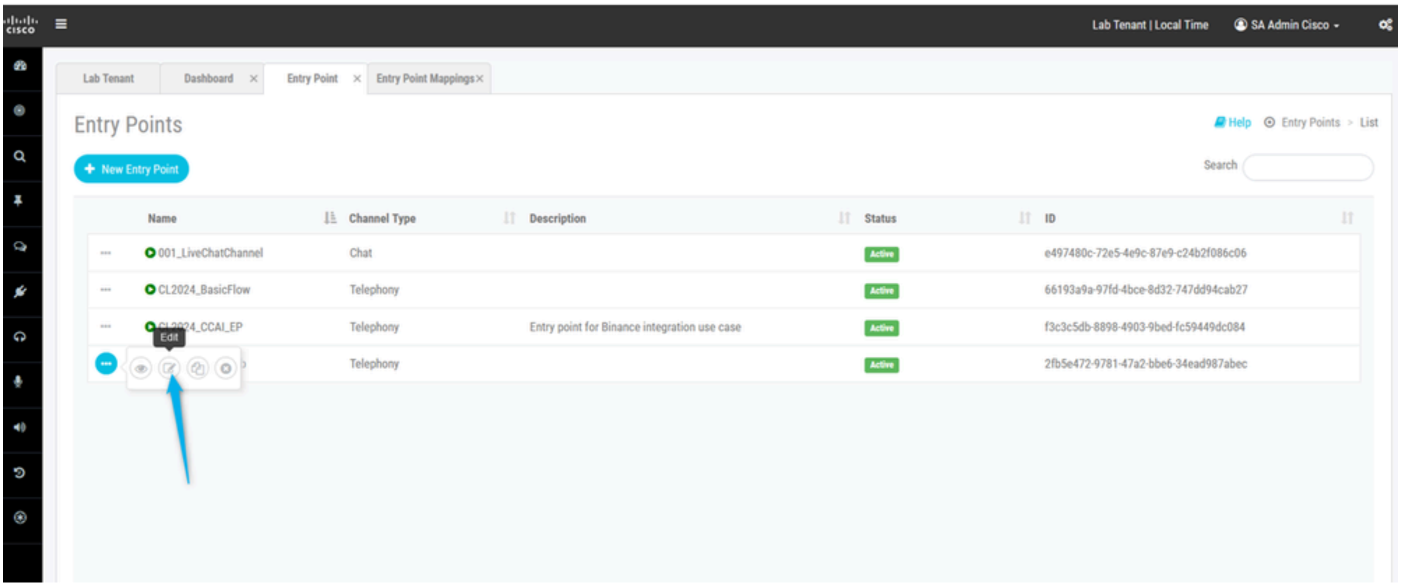
Link Color: Dark Gray
Error Path Color: Dark Gray
Selection Color: Dark Blue
Thickness: 1.0 px

Variable Definition

Flow Errors: 0
Autosave: On
Validation: On

Task 4. Add the flow to you Entry Point.

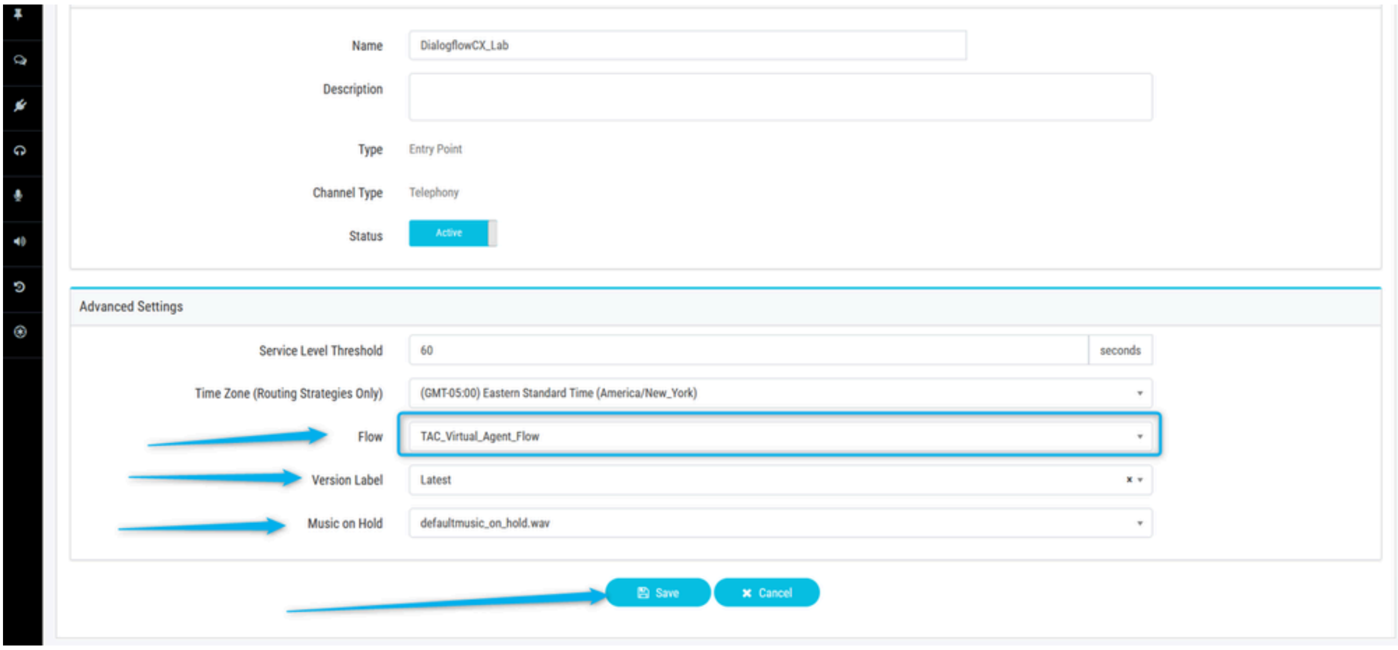
Step 1. Go to **Entry Points** and select your **Entry Point**. Click on three dots to edit the **Entry Point**.



Entry Points

	Name	Channel Type	Description	Status	ID
···	001_LiveChatChannel	Chat		Active	e497480c-72e5-4e9c-87e9-c24b2f086c06
···	CL2024_BasicFlow	Telephony		Active	66193a9a-97fd-4bce-8d32-747dd94cab27
···	CL2024_CCAI_EP	Telephony	Entry point for Binance integration use case	Active	f3c3c5db-8898-4903-9bed-fc59449dc084
···		Telephony		Active	2fb5e472-9781-47a2-bbe6-34ead987abec

Step 2. Select the flow and other required fields and save the **Entry Point**.



Name: DialogflowCX_Lab

Description:

Type: Entry Point

Channel Type: Telephony

Status: Active

Advanced Settings

Service Level Threshold: 60 seconds

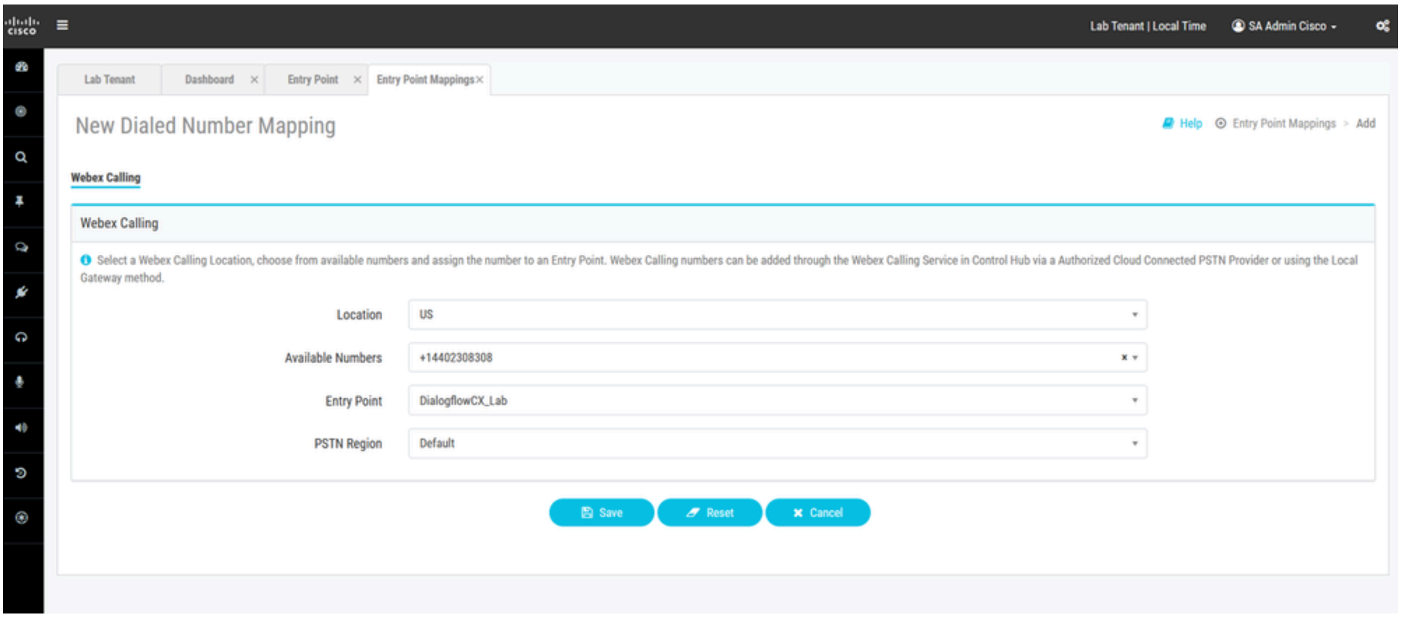
Time Zone (Routing Strategies Only): (GMT-05:00) Eastern Standard Time (America/New_York)

Flow: TAC_Virtual_Agent_Flow

Version Label: Latest

Music on Hold: defaultmusic_on_hold.wav

Step 3. Configure **Entry Point** mapping for your **Entry Point**.



New Dialed Number Mapping

Webex Calling

Select a Webex Calling Location, choose from available numbers and assign the number to an Entry Point. Webex Calling numbers can be added through the Webex Calling Service in Control Hub via a Authorized Cloud Connected PSTN Provider or using the Local Gateway method.

Location: US

Available Numbers: +14402308308

Entry Point: DialogflowCX_Lab

PSTN Region: Default

Task 5. Test your configurations.

After all these configurations are completed, call the DN related to your **Entry Point** and test the integration.

Related Information

- Cisco Technical Support & Downloads