Configure and Troubleshoot CCE Virtual Assistant Voice

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Introduction

This document describes how to configure Contact Center Enterprise (CCE) Virtual Assistant Voice (VAV) 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 12.6.1
- Cisco Package Contact Center Enterprise (PCCE) Release 12.6.1
- Customer Voice Portal (CVP)
- Google Dialogflow
- Control Hub

Components Used

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

• UCCE Release 12.6.1

- CVP 12.6.1 ES6
- Google Dialogflow ES
- Control Hub

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

Virtual Assistant Voice (VAV) feature enables the IVR platform to integrate with cloud-based speech services.

This feature supports human-like interactions that enable you to resolve issues quickly and more efficiently within the IVR.

VAV feature formerlly known as Customer Virtual Assistant (CVA) has been improved for Cisco billed customers in CCE 12.6. VAV.

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

Configure

Dialogflow Project

Google Dialogflow agent needs to be created. You require a Google service account, a Google project and a 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

Step 1. Create a Google AI Profile.

- 1. Log in to Google Agent Assist and choose the project which is used for the VAV.
- 2. Select the conversation-profiles and click on create new as shown in the image.

| = 🧯 | Agent Assist | ConferenceRoom-Reservation * | | 0 |
|------------------------------|----------------------|---|-------------|---|
| <mark>20</mark> Co i≡ Dat | inversation profiles | Optimize agent efficiency Build conversation profiles that surface real- time, relevant information to agents while they talk to customers. Learn More | | ۲ |
| | | Conversation profiles + | - Create ne | |

- 3. Update these details while you create the conversation profile and click **create** button.
 - Display name Give any name to identify the profile.
 - Language You can leave the default, English.



Scroll-down and select the Dialogflow ES Agent.

Choose to use Dialogflow

You can lorerage models created in Agent Assist to create a Dialogflow virtual agent



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

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|--|---|--|----|------------|-----------------|-----|------------|
| 20 Conversation profiles E Data Models | Ins Optimize agent efficiency Build conversation profiles that surface real time, relevant inform Learn More | ation to agents while they talk to contorners. | | | | | |
| | Conversation profiles Q. Search profiles Name | Integration (C | 0 | Created on | Lexit updated & | +0 | nate new |
| | TestConverstationProfile | POWERSKI DIRECTION | ₽⁄ | Just new | Just now | | : |

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, see the *Configure Contact Center AI* article at <u>Webex Help Center</u>

Step 1. Ensure that the Cloud Connect publisher and subscriber are installed. For more information, see 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.

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|---|--------------------------------|-----------------------------------|
| Cisco Webex Centrol Hub | | o o 🕫 |
| ♡ Organisation Health | Contact Centre | Features Connectors Cloud Connect |
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| Workspaces Devices | CCAIEFT_SA × Contact Centre Al | • |
| Apps Account Organisation settings | | |
| services | | |
| O Messaging | | |
| Contact Centre Hybrid | | |
| Atlas_Test_ordersimp_WxCC- Test-ordersimp-CCAI EFT | | |

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 | Enter Name | | | |
| Display Name of the on-premises Cloud Connect cluster which is being Registered to the cloud | | | | |
| FQDN | Fully Qualified Domain Name | | | |
| Enter the FQDN of primary Cloud Connect node from the deployment being Registered | | | | |
| | | * | | |
| | | Cancel | Register | |

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 | | o a 🕫 |
|---|--------------------------|-----------------------------------|
| Corganisation Health | Contact Centre | Features Connectors Cloud Connect |
| MINAGEMENT | Integrations | |
| A Users | | |
| 0 Workspaces | Google Contact Centre Al | |
| Devices | Active Connectors | |
| 22 Apps | EFTCSS | |
| C Account | | |
| Organisation settings | | , |
| SERVICES | | |
| O Messaging | | |
| % Calling | | |
| Q Contact Centre | And More | |
| C Hybrid | | |
| Atlas_Test_ordersimp_WxCC- Test-ordersimp-CCAI EFT | | |

Step 6. If a connector is already added and you need to add one more, click **Add More**. Sign in with Google and follow 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 then click New.

| Cisco Webex Control Hub | | 0 0 ° |
|---|--------------------------------|-----------------------------------|
| ♡ Organisation Health | Contact Centre | Features Connectors Cloud Connect |
| MANAGEMENT | Q All Contact Centre Al Config | New |
| A Users | | _ |
| © Workspaces | CCAIEFT_SA × | |
| Devices | Contact Centre Al | |
| 83 Apps | | |
| C Account | | |
| Organisation settings | | |
| services | | |
| O Messaging | | |
| % Calling | | |
| O 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, |
| Test-ordersimp_CCAI EFT | | TON LOUP |

CCE Configuration

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

| altalta cisco | Unified Contact Center Enterprise Man | agement | Aleta | |
|------------------|---------------------------------------|---------|---------------------|-------------------------------|
| | inventory | | | |
| Overview | <i>Q</i> , | | | New Delete |
| | Host Name | | Hostname/IP Address | Туре |
| | cloudconnect.cicm.com | | 10.64.82.183 | Cloud Connect Publisher |
| Infrastructure | ucce1251.ciom.com | | 10.64.82.111 | Unified CCE AW (Principal AW) |
| ٩ | | | | |
| Organization | | | | |
| Lisers | | | | |

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

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| O Most Visited | Getting Started 🗰 Cisco | Finesse | | | E Other Bookmarks |
| diality U | Inified Contact Ce | nter Enterprise Manage | ment | Averts | Administrator |
| | inventory | Edit Cloud Connect Publ | isher | | × |
| (î | ο, | General Alerts | | | (ibere i O |
| Overview | Host Name | Hostname/IP Address* | cloudconnect.clcm.com | | |
| | C claudconnect.c | Address* | 19.64.82.183 | | onnect Publisher |
| Infrastructure | ucce 125 Lolon | Cloud Connect Administration | Administrator | | SOE PW (Principal AW) |
| Organization | | Paseword* | ••••• | | |
| | | | Launch Clace Webex Control Hub | | |
| F | | | | | |
| Capacity | | | | Activate Go to Setti Cancel | Windows ngs to ectivate Windows. |

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 see the section *Configure CVP Devices for Cloud Connect* in the *Administration Guide for Cisco Unified Customer Voice Portal.*

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

| O Most Visited | Getting Started | | | 🛅 Other Bookmarks |
|----------------|----------------------------|--|-------------------|---|
| cisco C | isco Unified Customer | Voice Portal | | Administrator Administrator |
| | Cloud Connect | | | |
| Overview | Device CVP186 | ~ | | 0 |
| 1 | A Change in value requires | restart of Osco CVP CalServer service. | | |
| CVA | Publisher IP Address / | 10.64.82.183 | | |
| | Hostname | | | |
| | Subscriber IP Address | Subscriber IP Address / Hostname | | |
| Integration | / Hostname | | | |
| | | | | * |
| ? | Username | Administrator | | |
| License | Password | | | |
| Management | | | | |
| 8 | | | Activa Go to S | ate Windows iettings to activate Windows |
| Ohmin OAMD | | | | Sava |

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

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

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



2. Select Cisco-billed AI Services.

| alialia cisco | Unified Contact Center Enterprise | Alerts boston Administrator | | | |
|------------------|-----------------------------------|--------------------------------|------------------|--------------------|--|
| | | | | | |
| Overview | Overview | | | | |
| | | | | | |
| Infrastructure | | | | | |
| ÷ | Infrastructure Settings | Call Settings | User Setup | Organization Setup | |
| Organization | | Contact Center Al | × | | |
| Users | Cisco-billed Al Services • | | | | |
| Ø | Vendor-billed Al Services × | | | | |
| Desktop | | | Contact Center A | | |
| 8 | Bulk Import | Desktop Settings | | | |
| Capacity | | | | | |
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| | | | | | |
| | | | | | |

3. On the Contact Center AI page makse sure that you can select the CCAI configured before in Control Hub.



CVP Configuration

Step 1. On CVP Call Studio, open the call studio application.



Step 2. On the Dialogflow or Dialogflow intent element, ensure that the Service Account ID is empty.

Step 3. Leave the VoiceXML Property and value null if you want to use the default config id, or on the VoiceXML Property add **CCALconfigId** as the property and the value of the configid configured in Control Hub.

VoiceXML Property Value CCAI.configId AXgB4em4bwWpdn7vJcLC

Step 4. Save and Deploy the application in CVP Call Studio and Deploy it in the CVP VXML Server.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

Logs to Collect

- UCCE /PCCE: Tomcat Logs
- Cloud Connect: cloudconnectmgmt (file view activelog hybrid/log/cloudconnectmgmt/cloudconnectmgmt.YYYY-MMM-DD.0.log)
- CVP: VXML Server logs
- CVVB: (Engine MIVR Logs)
- Speech Server Logs (file view activelog Speechserver/logs/SpeechServer/Speechserver.log)
- Call Studio Application
- Google Dialogflow

Related Information

- <u>Configure CCE Agent Answers and Transcripts</u>
- <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>