

Provision Google CCAI Hybrid Services with CCE

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Introduction

This document describes how to provision Google Contact Center Artificial Intelligence (CCAI) hybrid services like Agent Answers and Transcripts with Cisco Contact Center Enterprise (CCE).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.6
- Cisco Package Contact Center Enterprise (PCCE) Release 12.6
- CVP Release 12.6
- Cisco Virtualized Voice Browser (CVVB) 12.6
- Google Dialogflow
- Google Cloud Project (GCP)
- Control Hub

Components Used

The information in this document is based on this software:

- Cisco Commerce Workspace (CCW)
- Control Hub
- GCP

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.

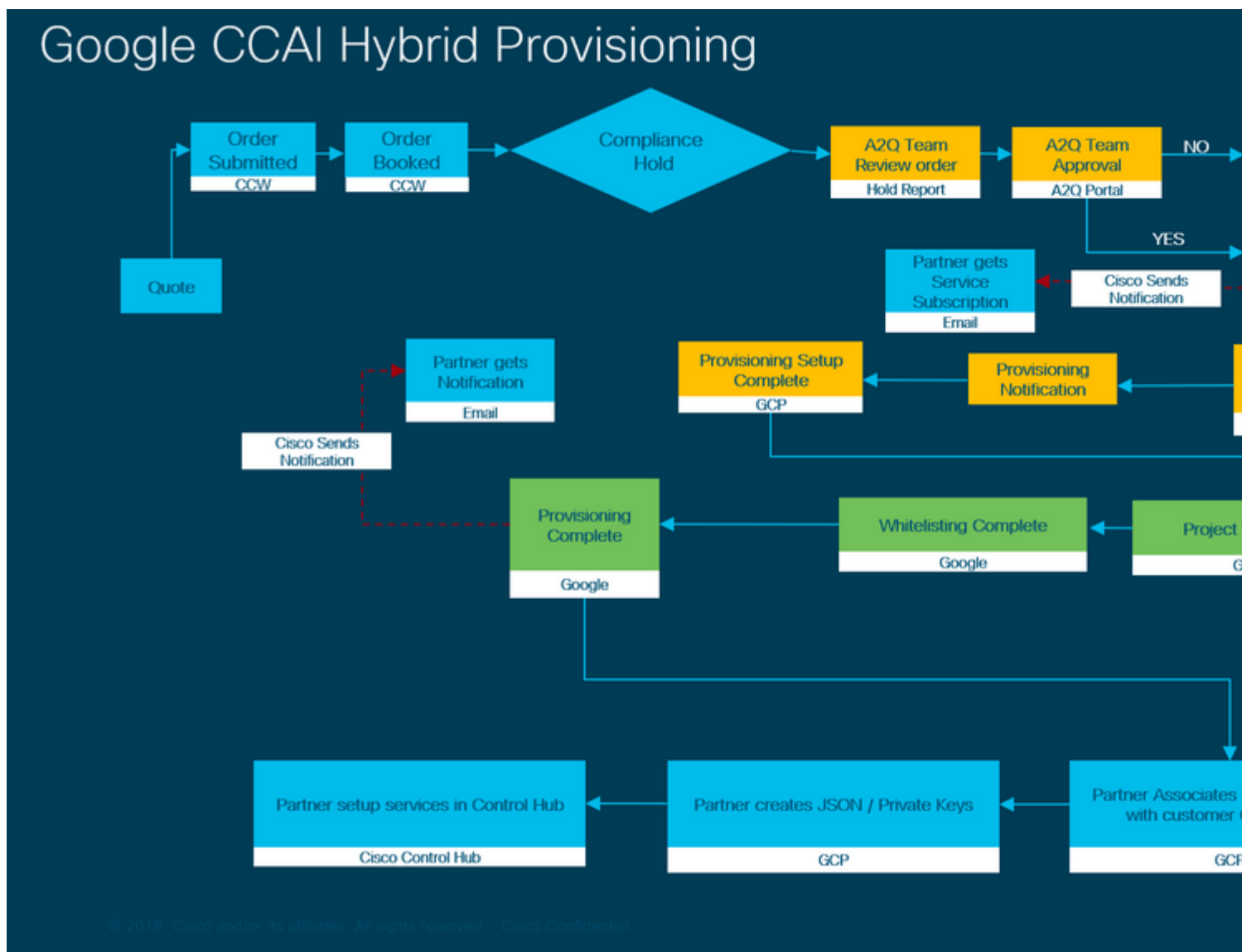
Background

Cisco Contact Center Enterprise customers can leverage Agent Assist (Agent Answers and Transcripts) capabilities powered by Google CCAI by the provision of the GCP projects and the Cloud Services in Control Hub.

This document outlines the steps partners or customers need to follow in order to enable Google CCAI Agent Assist 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 CCW.

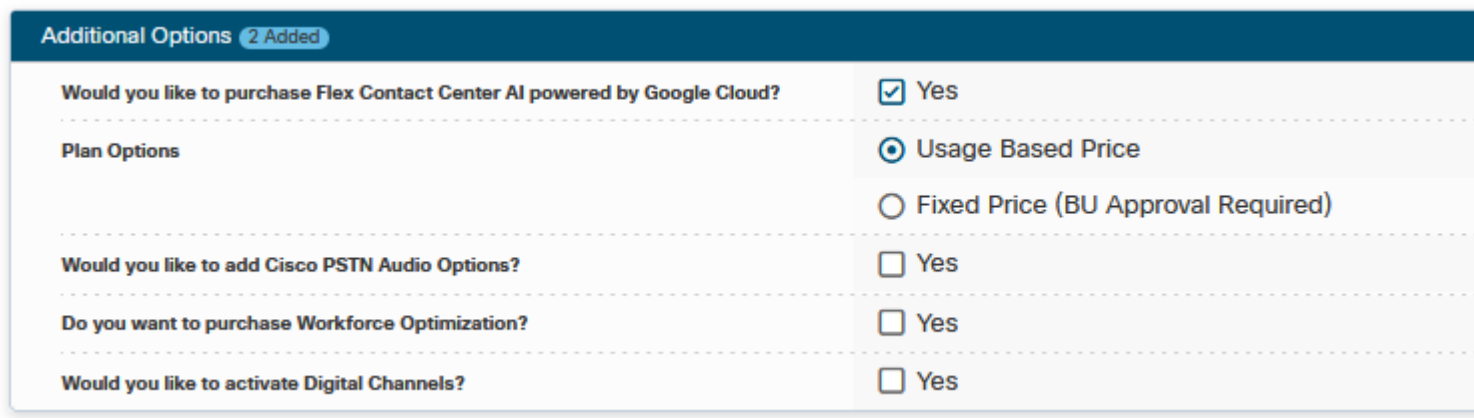
Partners or customers can log in to the Cisco Sales Portal - CCW with their CCO ID and place the order for Google CCAI.

1. Add A-Flex-CC or A-Flex-3-CC on the **Hardware, Software and Services** and include the **Requested Start Date**.



2. On Edit Options, select **Additional Options**, then, click **Yes** on the question, **Would you like to purchase Flex Contact Center AI powered by Google Cloud?**

3. On the **Plan Options**, select **Usage Based Price**.



3. Click **SAVE** and **Continue**.

Step 2. Create your GCP account and GCP project (Customer's GCP project) where your CCAI Applications is hosted.

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 follow the section **Provided by Cisco to the Customer's GCP Account** in this document.

Step 5. Provision the Subscription services on Control Hub. First time follow wizard setup.

Cisco Webex

Welcome to Setup - Please indicate your role

Order Number: [REDACTED]
Subscription ID: [REDACTED]

Over the next few screens, you will be providing information needed to provision the service just purchased. This is a necessary step without which the services you have purchased will not be available for use.

If you are a customer who will be using these services, select 'I am a Customer.'

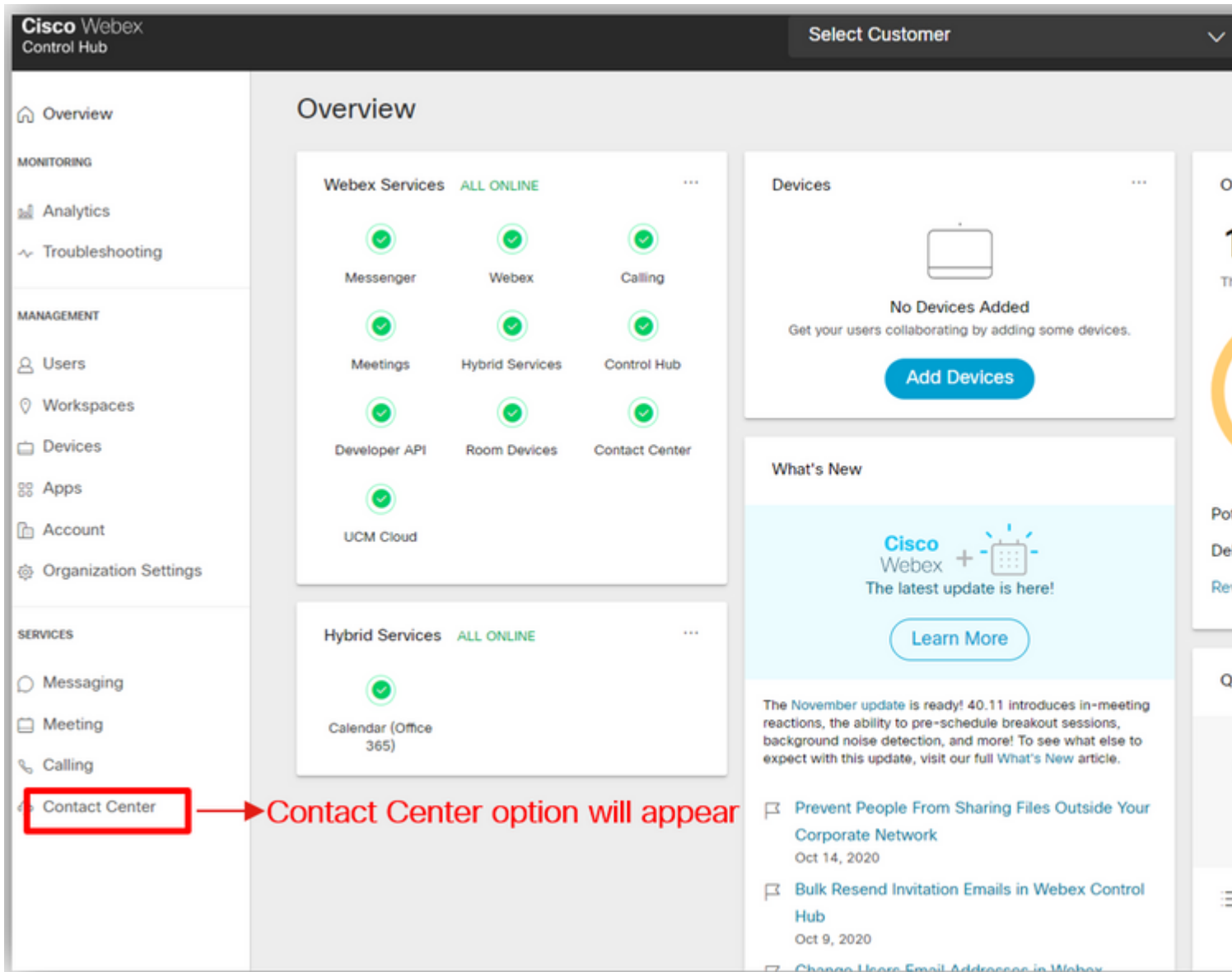
If you are a partner who will be setting up these services on behalf of the customer, select 'I am a Partner.'

If you are a partner who will be using these services (e.g., CUWP), select 'I am a Customer.'

To begin setting up this order, please indicate what your role is in relation to this purchase.

I am a Customer

Step 7. Setup Contact Center. When you finish you see the Contact Center Card in Control Hub and you are ready to Configure CCAI Hybrid services in Control Hub.



Create a Google Account or GCP Account for Customers

Customer Google account is required to create CCAI applications for Dialogflow or Agent Assist. For more information on how to set up your Google account, refer to: <https://cloud.google.com/> .

For more information on how to create your Dialogflow application, refer to: <https://dialogflow.com/> for dialogflow ES and <https://cloud.google.com/dialogflow/cx/docs/concept/agent> for Dialogflow CX .

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

Create GCP Project

Follow these steps to create a GCP Project in Google:

Step 1. Log in to <https://cloud.google.com/> with your enterprise or Google account which you want to use to manage the CCAI services.



Customer XXX

customer.test.ccai@gmail.com

[Manage your Google Account](#)

Step 2. Click **Console**.

[Console](#)

C

[Get started for free](#)

Step 3. For first-time log in, you are asked to accept the **Terms of Service**. Click **Agree and Continue**.



Welcome Customer!

Create and manage your Google Cloud Platform instances, disks, networks, and other resources in one place.

Country

A dropdown menu with a blue border and a small downward arrow on the right side, currently displaying "United States".

Terms of Service

- I agree to the [Google Cloud Platform Terms of Service](#), and the terms of service of [any applicable services and APIs](#).

AGREE AND CONTINUE

Step 4. Click **Create** to create a new project.

New Project



You have 11 projects remaining in your quota. Request an increase or delete projects. [Learn more](#)

[MANAGE QUOTAS](#)

Project name *

Google CCAI - CiscoCC|



Project ID: custom-zone-275109. It cannot be changed later. [EDIT](#)

Location *

 No organization

[BROWSE](#)

Parent organization or folder

CREATE

CANCEL

Step 5. Click **Create**.

Step 6. Click **Projects** and select the newly created project.

Select a project NEW PROJECT

Search projects and folders

RECENT **ALL**

Name	ID
▼ No organization	0
Google CCAI	eco-span-275109

CANCEL OPEN

Step 7. Click **Open**.

 **Project info**

Project name
Google CCAI → GCP Project Name

Project ID
eco-span-275109 → GCP Project ID

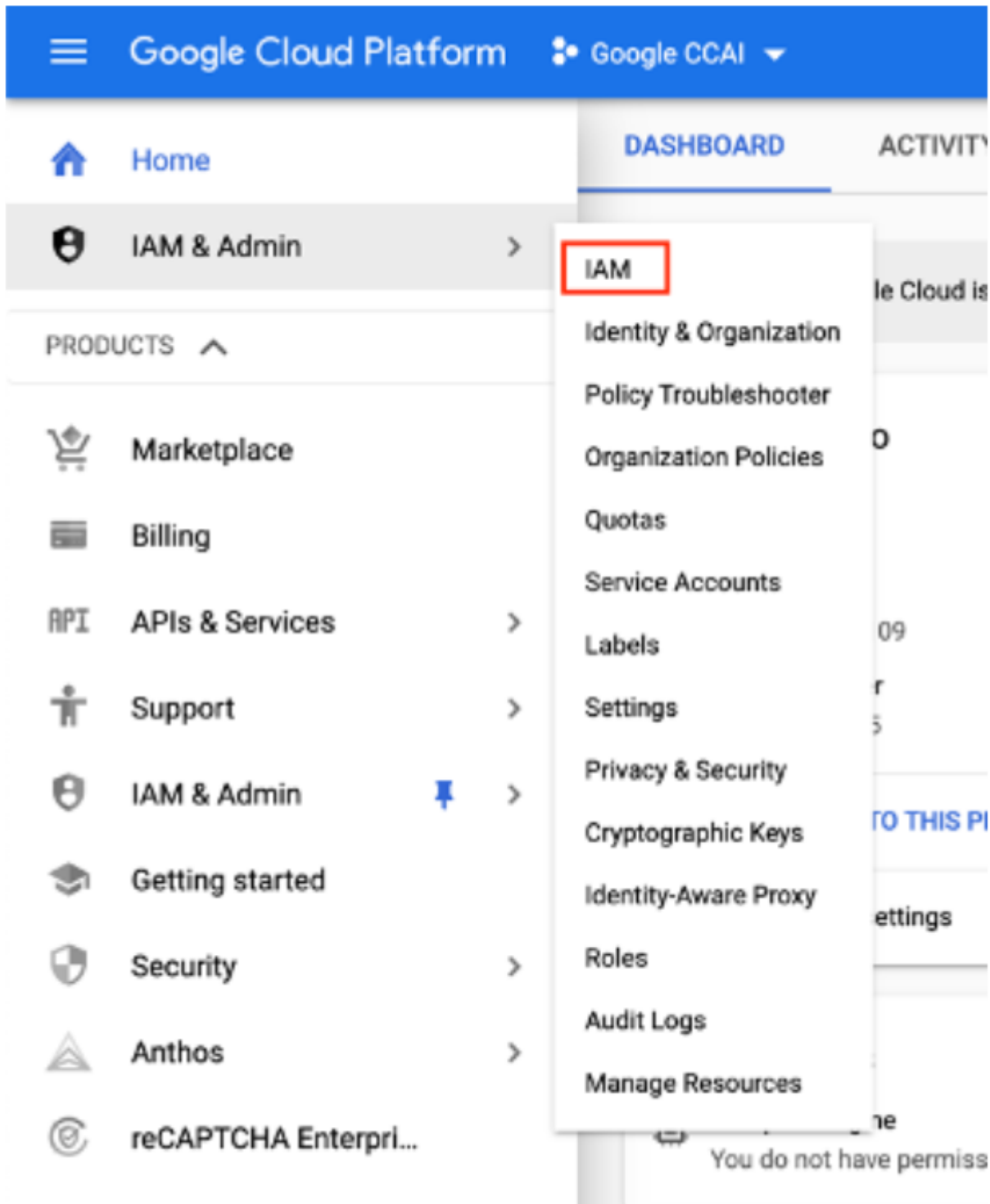
Project number
299389023135 → GCP Project Number

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

Step 1. Log in to the GCP Portal: <https://cloud.google.com/>.

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

<input type="checkbox"/>	Type	Member ↑	Name	Role	Over granted permissions
<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

APIs to be Enabled in the Customer GCP Project

For CVA and Agent Assist to work, enable the Dialogflow API so that Virtual Agents or Virtual Bots can be created. Rest of the APIs are enabled by Cisco while the allowed list is created and can be used by the service account provided by Cisco.

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 Agent Assist. 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 using their own billing account.