Provision Google CCAI Hybrid Services with CCE

Contents

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:
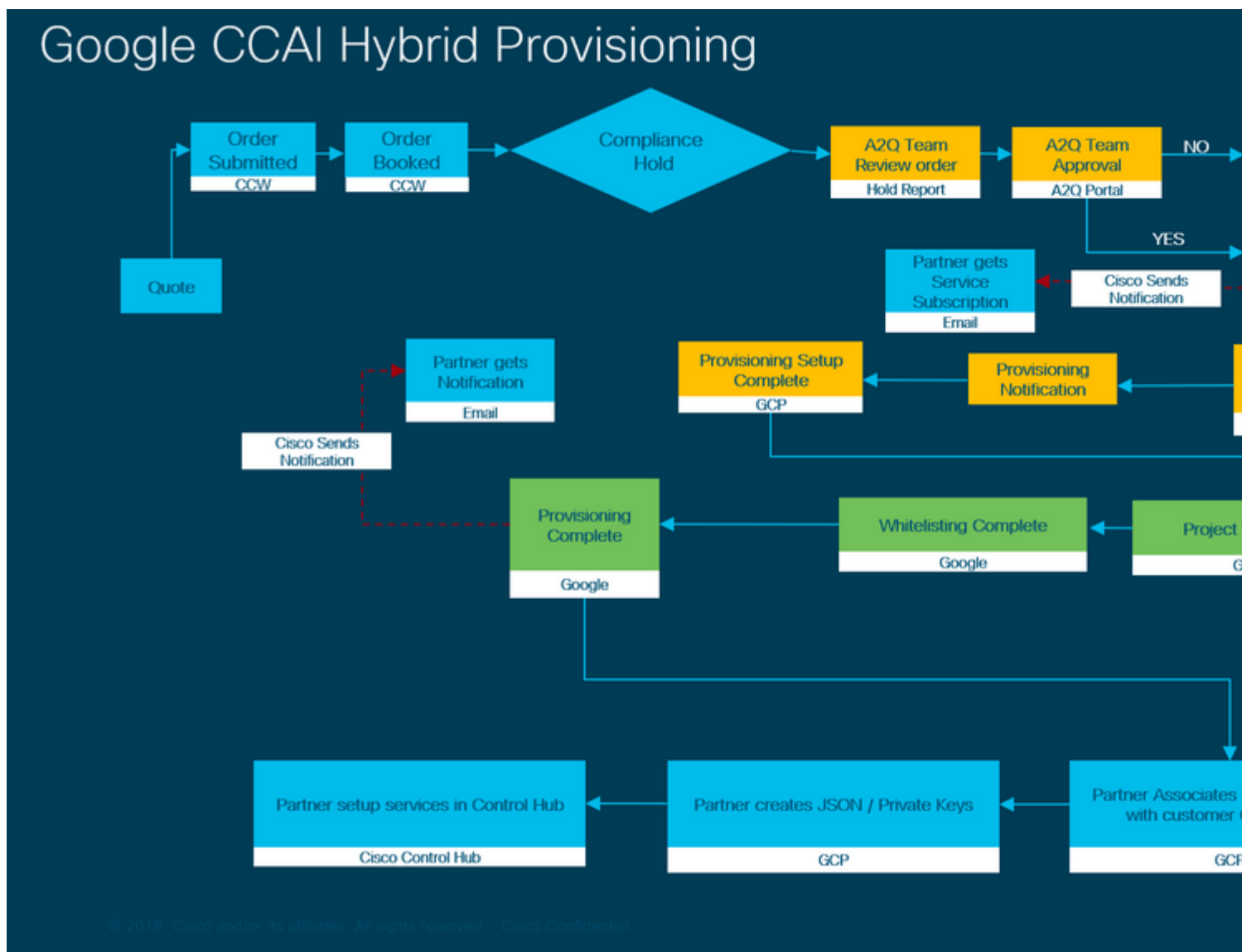
The steps for the successful provision of CC AI are outlined here:
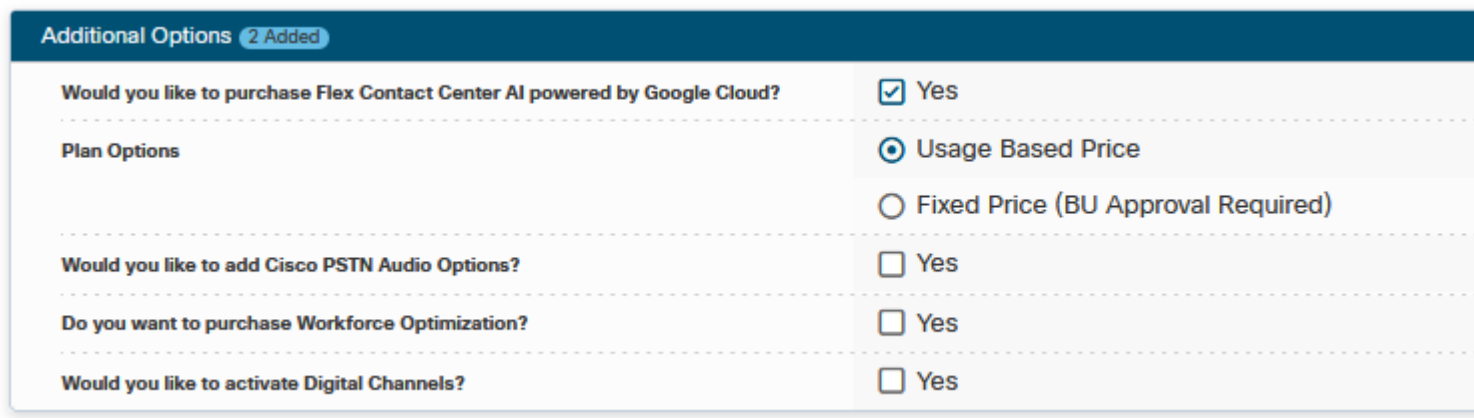
Step 1. Place the order on CCW.

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 *A*

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.

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.
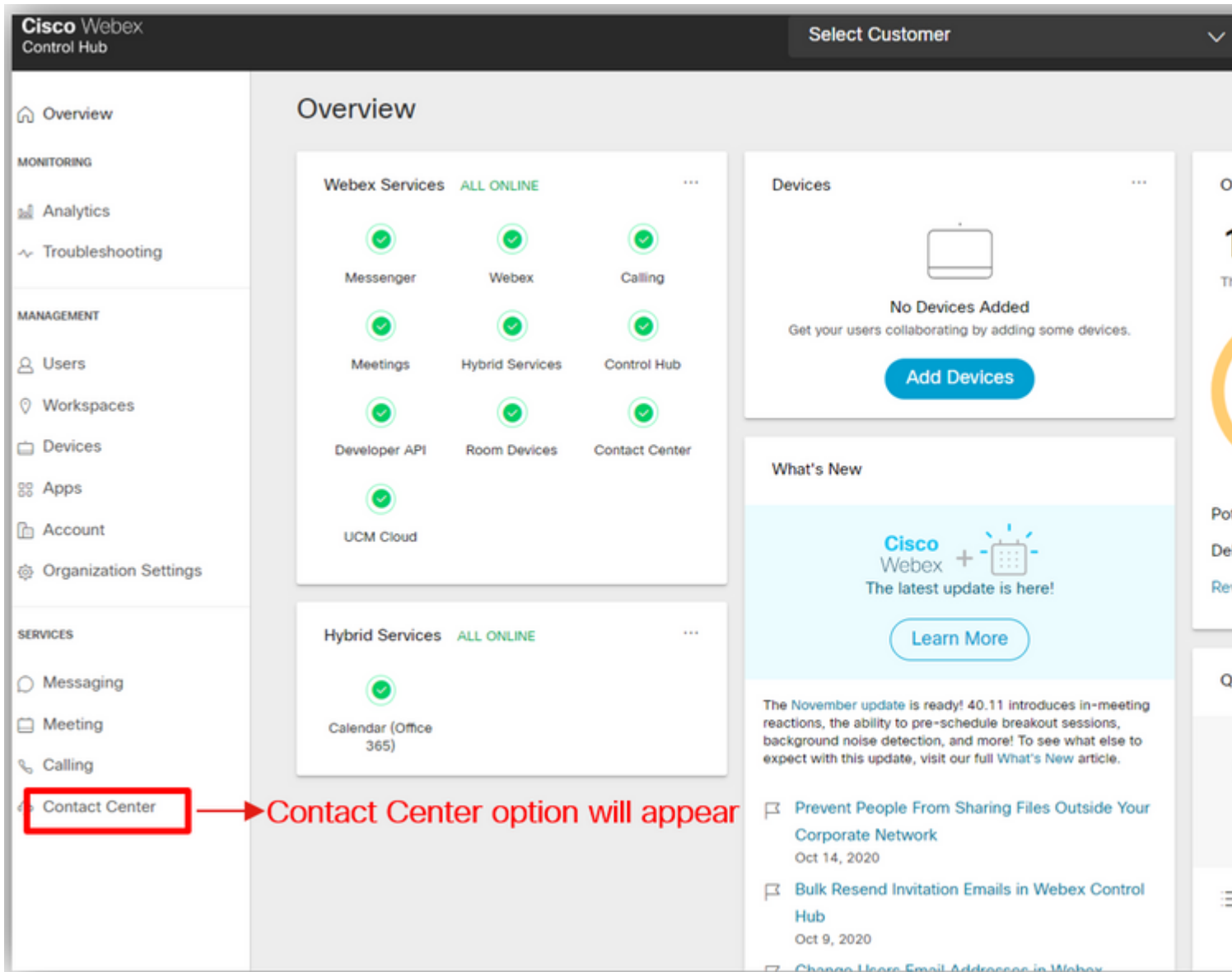
Create a Google Account or GCP Account for Customers

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/ foir dialogflow ES and https://cloud.google.com/dialogflow/cx/docs/concept/agent for Dialoflow 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.

Step 2. Click **Console**.

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

Google Cloud Platform

Welcome Customer!

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

Country

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

Q 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
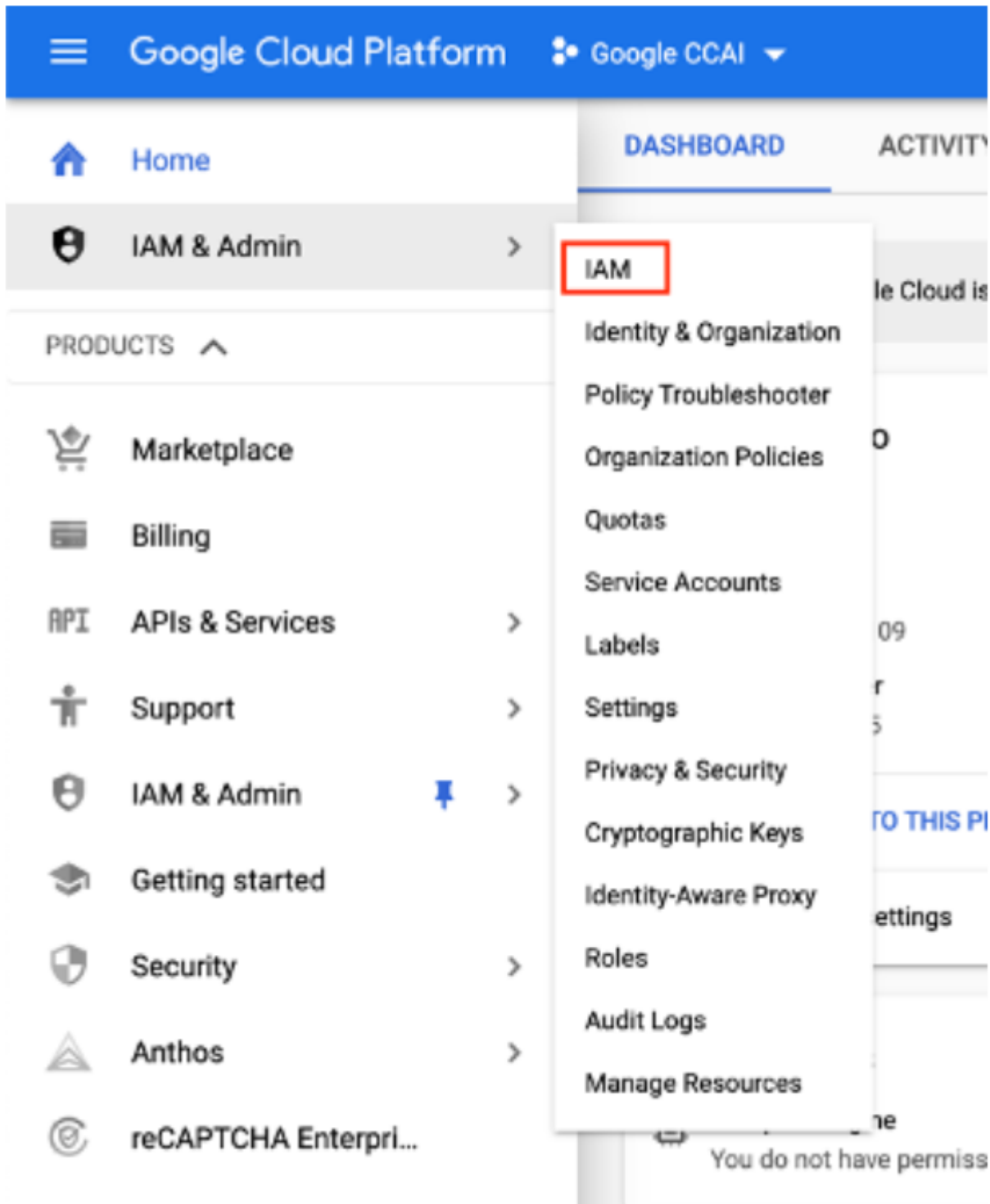eco-span-275109 ──────▶ GCP Project ID

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**.

Step 5. Add these details:

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

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.