# **Configure Dialogflow CX Virutal Agent**

### Contents

Introduction
<u>Prerequisites</u>
Requirements
Components Used
Addresses and Credentials
Introduction to Webex Contact Center with Google CCAI
Provisioning
<u>Objectives</u>
Introduction to Provisioning
Create Dialogflow CX Virtual Agent
<u>Objectives</u>
Task 1. Create new Virtual Agent
Task 2. Assign the agent that you created for the Conversational profile.
Task 3. Configure Google Contact Center AI connector
Task 4. Create Contact Center AI config
Configure Dialogflow CX Virtual Agent
<u>Objectives</u>
Task 1. Navigate to Dialogflow CX Agent flow builder and customize the initial greeting.
Task 2. Create new page to collect the caller name
Task 3. Create new page Agent or Estimate and connect it with the Caller Name page.
Task 4. Configure Route in Agent or Estimate page to move the call to new page What Kind Of Agent.
Task 5. Configure Route for Estimate branch and Connect Agent or Estimate to new page Estimate Details
Task 6. Configure Estimate Details page with Parameters and Route
Task 7. Configure Estimate Details page with Routes.
Configure Flow with Virtual Agent in Webex Contact Center Management Portal
<u>Objectives</u>
Task 1. Create new flow.
Task 2. Configured Handled path to extract estimate data for the Analyzer report.
Task 3. Configured Escalated to move the call to the appropriate Queue with live agents.
Task 4. Add the flow to you Entry Point.
Task 5. Test your configurations.
Related Information

### 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
- <u>Webex Contact Center Management Portal</u>
- <u>Google Cloud Portal Console</u>
- <u>Google Dialogflow CX</u>

## 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**.



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 <u>Dialogflow CX portal</u> 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.

= 🏮 D	vialogflow CX	CL2024AMS	•					0	8		W
New Generative Try it out and re	e AI features are now availa eview the documentation, p	able. pricing details for FREE trial a	and monthly	minimum charges.			D	ocumentation	Pricing	details	×
Agents			Get start	ted with Dialogflo	w CX	×					
	Location	Location setting	Create a b	ot in as little as one	click		Use pre-built agents	Create age	ont		
Q Search Search agents by ID or display name		Provide a URL and we'll create a bot that answers questions based on their content									
	Display Name		questions based on men content.								
	CL2024Ag		_	Build your own			serving, data-at-rest in US)	:			
	CL2024Agent		Build your own Take total control over the experience and leverage powerful AI tools through a simple UI.			owa, USA)	:				
Quick acces	ss to useful resources	D Tutorial Vie	deo	D							
Empowe	nentation r human agents with contin	U Tutorial Vie nuous Create conver	deo rsational exp	eriences across			2				

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**).

😑 🇊 Di	alogflow CX	CL2024AMS				0	8 🎫	W
New Generative Try it out and rev	Al features are now ava view the documentation	ailable. n, pricing details for	Display name* CiscoTAC_Virtual_Agent		Doe	cumentation I	Pricing details	×
Agents			You cannot change the location after creating the agent.					
	Location	Locatio	Location * global (Global serving, data-at-rest in US) Time zone * (GMT.8-00) America/Los Angeles	•	pre-built agents	Create agen	1	
	Q Search Search	agents by ID or dis	Date and time requests are resolved using this time zone Default language *					
	Display Name		en – English The language the agent uses	•				
	CL2024Ag				data-at-rest in US)	:		
	CL2024Agent					:		
Quick acces	s to useful resources							
Docum Empower support d	entation human agents with con uring live calls.	D Tu tinuous Cr de	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.

	ialogflow CX	ject 2024AMS	•		0	8 111	w			
New Generation Try it out and re	AI features are now available. We we the documentation, pricir	ng details for FREE trial and	monthly minimum charges.		Documentation	Pricing detail:	×			
Agents										
Location Location settings Q Search Search agents by ID or display name				Use pre-built ago	nts Create ag	ent				
	Display Name		Default language	Region 个						
	CiscoTAC_Virtual_Agent		en	global (Global serving, data-at-rest ir	US)					
CL2024Ag		en	global (Global serving, data-at-rest ir	US)						
	CL2024Agent		en	us-central1 (Iowa, USA)	1					
Quick acces	Quick access to useful resources									

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

$\leftarrow \  \   \rightarrow$	C O A http	s://dialogflow.cloud.google.com/cv/project:	s/cl2024ams/locations		120%		S 2	_ ≡
Goo	o <mark>gle</mark> Dialogflow CX	CL2024AMS	•		0	8		w
۲	Platform	ilable. pricing details for FREE trial an	d monthly minimum charges.		Documentation	Pricing d	etails	×
•	Dialogflow CX							
G	Agent Assist							
ıü	Insights	Location settings		Use pre-built agents Create agent				
۲	Dialogflow ES							
0	Contact Center Al	agents by ID or display name						
			Default language	Region 1				
		ent	en	global (Global serving, data-at-rest in U	S)			
			en	global (Global serving, data-at-rest in U	S)			
			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.

~	→ C O	https://agentassist.doud.google.	xxm/projects/cl2024ams/locations/global/conversation-prof	lles		습			5	5 ≡
≡	😡 Agent Assist	CL2024AMS ~	global (Global servin *			\$ 0	8	Ŀ		w
â	Overview	Conversation profiles +	Create 2							
FEAT	URES	Conversation profiles surface r	al-time, relevant information to agents while they talk to	customers. Learn more						
	Summarization	Q Search profiles								
Ē	Article suggestion	Name	Integration ID	Created on	Updated on 🕹	Language				
C7)	Smart reply	CL2024ConvProf	jUIWjuWDSSCHxYqTgJeHVg	Dec 5, 2023	Dec 5, 2023	en-US				:
TOOL	S				Ite	ems per page: 10	•	1 - 1 of 1		
÷P	Simulator						_			
DATA	i.									
З,	Conversation profiles									
11.	Models									
ତ	Knowledge bases	•								
⊟	Datasets									

# Step 4. Create the name for your **Conversation profile** using this format: **{Your Name}\_Conversational\_Profile** .

$\leftarrow \rightarrow G$ 0	A https://agentassist.cloud.google.com/projects/d2024ams/locations/global/conversation-profiles/create					1	മ ≡
= 📦 Agent Assist	CL2024AMS  CL2024AMS	۲	0	8	₽		w
Overview	New conversation profile						
EATURES Summarization Article suggestion Smart reply	Display name This will help you find this profile in the conversation profiles list Display name CiscoTAC_Conversation_Profile						
TOOLS 记 Simulator	Language*						
Conversation profiles	Suggestion types Select all of the kinds of assistance you would like this profile to surface to agents						
th. Models ⓒn Knowledge bases	Conversation summarization Generate a summary of a conversation Conversation summarization (voice)						
Datasets	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**.

= 😡 Agent Assist	CL2024AMS  CL2024AMS  CL2024AMS	۲	0	8			w		
Overview	New conversation profile     Overessation interpret inventions								
FEATURES	New message notifications								
Article suggestion	Sentiment analysis Inspect messages from the agent and end customer and identify the prevailing emotional opinion within the text								
Ca Smart reply	Enable sentiment analysis								
TOOLS	Choose to use Dialogflow								
④ Simulator	You can leverage more sureated in Agent Assist to create a Dialogflow virtual agent (2)								
DATA	C Agents*								
Conversation profiles	Enter a valid Dialogflow agent or environment								
il. Models	DIALOGFLOW CX AGENTS								
G Knowledge bases	CiscoTAC_Virtual_Agent ID: projects/ci2024ams/locations/global/agents/0b13d5ed-70a4-4460-b837-a9f982609920								
Datasets	Securi CL2024Ag Configur ID: projects/cl2024ams/locations/global/agents/d1b6d377-52a5-4caf-b9b5-c385d5cca48c								
	Security settings   Manage Security Settings								
	3								
	Create								

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.

$\leftarrow \rightarrow C$ 0	C C A https://agentassist.doud.google.com/projects/d2024ams/locations/global/conversation-profiles							
= 😝 Agent Assist	CL2024AMS	lobal servin *			\$ 0	8	💌	
Overview	Conversation profiles + Create							
FEATURES	Conversation profiles surface real-time, relevant i							
Summarization	Q Search profiles							
Article suggestion	Name	Integration ID	Created on	Updated on $\downarrow$	Language			
Smart reply	CiscoTAC_Conversation_Profile	b2LhsiW5SleSwHsS-WFxGQ	Dec 11, 2023	Dec 11, 2023	en-US		:	
TOOLS	CL2024ConvProf	jUIWjuWDSSCHxYqTgJeHVg	Dec 5, 2023	Dec 5, 2023	en-US		:	
语 Simulator				items p	ber page: 10 👻	1 - 2	of 2 < >	
DATA						-		
Conversation profiles								
II. Models								
S Knowledge bases								
Datasets								

### Task 3. Configure Google Contact Center AI connector

#### (This Task is information only)

Log into <u>Webex Control Hub</u> 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.

webex Control Hub	Q Search		400 🗳 🖤
	Integrations		
DESKTOP EXPERIENCE	Connectors Features		
Multimedia Profiles	custom routing algorithms.	LatamTechSummitTTS     WebsyCos TextTeSpeech	CampaignManagerCredential
Outdial ANI		- Webexone-TextTospeech	
Desktop Layouts			
Dial Plans			
Address Books			
Desktop Profiles			
Idle/Wrap-up Codes	View Documentation		
	Set Up	Add More	Add More
TENANT SETTINGS			
General	Microsoft Teams	Google Contact Center Al	0
Security	Access the user data for enterprise users on Microsoft Teams during consult transfers and	Active Connectors	
Voice	outdial calls. Also, sync Agents state between	ClscoLive2024-Ams	
Digital	Desktop and Microsoft Teams.	Dialogriow-CX	
Desktop	Please ensure you have Administrator     Privileges in Microsoft Azure before		
Integrations	proceeding.		
Bulk Operations			
Addons	View Documentation		
Cloud Connect	Set Up	Add More	
*		1	v v

### Task 4. Create Contact Center AI config

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

webex Control Hub		Q Search		4000
A	Integrations			
DESKTOP EXPERIENCE	Connectors Features			
Multimedia Profiles				
Outdial ANI	Q Search by name	= Filter		New
Desktop Layouts	LatamTechSummit	×	Webex CCAI Config	CL20204 VA
Dial Plans	Virtual Agent		Contact Center AI	Contact Center Al
Address Books			Use this Config to enable Cisco CCAI services	
Desktop Profiles				
Idle/Wrap-up Codes	In Use: 0 ⊘		Default: Agent Answers	Default: Virtual Agent
TENANT SETTINGS				
General				
Security				
Voice				
Digital				
Desktop				
Integrations				
Bulk Operations				
Addons				
Cloud Connect				

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



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.

webex Control Hub	Q Search		4000
< Main Menu	< Features		
Contact Center	New Contact Center Al Config	Config Name * CiscoTAC_WxCC_Virtual_Agent	
CUSTOMER EXPERIENCE		Description	
Channels		You will see this name of the feature in the WXCC flow builder.	
Queues	You can find this ID from the		
Business Hours	creating the Conversation		
Audio Prompts	Profile	Dialooflow-CY	
Flows		Ulaiognow-CA V	
Call Recording Schedules		Google Conversation profile *	
Surveys		projects/cl2024ams/locations/global/conversationProfiles/b2LhsiW5	
USER MANAGEMENT		A Profile is the Google configuration for the conversation. To know more visit here	
Sites		Apply as default for Agent Apswers	
Skill Definitions			
Skill Profiles		Apply as default for Virtual Agent ①	
Teams			
User Profiles			Cancel Save

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

webex Control Hub	Q. Search		4 🥑 🖉 🔍
< Main Menu	Integrations		
Contact Center	Connectors Features     Q   Search by name       The search by name		New
CUSTOMER EXPERIENCE Channels	LatamTechSummit X	Webex CCAI Config Contact Center AI Use this Config to enable Cisco CCAI services	CL20204_VA X Contact Center Al
Business Hours Audio Prompts	In Use: 0 ③	Default: Agent Answers	Default: Virtual Agent
Flows Call Recording Schedules Surveys	CiscoTAC_WXCC_Virtual_Agent X Contact Center AI You will see this name of the feature in the WxCC flow builder.		
USER MANAGEMENT Sites Skill Definitions Skill Profiles			

# **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.



# 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.

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       Alents         Agents       Location       Location settings       Use pre-built agents       Create agent       Image: Create agent <t< th=""><th>≡ 🏮 Dial</th><th>logflow CX</th><th>24AMS -</th><th>0</th><th>8</th><th>w</th></t<>	≡ 🏮 Dial	logflow CX	24AMS -	0	8	w
Agents       Location       Location settings       Use pre-built agents       Create agent         Q       Search Search agents by ID or display name         Create agent         Display Name       Default language       Region ↑          CiscoTAC_Virtual_Agent       en       global (Global serving, data-at-rest in US)       :         CL2024Agent       en       us-central1 (lowa, USA)       :	New Generative AI Try it out and review	features are now available. w the documentation, pricing d	etails for FREE trial and monthly minimum charges.	Documentation	Pricing details	×
Location       Location settings       Use pre-built agents       Create agent         Q       Search Search agents by ID or display name       Fegion ↑       Fegion ↑         Display Name       Default language       Region ↑       Fegion ↑         CiscoTAC_Virtual_Agent       en       global (Global serving, data-at-rest in US)       i         CL2024Ag       en       global (Global serving, data-at-rest in US)       i         CL2024Agent       en       us-central1 (lowa, USA)       i	Agents					
Q       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)       i         CL2024Ag       en       global (Global serving, data-at-rest in US)       i         CL2024Agent       en       us-central1 (lowa, USA)       i	L	Location	Location settings	Use pre-built agents Create ag	gent	
Display NameDefault languageRegion ↑CiscoTAC_Virtual_Agentenglobal (Global serving, data-at-rest in US):CL2024Agenglobal (Global serving, data-at-rest in US):CL2024Agentenus-central1 (lowa, USA):		Q Search Search agents by	y ID or display name			
CiscoTAC_Virtual_Agent       en       global (Global serving, data-at-rest in US)       I         CL2024Ag       en       global (Global serving, data-at-rest in US)       I         CL2024Agent       en       us-central1 (Iowa, USA)       I		Display Name	Default language	Region 个		
CL2024Ag     en     global (Global serving, data-at-rest in US)       CL2024Agent     en     us-central1 (Iowa, USA)		CiscoTAC_Virtual_Agent	en	global (Global serving, data-at-rest in US)	:	
CL2024Agent en us-central1 (Iowa, USA)		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.



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.



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.

≡ 🏮 Dialogflow CX	CL2024AMS  Agent CiscoTAC_Virtual_Agent	□ Language — en • Q ② 🛃 ⅲ 🤍
Build Manage	Default Start Flow 🍳 🍳 🐼 🕎 💶 Enable minimap	W <> Publish 🔅 Agent settings 🖳 Test Agent
^ FLOWS + □		← Route 🕑 save 🚬 🖸 ‡ 🗙
3 Default Start Flow	Start Page	Agent responses     You can define different types of response messages, to provide the end-user with more than just text responses. Learn more
	Routes +	Agent says 🔿 🗸 🔟
	Default Welcome Intent	Hellol Thank you for calling. Here we know all about Webex
	Event handlers +	Contact Center.
^ pages	sys.no-match-default	Add dialogue option
O Start Page	sys.no-input-default	↓ Channel specific responses
0 0.000	Add state handler	Webhook settings
		<ul> <li>Advanced settings</li> </ul>
		<ul> <li>Call companion settings</li> </ul>

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

≡ 👂 Dialogflow CX	CL2024AMS	CiscoTAC_Virtual_Agent      en	9 Ø 📌 🏾 🔍
Build Manage	Default Start Flow		W <> Publish 😢 Agent settings 🖳 Test Agent
^ FLOWS +		← Route 🕑 Save 🖸 👯 🗙	Simulator 🔳 🕤 🕑 🍼 🗄 🗙
2 Default Start Flow	Start Page	^ Agent responses	Page     Image       Image     Image       Image     Image       Image     Image
	Routes	You can define different types of response messages, to provide the end-user with more than just text responses. Learn more	Intent Default Welcome Intent
	Event han	Agent says $\land  \downarrow  \fbox$	Environment: Draft
	sys.no-n	Hello! Thank you for calling. Here we know all about Webex Contact Center.	Flow: Default Start Flow Page: Start Page
	sys.no-ir	Enter agent dialogue Add	Hello
^ pages + 🖽	Add state	Add dialogue option	
O Start Page		<ul> <li>Channel specific responses</li> </ul>	Hello! Thank you for calling. Here we know all about Webex Contact Center.
		✓ Webhook settings	Eù 2
		<ul> <li>Advanced settings</li> </ul>	
		<ul> <li>Call companion settings</li> </ul>	Talk to agent 🛛 🛨 🦆 🖻

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.

≡ 👂 Dialogflow CX	CL2024AMS	CiscoTAC_Virtual_Agent      en	9 @ 📌 🏾
Build Manage	Default Start Flow		🛞 <> Publish 🕄 Agent settings 🖳 Test Agen
^ FLOWS + ⊞		← Route 🖸 Save 🖸 🛟 🛠	Simulator
2 Default Start Flow	Start Page Routes	<ul> <li>Agent responses</li> <li>You can define different types of response messages, to provid the end-user with more than just text responses. Learn more</li> </ul>	Page
	3 Event han	Agent says  Agent suy for colling, Haro we know all shout When	Default Welcome Intent Environment: Draft Flow: Default Start Flow
	sys.no-h sys.no-h	Contact Center. Enter agent dialogue Add	Page: Start Page
^ Page Name Caller_Name	Add state	Add dialogue option Channel specific responses	Hello! Thank you for calling. Here we know all about Webex Contact Center.
O Start Page		<ul> <li>Webhook settings</li> </ul>	Eo
	3	<ul> <li>Advanced settings</li> <li>Call companion settings</li> </ul>	Talk to agent 🕒 🌻 Þ

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.

≡ 🏮 Dialogflow CX	CL2024AMS   Agent  CiscoTAC_Virtual_Agent	⊆ <sup>Language</sup> ⊂ ⊘ 😰 ⅲ 🤍
Build Manage	Default Start Flow @ @ 🐼 🔊 💽 Enable minimap	W <> Publish 😟 Agent settings 🖳 Test Agent
^ FLOWS + 🖽		← Route 🕑 Save 🖸 🛟 ×
🏃 Default Start Flow	Start Page X	
	Routes +	Vebhook settings
	Default Welcome Intent	Advanced settings
	sys.no-match-default	<ul> <li>Call companion settings</li> </ul>
	sys.no-input-default	
^ pages + 🖽	Add state handler	^ Transition 2
O Start Page	•	🔵 Flow 💿 Page
Caller_Name		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.

≡ 🏮 Dialogflo	ow CX	CL2024AMS	Agent     CiscoTAC_Virtual_Ag	ent 👻	en •	a 🛛 📌 🖩 😡
Build M	anage	Default Start Flow	ඳ ල 🖸 🕎 🚭 Enab	le minimap		W <> Publish 🕄 Agent settings 🖳 Test Agent
^ FLOWS	- 🗆					← Route 🕑 Save 🖸 🛟 ×
🙏 Default Start Flow			Start Page	×		<ul> <li>Channel specific responses</li> </ul>
			Routes	+		Webhook settings
			Event handlers	+		<ul> <li>Advanced settings</li> </ul>
			sys.no-match-default			<ul> <li>Call companion settings</li> </ul>
			sys.no-input-default			
^ PAGES	- 🖬		Add state handler			^ Transition
O Start Page						Slow  Page
Caller_Name						When this transition occurs, this is the next page in the conversation
				0		Caller_Name

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.

≡ 🏮 Dialogflow CX	CL2024AMS   Agent CiscoTAC_Virtual_Agent	
Build Manage	Default Start Flow 🍳 🍳 🐼 💕 💕 Enable minimap	🛞 <> Publish 🚯 Agent settings 🖳 Test Agen
^ FLOWS + □	Start Page	Fulfillment 🙂 Save 🛛 🛟 🗙
🙏 Default Start Flow	Caller_Name X	Entry fulfillment is the agent resp. ase for the end-user when the page initially becomes active. Learn more
	Description Edit description	✓ Parameter presets
	Entry fulfillment	✓ Generators
	Edit Fulfillment	^ Agent responses
	Parameters +	You can define different types of response messages, to provide the end- user with more than just text responses. Learn more
PAGES +	Routes +	Agent says 🔨 🧄 🖩
		Please let me know what is your name. Add
Caller_Name		Add dialogue option
	0	Channel specific responses
<		<ul> <li>Webhook settings</li> </ul>

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.

≡ 🏮 Dialogflow	СХ	CL2024AMS	Agent     CiscoTAC_Virtual_Agent	en 👻	a 🛛 📌 🖩 😡
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^ FLOWS +			Start Page		← Parameter 🕑 Save 🖸 🛟 ×
🙏 Default Start Flow			¢ Caller_Name	×	Parameters are values extracted from the end user during the conversation. Learn more
			Description Edit description		Display name * Name
			Entry fulfillment		Can contain letters, numbers, underscores and dashes. Must starbuth a letter. Select available <u>system</u> or <u>custom</u> entity type.
			Please let me know what is your name.	]	entry type * @isys.any 4
	-		Parameters	2	Description -
^ pages +	⊞		Routes +	_ /	captures payment account.
O Start Page			Add state handler		
Caller_Name			1	3	
					Is list

Step 6. Configure **Routes** in the **Caller\_Name** page. Click **Route**, on the right window scroll down to **Condition** and set the condition *spage.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.

≡ 🟮 Dialogflow CX	CL2024AMS	a 🛛 📌 🖩 😡
Build Manage	Default Start Flow @ @ 5 🔊	👿 <> Publish 😣 Agent settings 🖳 Test Agent
<ul> <li>^ FLOWS</li> <li>+</li> <li>→</li> <li>Default Start Flow</li> </ul>	Start Page Caller_Name X Description	← Route 🕑 Save 🖸 🛟 ×
	Edit description Entry fulfillment Please let me know what is your name. Description	Condition 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.
^ pages + Ⅲ	Name @sys.any	Condition rules
O Start Page Caller_Name	Routes + Add state handler 1 2 3	Match EVERY rule (AND)     Customize expression     Parameter     Spage.params.status     = ▼ "FINAL"     I  Add Rule (OR)

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

≡ 🏮 Dialogflow CX	Project         Agent           CL2024AMS             CiscoTAC_Virtual_Agent	en •	Q @ 롿 🏾 😡
Build Manage	Default Start Flow @ @ 5 👌 🥑 Enable minimap		W <> Publish 😵 Agent settings 🖳 Test Agent
^ FLOWS + □	Start Page		Simulator
🎗 Default Start Flow	Caller_Name >		Page
	Edit description		Environment: Draft
	Please let me know what is your name.		Flow: Default Start Flow Page: Start Page
∧ pages + □	Parameters + Name @sys.any		Hello! Thank you for calling. Here we know all about Webex Contact Center. Please let me know what is your name.
O Start Page	Routes +		Eo
Caller_Name	Add state handler		Nick 😫
			0
			Talk to agent 🕑 🌷 Þ

# 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.

≡ 🏮 Dialogflo	ow CX	CL2024AMS	•	CiscoTA	AC_Virtual_Agent •	e		Q	0 🖌	💌
Build M	anage	Default Start Flow	Q	ල න	Crable minimap	W	<> Publish	۰	Agent settings	🖳 Test Agent
^ FLOWS	- 🗇									_
2 Default Start Flow	:									
			Start Page							
			Caller_Nan	ne						
		0								
^ PAGES	-									
Agent_or_Estima	~_×									
O Start Page										
Caller_Name		2								

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.

Build       Manage       Default Start Flow       Q	≡ 🏮 Dialogflow CX	CL2024AMS   Agent  CiscoTAC_Virtual_Agent	en 🔹 🤉 🕐 🏢 😡
<ul> <li>FLOWS + m</li> <li>Perfault Start Flow</li> <li>Default Start Flow</li> <li>Agent_or_Estimate</li> <li>Start Page</li> <li>Agent_or_Estimate</li> <li>Caller_Name</li> <li>Caller_Name</li> <li>Caller_Name</li> </ul>	Build Manage	Default Start Flow	👿 🗘 Publish 😧 Agent settings 🖳 Test Agent
<ul> <li>PAGES + I</li> <li>Start Page</li> <li>Agent_or_Estimate</li> <li>Caller_Name</li> <li>Caller_Name</li> </ul>		Caller Name Caller Name Agent_or_Estimate X Description Edit description Entry fulfilment Edit Fulfilment	Fulfillment               Save
Start Page       Add state handler         Agent_or_Estimate       Hi Seesion params Name, please let me know if you would like         Caller_Name       Caller_Name	^ pages + ⊡	Parameters + Routes +	You can define different types of response messages, to provide the end- user with more than just text responses. Learn more
Agent_or_Estimate Caller_Name	O Start Page	Add state handler	Agent says 🔿 🗸 🔟
Caller_Name 2 3 Add dialogue option Channel specific responses	Agent_or_Estimate		Hi Szession <u>params</u> .Name, please let me know if you would like Add to speak with a Sales representative or you would to create an estimate?
	Caller_Name	2	3 Add dialogue option Channel specific responses 4

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.

≡ 👂 Dialogflow CX 🔤	CL2024AMS    Agent  CiscoTAC_Virtual_Agent	°°) 🕈 💷 🔍
Build Manage De	efault Start Flow 🍳 🍳 🤄 👌 🥪 Enable minimap	🛞 <> Publish 😵 Agent settings 🖳 Test Agent
^ FLOWS + □	Caller_Name	Simulator
🏃 Default Start Flow	Agent_or_Estimate X	Page
	Edit description	Parameters
	Entry fulfilment Hi Ssession params Name, please let me know if	Environment: Dratt Flow: Default Start Flow Page: Start Page Please let me know what is your name.
^ pages + 📼	Parameters + Routes +	B
O Start Page	Add state handler	Nick
Agent_or_Estimate     Caller_Name		Hi Nick, please let me know if you would like to speak with a Sales representative or you would to create an estimate?
		Taik to agent 💮 🎐 Þ

# 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.

≡ 🏮 Dialogflow CX	CL2024AMS   Agent  CiscoTAC_Virtual_Agent  Language  en  Language	a 🛛 🛃 🖩 🦁
Build Manage	Default Start Flow @ @ @ Default Start Flow @	🛞 < Publish 🕄 Agent settings 🖳 Test Agen
^ FLOWS + □ ★ Default Start Flow	Start Page Caller_Name Agent_or_Estimate Description Edit description Entry fulfillment Hi Ssession parama Name, please let me know if	
∧ PAGES + □□ O Start Page	Parameters + Routes +	<ul> <li>An intent categorizes end-user's intention during a conversation with the</li> </ul>
Agent_or_Estimate Caller_Name	1 Add state handler 2	agent (for example, schedule an appointment). Learn more
<		a parameter equals a certain value, or in an parameters have been med.

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.

≡ 🏮 Dialogflow CX	CL2024AMS   Agent  Language  en  Language  en	a 🛛 📌 🖩 🐨
Build Manage	Default Start Flow 🔍 🔍 🔄 🕎 Enable minimap	🛞 <> Publish 😵 Agent settings 🖳 Test Agent
^ FLOWS + □ ★ Default Start Flow	Start Page Caller, Name Agent, or, Estimate Caller, Name Caller, Name Caller, Name Caller, Name Estimate Entry fulfillment	← Intent ④ Save C ↔ × An intent categorizes end-users intention during a conversation with the agent (for example, schedule an a pointment). Learn more Displayname * Agent_Intent Labels
<ul> <li>△ PAGES + □</li> <li>O Start Page</li> </ul>	Parameters + Routes +	Described what task this intent does. For example: This intent triggers when user asks a payment question.
Agent_or_Estimate         Caller_Name	Add state handler	3 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 hr. 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 Add

Step 3. Create new page and name it What\_Kind\_Of\_Agent .

≡ 🏮 Dialogflow CX	CL2024AMS	CiscoTAC_Virtual_Agent	ge	م 💿 📌 🖩 😡
Build Manage	Default Start Flow @ @ [d	ව 🔊 🔿 Enable minimap	W <> Publish	😵 Agent settings 🛛 🖳 Test Agent
^ FLOWS + □				
A Default Start Flow	Start Page			
	Caller_Name			
	Agent_or_Estima	ate		
Page Name				
What_Kind_Of_A 🗸 🗙				
O Start Page				
Agent_or_Estimate				
Caller_Name	2			

Step 4. Click on Agent\_or\_Estimate page. Add a new Route, select the Intent.

≡ 🏮 Dialogflow CX	CL2024AMS   Agent CiscoTAC_Virtual_Agent	۹ 🛛 📌 🖩 😡
Build Manage	Default Start Flow 🔍 🔍 😒 🐋 💽 Enable minimap	W <> Publish 😵 Agent settings 🖳 Test Agent
^ FLOWS + □ ★ Default Start Flow	Caller_Marrie	← Route ④ Save □ ☆ × Routes are called when an end-user input matches an intent and/or some
	Agent_or_Estimate X Description Edit description Entry fulfillment Hi Ssession parama.Name, please let me know if	Conduction 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 Describe what task this transition route does.
^ PAGES + Ⅲ O Start Page	Parameters + 3 Routes +	<ul> <li>An intent</li> </ul>
Agent_or_Estimate     Caller_Name     What_Kind_Of_Agent	Add state handler	Agent_Intent Categorizes enouser's intention during a conversation with the agent (for example, schedule an appointment). Learn more need Agent_Intent

Step 5. On the **Routes** settings scroll down and select action to move the call to the page **What\_Kind\_Of\_Agent** .

≡ 🏮 Dialogflow CX	CL2024AMS Agent CiscoTAC_Virtual_Agent en *	a 🛛 📌 🏾 😡
Build Manage	Default Start Flow @ @ @ Default Start Flow @	W 🗘 Publish 😧 Agent settings 🖳 Test Agent
^ FLOWS + □ ★ Default Start Flow	Agent_or_Estimate X Description Edit description Entry fulfillment Hi Ssession params Name, please let me know if	← Route
^ PAGES + Ⅲ O Start Page	Parameters + Routes +	Call companion settings
Agent_or_Estimate     Caller_Name     What_Kind_Of_Agent	Add state handler	Flow Page When this transition occurs, this is the next page in the conversation 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.

≡ 🏮 Dialogflow	CX	CL2024AMS	Agent     CiscoTAC	_Virtual_Agent *	anguage T		<u>م</u> (۵)	📌 🖩 😡
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^ FLOWS +			Caller_Nam	e				
A Deladit Start Flow			Agent_or_Estimate	×				
			Description					
			Edit description					
		2	Entry fulfillment					
A 94.975 ±	Ē		State Handler	know if				
O Start Page			Route Groups	+				
D Agent or Estimate			Event Handlers	+				
Caller_Name			Data stores	D				
Estimate_Details			Canc	el Apply				
What_Kind_Of_Agent			Add state handler		3			

≡ 🏮 Dialogflow CX	Project         Agent         CiscoTAC_Virtual_Agent *         Language           CL2024AMS         *         CiscoTAC_Virtual_Agent *         en *	Q @ 📌 🏼 🙁
Build Manage	Default Start Flow @ @ Ø Ø Cable minimap	🛞 <> Publish 😵 Agent settings 🖳 Test Agent
^ FLOWS + □	Caller_Name	← Event handler 🕑 Save 🛛 🛟 🛠
🙏 Default Start Flow	Agent_or_Estimate X Description Edit description	Event     Use custom event ⑦ 3      Event     No-input default
^ pages → 🖽	Entry fulfillment Hi Ssession params. Name, please let me know if	Fulfillment     Fulfillment is the agent response for the end-user. Learn more
O Start Page	Parameters +	✓ Parameter presets
Agent_or_Estimate	Routes +	
Caller_Name	Agent_Intent D	^ Agent responses
Estimate_Details What_Kind_Of_Agent	Estimate_Intent 1	You can define different types of response messages, to provide the end-user with more than just text responses. Learn more
	Add state bandler	Agent says $\uparrow \downarrow$ 🔟
		Enter agent dialogue Add
	······································	Add dialogue option

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**.



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.

≡ 🏮 Dialogflow CX	CL2024AMS  Agent CiscoTAC_Virtual_Agent	°) 🔍 🕈 📰 😒
Build Manage	Default Start Flow @ @ 5 🔊 🥑 Enable minimap	🛞 <> Publish 🛞 Agent settings 💂 Test Agent
^ FLOWS + Ⅲ ↓ Default Start Flow	Start Page Caller_Name Agent_or_Estimate X Description Edit description	Image: Save       Image: Save
^ PAGES + Ⅲ O Start Page	Entry fulfillment Hi Ssession params.Name, please let me know if _ Parameters +	Description Describe what task this intent does. For example: This intent triggers when user asks a payment question.
Agent_or_Estimate Agent_or_Estimate Caller_Name What_Kind_Of_Agent	Routes + Agent_latent D Add state handler	2 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 annotation, with available system
		Crype at training phrase and press 'Enter'     Estimatel     Add     Skip auto annotation ①     ①     ①

Step 3. Create new page with the name **Estimate\_Details**. Connect **Agent\_or\_Estimate** and **Estimate\_Details** pages when **Estimate\_Intent** is triggered.

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* FLOWS	+ 🖽			Start Page	•								=	
🎝 Default Start Fl	ow			Caller_Nam	e									
			Agent_or_E	stimate		×							_	
		_	Descriptio	n										
			Edit desc	cription										
		/	Entry fulfil	liment										
PAGES	+ 📼		Hi \$sess	ion.params.Nam	e, please let me k	now if _								
Page Name			Parameter	rs		+								
Istimate_Detail	s v ×		Routes			+								
O Start Page			Agent_In	tent		D								
Agent_or_Estin	nate	3	Add state	handler										
Caller_Name														
What_Kind_Of_	Agent	2												

Step 4. Click the Agent\_or\_Estimate page. Add new Route, and select the Intent Estimate\_Intent .

H 🕴 Datyter (1	1.000		- m -			- + ( <b>F</b>	• •
10 100	terester to 4	1.0.0	Call Lines		(i) - see	a service	the state of
· · · · · · · · · · · · · · · · · · ·		10110					
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D. International							
1 Internet							
1 House Cape				a			
				-	And the Association (Association (Association))	and the second	
		10.00.00					

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.

≡ 🏮 Dialogflow CX	CL2024AMS * CiscoTAC_Virtual_Agent * en	🖫 🔍 🖉 📰 😨
Build Manage	Default Start Flow @ @ 🐼 🕎 💽 Enable minimap	🛞 <> Publish 😣 Agent settings 🖳 Test Age
^ FLOWS + □	Start Page	← Route ⊕ Save ∷ ↔ ×
	Agent_or_Estimate × Description	Fulfillment     Suffillment is the agent response for the end-user. Learn more
	Edit description Entry fulfillment	<ul> <li>✓ Parameter presets</li> <li>✓ Generators</li> </ul>
^ PAGES + □ Page Name Estimate_Details ✓ ×	Hi Ssession, params. Name, please let me know if Parameters + Routes +	<ul> <li>Agent responses</li> <li>You can define different types of response messages, to provide the end-user with more than just text responses. Learn more</li> </ul>
O Start Page	Agent_Intent D	Agent says 🔨 🔶 🔟
Agent_or_Estimate     Caller_Name	Add state handler	Got it. Let me collect some information for the estimate Add Add dialogue option
Wnat_kind_Of_Agent		Channel specific responses
	What, Kind_Of, Agent	Advanced settings

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.

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Build Manag	je	Default Start Flow	୍	ා ර	C Enabl	e minimap				w	<> Publish	Agent	settings	Q, T	est Age
↑ FLOWS +				Start Page	:					← Route ④ Sar Agent says	~		$\uparrow$	:: # ↓	×
			Agent_or_E	Caller_Nan	ţ		×			Got it. Let me collect so	me information for	the estimate			
			Description	n						Enter agent dialogue		$\overline{\ }$		A	d
			Entry fulf	ilment						<ul> <li>Channel specific re</li> </ul>	sponses		2		
^ pages +			Hi \$ses	sion.params.Nam	e, please let me	e know if				<ul> <li>Webhook settings</li> </ul>					
O Start Page			Paramete	rs		+				<ul> <li>Advanced settings</li> </ul>					
Agent_or_Estimate			Agent	ntent		+				<ul> <li>Call companion set</li> </ul>	lings				
Caller_Name Estimate_Details What_Kind_Of_Agent			Add state	handler						<ul> <li>Transition</li> <li>Flow</li> <li>Page</li> </ul>	le				
				What Kind	1 Of Anent			0_	-	When this transition occ Page Estimate_Details	urs, this is the next	page in the co	nversation		•

### 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.



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.



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"**.

😑 🏮 Dialogflow CX	CL2024AMS *	_Virtual_Agent • Changuage	a 🛛 📌 🖩 😔
Build Manage	Default Start Flow 역	C Enable minimap	🛞 < Publish 🛞 Agent settings 🖳 Test Agent
^ FLOWS + □ ★ Default Start Flow	Star Calls Age	t Page er_Name nt_or_Estimate Estimate_Details	
^ PAGES + Ⅲ O Start Page		Description Edit description	Spage params.status = "FINAL"
Agent_or_Estimate     Caller_Name     Estimate_Details		Entry fulfillment Please let me know how many agents you are pla_	Fulfillment     Fulfillment is the agent response for the end-user. Learn more
What_Kind_Of_Agent	What_Kind_Of_Agent	Parameters + Number_of_agents @sys.number	Verameter presets     Generators
		Routes + Add state handler	<ul> <li>Agent responses</li> <li>You can define different types of response messages, to provide the end-user with more than just text responses. Learn more</li> </ul>

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.

≡ 🏮 Dialogflow CX	CL2024AMS *	irtual_Agent •	a 🛛 🛃 🏢 😋
Build Manage	Default Start Flow @ @ 🐼 🔇	🕑 Enable minimap	🛞 <> Publish 🛞 Agent settings 🖳 Test Age
^ FLOWS + □			← Route 🖲 save 🖸 🛱 💥
A Default Start Flow			- Fulfillment
	Sa	rt Page	Fulfillment is the agent response for the end-user. Learn more
	Cal	ler_Name	Parameter presets
	Age	nt_or_Estimate	✓ Generators
		· · · · · · · · · · · · · · · · · · ·	A. A
		Estimate_Details	< Agent responses
O Start Page		Description	You can define different types of response messages, to provide the end-user with more than just text responses. Learn more
• Start Page	_	Edit description	Agent says 🔿 🗸 🔟
Agent_or_Estimate		Entry fulfillment	am putting together the estimate request details for Add
D Caties_Mane		Edit Fulfilment	ssession.params.number_or_agents
What_Kind_Of_Agent		Parameters +	Add dialogue option
	What_Kind_Of_Agent	Routes +	Channel specific responses
		Add state handler	✓ Webhook settings
			✓ Advanced settings

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

≡ 🏮 Dialogflow CX	CL2024AMS *	CiscoTAC_Virtual_Agent *			a o 📌 🏾 😡
Build Manage	Default Start Flow @ Q [o	🕄 🕥 🤜 Enable minimap		W C> Publish	Agent settings 🛛 🖳 Test Agen
^ FLOWS + □				← Route (#) Save	0 # X
A Default Start Flow		Start Page		~ Text	
		Caller_Name		Custom payload	d-user. Learn more
				Live agent handoff	
	,	Agent_or_Estimate	/	Conversation success metadata	
	/	Estimate_Details	×		
		Description		Play pre-recorded audio	
^ pages → 🖽		Edit description		Output audio text	messages, to provide the end-user with
Т				Conditional response	
O Start Page		Entry fulfillment		Telephony transfer call	↑ ↓ <b>U</b>
Agent_or_Estimate		Edit Fulfillment		Data store response options	details for Add ts
Caller_Name		Parameters	+		
Estimate_Details	What_Kind_Of_Agent	Routes	+	Add dialogue option	
What_Kind_Of_Agent		Add state handler		<ul> <li>Channel specific responses</li> </ul>	
				✓ Webhook settings	

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.

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Build Manage	Default Start Flow 역 🤄 🔣 🥪 Enable minimap	🛞 <> Publish 🛞 Agent settings 🖳 Test Agen
^ FLOWS + ⊡	Agent_or_Estimate	← Route (2) Save (2) (2) (2) (2) (2) (2) (2) (2) (2) (2)
Default Start Flow	Estimate_Details X Description	I am putting together the estimate request deals for Seession garants Number_of_agents agents       Enter agent dialogue     Add
^ pages + 🖽	Edit description Entry fulfillment Please let me know how many agents you are pla	Custom payload
O Start Page	Parameters +     What_Kind_Of_Agent     Number of agents @sys.number	<pre>"Estimate_Agents_Count": "\$session.params.Number_of_agents"</pre>
Agent_or_Estimate Caller_Name	Routes +	6 } 7 } 8 }
Estimate_Details	Spage.params.status = "FINAL"	10
What_Kind_Of_Agent	• Add state handler	Select template Add dialogue option

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

≡ 🏮 Dialogflow CX	CL2024AMS CL2024AMS CiscoTAC_Virtual_Agent Clangui	•2e	a 🛛 📌 🖩 🥹
Build Manage	Default Start Flow @ @ 5 🔊 🥑 Enable minimap		W <> Publish 🔅 Agent settings 🖳 Test Agen
<ul> <li>∧ FLOWS + □</li> <li>↓ Default Start Flow</li> </ul>	Agent_or_Estimate	← Route	e 🖲 Save 🖸 🗘 🗘 X
	Estimate_Details Description Edit description	X Add dialog	gue option I specific responses
^ PAGES + Ⅲ O Start Page	Entry fulfillment Please let me know how many agents you are pl Parameters What Kird Of Ameri	a Vebhoo - Advance - Call con	xk settings ed settings npanion settings
Agent_or_Estimate     Caller_Name     Estimate_Details	Number_of_agents @sys.number Routes Spage.params.status = "FINAL"	+ ^ Transitio	a Race
What_Kind_Of_Agent	• Add state handler	When this tr Page End Flov	rege ansition occurs, this is the next page in the conversation
<			

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

								-					7		
		Virtual	(	Ϋ́											
		Virtual Agent		1											
				1.											
		No description defined		1.											
		Outcomes	^	1											
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Step 7. Test your Virtual Agent flow at this point.

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Build Manage	Default Start Flow 🔍 🔍 🔄 👌 🥪 Enable minimap	w	<> Publisi	h 🛞 Agent setting	թ 🖳 թ	fest Agen
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A Default Start Flow	rigen a second	Page		Ē	$\langle \rangle$	×
	Estimate_Details X	A Def	ault Start Flow -	End Session		
	Description	Paramet	ters			
	Edit description	Para	ameter	Value		
	Entry fulfillment		FI	Environment: Draft ow: Default Start Flow		
	Please let me know how many agents you are pla	0	Contra Latera	Page: Start Page	1	
^ pages + □		U	the estimate	collect some information	tor	
O Start Page	What Kind Of Agent		Please let me are planning to	know how many agents y have in your Contact Ce	ou	
Agent or Estimate	Number_of_agents @sys.number		E.			
Caller Name	Routes +					
Estimate_Details	Spage params.status = "FINAL" D				100	ă
What_Kind_Of_Agent					0	
	Add state handler	9	I am putting to details for 100 { Custom payle	gether the estimate requiragents bad }	lest	
<	Fed Baw	Talk t	o agent	$\oplus$	🔶 F	$\bowtie$

### 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**.

← → C 0 8	https://dialogflow.cloud.google.com/cv/projects/cl2024ams	/locations/global/agents/0b13d5ed-70a4-4460-b837-a9f98260992f	0/intents	110%	ල එ ≡
≡ 🏮 Dialogflow CX	CL2024AMS	TAC_Virtual_Agent • CLanguage en •		৭ 🕐 🖠	Р 🖩 😡
Build Manage	Intents + Create 1 Import		W	Agent settings	🖳 Test Agent
RESOURCES	Intents Suggestions Overlap:	3			
Bo Entity types	Q Search Search intents by ID, display na	.me, or label			
ή <sup>#</sup> Route groups	Display name	Labels # of Training phrases	Last modified		
🗉 Data stores 🗹 [new	Default Welcome Intent	17	Dec 11, 2023 11:08 PM	(	Ū
�₊ Generators	Default Negative Intent	0	Dec 11, 2023 11:08 PM	1	Ū
TEST & FEEDBACK	Agent_Intent	4	Dec 12, 2023 12:56 AM	4	Ξ
I Test cases	Estimate_Intent	1	Dec 14, 2023 11:24 PM	1	Ū
E Validations	1				
Change history					
Conversation history	1				
Analytics [new]					
TESTING & DEPLOYMENT					
≓ Git					
Second Versions					
I Environments					

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

← → C	https://dialogflow.doud.google.com/cr/projects/d2024ams/locations/global/agents/0b13d5ed-70a4-4460-b837-a9f982609920/intents			110% 🟠	⊚ ຊົ ≡
≡ 🏮 Dialogflow CX	CL2024AMS Classet CiscoTAC_Virtual_Agent Classet			Q (2)	P 🖩 😡
Build Manage	← Intent ⊕ Save ← Cancel	w	<> Publish	Agent settings	🖳 Test Agent
RESOURCES	An intent categorizes end-user's intention during a conversation with the agent (for example, schedule an appointment). Learn more				
A Entity types	TAC_Intent				
ofo Webhooks ۲* Route groups	Labels	0			
<ul> <li>Data stores [] [new]</li> <li>Generators</li> </ul>	Description Describe what task this intent does. For example: This intent triggers when user it is a payment question.				
TEST & FEEDBACK	0				
Validations Change history	Training phrases 2				
Conversation history	When a user says something similar to a training phrase, Dialogflow match are to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter saves, use annotations with available system or custom entity types.	w			
TESTING & DEPLOYMENT	Type a training phrase and press 'Enter' Add	d			
≓ Git	Skip auto annotation 🛈				
Versions	Q Search Search training phrases				
L Environments	Training phrases # words	-			
CI/CD [preview]	I TAC Engineer 2	-			
	2 🗊				

For Sales\_Intent you can specify something like Price, Sales, and so on.

≡ 🏮 Dialogflow CX	CL2024AMS CL2024AMS CiscoTAC_Virtual_Agent en				Q (1)	🕈 🖩 😡
Build Manage	← Intent 🗄 Save 🛞 Cancel		w	<> Publish	Agent settings	🖳 Test Agent
RESOURCES	An intent categorizes end-user's intention to ting a conversation with the agent (for example, schedule an appointment). Learn more brackey same * Sales_Intent Labels Describe what task this intent does. For example: This intent triggers when user asks a payment question.		0			
Validations  Change history  Conversation history  Analytics [new]  TESTING & DEPLOYMENT  Git  Versions  Environments  Experiments  CI(CD [Service]]	Training phrases       2         When a user says something similar to a training phrase, Dialogflow matches it to the intent. You sont have to create an exhaustive I will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity type         Type a training phrase and press 'Enter'         Skip auto annotation ()         Q search Search training phrases         Training phrases         Image: Training phrase         Image: Training phrase	ist. Dialogfi is. A t ords	ove 550 0	3		

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.



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

≡ 🏮 Dialogflo	ow CX	CL2024AMS * CiscoTAC_Virtual_Ag	gent *	en 👻	a	. 0 🖞 🏾 😡
Build Ma	anage	Default Start Flow 역 역 🐼 🛷 Enal	ble minimap		W <> Publish 😣	Agent settings 🛛 📮 Test Agen
へ FLOWS +	- 🖬		Cor_Estimat	e _	← Route   Save	0 0 X
		What_Kind_Of_Agent Description Edit description	×		Agent responses You can define different types of gonse messimore than just text responses. Learn more	2 ages, to provide the end-user with
		Entry fulfillment		0	Agent says This call will move to the <u>TAC</u> queue.	Add
PAGES +	- 🖬	Parameters	+	Estimate_Details	Add dialogue option	
Agent_or_Estimate		Routes TAC_Intent	+		V Webhook settings	
Estimate_Details     What_Kind_Of_Agent		Add state handler			Advanced settings     Call companion settings	

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

≡ 🏮 Dialogflow C>	CL2024AMS	CiscoTAC_Virtual_Agent	en 💌		a o 📌 🏾 🐨
Build Manage	Default Start F	low 🔍 🔍 🔗 👌 🥣 Enable minimap		Text	Publish 🛞 Agent settings 🖳 Test Agen
^ FLOWS + □		Caller_Name Caller_Name		Custom payload	C O X
		What_Kind_Of_Agent Description Edit description		Conversation success metadata Play pre-recorded audio Output audio text	messages, to provide the end-user with more than
^ pages + E O Start Page	0	Entry fulfilment Edit Fulfilment Parameters +	0	Telephony transfer call Data store response options	1 小 小 10 bbA
Agent_or_Estimate     Caller_Name     Estimate_Details		Routes +	Estmate_Octais	Add dialogue option     Channel specific responses	
What_Kind_Of_Agent		Add state handler		<ul> <li>Webhook settings</li> <li>Advanced settings</li> </ul>	

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

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		-1	Virtual	0	Ŷ											
		ୀ	Virtual Agent V2													
			-													
			No description defined													
			Outcomes	^												
			Handled	1	þ.											
			Escalated		•	1										
			Error Handling	^												
		1	<b>F</b>			1										
			Errored	1	Ŷ.								1			
				1		-							$\rightarrow$			

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.



alialogflow CX	CL2024AMS CiscoTAC_Virtual_Agent CiscoTAC_VirtuaLAgent CiscoTAC_VirtuaLAgent CiscoTAC_VirtuaLAgent CiscoTAC_VirtuaLAgent CiscoTAC_VIrtuaLAgent CiscoTAC_VIrtuaLAgent CiscoTAC_VIrtuaLAg		a o 🛃 🏾 🐨
Build Manage	Default Start Flow 역	W	😣 Agent settings 🛛 🖳 Test Agent
^ FLOWS + □ ★ Default Start Flow	Agent_or_Estimate	← Route ④ Save	:: * ×
	What_Kind_Of_Agent × Description Edit description Entry fulfillment	Add dialogue option  Channel specific responses  Webhook settings	
PAGES +      O     Start Page	Edit Fulfillment  Parameters +  Routes +	Advanced settings     Call companion settings	
Caller_Name Estimate_Details What_Kind_Of_Agent	TAC_Intent Add state handler	<ul> <li>Transition</li> <li>Flow          <ul> <li>Page</li> </ul> </li> </ul>	
		When this transition occurs, this is the next	page in the conversation ▼

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



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

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Build Manage	Default Start Flow @ @ 0 0 CEnable minimap	W 🔷 Publish 🚯 Agent settings 🖳 Test Agent
^ FLOWS + □□ ↓ Default Start Flow	Agent_or_Estimate What_Kind_Of_Agent X Description Edit description Entry fulfillment	← Route
^ pages + 🖽	Edit Fulfilment	Enter agent dialogue Add
Start Page     Agent_or_Estimate     Caller_Name     Estimate_Details	Estimate_Details Routes + TAC_Intent D Sales_Intent	Live agent handoff $\land \lor$ - 1 ( - 2 "dialogflow.ccai.live-agent-escalation": ( 3 "Type_Of_Agent": "Sales" 4 ) 5 )
What_Kind_Of_Agent	Add state handler	

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

Build M	anage	Default Start Flow @ Q	🐼 \land 💽 Enable minimap		W <> Publish 😟 Agent settings 🖳 Test Agent
^ FLOWS	- 🗆	Ager	t_or_Estimate		← Route 🕑 Save 🖸 ⇔ X
3 Default Start Flow			What_Kind_Of_Agent	× –	
			Description		Add dialogue option
			Edit description		<ul> <li>Channel specific responses</li> </ul>
			Entry fulfillment		v Webhook settings
^ PAGES -	F 🖬		Edit Fulfillment		<ul> <li>Advanced settings</li> </ul>
O Start Page		Entimate Datala	Parameters +		<ul> <li>Call companion settings</li> </ul>
Agent_or_Estimate		Escinate_Details	Routes +		
Caller_Name			TAC_Intent D		^ Transition
Estimate_Details			Sales_Intent		Flow  Page
What_Kind_Of_Agent			Add state handler		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.

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Build	Manage	Default Start Flow @ G	२. ि. 👌 🥣 Enable minimap	🔅 👌 🥪 Enable minimap 🔍 😯 <> Publish 😵 Agent settings 📮 Tr										
↑ FLOWS	+ 🖽	Aq	pent_or_Estimate		Fulfillment 🕒 Save 🖸 🛟 🛠									
🙏 Default Start Flow	w		What_Kind_Of_Agent	× –	Entry fulfillment is the agent reponse for the end-user when the page initially becomes active. Learn more									
			Description Edit description		Varameter presets     Generators									
			Entry fulfillment		^ Agent responses									
↑ PAGES	+ 🖽		Edit Fulfillment		You can define different types of response messages, to provide the end-user with more than just text responses. Learn more									
O Start Page		Estimate Dataile	Parameters	+	Agent says 🔿 🧄 🗐									
Agent_or_Estima	ite	Lsunace_octais	Routes	+	Please let me if you wold like to speak with a Technical Support Engineer or Add you would like to talk about sales.									
Caller_Name			TAC_Intent	0	Add dialogue option									
Estimate_Details			Sales_Intent	0	Channel specific responses									
C macking_or_A	gen		Add state handler		Vebbook settings									

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.

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	ulul cisco	Routing - Flow	s Resources +					SA Admin Cisco •
Flo	WS							⊕ Flows > View
	+ New	1 Import	/				Search	
		Name	11 Status	11 Description	11 Created	11 Last Updated	却 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	
		1						

Step 2. Call the flow {Your Name}\_Virtual\_Agent\_Flow .



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

Cisco Webex	TAC Virtual Agent Flow / Draft 🕖 Con Edit: On		0	Ð
Flow Designer			-	-
Feedback	☑ Main Flow ∲ Event Flows © Help	Q Search Flow	CH K	=
Q Get Queue Info	2			
Callback				
Screen Pop	Start Flow			
X Queue Contact	Event = NewPhaneContact 🚱			
😑 Menu	Virtual Agent V2			
Feedback V2	No description defined Outcomes			
SQueue To Agent	Handled			
Virtual Agent V2	Escalated			
Q Advanced Queue Info	Error Handbing A			
8 Escalate Call Distribution				
Group				
🧐 Set Caller ID				
<ul> <li>Recording Control</li> </ul>				
FLOW CONTROL				

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.

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2 N	ain Fl	ow		\$	Ev	ent	FI	ow	s		C	ÐН	elp											(	Q	Se	earc	ch F	lov	v	C	au (	к			VirtualAge	entV2_	kmd				$\times$
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																						1		1.1											•	Static Contact C	enter Ar	Coning				
	11																					- (	<u> </u>	1.,	-	1	1									Variable Contact	Center /	Al Con	fig			
			New	Pho	)			4																		1		-	-		1											
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	Ev	ent =	New	Pho	neC	ont	oct	\$													۰.													1	à	CiscoTAC_Wx	CC_Virtu	al_Age	ent			$\sim$
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																																			an	nd 4.0. If typing an e	xpression,	use thi	s syntax: {	{variable }	}	
																																			Volu	ime Gain ()						
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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**.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow 🖉 Draft 🕥 🛛 Edit: On	0 O
Feedback	☑ Main Flow	TAC_Virtual_Agent_Flow ×
Q Get Queue Info	· · · · · · · · · · · · · · · · · · ·	Global Flow Properties
Callback		entOffered.CAD PreDial.direction PreDial.otherPartyDn
Screen Pop	NewPho Start Row	eDial.dialNumber PreDial.participantType PreDial.epDn
🔀 Queue Contact	Event = NewPhoneContact 🔗	eDial.agentSelectedAni PreDial.operationType
4= Menu	Virtual Agent V2 Ac	tivity Output Variables 🛈 🦷 🧧
Feedback V2	No description defined	iew All Variables 🗸 🗸
2 Queue To Agent	Handled Vi	rtualAgentV2_kmd.TranscriptURL
Virtual Agent V2	Escalated Vi	rtualAgentV2_kmd.MetaData
Q Advanced Queue Info	Error Handling	rtualAgentV2_kmd.StateEventName
Escalate Call Distribution	Click	History
Set Caller ID	Flow	Owner wxcclabs@gmail.com
Recording Control	Last E	dited Dec 22, 2023

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**.

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Build Manage	Default Start Flow @ @	💿 \land 🥪 Enable minimap		W <> Publish 😟 Agent settings 🖳 Test Agent
↑ FLOWS + E	Age	nt_or_Estimate		← Parameter ⊕ Save ☆ ☆ ★ ×
		Estimate_Details Description Edit description		Display name* Number_of_agents Can contain letters, numbers, underscores and dashes. Must start with a letter. Salect sublished anathem on custom and the time.
	_	Entry fulfillment Please let me know how many agents you are pla		Entry type *
PAGES +	What_Kind_Of_Agent	Parameters Number_of_agents @sys.number		Describe what task this parameter does. For example: This parameter captures payment account.
Agent_or_Estimate     Caller_Name		Routes	+	Required ⑦
Estimate_Details What_Kind_Of_Agent		Spage.params.status = "FINAL"	<u></u>	Is list ②

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.

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Build Manage	Default Start Flow @、 ②、 ⑦	Cable minimap	W 🗢 Publish 🛞 Ag	gent settings 🛛 🖳 Test Agen
<ul> <li>&gt; FLOWS</li> <li>+ □</li> <li>★ Default Start Flow</li> </ul>	Caller_Name Agent_or_Estimate		Agent says           Image: Agent says           Imagent says </th <th>C ↔ X ↑ ↓ 0</th>	C ↔ X ↑ ↓ 0
	Description	· ^	Enter agent dialogue	Add
	Edit descripti	ion	Custom payload	↑ ↓ 🔟
^ pages + □	Please let me	e know how many agents you are pla	- 1 { - 2 "Execute_Request": { - 3 "Data": {	
O Start Page	Parameters What_Kind_Of_Agent Number_of_a	+ agents @sys.number	<ul> <li>4 "Params": {         <ul> <li>"Estimate_Agents_Count"</li></ul></li></ul>	: ts <mark>'</mark>
Agent_or_Estimate     Caller_Name	Routes	+	6 } 7 } 8 }	-
Estimate_Details	Spage param	ns.status = "FINAL"	9 }	
What_Kind_Of_Agent	Add state han	ndler	Select template Add dialogue option	

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**.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow / Draft ① Coll: On	⊚ ⊖
Activity Library	All Flow & Event Flows O Help Q Search Flow C K TAC_Virtual_Agent_Flow	×
CALL HANDLING	Global Flow Properties	^
😢 Disconnect Contact	Configuration Desktop Viewability & Order	r
🐵 Virtual Agent	NewPho Start Flow Custom Variables	
Blind Transfer	Event = NewPhoneContact 🚱 Flow Variables are fully configurable local variables. Th be viewed in reports, but can optionally be agent view	iey can never able.
Play Message	Virtual Agent V2     No description defined     Flow Variables	- <sup>1</sup>
<ul> <li>Collect Digits</li> </ul>	Outcomes A View All Variables V	
Flay Music	< Handled	
Feedback	Escalated	
Q Get Queue Info	Errored Prodefined Variables	61-1-1
Callback	Predemined variables are added automatically through Variable definition, or through events and activities expri- in a flow. These variables cannot be edited or deleted.	bosed locally
Screen Pop		
> Queue Contact	Click Global Variables O	٦ <sup>4</sup>
4=> Menu	Image:	

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.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow	Draft 🛞 🛛 💽 Edit: On	0 Đ
Activity Library	Main Flow & Event Flo	Add Global Variables	TAC_Virtual_Agent_Flow ×
CALL HANDLING	*	Q Search Global Variables	(Add Flow Variable )
Contact Contact		bdl Estimate_Number_of_Agents ×	
Virtual Agent	NewPho Start Flow	Variable Names Type   Value	Predefined Variables Predefined Variables are added automatically through Global
Blind Transfer	Event = NewPhoneContact	Global_VoiceName String   Automatic	Variable definition, or through events and activities exposed locally in a flow. These variables cannot be edited or deleted.
Play Message		Mumber_of_Agents_MD     String   NA	Global Variables 🛈
Ocllect Digits		JDS_Token String   YjVIYWFIZTA	No Global Variables available in flow.
Flay Music	• • • • • • • • • • • • •	WorkspaceID String   6552ae0311	Add Global Variables
Feedback		()     ()       ()	Event Output Variables 0
Q Get Queue Info		Global_FeedbackSurveyOptIn String   uninitialized	View All Variables
Callback		C A M IVR_Option_Global String I	
Screen Pop		Estimate_Number_of_Agents String   NA	NewPhoneContact_ANI NewPhoneContact_DNIS NewPhoneContact_InteractionId NewPhoneContact_PSTNRegion
Queue Contact		Cancel	AgentOffered AgentID AgentOffered AgentName
4 Menu			AgentOffered AgentSessionID AgentOffered.QueueID
Autosave Enabled () Application Version: 0.4.394-0 ()	或 Debug		Autosave Validation: Off Publish Flow

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.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow / Draft ① CO Edit: On	0	Ð
Set Caller ID	Main Flow		×
-			
<ul> <li>Recording Control</li> </ul>	Parse_J46		
FLOW CONTROL	Activity Description		
10 Wait	NewPho Start Flow Virtual Agent V2 Parse_I Enter a Description		
BRE Request	Event = NewPhoneContact   No description defined  Input Variable = VirtualAge  Detcomes		A
Condition	Handled Parse Settings		^
GoTo	Escalated Input Variable		
HTTP Request	C Error Handling A Q VirtualAgentV2_kmd.MetaData		$\sim$
Case	Content Type		
	2 Q JSON		$\sim$
at Parse			
× End Flow	Output Variable		
A	Q Estimate_Number_of_Agents	`	~
Percent Allocation			
(×) Set Variable	4 Path Expression ()		_
Dusiness riouis			

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.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow 2 Draft 🕖 Collit: On	0 Đ
Activity Library	Main Flow	×
CALL HANDLING		Å
Bisconnect Contact	NewPho	~
Virtual Agent	Event + RewthoreContact         No description defined         Apport Variable + VitrasAge.         An description defined           Ownerses         Converses         Converses         Enable Text-to-Speech	
Blind Transfer	Husters Underlined timer Add the ability to read dynamic messages. These mess Excluses contain variables and be used in a sequence with audio	ages can o files. If
Play Message	Environment          Syntax         Syntax </th <th>also use t inside the</th>	also use t inside the
<ul> <li>Collect Digits</li> </ul>	Connector	
Play Music	Q WebexOne-TextToSpeech	~
G Get Queue Info	Override Default Language & Voice Settings Enable this feature to configure custom language and v	oice settings
Callback	3 for this virtual agent. If not enabled, the Global_Langua Global_VoiceName variables are referenced to define t virtual agent settings.	ge and he default
Screen Pop	Output Voice O	
Cueue Contact	Q en-GB-Wavenet-B	~
😑 Menu	Add one or more audio files or text-to-speech message	is to play in

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.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow 🖉 Draft 🕥 💽 Edit: On	0	Ð
😵 Disconnect Contact 🛁	52 Main Flow	Q Search Flow     M      PlayMessage_r9I     PlayMessage Activity Settings	×
(D) Virtual Agent		Global /viceName variables are referencement diabat /viceName variables are referencement of the anometer settings	na Hault
Blind Transfer	NewPho Parse_L.	PhyMe Output Voice O	
Play Message	Event = NewPhoneContact	Pay Message     Orderorption defined     A description defined     A description defined	~
<ul> <li>Collect Digits</li> </ul>	Uncomes ^	Add one or more audio files or text-to-speech messages to a sequence of	play in
F Play Music	Escalated Ener Handing	1 Audio File	
Feedback	Encred	Q Select Audio File	0
Q Get Queue Info	9	This is a required field.     Trivit-Ita-Speech Message	
Callback		Thank you. The estimate request for	]0
Screen Pop		{{Estimate_Number_of_Agents}} agents was created	1
Cueue Contact		Add Audio File (Add Audio Prompt Variable)	
4= Menu		Add Text-to-Speech Message	
Feedback V2		3 Text-to-Speech Settings	^
2 Queue To Agent		These settings apply to all Text-to-Speech messages config	jured
Autosave Enabled ③ Application Version: 0.4.394-0 ④	述 Debug	Autosave Validation: Off Publish F	Flow

# 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**.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow  Constant	D Edit: On	<b>⊙</b> €
Set Caller ID	Main Flow Sevent Flows	Add Flow Variable	Global Flow Properties
Recording Control		Name	
FLOW CONTROL	· · · · · · · · · · · · · · · · · · ·	Queue_Routing	Configuration Desktop Viewability & Order
to Wait	NewPho Start Row	Description PlayMe Blay Messay	Custom Variables Flow Variables are fully configurable local variables. They can never
BRE Request	No description	scription defin	be viewed in reports, but can optionally be agent viewable.
Condition	Outcomes	Variable Type tined Error	Flow Variables a
GoTo	Escalated	String Variable Type cannot be edited once the variable is created.	View All Variables $\sim$
HTTP Request	Error Handli	Default Value 4	Add Flow Variable
Case		NA	
Parse		Variable value cannot contain line breaks, tabs, slashes or double quotes. Aphanumerics, spaces and other characters are allowed. Expressions are	Predefined Variables Predefined Variables are added automatically through Global
End Flow		also not supported in the default string value.	in a flow. These variables cannot be edited or deleted.
Percent Allocation		Make Agent Viewable ©	Global Variables 🛇 🧠
(×) Set Variable			View All Variables V
Business Hours		Cancer	sall Estimate Number of Agents ×
Autosave Enabled ① Application Version: 0.4.394-0 ④			Autosave Validation: Off Publish Flow

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.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow / Draft ① C Edit: On	0 0
Set Caller ID	Amain Flow Sevent Flows O Help Q Search Flow Con K Parse_aaa Parse Activity Settings	×
Recording Control	Enter a Description	
FLOW CONTROL	Virtual Agent V2 Parse Parse Virtual Agent V2 Parse VI Pars	A
BRE Request	No description defined         Import variable = virtualinge         No description defined         Control         Parso Settings           Outcomes         ^         Error Handling         ^         Parso Settings         Parso Settings	^
Condition	Handled Undefined Error Input Variable Q VirtualAgentV2_kmd.MetaData	~
GoTo	Error Handling ^ Parse Content Type	
(/> HTTP Request	Input Variable = VirtualAge	~
Parse	3 Output Variable Q Queue_Routing	~
End Flow	4 Path Expression ⊘	
Percent Allocation	5 \$.['dialogflow.ccal.live-agent- escalation'].Type_Of_Agent	
(X) Set Variable	الله ال الر الم	
Autosave Enabled ③ Application Version: 0.4.394-0 ④	滋 Debug O Autosave Validation: Off	Publish Flow

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.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow / Draft () Con	0 Đ
Set Caller ID	Case_0a5 Case_Case_Case_Case_Case_Case_Case_Case_	×
Recording Control	Case	^
FLOW CONTROL	Virtual A Virtual Agent V2	sible cases valuated
过 Wait	No description defined Input Variable = VirtualAge No description defined Contac from top to bottom in sequence.	
BRE Request	Outcomes A Error Handling A Vorlable	
Condition	Handled Q Queue_Routing	~
GoTo	Error Handing	
HTTP Request 1	C Errored Parse (Queue, Routing)) TAC	0
Case -	Case A	A
T Parse	TAC Sales Sales	Ō
× End Flow	O Add New	A
Percent Allocation	Default Add New	
(×) Set Variable	Error Handling  Undefined Errors	^
Business Hours		
Autosave Enabled () Application Version: 0.4.394-0 ()	🕅 Debug 💭 Autosave 💭 Validation: Off Pub	lish Flow

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.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow 2 Draft ① Cold:: On	⊚ ⊖
Activity Library ③	Main Flow     Vent Flows     O Help     Q Search Flow     C     PlayMessage_iox     PlayMessage_ctivity Settings	×
CALL HANDLING	Stable Text to Search	
1 Disconnect Contact	Parse_L Parse_L Parse_Discon Parse Pipy Message Pipy Messag	ssages can lio files. If
Virtual Agent	Input Variable = VirtualAge No description defined Contact typing variables, use this syntax: ({ variable }). You can SSML to construct the message. If using SSML, insert construct the message. If using SSML, insert	1 also use t it inside the
😣 Blind Transfer 🚺	Undefined Error Connector	
Play Message	Q WebexOne-TextToSpeech	~
Collect Digits	^ >   Parse Parse Case Case PlayMe	
F Play Music	Input Variable = VirtualAge [(Queue_Routing)] No description defined Enable this feature to configure custom language and for this virtual agent. If not enabled, the Global_Langu Global_VoiceName variables are referenced to define	voice settings lage and the default
Feedback	TAC Undefined Error Undefined Error	
Q Get Queue Info	Sales Output Voice O	×
Callback	Add New	
Screen Pop	Default O Add one or more audio files or text-to-speech messag Error Handling ^	jes to play in
🔀 Queue Contact	Undefined Errors 1 Text-to-Speech Message	
4= Menu	⊕ ① Q Q	vith "A
Autosave Enabled ③ Application Version: 0.4.394-0 ④	放 Debug 〇 Autosave 〇 Validation: Off Pub	alish Flow

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

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow 🖉 Draft 🕖 🚺 Edit: On		0 Đ
Activity Library	☑ Main Flow ∳ Event Flows <sup>®</sup> Help	Q Search Flow Cell K Play N	Message_57I × kessage Activity Settings
Disconnect Contact	Parse_I Parse Parse Parse Provide a VirtualAge No description defined No description defined	Discon Disconnect Contact Connector	to construct the message. If using SSML, insert it inside the k> tags.
Virtual Agent	Error Handling ^	Q Webex	One-TextToSpeech V
Play Message	Parso  Parso Parso PlayM	e Globa	ride Default Language & Voice Settings e this feature to configure custom language and voice settings s virtual agent. If not enabled, the Global_Language and I_VoiceName variables are referenced to define the default
<ul><li>Collect Digits</li><li>Play Music</li></ul>	Input Variable = Vinual≥ ([Queue_Routing]) No description Common A Error Handling Error Handling	defined Output Voice	agent settings.
Feedback	TAC Undefined Err Sales	Add one or m	ore audio files or text-to-speech messages to play in
Callback	Add New      Default      Default      No description	L ssage 1 Text-to-Sp defined Theorem	eech Message
Screen Pop	Undefined Errors Undefined Errors	you shor	thy."
Menu	@ 1 Q Q	(Add Text	-to-Speech Message
Autosave Enabled ③ Application Version: 0.4.394-0 ④	ሺ Debug	Autosave	Validation: Off Publish Flow

Step 6. Add Queue Contact block and configure it with the TAC\_Queue.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow  Pra	aft 🕚 🚺 Edit: On		⑦ ⊖
Virtual Agent	Main Flow & Event Flows	® Help	Q Search Flow CH K	QueueContact_4ek     Queue Contact Activity Settings
Blind Transfer	PlayMe Play Message	Discon Disconnect		
Play Message	No description defined  Error Handling	No description defined		Activity Description Enter a Description
Collect Digits	Undefined Error			l
F Play Music	Case 0			Contact Handling
Get Queue Info	Case ((Queue_Routing))	Play Message     No description defined     No description	ue le Contact	Choose if all contacts should go to a single queue, or if queue selection should change based on the value of a flow variable.
Callback	Case ^	Error Handling A Error Handling	· ·	Static Queue
Screen Pop	Sales	Panure Panure	<sup>1</sup>	Queue O
Queue Contact	Add New     Default	PlayMe     Play Message		Q TAC_Queue V
()=> Menu	Error Handling	No description defined Error Handling		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.
Feedback V2		Undefined Error		Set Contact Priority Enable this feature if contacts in this path of the flow should be
Virtual Agent V2	@ D Q Q			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.
Autosave Enabled () Application Version: 0.4.394-0 ()	微 Debug		•	Autosave Validation: Off Publish Flow

Step 7. Add additional **Queue Contact** and configure it with the **Sales\_Queue**.

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow 🖉 Draft 🕥 🚺 Edit: On	0	Θ
Virtual Agent	☑ Main Flow         ♦ Event Flows         ♥ Help	Q Search Flow Crick QueueContact_vpj Queue Contact Activity Settings	×
Blind Transfer	PlayMe PlayMessage     PlayMessage     Discon Disconnect		d
Play Message	Lin No description defined     Contact     Contact     Kno description defined     No description defined	Contact Handling	~
Ocollect Digits	Undefined Error	Choose if all contacts should go to a single queue, or if que	ue
F Play Music		selection should change based on the value of a flow variable	le.
Feedback	Case Case Case PlayMe	Queue Variable Queues	
Q Get Queue Info	((Queue_Routing)) No description defined No descri	ription defined 📀	
Callback	Case A Error Handling A Error Handling France Handling A Error Handling A Error Handling France Handling A Error Handling A E	diing ^ Q Sales_Queue	~
Screen Pop	Sales	Select a single queue used for all interactions in this branch of the flutter of the grant state of the select as	ow. If ppear
Queue Contact	O Add New	Queue Vueue Contact Priority	
😑 Menu	Error Handling	iption defined 🞸 Enable this feature if contacts in this path of the flow should prioritized over other contacts in the queue. If this is enabled	be d for
Feedback V2	Undefined Error Failure	assigned priority will never move to the top of the queue.	n
🔁 Queue To Agent		Check Agent Availability	ha
Virtual Agent V2		excluded from routing as time in queue progresses. A Queue Distribution Group(s) may be skipped to find an agent soone	e's Call r.
Autosave Enabled () Application Version: 0.4.394-0 ()	或 Debug	Autosave Validation: Off Publish	Flow

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

Cisco Webex Flow Designer	TAC_Virtual_Agent_Flow 🦉	Draft 🔇 🚺 Edit: On			0 Đ	
😟 Virtual Agent	Main Flow & Event Flows	<sup>®</sup> Help	Q Search Flow Ctri K	Contemporation TAC_Virtual_Age Global Flow Properties	ent_Flow ×	
🛞 Blind Transfer	PlayMe     Play Message	Discon Disconnect		General Settings	^	
Play Message	No description defined  Error Handling	No description defined		Flow Description		
<ul> <li>Collect Digits</li> </ul>	Undefined Error			Enter a Flow Description.		
Play Music			· · · · · · · · · · · · · · · · · · ·			
Feedback	Case_0	→ PlayMe Play Message →  ×	Queue	View Settings	^	
Q Get Queue Info	((Queue_Routing))	No description defined	iption defined 🤣	Curved Links	chillies and events to be curred lines.	
Callback	TAC	Undefined Error Failure		Forward facing flow from left towards right is suggested for Flow creation and viewing.		
Screen Pop	Sales		<u></u>	Link Color	📕 Dark Gray 🗸 🗸	
Cueue Contact	Default	⇒	ueue Contact	Error Path Color	Dark Gray V	
4 Menu	Error Handling	Error Handling	sing ^			
Feedback V2	Undefined Errors	Undefined Error Failure	• : : : : : : : : :	Selection Color ③	Dark Blue 🗸	
🔁 Queue To Agent				Thickness 0	1.0 px	
Virtual Agent V2	@ D Q Q 1			va. able Definition	^	
Autosave Enabled Application Version: 0.4.394-0	资 Debug		⊘ Flow Errors: 0	Autosave	Validation: On Publish Flow	

### 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.

cisco	≡								Lab Tenant   Local Time	•	SA Admin Cisco -	4
Đ		Lab Tenant	Dashboard ×	Entry Point	× Entry Point Map	oings×						
۲	E	Entry P	oints							🖉 Help	Entry Points >	List
Q		+ New E	ntry Point						S	earch		
*			Name	14	Channel Type		Description	1 Status	† ID			
đ			O01_LiveChatChannel		Chat			Active	e497480c-72e5-4e9c-87e9-c24b21	086c06		
ø			CL2024_BasicFlow		Telephony			Active	66193a9a-97fd-4bce-8d32-747dd9	4cab27		
Ģ			CL2024_CCAI_EP		Telephony		Entry point for Binance integration use case	Active	f3c3c5db-8898-4903-9bed-fc5944	9dc084		
					Telephony			Active	2fb5e472-9781-47a2-bbe6-34ead9	87abec		
* •												

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

Name	DialogflowCX_Lab	
Description		
Туре	Entry Point	
Channel Type	Telephony	
Status	Active	
Advanced Settings		
Service Level Threshold	60 secon	ds
Service Level Threshold Time Zone (Routing Strategies Only)	60 secon (GMT-05:00) Eastern Standard Time (America/New_York)	ds *
Service Level Threshold Time Zone (Routing Strategies Only) Flow	60 secon (GMT-05:00) Eastern Standard Time (America/New_York) TAC_Virtual_Agent_Flow	ds V
Service Level Threshold Time Zone (Routing Strategies Only) Flow Version Label	60 secon (GMT-05:00) Eastern Standard Time (America/New_York) TAC_Viritual_Agent_Flow Latest a	ds * *
Service Level Threshold Time Zone (Routing Strategies Only) Flow Version Label Music on Hold	60 secon (GMT-05:00) Eastern Standard Time (America/New_York) TAC_Virtual_Agent_Flow Latest defaultmusic_on_hold.wav	ds * * * *

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

	=	Lab Tenan	t   Local Time	e 💿 SA Admin Cisco 🗸	
	Lab Tenant Dashboard × Entry Point × Entry	Point Mappings×			
	New Dialed Number Mapping		🖉 Help	<ul> <li>Entry Point Mappings</li> </ul>	> Add
	Webex Calling				
1	Webex Calling				
	Select a Webex Calling Location, choose from available numbers     Gateway method.	s 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 P	PSTN Provider or using the Lo	ocal
	Location	US *			
	Available Numbers	+14402308308 × •			
	Entry Point	DialogflowCX_Lab *			
	PSTN Region	Default			
		🖹 Save 🥒 Reset 🗙 Cancel			

### 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**

<u>Cisco Technical Support & Downloads</u>