



Virtual Agent–Voice Call Transcription

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VAV Transcript Overview

Cisco Contact Center Enterprise leverages Artificial Intelligence (AI) and Natural Language Understanding (NLU) to provide transcription services that assist agents. These services are available for the agents in the Cisco Finesse desktop gadgets.

If a customer has interacted with a virtual agent at the beginning of the call and then the call gets routed to an agent, the **Transcript** gadget displays the transcript of the voice conversation between the customer and the virtual agent along with the live transcript. It helps in gathering context from the earlier interaction with the virtual agent and capturing high level summary points for wrapping up the call. In addition, the gadget displays the **Highlights** panel where you can view the following information:

- Intents and intent parameters (appear only if offered by the CCAI cloud provider). The intents and intent parameters are based on the customers' queries. For example, a customer's query is to book a flight ticket. The intent for this query is Flight Booking and the parameters for this intent are Source, Destination, and Date of departure depending on the customer's interaction with the virtual agent.
- A confidence score of high, medium, or low for each intent.
- A customer sentiment indicator – happy, neutral, or sad, for each intent (appears only if offered by the CCAI cloud provider).

You can also view the overall sentiment indicator of the customer for the entire call.

The **Transcript** gadget shows the transcript of the voice conversation along with their timestamp in the local time zone of the agent desktop.

On the gadget interface, you can do the following:

- Filter the transcripts based on Customer, Virtual Agent, and Agent.
- Search the transcripts using keywords.

**Note**

- The Search box is disabled when the call is not active.
- If redaction or advance security settings are not enabled, PII and PCI information is also reflected in the gadget.

Prerequisites

To configure VAV Call Transcription:

**Note**

Ensure that the Unified CCE AW, Unified CCE OAMP, VVB, Cloud Connect, and Agent Desktop components have access to Webex services to use VAV Call Transcription.

Procedure

	Command or Action	Purpose
Step 1	Complete the prerequisites for configuring VAV via Cloud-based connector. For more details, see Prerequisites, on page 2 .	<p>Note For this feature to work, you must deploy VAV via Cloud-based connector.</p> <p>The following components must be on release 12.6(1) or higher:</p> <ul style="list-style-type: none"> • Cisco Unified CCE components (Router, Logger, AW, and PG) • Cisco Finesse • Cisco Unified CVP • Cloud Connect <p>For further assistance, you can contact the Cisco TAC team. For more details, see https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html.</p>

Configuration Task Flow

Follow this procedure to enable the Cisco Contact Center AI (CCAI) Services that equip your Cisco Contact Center for VAV Call Transcription service.

Step 1 Configure VAV via Cloud-based connector. See [VAV via Cloud-Based Connector](#).

Step 2 Add the **Transcript** gadget and the VAV Transcription service to the Cisco Finesse desktop layout:

- a. Enable the **Transcript** gadget in Cisco Finesse Administration.
For details, see the *Manage Desktop Layout* section in the *Cisco Finesse Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.
- b. Enable the VAV Transcript service in Unified CCE Administration for an agent or multiple agents together.
For details, see [Enable or Disable Contact Center AI Services for Agents](#).

Once enabled, the **Transcript** gadget appears on the **Home** tab. For details on how to use the gadget, see the Cisco Contact Center AI Gadgets guide at https://ccaigadgets.produs1.ciscoccservice.com/doc/en_us/index.html.

Note Gadget auto-hide/un-hide and notifications capability is available only if the gadget is configured as a multitab gadget in Cisco Finesse. For more details, see *Call Transcript Gadget* in the *Cisco Finesse Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html>.
