Contact Center AI Gadgets User Guide for Cisco Contact Center Enterprise

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CONTENTS

Preface

Audience

This guide is prepared for:

- Contact center administrators who configure and run the contact center, manage agents and supervisors, and address operational issues.

- Contact center supervisors, who lead agent teams and are responsible for team performance.

This guide is written with the understanding that your system has been deployed by a partner or service provider who has validated the deployment type, virtual machines, and database and has verified that your contact center can receive and send calls.

Related Documents

Document or resource	Link
Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html
Cisco Packaged Contact Center Enterprise Documentation Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-documentation-roadmaps-list.html
Cisco.com site for Packaged CCE documentation	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html

Document or resource	Link
Solution Design Guide for Cisco Packaged Contact Center Enterprise	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html
Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html
Cisco Packaged Contact Center Enterprise Features Guide	https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.

- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.

- To submit a service request, visit Cisco Support.

- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.

- To obtain general networking, training, and certification titles, visit Cisco Press.

- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories

- Field Notices

- End-of-Sale or Support Announcements

- Software Updates

- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at https://cway.cisco.com/mynotifications.

Documentation Feedback

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We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

Contact Center AI Gadgets

Contact Center AI Gadgets

The Contact Center AI Gadgets appear on the Agent Desktop and help the agents to assist the customers in real time during calls. For example, the **Agent Answers** gadget displays suggestions and recommendations based on the conversation with the customer. This improves the capabilities of the agent to respond to the customer in real time, thereby improving the customer satisfaction. Administrators and supervisors can enable the Contact Center AI Services for the agents.

Agent Answers

The **Agent Answers** gadget displays suggestions or recommendations (also called as Answers) in real time during the conversation between an agent and a customer. These answers are the excerpts from articles and/or matching Question and Answers (Q&As) from Frequently Asked Questions (FAQs) documented in the knowledge base. Displaying answers on the gadget augments the efficiency and capabilities of an agent to respond to the customer more effectively.

Behavior of Agent Answers feature in the following call scenario:

- **Consultation**: When an agent is consulting with another agent, no new answers will appear for the first agent.
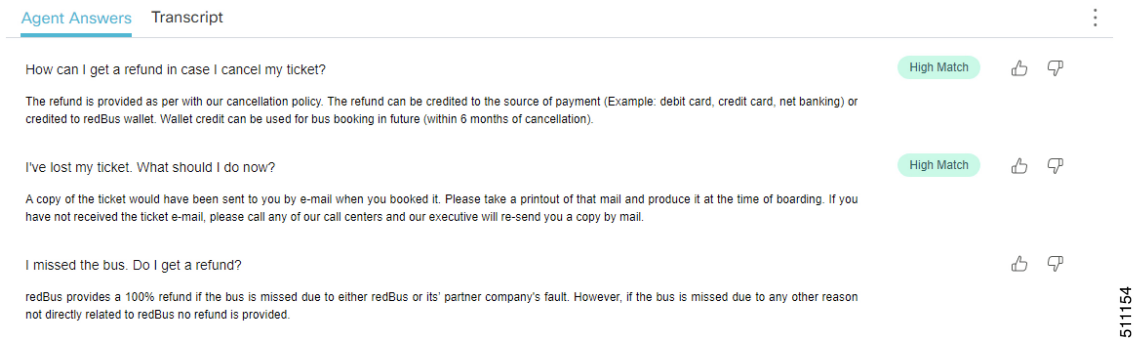
  For example, when Agent 1 is consulting Agent 2, customer will be put on hold. No new answers will be shown for Agent 1 and no answers will be populated for Agent 2.

- Transfer and conference call scenarios are not supported.

Gadget User Interface

The **Agent Answers** gadget appears as shown in the following screenshot (example).

Figure 1: Agent Answers Gadget Interface

The fields on the user interface are described in the following table:

Fields	Description
Title	Articles have a title with hyperlink, a name closely related to the context next to the title, and a descriptive text related to the conversation. You can click the link to view the article in a new browser tab. FAQs have a title (question), a name closely related to the context, and an answer related to the conversation.
Keyword	Keywords or matched phrases are extracted from the conversations and displayed above the title.
High Match	Suggestions with high confidence score are tagged as High Match.
Thumbs-up or Thumbs-down icon	Select thumbs-up or thumbs-down icon to provide feedback about the displayed suggestions.

Article excerpts and matching Question and Answers (Q&As) are presented as suggestions, based on the utterances made by the caller during a conversation.

A separator line differentiates the set of answers or FAQs based on the context.

Notifications and Errors

The following notifications and errors appear on the **Agent Answers** gadget. You must pay attention to these notifications to get regular information on the status of answers and gadget, and take necessary action.

- Banner notifications are displayed in different scenarios. For example, in case of network issues, when new answers are not populated, gadget reconnects to the server, and so on.

- Tab notification appears as a red dot when the tab is not active. This indicates that there are new suggestions. The dot disappears when the tab is active.

- Errors are displayed in different scenarios. For example, when gadget loading fails or when answers are not populated for a given conversation, and so on.

- Toaster notification appears at the bottom-right corner of your screen when there are new suggestions. The notification does not appear on the browser tab of the desktop.

✎

Note
- Suggestions are displayed only during the call and they are cleared when the call ends.

- If you do not see any suggestions, check if the Contact Center AI service is enabled. For information on how to enable the Contact Center AI Service, see the *Contact Center AI Services* section in the Administration Guide for Cisco Unified Contact Center Enterprise.

- When a Contact Center AI service is disabled for an agent in Unified CCE Administration, the change takes effect in the Finesse Desktop when the agent logs off and logs in to the desktop.

Transcript

The **Transcript** gadget displays the voice conversation that was dynamically converted to text and presents the text to an agent for real-time viewing and reference. Displaying the text in real time on the gadget increases the efficiency and capabilities of an agent to respond to the customer more effectively.

Behavior of Call Transcription feature in the following call scenarios:

- **Virtual Agent**: If a customer had interacted with a virtual agent at the beginning of the call and then the call gets routed to an agent, the gadget displays the transcript of the voice conversation between the customer and the virtual agent along with the live transcript. 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.

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

- **Consultation**: When an agent is consulting with another agent for assistance to resolve customer queries, the customer is put on hold. Transcripts between the first agent and the customer appear on the gadget for both agents. Transcripts between the agents during the consult does not appear on the gadget.

The **Transcript** gadget appears as shown in the following screenshot (example).

Figure 2: Transcript Gadget Interface

The timestamp that appears on the gadget is 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.

Notifications and Errors

The following notifications and errors appear on the **Transcript** gadget. Pay attention to these notifications to get regular information on the status of the transcript and take necessary action.

• Tab notification appears as a red dot when the tab is not active. The red dot indicates that there are new suggestions. The dot disappears when the tab is active.

• The **Transcript** gadget displays errors in different scenarios. For example, when gadget loading fails or when transcripts are not populated for a given conversation, and so on.

Note

- Transcripts are displayed only during the call and they are cleared when the call ends.

- If you don't see the transcripts, check if the Contact Center AI Service is enabled. For information on how to enable the Contact Center AI Service, see the *Contact Center AI Services* section in the Administration Guide for Cisco Unified Contact Center Enterprise.

- When a Contact Center AI Service is disabled for an agent in Unified CC Enterprise Administration, the change takes effect in the Cisco Finesse Desktop when the agent logs off and logs in to the desktop.