



# Call Transcription

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- [Introduction, on page 1](#)
- [Prerequisites, on page 1](#)
- [Contact Center AI Services Task Flow, on page 2](#)
- [Enable or Disable Contact Center AI Services for Agents, on page 3](#)

## Introduction

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

In the **Transcript** gadget, you can view in real-time, the voice conversation that was dynamically converted to text.

In addition, you can view the transcript of the voice conversation between the customer and virtual agent that happened before the call was transferred to you. You can also view a **Highlights** panel that displays the intents and intent parameters based on customer's query. The **Highlights** panel also displays a confidence score for each intent, and a customer sentiment indicator for each intent and for the entire call.

## Prerequisites

The prerequisites for configuring Call Transcription are:

- Virtual CUBE (vCUBE) based on CSR8Kv platforms running the Cisco IOS XE 17.6 image.

You can download the Cisco IOS XE 17.6 image from <https://software.cisco.com/download/home/286327102/type/282046477/release/Bengaluru-17.6.1a>.

For more details on WebSockets support for media forking on Cisco 4431, 4451-X, and 4461 Integrated Services Routers, see the WebSocket-Based Media Forking for Cloud Speech Services chapter in the *Cisco Unified Border Element Configuration Guide - Cisco IOS XE 17.6 Onwards* at <https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/ios-xe/config/ios-xe-book/websocket-forking-for-cube.html>.

- The following components must be on release 12.6(1): CCE components (Router, Logger, AW, and PG), Cisco Finesse, Cisco Unified CVP, and Cloud Connect.



**Note** Ensure that the Packaged CCE AW, Cloud Connect, CUBE, and Agent Desktop components have access to Webex services to use the Call Transcription.

## Contact Center AI Services Task Flow

Follow this procedure to enable the Contact Center AI (CCAI) Services that equips your Contact Center for Call Transcription Services.

### SUMMARY STEPS

1. Create a CCAI configuration in Cisco Webex Control Hub at <https://admin.webex.com>. A CCAI configuration leverages CCAI Connectors to invoke the CCAI services.
2. Ensure that the Cloud Connect publisher and subscriber are installed.
3. Configure Cloud Connect in Unified CCE Administration. For details, see *Configure Cloud Connect* section in the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.
4. Register Cloud Connect in the Unified CCE Administration console to establish a secure and trusted communication channel between the Cisco Contact Center on-premises deployment and cloud services.
5. Import the Cloud Connect certificate to the CVP Server.
6. In the Unified CCE Administration console, do the following with the CCAI configuration (created in step 1):
7. To add the Call Transcript gadget to the Cisco Finesse desktop layout:
8. Perform the following steps to configure WebSocket-based forking in CUBE.

### DETAILED STEPS

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- Step 1** Create a CCAI configuration in Cisco Webex Control Hub at <https://admin.webex.com>. A CCAI configuration leverages CCAI Connectors to invoke the CCAI services.  
For details, see the [Create a Contact Center AI Configuration](#) article.
- Step 2** Ensure that the Cloud Connect publisher and subscriber are installed.  
For more information, see the *Create VM for Cloud Connect Publisher* and *Create VM for Celoud Connect Subscriber* sections in *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.
- Step 3** Configure Cloud Connect in Unified CCE Administration. For details, see *Configure Cloud Connect* section in the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.
- Step 4** Register Cloud Connect in the Unified CCE Administration console to establish a secure and trusted communication channel between the Cisco Contact Center on-premises deployment and cloud services.  
For details, see the *Cloud Connect Integration* section in the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

**Step 5** Import the Cloud Connect certificate to the CVP Server.

For details, see the section *Import Cloud Connect Certificate to Unified CVP Keystore* in the *Configuration Guide for Cisco Unified Customer Voice Portal* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html>.

**Step 6** In the Unified CCE Administration console, do the following with the CCAI configuration (created in step 1):

- a) To view and sync the Contact Center AI configuration which is associated with all call types as a global configuration, see [Associate Contact Center AI Configuration with All Call Types](#).
- b) To view, update, or delete the Contact Center AI configuration associated with a specific call type, see [Associate Contact Center AI Configuration with a Call Type](#).

**Step 7** To add the Call Transcript gadget to the Cisco Finesse desktop layout:

- a) Enable the Call Transcript gadget in Cisco Finesse Administration.

For details, see the *Manage Desktop Layout* section in the [Cisco Finesse Administration Guide](#).

- b) Enable the Call Transcription service in Unified CCE Administration for an agent or multiple agents together.

For details, see [Enable or Disable Contact Center AI Services for Agents, on page 3](#).

Once enabled, the Call Transcript gadget appears on the Home tab. For details on how to use the gadget, see the *Contact Center AI Gadgets User Guide for Cisco Contact Center Enterprise*.

**Note** Gadget auto-hide/un-hide and notifications capability is available only if the gadget is configured as a multi-tab gadget in Cisco Finesse. For more details, see *Configure Multi-Tab Gadget Layout* section in the [Cisco Finesse Administration Guide](#).

**Step 8** Perform the following steps to configure WebSocket-based forking in CUBE.

- a) Create a SIP profile and associate it at the dial-peer level in CUBE. For details, see [Create a SIP Profile at the Dial-Peer Level in CUBE](#).
- b) Import the WebSocket Connector certificate to CUBE. For details, see [Import or Verify WebSocket Connector Certificate to CUBE](#).
- c) Configure WebSocket-based forking in CUBE. For details, see the *WebSocket-Based Media Forking for Cloud Speech Services* chapter in the [Cisco Unified Border Element Configuration Guide - Cisco IOS XE 17.6 Onwards](#).

CUBE uses a WebSocket connection to fork the media streams of the agent and the caller towards the Webex CCAI Orchestrator service. For more details, see the *Contact Center AI Services Considerations* section in the [Solution Design Guide for Cisco Packaged Contact Center Enterprise](#).

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## Enable or Disable Contact Center AI Services for Agents

Contact Center AI Services can be configured for each agent. Administrators and supervisors can enable or disable the services for an agent or multiple agents together.

### Configure Contact Center AI Services for an Agent

Administrators can configure Contact Center AI Services for an agent while adding the agent. Supervisors can only enable or disable the services for an agent.

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- Step 1** In **Unified CCE Administration**, choose **Users > Agents**.
- Step 2** Click **New** to open the **New Agent** page.  
This page has: **General**, **Attributes**, **Skill Groups**, **Supervised Teams**, **Enable Email & Chat**, and **Contact Center AI** tabs. You cannot save the agent until you have entered all required fields on the **General** tab. You can complete other tabs as needed and in any order. For more information, see *Add and Maintain Agents* section in the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.
- Step 3** Click the **Contact Center AI** tab.  
Displays a list of services for the agent.
- Step 4** To enable or disable the required Contact Center AI Services, check or uncheck the check boxes corresponding to the services.
- Step 5** Click **Save**.
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## Enable or Disable Contact Center AI Services for an Agent

This procedure explains how to enable or disable Contact Center AI Services for an agent.

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- Step 1** In **Unified CCE Administration**, choose **Users > Agents**.
- Step 2** Click on the agent row whose services are to be modified.
- Step 3** Click the **Contact Center AI** tab.  
Displays a list of services enabled or disabled for the agent.
- Step 4** To enable or disable the required Contact Center AI Services, check or uncheck the check boxes corresponding to the services.
- Step 5** Click **Save**.
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## Enable or Disable Contact Center AI Services for Multiple Agents

Administrators and supervisors can enable or disable Contact Center AI Services for multiple agents.

All agents must belong to the same site and the same department, or all agents must be global agents. The **Edit** button is disabled if:

- Agents from different sites, departments, or peripheral sets are selected.
  - A mix of global and departmental agents are selected.
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- Step 1** In **Unified CCE Administration**, choose **Users > Agents**.
- Step 2** Check the check box corresponding to each agent whose services you want to edit.
- Step 3** Click **Edit > Contact Center AI**.  
The Edit Services dialog displays a list of services that are the service that is enabled or disabled.
- If the service is enabled for all the agents selected for editing, the check box is checked.

- If the service is disabled for all the agents selected for editing, the check box is unchecked.
- If the service is enabled for some agents and disabled for the others, the check box has a dash (—).

**Step 4** To enable or disable the Contact Center AI Services, check or uncheck the check boxes corresponding to the services.

**Step 5** Click **Save**, and then click **Yes** to confirm the changes.

## Enable or Disable AnswersContact Center AI Services for Agents using Bulk Job

**Step 1** Navigate to **Unified CCE Administration > Overview > Bulk Import**.

**Step 2** Click **Templates**.

The **Download Templates** popup window opens.

**Step 3** Click the **Download** icon for the Contact Center AI template you want to use.

**Step 4** Click **OK** to close the **Download Templates** popup window.

**Step 5** Open the `.csv` template in Microsoft Excel.

**Step 6** Populate the file as described in the [Bulk Contact Center AI Services Content File](#).

**Step 7** Save the populated file to the local machine.

**Step 8** Navigate to **Unified CCE Administration > Overview > Bulk Import**.

**Step 9** Click **New**.

**Step 10** In the optional **Description** field, enter up to 255 characters to describe the bulk job.

**Step 11** In the **Content file** field, choose the file to upload, and then click **Save**.

### Bulk Contact Center AI Services Content File

The content file for Contact Center AI bulk job contains the fields given in the following table. Enter the values appropriately in the given fields to enable or disable Contact Center AI Services for the agents.



**Note** Bulk job is available for administrators only when Cloud Connect is added in the inventory and registered on the Control Hub.

Field	Required?	Description
agentId	Agent ID or Username	<p>Existing agentId for which you want to enable or disable the Contact Center AI Services.</p> <p>You must provide either an agentId or the userName. If both are provided, agentId takes precedence over the userName. If the agentId value is left blank, the userName will reference an existing agent.</p>
userName	Username or Agent ID	<p>Username of the agent for which you want to enable or disable the Contact Center AI Services.</p> <p>If no agent is found with the given username, the Contact Center AI Services association fails.</p>
agentServices	Yes (to enable Contact Center AI Services)	<p>The type of Contact Center AI Services to be associated with the agent. Supported values are AgentAnswers, VAV Transcript, and Transcript. To associate more than one services, separate the values using semicolon (;).</p> <p>If the value is updated, any existing enabled service gets overwritten. If the value is left empty, no service gets associated with the agent.</p>