



# 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 Packaged CCE AW, VVB, Cloud Connect, and Agent Desktop components have access to Webex services to use VAV Call Transcription.

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	Complete the prerequisites for configuring VAV via Cloud-based connector. For more details, see <a href="#">Prerequisites, on page 2</a> .	<p><b>Note</b> 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"> <li>• Cisco Unified CCE components (Router, Logger, AW, and PG)</li> <li>• Cisco Finesse</li> <li>• Cisco Unified CVP</li> <li>• Cloud Connect</li> </ul> <p>For further assistance, you can contact the Cisco TAC team. For more details, see <a href="https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html">https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html</a>.</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](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>.

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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.
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## Enable or Disable Answers Contact Center AI Services for Agents using Bulk Job

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- 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	Existing agentId for which you want to enable or disable the Contact Center AI Services.  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.
userName	Username or Agent ID	Username of the agent for which you want to enable or disable the Contact Center AI Services.  If no agent is found with the given username, the Contact Center AI Services association fails.

Field	Required?	Description
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>