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The bridge to possible

Cisco Agent Answers

What is it and How it works

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CCAI Architect, CCBU
@GouravJain

BRKCCT-2020

Agenda

- Making of Super Agents
- Demo
- Architecture
- Configurations
- Future
- References

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Michael Littlefoot

- Michael wants details to finance his new Bike
- Tried multiple finance customer care and now frustrated
- In some customer care he was lost in IVR
- In some customer care Agents were not trained to handle his query and took a lot of time to answer his queries

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Sandra Jefferson

- Sandra is a new joinee in Cumulus Finance Customer Care.
- Just started her training
- Due to short of staff Sandra is asked to handle customers
- Sandra is nervous.

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Demo
Michael & Sandra

Agent Answers

- What is Agent Answers
- Agent Answers vs Virtual Agent
- Google as OEM partner and provider
  - Billing through Cisco
  - Whitelisted by Google
  - Knowledge Base at Google
  - Configuration at Cisco
- Webex CCAI as provider

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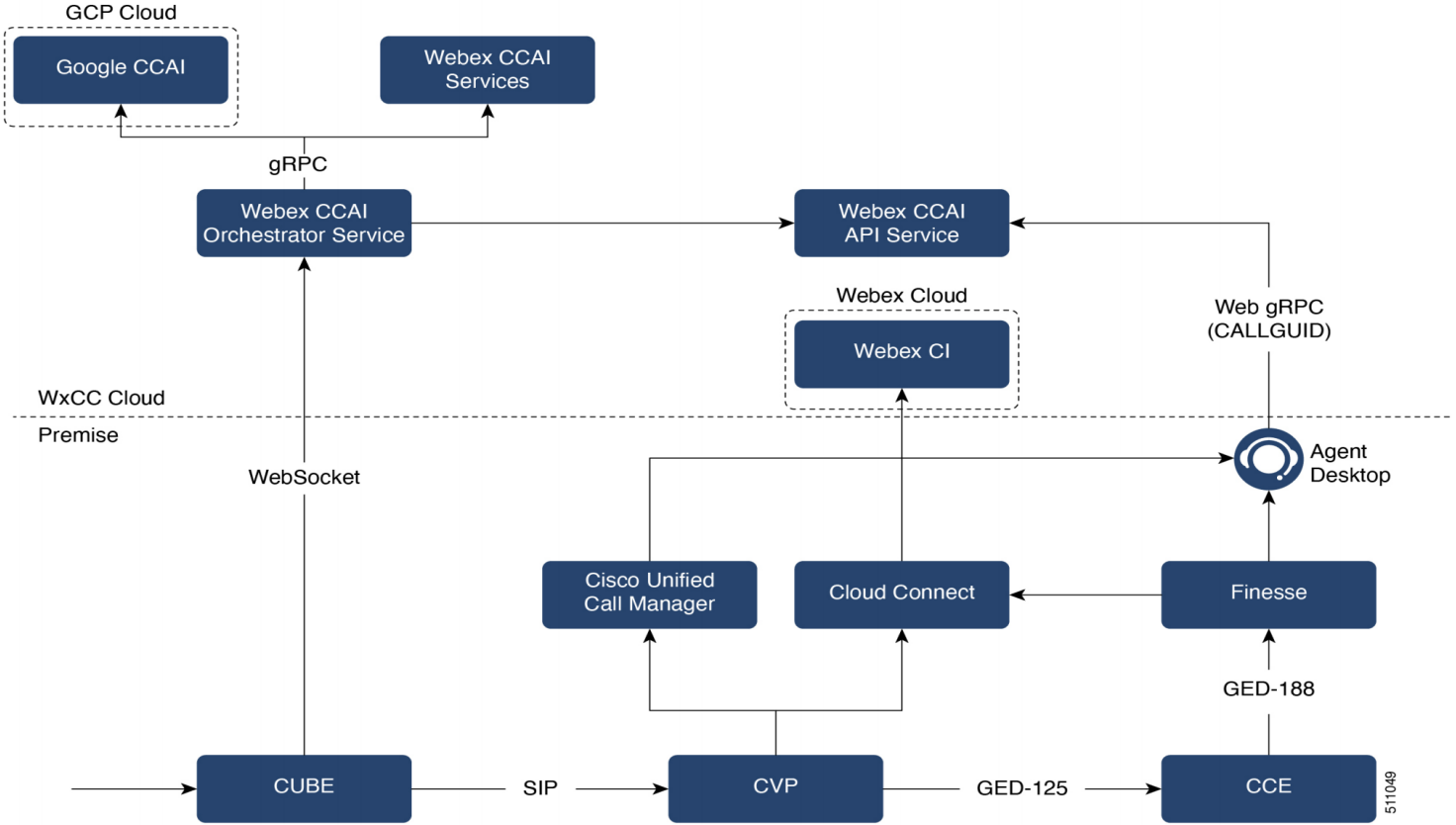
Architecture



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Architecture

- Uses Google CCAI APIs
- Upgrade to 12.6
  - CUBE, CCE, Finesse, CVP, VVB, Cloud Connect
- Using Agent Answers with Virtual Agent
- Cloud Connect based Hybrid Feature
- Framework for more Agent Services
- HTTP Based Stream protocols gRPC, WebSocket
- Reporting
  - Agent Feedback
  - Webex Experience Management based reports
  - Average Handle time (Before and after Agent Answers feature)

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Configurations

- Create Google CCAI Project
- Creating Knowledge Base
- Creating Profile
- Create CCAI Configuration
  - Creating Connectors
  - Creating Configurations
- Enable CCE Agent for Answers feature

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Going ahead..

- Answers based on Virtual Agent Interaction
- Virtual Agent Transcript for Agent
- Reporting for Analytics
- Cisco CCAI Services
  - Cisco Answers
  - Cisco Transcription
  - Cisco Sentiment Service
- Align the Hybrid Architecture for Virtual Agent (Voice)
- Support of other providers / services / languages .. On need basis

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References

- Agent Assist Console (Google)
- Dialogflow Console (Google)
- UCCE VA (Voice) Design Guide

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The bridge to possible

Thank you

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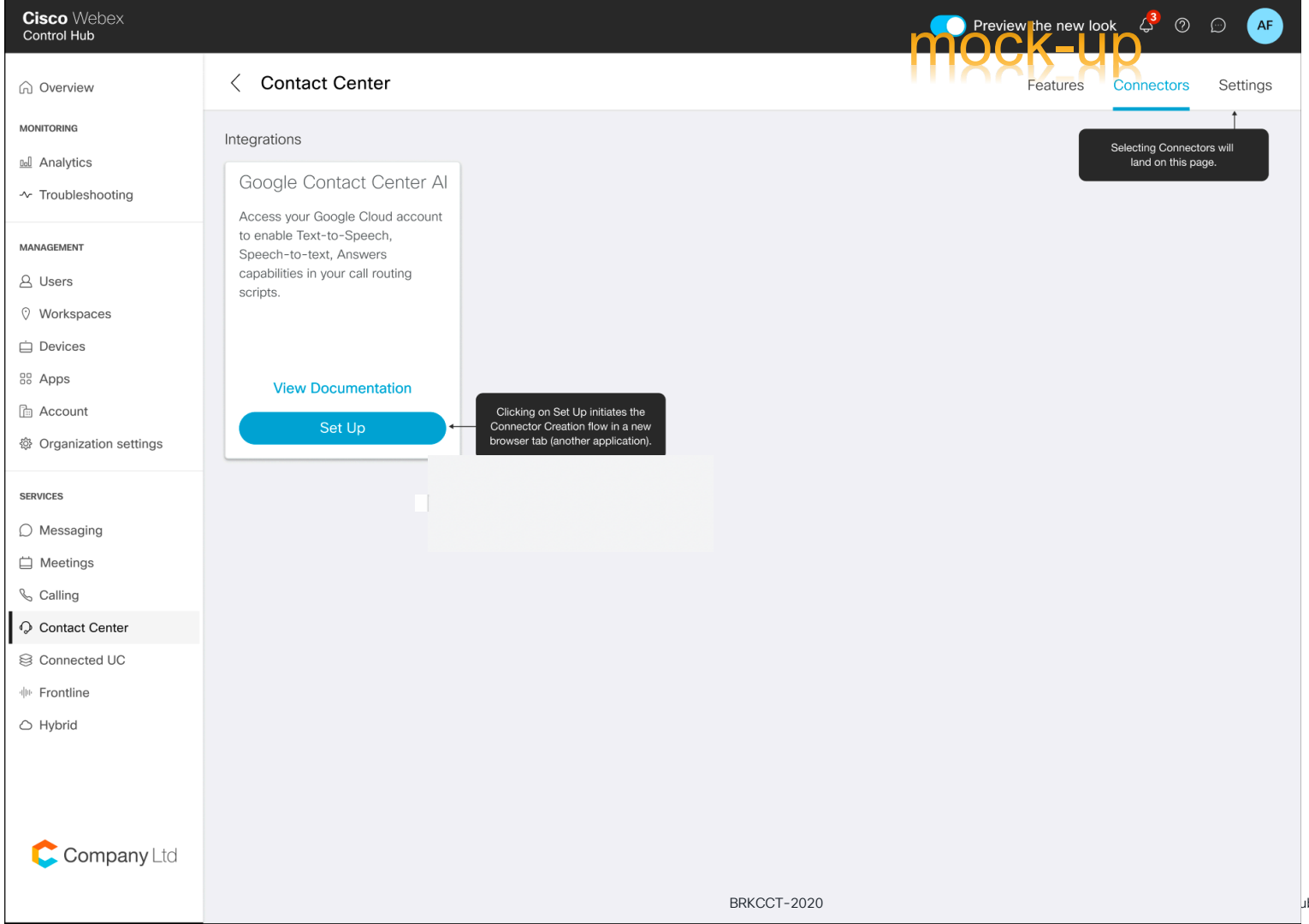
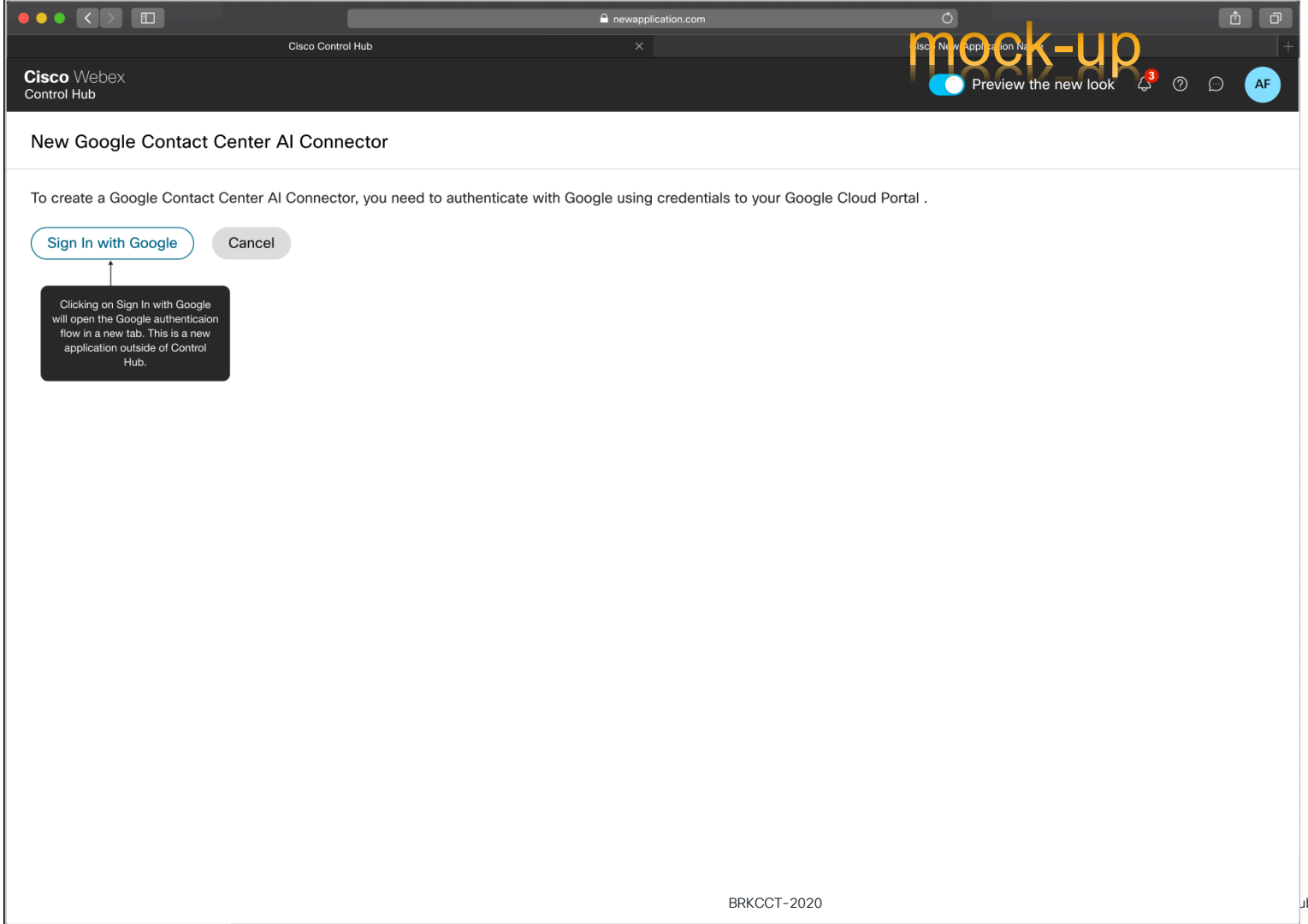
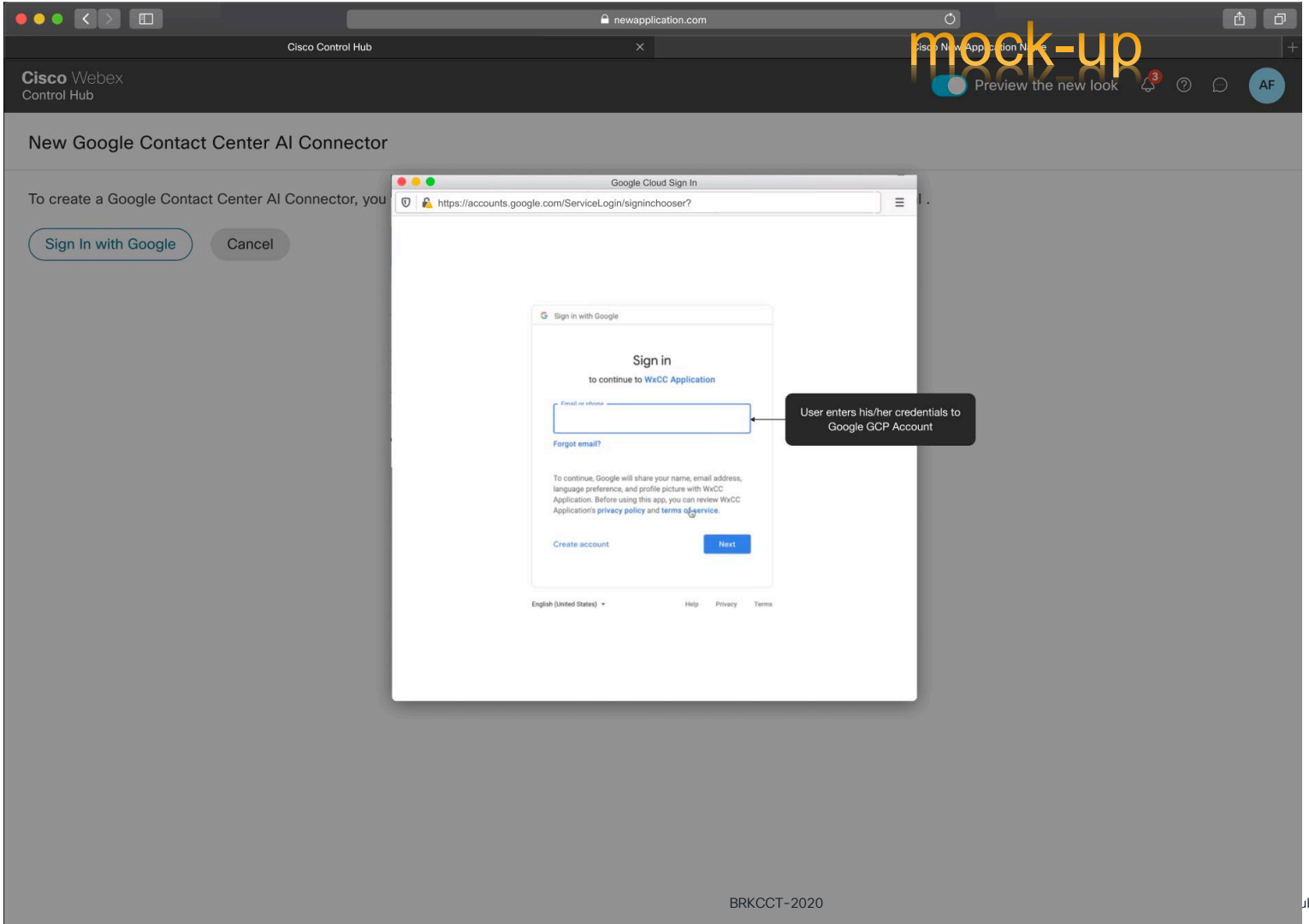

Cisco Webex
Control Hub
Preview the new look
mock-up
AF
Overview
MONITORING
Analytics
Troubleshooting
MANAGEMENT
Users
Workspaces
Devices
Apps
Account
Organization settings
SERVICES
Messaging
Meetings
Calling
Contact Center
Connected UC
Frontline
Hybrid
Company Ltd
Contact Center
Features
Connectors
Settings
Selecting Connectors will land on this page.
Integrations
Google Contact Center AI
Access your Google Cloud account to enable Text-to-Speech, Speech-to-text, Answers capabilities in your call routing scripts.
View Documentation
Set Up
Clicking on Set Up initiates the Connector Creation flow in a new browser tab (another application).


newapplication.com
Cisco Control Hub
mock-up
Cisco Webex
Control Hub
Preview the new look
3
AF
New Google Contact Center AI Connector
To create a Google Contact Center AI Connector, you need to authenticate with Google using credentials to your Google Cloud Portal .
Sign In with Google
Cancel
Clicking on Sign In with Google will open the Google authenticaion flow in a new tab. This is a new application outside of Control Hub.


newapplication.com
Cisco Control Hub
mock-up
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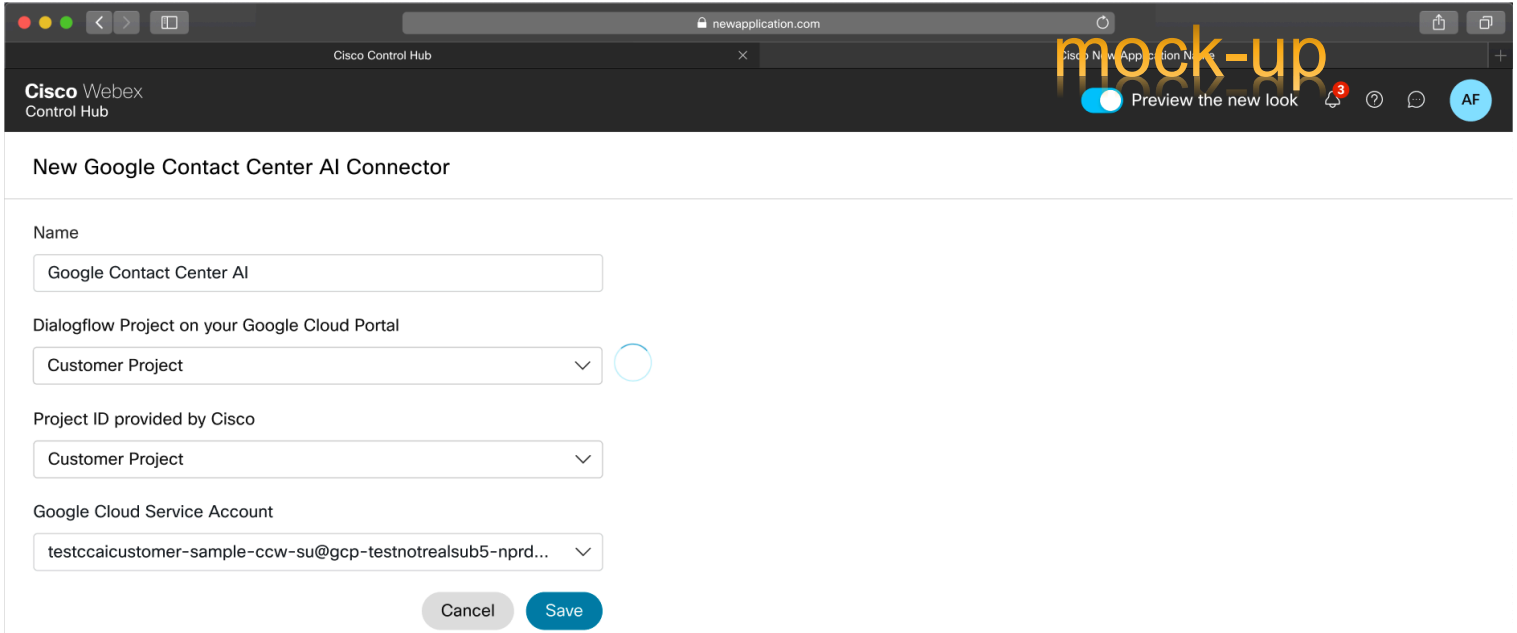
Control Hub
Preview the new look
AF
New Google Contact Center AI Connector
To create a Google Contact Center AI Connector, you
Sign In with Google
Cancel
Google Cloud Sign In
https://accounts.google.com/ServiceLogin/signinchooser?
Sign in with Google
Sign in
to continue to WxCC Application
Forgot email?
To continue, Google will share your name, email address, language preference, and profile picture with WxCC Application. Before using this app, you can review WxCC Application's privacy policy and terms of service.
Create account
Next
English (United States)
Help
Privacy
Terms
User enters his/her credentials to Google GCP Account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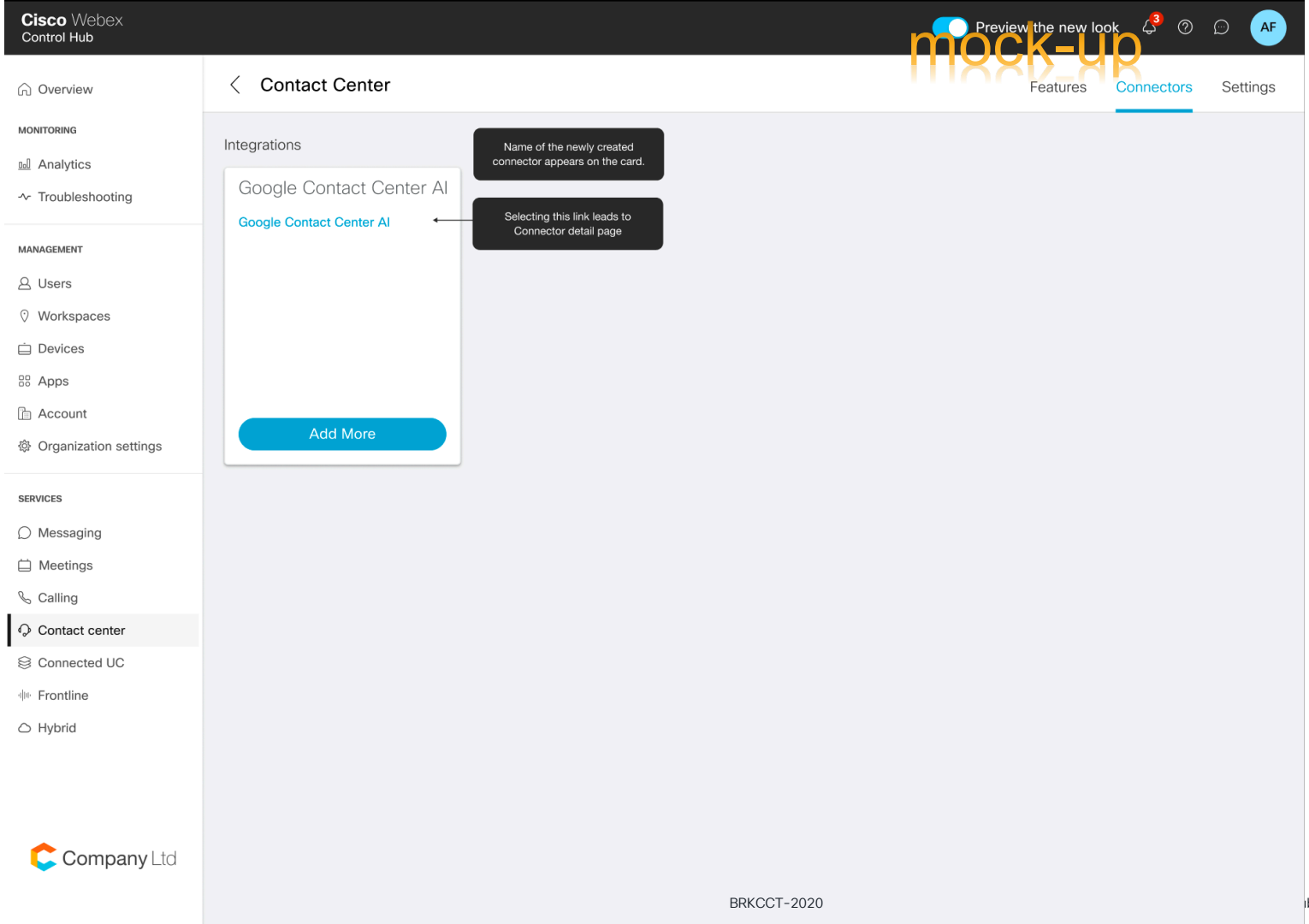
Control Hub
Preview the new look
3
AF
New Google Contact Center AI Connector
Name
Google Contact Center AI
Dialogflow Project on your Google Cloud Portal
Customer Project
Project ID provided by Cisco
Customer Project
Google Cloud Service Account
testccaicustomer-sample-ccw-su@gcp-testnotrealsub5-nprd...
Cancel
Save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Connected UC
Frontline
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Contact Center
Features
Connectors
Settings
Integrations
Google Contact Center AI
Google Contact Center AI
Add More
Name of the newly created connector appears on the card.
Selecting this link leads to Connector detail page

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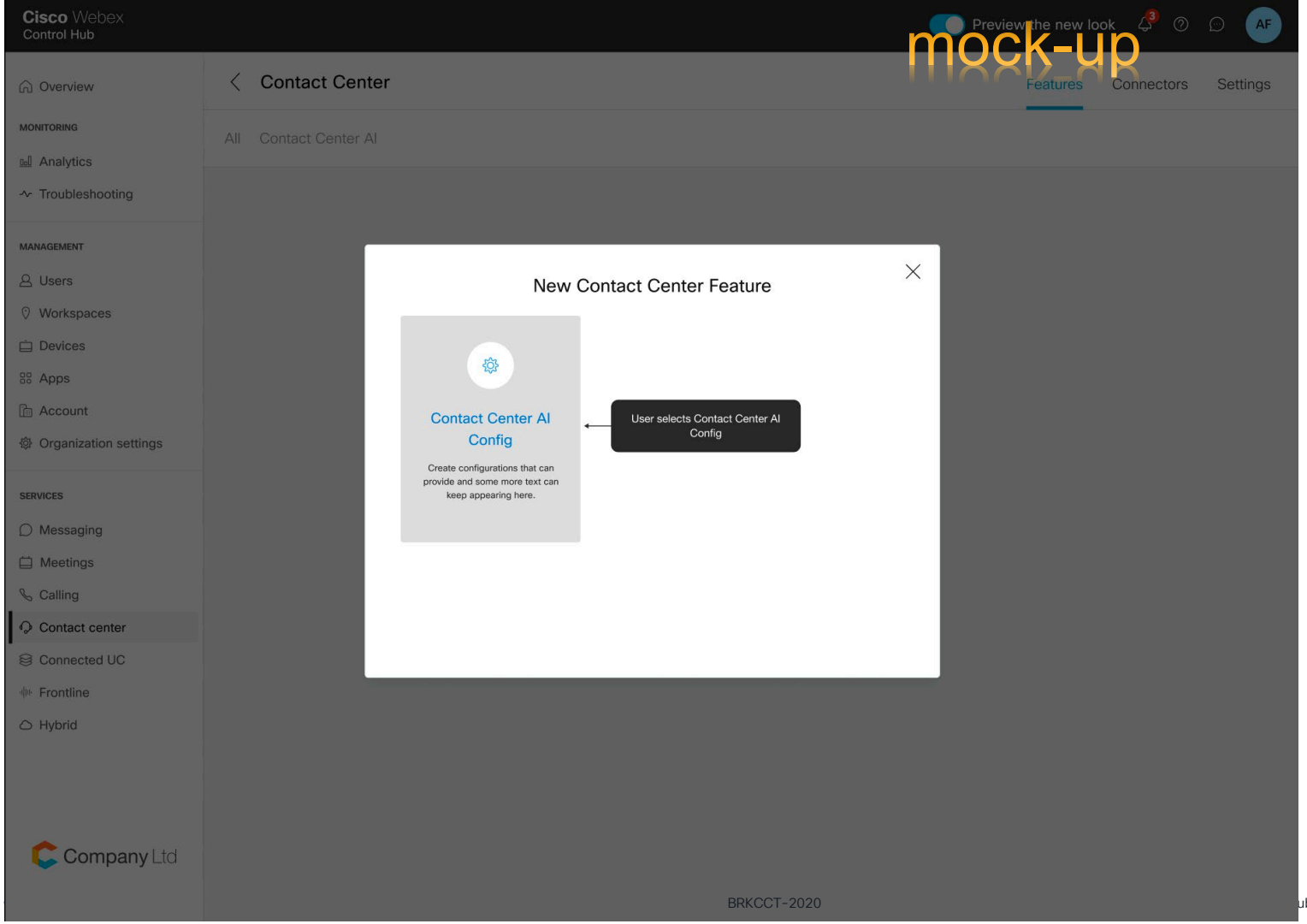
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Contact center
Connected UC
Frontline
Hybrid
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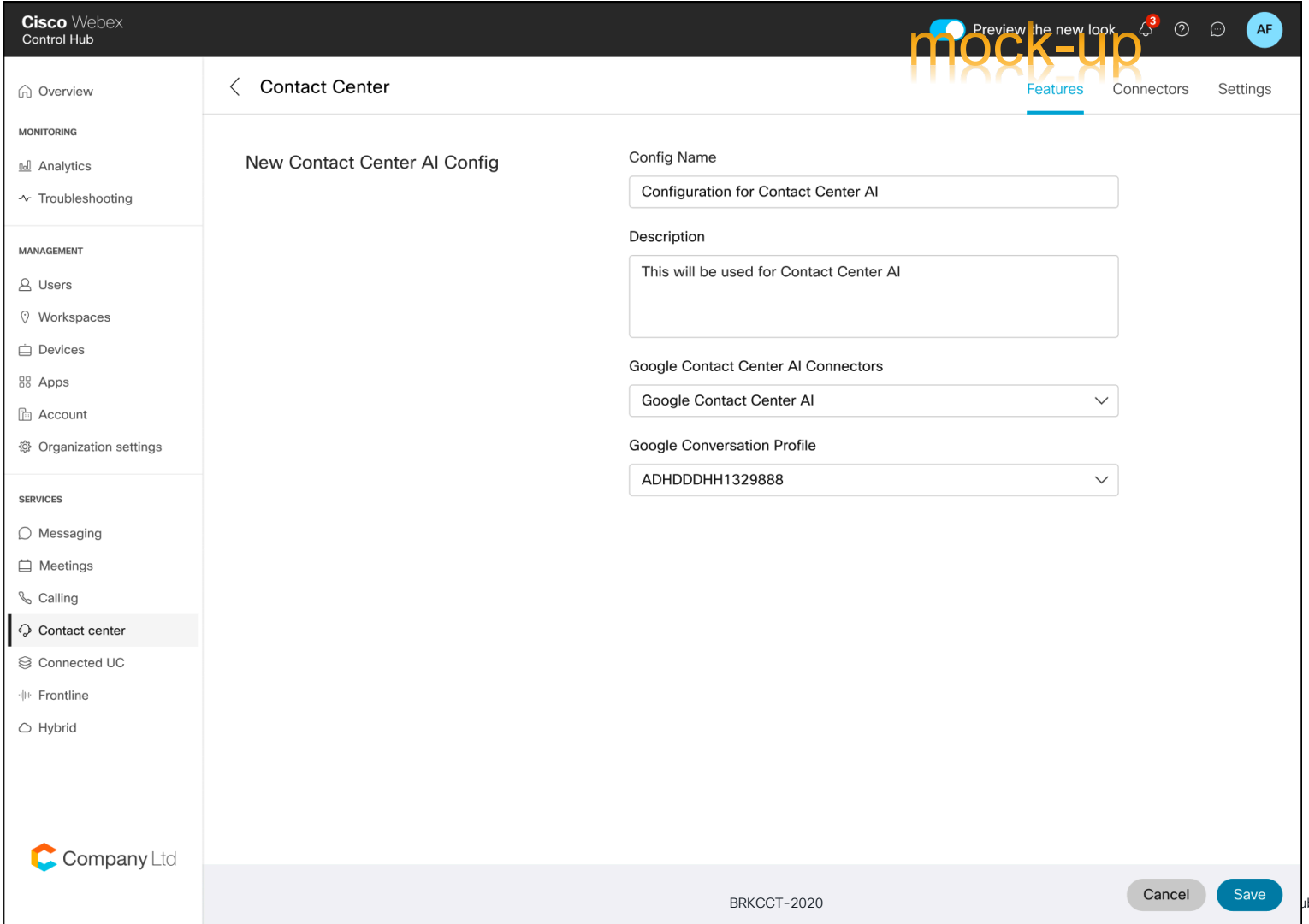
Contact Center
Features
Connectors
Settings
All
Contact Center AI
New Contact Center Feature
Contact Center AI Config
Create configurations that can provide and some more text can keep appearing here.
User selects Contact Center AI Config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Contact center
Connected UC
Frontline
Hybrid
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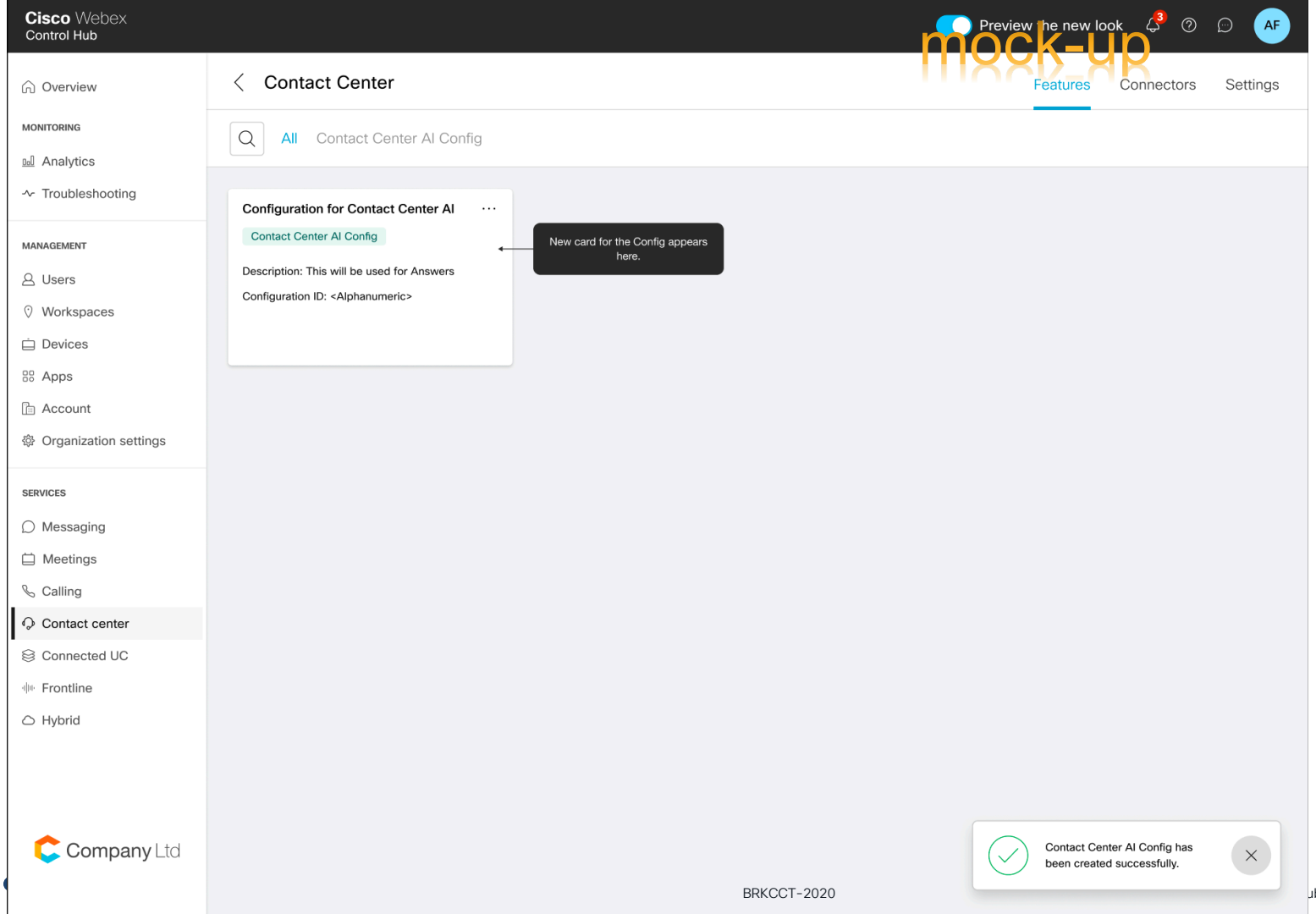
Contact Center
Features
Connectors
Settings
New Contact Center AI Config
Config Name
Configuration for Contact Center AI
Description
This will be used for Contact Center AI
Google Contact Center AI Connectors
Google Contact Center AI
Google Conversation Profile
ADHDDDHH1329888
Cancel
Save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Calling
Contact center
Connected UC
Frontline
Hybrid
Contact Center
Features
Connectors
Settings
All
Contact Center AI Config
Configuration for Contact Center AI
Contact Center AI Config
Description: This will be used for Answers
Configuration ID: <Alphanumeric>
New card for the Config appears here.
Contact Center AI Config has been created successfully.
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Overview

Infra Settings
Inventory, Devices Configuration

Call Settings
MRD, Call Types, Dial Settings

Email and Chat
Email Alias, Chat Entry Point

User Setup
Administrator, Roles, Access Settings

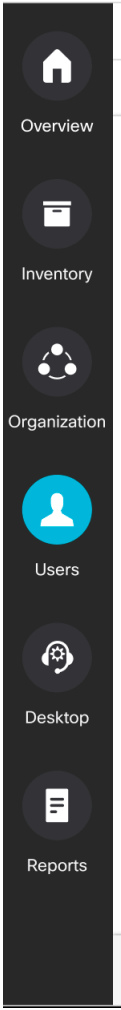
Organization Setup
Agents, Teams, Skills, Campaigns

Bulk Import
Agents, Teams, Skills, Dialed Number

Desktop Settings
Desk Settings, Reason Labels, Workflows

User selects Contact Centre AI to create a global configuration for all Call Types

Features
- Contact Centre AI
- Courtesy Callback
- Single Sign-On
- Thirdy Party Integration
- Customer Virtual Assistant
- Cloud Connect Integration



Contact Center AI

Global Configuration

This page is used to apply a Contact Center AI Config globally to all Call Types.

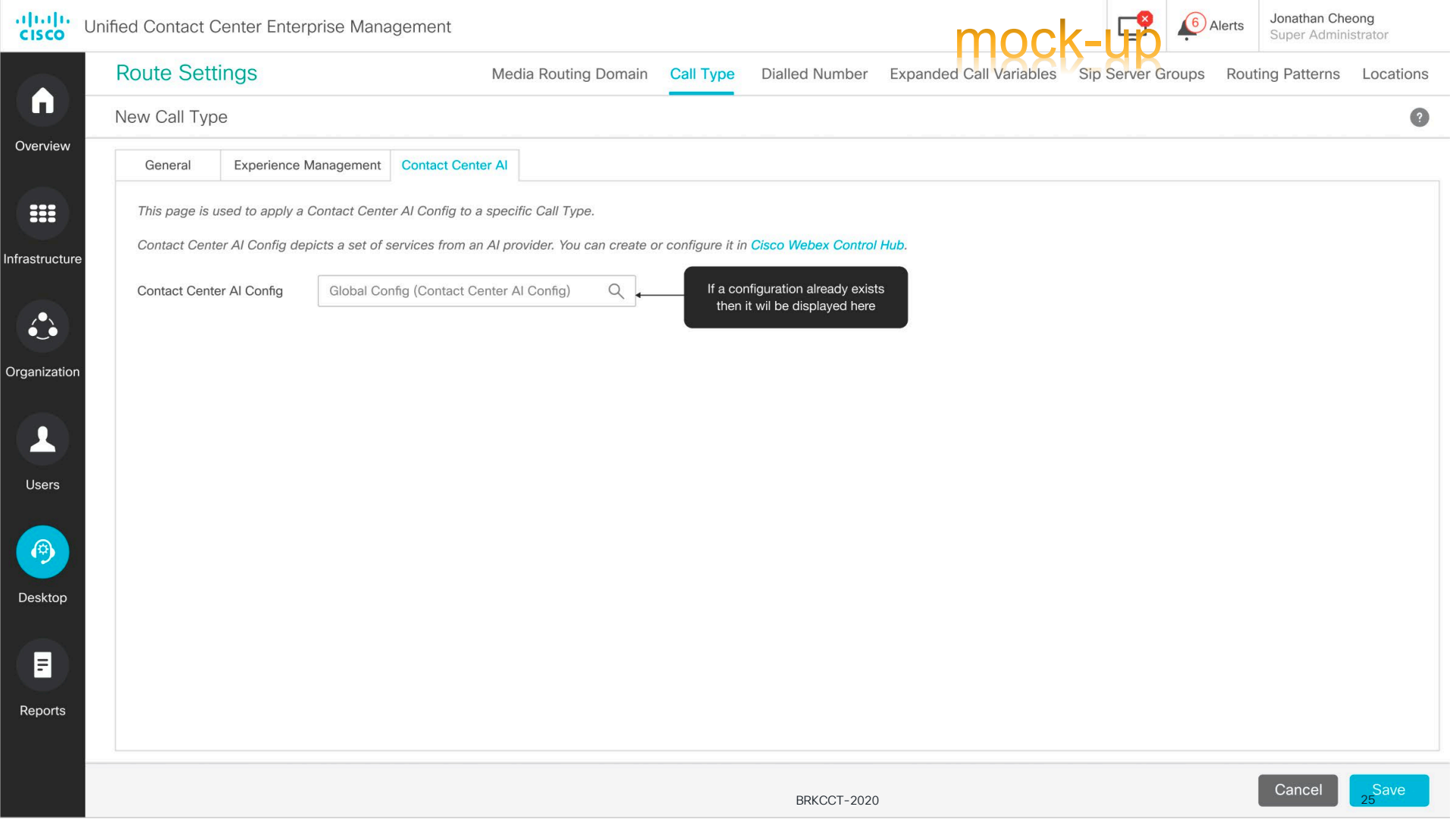
Contact Center AI Config depicts a set of services from an AI provider. You can create or configure it in Cisco Webex Control Hub.

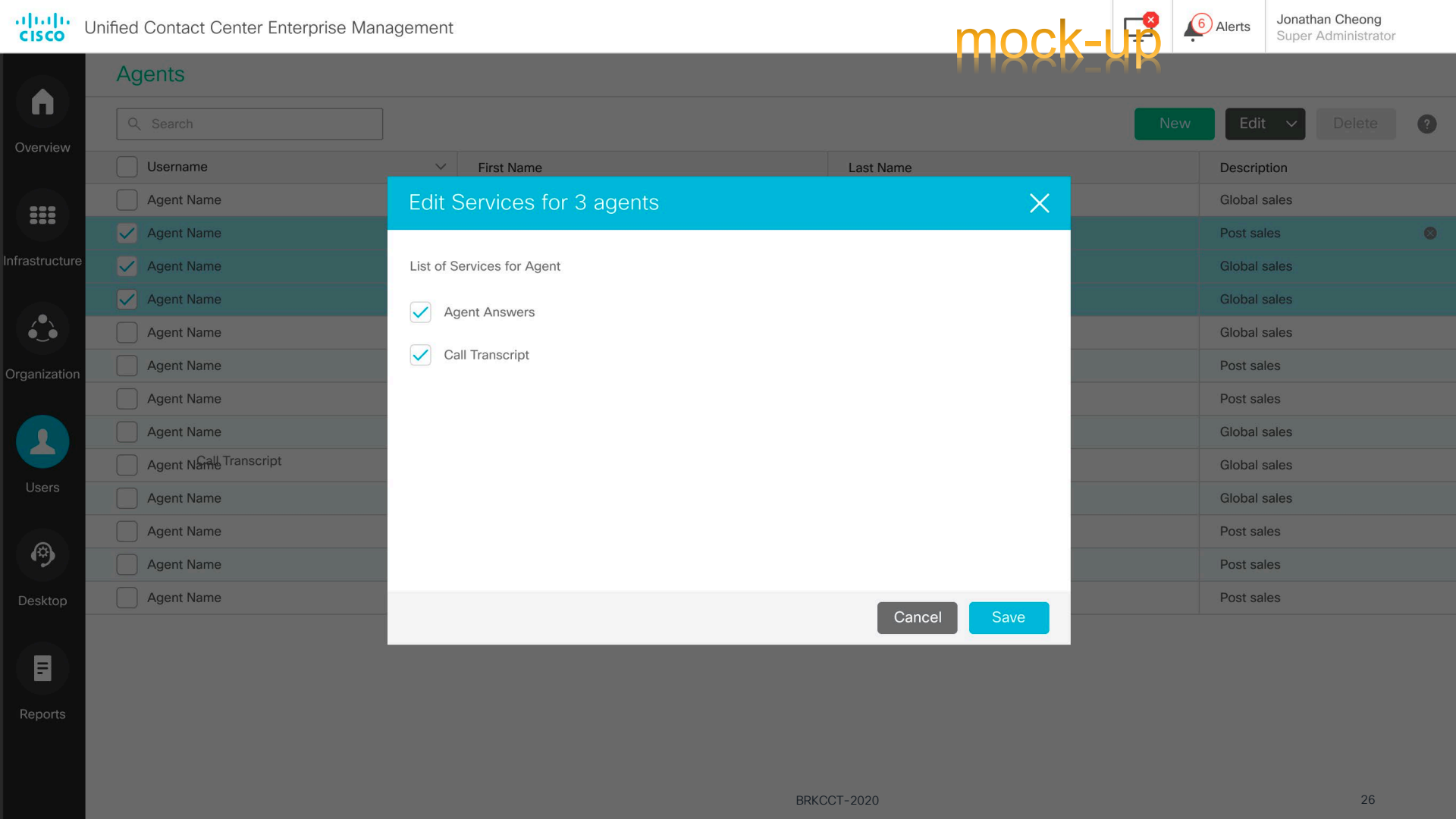
Contact Center AI Config: Global

Global confiugration

If a configuration already exists then it wil be displayed here

Cancel Save


Unified Contact Center Enterprise Management
mock-up
6 Alerts
Jonathan Cheong
Super Administrator
Route Settings
Media Routing Domain
Call Type
Dialled Number
Expanded Call Variables
Sip Server Groups
Routing Patterns
Locations
Overview
Infrastructure
Organization
Users
Desktop
Reports
New Call Type
General
Experience Management
Contact Center AI
This page is used to apply a Contact Center AI Config to a specific Call Type.
Contact Center AI Config depicts a set of services from an AI provider. You can create or configure it in Cisco Webex Control Hub.
Contact Center AI Config
Global Config (Contact Center AI Config)
If a configuration already exists then it wil be displayed here
Cancel
Save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6 Alerts
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Super Administrator
Agents
Search
New
Edit
Delete
Overview
Infrastructure
Organization
Users
Desktop
Reports
Username
First Name
Last Name
Description
Agent Name
Global sales
Post sales
Edit Services for 3 agents
List of Services for Agent
Agent Answers
Call Transcript
Cancel
Save
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