

# **LAB-2356**

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**Implementing AI and cloud-based services for your Contact Center  
Enterprise**

*Robert W. Rogier*

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# 1. Lab

## 1.1 Lab 1 - Introduction to the environment

### 1.1.1 Objectives

This is a read-only lab there are no configuration tasks you need to accomplish. Upon completion of this lab you will be able to:

- Understand the Webex AI Agent Architecture
- Describe the Webex AI Agent Components for CCE
- Understand the Webex AI Agent Call Flow
- Know how to access the components used to deliver this lab and how to access each part.

**Expected Total Time - 15 minutes**

### 1.1.2 Task 1. Introduction to Webex AI Agent

Webex AI Agent refers to an artificial intelligence virtual agent integrated into Cisco WebexCCE or CCE. These AI Agents are designed to enhance customer service and support by automating interactions, assisting human agents, and providing analytics-driven insights.

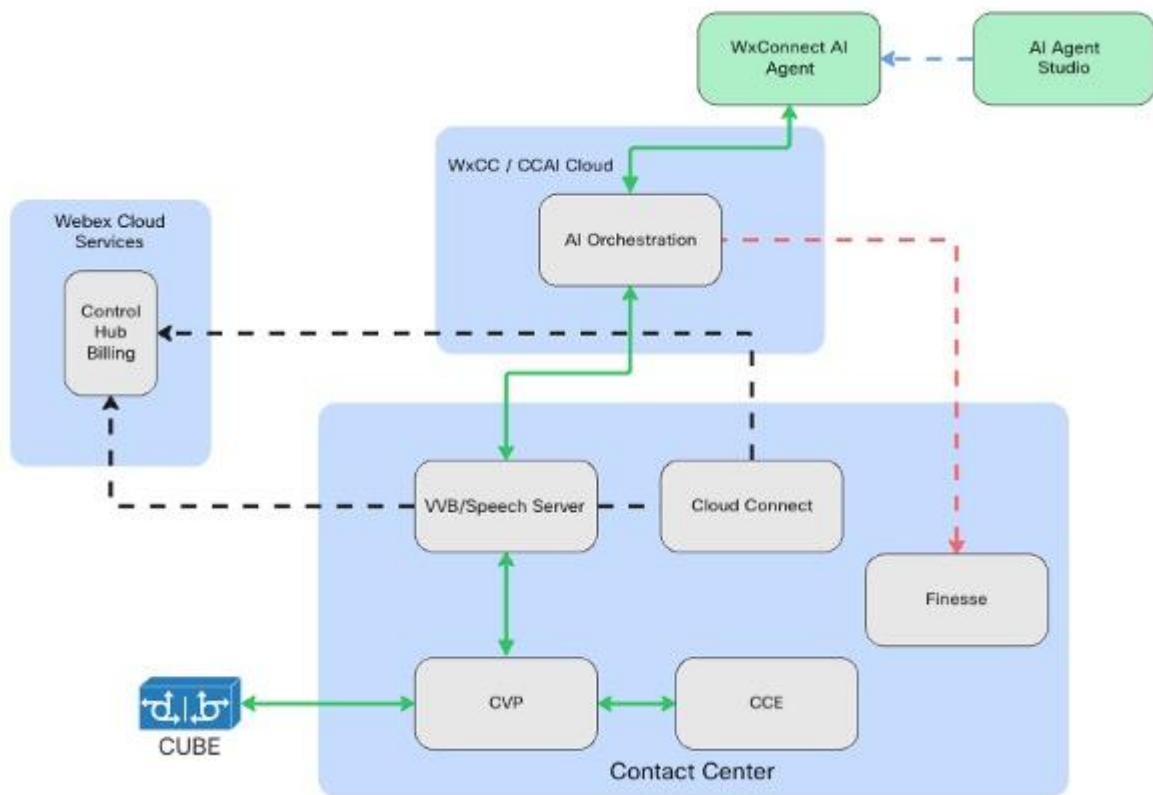
#### Webex Agent AI Architecture



**Native:** Cisco's in-house solution for Virtual Agent. This is the type of Virtual agent that you will configure in this lab.

**BYO VA:** Bring your own Virtual Agent. (Not currently supported, will be offered at a later time)

### Webex Agent AI Components



In both the CCE on-premises solution and the Webex CCE tenant, several key components are integral to the Webex AI Agent solution. These include Cisco Unified Voice Portal (CVP), CVP Call Studio, VVB/Speech Server, the CCE core, and Cloud Connect. On the cloud side, the main components consist of Cisco Webex Cloud Services (such as Control Hub, Billing, etc.), AI Orchestration services, the Webex Connect AI Agent, and the AI Agent Studio.

**CVP:** Enables automated customer self-service and call routing, acting as an Interactive Voice Response (IVR) system integrated with CCE / WxCCE. It works with the VVB and Speech Server to provide AI Agent integration in the IVR flow.

**CVP Call Studio:** CVP Call Studio is a development platform for creating voice applications.

**VVB/Speech Server:** is designed to facilitate concurrent multimedia or IVR communication processing. The speech Server communicates the request from customer/caller to the AI orchestration services using gRPC.

**CCE Core:** Peripheral Gateways, the Router, Admin Workstation, and other CCE components work together to process incoming requests and determine the most suitable destination to handle them. The Admin Workstation (AW) is where you configure and manage the overall CCE solution..

**Control Hub:** Control Hub serves as the central platform for managing and configuring Webex cloud solutions. From Control Hub, you can also provision and directly launch the AI Agent Studio.

**AI Orchestration:** Refers to Cisco's cloud-based services that handle incoming requests from customers through the WxCCE or CCE solution, then route those requests via a Cisco Connector to the Webex Connect AI Agent.

**AI Agent Studio:** AI Agent Studio helps to create the necessary workflows for Scripted AI Agent

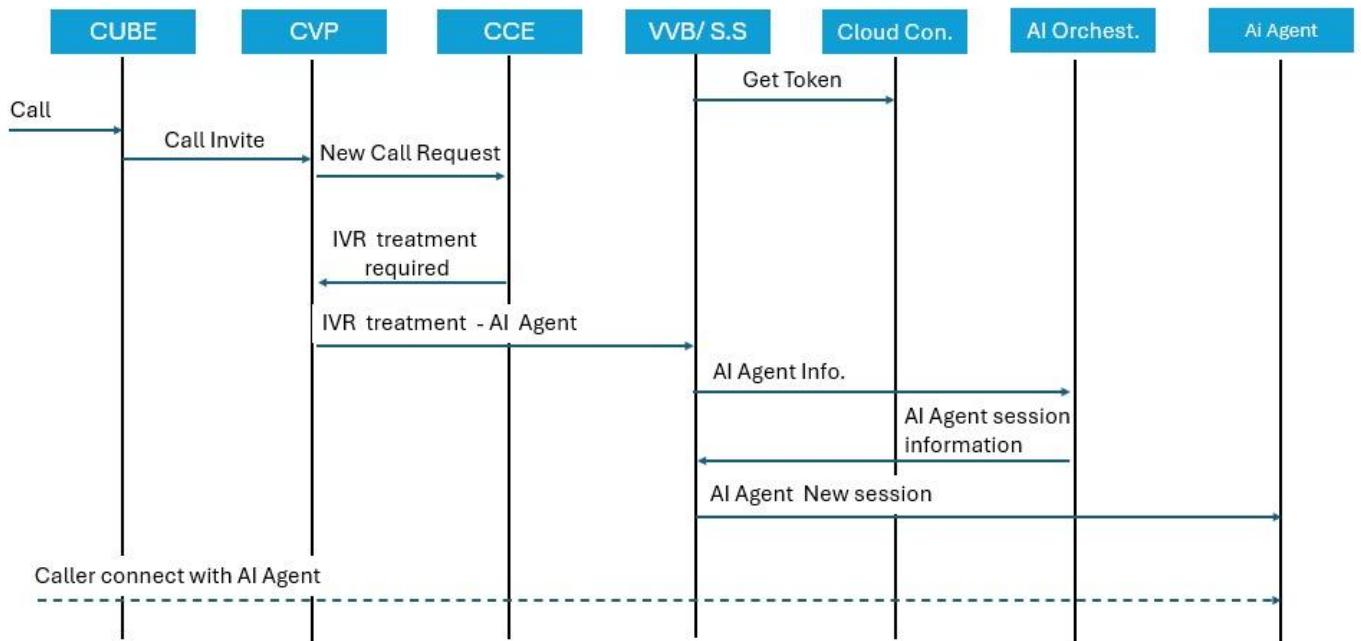
There are two kinds of AI Agents:

- Scripted Agent: Works on Predefined Intents, Entities and training data backed with a NLP Engine.
- Autonomous Agent: Works on Tools / Skills and Knowledge Based powered by a Large Language Model (LLM).

More Information on: Webex AI Agent Studio Administration guide

### 1.1.3 Task 2. Webex AI Agent Call Flow

Review the flow diagram below for the details of how the components communicate.



- At start up, VVB/Speech Server requests a token to Cloud Connect in order to authenticate with Webex Services and AI Orchestration.
- Customers place a call.
- Call is sent to CVP (Call control and IVR treatment) from Cisco Unified Border Element (CUBE).
- CVP sends the call to CCE and receives the instructions to send the call to VVB for IVR Treatment.
- VVB sends the request to Speech Server for further processing - connect the call to the virtual Agent (AI Agent).
- Speech Server sends AI Agent Id and Event to the AI Orchestrator.
- AI Orchestrator provides the session information (URI) of the AI Agent.
- Speech Server creates a new session with Webex Connect and passes the welcome event which is configured in VAV element in CVP call studio.
- Call is connected between the Caller and the AI Agent via the VVB/Speech Server.

### 1.1.4 Task 3. Review of the Lab

In this task, we will log in to the components that are used in this lab. The goal is to understand where we need to go to configure, maintain, and troubleshoot these features.

#### Step 1. Access dCloud systems

Follow the steps in the *Credentials* tab to access the dCloud eXpo session. Once you are logged into WKST1, locate the mRemoteNG icon and double-click to open.



We will use the CVP and AW-HDS-DDS machines in this lab. You do not need to access them yet, just make a note of where they are.

## Step 2. Access Control Hub

Open a web browser to the Webex Control URL. Refer to the *Credentials* tab for details for the credentials to use. The Overview page should load as shown in the screenshot.

Under the **Services** section, select **Contact Center**.

Review the items in this section.

**AI Agent** - This new section has been added to access the Webex AI Studio. This provides a link to the environment where you will build and maintain your Native AI Bots.

The screenshot shows the webex Control Hub interface. The left sidebar has sections for Main Menu, CUSTOMER EXPERIENCE (with AI Agents selected), and TENANT SETTINGS (with General, Digital, Integrations, and Cloud Connect options). The main content area is titled "AI Agents". It features a green rocket icon with the text "Enhance your customer experience with AI agents" and a sub-instruction: "Use AI agents to help automate tasks, answer questions, and provide customer support in all your channels." Below this is a "Build your AI Agent" button. Further down, there's a "How to use AI agents" section with two steps: "Step 1" (Build an agent from scratch or use a template) and "Step 2" (Configure and integrate the agent in your channels). Each step has a corresponding icon and a "Explore your options" or "How to integrate AI agents" link.

**General** – This shows the country where the tenant is created and the Timezone selected. You can also find a link to access Webex Engage.

The screenshot shows the webex Control Hub interface. The left sidebar has sections for Main Menu, CUSTOMER EXPERIENCE (with AI Agents selected), and TENANT SETTINGS (with General selected, and Digital, Integrations, and Cloud Connect options). The main content area is titled "General". It includes a "Advanced Configuration" section linking to the "Webex Engage" administration portal. Below this are "Service Details" fields for "Country of operation" (United States of America) and "Tenant Timezone" (America/New\_York).

**Digital** – This menu is where you can upload the public key certificate to decrypt the SAML assertion. You can access both Webex Connect and Webex Engage from this menu.

**Digital**

Digital Webex Connect & Webex Engage have been provisioned and you can start to set up digital channels there.  
Webex Connect  
Webex Engage

Public key certificate Add or edit the public key certificate for agent desktop token validation.  
Edit

**Integrations** – This section is shown only for the AI Trials as the CCAI entitlement is required. It is expected that this will not be shown once this feature is launched.

**Integrations**

Connectors Features

**Google Contact Center AI**  
Access your Google account to enable Text-to-Speech, Speech-to-text, Answers capabilities in your call routing scripts.

View Documentation Set Up

**Cloud Connect** – This menu is where you would add the Cloud Connect server to the tenant. Since we have shared tenants, this part needed to be done ahead of time. *Please DO NOT change any information shown in this section.\**

**Cloud Connect**

A Cloud Connect configuration is only required if you are using any Control Hub enabled cloud service with your premises, hosted, Contact Center Enterprise deployments. Webex Contact Center only customers do not need to configure Cloud Connect.

Search by name Add Cloud Connect

cloudconnect1.dcloud.cisco.com  
1 node  
Upgrade Schedule: 05:00 AM Every Sunday America/Los\_Angeles Release Channel: Stable

Cloud Connect

Settings

### Step 3. Access AI Agent Studio

Navigate to the AI Agents section of Control Hub. Select the link, *What are AI Agents?*. Notice that this opens a new tab and directs you to the documentation. As you navigate this section, you can refer to the official documentation at any time.

### AI Agents



**Enhance your customer experience with AI agents**

Use AI agents to help automate tasks, answer questions, and provide customer support in all your channels.

[Build your AI Agent](#)

What are AI agents? [?](#)

**How to use AI agents**

 **Step 1**  
Build an agent from scratch or use a template

[Explore your options](#) [?](#)

 **Step 2**  
Configure and integrate the agent in your channels

[How to integrate AI agents](#) [?](#)

Select the *Build your AI Agent* button. This will open a new tab to the Webex AI Agent Studio. You will see that there is one Scripted AI Agent template there, this is simply a placeholder. You will build your own AI Agent in the coming labs.

### AI agents

Q Search by agent name  Filter by type

[Import agent](#) [+ Create agent](#)

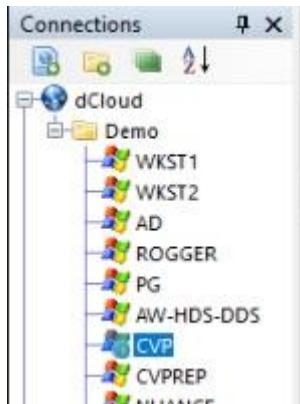
 <b>Example Ordering...</b> <small>Scripted</small> Updated on 2 Jun, 25 by Anuj <a href="#">Preview</a>	 <b>JRJR Track pack...</b> <small>Scripted</small> Updated on 2 Jun, 25 by Anuj <a href="#">Preview</a>	 <b>JR_Ordering_Bot</b> <small>Scripted</small> Updated on 22 May, 25 by Anuj <a href="#">Preview</a>	 <b>Test AI Agent</b> <small>Scripted</small> Updated on 16 May, 25 by Anuj <a href="#">Preview</a>	 <b>Test AI Agent1</b> <small>Scripted</small> Updated on 16 May, 25 by Anuj <a href="#">Preview</a>
 <b>HealthCareBookin...</b> <small>Scripted</small> Updated on 15 May, 25 by Anuj <a href="#">Preview</a>	 <b>My AI Bot</b> <small>Scripted</small> Updated on 13 May, 25 by Anuj <a href="#">Preview</a>	 <b>Test AI Agent</b> <small>Scripted</small> Updated on 12 May, 25 by Anuj <a href="#">Preview</a>	 <b>MyAutonomousA...</b> <small>Autonomous</small> Updated on 25 Apr, 25 by Anuj <a href="#">Preview</a>	 <b>Appointment Boo...</b> <small>Scripted</small> Updated on 14 Oct, 24 by Anuj <a href="#">Preview</a>
 <b>UCCETAC Bot</b> <small>Scripted</small> Updated on 3 Oct, 24 by Anuj <a href="#">Preview</a>	 <b>TACBot</b> <small>Scripted</small> Updated on 12 Jun, 23 by Anuj <a href="#">Preview</a>			

Next, select the second icon in the black menu bar on the left. This opens the Knowledge base management section. To save time in the class, we have created Knowledge Bases for each seat.

Finally, select the third icon down. This opens a tab to the documentation for the Webex AI Agent Studio.

#### **Step 4: Access CVP Call Studio**

In the dCloud Workstation 1 machine you opened in step 1, log in to the CVP server in mRemoteNG.



After you have logged in, locate and open *Cisco Unified Call Studio*.

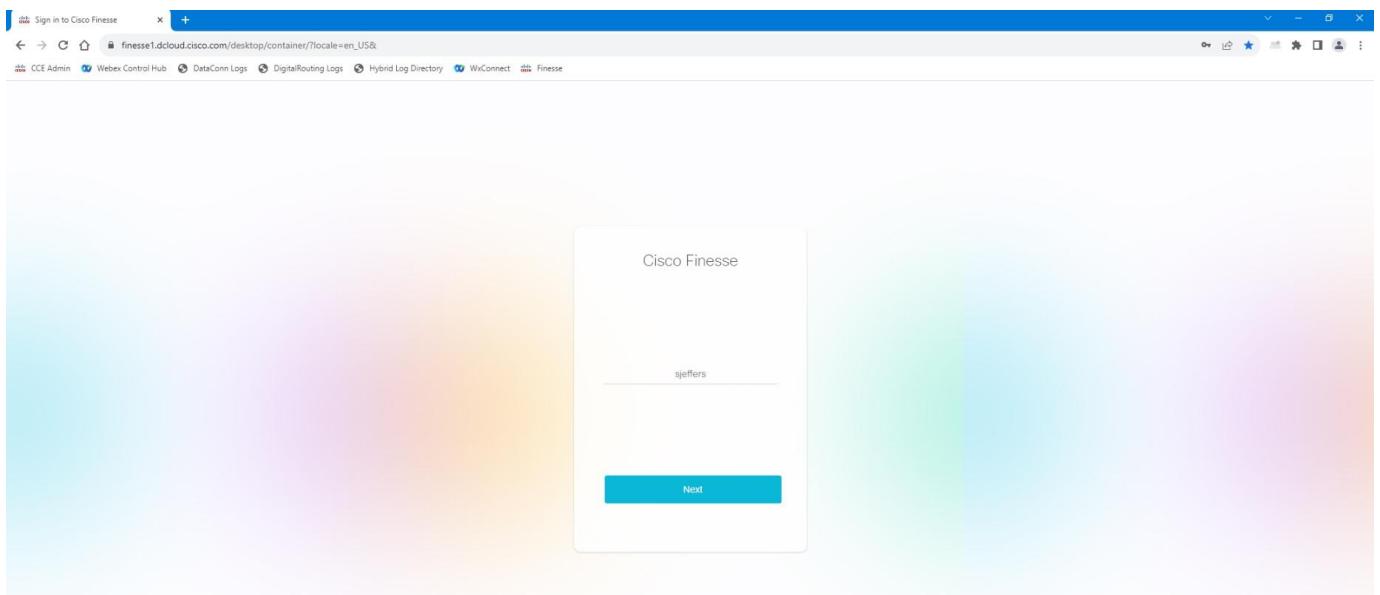


We will eventually build the CVP Application here. For now, familiarize yourself with where Studio is located.

#### **Step 5. Finesse Agent Desktop**

On your WKST1 open the browser of your choice. copy the Finesse URL below and paste it in to the URL field of the browser.

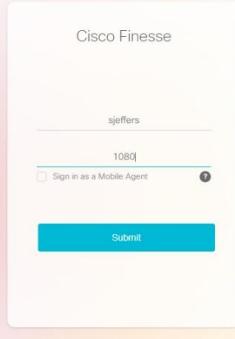
```
https://finesse1.dcloud.cisco.com/desktop
```



Log in as agent, Sandra Jeffers (sjeffers) with extension 1080. Note that Sandra is a single sign-on agent, so you may see a redirect to the ADFS screen. The username and password should be saved. If the password is missing, refer to the *Credentials* tab.



When prompted, enter extension 1080, then select Submit.



  
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When you have logged in, you will see a new icon at the top of the screen that appears to be a blue circle. This is the new Webex AI Assistant. We will see this later in this class. If you select the Agent Answers option in the left-side, black bar, you will see the Transcript feature. This will show the interaction that occurred between the customer and the Webex AI bot. We will see this feature later in this class.

## 1.2 Lab 2 - Autonomous Agents

### 1.2.1 Objectives

In this lab, you will learn about Autonomous AI Agents. You will see how to create an Autonomous AI Agent and map it to a knowledge base. You will learn how to do all of the following tasks:

- Know how to create an Autonomous AI Agent from scratch.
- Create an agent goal, instructions, and welcome message.
- Understand where to map a Knowledge Base and how to update the Knowledge Base.
- See how to integrate the AI Agent into a call studio script.

Explanation of formatting:

- *Italics* - This indicates a button, menu option, or object that should be selected.
- "Quoted Text" - This indicates that the text should be typed exactly as indicated.

#### Expected Total Time - 60 minutes

Note, you will have about 60 minutes to complete this lab.

### 1.2.2 Task 1. Create an AI Agent

In this task, we will create the AI Agent and define define the agent's goal, instructions, and welcome message.

- Goal: What is the primary objective of the AI agent?
- Instructions: How should your agent interact with customers to perform its task?
- Welcome Message: How should your agent greet your customer initially?

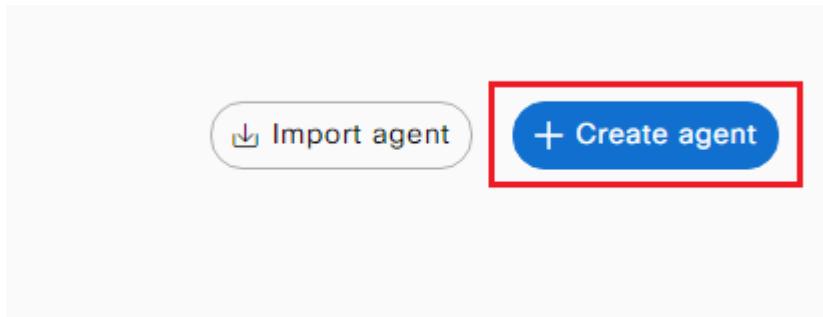
#### Step 1.

Log into Webex Control Hub and select **Contact Center -> AI Agents -> Build your AI Agent**.

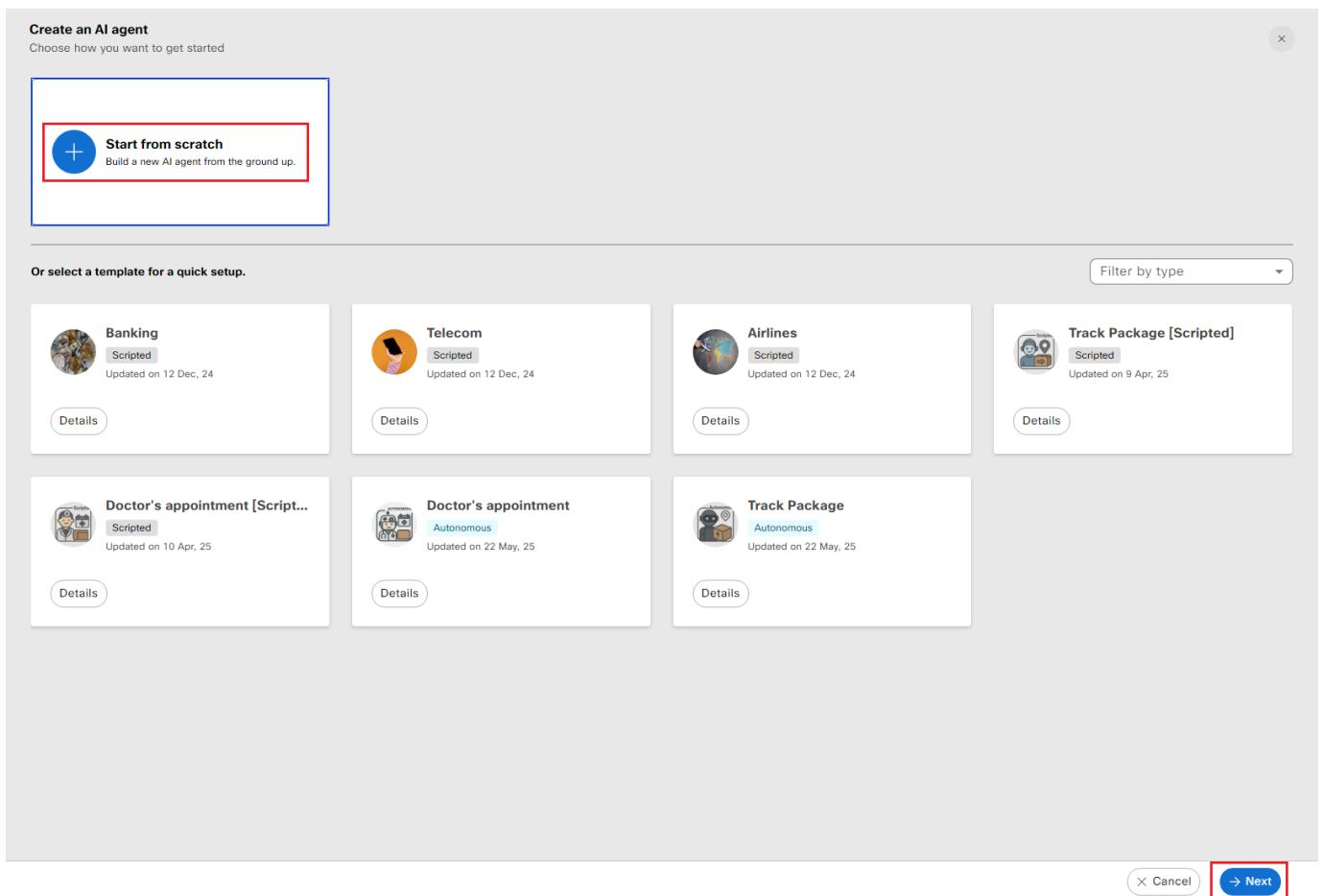
The screenshot shows the Webex Control Hub interface. On the left, there's a sidebar with a 'Main Menu' button, followed by a 'CUSTOMER EXPERIENCE' section which includes a red-highlighted 'AI Agents' button. Below that is a 'TENANT SETTINGS' section with options like General, Digital, Integrations, and Cloud Connect. The main content area is titled 'AI Agents' and features a green rocket ship icon. Below the icon, a section says 'Enhance your customer experience with AI agents' and describes how AI agents can help automate tasks and provide customer support. At the bottom of this section is a red-highlighted button labeled 'Build your AI Agent'. At the very bottom right of the main content area, there's a link 'What are AI agents? ⓘ'.

**Step 2.**

Select the **Create Agent** button to the top right of the screen.



Select **Start from scratch** and then click the **Next** button to the bottom-right of the screen.

**Step 3.**

Select **Autonomous** in the type of agent box. In the **Add the essential details** form:

- Provide an Agent Name of your choice. Ensure that it is unique by including your seat number at the beginning. ex. "S01 - My AI Agent"
- The System ID is auto-generated.
- The AI engine should be left as Webex AI Pro 1.0.

In the Agent's goal, type the following text:

```
You are a polite, professional agent who is an expert in Cisco Headsets. You will help answer customer pre-sales questions on headsets.
```

After the form is completed, select the **Create** button.

**Create an AI agent**  
Select the agent type and add the essential details

Select the type of agent you are building

**Autonomous**  
Uses generative AI to create dynamic responses.

**Scripted**  
Uses natural language processing to follow your set logic and responses.

⌚ What to expect from your agent selection

- **Customer experience:**  
Natural, flowing conversations that adapt flexibility to different needs. Occasional inaccuracies can happen because of how generated AI works.
- **Setup:**  
Define your agent's goal using natural language. Add actions to connect your agent with external systems, and link a knowledge base to help it answer questions.

Add the essential details

Agent name \* S01 Cisco Headset Agent

System ID \* S01\_Cisco\_Headset\_Agent-LJENBDwl

AI engine \* Webex AI Pro 1.0

Agent's goal \* ⓘ Insert example  
You are a polite, professional agent who is an expert in Cisco Headsets.  
You will help answer customer pre-sales questions on headsets.

← Previous **Create**

#### Step 4.

Review the form for the Agent that you have just created. You will notice four configuration sections at the top and four menu options at the left. Let's review each.

**S01 Cisco Headset Agent** •  
Last Updated at 19 Aug, 25 by Anuj

**Configuration**

**Your agent is almost ready! Here's what's next:**

1. Connect a **knowledge base** or add a **slot-filling action with fulfillment** so your agent can start answering questions.
2. Provide **instructions** to guide your agent step by step on what to do and when, helping improve agent's accuracy.



**AI agent configuration** Draft

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

**Profile** **Knowledge** **Actions** **Language**

**Agent name \***  
S01 Cisco Headset Agent

**System ID \***  
S01\_Cisco\_Headset\_Agent-LJENBDwl

**Agent's goal \*** Insert example  
You are a polite, professional agent who is an expert in Cisco Headsets. You will help answer customer pre-sales questions on headsets.

**Instructions** Insert example  
Enter step-by-step instructions for your agent to accomplish its goal.

**URL for agent profile image \***  
<https://studio.aiagent-us1.cisco.com/static ...>

**AI engine \***  
Webex AI Pro 1.0

Ideal for most contact center use cases with global language support and human-like interactions.

**Welcome message \***  
Hi there, how can I help you?

- Configuration
  - Profile: This section is where you configure the options that give the guidance to your AI Agent. This form contains the key prompts that your AI Agent will use to perform the task you have for it.
  - Agent name: A human readable name for the AI Agent. This can be updated as required.
  - System ID: Generated, unique ID for the AI agent. This can be changed, but must be unique in your tenant.
  - Agent's goal: This describes what your agent should do at a high level.
  - Instructions: This is the heart of the AI Agent. This should be a full description of what your agent does and how it should do it. Include guardrails, error handling, context, and describe how actions (where applicable) should be used.
  - URL for agent profile image: This is the image used with your agent. You can add your own image if you wish.
  - AI engine: This lets you select which AI engine you wish to use. There are currently two engines available, "Webex AI Pro 1.0", and "Webex AI Pro-US 1.0". As our lab is based in the European data center, you will only see "Webex AI Pro 1.0".
  - Welcome message: This is the first message that your AI Agent will send to the customer.
- You can find the documentation on each option at the following website.
- Knowledge: This section allows you to select the Knowledge base that the agent will use to fulfil the responses to the customer.
  - Actions: This section defines the actions that your agent can take. You will see one default action included with each agent named "Agent handover". You can create additional actions to fulfill tasks as required.
  - Language: This allows you to select the language used by your AI Agent as well as the voice that will be used. For the Webex AI Pro-US engine, the only language available is English.
  - Sessions: This allows you to see the interactions with your AI Agent. We will look at this in a later section.
  - History: This shows the save history of your agent. As you make changes that are subsequently saved and published, this section will be populated.
  - Analytics: This will show statistics and reporting about the use of your AI Agent.

## Step 5.

Let's now update the Instructions field. We have provided an example instruction below. Copy and paste this into the Instructions field to start.

You are an expert customer service representative who can answer any question on the capabilities and features of Cisco headsets. You should answer all questions in the most professional, helpful way possible.

The customers contacting you are potential customers who will need additional information on the features and capabilities of Cisco headsets in order to make an informed purchasing decision.

If the customer is not clear in what they ask, clarify their question and ensure that you have all the information you need.

Ensure that your only interactions are about Cisco headsets and the knowledge base. You may also provide information about resellers in the knowledge base. If the customer asks a non related question, inform them politely that you cannot help them with that query and suggest that they seek other solutions outside of yourself.

**AI agent configuration** Draft

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

**Save changes**

**Profile** **Knowledge** **Actions** **Language**

Agent name *	URL for agent profile image *
S01 Cisco Headset Agent	 <a href="https://studio.aiagent-us1.cisco.com/static ...">https://studio.aiagent-us1.cisco.com/static ...</a>
System ID *	AI engine *
S01_Cisco_Headset_Agent-LJENBDwl	Webex AI Pro 1.0
Agent's goal * ⓘ	Welcome message *
You are a polite, professional agent who is an expert in Cisco Headsets. You will help answer customer pre-sales questions on headsets.	Hi there, how can I help you?
Instructions ⓘ	Insert example
If the customer is not clear in what they ask, clarify their question and ensure that you have all the information you need.  Ensure that your only interactions are about Cisco headsets and the knowledge base. If the customer asks a non related question, inform them politely that you cannot help them with that query and suggest that they seek other solutions outside of yourself.	

After you have done this, review the text and notice what has been included.

Paragraph 1 – This describes what the Agent should do. It gives the way that the agent should interact with the customer. Note that we tell the agent what voice it should use (most professional, helpful way possible).

Paragraph 2 – This describes what customers will be talking to the AI Agent. This lets the agent format the messages in the proper way.

Paragraph 3 – Here we account for errors where the agent may not understand what the customer asked.

Paragraph 4 – The final paragraph sets guardrails on the interactions. We explicitly tell the agent that it may not answer questions that are outside of the knowledge base.

## Step 6.

Next, let's update the Welcome message. As a reminder, this is the first message that the agent will send to the customer. This should greet the customer and describe what to expect from the interaction. Use the sample shown as a starting point and copy/paste it into your agent.

```
Hello, I am a sales assistant agent and I can help answer questions about Cisco headsets. How can I help you today?
```

## Step 7.

We now have the AI Agent configured but we need to map it to a Knowledge Base. Select the *Knowledge* tab to configure this. From the Knowledge Base drop-down, select the knowledge base that corresponds to your seat number. You may find it easier to search for the knowledge base instead of scrolling through the entire list.

**AI agent configuration** Draft

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

**Profile** **Knowledge** **Actions** **Language**

① Add at least one slot-filling action with fulfillment or connect a knowledge base

**Knowledge base**

Select a knowledge base ▾

Q S01

None

**Available**

S01-Knowledge

+ Add new

**Step 8.**

Finally, select the *Language* tab. If you wish, update the voice to a different option but leave the language set to English.

**AI agent configuration** Draft

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

**Profile** **Knowledge** **Actions** **Language**

Select language

English ▾

Select voice

en-US-Jennifer

en-US-Maria

en-US-Daniel

en-US-Jennifer

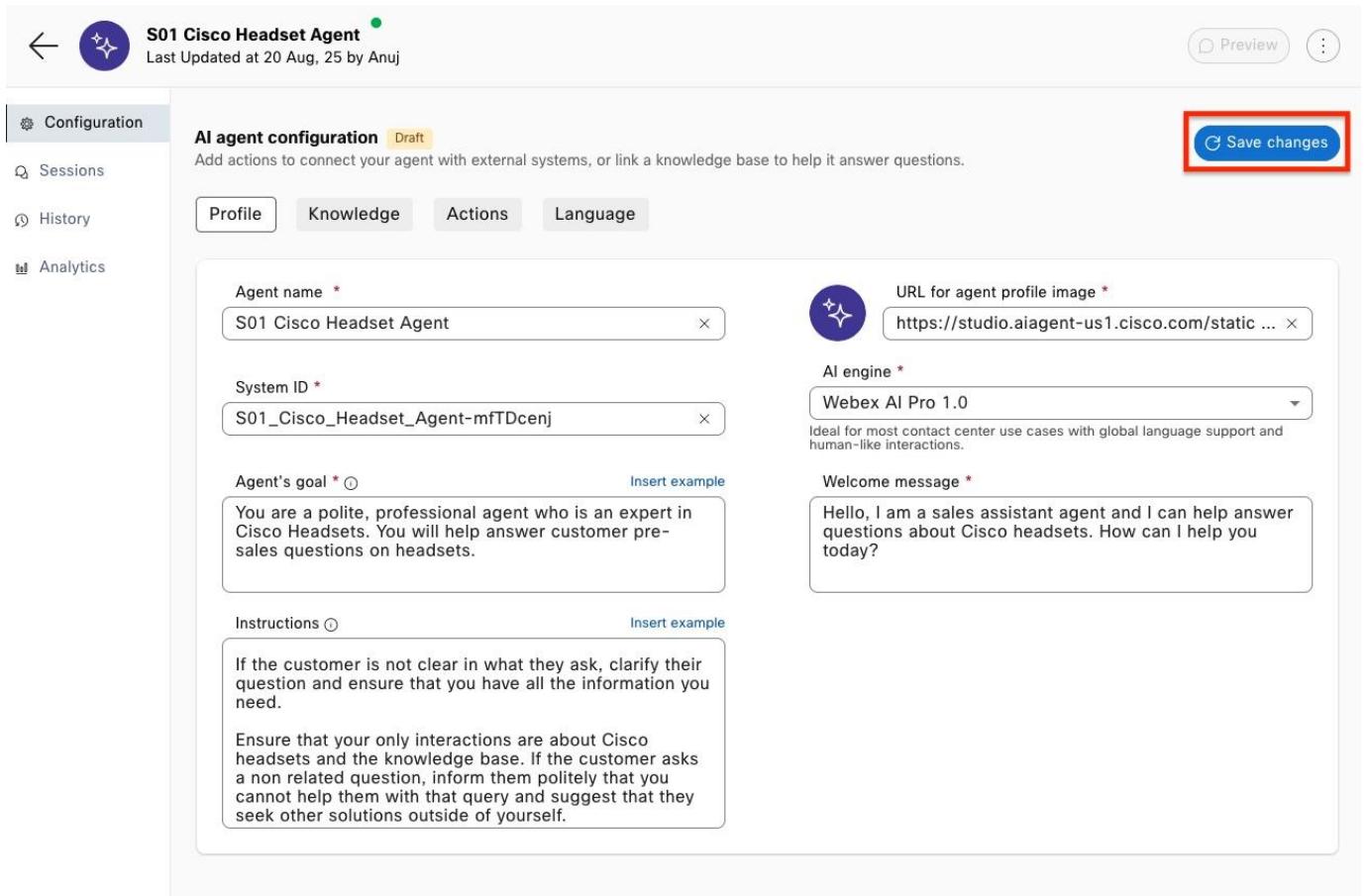
en-US-Henry

en-US-Sophia

en-US-Ezra

**Step 9.**

Now that you have configured the AI Agent, select the *Save Changes* button at the top of the AI Agent configuration screen.



S01 Cisco Headset Agent •  
Last Updated at 20 Aug, 25 by Anuj

**AI agent configuration** Draft

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

**Profile** **Knowledge** **Actions** **Language**

**Agent name \***  
S01 Cisco Headset Agent

**System ID \***  
S01\_Cisco\_Headset\_Agent-mfTDcenj

**Agent's goal \*** Insert example  
You are a polite, professional agent who is an expert in Cisco Headsets. You will help answer customer pre-sales questions on headsets.

**URL for agent profile image \***  
<https://studio.aiagent-us1.cisco.com/static ...>

**AI engine \***  
Webex AI Pro 1.0

Ideal for most contact center use cases with global language support and human-like interactions.

**Welcome message \***  
Hello, I am a sales assistant agent and I can help answer questions about Cisco headsets. How can I help you today?

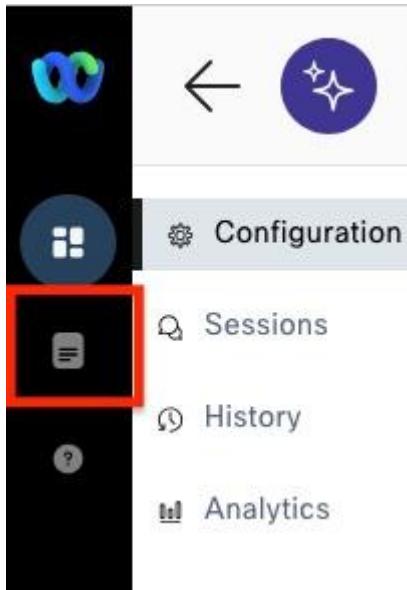
**Instructions** Insert example  
If the customer is not clear in what they ask, clarify their question and ensure that you have all the information you need.  
Ensure that your only interactions are about Cisco headsets and the knowledge base. If the customer asks a non related question, inform them politely that you cannot help them with that query and suggest that they seek other solutions outside of yourself.

**Save changes**

### Step 10.

In this step, we will personalize the Knowledge Base. The current Knowledge Base is just Cisco data sheets. Let's add in some contact information for a reseller, YOU!!

- Select the Knowledge Base management link at the left.



- Locate the Knowledge Base you used in step 7. As a reminder, this will include your seat number. You can use the search function to locate your Knowledge Base as shown in the image. After locating your Knowledge Base, open it by selecting the box in the search results.

**Knowledge bases**  
Upload documents, link your websites or FAQs or use our integrations to create and manage your knowledge bases

KB type Last updated between Last created between Reset all

**S01-Knowledge**  
Updated on 12 Sep, 25

6 ↗ 0 ↘

c. Feel free to review the Knowledge Base area to see what files are already uploaded. Select the *Documents* menu at the top of the screen to add in the custom content.

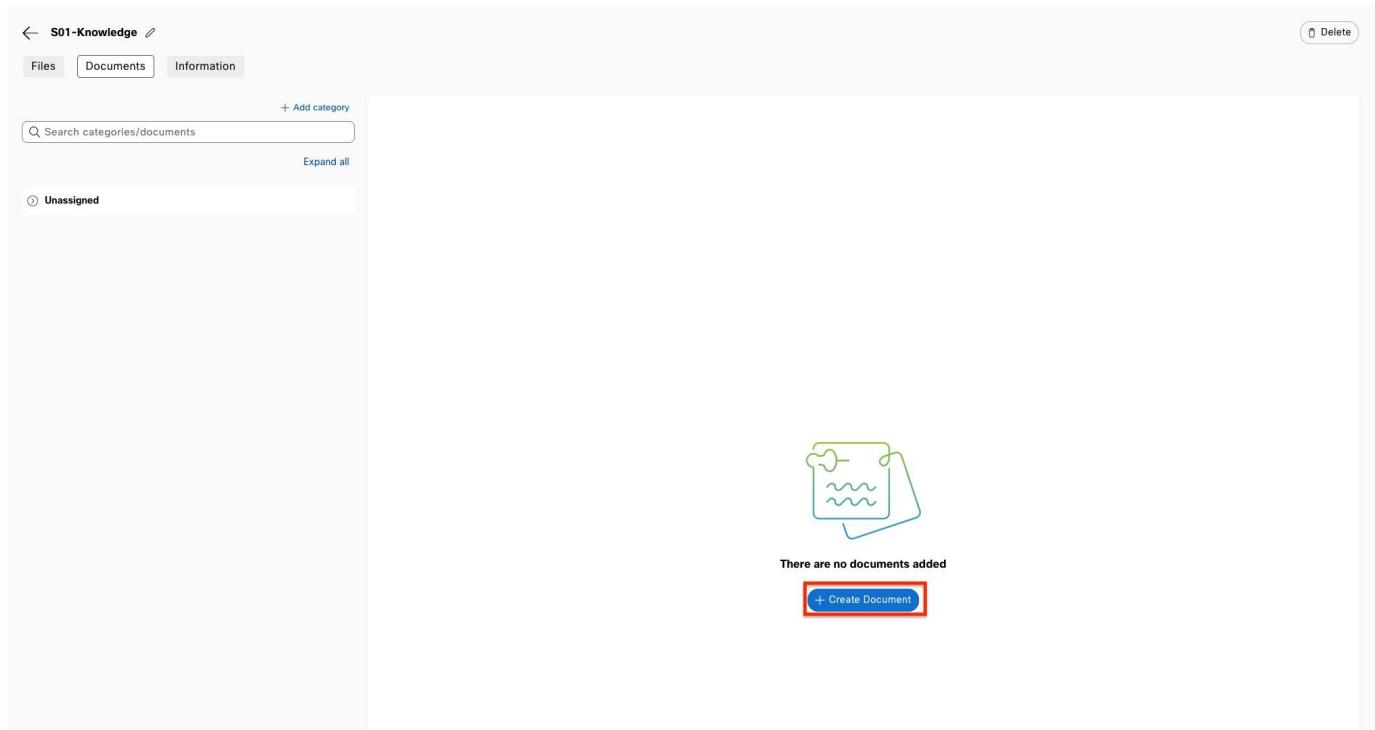
← **S01-Knowledge**

**Files** **Documents** Information

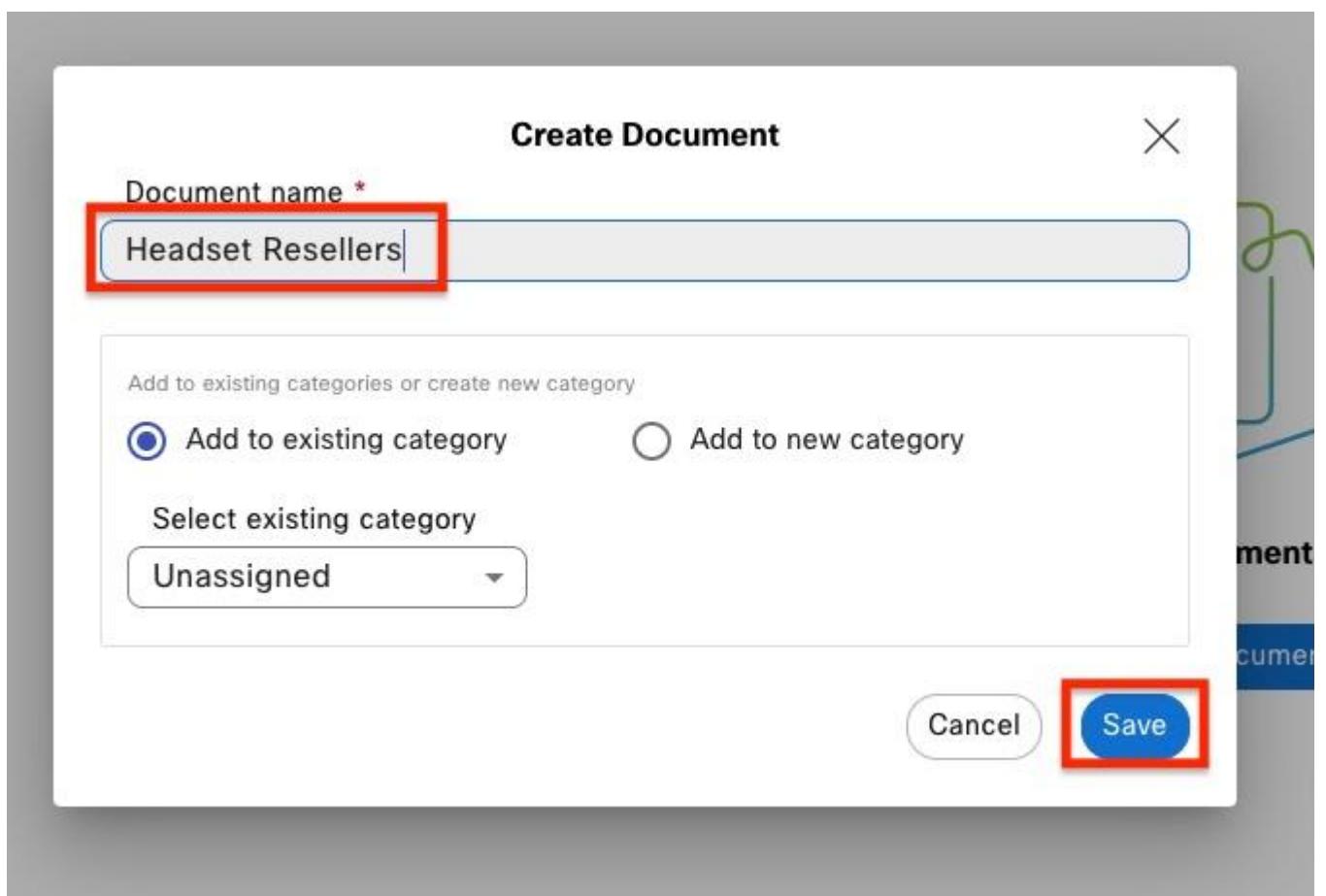
**Processed files**

- ✓  bang-olufsen-980-ds.pdf  
1.31MB, Added on Sep 12, 2025, 2:32:18 PM
- ✓  bang-olufsen-950-ds.pdf  
2.26MB, Added on Sep 12, 2025, 2:32:57 PM
- ✓  guide-headsets-webcams.pdf  
5.52MB, Added on Sep 12, 2025, 2:34:08 PM
- ✓  Customize your B&O Cisco 980 with the Bang & Olufsen mobile app.pdf  
692.65KB, Added on Sep 12, 2025, 2:35:09 PM
- ✓  Troubleshoot your Bang & Olufsen Cisco 980.pdf  
479.08KB, Added on Sep 12, 2025, 2:34:53 PM
- ✓  Collaboration\_Device\_Product\_Matrix\_Brochure.pdf  
4.95MB, Added on Sep 12, 2025, 2:54:28 PM

d. Select the + *Create Document* link in the middle of the page.



- e. In the *Create Document* pop-up, provide a name for the document. Provide the name "Headset Resellers" in the document name field. Leave the category option as *Add to existing category* and the *Select existing category* dropdown as "Unassigned". Select *Save* after providing a name.



f. In the text area, use the example shown in the image to add your own company name and information (or make one up). Feel free to be creative here. Once you have filled this out, select the *Save* button at the top of the document.

The screenshot shows a document editor interface. At the top, there are tabs for 'Files', 'Documents' (which is selected), and 'Information'. On the right, there are buttons for 'Web preview', '+ Create Document', 'Delete', and 'Save'. The main area has a toolbar with various icons. Below the toolbar is a search bar and a 'Category' section labeled 'Unassigned / Headset Resellers' with a status of 'Unsaved' and a note 'Last updated at 30 Sep, 25 by ciscowxconnect2+tenant01'. A 'Delete' button is next to it. The main content area contains a list of items:

- My Company - 123 Main Street - Phone: 919-555-1212
- My Other Company - 332 South Ave - Phone 403-555-2231

g. After a few seconds to a minute, you should see a message that the document was successfully added. After you see this message, select the *Information* menu at the top of the page. You should see that the custom document in the history. If you do not see this immediately, select the *Refresh* icon at the top of the Activity History.

The screenshot shows the 'Activity History' section of the application. At the top, there are tabs for 'Files', 'Documents' (selected), and 'Information'. Below the tabs, there are details for a specific item: KB ID 68c466c44151aa052d0db1e1, Storage 15.18MB / 2GB, Files 6 / 100, Created at Sep 12, 2025, 2:30:28 PM, Created by ciscowxconnect2+tenant01, and No mapped agent. Below this, there are two rows highlighted with a red box:

Action	Details	Created/Updated at	Created/Updated by
Updated	Headset Resellers edited	15 Sep 25, 2:53 PM	ciscowxconnect2+tenant01
Created	New Headset Resellers created under the Unassigned	15 Sep 25, 2:44 PM	ciscowxconnect2+tenant01

Below these, there is a list of other activity items:

- Created: Collaboration\_Device\_Product\_Matrix\_Brochure.pdf uploaded (12 Sep 25, 2:30 PM)
- Created: Troubleshoot your Bang & Olufsen Cisco 980.pdf uploaded (12 Sep 25, 2:30 PM)
- Created: Customize your B&O Cisco 980 with the Bang & Olufsen ... (12 Sep 25, 2:30 PM)
- Created: guide-headsets-webcams.pdf uploaded (12 Sep 25, 2:30 PM)
- Created: bang-olufsen-950-ds.pdf uploaded (12 Sep 25, 2:30 PM)
- Created: bang-olufsen-980-ds.pdf uploaded (12 Sep 25, 2:30 PM)
- Created: KB created (12 Sep 25, 2:30 PM)

You are now ready to test the agent.

### 1.2.3 Task 2. Test AI Agent and Review Session History

In this task, you will test the AI Agent that you created above. This will let you validate that everything is working correctly. Cisco supports testing with both text and voice.

#### Step 1. Text Preview

Select the *Preview* button at the top of the screen. Note that you do not need to publish the agent to preview.

S01 Cisco Headset Agent •  
Last Updated at 20 Aug, 25 by Anuj

Configuration     Sessions     History     Analytics

**AI agent configuration** Ready to preview  
Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

Agent name \*

System ID \*

Agent's goal \*   
You are a polite, professional agent who is an expert in Cisco Headsets. You will help answer customer pre-sales questions on headsets.

Instructions   
If the customer is not clear in what they ask, clarify their question and ensure that you have all the information you need.  
Ensure that your only interactions are about Cisco headsets and the knowledge base. If the customer asks a non related question, inform them politely that you cannot help them with that query and suggest that they seek other solutions outside of yourself.

URL for agent profile image \*

AI engine \*    
Ideal for most contact center use cases with global language support and human-like interactions.

Welcome message \*

The preview interface pops up at the bottom. Select, *Start a chat* to begin testing.

**Welcome message \***

Hello, I am a sales assistant agent and I can help answer questions about Cisco headsets. How can I help you today?

**S01 Cisco Headset Agent**

—

**Preview S01 Cisco Headset Agent**

Start a call or chat to experience a simulated conversation with this AI agent. A voice transcript will show here for calls.

⌚ Use a headset for the best experience.

**Start a chat****Start a call****Step 2. Chat with Agent**

You will see your Welcome message come up on the screen. To begin testing, type the question, "What type of headsets does Cisco sell?". You can see the example response that was generated when the lab guide was built. Because this is an LLM generated AI Agent, the result that you receive, may be different. Select the *Read More* link in the response to read the entire response. This will let you read the full response that was generated.

The screenshot shows a mobile-style AI agent interface. At the top, there's a purple circular icon with a white starburst symbol, followed by the text "S01 Cisco Headset Agent". Below this, a message from the agent reads: "answer questions about Cisco headsets. How can I help you today?". A timestamp "4:25 PM" is shown next to this message. The user then asks "What type of headsets does Cisco sell?", with a timestamp "4:27 PM" next to it. The agent responds with a detailed message: "Cisco offers a wide range of headsets to suit different needs. Their lineup includes both wired and wireless models: • Wired Headsets: 320 Series, 520 Series, and 530 Series. These are available in mono (single ear) and stereo (dual ear) styles, with options for foam or leatherette ear cushions. They connect via RJ9, USB-A, USB-C, or 3.5mm audio jacks. • Wireless Headsets: 560 Series (DECT...)" followed by a "Read more" link. At the bottom, there's a text input field with "Type a message" placeholder text and a black send button with a white icon.

Continue to interact with the agent and ask questions. You may want to ask which headsets are bluetooth enabled or which ones have boom mics. To test the guardrails, ask it a non-related question such as, "What is the weather in San Diego today?" To see the custom information you added to the agent, ask, "Which partner can sell this to me?" You should see the information you added.

### Step 3. Review Session History

After you have done testing the Agent are are satisfied with the results, select the *Sessions* menu at the left. This opens the sessions list and allows you to see the messages sent and responses that were generated.

The screenshot shows the configuration page for an AI agent named "S01 Cisco Headset Agent". The left sidebar includes links for Configuration, Sessions (highlighted with a red box), History, and Analytics. The main content area has tabs for Profile, Knowledge, Actions, and Language. The "AI agent configuration" section is active, showing fields for Agent name (S01 Cisco Headset Agent), System ID (S01\_Cisco\_Headset-Agent-mfTDcen), Agent's goal (describing a polite professional agent who is an expert in Cisco Headsets), Instructions (describing the customer service representative's role), URL for agent profile image (a placeholder URL), AI engine (Webex AI Pro 1.0), and Welcome message (a friendly greeting). A preview window on the right shows a sample conversation with the agent.

**Sessions**

**AI agent configuration** Ready to preview

Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

**Profile** **Knowledge** **Actions** **Language**

**Agent name \***  
S01 Cisco Headset Agent

**System ID \***  
S01\_Cisco\_Headset-Agent-mfTDcen

**Agent's goal \*** ⓘ  
You are a polite, professional agent who is an expert in Cisco Headsets. You will help answer customer pre-sales questions on headsets.

**Instructions** ⓘ  
You are an expert customer service representative who can answer any question on the capabilities and features of Cisco headsets. You should answer all questions in the most professional, helpful way possible.  
  
The customers contacting you are potential customers who will need additional information on the features and capabilities of Cisco headsets in order to make an informed purchasing decision.

**URL for agent profile image \***  
https://studio.aiagent-us1.cisco.com/static ...

**AI engine \***  
Webex AI Pro 1.0

Ideal for most contact center use cases with global language support and human-like interactions.

**Welcome message \***  
Hello, I am a sales assistant agent and I can help answer questions about Cisco headsets. How can I help you today?

**S01 Cisco Headset Agent**

• Wireless Headsets: 300 Series (DECT wireless), 720 Series, and 730 Series (Bluetooth wireless). These offer features like long talk time, noise isolation, AI voice-activated microphones, and active noise cancellation (on select models).

- Premium Wireless: Bang & Olufsen Cisco 950 (true wireless earbuds) and Bang & Olufsen Cisco 980 (over-ear headphones). These feature premium materials, active noise cancellation, and B&O signature sound.

Each series is designed for professional use and integrates with Cisco IP Phones, Webex, and other collaboration devices. If you need details on a specific model or feature, please let me know!

**Type a message**

Locate the session record for the test session and click on it.

**Sessions**

Sessions capture all interactions with your AI agent, providing insight into what happens behind the scenes.

Channels	Session ID	Messages	Updated at	Metadata
...	8e5e9ea6-085d-4509-8db9-636ad0e5b351	7	20 Aug 25, 4:48 PM	X C

**Refine Results**

- Session ID
- Consumer ID
- Interaction ID

**Channels**

Last updated

**Metadata**

- Hide test sessions
- Agent handover happened
- Error occurred

Submit Clear

You will see the agents message, the customer's response to the message, then the agents reply to that message. Select the first response to the "What type of headsets does Cisco sell?". Note that you may select either the agent's message or the customer's message. In the right side, notice that you can see the specific knowledge base used as well as the detected language and the AI Engine.

**Session ID: d28272a8-4fad-4cf0-80a9-8641a033b943**  
 Consumer ID: d895287f-597d-4429-b241-4f7e9ce2a306 Total Messages: 7 Last updated at: Aug 21 '25 8:47 AM

Search

Txn ID: 15cfee5312734517a0598e52d663ce35

Hello, I am a sales assistant agent and I can help answer questions about Cisco headsets. How can I help you today?

8:45:46 AM, Aug 21, 2025

Txn ID: 20280d3ca0294404b00fa048074cfbc7

What type of headsets does Cisco sell?

8:46:06 AM, Aug 21, 2025

Cisco offers a wide range of headsets to meet different professional needs. Their lineup includes:

- Wired headsets: 320, 520, and 530 Series, available in mono or stereo styles, with various connection options such as RJ9, USB-A, USB-C, and 3.5mm. These are designed for desk and mobile users and feature in-line controllers for easy call management.
- Wireless headsets: 560, 720, and 730 Series, offering options like DECT wireless (560 Series) for desk users and Bluetooth wireless (720 and 730 Series) for hybrid users. These models provide features such as long battery life, noise isolation, and on-ear call controls.
- Premium wireless options: Bang & Olufsen Cisco 950 (true wireless earbuds) and Cisco 980 (over-ear headphones), which feature advanced noise cancellation, premium materials, and customizable listening

**Knowledge utilized**

S01-Knowledge

**Other info**

Agent handover

Language detected: English (en-US)

AI Engine: Webex AI Pro 1.0

Click the down arrow next to the Knowledge Base to review the documents and pages where the agent generated the information. Notice as you scroll down, you can see each document which information was pulled from and the specific page and content.

The screenshot shows the Cisco AI Agent interface. On the left, there are two session logs:

- Txn ID: 15cfee5312734517a0598e52d663ce35**: A message from the AI agent: "Hello, I am a sales assistant agent and I can help answer questions about Cisco headsets. How can I help you today?". Below it is the timestamp **8:45:46 AM, Aug 21, 2025**.
- Txn ID: 20280d3ca0294404b00fa048074cfbc**: A user question: "What type of headsets does Cisco sell?". Below it is the timestamp **8:46:06 AM, Aug 21, 2025**.

On the right, under the heading **Knowledge utilized**, a red box highlights the entry **S01-Knowledge**:
 

- guide-headsets-webcams.pdf** (1.00)
- Page 1: Whitepaper Cisco headsets and webcams The image contains a logo that resembles a 3D intertwined shape with colors transitioning from blue to green. There is no markdown data present in the image. !![webex by cisco] (<https://www.webex.com>) © 2025 Cisco and/or its affiliates. All rights reserved. --- Page 2: Headset Whitepaper Contents © 2025 Cisco and/or its affiliates. All rights reserved. 03 04 05 06 Wired headsets Wireless headsets Wireless headsets Desk cameras Spec sheets webex by CISCO 2 --- Page 3: Whitepaper 3 Wired headsets 320 Series Wired for desk users Professional value: Wired headset available in mono or stereo ear with fixed RJ or USB-A cable, and optional USB-C adapter. Includes an inline controller with a Webex or Microsoft Teams button to easily join meetings. The image features a black headset with a single earphone and a microphone attached. The text on the left side of the image reads: "et d ly" The headset is designed with a sleek and modern appearance, suitable for professional use. The image shows a black over-the-head headset with an attached microphone. The headset has cushioned ear pads and a sleek design. There is no visible text in the image. The image shows a black inline remote control with a microphone icon and a red indicator light at the top, and a phone icon with up and down arrows at the bottom. The image shows a black inline control module with two LED indicators. The top LED is red, indicating the microphone is muted, and the bottom LED is green,

#### Step 4. Publish the AI Agent

If you are not already on the Configuration page, select the *Configuration* menu at the left. Select *Publish* at the top of the page. In the *Publish and track changes* box, enter a comment about this publication. In the example, we have entered "Initial publication". These comments will help you identify what has changed later so ensure that these are meaningful to you.

The screenshot shows the **S01 Cisco Headset Agent** configuration page. The **Configuration** tab is selected. On the right, a modal window titled **Publish and track changes** is open, containing the text **Initial publication**. The **Publish** button is highlighted with a red box.

Before we go any further, Select the *History* menu. Here, you can see the history of the publications and once there are more than one version, you can select the drop-down in the controls column to revert to a previous release. You will also see that you can export a specific version of the agent if you need to fork the development for some reason.

S01 Cisco Headset Agent •  
Last Updated at 21 Aug, 25 by Anuj

**History**  
See all the changes made to the agent

**Version history**      **Change logs**

Comment	AI engine	Updated at	Controls
Initial publication	1.0.0	21 Aug' 25, 9:49 AM by Anuj	<a href="#">Export</a> <a href="#">Restore</a>

#### 1.2.4 Task 3. Integrate to Call Flow

We have now created an AI Agent and have tested it to ensure it's working. We are now ready to integrate into a call flow. You will download a shell application that we have created for you. You will import this, then modify it to call the Agent that you created above.

**Step 1.** Open mRemoteNG on WKST1 if you do not already have mRemote open, then login to CVP. Once you have logged in to CVP, locate the Call Studio icon on the desktop and double-click it to open Call Studio.



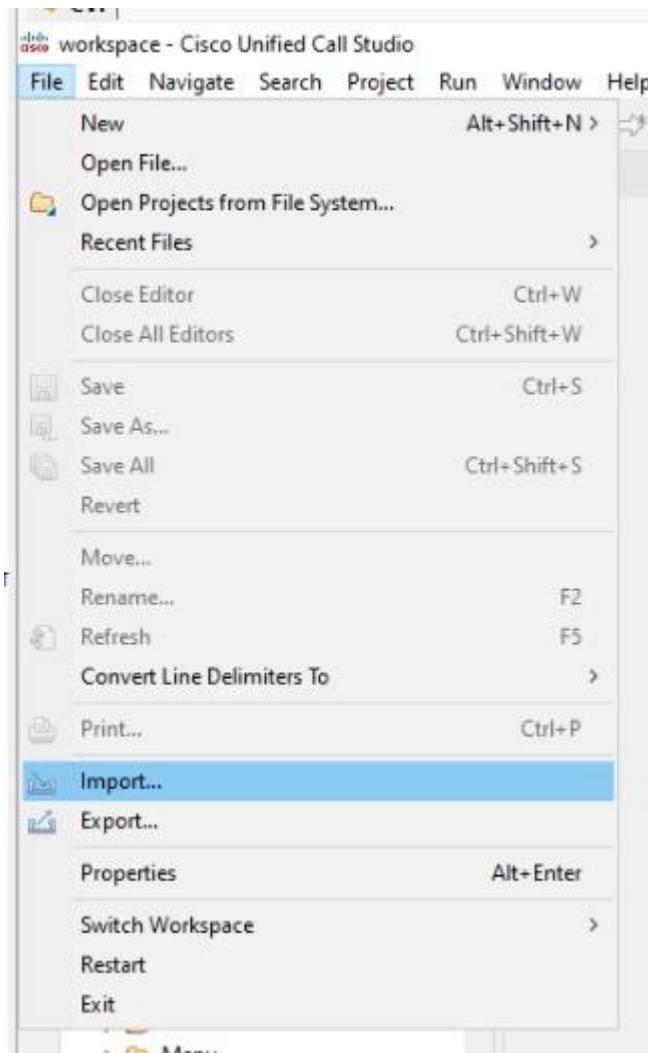
**Step 2.** Open a browser on the CVP server and download the application copying the link below and pasting it into the browser.

```
https://webexcc-sa.github.io/LAB-2356/downloads/NativeAI_Autonomous.zip
```

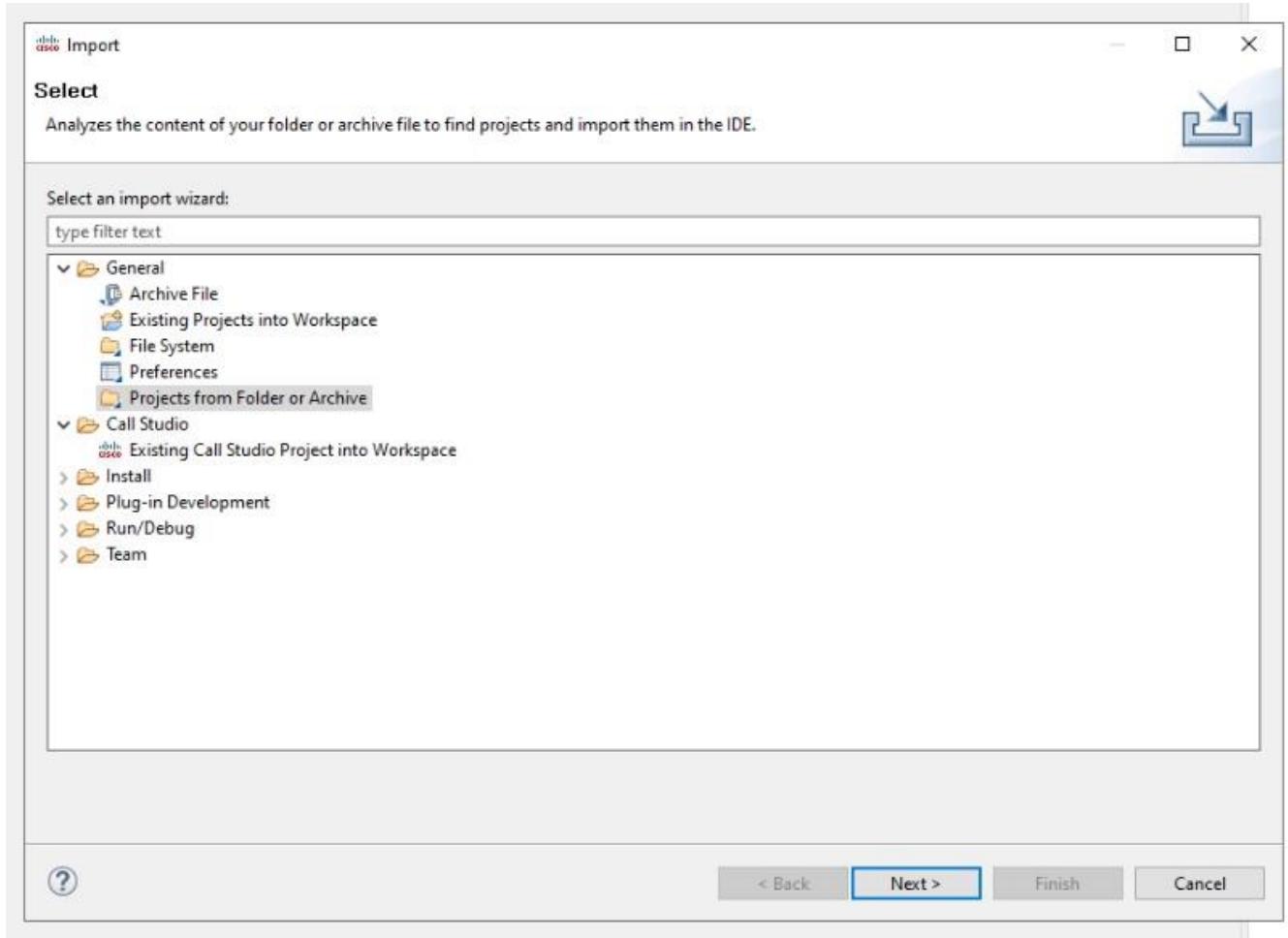
Remember where you download this (it will default to the Downloads folder for the Administrator) to as you will need it in step 3. You do not need to extract the zip.

**Step 3.** Import the application you have downloaded.

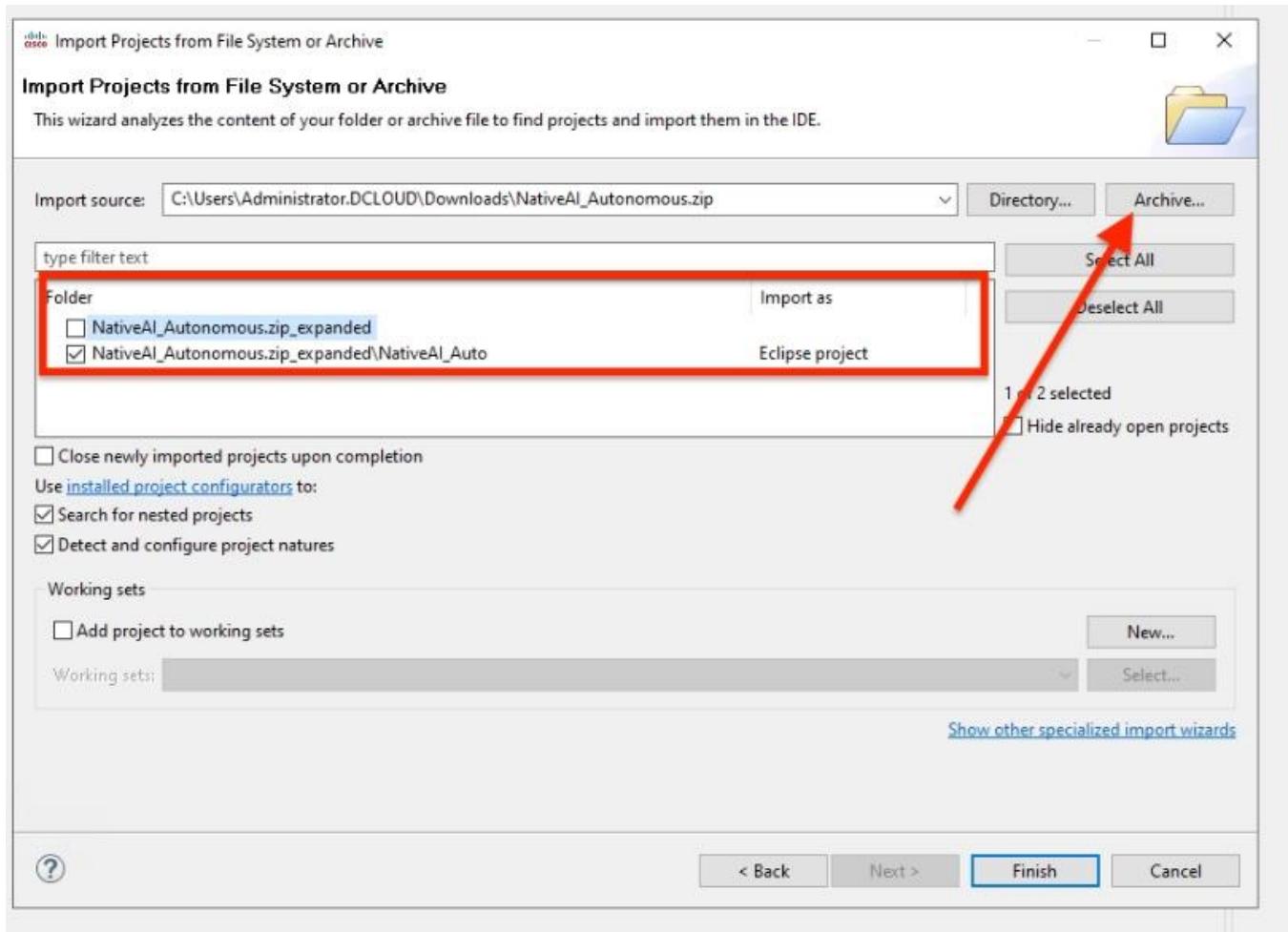
- Select the *File* menu, then select *Import*.



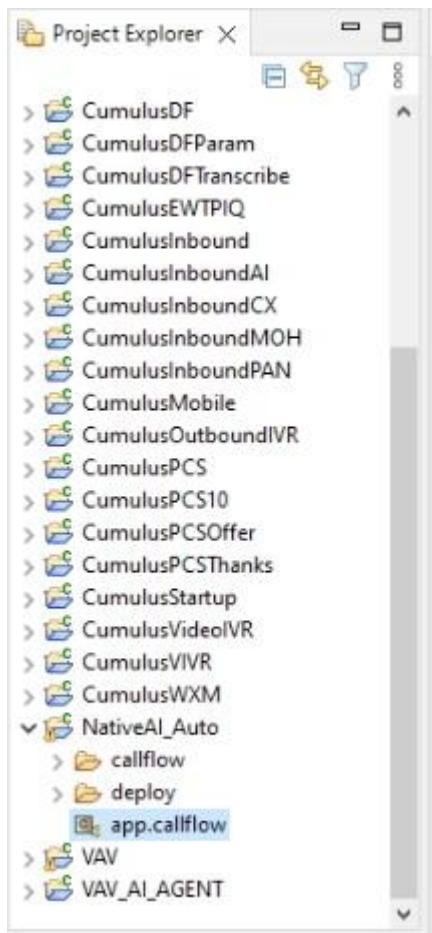
- In the box that pops up, select *Projects from Folder or Archive*, then select *Next*.



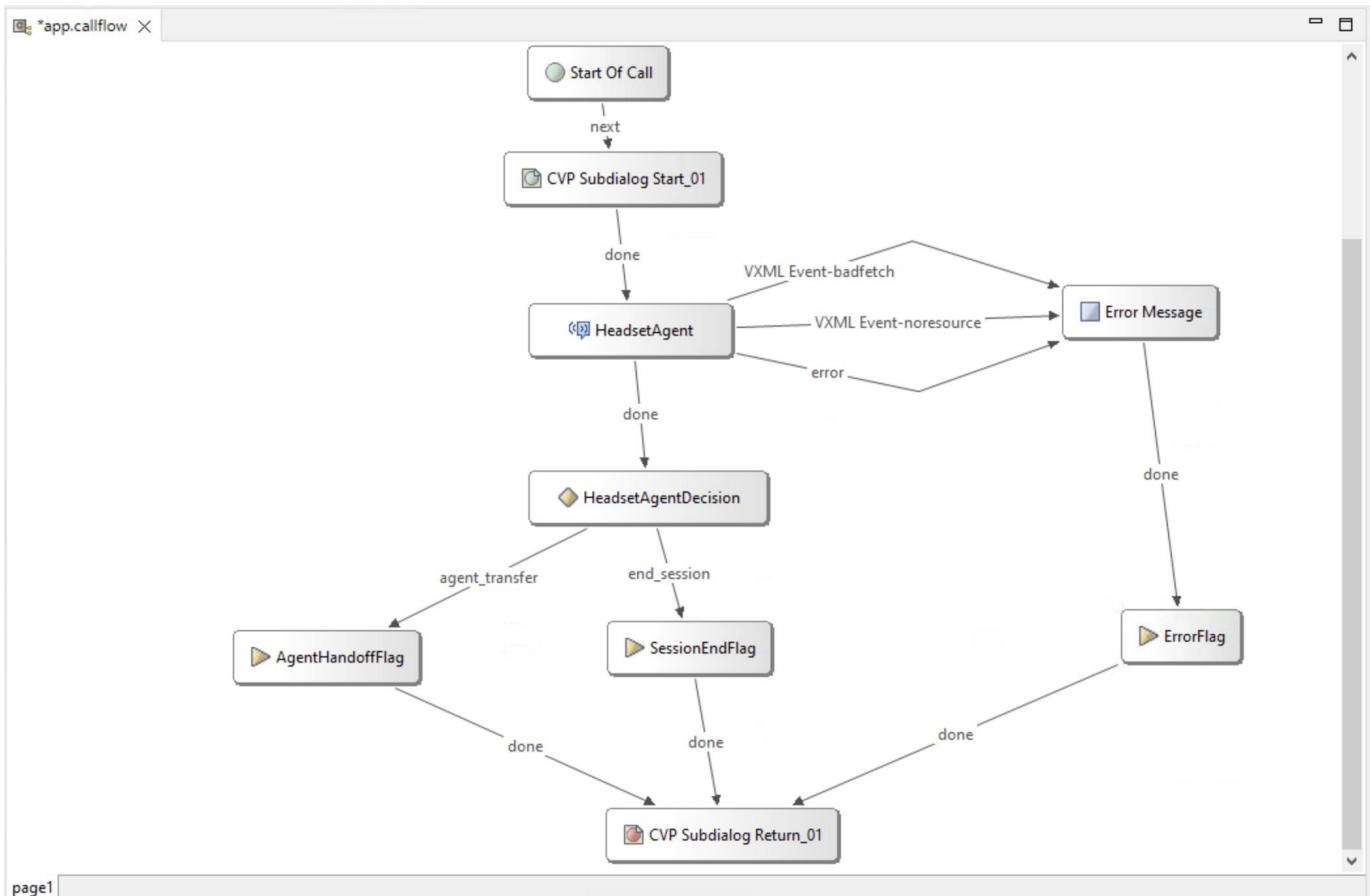
- In the *Import Projects from Folder or Archive* dialog box, select the *Archive* button at the top of the box, then navigate to where you downloaded the example application and select it. Once you are back at the import dialog, ensure that you uncheck the folder "NativeAI\_Autonomous.zip\_expanded" and leave the "NativeAI\_Autonomous.zip\_expanded\NativeAI\_Auto" selected. Refer to the image and once all options are set, select *Finish*.



**Step 4.** In the *Project Explorer*, locate the *NativeAI\_Auto* project. Expand this and double-click on the *app.callflow* to open the example application.



**Step 5.** Review the application that you have imported. You will see that we have already added the required elements to the canvas.



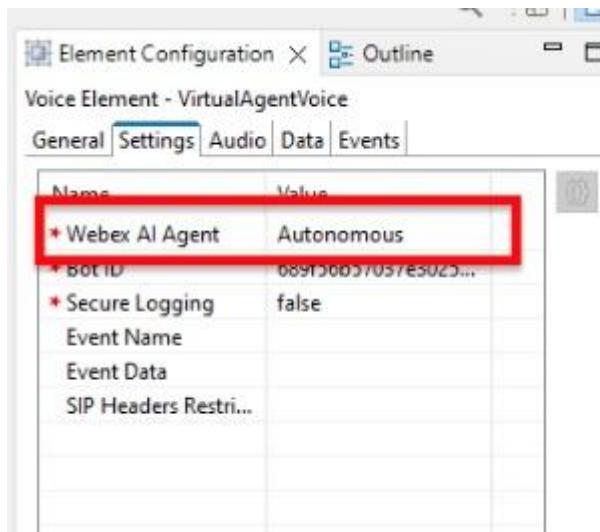
Refer to the table for what each element is used for.

Element Name	Element Type	Element Function
CVP Subdialog Start_01	CVP Subdialog Start	Mandatory element for all Comprehensive Call Flows to receive data from CCE.
CVP Subdialog End_01	CVP Subdialog End	Mandatory element for all Comprehensive Call Flows to return data to CCE.
HeadsetAgent	VirtualAgentVoice	VAV element which allows CCE to interact with the Native AI agent.
HeadsetAgentDecision	Decision	Decision elements allow the user to take different outcomes based on the output of a previous element. This decision element handles the output from the HeadsetAgent VAV element.
ErrorMessage	Audio	Audio elements allow script to play either static audio files or play text to speech files through an ASR/TTS server.
AgentFlag	Flag	Flag elements can be added to scripts to help with tracking calls through the logs and indicating what path a script has taken. This Flag will indicate that the customer requested to speak to an agent.
ErrorFlag	Flag	Flag elements can be added to scripts to help with tracking calls through the logs and indicating what path a script has taken. This flag will indicate that the AI Agent encountered an error.
SessionEndFlag	Flag	Flag elements can be added to scripts to help with tracking calls through the logs and indicating what path a script has taken. This flag will indicate that the AI Agent completed and no agent was requested.

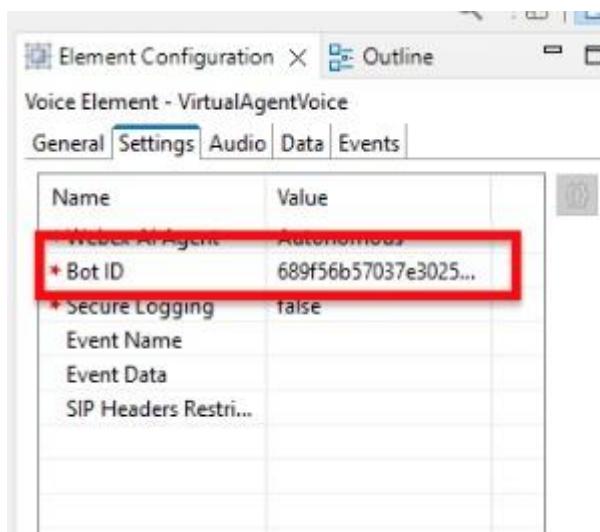
Once you have imported the app, you are ready to start configuring the elements required to interact with the agent.

**Step 6.** Update the VAV Element with the Agent ID from AI Agent Studio.

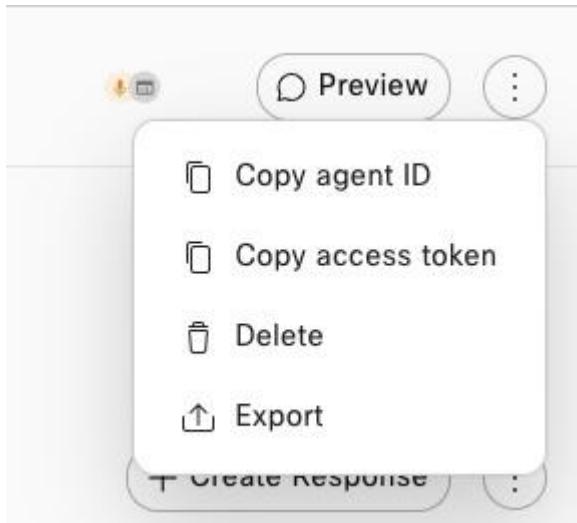
- a. Select the HeadsetAgent VAV element, then select the *Settings* tab. The *Webex AI Agent* setting allows you to select which type of VAV bot you will be working with. Notice that we have selected the value, *Autonomous* from the dropdown.



- b. Immediately under the *Webex AI Agent* setting, you will see the *Bot ID* setting. The value you see is the ID of the agent that was used to create this lab and will not be in the tenant you are using.



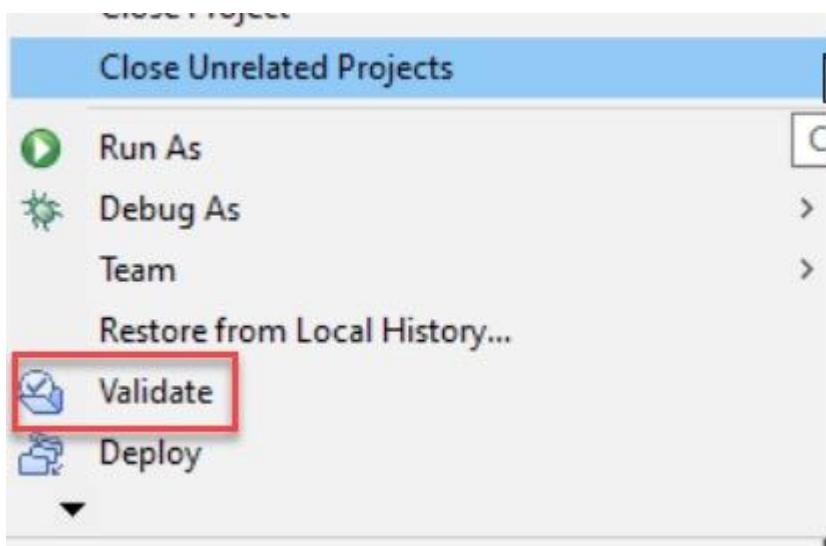
To find the value you need to use, go to the Webex AI Studio tab and select the AI Agent you created above. Select the 3 dots at the top, right-hand side of the screen, and in the drop-down, select *Copy agent ID*.



Paste the agent ID you copied into the value for *Bot ID*.

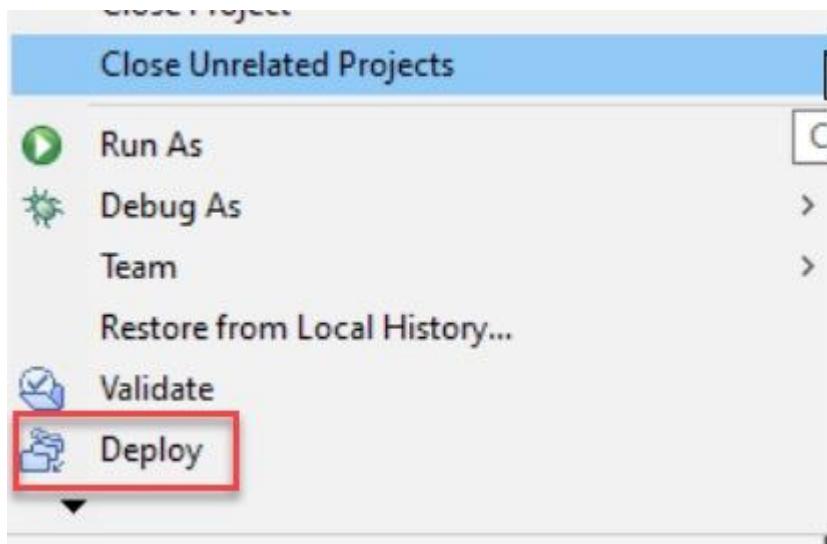
#### **Step 7.** Deploy the Application

- If you have not saved your application, do so now by selecting the save icon in the toolbar.
- Validate the application. Right-click the *NativeAI\_Auto* application and select *Validate*.



Check the errors grid at the bottom of the screen to ensure nothing is shown. If you do see any errors, review the error and resolve the issue by referring back to the portion of the lab where that item was configured.

- Deploy the application to the VXML Server (located on the CVP server you are logged into). Right-click on the *NativeAI\_Auto* application and select *Deploy*.



d In the window that pops-up, leave the values at their defaults. The *NativeAI\_Auto* application checked and the folder left as "C:\Cisco\CVP\VXMLServer" and click *Finish*.

e. On the CVP server, deploy the application. Navigate to "C:\Cisco\CVP\VXMLServer\applications\NativeAI\_Auto\admin". Double-click *deployApp.bat*.

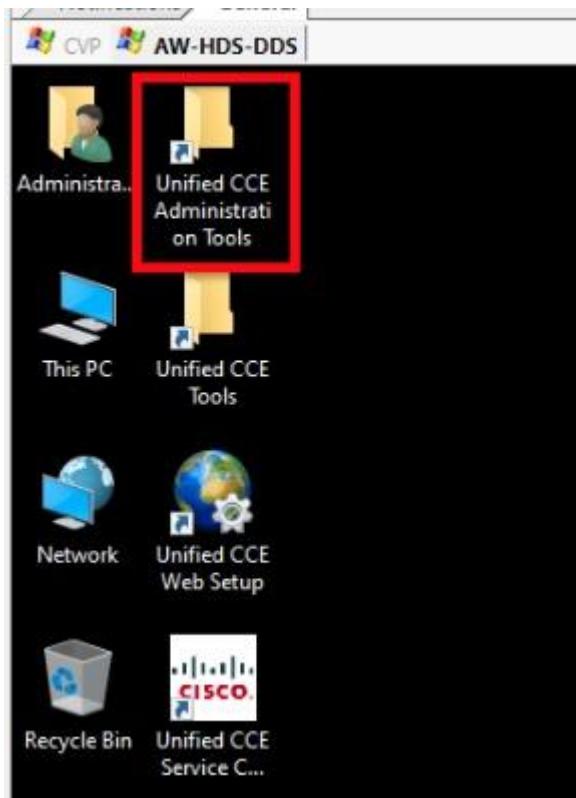
f. In the command window that pops up, type "yes" to confirm that you want to deploy the application. Hit enter one more time after the application has been deployed to close the command prompt window.

**Step 8.** Update CCE Script to use the new application

a. In your mRemote window, locate the AW-HDS-DDS server and login.

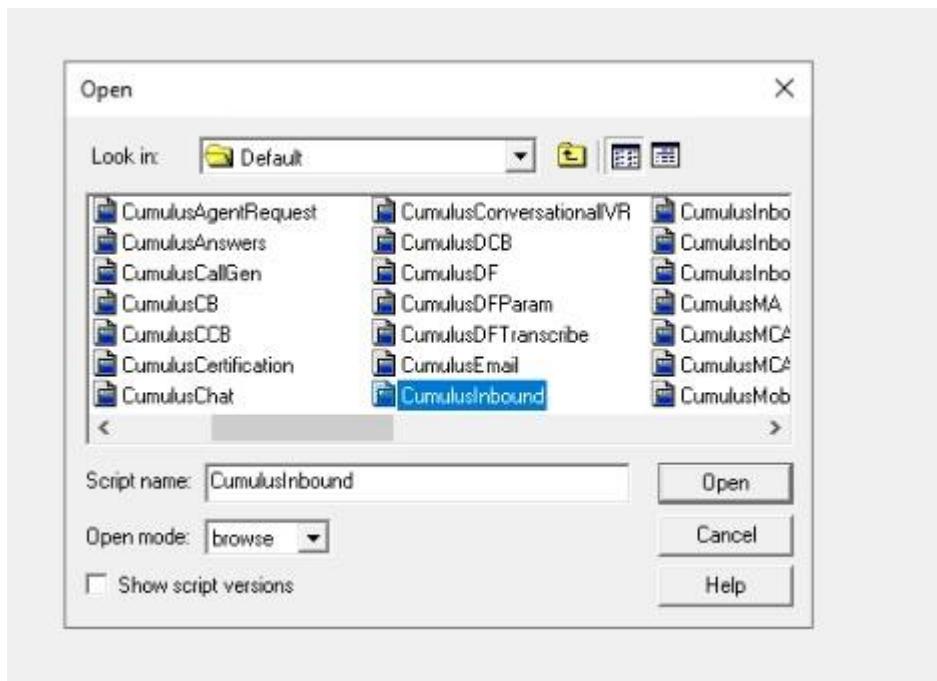


b. Open the Script Editor by opening the Unified CCE Administration Tools folder on the desktop, then opening the *Script Editor* link.



Name	Date modified
Call Tracer	4/30/2025 3:11:10 PM
CCE Web Administration	4/30/2025 3:11:10 PM
Check Routes	4/30/2025 3:11:10 PM
Configuration Manager	4/30/2025 3:11:10 PM
Initialize Local Database	4/30/2025 3:11:10 PM
Lock Admin	4/30/2025 3:11:10 PM
Router Log Viewer	4/30/2025 3:11:10 PM
Script Editor	4/30/2025 3:11:10 PM
Select Administration Instance	4/30/2025 3:11:10 PM

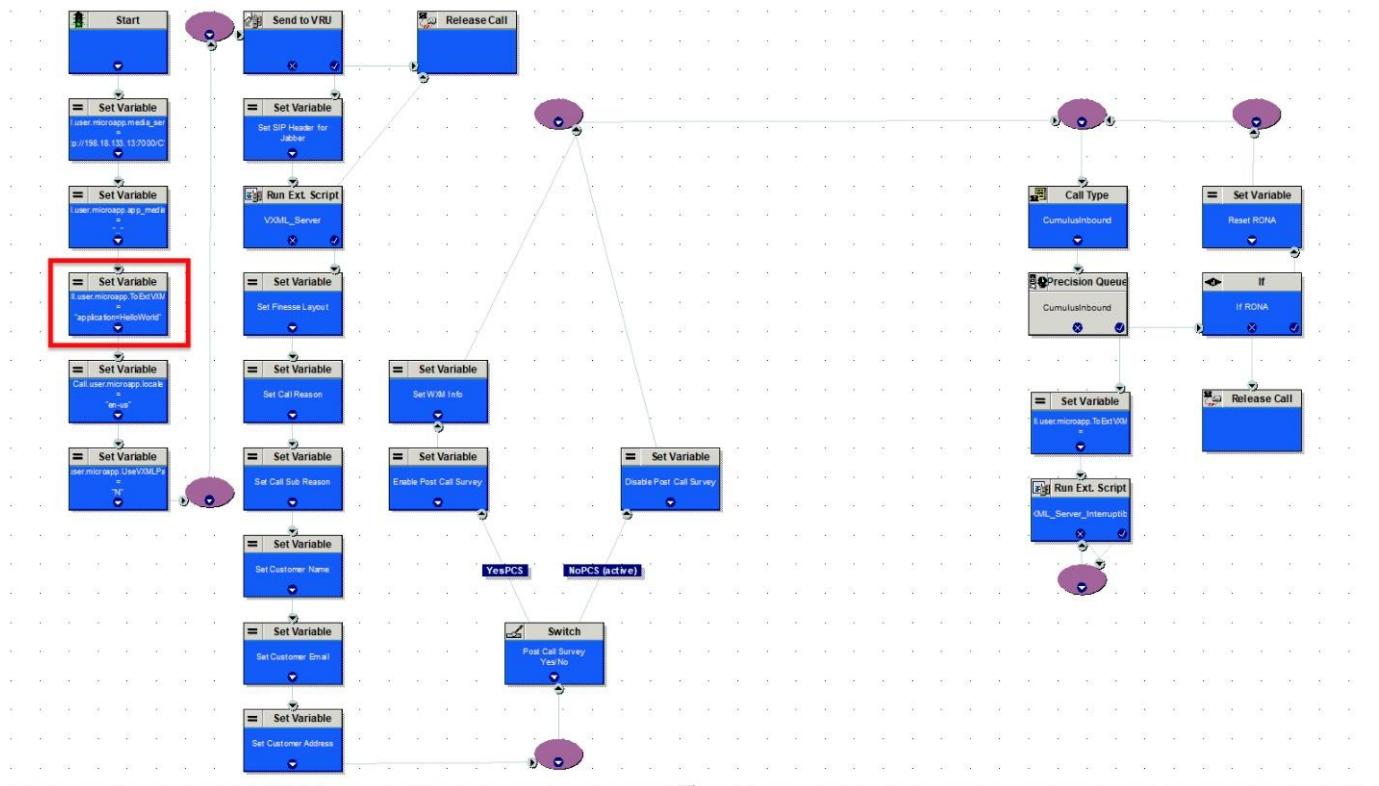
c. Open the script named, CumulusInbound.



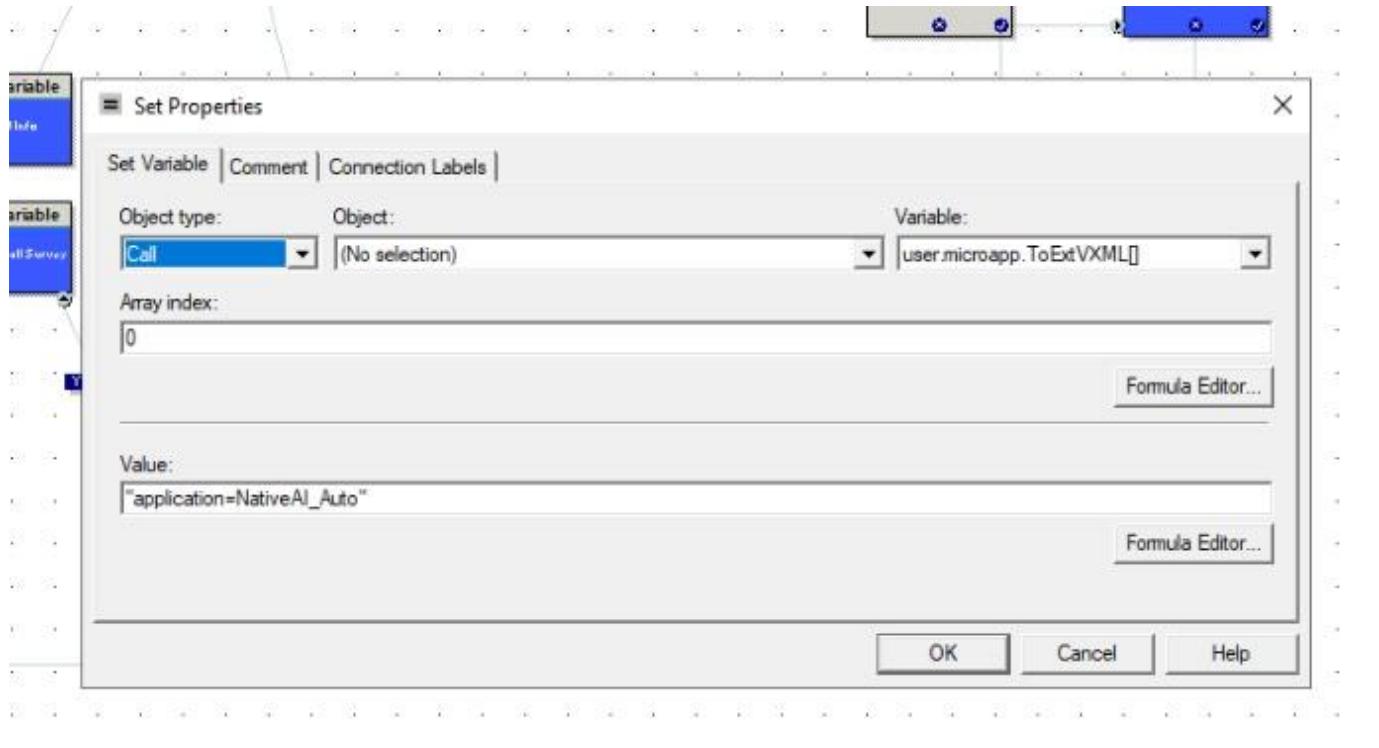
Select the Edit button in the toolbar.



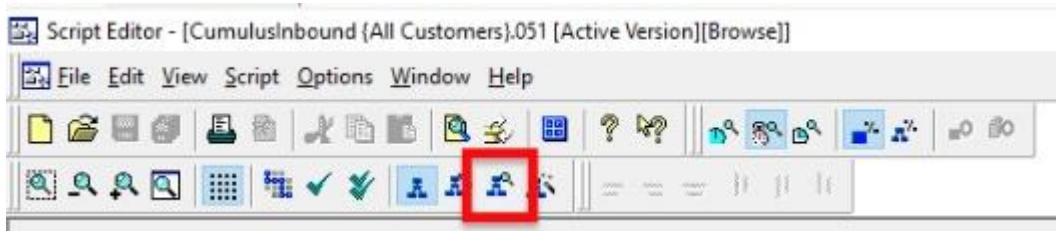
d. Locate the *Set Variable* node which sets the VXML Application name (the fourth node from the top left).



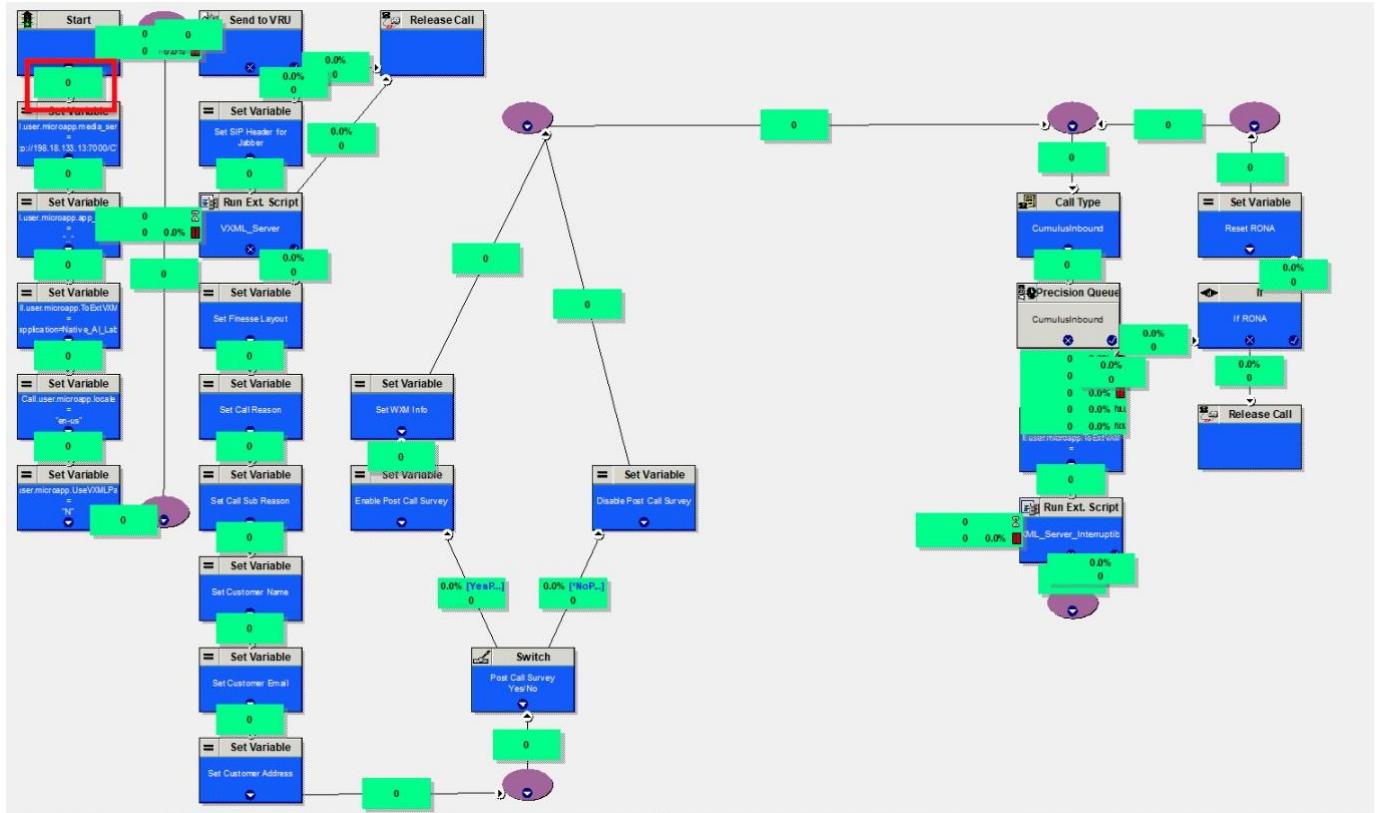
Open it and update the name of the script (currently HelloWorld) to "NativeAI\_Auto".



e. Select the *Save* button in the toolbar to make this change live, then select the *Monitor Script* button.



After a moment, you will see green boxes between each of the nodes. This will let you see the call's progress through the script visually. It is expected that all the green boxes show 0 as we have not placed any calls to this script yet.



## 1.2.5 Task 4. Test Call Flow

In this task, we will test the Native AI agent that you created and see how the human agent sees the call.

**Step 1.** If you are not already logged in to Finesse on WKST1, open the Chrome browser, open a new tab and enter the URL below:

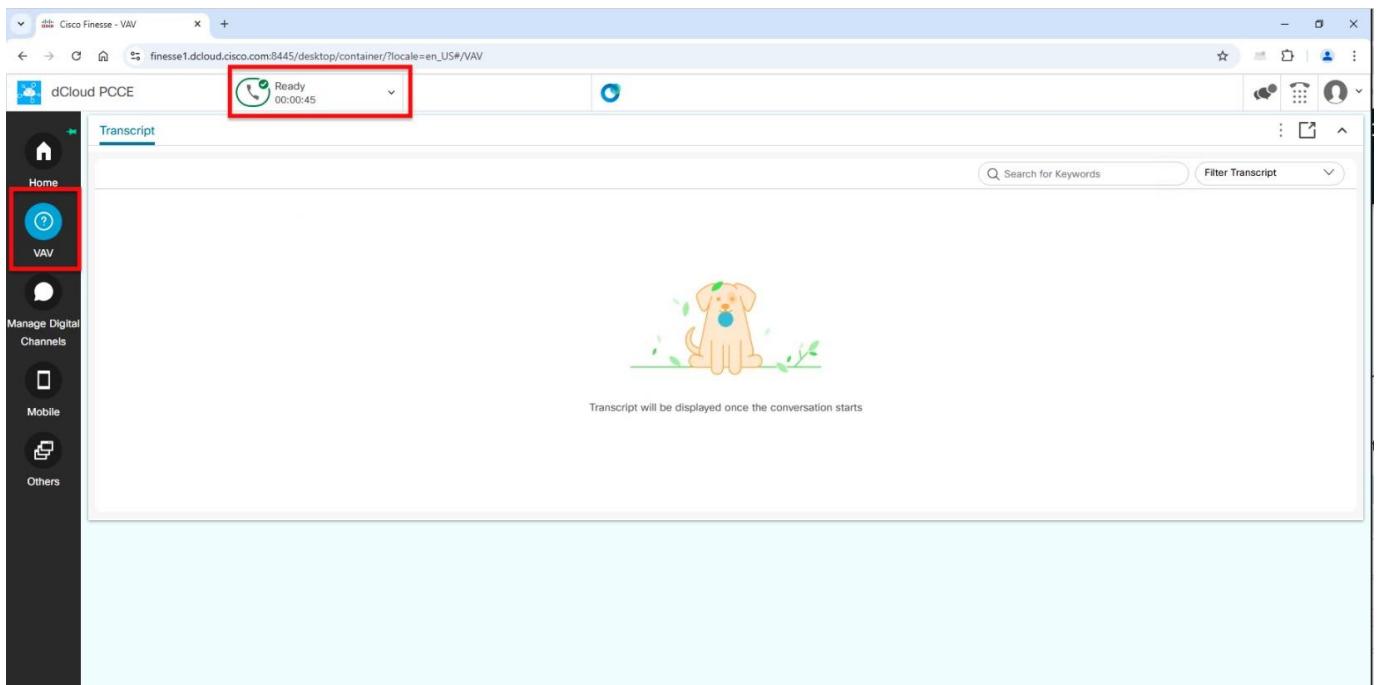
```
https://finesse1.dcloud.cisco.com
```

Login with the following details:

- **Username:** sjeffers
- **Password:** C1sco12345
- **Extension:** 1080

Note, that this is an SSO agent so you should only need to enter the username in the Finesse login screen. The ADFS page should have the agent credentials saved.

Once you have logged in to Finesse, select **Ready** from the drop-down -> Next, click the **Agent Answers** tab from the left side menu. (Note: The name of the tab in the image does not match the document as it was taken from a slightly different version of this lab. The feature, however is the same.)

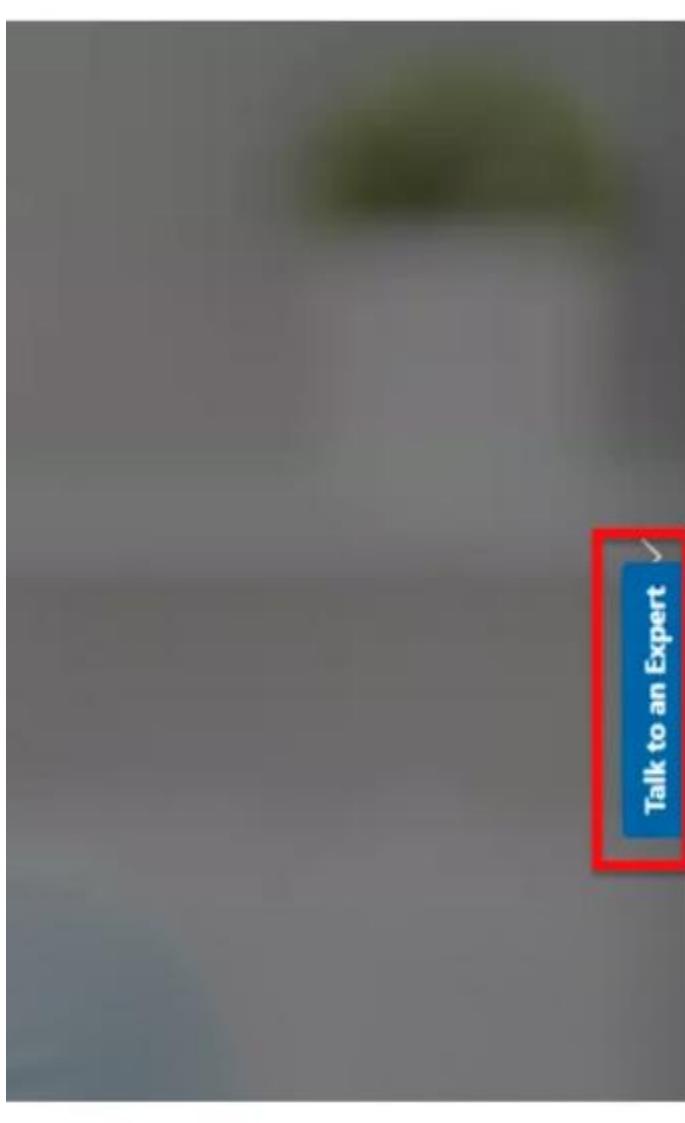


**Step 2.** Use your mobile phone to call into the number.

- Locate the Main phone number for your session. On WKST1 open a browser and open a new tab, then in the default page that appears, select **Demo Links -> Demo Website**.

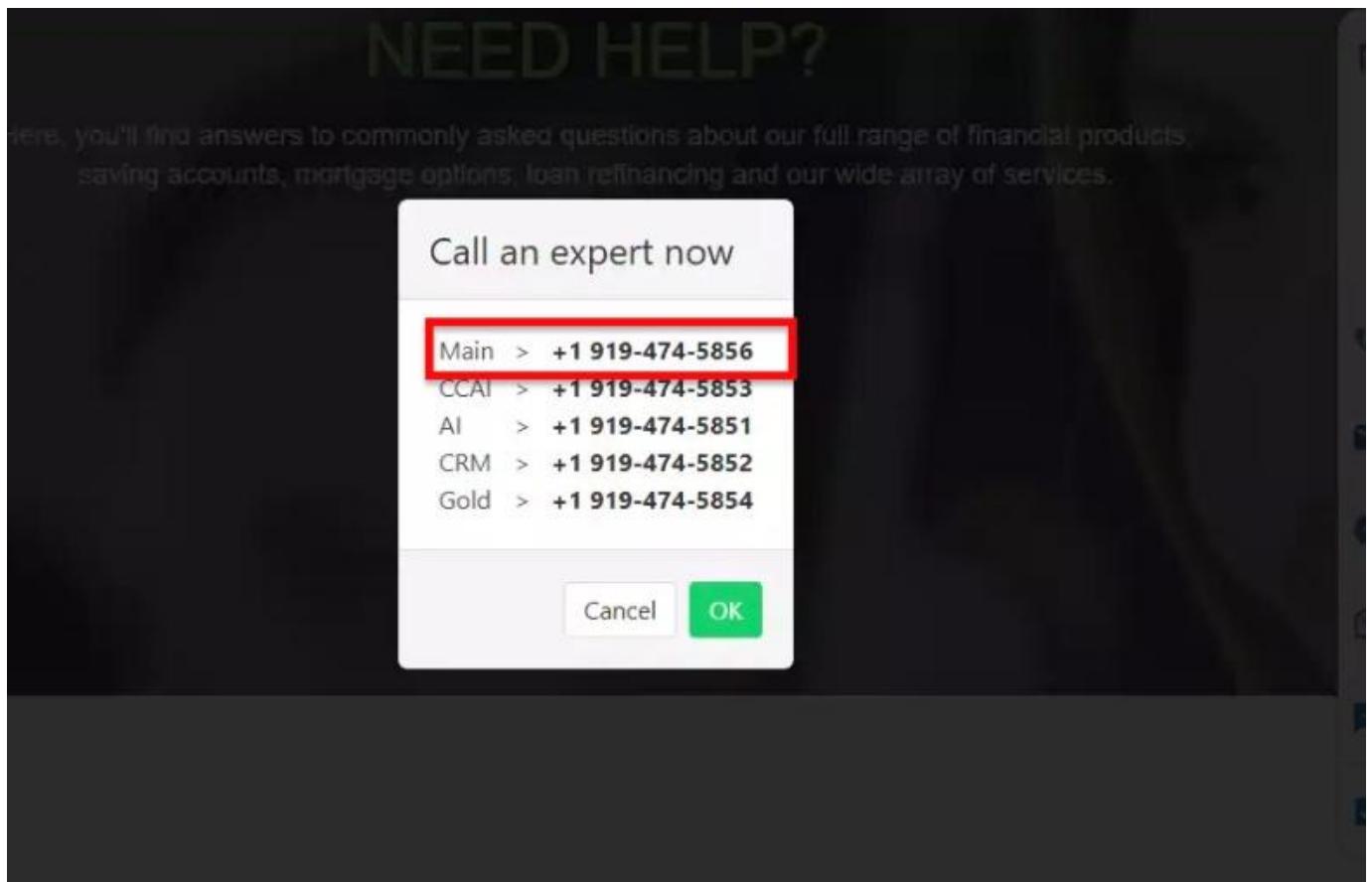
Admin Links	3rd Party Admin Links	Demo Links	3rd Party Demo Links
		<ul style="list-style-type: none"> <li>== Finesse ==           <ul style="list-style-type: none"> <li>Finesse Agent Desktop</li> <li>== CUIC ==           <ul style="list-style-type: none"> <li>Cisco Unified Intelligence Center (administrator/Cisco12345)</li> </ul> </li> <li>== Dashboards ==           <ul style="list-style-type: none"> <li>Cumulus Inbound Realtime Dashboard (Call Simulator Required)</li> <li>Cumulus Inbound Historical Dashboard (Call Simulator Required)</li> <li>Cumulus Outbound Dashboard</li> <li>Customer Satisfaction Dashboard</li> </ul> </li> <li>== Demo Website ==           <ul style="list-style-type: none"> <li>Demo Website</li> </ul> </li> <li>== Cumulus Facebook Page ==           <ul style="list-style-type: none"> <li>Cumulus Facebook Page</li> </ul> </li> <li>== Session Customization ==           <ul style="list-style-type: none"> <li>Session Customization Toolbox</li> </ul> </li> </ul> </li> </ul>	

- In the Cumulus Finance website that is shown, select the blue box on the right-hand side that reads **Talk to an Expert**.



- c. In the box that pops out, select the Call Us link. In the box that pops up, note the Main number, this is what you will use to test your lab.

**IMPORTANT: THE NUMBER SHOWN IN THE IMAGE IS NOT THE NUMBER YOU WILL USE FOR YOUR LAB. ENSURE THAT YOU FIND THE NUMBER FOR YOUR SESSION!**



**Step 3.** Use your mobile phone to call into the number. You should hear the bot greet you by name and your town, then ask how to help.

**Step 4.** Recommended ways to test the agent.

1. After the agent answers and greets you, ask which headsets support bluetooth.
2. Ask which headsets have boom mics.
3. Feel free to ask other questions about headsets.
4. Try out the guardrails by asking a non-related question like "What is the weather in San Diego today?"

**Step 5.**

When you are done testing the AI Agent, ask to speak to a human agent. You should then see the call arrive at the Finesse desktop. Answer the call and notice that the transcript (1) shows up. Select the AI Assistant button (2) at the top to show the AI Assistant. Here (3), you will see a summary of the call. Finally, notice the call variable "Call Reason" (4) which gives a one sentence summary of what the customer called about.

The screenshot shows the Cisco Finesse interface with the following annotations:

- Number 1:** Points to the customer's message "I'd like to speak to agent please."
- Number 2:** Points to the blue circular button labeled "2" in the top right corner of the main window.
- Number 3:** Points to a red arrow originating from the AI summary section, which contains a list of the customer's inquiries.
- Number 4:** Points to the red box highlighting the "Call Variable 2" field, which contains the text "Call Reason : The reason for the call was to inquire about Cisco headsets features."

**Transcript Content:**

- Customer 01:06: What is the weather in San Diego today?
- Virtual Agent 01:08: I'm sorry, but I can only provide information about Cisco headsets. For weather updates in San Diego, please check a weather service or app.
- Virtual Agent 01:21: I'm here to assist you.
- Customer 01:22: I'd like to speak to agent please.
- Virtual Agent 01:22: Just to confirm, would you like me to transfer you to a human agent now?
- Customer 01:28: Yes.
- Virtual Agent 01:30: Thank you for confirming. I will transfer you to a human agent now. Please hold on for a moment.

**AI Summary:**

Here's a quick recap of the customer's chat with the AI agent

The reason for the call was to inquire about Cisco headsets features. The call was handed off when the caller requested to speak to a human agent.

- Caller inquired about Cisco headsets supporting Bluetooth.
- Caller asked about Cisco headsets with boom microphones.

[View transcript](#)

This now completes lab 2

## 1.3 Lab 3 - Import and Customize an AI Agent

### 1.3.1 Objectives

In this lab you will build a Scripted AI agent that can respond to both chat and voice channels:

- Know how to import an exported agent
- Know how to create Intents, Entities, and Responses
- Know how to return data back to the calling application
- Know how to use previous interactions to troubleshoot intent and response mapping

This agent will collect the order number and a user PIN from the user, then pass that information back to the Call Studio application. The studio application will then call a RESTful API to get order status and return this status back to the AI Agent. The AI Agent will play the order status back to the customer.

Explanation of formatting:

- *Italics* – This indicates a button, menu option, or object that should be selected.
- "Quoted Text" – This indicates that the text should be typed exactly as indicated.

### Expected Total Time - 60 minutes

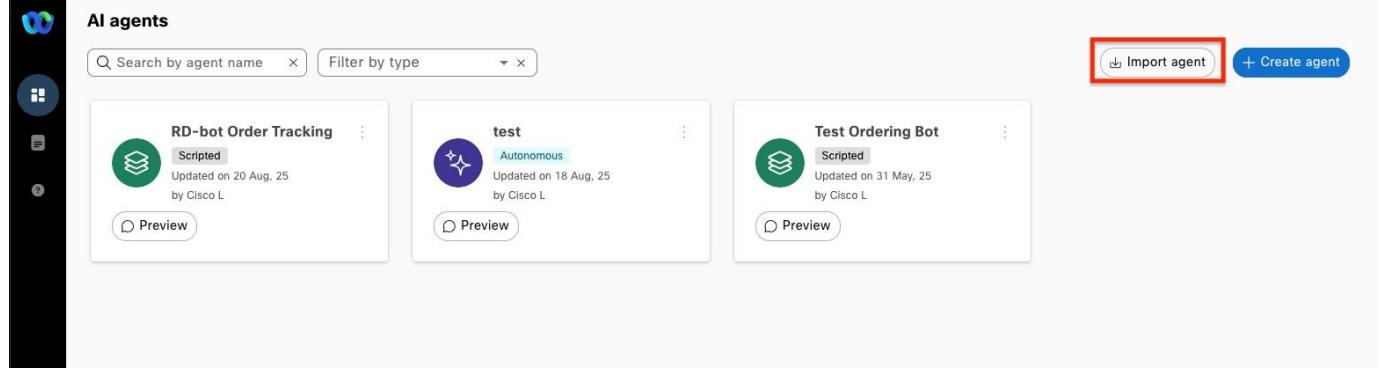
Note, you will have about 60 minutes to complete this lab.

### 1.3.2 Task 1. Import and Customize an Agent

In this task, we will import an agent that we have configured for you ahead of time. The full steps to configure a Scripted AI Agent would take more time than we have for this lab so we have simplified quite a bit.

#### Step 1. Download the example agent and import into AI Agent Studio

- Select the Scripted AI Agent to download the AI Agent to your desktop. Once you have done this, extract the zip file so that you have the JSON file ready.
- In AI Agent Studio, select the *Import agent* button at the top, right side of the studio.



- Select the *Upload* button, then navigate to where you extracted the Agent and select it to import. Provide unique agent name. To do this, include your seat number in the format of, "S01 - My Order Fulfillment Agent". The System ID will be automatically generated, accept the default. After validating that everything is correct, select the *Import* button at the bottom, right of the page.

← Import an AI agent  
Use an exported AI agent file to get started

**Import an existing AI Agent \***  
Upload the AI Agent file exported from this platform

OrderingAIAGent.json

**Agent name \***  
Create a new identity for this agent

S01 - My Order Fulfillment Agent

**System ID \***  
S01\_-\_My\_Order\_Fulfillment\_Agent-p102G0cl

**Step 2.** Add Intent and Response to collect required information. Rather than have you create all the Intents and Responses, you will only create one sample Intent and its corresponding Response.

a. In the AI Agent configuration, navigate to **Script** -> **Intents** -> click on the **Create intent** button.

← Example Order Tracking Bot \*  
Last Updated at 26 May, 25 by ciscowxconnect2+tenant01

**AI agent configuration** Ready to preview  
Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

**Intents** Entities Responses

Intent name	Utterances	Response name	Last update	Controls
Thank you	10	Thank you	26 May 25, 9:10 AM	<input type="button"/> <input type="button"/>
Talk to an agent	6	Agent handover	26 May 25, 9:10 AM	<input type="button"/>
Not helpful	28	Not helpful	26 May 25, 9:10 AM	<input type="button"/> <input type="button"/>
Greetings	24	Greetings	26 May 25, 9:10 AM	<input type="button"/> <input type="button"/>
Help	5	Help message	26 May 25, 9:10 AM	<input type="button"/>
Default fallback intent	0	Fallback message	26 May 25, 9:10 AM	<input type="button"/>
Goodbye	15	Goodbye	26 May 25, 9:10 AM	<input type="button"/> <input type="button"/>

b. Enter the Intent name as "Start Order Tracking" and enable the toggle button to **Reset slots after completion**.

c. Under the **Intent and Utterances** section, type the phrase, "Track my order" and click the **Add** button.

**Add a new intent**

Configure intent recognition for the agent and link a response.

**General information and settings**

Intent name \* Start Order Tracking

Settings

Reset slots after completion  End conversation

Context

Entry Add input context 0 items

Exit Add output context 0 items

English (en-US) Default 0

**Intent and utterances**

Add utterances to determine the intent. Link entities for collecting information. Make sure you don't use real customer data.

Utterances \*

Track my order

Add at least one utterance to create intent.

**Slot filling (optional)**

Link and configure the entity for slot filling to ensure the AI agent gathers all necessary information.

Entity name	Required	Retries	Response
No entities linked yet, link to start using them			

**Slots**

Update slot values  Provide suggestions for slots

**Response**

Response name

Select a response

Required

d. Next, add a 2nd utterance by typing "track order number 123456 with pin 1234" and clicking the **Add** button.

- As soon as the 2nd utterance is added, the 6 digit number and the 4 digit pin will be highlighted and previously created entities of "order\_number" and "user\_pin" are added under the **Slot filling** section.
- In the Slot filling section, check the **Required** box for each of these slots.

**English (en-US) Default 2**

**Intent and utterances**  
Add utterances to determine the intent. Link entities for collecting information. Make sure you don't use real customer data.

**Utterances \***

Add utterance	+ Add	Generate
Intent Identifier ⓘ		
Track my order		
track order 123456 with pin 1234	123456	1234

**Slot filling (optional)**  
Link and configure the entity for slot filling to ensure the AI agent gathers all necessary information.

**Slots**

Entity name	Required	Retries	Response
order_number	<input checked="" type="checkbox"/>	3 x	Fallback m... ×
user_pin	<input checked="" type="checkbox"/>	3 x	Fallback m... ×

**Settings**

- Update slot values ⓘ
- Provide suggestions for slots ⓘ

### What is an entity?

Entities are the building blocks of conversations. They are essential elements that the AI agent extracts from user utterances. Entities represent specific pieces of information, such as product names, dates, quantities, or any other significant group of words. By effectively identifying and extracting entities, the AI agent can better understand user intent and provide more accurate and relevant responses.

### What is a slot?

The value collected for an entity is called a slot. Consider the following analogy, entity is a variable name and slot is the value of that variable.

### Why do I need to create a slot here?

As part of the Intent, the agent needs to collect the basic info like order number and the user pin so that these 2 values can be passed to the API to look for the status of an order in the database.

e. Add the Response for missing order number by selecting the drop-down next to the `order_number` entity in the *Slot filling* section. In the search box, begin typing the phrase "order\_number" and select the Custom response named, "order\_number".

**Slot filling (optional)**

Link and configure the entity for slot filling to ensure the AI agent gathers all necessary information.

**Slots**

	Entity name	Required	Retries	Response
≡	order_number	<input checked="" type="checkbox"/>	3 <input type="button" value="x"/>	Fallback m... <input type="button" value="^"/> <input type="button" value="x"/>
≡	user_pin	<input checked="" type="checkbox"/>	3 <input type="button" value="x"/>	<input type="button" value="Q ord"/>

**Custom response**

- order\_numb...
- track\_order...

+ Create new

Repeat this for the user\_pin entity. The response name you need to find is "pin\_missing". Reference the image below for the completed Slot filling section.

**Slot filling (optional)**

Link and configure the entity for slot filling to ensure the AI agent gathers all necessary information.

**Slots**

	Entity name	Required	Retries	Response
≡	order_number	<input checked="" type="checkbox"/>	3 <input type="button" value="x"/>	rder_number <input type="button" value="^"/> <input type="button" value="x"/>
≡	user_pin	<input checked="" type="checkbox"/>	3 <input type="button" value="x"/>	PIN Missing <input type="button" value="^"/> <input type="button" value="x"/>

**Settings**

Update slot values  Provide suggestions for slots

- f. On the "Start Order Tracking" Intent configuration page and under the **Intent and utterances** section, click on the **Generate** button.

The screenshot shows the 'Intent and utterances' section of the Intent configuration page. It includes fields for adding utterances, an intent identifier, and examples of generated utterances like 'track order number 123456 with pin 1234'. A red box highlights the 'Generate' button. To the right, there's a 'Slot filling (optional)' section with two slots: 'order\_number' and 'user\_pin', both marked as required with a checkmark. Below that is a 'Settings' section with two toggle buttons: 'Update slot values' and 'Provide suggestions for slots'.

- g. In the **Generate variants** dialog box, provide a description as described below to generate relevant training data and utterances.

Generate prompts to track an order. Five of those prompts include a 6-digit order number. Another five of the prompts include a 6-digit order number and a 4-digit pin.

- h. In the **Number of variants** enter 20 and set **Creativity** to High. Lastly, click the **Generate** button.

The screenshot shows the 'Generate variants' dialog box. It has a 'Description' field containing the instruction: 'Generate prompts to track an order. 5 of those prompts include a 6 digit order number. Another 5 of the prompts include a 6 digit order number and a 4 digit pin.' Below it, the 'Number of variants' input field is set to '20' and highlighted with a red box. To the right, there's a 'Creativity' slider with three positions: 'Low', 'Medium', and 'High', currently set to 'High'. At the bottom are 'Cancel' and 'Generate' buttons, with the 'Generate' button highlighted with a red box.

- i. This is what your **Intent and utterances** configuration section should now look like. The **order\_number** and **user\_pin** slots should now be highlighted automatically. You can add more utterances if you like.

*Note: Hallucinations should be rare, but review the generated utterances to ensure there are no hallucinations.*

**Intent and utterances**

Add utterances to determine the intent. Link entities for collecting information. Make sure you don't use real customer data.

**Utterances \***

Add utterance  + Add

⚡ Track my order **222333** with pin code **5678**.

⚡ Could you provide an update on order **444555** and pin **1234**?

⚡ Find the tracking info for order **777888** using pin **4321**.

⚡ I'd like to see where my order **333444** is with pin **8765**.

⚡ Can you check the delivery status for order number **555666** and pin **9999**?

⚡ Help me locate my order tracking for code **987321**.

**Slot filling (optional)**

Link and configure the entity for slot filling to ensure the AI agent gathers all necessary information.

**Slots**

	Entity name	Required	Retries	Response
order_number	<input checked="" type="checkbox"/>	<input type="text" value="3"/> x	<input type="button" value="order_nu..."/>	<input type="button" value="Delete"/>
user_pin	<input checked="" type="checkbox"/>	<input type="text" value="3"/> x	<input type="button" value="pin_missing"/>	<input type="button" value="Delete"/>

**Settings**

Update slot values

Provide suggestions for slots

You can also add an utterance as a Regular Expression (RegEx)

- track\*.\*order
- order\*.\*track

**Intent and utterances**

Add utterances to determine the intent. Link entities for collecting information. Make sure you don't use real customer data.

**Utterances \***

Add utterance  + Add

⚡ Can you give me an update on order number **111222**?

⚡ Check the shipping progress for order **777888** with pin **3456**.

⚡ Track order **555444** using pin **6789**, please.

⚡ What's happening with my order **999000**?

⚡ I want to track my order number **888777** along with pin **1234**.

**Slot filling (optional)**

Link and configure the entity for slot filling

**Slots**

	Entity name
order_number	<input type="checkbox"/>
user_pin	<input type="checkbox"/>

**Settings**

Update slot values

### Step 3. Create Response to return data to Call Studio

- In the **Response** section, select the drop down and click on **Create new**.

**English (en-US)** Default 20

### Intent and utterances

Add utterances to determine the intent. Link entities for collecting information. Make sure you don't use real customer data.

**Utterances \***

Add utterance + Add Generate

⚡ What's the status of my order 654321 :

⚡ I'd like to know where my order is, number 543216 .

⚡ Can you give me an update on order number 111222 ?

⚡ Check the shipping progress for order 777888 with pin 3456 .

⚡ Track order 555444 using pin 6789 , please.

Q Search by name

### Default response

Agent handover ○

Entity suggestion ○

+ Create new

Select a response ^ x

Required

- In the **Create a response** pop up windows, enter the response name as **track\_order\_wait** and then select the + symbol and click on **Voice** to add Voice channel.
- In the Text section, add the text below as **Variant 1**. Feel free to add more of these variants if you like.

Please wait while I track your order.

d. Now, click on the **Custom Event** button to the right to create a custom event and enter as shown below:

- **Event name:**

```
custom_event
```

- **Event payload:**

```
{
  "Execute_Request": {
    "Data": {
      "Params": {
        "order_number": "${entity.order_number}",
        "user_pin": "${entity.user_pin}"
      }
    },
    "Event_Name": "custom_event"
  }
}
```

e. Lastly, click **Create** and this will take you back to the "Start Order Tracking" Intent configuration page.

**Response name \***  
track\_order\_wait

**English (en-US) Default**

**Default response**

Conditions + New Default (web) Voice + **+ Add condition**

Incoming event name Incoming event name

Voice settings

Timeout (s) 5

Timeout response Please configure your timeout response

Allow barge-in  DTMF input

No conditions added

**Text**

Variant 1  
Please wait while I track your order.

+ Add variant

**Custom Event**

Event name custom\_event

Event payload

```
1 {"Execute_Request":{"Data":{"Params":{"order_number": "${entity.order_number}", "user_pin": "${entity.user_pin}"}}}, "Event_Name": "custom_event"}
```

Cancel Create

Why do we need to add Custom Event here?

Custom Event is being added here to pass the order\_number and user\_pin entity data collected by the AI Agent, back to the Call Studio app. This is coming up in the next lab guide.

**Step 6.** Verify that you've completed all of the required configurations as seen in the screenshot below and click **Create**.

The screenshot shows the configuration page for the 'Start Order Tracking' intent. Key sections include:

- General information and settings:** Shows the intent name 'Start Order Tracking'. A red box highlights the 'Reset slots after completion' toggle switch.
- Context:** Includes 'Entry' (Add input context) and 'Exit' (Add output context) fields.
- Slot filling (optional):** Lists two slots: 'order\_number' and 'user\_pin', both marked as required with retries set to 3. Red boxes highlight the entity names 'order\_number' and 'user\_pin'.
- Intent and utterances:** Displays several user utterances with corresponding system responses, such as 'Please check my order status for 654321.' and 'I need to track my order, number 112233.'
- Response:** Shows the response name 'track\_order\_wait'.
- Buttons at the bottom right:** 'Cancel' and a blue 'Save' button with a red box around it.

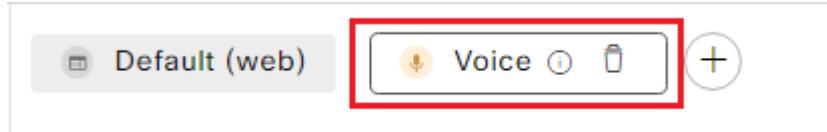
**Step 7.** Add Inbound Intents

a. In the AI Agent configuration, navigate to **Script** -> **Responses** -> click on the **Welcome message** response.

The screenshot shows the 'Responses' tab in the AI agent configuration. Key features include:

- AI agent configuration:** Draft status, save changes button.
- Script tab:** Selected tab.
- Responses table:** Shows a list of responses with columns for Response name, Type, Last update, and Controls. The 'Welcome message' response is highlighted with a red box.
- Buttons at the bottom right:** '+ Create Response' and a three-dot menu icon.

b. Next, select the Voice channel response located next to Default (web).



c. In the incoming event name, enter "welcome\_event". Once you have done this, select the Save button at the bottom to return to the list of responses.

Welcome message  
Configure channel-specific responses. Avoid using real customer data.

Response name \*  
Welcome message

English (en-US) Default

Default response

Conditions + New Default (web) Voice +

Incoming event name welcome\_event

Voice settings

Timeout (s) 5

Timeout response Please configure your timeout response

Allow barge-in

DTMF input

Conditional response Text Custom Event

Cancel Save

d. In the AI Agent configuration, navigate to **Script -> Responses** -> Click on the magnifying glass next to "Response Name" to search for a response. Type in the first few letters of, "track\_order\_results". Locate the Response in the list, and select it to edit it.

AI agent configuration Ready to preview  
Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

Profile Script Handover Language

Intents Entities Responses + Create Response

Response Name	Type	Last update	Controls
track_order_wait	Custom	29 Sep 25, 7:22 PM	
track_order_results	Custom	13 May 25, 1:36 PM	
return_tracking_data	Custom	18 Apr 25, 4:44 PM	

e. In the incoming event name, enter "track\_order\_results". Once you have done this, select the Save button at the bottom to return to the list of responses.

**track\_order\_results**  
Configure channel-specific responses. Avoid using real customer data.

Response name \*  
track\_order\_results

English (en-US) Default

Default response

Conditions + New Default (web) Voice + Incoming event name track\_order\_results

Voice settings  
Timeout (s) 5  
Timeout response Please configure your timeout response  
Allow barge-in  DTMF input

Default response  
Triggered when no condition is added or fulfilled

Conditional response Text Custom Event

X Cancel → Save

Why did we need to do this? When the AI Agent is called from Call Studio, we need to tell the Agent where it should start. This is what the incoming event name field allows us to do. When you see the Call Studio application in the steps below, notice that we have specified the welcome\_event in the first node and the track\_order\_results in the second.

### Step 8.

- a. On the top right of the AI agent configuration dashboard, click on **Save changes**.

Example Order Tracking Bot Last Updated at 26 May, 25 by ciscowxconnect2+tenant0

AI agent configuration Draft Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

Profile Script Handover Language

Intents Entities Responses + Create intent :

Intent name	Utterances	Response name	Last update	Controls
No	4	Goodbye	26 May 25, 3:09 PM	/ ⚙
Yes	4	track_another_order	26 May 25, 3:07 PM	/ ⚙
Start Order Tracking	21	track_order_wait	26 May 25, 3:10 PM	/ ⚙
Thank you	10	Thank you	26 May 25, 9:10 AM	/ ⚙
Talk to an agent	6	Agent handover	26 May 25, 9:10 AM	/
Not helpful	28	Not helpful	26 May 25, 9:10 AM	/ ⚙
Greetings	24	Greetings	26 May 25, 9:10 AM	/ ⚙
Help	5	Help message	26 May 25, 9:10 AM	/
Default fallback intent	0	Fallback message	26 May 25, 9:10 AM	/
Goodbye	15	Goodbye	26 May 25, 9:10 AM	/ ⚙

Show 1 to 10 of 10 items

Save changes

- b. Next, click on the Publish button which then loads a prompt to enter a comment to track the saves/changes made to the AI Agent.

Enter a comment as desired and click **Publish**.

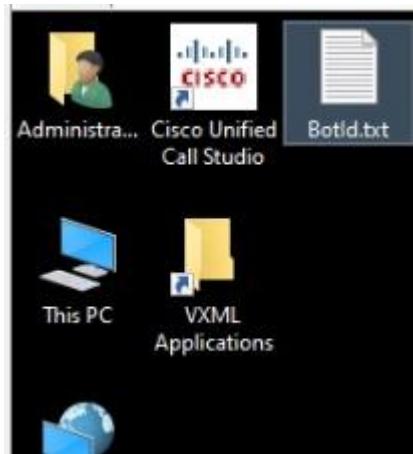
The screenshot shows the AI agent configuration interface for an 'Example Order Tracking Bot'. The left sidebar includes sections for Configuration, Testing, Curation, Sessions, History, and Analytics. The main area displays the 'AI agent configuration' tab, which is ready to preview. Under the 'Intents' tab, there is a table listing various intents such as 'No', 'Yes', 'Start Order Tracking', 'Thank you', 'Talk to an agent', 'Not helpful', 'Greetings', 'Help', 'Default fallback intent', and 'Goodbye'. Each intent entry includes columns for Utterances, Response name, Last update, and Controls. A modal window titled 'Publish and track changes' is overlaid on the table, prompting the user to add a comment ('Comment \*') and a 'Publish' button.

Normally, we'd test the AI Agent at this point using Preview. However, as there is no API that can be called from the AI Agent Studio, you would only be able to chat until the data is attempted to be returned to CVP. You may still feel free to try out the agent in preview mode to see the initial responses, but it is not required.

### 1.3.3 Task 2. Integrate to Call Flow

We have now created an AI Agent. We are now ready to integrate into a call flow. You will download a shell application that we have created for you. You will import this, then modify it to call the Agent that you created above.

**Step 1.** Open mRemoteNG on WKST1 if you do not already have mRemote open, then login to CVP. Once you have logged in to CVP, locate the Call Studio icon on the desktop and double-click it to open Call Studio.



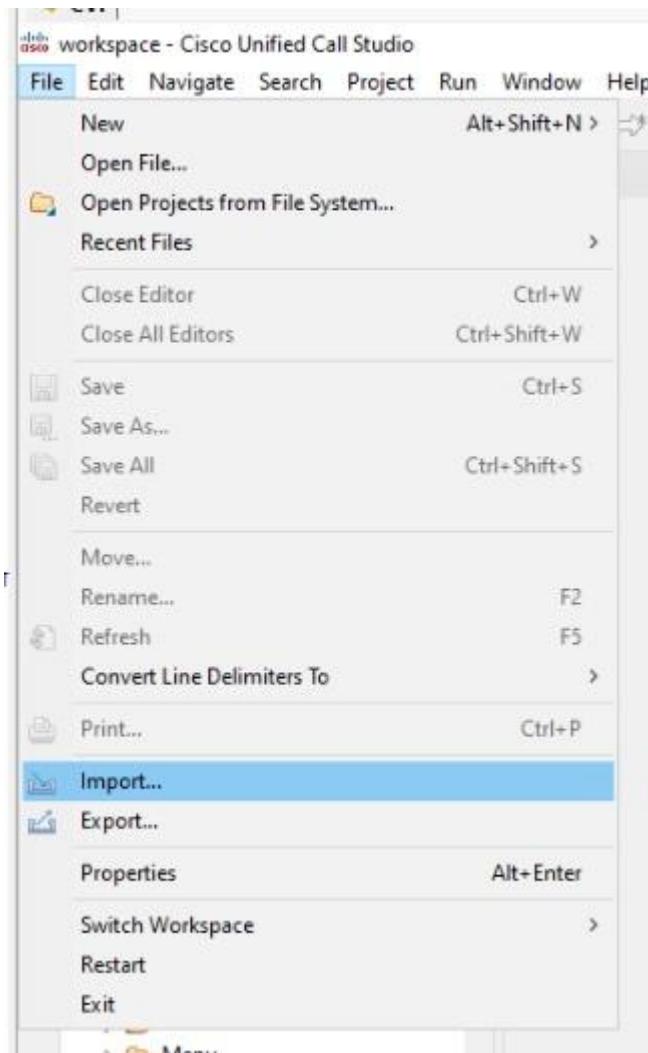
**Step 2.** Open a browser on the CVP server and download the application copying the link below and pasting it into the browser.

```
https://webexcc-sa.github.io/LAB-2356/downloads/NativeAI_Scripted.zip
```

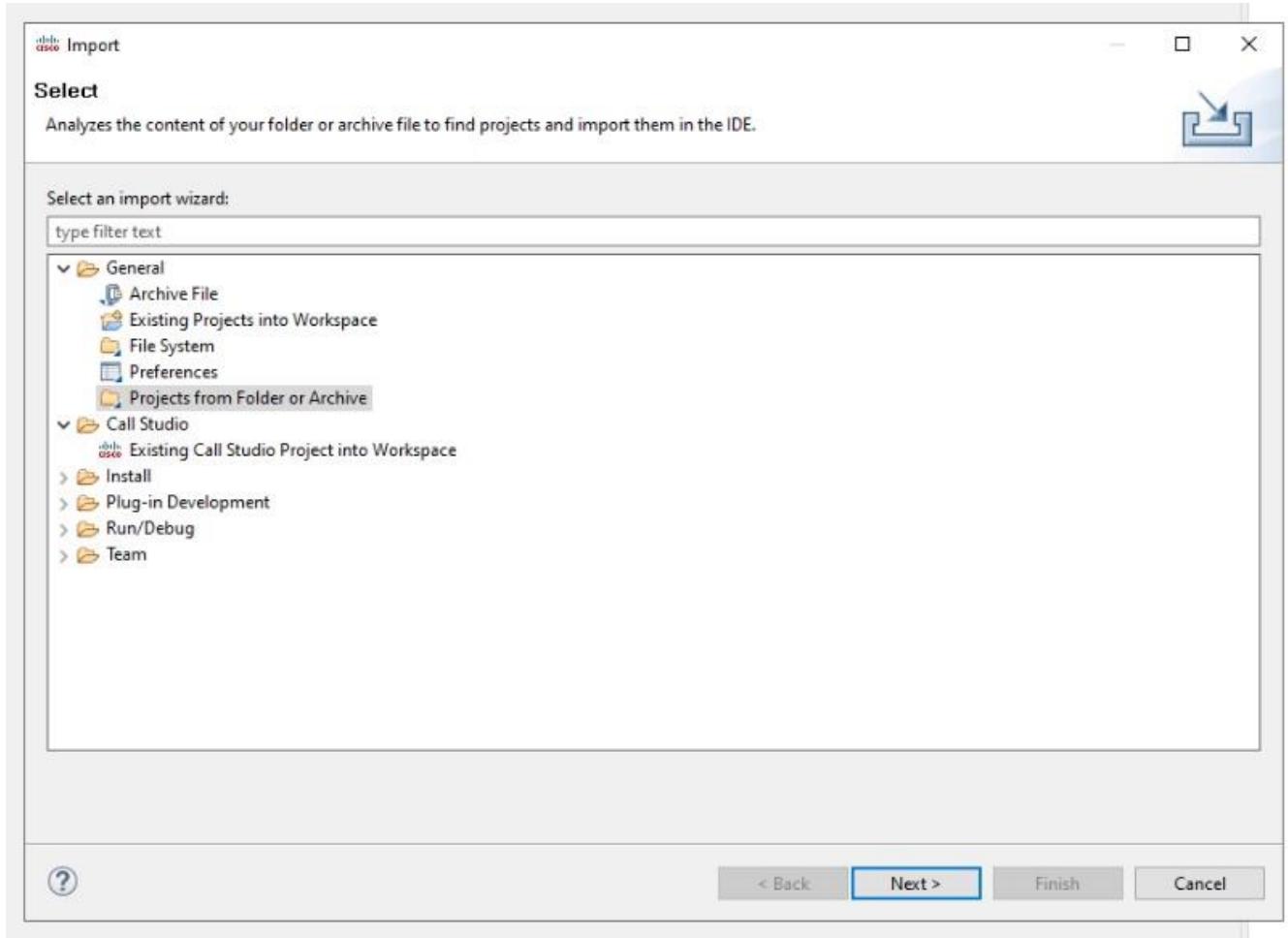
Remember where you download this (it will default to the Downloads folder for the Administrator) to as you will need it in step 3. You do not need to extract the zip.

**Step 3.** Import the application you have downloaded.

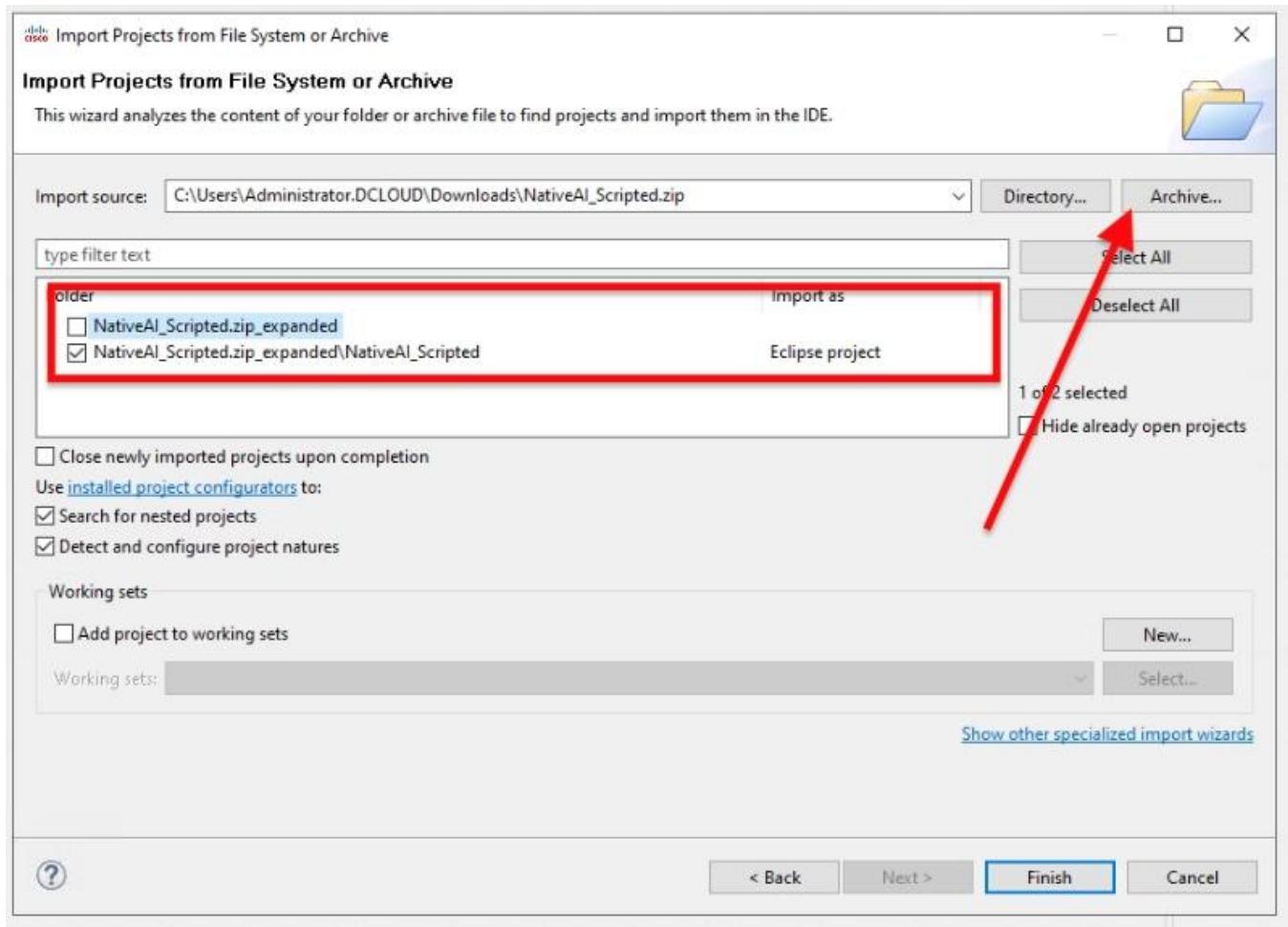
- Select the *File* menu, then select *Import*.



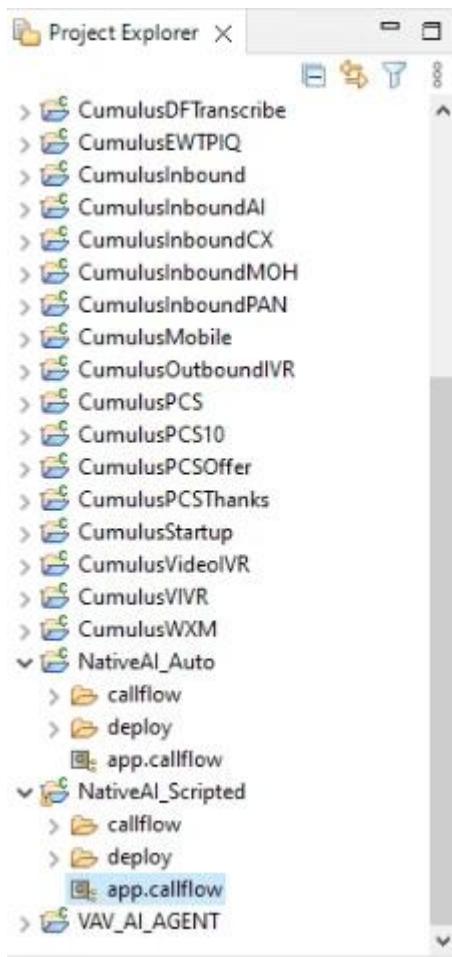
- In the box that pops up, select *Projects from Folder or Archive*, then select *Next*.



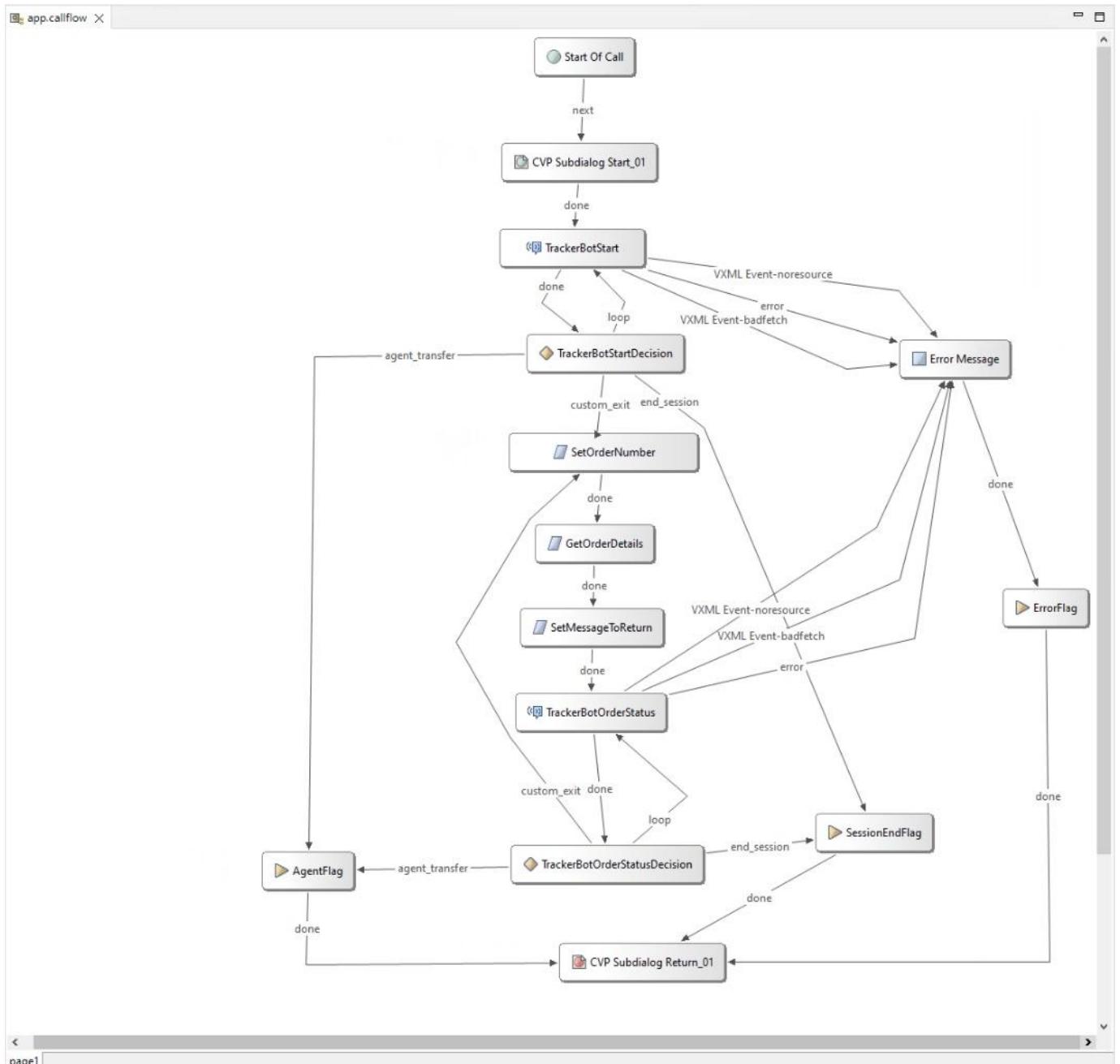
- In the *Import Projects from Folder or Archive* dialog box, select the *Archive* button at the top of the box, then navigate to where you downloaded the example application and select it. Once you are back at the import dialog, ensure that you uncheck the folder "NativeAI\_Scripted.zip\_expanded" and leave the "NativeAI\_Scripted.zip\_expanded\NativeAI\_Scripted" selected. Refer to the image and once all options are set, select *Finish*.



**Step 4.** In the *Project Explorer*, locate the *NativeAI\_Scripted* project. Expand this and double-click on the *app.callflow* to open the example application.



**Step 5.** Review the application that you have imported. You will see that we have already added the required elements to the canvas.



Refer to the table for what each element is used for.

Element Name	Element Type	Element Function
CVP Subdialog Start_01	CVP Subdialog Start	Mandatory element for all Comprehensive Call Flows to receive data from CCE.
CVP Subdialog End_01	CVP Subdialog End	Mandatory element for all Comprehensive Call Flows to return data to CCE.
TrackerBotStart	VirtualAgentVoice	VAV element which allows CCE to interact with the Native AI agent.
TrackerBotOrderStatus	VirtualAgentVoice	VAV element which allows CCE to interact with the Native AI agent.
TrackerBotStartDecision	Decision	Decision elements allow the user to take different outcomes based on the output of a previous element. This decision element handles the output from the TrackerBotStart VAV element.
TrackerBotOrderStatusDecision	Decision	Decision elements allow the user to take different outcomes based on the output of a previous element. This decision element handles the output from the TrackerBotOrderStatus VAV element.
ErrorMessage	Audio	Audio elements allow script to play either static audio files or play text to speech files through an ASR/TTS server.
AgentFlag	Flag	Flag elements can be added to scripts to help with tracking calls through the logs and indicating what path a script has taken. This flag indicates that the customer requested to speak to an agent.
ErrorFlag	Flag	Flag elements can be added to scripts to help with tracking calls through the logs and indicating what path a script has taken. This flag indicates that the AI Agent encountered an error.
SetOrderNumber	Set Value	Set Value elements allow you to define and assign values to local variables. They also allow you to use Java and Javascript to set these variables based on other data in the script. The SetOrderNumber element is used to parse information returned from the agent and set values to be used in the GetOrderDetails element.
SetMessageToReturn	Set Value	Set Value elements allow you to define and assign values to local variables. They also allow you to use Java and Javascript to set these variables based on other data in the script. The SetMessageToReturn element is used to parse the information returned by the RESTful API and set this to a variable to be sent back to the AI Agent.
GetOrderDetails	Rest_Client	This element allows us to call the RESTful API with details from the agent to get information about the order.

Once you have imported the app, you are ready to start configuring the elements required to interact with the agent.

#### Step 6. Update the VAV Element with the Agent ID from AI Agent Studio.

- Select the TrackerBotStart VAV element, then select the *Settings* tab. The *Webex AI Agent* setting allows you to select which type of VAV agent you will be working with. Notice that we have selected the value, *Scripted* in the dropdown.

Voice Element - VirtualAgentVoice

General | **Settings** | Audio | Data | Events

Name	Value
* Webex AI Agent	Scripted
* Bot ID	6802b0fa26134e564...
* Secure Logging	false
Event Name	welcome_event
Event Data	'name':'Robert','pla...
SIP Headers Restr...	

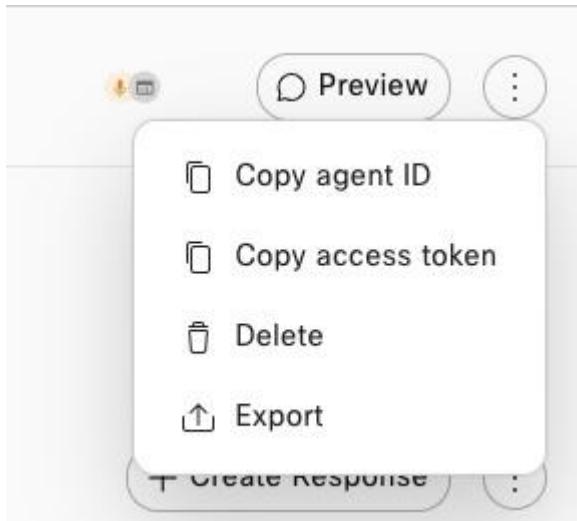
b. Immediately under the *Webex AI Agent* setting, you will see the *Bot ID* setting. The value you see is the ID of the agent that was used to create this lab and will not be in the tenant you are using.

Voice Element - VirtualAgentVoice

General | **Settings** | Audio | Data | Events

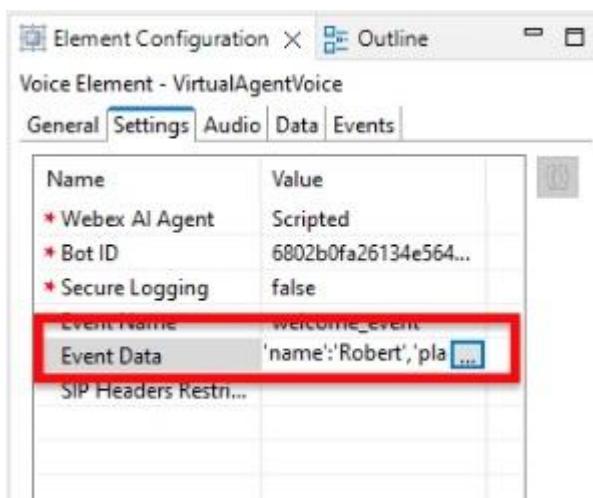
Name	Value
* Webex AI Agent	Scripted
<b>* Bot ID</b>	6802b0fa26134e564...
* Secure Logging	raise
Event Name	welcome_event
Event Data	'name':'Robert','pla...
SIP Headers Restr...	

To find the value you need to use, open your Webex AI Studio, select the agent you created above. Select the 3 dots at the top, right-hand side of the screen, and in the drop-down, select *Copy agent ID*.

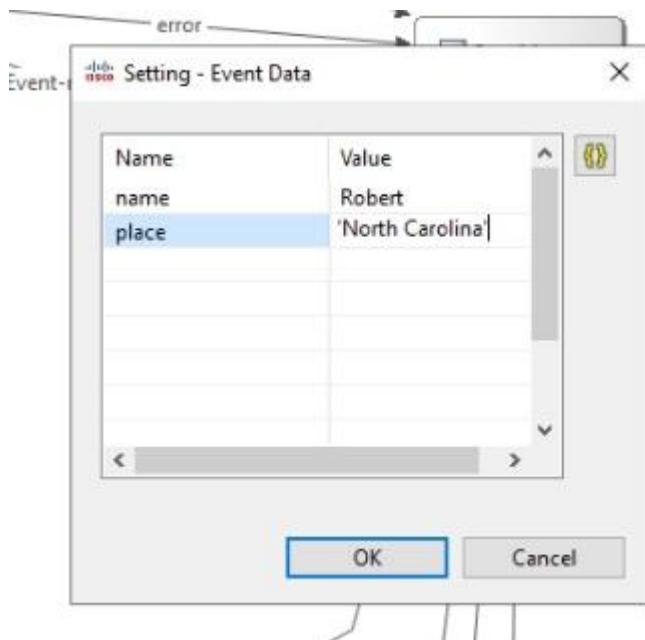


Paste the agent ID you copied into the value for *Bot ID*. While you have this in your clipboard, locate the TrackerBotOrderStatus element and make the same update.

**Step 7.** The Event\_Data setting in the VAV element allows us to pass data to the agent. In the first VAV element, we will pass in two static values. In the TrackerBotStart Settings, locate the Event Data and click on the ellipsis (three dots) in the Value.



You will see a settings box in the middle of your screen. This allows you to pass JSON formatted key/value pairs. You can pass individual values or even JSON into this. We will pass two values, name and place. For the name field, type in your first name. For the location field, type in the state or location where you are from. If your state or location has two names like North Carolina, pass this with single quotes around it. Refer to the example shown.

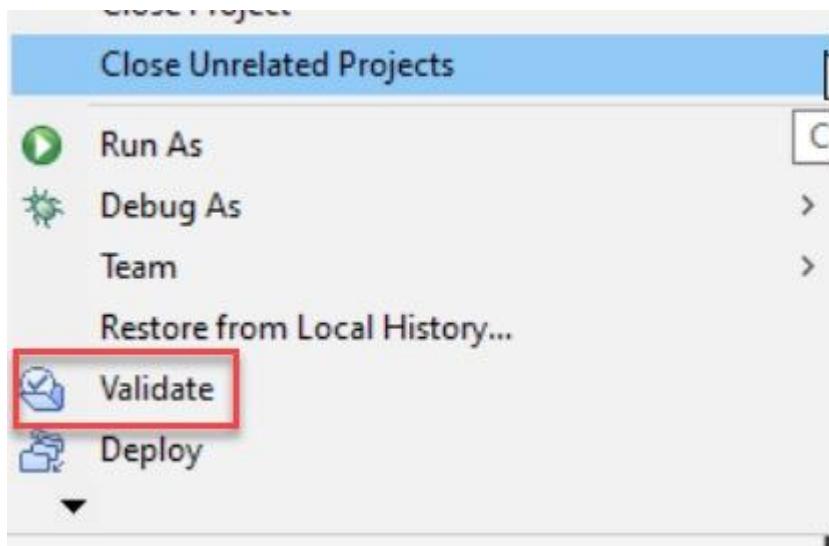


Click OK after you have entered the values. You will see these reflected in the Settings tab.

Name	Value
* Webex AI Agent	Scripted
* Bot ID	6802b0fa26134e564...
* Secure Logging	false
Event Name	welcome_event
Event Data	'name': 'Robert', 'pla...'
SIP Headers Restri...	

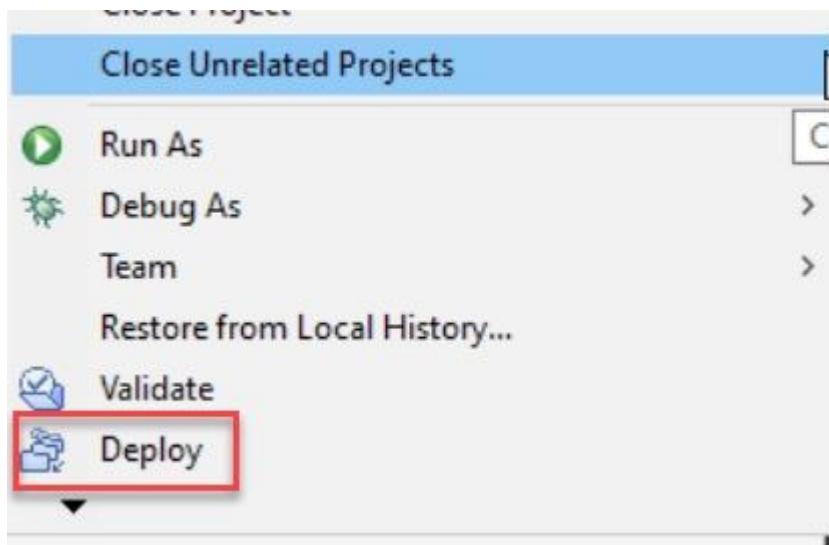
#### **Step 8.** Deploy the Application

- If you have not saved your application, do so now by selecting the save icon in the toolbar.
- Validate the application. Right-click the *NativeAI\_Scripted* application and select *Validate*.



Check the errors grid at the bottom of the screen to ensure nothing is shown. If you do see any errors, review the error and resolve the issue by referring back to the portion of the lab where that item was configured.

- c. Deploy the application to the VXML Server (located on the CVP server you are logged into). Right-click on the *NativeAI\_Scripted* application and select *Deploy*.



d. In the window that pops-up, leave the values at their defaults. The *NativeAI\_Scripted* application checked and the folder left as "C:\Cisco\CVP\VXMLServer" and click *Finish*.

e. On the CVP server, deploy the application. Navigate to "C:\Cisco\CVP\VXMLServer\applications\NativeAI\_Scripted\admin". Double-click *deployApp.bat*.

f. In the command window that pops up, type "yes" to confirm that you want to deploy the application. Hit enter one more time after the application has been deployed to close the command prompt window.

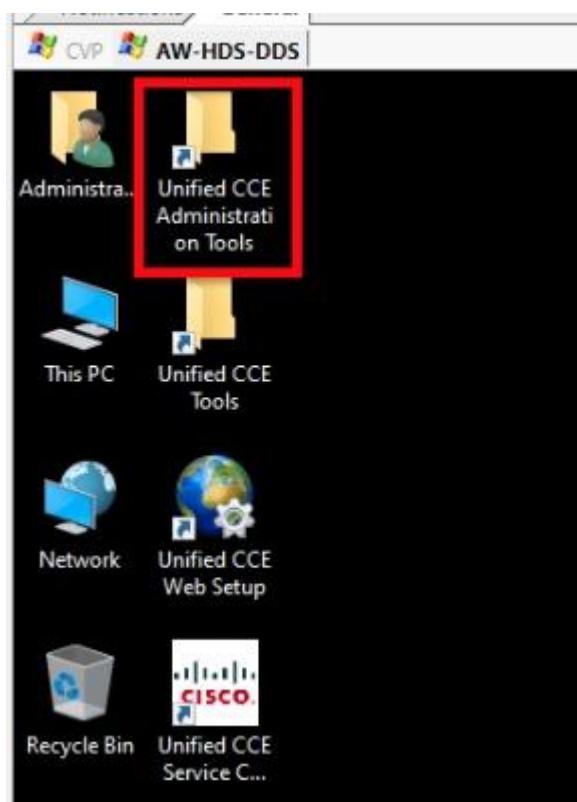
#### **Step 9.** Update CCE Script to use the new application

**Note:** If you still have the Script Editor open from Lab 2, you may skip to step d.

- a. In your mRemote window, locate the AW-HDS-DDS server and login.

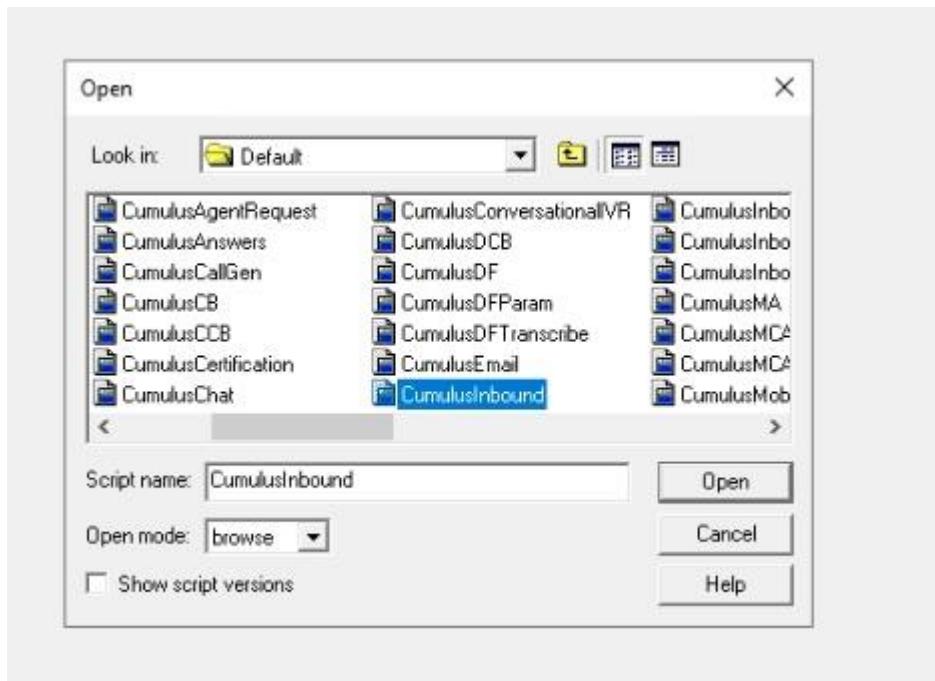


- b. Open the Script Editor by opening the Unified CCE Administration Tools folder on the desktop, then opening the *Script Editor* link.



Name	Date modified
Call Tracer	4/30/2025 3:11:10 PM
CCE Web Administration	4/30/2025 3:11:10 PM
Check Routes	4/30/2025 3:11:10 PM
Configuration Manager	4/30/2025 3:11:10 PM
Initialize Local Database	4/30/2025 3:11:10 PM
Lock Admin	4/30/2025 3:11:10 PM
Router Log Viewer	4/30/2025 3:11:10 PM
Script Editor	4/30/2025 3:11:10 PM
Select Administration Instance	4/30/2025 3:11:10 PM

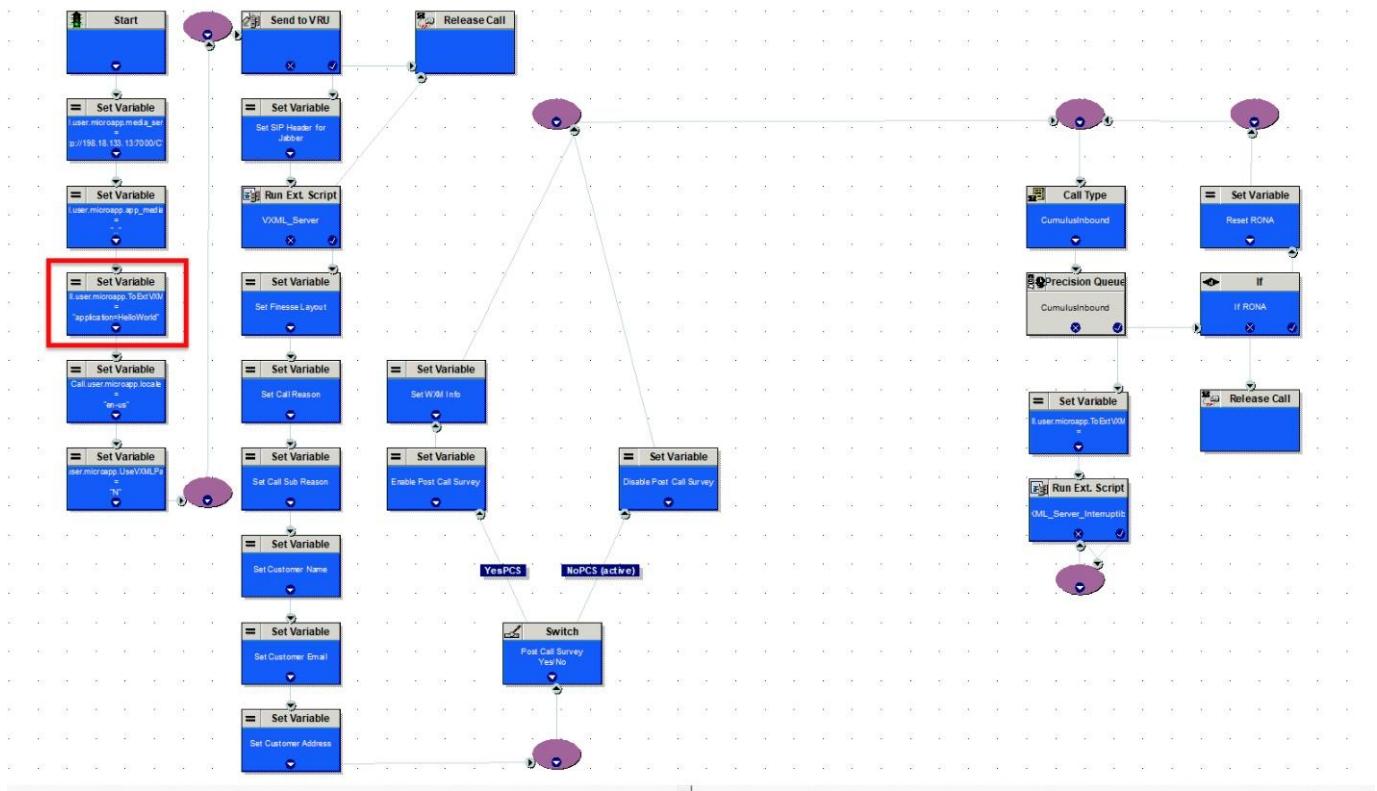
c. Open the script named, CumulusInbound.



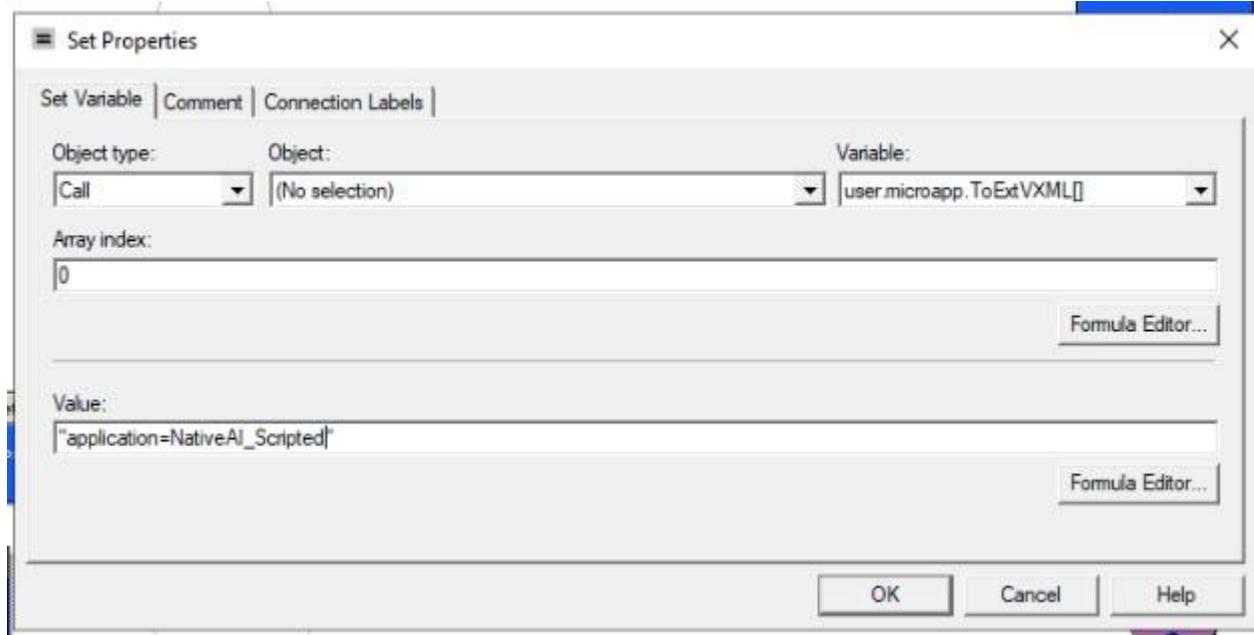
Select the Edit button in the toolbar.



d. Locate the *Set Variable* node which sets the VXML Application name (the fourth node from the top left).



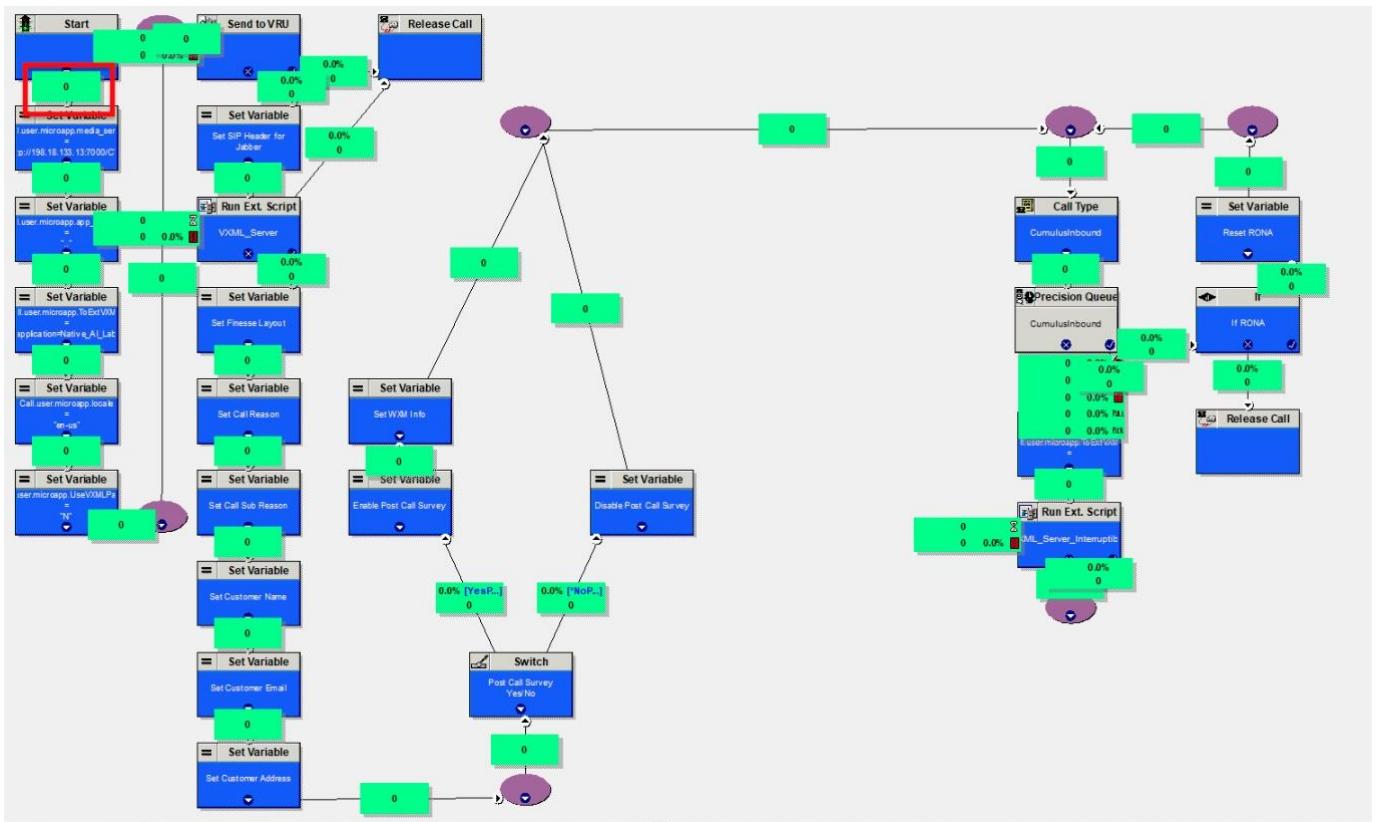
Open it and update the name of the script (currently NativeAI\_Auto) to "NativeAI\_Scripted".



e. Select the *Save* button in the toolbar to make this change live, then select the *Monitor Script* button.



After a moment, you will see green boxes between each of the nodes. This will let you see the call's progress through the script visually. It is expected that all the green boxes show 0 as we have not placed any calls to this script yet.



#### 1.3.4 Task 3. Test Call Flow

In this task, we will test the Native AI agent that you created and see how the human agent sees the call.

**Step 1.** If you are not already logged in to Finesse on WKST1, open the Chrome browser, open a new tab and enter the URL below:

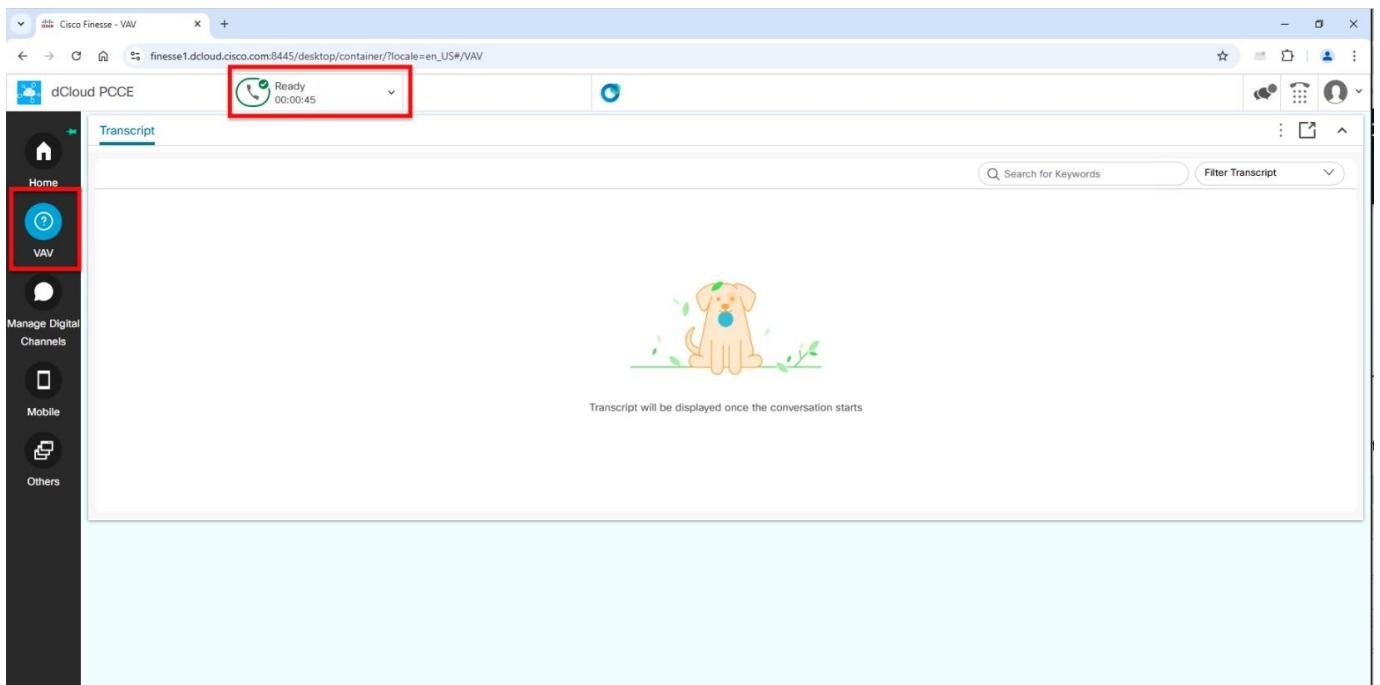
```
https://finesse1.dcloud.cisco.com
```

Login with the following details:

- **Username:** sjeffers
- **Password:** C1sco12345
- **Extension:** 1080

Note that this is an SSO agent so you should only need to enter the username in the Finesse login screen. The ADFS page should have the agent credentials saved.

Once you have logged in to Finesse, select **Ready** from the drop-down -> Next, click the **VAV** tab from the left side menu.



**Step 2.** Use your mobile phone to call into the number.

- Locate the Main phone number for your session. On WKST1 open a browser and open a new tab, then in the default page that appears, select **Demo Links -> Demo Website**.

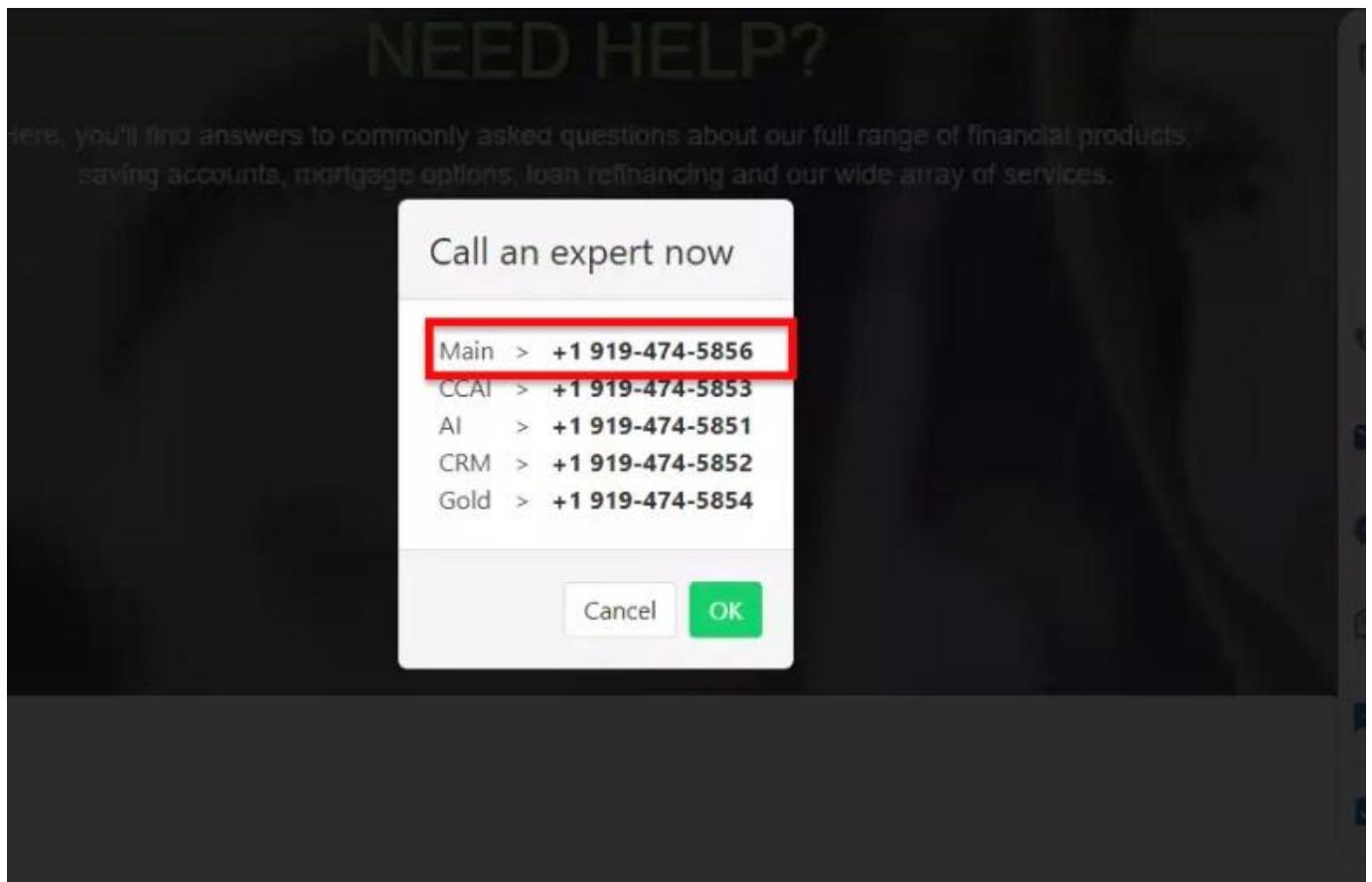
Admin Links	3rd Party Admin Links	Demo Links	3rd Party Demo Links
		<ul style="list-style-type: none"> <li>== Finesse ==           <ul style="list-style-type: none"> <li>Finesse Agent Desktop</li> <li>== CUIC ==           <ul style="list-style-type: none"> <li>Cisco Unified Intelligence Center (administrator/Cisco12345)</li> </ul> </li> <li>== Dashboards ==           <ul style="list-style-type: none"> <li>Cumulus Inbound Realtime Dashboard (Call Simulator Required)</li> <li>Cumulus Inbound Historical Dashboard (Call Simulator Required)</li> <li>Cumulus Outbound Dashboard</li> <li>Customer Satisfaction Dashboard</li> </ul> </li> <li>== Demo Website ==           <ul style="list-style-type: none"> <li>Demo Website</li> </ul> </li> <li>== Cumulus Facebook Page ==           <ul style="list-style-type: none"> <li>Cumulus Facebook Page</li> </ul> </li> <li>== Session Customization ==           <ul style="list-style-type: none"> <li>Session Customization Toolbox</li> </ul> </li> </ul> </li> </ul>	

- In the Cumulus Finance website that is shown, select the blue box on the right-hand side that reads **Talk to an Expert**.



- c. In the box that pops out, select the Call Us link. In the box that pops up, note the Main number, this is what you will use to test your lab.

**IMPORTANT: THE NUMBER SHOWN IN THE IMAGE IS NOT THE NUMBER YOU WILL USE FOR YOUR LAB. ENSURE THAT YOU FIND THE NUMBER FOR YOUR SESSION!**



**Step 3.** Use your mobile phone to call into the number. You should hear the agent greet you by name and your town, then ask how to help.

**Step 4.** Recommended ways to test the agent.

1. After the agent greets you by name, say "Track an order" or "I'd like to track an order".
2. The agent will ask you for a 6-digit order number.
3. After providing the order number, the agent will next ask you for 4-digit pin.
4. You should now hear the agent provide you an update on the order followed by "would you like to track another order?".
5. Say "Yes".
6. Next, try a different utterance by saying "Track order 123456 with pin 7890".
7. You should now hear the agent provide you an update on the order followed by "would you like to track another order?".

**Step 5.**

When you are done testing the AI Agent, ask to speak to a human agent. You should then see the call arrive at the Finesse desktop. Answer the call and notice that the transcript shows up. Notice in this version of the transcript, you can see the intents that the customer encountered in their conversation. Select the AI Assistant button (2) at the top to show the AI Assistant. Here (3), you will see a summary of the call. Finally, notice the call variable "Call Reason" (4) which gives a one sentence summary of what the customer called about.

The screenshot shows the Cisco Finesse - VAV Transcripts interface. At the top, there's a toolbar with icons for Home, VAV, Transcripts, Manage Digital Channels, Mobile, and Others. The main area has tabs for 'Talking' (highlighted with a red box labeled '2') and 'Transcript'. Below the tabs, there's a 'Highlights' section with a red box labeled '1' containing a 'Start Order Tracking' button and a duration of '00:11'. The transcript itself shows a conversation between a 'Virtual Agent' and a 'Customer'. The Virtual Agent starts by tracking an order (00:24), then informs the customer their order was delivered on 8/27/2025 (00:28). The customer asks to track another order (00:45), and the Virtual Agent responds (00:49). The customer then asks to be transferred to an agent (01:00), and the Virtual Agent says they will redirect the customer (01:01). A red box labeled '4' highlights the 'Call Reason' field in the transcript header, which contains the text 'Call Reason : The reason for the call was tracking orders.' In the bottom right corner, there's a summary box with a red arrow labeled '3' pointing to it. The summary box contains a message from the AI agent about tracking orders, the transfer to a live agent, and a bulleted list of events:

- Caller requested to track an order with an alphanumeric ID and PIN.
- Bot agent successfully tracked the first order and informed the caller about the delivery date.
- Caller then requested to track another order with a PIN.

**This now completes lab 3**

## 1.4 Lab 4 - Digital Deflection

### 1.4.1 Objectives

In this lab, you will learn how to integrate an Autonomous AI agent into a chat flow.

- Know how to create an Autonomous AI Agent from scratch and map it to a knowledge base.
- Create an agent goal, instructions, and welcome message.
- Understand how to configure and use fulfillment.
- See how to integrate the AI Agent into a call studio script.

Explanation of formatting:

- *Italics* - This indicates a button, menu option, or object that should be selected.
- "Quoted Text" - This indicates that the text should be typed exactly as indicated.

### Instructor Demonstrated

Note, this lab is going to be instructor demonstrated. There are no tasks that you will do in this lab. The lab guide is provided for you to refer to later.

### 1.4.2 Section 1 - Add Autonomous AI Agent to Inbound chat flow

In this section we will integrate the Autonomous AI agent to a inbound chat flow. You will not perform any of the steps in this section, they are simply for your reference.

#### Task 1. Import Inbound Flow

**Step 1.** Download a customized Inbound flow by selecting the link. Unzip this to a location on your computer.

**Step 2.** Login to Webex Connect by navigating to the *Contact Center -> Digital* menu options in Webex Control Hub.

**Step 3.** Ensure that you have created a Live Chat Asset and Service to use. You can find instructions here.

**Step 4.** In the service you created, select *Flows*, then select the *Create Flow* button.

Trigger	Flow	Status	State	Executions	Actions
No data available!					

## Create Flow

Flow Name (required)  
Autonomous AI Inbound Flow

Method  
Upload a flow

Attachment

Drag and Drop '.workflow' file

Choose File

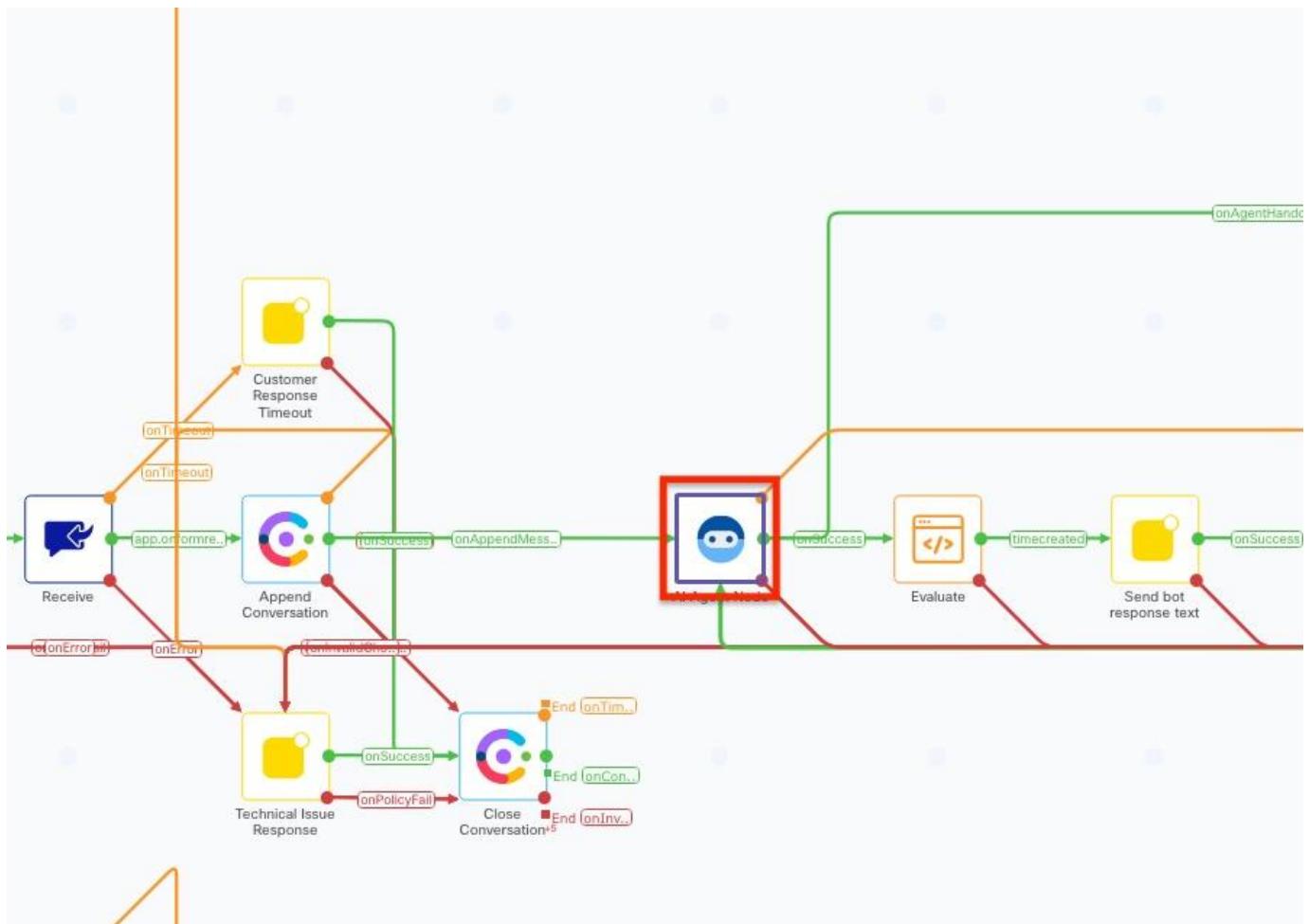
Cancel Create

The screenshot shows a 'Create Flow' dialog box. At the top, it says 'Flow Name (required)' with the value 'Autonomous AI Inbound Flow'. Below that is a 'Method' dropdown set to 'Upload a flow'. Underneath is a dashed rectangular area labeled 'Attachment' with an upward arrow icon. Inside this area, it says 'Drag and Drop '.workflow' file' and has a blue 'Choose File' button. At the bottom right of the dialog are two buttons: 'Cancel' and 'Create'.

- Provide a descriptive name for the Flow Name.
- From the *Method* drop-down, select "Upload a flow"
- Either drag and drop the extracted flow into the *Attachment* box or, select *Choose File* and navigate to where you extracted the zip file and choose the .workflow file.
- Select *Create* to upload this flow and open it.

**Step 5.** Modify the flow.

- a. Accept the defaults in the initial Configure APP Event.
- b. Locate the *AI Agent Node* and open it.



c. In the AI Agent Node, select *Autonomous* from the *Agent Type* drop-down box. Next, select the AI Agent you created in the *Agent* drop-down.

### AI Agent Node

**Configuration**    **Transition Actions (Optional)**

Method Name: Process message

Send message to bots configured via Bot builder and use their responses to take actions

**AGENT TYPE**: Autonomous

**AGENT**: Cisco Headset Bot

Only the agents accessible for you in the AI agent studio will appear here. Contact your tenant owner for access to other agents.

**MESSAGE**: \${botInputMessage}

**LANGUAGE**: (dropdown menu)

The selected bot is not multilingual and language selection does not apply to it

**Customer Details**

CHANNEL	UNIQUE ID
Live Chat / In-App Messaging	\$(threadID)

**Customer Parameters (Optional)**

Key	Value
name	\$(n38.inappmessaging.formFields.Name)
email	\$(n38.inappmessaging.formFields.Email)

+ ADD New

**Message Parameters (Optional)**

+ ADD New

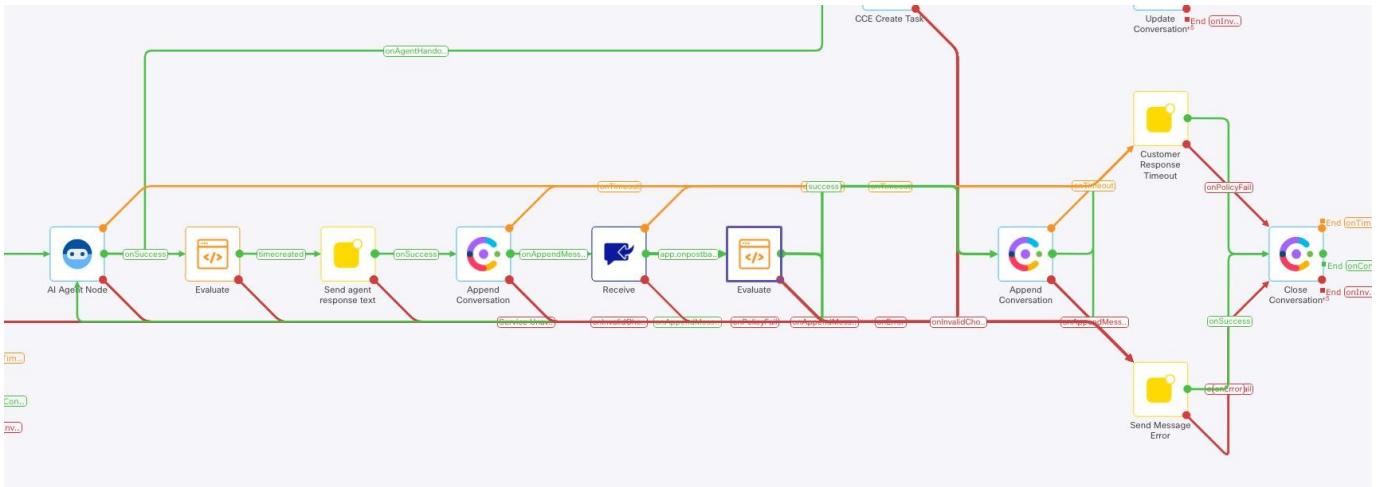
**Input Variables**  
List of variables available as input for this node

Search:

- ▶ Custom Variables [F70603]
- ▶ Start Node ID: 2
- ▶ Evaluate Node ID: 9
- ▶ Receive Node ID: 38
- ▶ In-App Messaging Node ID: 1333
- ▶ Search Conversation Node ID: 2245
- ▶ Create Conversation Node ID: 2252
- ▶ Append Conversation Node ID: 2256
- ▶ In-App Messaging Node ID: 2588
- ▶ Append Conversation Node ID: 2592
- ▶ Receive Node ID: 2596
- ▶ Append Conversation Node ID: 2601
- ▶ Evaluate Node ID: 2617
- ▶ Evaluate Node ID: 2637

Note the Message is a variable. Each time that the loop occurs, this message will be updated with the customer's response back to the agent. This variable should be set to a message which will start the agent such as "Hello".

d. Review the remaining nodes in the workflow. These are as follows:



- Evaluate - This simply sets the timestamp to the current time.
  - Sent agent response text - This will display the response from the agent to the customer.
  - Append Conversation - This will write the agent response to history.
  - Receive - This receives the response from the customer back to the agent.
  - Evaluate - This normalizes the response from the customer and ensures there are no content issues. This will then set the input message variable to the sanitized response.
  - Append Conversation - This writes the customer's response to history.
- e. At any point if the customer asks to speak to an agent, the AI Agent Node will take the onAgentHandover exit path and will be sent to CCE for agent handling.

## Task 2. Save and make Live

### Step 1. Save the Flow.

Save your changes by selecting *Save* at the top of the screen. If any messages come up that nodes are not configured, select each message, then check to ensure that the node is correctly configured and saved. Some nodes simply need to be opened and saved after a workflow has been imported.

### Step 2. Make Flow live and map to an application.

Autonomous Inbound Flow - Make Live Configuration - Version 1 [Help](#)

**Assets Configuration**  
Select apps and define values for custom variables or dynamic numbers that you have created in the flow. Apps will only need to be selected if you have used a send or a receive node and selected one of the app based channels such as Mobile/Web apps, Messenger, Email etc. Dynamic numbers will only be needed when you have one or more SMS receive node with a dynamic number selected.

**App Selection** ⓘ

Type  Mobile & Web App Application

Comments (Optional) ⓘ

Success version history Success Error

[Cancel](#) [Make Live](#)

Select the *Make Live* button at the top of the work flow. In the *Make Live Configuration* dialog box, select the application you wish to map this flow to. It will take several seconds to a minute for the flow to go live.

### Task 3. Install to Chat

The steps to customize the chat interface and install in a web site will not be covered in detail in this section.

You can find details at this link

#### 1.4.3 Section 2 - Scripted AI Agent Steps

Note: This is not going to be shown in the class but is here so you can see what changes need to be made to the AI agent to add in chat support.

##### Task 1. Create Intents

In this task, we will create the following 2 Intents

- Chat Start Order Tracking
- Chat Order Results

##### Step 1. Create Intent - "Chat Start Order Tracking"

a. In the AI Agent configuration, navigate to **Script** -> **Intents** -> click on the **Create intent** button.

The screenshot shows the 'AI agent configuration' screen for the 'Example Order Tracking Bot'. The left sidebar has tabs for Configuration, Testing, Curation, Sessions, History, and Analytics. The main area has tabs for Profile, Script (which is selected), Handover, and Language. Below these is the 'Intents' tab, which is also highlighted with a red box. To the right of the tabs is a table listing intents. The first row shows 'Thank you' with 10 utterances and a response named 'Thank you'. The second row shows 'Talk to an agent' with 6 utterances and a response named 'Agent handover'. At the bottom right of the table is a blue button labeled '+ Create intent' with a red box around it. The top right of the screen has 'Preview', 'Publish', and more options buttons.

Intent name	Utterances	Response name	Last update	Controls
Thank you	10	Thank you	26 May 25, 9:10 AM	
Talk to an agent	6	Agent handover	26 May 25, 9:10 AM	

b. Enter the Intent name as "Chat Start Order Tracking".

c. Under Intent and Utterances section, type the phrase "Start\_Chat" and click the **Add** button.

Note:

- For the Voice channel, the welcome\_event was sent from the Call Studio script as the trigger for the AI Agents' welcome message.
- Similarly, for the Web (Chat) channel, the phrase "Start\_Chat" will be used as the trigger for the AI Agents' welcome message. This will be configured in the Inbound Flow in a later step.

d. In the **Response** section, from the drop down, select **Welcome message**.

e. Lastly, click **Create** to complete the "Chat Start Order Tracking" intent configuration.

**Add a new intent**  
Configure intent recognition for the agent and link a response.

**General information and settings**

Intent name \* Chat Start Order Tracking

Settings  
 Reset slots after completion    End conversation ⓘ

Context  
 Entry: Add input context   Exit: Add output context  
 0 items

English (en-US) Default ⓘ

**Intent and utterances**  
Add utterances to determine the intent. Link entities for collecting information. Make sure you don't use real customer data.

Utterances \*  
 Add utterance   + Add   Generate  
 Intent Identifier ⓘ Start\_Chat

**Slot filling (optional)**  
Link and configure the entity for slot filling to ensure the AI agent gathers all necessary information. + Link

**Slots**  
 Entity name   Required   Retries   Response  
 No entities linked yet, link to start using them

**Settings**  
 Update slot values ⓘ    Provide suggestions for slots ⓘ

**Response**  
 Response name Welcome message  
 Manage the content of selected response

X Cancel → Add

### Step 2. Create Intent - "Chat Order Results"

a. In the AI Agent configuration, navigate to **Script** -> **Intents** -> click on the **Create intent** button.

Example Order Tracking Bot ⓘ  
Last Updated at 26 May, 25 by ciscowxconnect2+tenant01

AI agent configuration Ready to preview  
Add actions to connect your agent with external systems, or link a knowledge base to help it answer questions.

Profile   Script   Handover   Language

Intents Entities Responses + Create intent ⋮

Intent name	Utterances	Response name	Last update	Controls
Thank you	10	Thank you	26 May 25, 9:10 AM	⋮
Talk to an agent	6	Agent handover	26 May 25, 9:10 AM	⋮

b. Enter the Intent name as "Chat Order Results".

c. Under Intent and Utterances section, type the phrase "order\_results" and click the **Add** button.

Note:

- In the Inbound Flow, once the order\_number and user\_pin slots are collected as part of the "Start Order Tracking" Intent, the Inbound Flow sends the order\_results message to trigger the track\_order\_results response.

d. In the **Response** section, from the drop down, select **track\_order\_results**.

e. Lastly, click **Create** to complete the "Chat Order Results" intent configuration.

**Add a new intent**  
Configure Intent recognition for the agent and link a response.

**General information and settings**

Intent name \* Chat Order Results

Settings  
 Reset slots after completion    End conversation

Context  
 Entry: Add input context   Exit: Add output context  
 0 items

English (en-US) Default ⓘ

**Intent and utterances**  
Add utterances to determine the intent. Link entities for collecting information. Make sure you don't use real customer data.

Utterances \*  
 Add utterance   + Add   ⚡ Generate  
 Intent identifier: order\_results

**Slot filling (optional)**  
Link and configure the entity for slot filling to ensure the AI agent gathers all necessary information. + Link

**Slots**  
 Entity name   Required   Retries   Response  
 No entities linked yet, link to start using them

**Settings**  
 Update slot values    Provide suggestions for slots

**Response**  
 Response name track\_order\_results  
 Manage the content of selected response

X Cancel → Add

## Task 2. Update Responses for the Default channel (web)

In this task, we will be updating the following responses - Default channel (web) - Chat

- Welcome message
- order\_number
- pin\_missing
- track\_order\_wait
- track\_order\_results
- track\_another\_order
- Goodbye

### Step 1. Update the **Welcome message** response

- a. In the AI Agent configuration, navigate to **Script** -> **Responses** -> click on the **Welcome message** response.

The screenshot shows the 'AI agent configuration' page for the 'Example Order Tracking Bot'. The 'Responses' tab is selected. A red box highlights the first response, 'Welcome message', which is listed as a Default type response. Other responses include 'Response suggestion', 'Partial match', 'Fallback message', 'Entity suggestion', 'Agent handover', 'track\_order\_wait', 'pin\_missing', 'order\_number', and 'Goodbye'. Each response has a 'Controls' column with edit and delete icons.

Response name	Type	Last update	Controls
Welcome message	Default	26 May 25, 9:10 AM	
Response suggestion	Default	26 May 25, 9:10 AM	
Partial match	Default	26 May 25, 9:10 AM	
Fallback message	Default	26 May 25, 9:10 AM	
Entity suggestion	Default	26 May 25, 9:10 AM	
Agent handover	Default	26 May 25, 9:10 AM	
track_order_wait	Custom	26 May 25, 11:14 AM	
pin_missing	Custom	26 May 25, 11:06 AM	
order_number	Custom	26 May 25, 10:52 AM	
Goodbye	Custom	26 May 25, 9:10 AM	

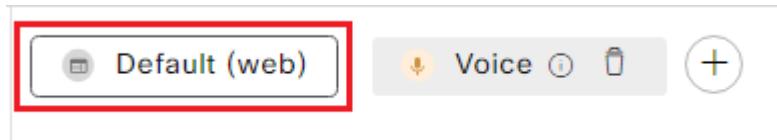
b. On the left side of the response window, click on the previously created conditional response "check\_if\_name\_is\_passed" -> Select the **Rules** tab.

c. Click the **+OR Condition** button and enter as below:

- **Left variable:** consumerData.extra\_params.name
- **Operator:** Exists

The screenshot shows the configuration for the 'check\_if\_name\_is\_passed' conditional response. The 'Rules' tab is selected. The configuration uses an OR operator to check if either 'eventStore.name' or 'consumerData.extra\_params.name' exists. The 'Actions' section is collapsed. The 'Default response' section indicates that the response is triggered when no condition is added or fulfilled. Buttons at the bottom right are 'Cancel' and 'Save'.

- c. Next, select the **Actions** tab on the left and click the Default (web) tab (Note: since this is for the chat channel, ensure you are NOT selecting Voice option)



- d. Add the text below as **Variant 1** in the Text section. Feel free to add more of these variants if you like.

Note: consumerData. is how we can reference data that is passed from Chat Flow to the bot.

```
Hello ${consumerData.extra_params.name} , I am a Tracker bot. I can help you track your packages. How can I help you today? To get started, please ask me to track an order number.
```

Welcome message  
Configure channel-specific responses. Avoid using real customer data.

Response name \*  
Welcome message

English (en-US) Default

check\_if\_name\_is\_passed > Actions

Conditions + New Default (web) Voice + +

Rules Actions

Text

Variant 1

Hello \${consumerData.extra\_params.name} , I am a Tracker bot. I can help you track your packages. How can I help you today? To get started, please ask me to track an order number.

+ Add variant

Conditional response

Text Carousel Quick Reply Image Video Audio File

Default response  
Triggered when no condition is added or fulfilled

Cancel Save

### Step 2. Update the **order\_number** response

- a. In the AI Agent configuration, navigate to **Script -> Responses** -> click on the **order\_number** response.
- b. Next, click on the **Default (web)** button and enter the below text as Variant 1.

```
Please provide your six digit order number.
```

**order\_number**  
Configure channel-specific responses. Avoid using real customer data.

Response name \* **order\_number**

English (en-US) Default

Default response

Conditions ○ + New Default (web) Voice ○ ○ +

No conditions added

Text  
Variant 1  
Please provide your six digit order number.  
+ Add variant

Conditional response

Text  
Carousel  
Quick Reply  
Image  
Video  
Audio  
File

Default response  
Triggered when no condition is added or fulfilled

Cancel → Save

### Step 3. Update the **pin\_missing** response

- In the AI Agent configuration, navigate to **Script -> Responses** -> click on the **pin\_missing** response.
- Next, click on the **Default (web)** button and enter the below text as Variant 1.

Please provide your four digit PIN.

**pin\_missing**  
Configure channel-specific responses. Avoid using real customer data.

Response name \*  
pin\_missing

English (en-US) Default

Default response

Conditions + New Default (web) Voice + Conditional response

No conditions added

Text  
Variant 1  
Please provide your four digit PIN.  
+ Add variant

Text Carousel Quick Reply Image Video Audio File

Default response  
Triggered when no condition is added or fulfilled

Cancel → Save

#### Step 4. Update the **track\_order\_wait** response

- In the AI Agent configuration, navigate to **Script** -> **Responses** -> click on the **track\_order\_wait** response.
- Next, click on the **Default (web)** button and enter the below text as Variant 1.

Getting your package details now...

**track\_order\_wait**  
Configure channel-specific responses. Avoid using real customer data.

Response name \* track\_order\_wait

English (en-US) Default

Default response

Conditions + New Default (web) Voice +

No conditions added

Text Variant 1 Getting your package details now... + Add variant

Conditional response

Text Carousel Quick Reply Image Video Audio File

Default response Triggered when no condition is added or fulfilled

Cancel Save

#### Step 5. Update the **track\_order\_results** response

- In the AI Agent configuration, navigate to **Script** -> **Responses** -> click on the **track\_order\_results** response.
- On the left side of the response window, click on the previously created conditional response "order\_status\_check" -> Select the **Rules** tab
- Click the **+OR Condition** button and enter as below:
  - Left variable:** consumerData.extra\_params.order\_status
  - Operator:** Exists

**track\_order\_results**  
Configure channel-specific responses. Avoid using real customer data.

Response name \* track\_order\_results

English (en-US) Default

order\_status\_check > Rules

Conditions + New

IF

Left variable eventStore.order\_status Operator Exists

OR

Left variable consumerData.extra\_params.order\_status Operator Exists

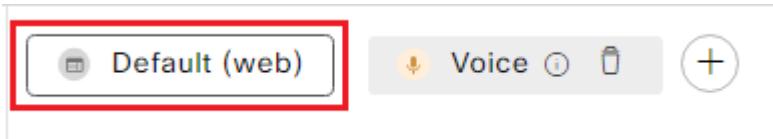
+ OR Condition  
+ And Condition

Default response  
Triggered when no condition is added or fulfilled

Conditional response

Cancel Save

c. Next, select the **Actions** tab on the left and click the Default (web) tab (Note: since this is for the chat channel, ensure you are NOT selecting Voice option)



d. Add the text below as **Variant 1** in the Text section. Feel free to add more of these variants if you like.

Note: consumerData. is how we can reference data that is passed from Chat Flow to the bot.

```
We have found your order. ${consumerData.extra_params.order_status} Do you need anything else?
```

**track\_order\_results**  
Configure channel-specific responses. Avoid using real customer data.

Response name \* track\_order\_results

English (en-US) Default

order\_status\_check > Actions

Conditions + New Default (web) Voice + Conditional response

order\_status\_check Rules Actions

**Text**

Variant 1

We have found your order. \${consumerData.extra\_params.order\_status} Do you need anything else?

+ Add variant

Text Carousel Quick Reply Image Video Audio File

Default response  
Triggered when no condition is added or fulfilled

Cancel Save

#### Step 6. Update the **track\_another\_order** response

- In the AI Agent configuration, navigate to **Script -> Responses** -> click on the **track\_another\_order** response.
- Next, click on the **Default (web)** button and enter the below text as Variant 1.

Great! To get started, please ask me to track an order number.

The screenshot shows the 'track\_another\_order' response configuration in the Cisco AI Agent. The response name is 'track\_another\_order'. The 'Default response' tab is selected. Under 'Default response', there are buttons for 'Conditions' (with '+ New'), 'Default (web)' (which is highlighted with a red box), 'Voice', and '+'. To the right is a 'Conditional response' dropdown menu with options: Text, Carousel, Quick Reply, Image, Video, and Audio. Below these buttons is a 'Text' section with 'Variant 1' containing the text: 'Great! To get started, please ask me to track an order number.' There is a '+ Add variant' button. On the left, it says 'No conditions added'. At the bottom left is a note: 'Default response Triggered when no condition is added or fulfilled'. At the bottom right are 'Cancel' and 'Save' buttons, with 'Save' highlighted with a red box.

### Step 7. Update the **Goodbye** response

- In the AI Agent configuration, navigate to **Script** -> **Responses** -> click on the **Goodbye** response.
- Next, click on the **Default (web)** button and enter the below text as Variant 1.

Thank you for your response! I will now connect you to a live agent for further assistance! Have a wonderful day!

**Goodbye**  
Configure channel-specific responses. Avoid using real customer data.

Response name \*  
Goodbye

English (en-US) Default

Default response

Conditions + New Default (web) Voice +

No conditions added

Text  
Variant 1  
Thank you for your response! I will now connect you to a live agent for further assistance! Have a wonderful day!

+ Add variant

Conditional response ▾

- Text
- Carousel
- Quick Reply
- Image
- Video
- Audio
- File

Default response  
Triggered when no condition is added or fulfilled

Cancel → Save

### Task 3. Import and Configure the Native AI Inbound Chat Flow

**Step 1.** Navigate to this link. Unzip this to a location on your computer.

**Step 2.** Log into Webex Control Hub **admin.webex.com** and navigate to **Contact Center -> Digital -> Webex Connect**. This opens up the Webex Connect portal.

≡ webex Control Hub

AI-powered smart search

Main Menu

Digital

CUSTOMER EXPERIENCE

AI Agents

TENANT SETTINGS

General

Digital

Public key certificate

Digital

Webex Connect

Webex Engage

Add or edit the public key certificate for agent desktop token validation.

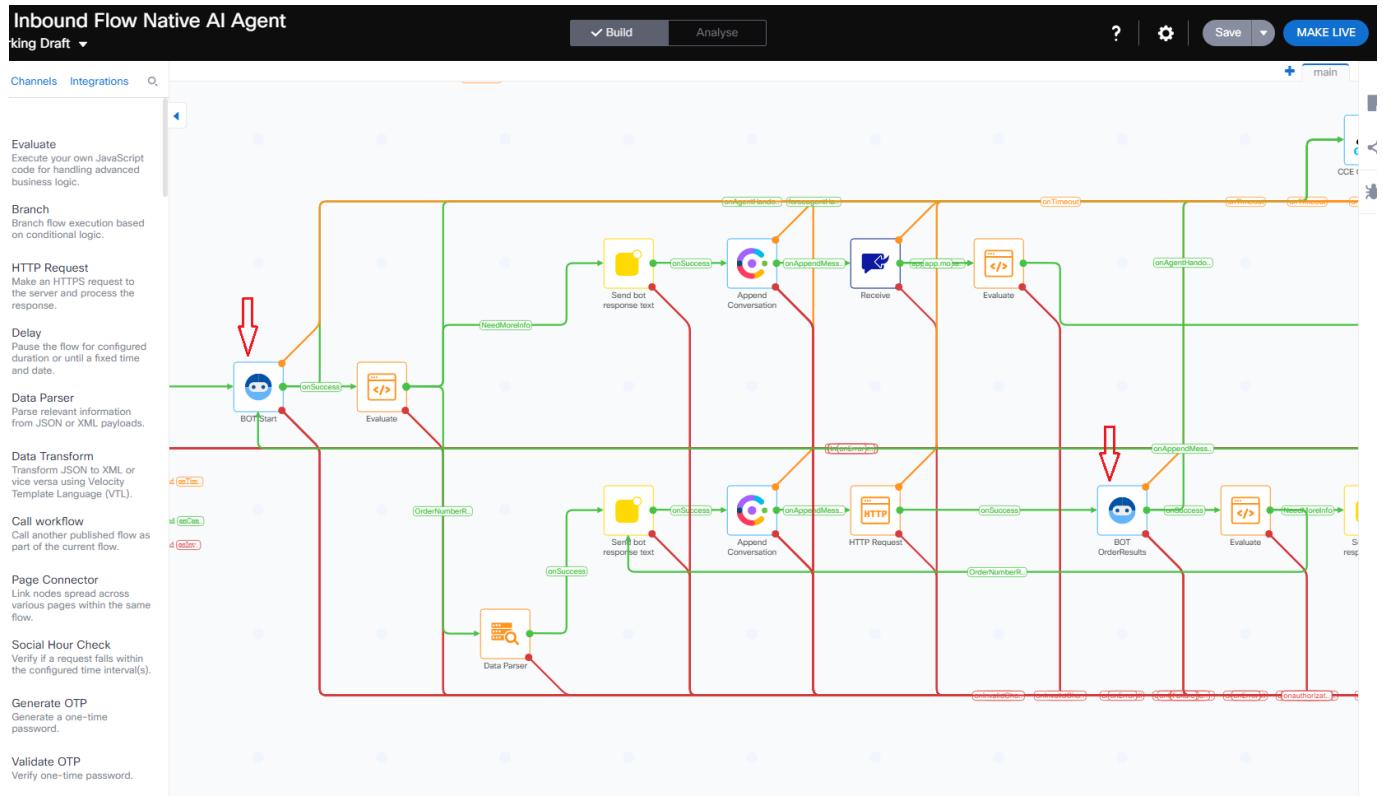
Edit

**Step 3.** Navigate to Services tab and select the Service created for you seat number.

**Step 4.** Click the **Create Flow** button -> enter a Flow Name -> select **Upload a Flow** -> Choose the downloaded file -> Click **Create**

### Step 5. Update the **Bot Start** and the **Bot OrderResults** nodes

- Under the **Agent** field, select the AI Agent Bot you created



**Flow Native AI Agent**

**BOT Start**

**Configuration**    **Transition Actions (Optional)**

Method Name: Process message

Send message to bots configured via Bot builder and use their responses to take actions

AGENT TYPE: Scripted

AGENT: Example Order Tracking Bot

MESSAGE: \${botInputMessage}

LANGUAGE:

The selected bot is not multilingual and language selection does not apply to it

**Customer Details**

CHANNEL: Live Chat / In-App Messaging    UNIQUE ID: \${threadID}

**Customer Parameters (Optional)**

Key	Value
name	\${n38.inappmessaging.formFields.Name}
email	\${n38.inappmessaging.formFields.Email}

+ ADD New

**Message Parameters (Optional)**

+ ADD New

AI Agent: b1.4    Node ID: 2618

Test    Cancel    **Save**

**Input Variables**  
List of variables available as input for this node

- Custom Variables [F36165]
- Start Node ID: 2
- Evaluate Node ID: 9
- Receive Node ID: 38
- In-App Messaging Node ID: 1333
- Search Conversation Node ID: 2245
- Create Conversation Node ID: 2252
- Append Conversation Node ID: 2256
- In-App Messaging Node ID: 2588
- Append Conversation Node ID: 2592
- Receive Node ID: 2596
- Append Conversation Node ID: 2601
- Evaluate Node ID: 2617
- Evaluate Node ID: 2621
- In-App Messaging Node ID: 2622
- Append Conversation Node ID: 2624

**Output Variables**

**Node Outcomes**

**BOT OrderResults**

**Configuration**   **Transition Actions (Optional)**

**Method Name**: Process message  
Send message to bots configured via Bot builder and use their responses to take actions

**AGENT TYPE**: Scripted

**AGENT**: Example Order Tracking Bot

**MESSAGE**: \${botInputMessage}

**LANGUAGE**: (The selected bot is not multilingual and language selection does not apply to it)

**Customer Details**

**CHANNEL**: Live Chat / In-App Messaging   **UNIQUE ID**: \${threadID}

**Customer Parameters (Optional)**

Key	Value
order_status	\${orderResults}

+ ADD New

**Message Parameters (Optional)**

+ ADD New

**AI Agent**: b1.4   **Node ID**: 2626

**Save**

**Input Variables**  
List of variables available as input for this node

- Custom Variables [F36165]
- Start Node ID: 2
- Evaluate Node ID: 9
- Receive Node ID: 38
- In-App Messaging Node ID: 1333
- Search Conversation Node ID: 2245
- Create Conversation Node ID: 2252
- Append Conversation Node ID: 2256
- In-App Messaging Node ID: 2588
- Append Conversation Node ID: 2592
- Receive Node ID: 2596
- Append Conversation Node ID: 2601
- Evaluate Node ID: 2617
- AI Agent Node ID: 2618
- Evaluate Node ID: 2621
- In-App Messaging Node ID: 2622

**Output Variables**

**Node Outcomes**

**Step 6.** Review the nodes to see where the messages are sent to the AI Agent.

**Step 7.** Click on the Settings tab and update the following variables:

- CloudConnectFQDN
- botInputMessage

**Flow Settings**

General Custom Logs

CloudConnectFQDN: rp.vpod1587.dc-01.com

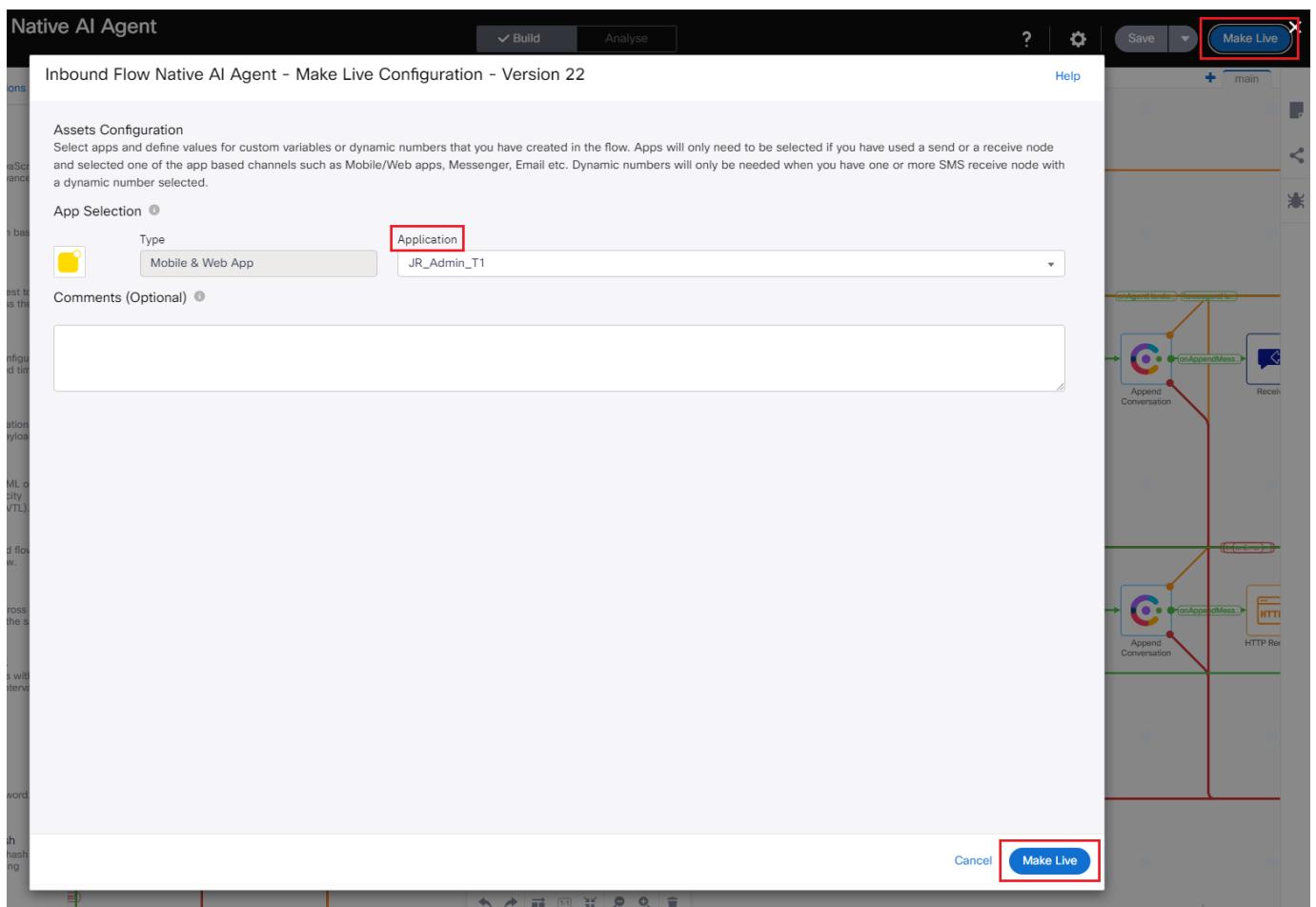
botInputMessage: Start\_Chat

Save

Input Variables

- Custom Variables [F36165]
- Start Node ID: 2
- Evaluate Node ID: 9
- Receive Node ID: 38
- Evaluate Node ID: 300
- In-App Messaging Node ID: 1333
- In-App Messaging Node ID: 1339
- In-App Messaging Node ID: 2227
- In-App Messaging Node ID: 2234
- In-App Messaging Node ID: 2238
- Search Conversation Node ID: 2245
- Append Conversation Node ID: 2246
- Append Conversation Node ID: 2250
- Create Conversation Node ID: 2252
- Append Conversation Node ID: 2256
- Update Conversation Node ID: 2260
- Close Conversation Node ID: 2262
- CCE Create Task Node ID: 2374

### Step 8. Save and Make Live



#### Task 4. Install to Chat

The steps to customize the chat interface and install in a web site will not be covered in detail in this section.

You can find details at this link

**This now completes lab 4**

## 2. Webex Tenant Access

---

We will be using a Tenant which has already been configured for this class. Please refer to the table below for the login details.

Tenant Number	Username	Password
1	CiscoWxConnect2+tenant01@gmail.com	NativeAIWx1!

Note: The Webex Control Hub URL is always: <https://admin.webex.com>

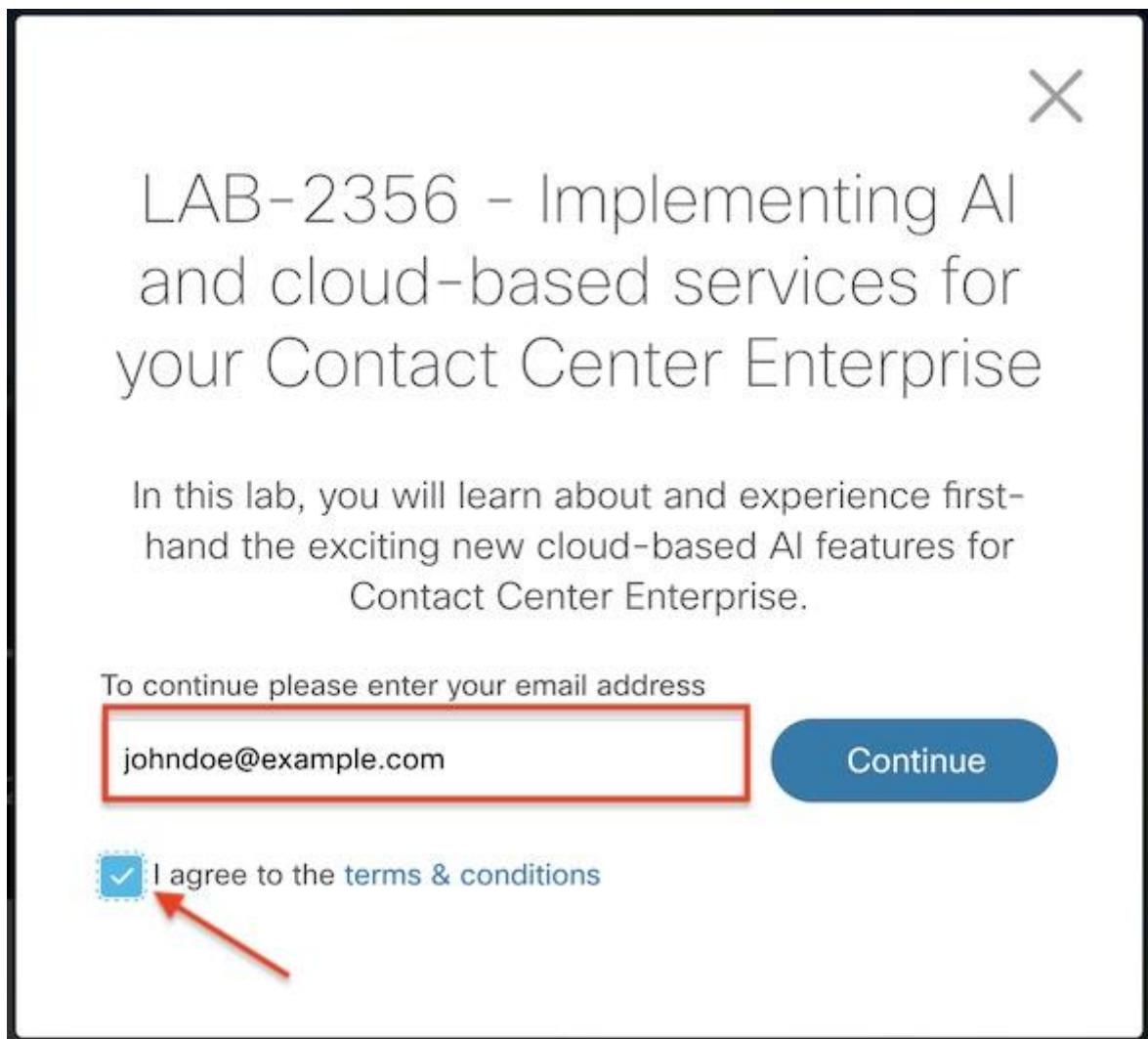
## 3. dCloud Access

---

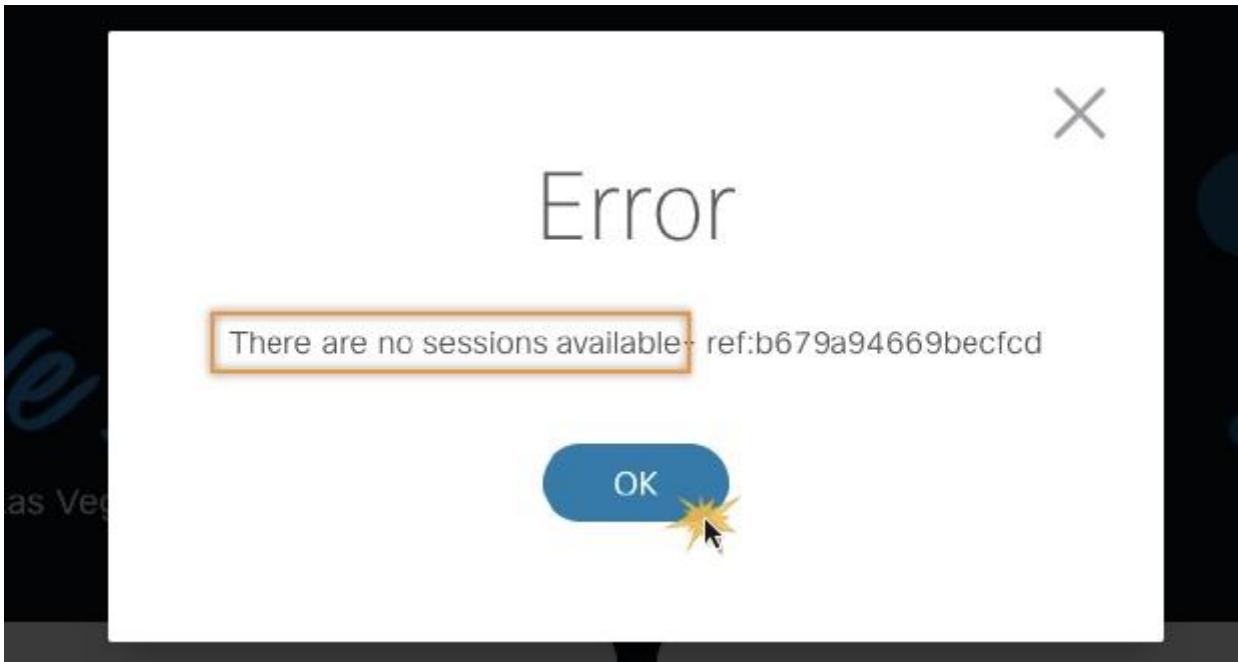
We are using Cisco eXpo for this lab. Please open the Expo URL to start the lab.

The screenshot shows the homepage of the Cisco Webex One event. The background features a vibrant, abstract circular graphic in shades of blue, green, yellow, and red. In the top left corner, the text "Labs brought to you by Cisco dCloud" is displayed. The main title "webexone" is prominently shown in large white letters. Below the title, the text "September 28, 2025 - September 29, 2025 - San Diego, CA" is visible. On the right side, there is a "Get Started" button. A central white rectangular box contains the heading "US East Sessions" and a thumbnail image of a circuit board. To the right of the thumbnail, the text "LAB-2356 - Implementing AI and cloud-based services for your Contact Center Enterprise" is displayed, along with an "Explore" button. At the bottom of the page, a cookie consent banner is present, stating "By continuing to use our website, you acknowledge the use of cookies." It includes links to "Privacy Statement" and "Change Settings". The Cisco logo and copyright information "Copyright © 2025 Cisco Systems Inc. All rights reserved." are located at the bottom right.

1. Select the *Explore* button to get started.
2. In the Terms and Conditions bot, enter your email, then check the box to accept the dCloud Terms & Conditions. When you have done this, select *Continue*.



3. If you click Continue and see this error, click OK and notify your Lab Proctor right away so we can assist you.



4. You are assigned a session. Select the *Remote Desktop* link next to WKST1 to open the jump box we will use for the entire lab.

NAME	IP ADDRESS	USERNAME	PASSWORD	LINK
WKST1	198.18.133.75	DCLOUD\sjeffers	C1sco12345	<a href="#">Remote Desktop</a>
WKST2	198.18.133.76	DCLOUD\rbarrow	C1sco12345	<a href="#">Remote Desktop</a>

## 4. Lab Topology

This demonstration includes several VMs. Most of the servers are fully configurable using the administrative level account. Administrative account details are included in the steps where relevant and in the server details table. You should not need to type in the password for server logins at any point, but are listed if you do find a situation where they are required.

## 5. Address and Credentials

---

<b>Demo VMs</b>	<b>Hostname</b>	<b>IP Address</b>	<b>Username</b>	<b>Password</b>
AD / Exchange	ad1	198.18.133.1	DCLOUD\Administrator	C1sco12345
CUCM	cucm1	198.18.133.3	administrator	C1sco12345
Rogger	Ccerogger	198.18.135.37	DCLOUD\Administrator	C1sco12345
PG	Ccecall	198.18.133.12	DCLOUD\Administrator	C1sco12345
AW-HDS	ccedata	198.18.133.11	DCLOUD\Administrator	C1sco12345
CVP Call Server CVP VXML Server	cvp1	198.18.133.13	DCLOUD\Administrator	C1sco12345
CVP Reporting Server	cvprep1	198.18.133.70	DCLOUD\Administrator	C1sco12345
Finesse	finesse1	198.18.133.16	administrator	dCloud!23
CUIC Live Data IdS	cuic1	198.18.133.15	administrator	dCloud!23
VVB	vvb1	198.18.133.143	administrator	dCloud!23
Cloud Connect	cloudconnect1	198.18.133.103	administrator	C1sco12345
Nuance Speech Suite	nuance1	198.18.135.126	DCLOUD\Administrator	C1sco12345
Workstation 1	wkst1	198.18.133.75	DCLOUD\sjeffers	C1sco12345
Workstation 2	wkst2	198.18.133.76	DCLOUD\rbarrows	C1sco12345
vCube	cc-vcube	198.18.133.226	admin	C1sco12345

## 6. Agent and User Information

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User Name	Role	User ID	Password	Endpoint Devices	Extension
Sandra Jefferson	Main Agent	sjeffers	C1sco12345	Workstation 1 Jabber	1080
Josh Peterson	CRM Agent	jopeters	C1sco12345	Workstation 1 Jabber	1080
Trudy Vere-Jones	CRM Agent	trujones	C1sco12345	Workstation 2 Jabber	1082
Owen Harvey	Outbound Agent	oharvey	C1sco12345	Workstation 1 Jabber	1080
Annika Hamilton	Outbound Agent	annika	C1sco12345	Workstation 2 Jabber	1082
Helen Laing	UWF Agent	hliang	C1sco12345	Workstation 1 Jabber	1080
Rick Barrows	Main Supervisor	rbarrows@dcloud.cisco.com	C1sco12345	Workstation 2 Jabber	1082
James Braksted	UWF Supervisor	jabrakcs@dcloud.cisco.com	C1sco12345	Workstation 2 Jabber	1082