

Provision Google CCAI Hybrid Services with CCE

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Introduction

This document describes how to provision Google Contact Center Artificial Intelligence (CCAI) hybrid services like Agent Answers and Transcripts with Cisco Contact Center Enterprise (CCE).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.6
- Cisco Package Contact Center Enterprise (PCCE) Release 12.6
- CVP Release 12.6
- Cisco Virtualized Voice Browser (CVVB) 12.6
- Google Dialogflow
- Google Cloud Project (GCP)
- Control Hub

Components Used

The information in this document is based on this software:

- Cisco Commerce Workspace (CCW)
- Control Hub

- GCP

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

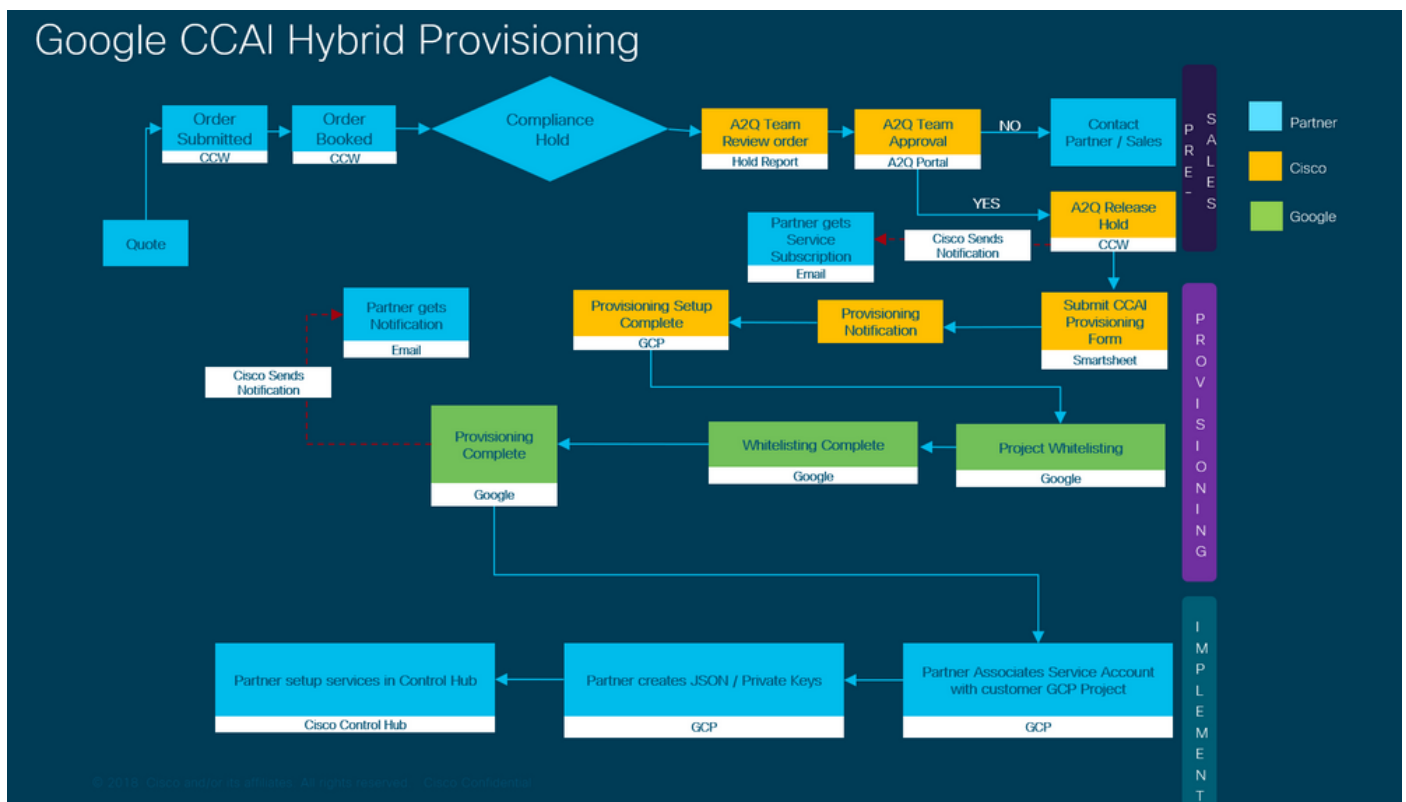
Background

Cisco Contact Center Enterprise customers can leverage Agent Assist (Agent Answers and Transcripts) capabilities powered by Google CCAI by the provision of the GCP projects and the Cloud Services in Control Hub.

This document outlines the steps partners or customers need to follow in order to enable Google CCAI Agent Assist services procured through Cisco and provision it to work with Cisco Contact Center Solution.

Provision

This workflow indicates the steps required to provision CCAI for Cisco partners:





The steps for the successful provision of CC AI are outlined here:

Step 1. Place the order on CCW.

Partners or customers can log in to the Cisco Sales Portal - CCW with their CCO ID and place the order for Google CCAI.

1. Add A-Flex-CC on the **Hardware, Software and Services** and include the **Requested Start Date**.

☐

Hardware, Software and Services

☐

1.0 A-FLEX-CC
 more 
 Flex Contact Center

Valid as of 16-Oct-2021 02:10:58


Requested Start Date
 19-Oct-2021

2. On Edit Options, select **Additional Options**, then, click **Yes** on the question, **Would you like to purchase Flex Contact Center AI powered by Google Cloud?**

3. On the **Plan Options**, select **Usage Based Price**.

Additional Options 2 Added

Would you like to purchase Flex Contact Center AI powered by Google Cloud?	<input checked="" type="checkbox"/> Yes
Plan Options	<input checked="" type="radio"/> Usage Based Price <input type="radio"/> Fixed Price (BU Approval Required)
Would you like to add Cisco PSTN Audio Options?	<input type="checkbox"/> Yes
Do you want to purchase Workforce Optimization?	<input type="checkbox"/> Yes
Would you like to activate Digital Channels?	<input type="checkbox"/> Yes

3. Click **SAVE** and **Continue**.

Step 2. Create your GCP account and GCP project (Customer's GCP project) where your CCAI Applications is hosted.

Step 3. Submit CCAI provision form.

Complete this provision form in order to obtain a CCAI account with Cisco: [Provision Form SmartSheet](#)

Step 4. Associate the Cisco-provided service account with the customer's GCP project.

Once you receive the provision completion notification from Cisco, Cisco provides the service account that can be associated with your GCP account and can be integrated with your Contact Center Applications. This completes the Google CCAI provision process with Cisco.

Note: For details on how to associate the service account provided with your GCP account follow the section **Associate the Service Account Provided by Cisco to the Customer's GCP Account** in this document.

Step 5. Create Json key. Use the Service Account created by Cisco Provisioning team to create the Json key.

Step 6. Provision the Subscription services on Control Hub. First time follow wizard setup.

Cisco Webex

Welcome to Setup - Please indicate your role

Order Number: [REDACTED]
Subscription ID: [REDACTED]

Over the next few screens, you will be providing information needed to provision the services you have just purchased. This is a necessary step without which the services you have purchased will not be available for use.

If you are a customer who will be using these services, select 'I am a Customer.'

If you are a partner who will be setting up these services on behalf of the customer, select 'I am a Partner.'

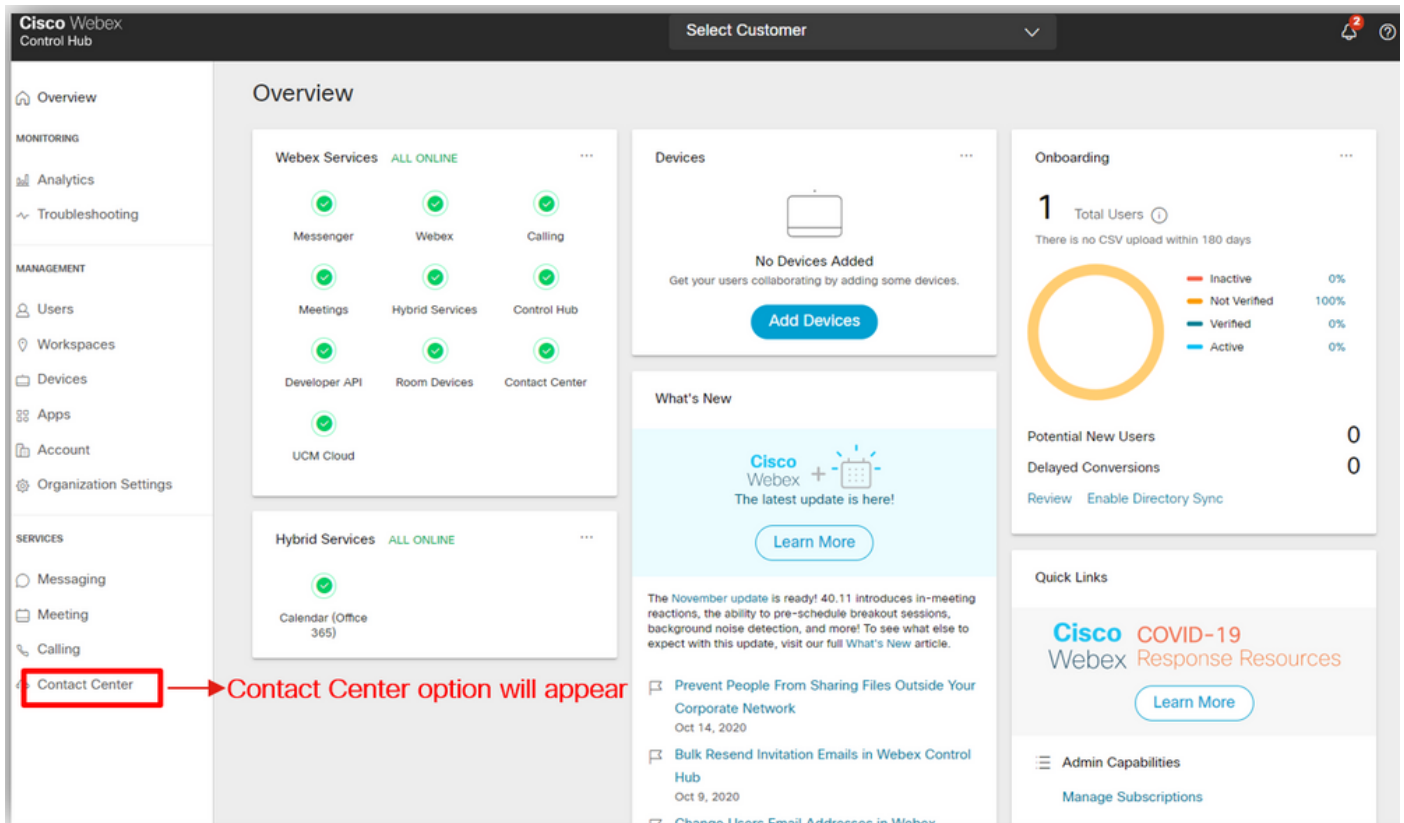
If you are a partner who will be using these services (e.g., CUWP), select 'I am a Customer.'

To begin setting up this order, please indicate what your role is in relation to this purchase.

Click this option

I am a Customer I am a Partner

Step 7. Setup Contact Center. When you finish you see the Contact Center Card in Control Hub and you are ready to Configure CCAI Hybrid services in Control Hub.



Create a Google Account or GCP Account for Customers

Customer Google account is required to create CCAI applications for Dialogflow or Agent Assist. For more information on how to set up your Google account, refer to: <https://cloud.google.com/>.

For more information on how to create your Dialogflow application, refer to: <https://dialogflow.com/>.

Note: Also, to obtain the key associated with the GCP service account, refer to: cisco-ccai-onboarding@cisco.com or contact the Cisco CCAI onboarding team.

Create GCP Project

Follow these steps to create a GCP Project in Google:

Step 1. Log in to <https://cloud.google.com/> with your enterprise or Google account which you want to use to manage the CCAI services.



Customer XXX

customer.test.ccai@gmail.com

[Manage your Google Account](#)

Step 2. Click **Console**.

[Console](#)

C

[Get started for free](#)

Step 3. For first-time log in, you are asked to accept the **Terms of Service**. Click **Agree and Continue**.



Welcome Customer!

Create and manage your Google Cloud Platform instances, disks, networks, and other resources in one place.

Country

United States



Terms of Service

☒ I agree to the [Google Cloud Platform Terms of Service](#), and the terms of service of [any applicable services and APIs](#).

[AGREE AND CONTINUE](#)

Step 4. Click **Create** to create a new project.

New Project



You have 11 projects remaining in your quota. Request an increase or delete projects. [Learn more](#)

[MANAGE QUOTAS](#)

Project name *

Google CCAI - CiscoCC



Project ID: custom-zone-275109. It cannot be changed later. [EDIT](#)

Location *



No organization

[BROWSE](#)

Parent organization or folder


CREATE

CANCEL

Step 5. Click **Create**.



Step 6. Click **Projects** and select the newly created project.

Select a project

NEW PROJECT

RECENT

ALL

Name	ID
 No organization	0
 Google CCAI	eco-span-275109

CANCEL

OPEN

Step 7. Click **Open**.



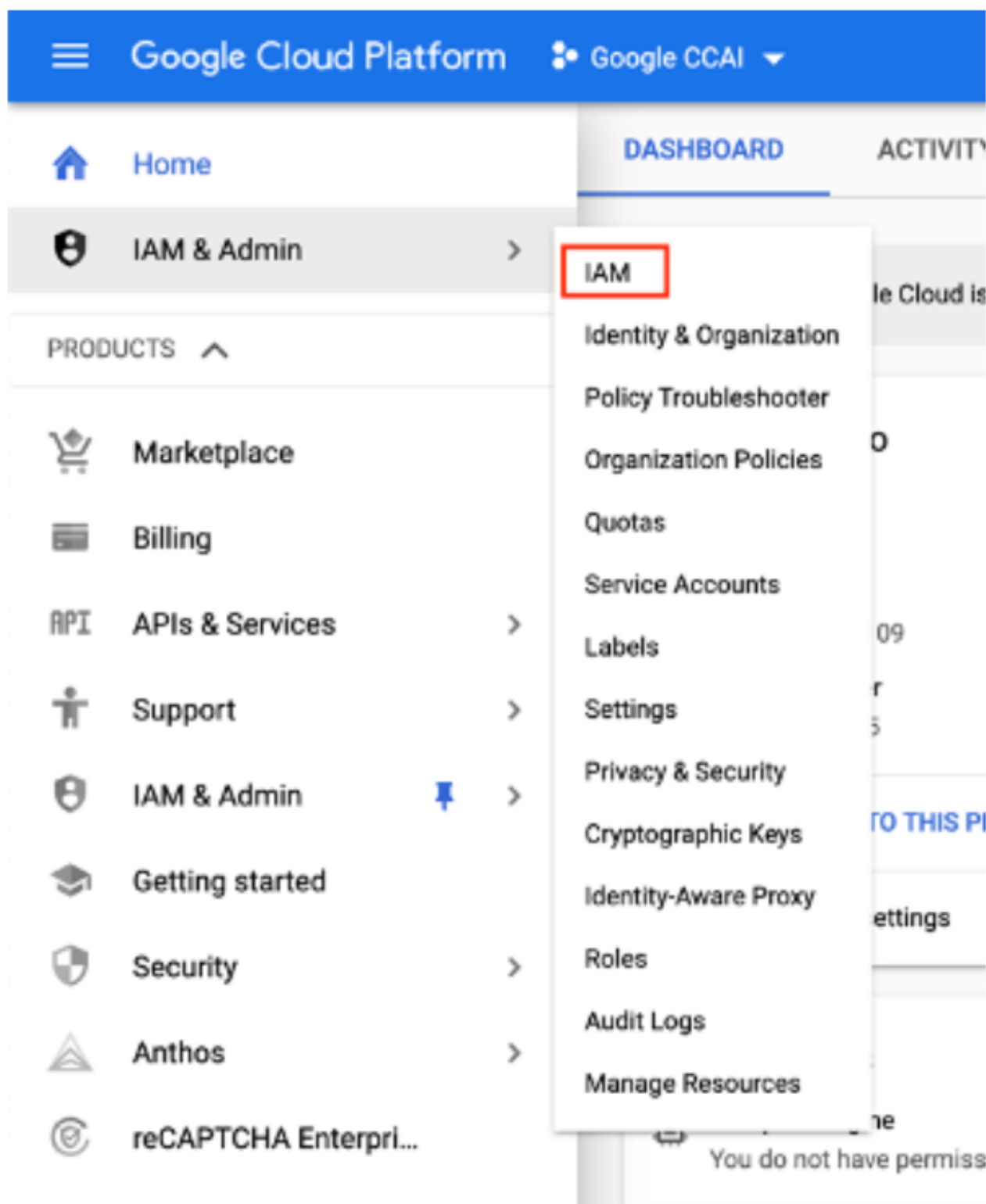
Associate the Service Account Provided by Cisco to the

Customer's GCP Account

Step 1. Log in to the GCP Portal: <https://cloud.google.com/>.

Step 2. Navigate to **Console**.

Step 3. From the left navigation control pane, navigate to **IAM and Admin** and click **IAM**.



Step 4. On the **IAM** page, click **Add Member**.

IAM

ADD

REMOVE

PERMISSIONS

RECOMMENDATIONS LOG

Permissions for project "Google CCAI"

These permissions affect this project and all of its resources. [Learn more](#)

View By:

MEMBERS

ROLES

Filter table

<input type="checkbox"/>	Type	Member ↑	Name	Role	Over granted permissions	Inheritance
<input type="checkbox"/>		customer.test.ccai@gmail.com	Customer XXX	Owner		

Step 5. Add these details:

Add members to "Google CCAI"

Add members, roles to "Google CCAI" project

Enter one or more members below. Then select a role for these members to grant them access to your resources. Multiple roles allowed. [Learn more](#)

New members

[redacted]@gserviceaccount.com

X ?

Role

Dialogflow API Admin ▼

Condition

[Add condition](#)

X

Can query for intent; read & write session properties; read & write agent properties.

+ ADD ANOTHER ROLE

SAVE

CANCEL

Step 6. Click **Save**.

APIs to be Enabled in the Customer GCP Project

For CVA and Agent Assist to work, enable the Dialogflow API so that Virtual Agents or Virtual Bots can be created. Rest of the APIs are enabled by Cisco while the allowed list is created and can be used by the service account provided by Cisco.

Cisco Visibility to Customer Data

Cisco does not have any visibility on Customer data or interaction messages between Contact Center and Google's Virtual Bot. Cisco only gets the data on utilization of API which can be used for billing.

Cisco Bill and Other Google Cloud Services

As part of provisioning, Cisco only enables API's related to CVA and Agent Assist. Customers get service account to leverage those API's. This service account does not work with any other Google Cloud Services.

Customers can still use their GCP Project to enable additional cloud services provided by Google and they are charged directly by Google using their own billing account.