

Meeting Information – January 22, 2021

Cisco Webex Contact Center Virtual Technical Partner Summit

Event number: 162 180 2671 – 10:00 am Eastern / 7:00 am Pacific

Event password: summit (786648)

* You will not hear any audio until the event begins.

If you have any technical difficulties, please contact Ken George:

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Text 704.763.4524

Email: kegeorge@cisco.com



Cisco Webex Contact Center Virtual Technical Partner Summit



Welcome to: Cisco Webex Contact Center Virtual Technical Partner Summit Session 11

Your Host:

Ken George

Sales BDM, Collaboration Technology Group, Americas Partner Organization

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Series Agenda

Week 1	Tuesday, January 5, 2021	CC Vision & WxCCC Direction
	Wednesday, January 6, 2021	WxCCC Technical Overview
	Thursday, January 7, 2021	Ordering/A2Q/Onboarding/Provisioning
Week 2	Tuesday, January 12, 2021	Control Hub. Admin Portal
	Wednesday, January 13, 2021	Voice Integration
	Thursday, January 14, 2021	Business outcomes
	Friday, January 15, 2021	IVR & Contact Routing
Week 3	Tuesday, January 19, 2021	Agent Desktop
	Wednesday, January 20, 2021	CRM Integration
	Thursday, January 21, 2021	Email & Chat
	Friday, January 22, 2021	Google CCAI Integration
Week 4	Tuesday, January 26, 2021	Omni-channel Routing
	Wednesday, January 27, 2021	Reporting & Data
	Thursday, January 28, 2021	Webex Experience Management
	Friday, January 29, 2021	Workforce Optimization
Week 5	Tuesday, February 2, 2021	Serviceability
	Wednesday, February 3, 2021	APIs
	Thursday, February 4, 2021	Security & Compliance
	Friday, February 5, 2021	Design Challenge & Build your Awesome Demo

Follow on Twitter @CiscoCCPartners

Twitter feed for Cisco partners to provide timely and persistent:

- News
- Announcements
- Product Updates
- Analyst Opinions
- And More!

Join the conversation!

<https://twitter.com/CiscoCCPartners>

The screenshot shows the Twitter profile page for @CiscoCCPartners. The profile picture is the Cisco logo. The bio reads: "A resource to Cisco's World-Class Customer Collaboration Partners, providing timely and persistent updates, news, announcements and perspective. Welcome!" It includes a link to cisco.com/go/cc and indicates it was joined in July 2011. The follower count is 638 and the number of followers is 2,708. Below the bio, there are four tabs: Tweets (selected), Tweets & replies, Media, and Likes. A recent tweet from @CiscoCCPartners dated Feb 19 is displayed, announcing the launch of the next Contact Center Insight Series. The tweet includes a link to cisco.cvent.com. At the bottom of the screenshot, there are standard Twitter interaction icons for comments, retweets, likes, and shares.

Partner Non-Disclosure Agreement (NDA) Review

A Gentle Reminder...

Partner Non-Disclosure Agreement (NDA)

All partners are required to have an NDA legally binding for you as a representative of the company.

As confidential information may be shared with you, the NDA protects Cisco from you sharing this information any further.

"Confidential Information" refers to:

1. The terms and conditions of your agreement,
2. The existence of the discussions between Cisco employees and you, and
3. Any other information concerning the confidential topics.

The Receiving Party shall only disclose Confidential Information to its employees and contractors who:

- (i) have a need to access such Confidential Information solely for the purpose in which it was intended, and
- (ii) have been advised of the obligations of confidentiality and are under obligations of confidentiality substantially similar to those set out in this Agreement.

Return or destruction of confidential information is required in the event that either party terminates their NDA Agreement. Receiving Party shall:

- (i) cease using the Confidential information, and
- (ii) destroy everything within seven business days of receipt of the termination

How to ask questions during the presentation

Use the Q&A tool to submit questions at any time during the presentation (Not the chat tool)

Type your question in the text box and click SEND



OR

When in **full screen mode** use the floating toolbar to:

- Go from Full Screen view to Meeting Room view
- Access the Q&A tool



a) Toggle between full screen and meeting room view
b) Q&A Tool

A woman with dark hair tied back is smiling and wearing a white headset with a microphone. She is seated at a light-colored wooden desk in an office environment. On the desk in front of her is a white, corded telephone with a digital display and several buttons. Behind her, another person is visible at their own desk. The background shows office cubicles and windows. The overall atmosphere is professional and positive.

Todays Session:

Google CCAI Integration



Webex Contact Center (WxCC) Google CCAI integration

Conversational IVR

Carles Duz Palau
Technical Leader EMEA – CCBU Solution Assurance
January 2021

Agenda

- Integration with Google Text to Speech API
- WxCC Customer Virtual Assistant (CVA) Overview
 - Introduction to Natural Language Processing with Google Dialogflow
 - Architecture
 - Configuration and features
 - Security considerations

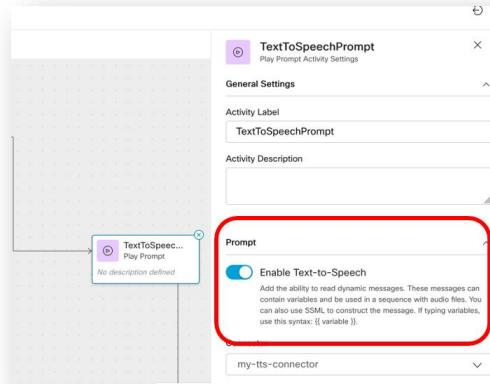
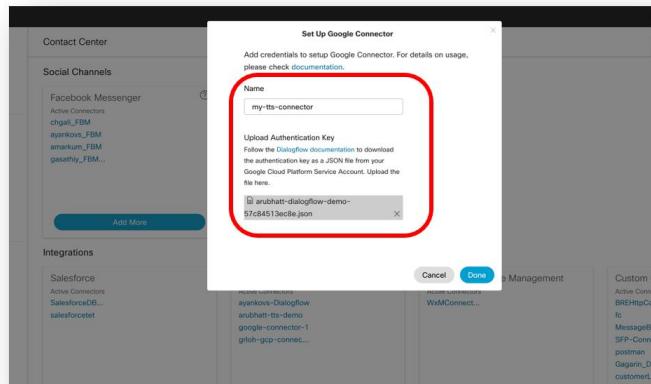
Integration with Google Text to Speech API

IVR – Contact Flows – Scripting session [15th January 2021]

Text-to-speech prompts

- Setting up Text-to-speech connectors on Control Hub
- Simply uploading the access token – Plug & Play.
- Connectors on Control Hub invoked via Flow Designer through a toggle!

Details Covered on
CC AI – 22nd January

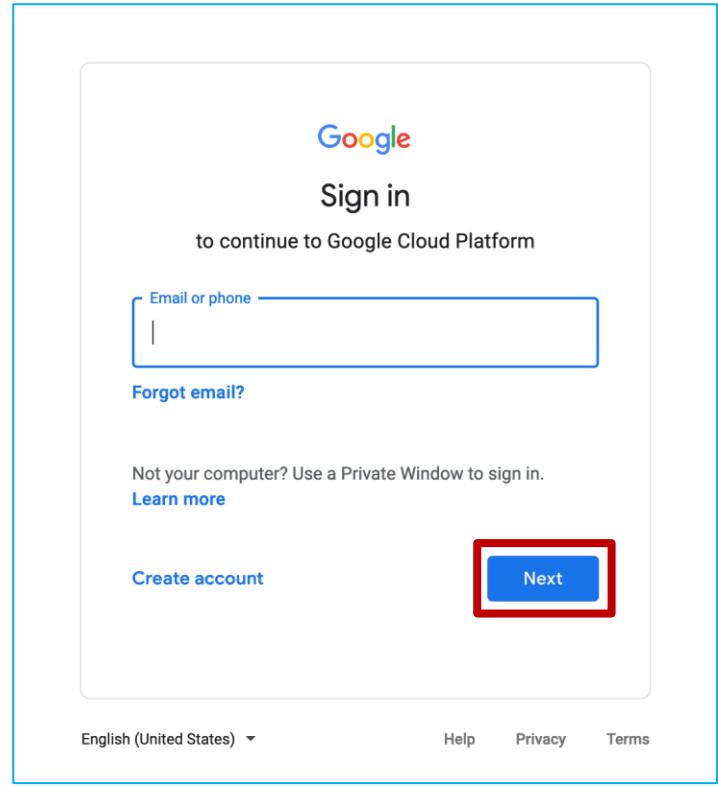


WxCC Google TTS integration configuration summary

- Create/modify Google cloud project
- Add billing details
- Enable Google cloud TTS API
- Create private key
- Set up Google Connector in Webex Control Hub
- Use TTS in WxCC Flow

Sign Up with Google account

<https://console.cloud.google.com/>



The image shows the Google Sign-in page for Google Cloud Platform. The page features the Google logo at the top left. Below it, the text "Sign in" is displayed, followed by the subtitle "to continue to Google Cloud Platform". A large input field labeled "Email or phone" is centered, with a placeholder "Email" and a "Forgot email?" link below it. To the right of the input field is a "Next" button, which is highlighted with a red rectangle. At the bottom of the page, there are links for "Create account", "English (United States) ▾", "Help", "Privacy", and "Terms".

Create a new Project

The screenshot shows the Google Cloud Platform dashboard. A red box highlights the top navigation bar where the project name "ChatVirtualAssistant" is listed. A blue circle with the number "1" is positioned above the project name. A red box highlights the "NEW PROJECT" button in the "Select a project" dialog, which is overlaid on the main dashboard. A blue circle with the number "2" is positioned above the "NEW PROJECT" button.

Google Cloud Platform

ChatVirtualAssistant ▾

1

DASHBOARD ACTIVITY RECOMMENDATIONS

How Google Cloud is helping during COVID-19. [Learn more](#)

Project info

Project name
ChatVirtualAssistant

Project ID
chatvirtualassistant

Project number
142164025573

ADD PEOPLE TO THIS PROJECT

Go to project settings

Resources

This project has no resources

Trace

No trace data from the past 7 days

Get started with Trace

API APIs

Select a project

Search projects and folders

RECENT ALL

Name	ID
✓ ChatVirtualAssistant	chatvirtualassistant

2

NEW PROJECT

CANCEL OPEN

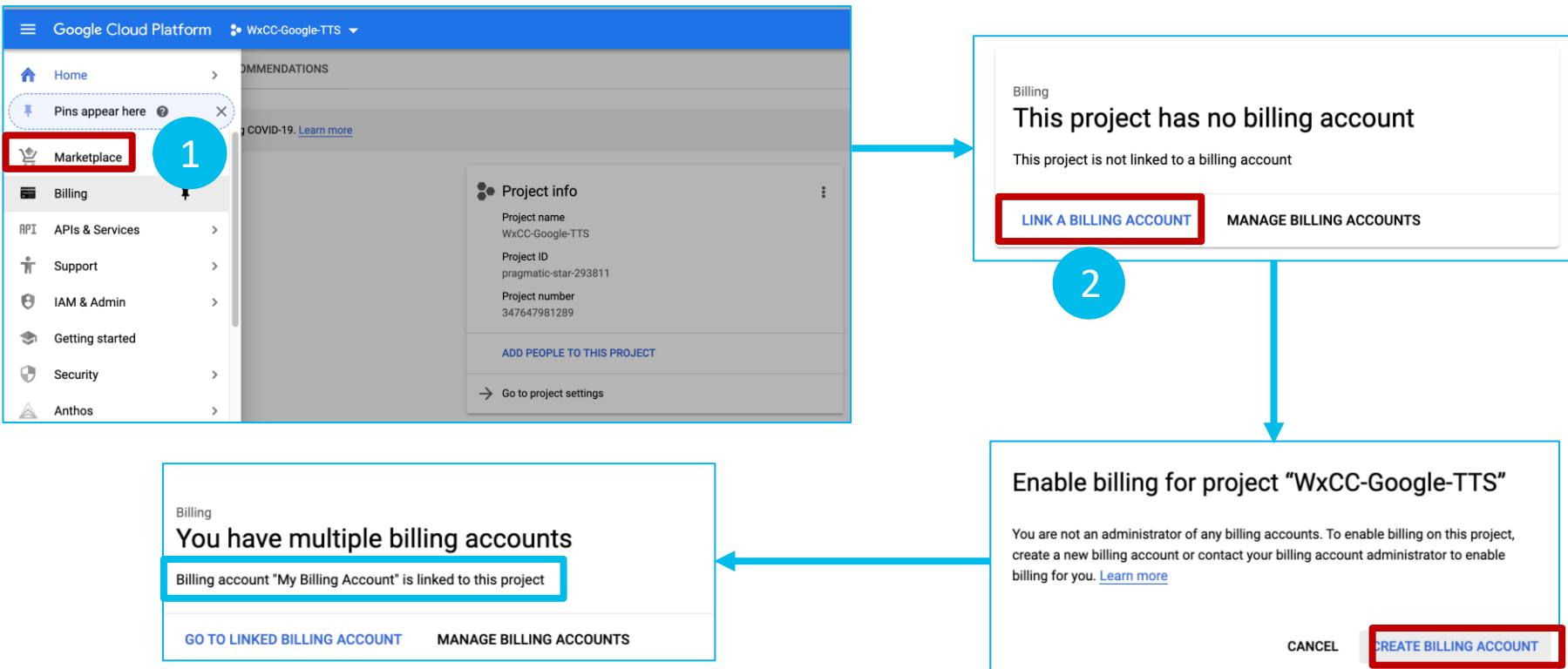
Create a new Project

The diagram illustrates the process of creating a new Google Cloud Project, divided into three main steps:

- Step 1: Project Creation**
A screenshot of the "New Project" page in the Google Cloud Platform. It shows a quota warning message: "You have 10 projects remaining in your quota. Request an increase or delete projects. [Learn more](#)". Below this is a "Project name *" field containing "WxCC-Google-TTS", which is highlighted with a red border. A blue circle with the number "1" is positioned to the right of the project name field. Further down, there's a "Location *" field set to "No organization", a "BROWSE" button, and a "CREATE" button, also highlighted with a red border. A blue circle with the number "2" is at the bottom left.
- Step 2: Confirmation**
A screenshot of the "Notifications" section in the Google Cloud Platform. It shows a notification for "Create Project: WxCC-Google-TTS" with a green checkmark and the text "SELECT PROJECT". A blue circle with the number "3" is positioned to the right of the notification.

At the bottom of the first screenshot, there is a copyright notice: "© 2020 Cisco and/or its affiliates. All rights reserved. Cisco Confidential".

Add a Billing details



Enable Cloud TTS API

The screenshot shows the Google Cloud Platform Dashboard for the project "WxCC-Google-TTS". A blue circle labeled "1" highlights the search bar at the top, which contains the text "text to speech". A blue circle labeled "2" highlights the "Cloud Text-to-Speech API" entry in the Marketplace search results.

Google Cloud Platform WxCC-Google-TTS

DASHBOARD ACTIVITY RECOMMENDATIONS

How Google Cloud is helping during COVID-19. [Learn more](#)

Project info

- Project name: WxCC-Google-TTS
- Project ID: pragmatic-star-293811
- Project number: 347647981289

ADD PEOPLE TO THIS PROJECT

Go to project settings

Resources

This project has no resources

MARKETPLACE

Cloud Speech-to-Text API

Cloud Text-to-Speech API

Cloud Video Intelligence API

Requests (requests/sec)

All services normal

Requests: 0.017/s

Monitoring

Set up alerting policies

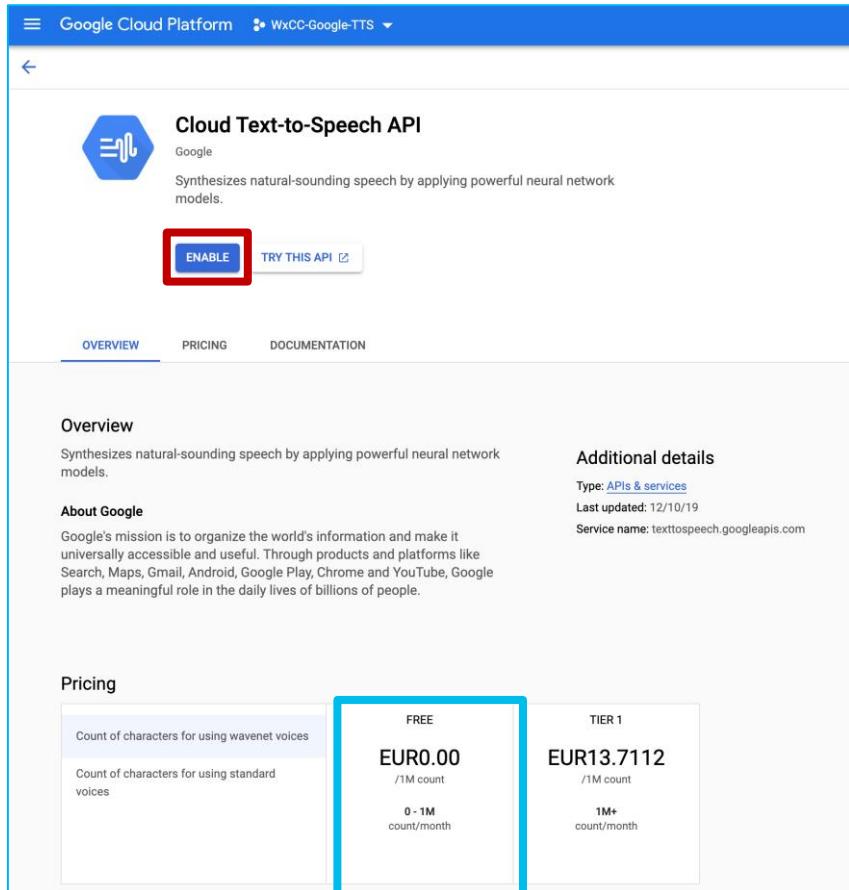
Create uptime checks

View all dashboards

Go to Monitoring

Go to APIs overview

Enable Cloud TTS API



The screenshot shows the Google Cloud Platform interface for the Cloud Text-to-Speech API. At the top, the title "Cloud Text-to-Speech API" is displayed next to a blue hexagonal icon containing three white speech marks. Below the title, a brief description states: "Synthesizes natural-sounding speech by applying powerful neural network models." Two buttons are present: a large blue "ENABLE" button with white text, which is highlighted with a red rectangular box, and a smaller "TRY THIS API" button with a question mark icon. Below these buttons are three tabs: "OVERVIEW" (underlined), "PRICING", and "DOCUMENTATION".

Overview
Synthesizes natural-sounding speech by applying powerful neural network models.

About Google
Google's mission is to organize the world's information and make it universally accessible and useful. Through products and platforms like Search, Maps, Gmail, Android, Google Play, Chrome and YouTube, Google plays a meaningful role in the daily lives of billions of people.

Additional details
Type: [APIs & services](#)
Last updated: 12/10/19
Service name: `texttospeech.googleapis.com`

Pricing

Plan	Cost	Count
FREE	EURO.00	0 - 1M count/month
TIER 1	EUR13.7112	1M+ count/month

Create Private Key for Google TTS

The screenshot shows the Google Cloud Platform interface for managing credentials. A blue circle labeled '1' highlights the 'Credentials' tab in the left navigation bar. A red box labeled '2' highlights the '+ CREATE CREDENTIALS' button at the top of the main content area. A red box labeled '3' highlights the 'Service account' option under the 'Credentials' section, which is described as enabling server-to-server, app-level authentication using robot accounts.

Google Cloud Platform WxCC-Google-TTS

Search products and resources

APIs & Services
Cloud Text-to-Speech ...

Credentials + CREATE CREDENTIALS

Credentials con...
OAuth client ID
Requests user consent so your app can access the user's data

Service account
Enables server-to-server, app-level authentication using robot accounts

Help me choose
Asks a few questions to help you decide which type of credential to use

OAuth 2.0 Client IDs

Name	Creation date	Type
No OAuth clients to display		

Service Accounts

Email	Name	Usage with this service (last 30 days)	Usage with all services (last 30 days)
No service accounts to display			

Create Private Key for Google TTS

Google Cloud Platform WxCC-Google-TTS

IAM & Admin

Create service account

1 Service account details

Service account name: Google-TTS
Display name for this service account
Service account email: google-tts @pragmatic-star-293811.iam.gserviceaccount.com X C

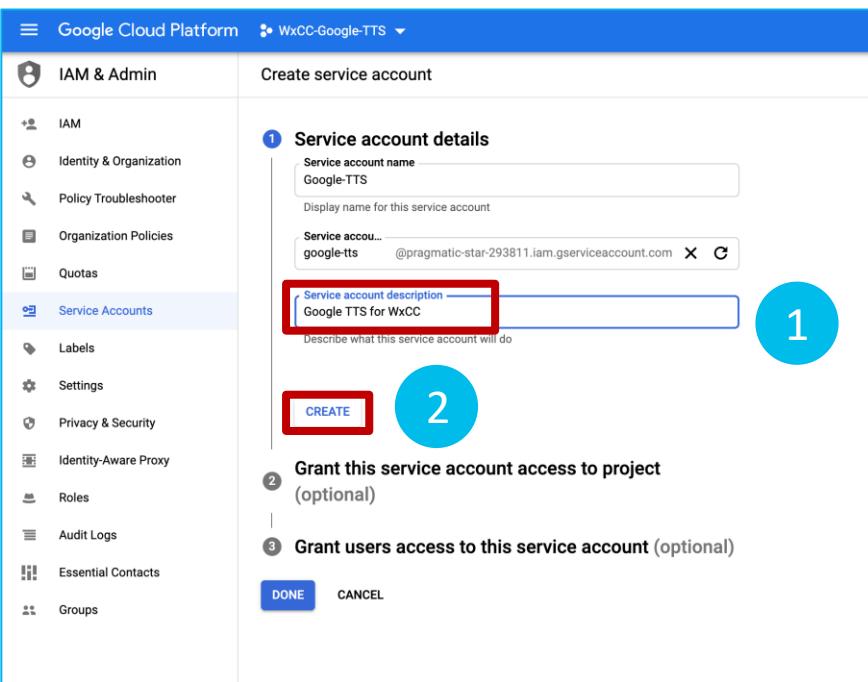
Service account description: Google TTS for WxCC
Describe what this service account will do

CREATE 2

Grant this service account access to project (optional)

Grant users access to this service account (optional)

DONE CANCEL



Google Cloud Platform WxCC-Google-TTS

IAM & Admin

Create service account

1 Service account details

Grant this service account access to project (optional)

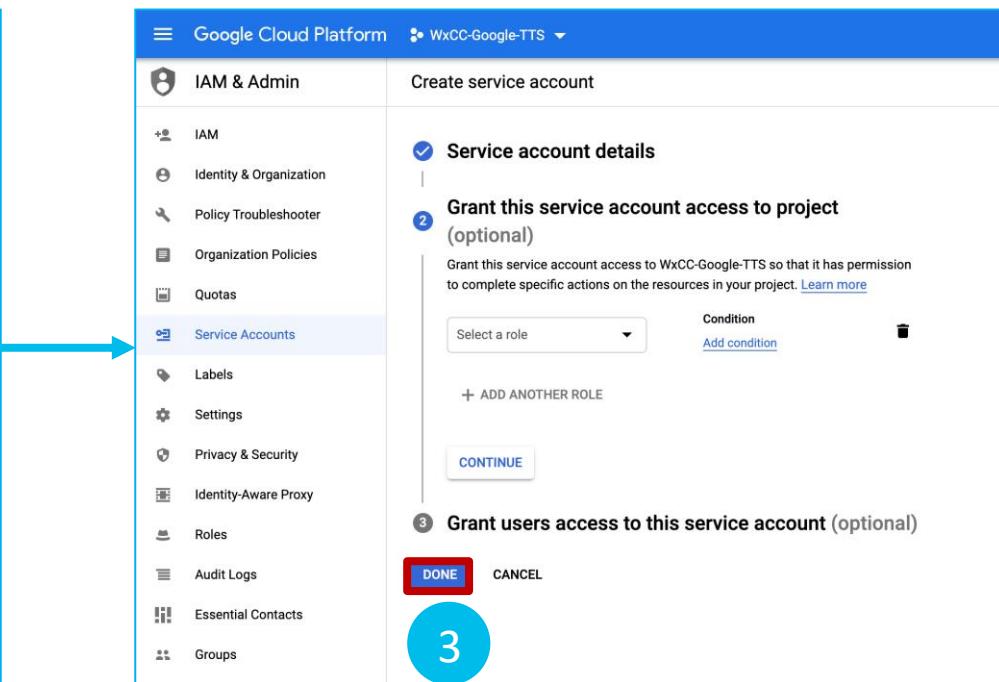
Select a role Condition Add condition

+ ADD ANOTHER ROLE

CONTINUE

3 Grant users access to this service account (optional)

DONE CANCEL 3



Create Private Key for Google TTS

The screenshot shows the Google Cloud Platform interface for the Cloud Text-to-Speech API. The top navigation bar includes 'Google Cloud Platform' and 'WxCC-Google-TTS'. The search bar says 'Search products and resources'. On the left, there's a sidebar with 'APIs & Services' selected, followed by 'Cloud Text-to-Speech ...', 'Overview', 'Metrics', 'Quotas', and 'Credentials' (which is currently selected).

The main content area has a heading 'Credentials compatible with this API' and a note: 'To view all credentials or create new credentials visit [Credentials in APIs & Services](#)'. A warning message says: 'Remember to configure the OAuth consent screen with information about your application.'

Under 'OAuth 2.0 Client IDs', it says 'No OAuth clients to display'.

Under 'Service Accounts', there is a table:

<input type="checkbox"/> Email	Name	Usage with this service (last 30 days)	Usage with all services (last 30 days)
<input checked="" type="checkbox"/>	google-tts@pragmatic-star-293811.iam.gserviceaccount.com	Google-TTS 0	0

A red box highlights the email address 'google-tts@pragmatic-star-293811.iam.gserviceaccount.com' in the table.

Create Private Key for Google TTS

The screenshot shows the Google Cloud Platform IAM & Admin interface. On the left, a sidebar lists various services like IAM, Identity & Organization, Policy Troubleshooter, Organization Policies, Quotas, Service Accounts, Labels, Settings, Privacy & Security, Identity-Aware Proxy, Roles, Audit Logs, Essential Contacts, and Groups. The 'Service Accounts' section is currently selected.

In the main pane, under 'Service account details', there is a red box around the 'Name' field which contains 'Google-TTS'. A blue circle with the number '1' is positioned next to this field. Below it is a 'Description' field containing 'Google TTS for WxCC'.

Under 'Service account status', there is a note about disabling the account. Below that, a green button indicates the account is 'Account currently active'. There are 'DISABLE SERVICE ACCOUNT' and 'SHOW DOMAIN-WIDE DELEGATION' buttons.

Under 'Keys', there is a note about adding a new key pair or uploading a public key certificate. A red box surrounds the 'Create new key' button, and a blue circle with the number '2' is positioned next to it. Below this are 'Upload existing key' and 'ADD KEY' buttons.

At the bottom, there are 'SAVE' and 'CANCEL' buttons.

Create private key for "Google-TTS"

Downloads a file that contains the private key. Store the file securely because this key can't be recovered if lost.

Key type

JSON
Recommended

P12
For backward compatibility with code using the P12 format

CANCEL **CREATE**



Set Up Google Connector in Webex Control Hub

<https://admin.webex.com/login>

The screenshot shows the Cisco Webex Control Hub interface. On the left, there's a sidebar with various navigation options like Overview, Monitoring, Analytics, Troubleshooting, Management, Users, Workspaces, Devices, Apps, Account, and Organization Settings. Below these are sections for Services (Messaging, Contact Center), and Integrations (Salesforce, Google, Webex Experience Management, Custom Connectors). At the top right, there are tabs for Feature, Connectors (which is highlighted with a red box), and Settings. The main content area displays cards for different connectors, each with a 'View Documentation' and a 'Set Up' button. The 'Contact Center' card in the 'Integrations' section and the 'Set Up' button for the 'Google' card are also highlighted with red boxes.

Cisco Webex
Control Hub

Overview MONITORING Analytics Troubleshooting MANAGEMENT Users Workspaces Devices Apps Account Organization Settings SERVICES Messaging Contact Center

Contact Center

Social Channels

Facebook Messenger Set up a connection to your Facebook Business Page and respond to customer messages.

SMS Set up a connection to MessageBird and interact with customers over SMS.

View Documentation Set Up

View Documentation Set Up

Integrations

Salesforce Access your Salesforce account data to build custom routing algorithms.

Google Access your Google Cloud account to enable Text-to-Speech capabilities in your routing scripts.

Webex Experience Management Set up a connector for Webex Experience Management to integrate customer experience data with existing systems of record.

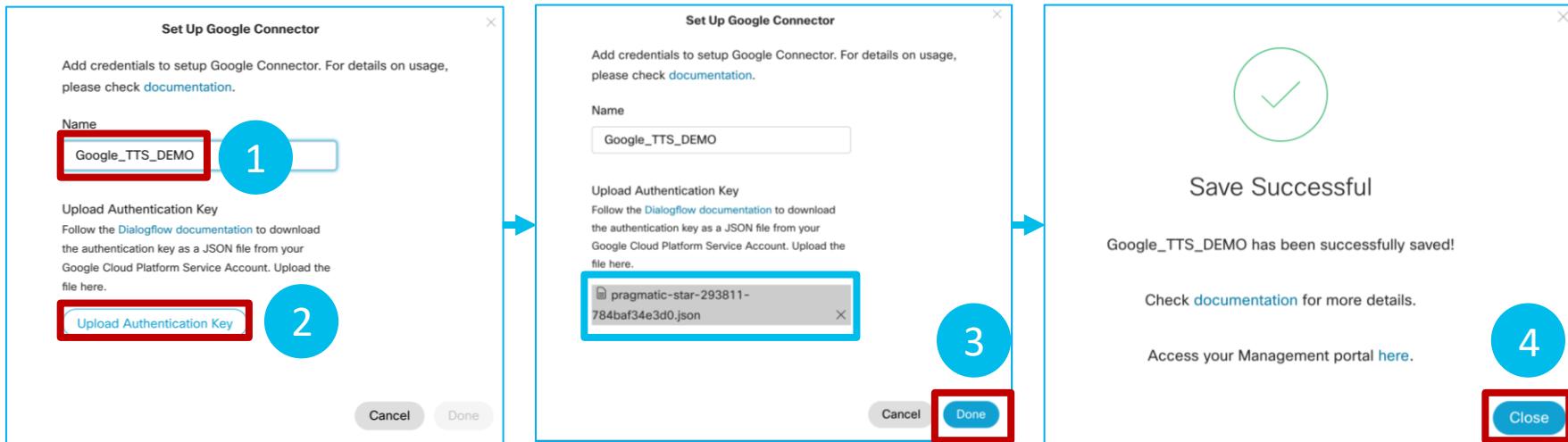
Custom Connectors Active Connectors FlyHighDataConnec...

View Documentation Set Up

View Documentation Set Up

Add More

Set Up Google Connector in Control Hub



Set Up Google Connector in Control Hub

The screenshot shows the Cisco Webex Control Hub interface. The left sidebar includes sections for Overview, Monitoring, Analytics, Troubleshooting, Management (Users, Workspaces, Devices, Apps), Services (Messaging, Calling, Contact Center, Hybrid), and Contact Center. The main content area is titled "Contact Center" and "Social Channels". It lists "Facebook Messenger" and "SMS", each with a "View Documentation" and "Set Up" button. The "Integrations" section lists "Salesforce", "Google" (which is highlighted with a blue border), "Webex Experience Management", and "Custom Connectors". Each integration has a "View Documentation" and "Set Up" button.

Cisco Webex
Control Hub

Overview MONITORING Analytics Troubleshooting MANAGEMENT Users Workspaces Devices Apps Account Organization Settings SERVICES Messaging Calling Contact Center Hybrid

Contact Center

Social Channels

Facebook Messenger Set Up View Documentation

SMS Set Up View Documentation

Integrations

Salesforce Set Up View Documentation

Google Active Connectors Google_TTS_DE... Add More View Documentation

Webex Experience Management Set Up View Documentation

Custom Connectors Active Connectors FlyHighDataConnec... Add More

Create/Modify a WxCC Flow

<https://portal.cjp.cisco.com/cdsui/rs/list>

The screenshot shows the Cisco WxCC Flows interface. At the top, there is a navigation bar with icons for Cisco, Routing, Flows (which is highlighted with a red box and has a blue circle with '1' over it), and Resources. Below the navigation bar, the title 'Flows' is displayed, followed by a count of '1'. A large blue button labeled '+ New' is highlighted with a red box and has a blue circle with '2' over it. The main table area has columns for Name, Status, Description, and Created. The table is currently empty, displaying the message 'No records available'.

Name	Status	Description	Created
No records available			

Create/Modify a Flow

Main Flow Event Flows Help

The screenshot shows a flow editor interface. On the left, there's a 'Main Flow' tab, an 'Event Flows' tab, and a 'Help' link. The main workspace contains two activities: a green 'Start Flow' event labeled 'NewPhoneContact' with the event name 'Event = NewPhoneContact' below it, and a purple 'Play Message' activity labeled 'PlayMessage1' with the description 'No description defined' below it. A blue circle with the number '1' is overlaid on the workspace.

PlayMessage1
Play Message
No description defined

NewPhoneCo...
Start Flow
Event = NewPhoneContact

1

PlayMessage1

Play Message Activity Settings

General Settings

Activity Label

PlayMessage1

Activity Description

Enter a Description

Prompt

Enable Text-to-Speech

Add the ability to read dynamic messages. These messages can contain variables and be used in a sequence with audio files. If typing variables, use this syntax: {{ variable }}. You can also use SSML to construct the message. If using SSML, insert it inside the <speak></speak> tags.

Connector

text-to-speech

Language and Voice

en-US-Standard-B

Add one or more audio files or text-to-speech messages to play in a sequence. ⚡

1 Select Audio File Click to add Text

Add Audio File Add Text-to-Speech Message

2

3

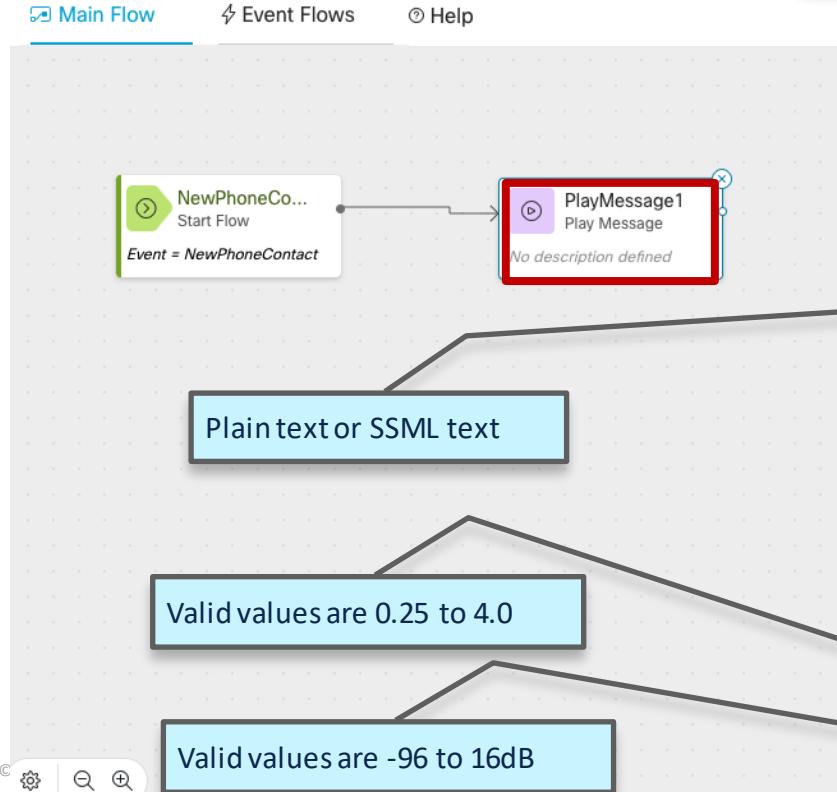
4

5

29

This screenshot shows the configuration details for the 'PlayMessage1' activity. It includes sections for 'General Settings' (Activity Label set to 'PlayMessage1', Activity Description field empty), 'Prompt' (Enable Text-to-Speech checkbox checked, with a descriptive note about using variables and SSML), 'Connector' (set to 'text-to-speech'), 'Language and Voice' (set to 'en-US-Standard-B'), and a section for adding media ('Add one or more audio files or text-to-speech messages to play in a sequence. ⚡'). Five numbered circles (1 through 5) highlight specific elements: 1 points to the flow diagram, 2 points to the 'Enable Text-to-Speech' checkbox, 3 points to the 'Connector' dropdown, 4 points to the 'Language and Voice' dropdown, and 5 points to the 'Add Text-to-Speech Message' button.

Create/Modify a Flow



Static audio can also be chosen.
Each step will be played in sequence
Variables can be used

PlayMessage1

Play Message Activity Settings

Add one or more audio files or text-to-speech messages to play in a sequence.

1 Select Audio File

2 Thanks for calling us, an agent will be with you shortly

3 Your feedback is important to us

Add Audio File

Add Text-to-Speech Message

Text-to-Speech Settings

These settings apply to all Text-to-Speech messages configured for this prompt.

Speaking Rate

1

Volume Gain

1

decibels

1

2

3

Other Nodes that support TTS

The image displays two configuration panels side-by-side, each showing a node with its activity settings and a detailed configuration panel below it.

Left Panel (Menu1 Node):

- Node Icon:** Yellow diamond icon with '1-->2' and '2-->1' arrows.
- Title:** **Menu1**
Menu Activity Settings
- General Settings:**
 - Activity Label: Menu1
 - Activity Description: Enter a Description
- Prompt:**
 - Enable Text-to-Speech:**
Add the ability to read dynamic messages. These messages can contain variables and be used in a sequence with audio files. You can also use SSML to construct the message. If typing variables, use this syntax: {{ variable }}.

Right Panel (CollectDigits1 Node):

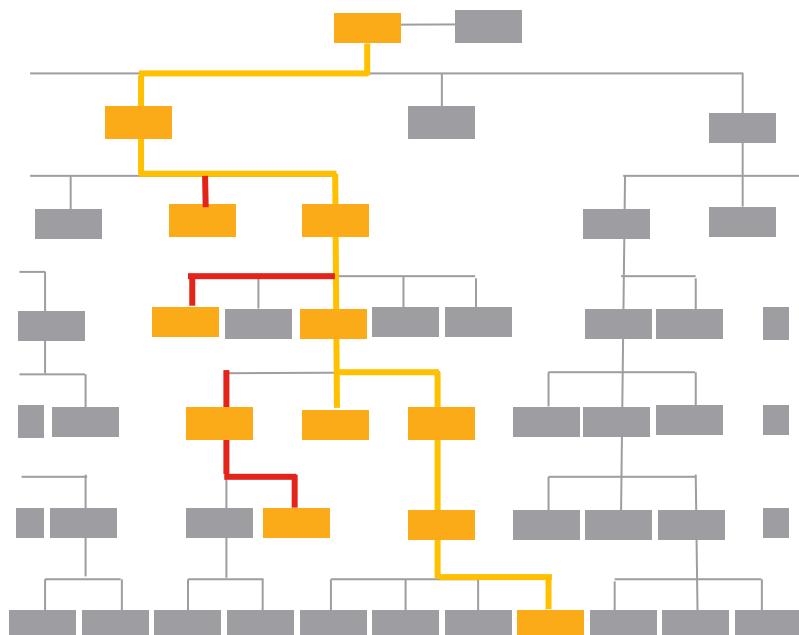
- Node Icon:** Purple circle icon with a dial symbol.
- Title:** **CollectDigits1**
Collect Digits Activity Settings
- General Settings:**
 - Activity Label: CollectDigits1
 - Activity Description: Enter a Description
- Error Handling:** Unmatched Entry
- Prompt:**
 - Enable Text-to-Speech:**
Add the ability to read dynamic messages. These messages can contain variables and be used in a sequence with audio files. You can also use SSML to construct the message. If typing variables, use this syntax: {{ variable }}.

WxCC

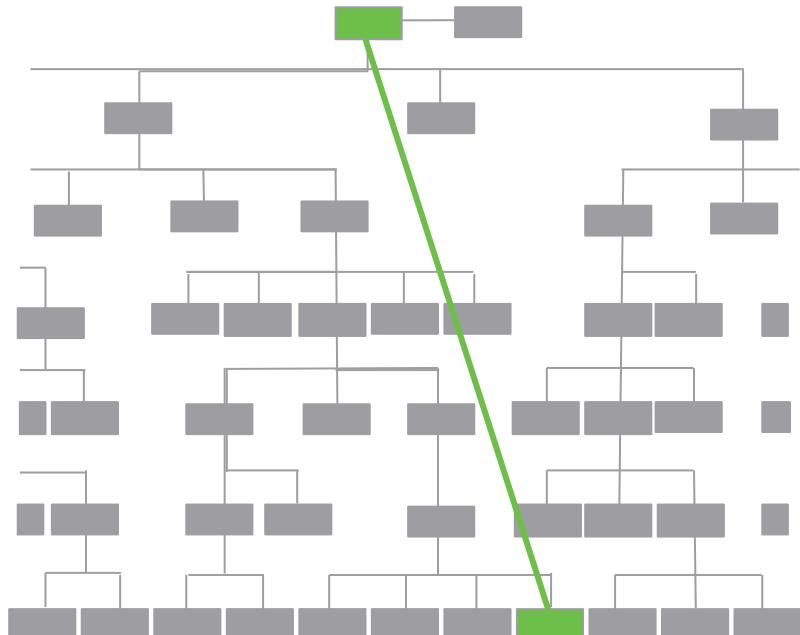
Customer Virtual Assistant

Overview

WxCC Customer Virtual Assistant (CVA)



Menu based Traditional IVR



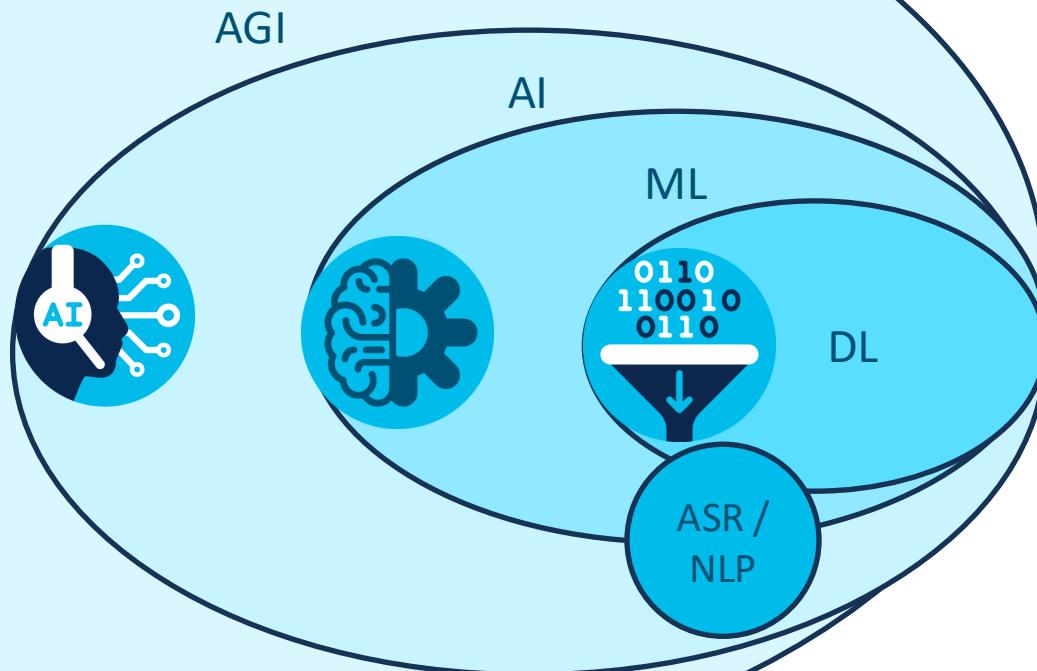
Conversational IVR

Overview

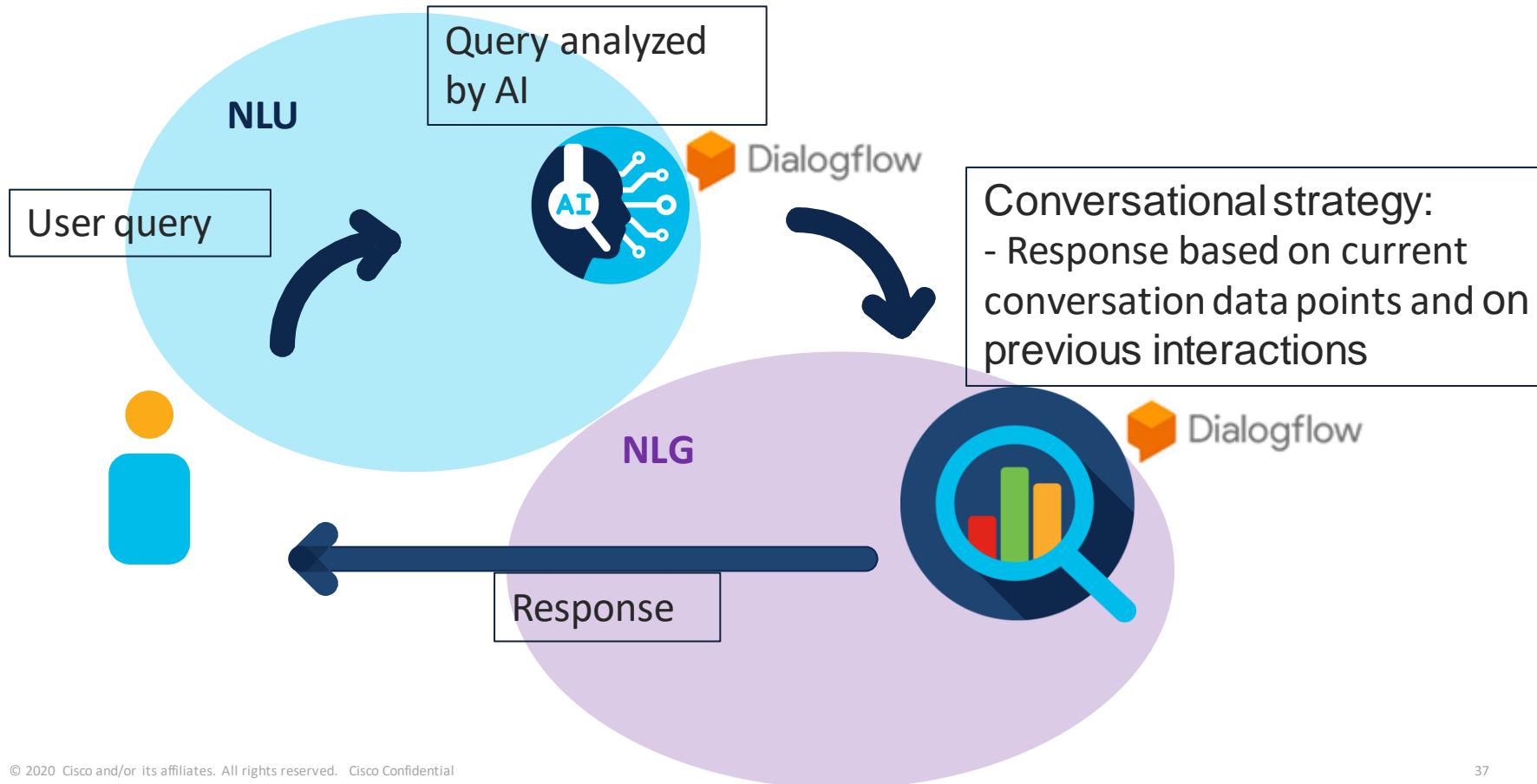
- CVA enables WxCC to integrate with cloud-based Natural Language Processing (NLP) services
- Supports **human-like interactions** that enable customers to resolve issues quickly and more efficiently
- Interaction with **Google Dialogflow** (NLP) service
- Allows you to integrate WxCC with **Chat** and **Voice** Virtual Agents

Introduction to NLP with Google DialogFlow

Artificial Intelligence terminology

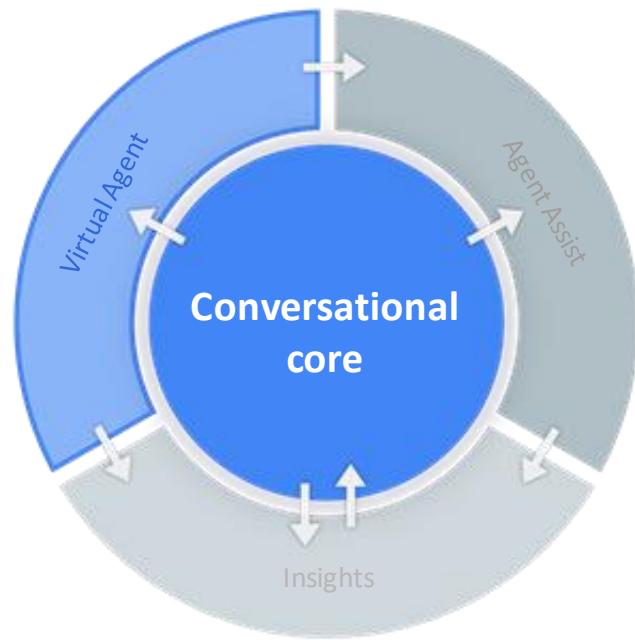


Natural Language Processing (NLP)



Google Cloud Contact Center AI (CCAI)

CVA → Virtual Agent → Google Dialogflow



<https://cloud.google.com/solutions/contact-center>

Google Dialogflow terminology

- **Utterance:** Anything that is said in a conversation
- **Queries:** RAW text or audio sent to DialogFlow (NLU engine) that generate a matching **Intent**
- **Intent:** it is the match to a workflow you want DialogFlow to initiate
- **Entities:** queries contain important **parameters** that we can extract and use in responses or in fulfillment (like @date, @address, @quantity)
- **Context:** rules to match and thread intents together. Each intent can have an input context and output context.
- **Fulfillment:** once you have completed your intent conversation you can trigger a programmable webhook request with information you want

Google DialogFlow Configuration summary

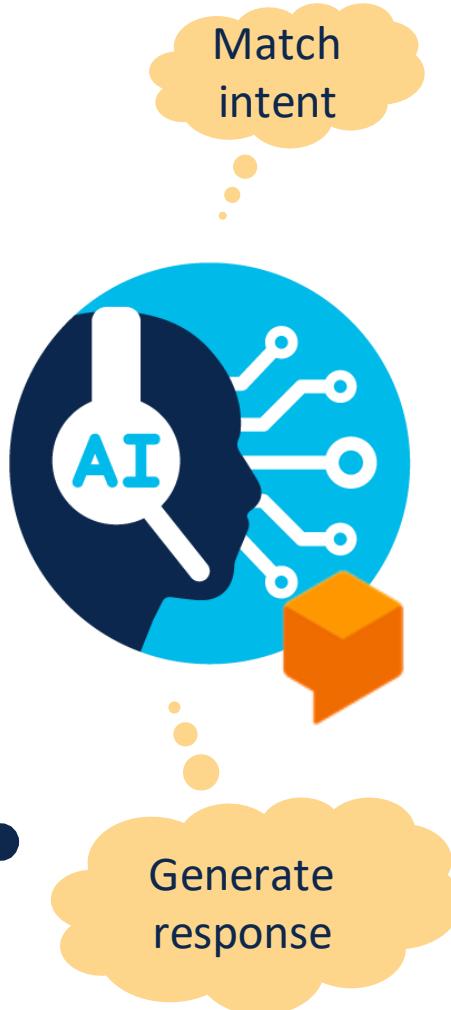
- 1 Create / Import Virtual Agent
- 2 Import / Configure Intents
- 3 Add Training Phrases
- 4 Entities
- 5 Fulfillment

Intent loop

Hi, I'm an authorized partner and I would like to **order Webex Contact Center**

Customer

Sure I can help, is the customer looking interested in the try and buy program?



cisco smartsheet
Cisco Webex Contact Center A2Q Form



Intent

Intent loop

Parameters/Entities

Yes

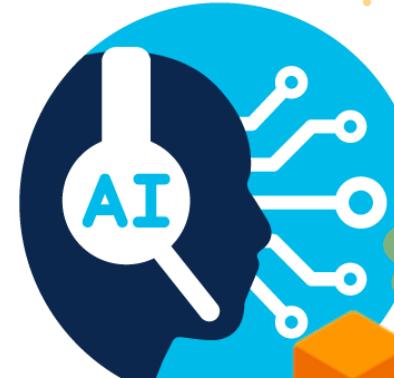
Yes try and buy
for a US
customer based
in the US only
US



Customer

Great! That means
they can benefit
from the All new
WxCC. How many
agents is the order
for?

Match intent
Find parameters
Map entities



Is intent
complete?



Intent

Generate response

@partner
@trybuy
@location
@premium_agents
@standard_agents



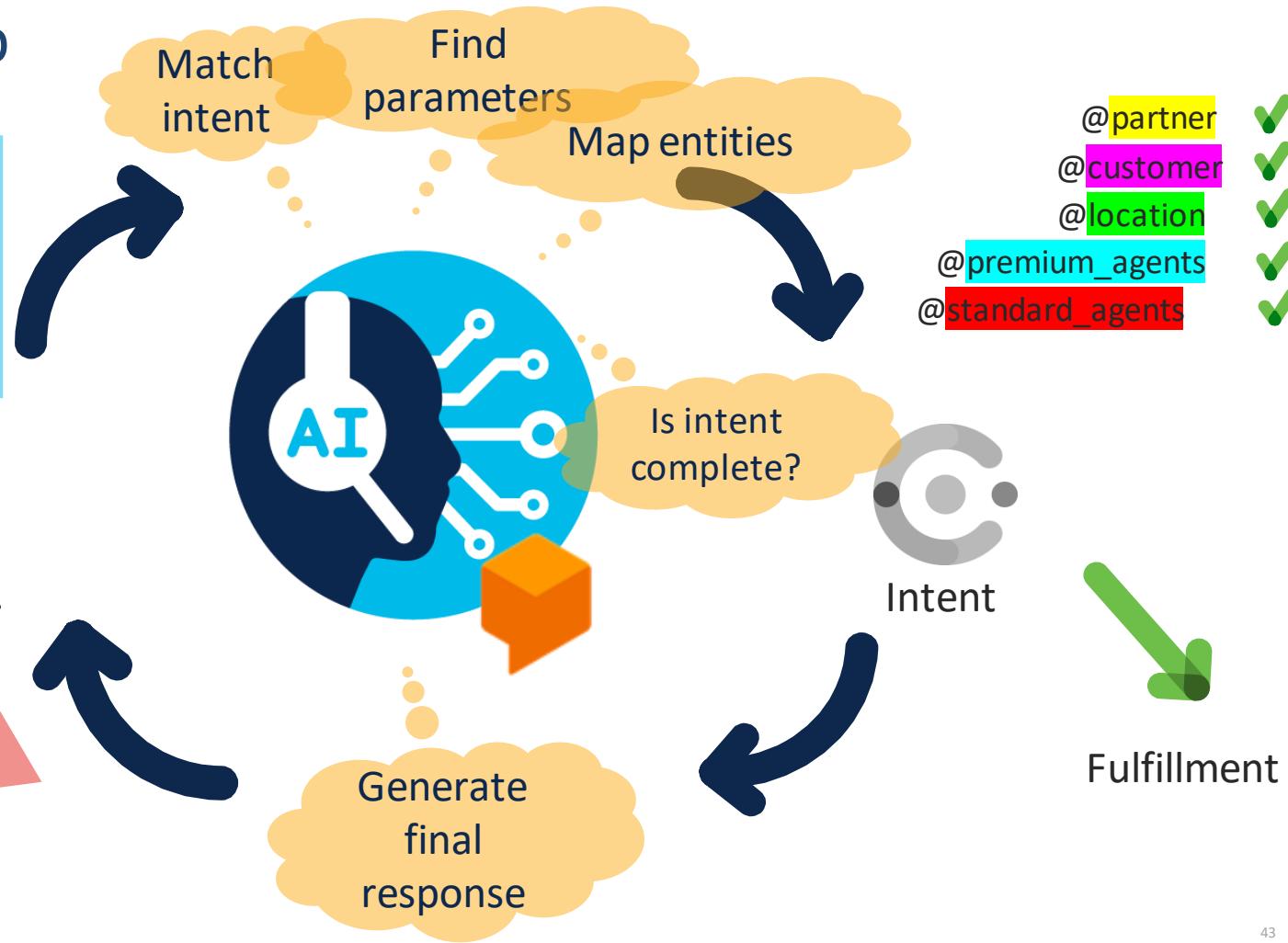
Intent loop

Fulfillment

They are looking at
20 premium
20 p
200 standard
200 standard
agents to start with

Customer

Thanks, you will
receive an email
to complete the
A2Q form shortly



Fulfillment

- Webhook integration to fulfill customer request

```
{  
  "id": 1111,  
  "partner": "yes",  
  "trybuy": "yes"  
  "location": "US",  
  "premium_agents": "20"  
  "standard_agents": "200"  
}
```

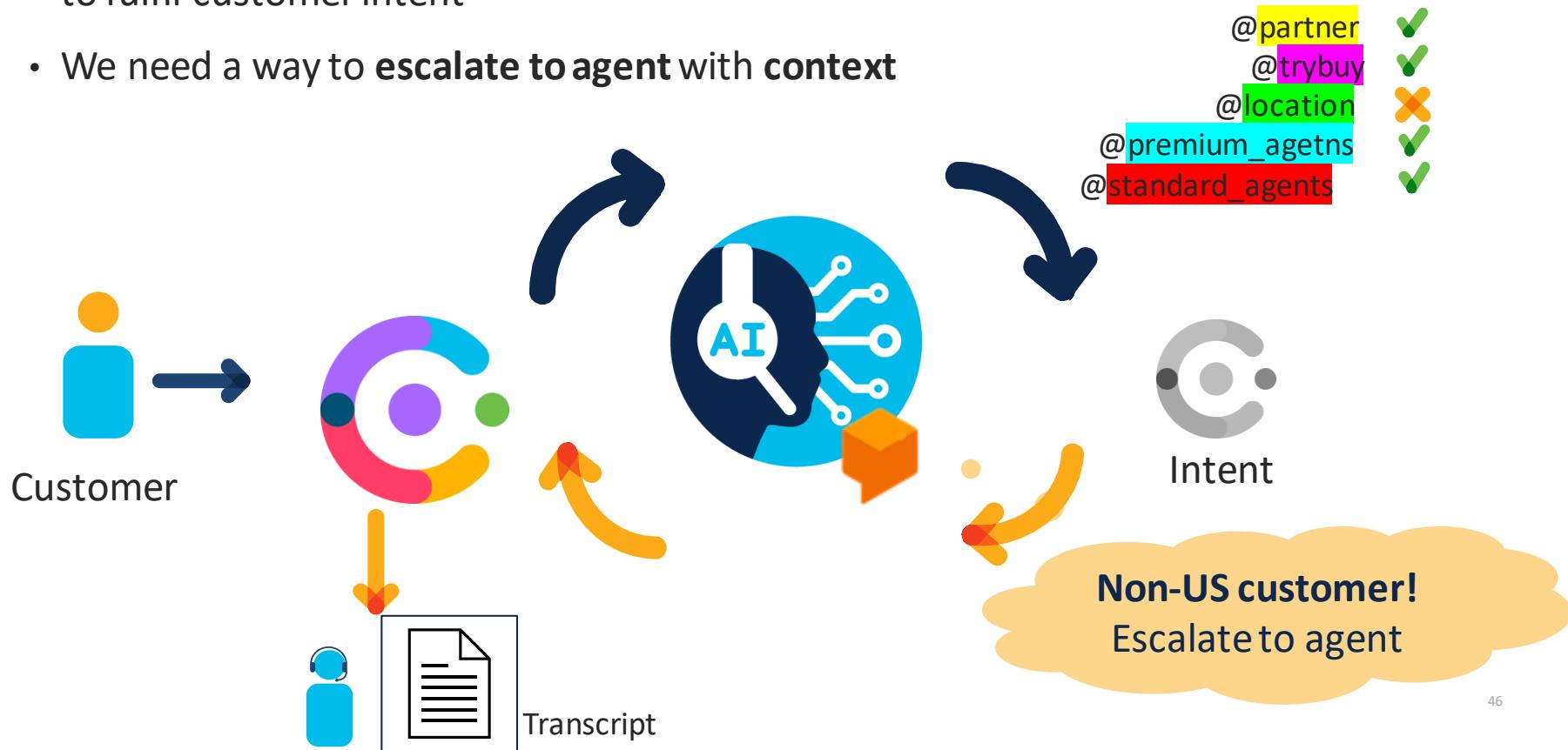
REST API



A2Q form link

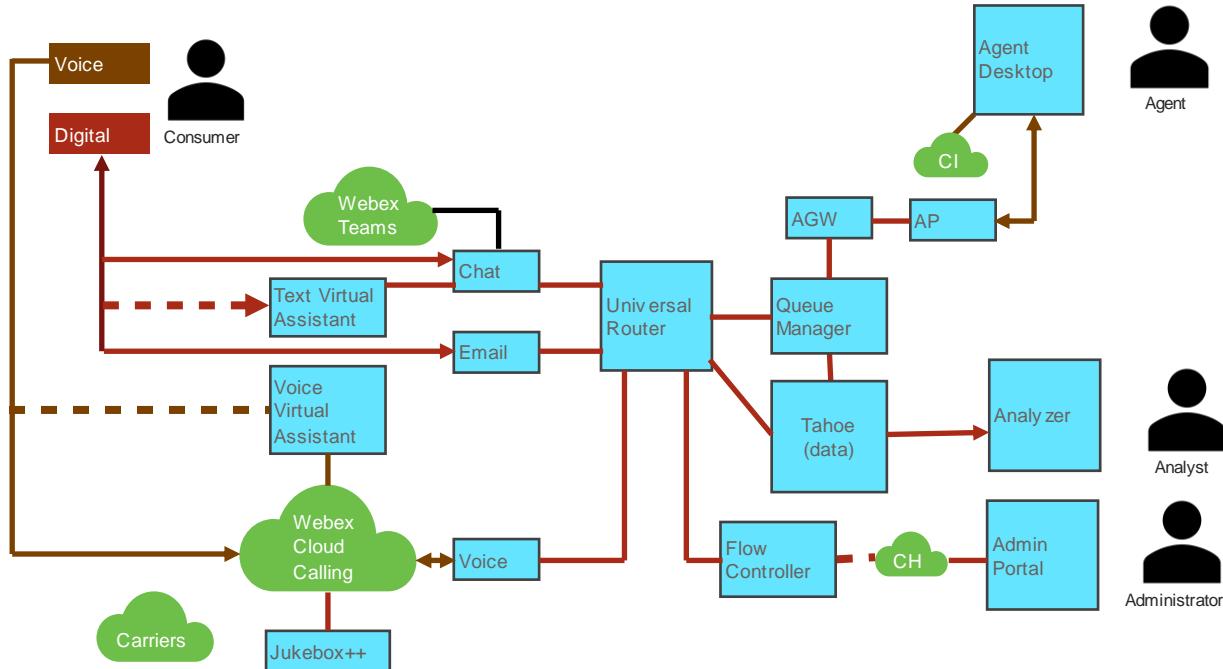
Why contact center then?

- Virtual Assistants can Impact customer experience negatively if they repeatedly fail to fulfil customer intent
- We need a way to **escalate to agent with context**

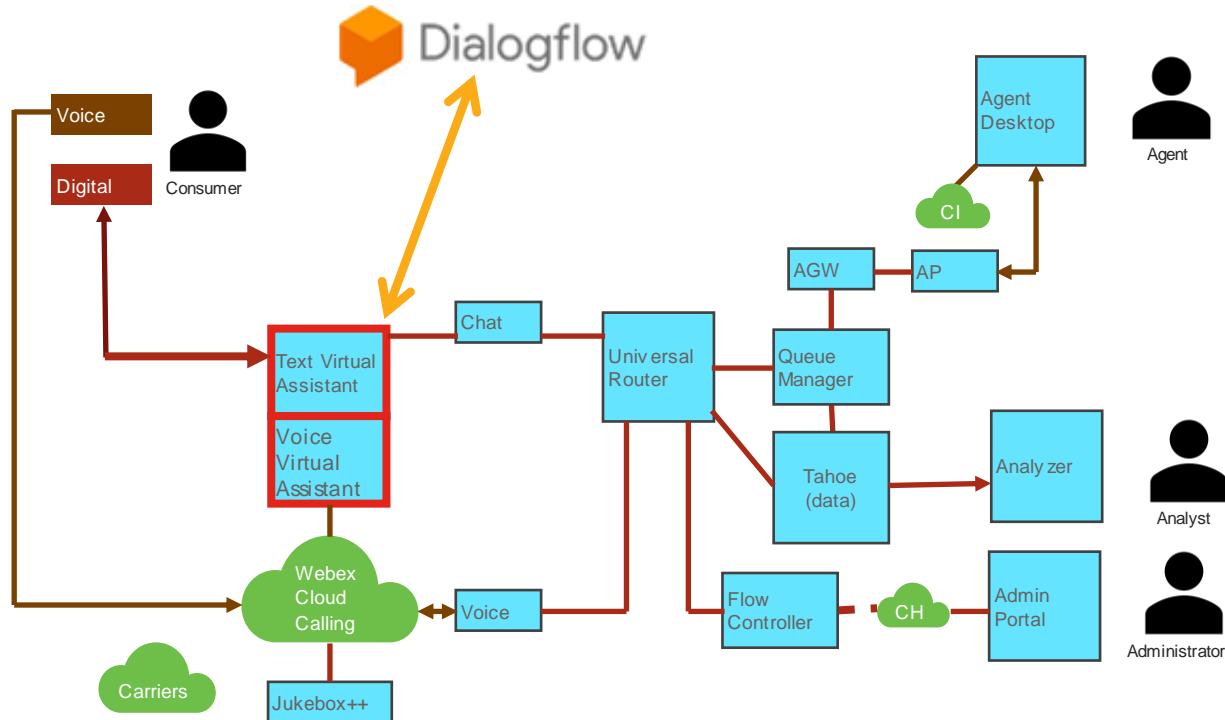


Architecture

Architecture Overview



Architecture



Mandatory Dialogflow intents Escalated / Handled

- Handled and Escalation intents must be imported to your Dialogflow agent

1

Download preconfigured intents.

Download a ZIP file containing JSON files that define:

- Handled intent:** Enables your Customer Virtual Assistant to indicate that it handled a task.
- Escalation intent:** Enables your Customer Virtual Assistant to escalate a conversation to an agent.

Handled intent

- Handled Intent



Handled
Intent

Contexts ?

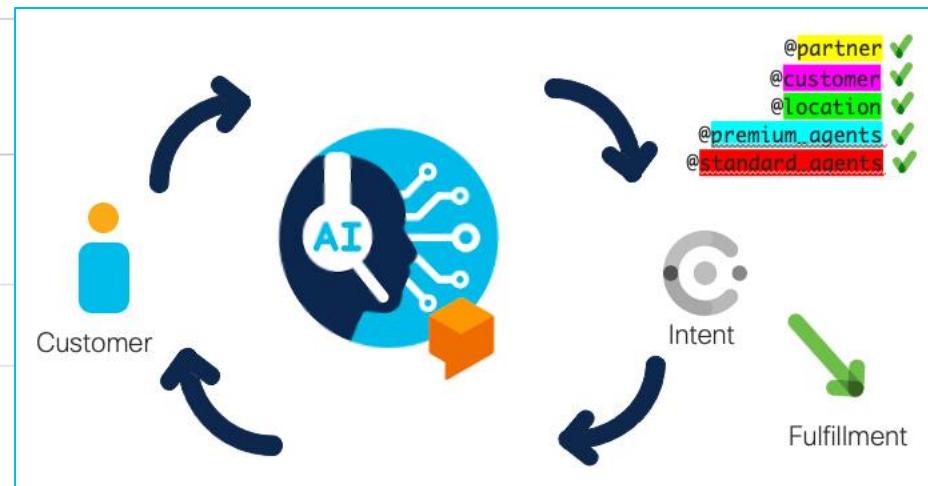
Events ?

Training phrases ?

Action and parameters

Handled

Handled Intent should be configured to exit **intent loop** after successful fulfillment



Escalation intent

- Escalation Intent



Escalation
Intent

Contexts ?

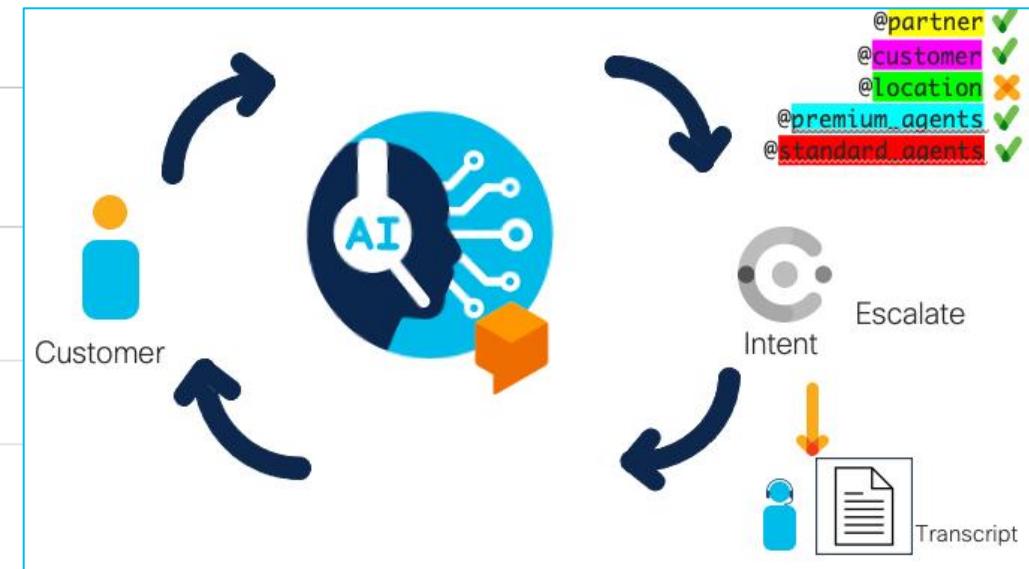
Events ?

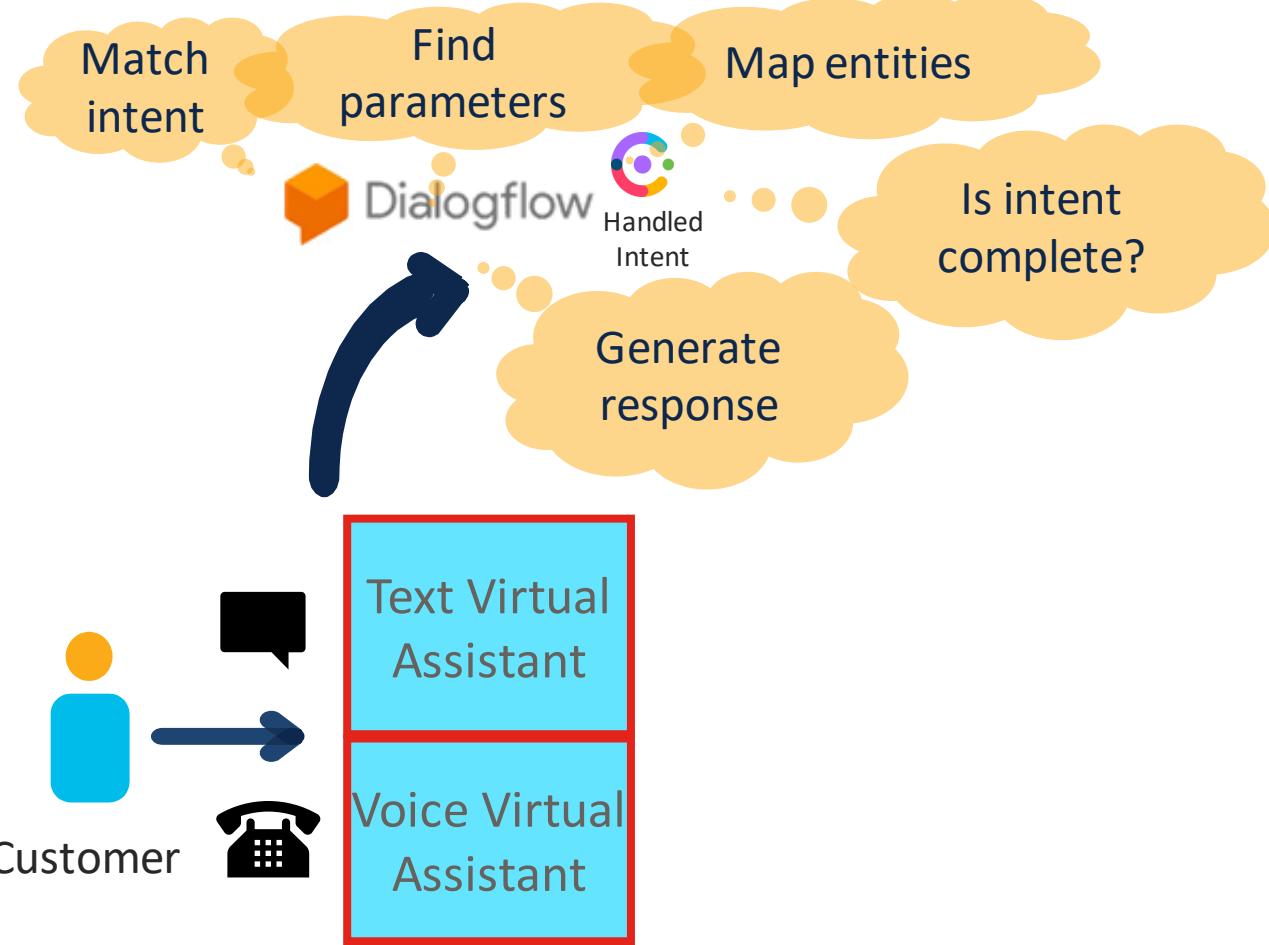
Training phrases ?

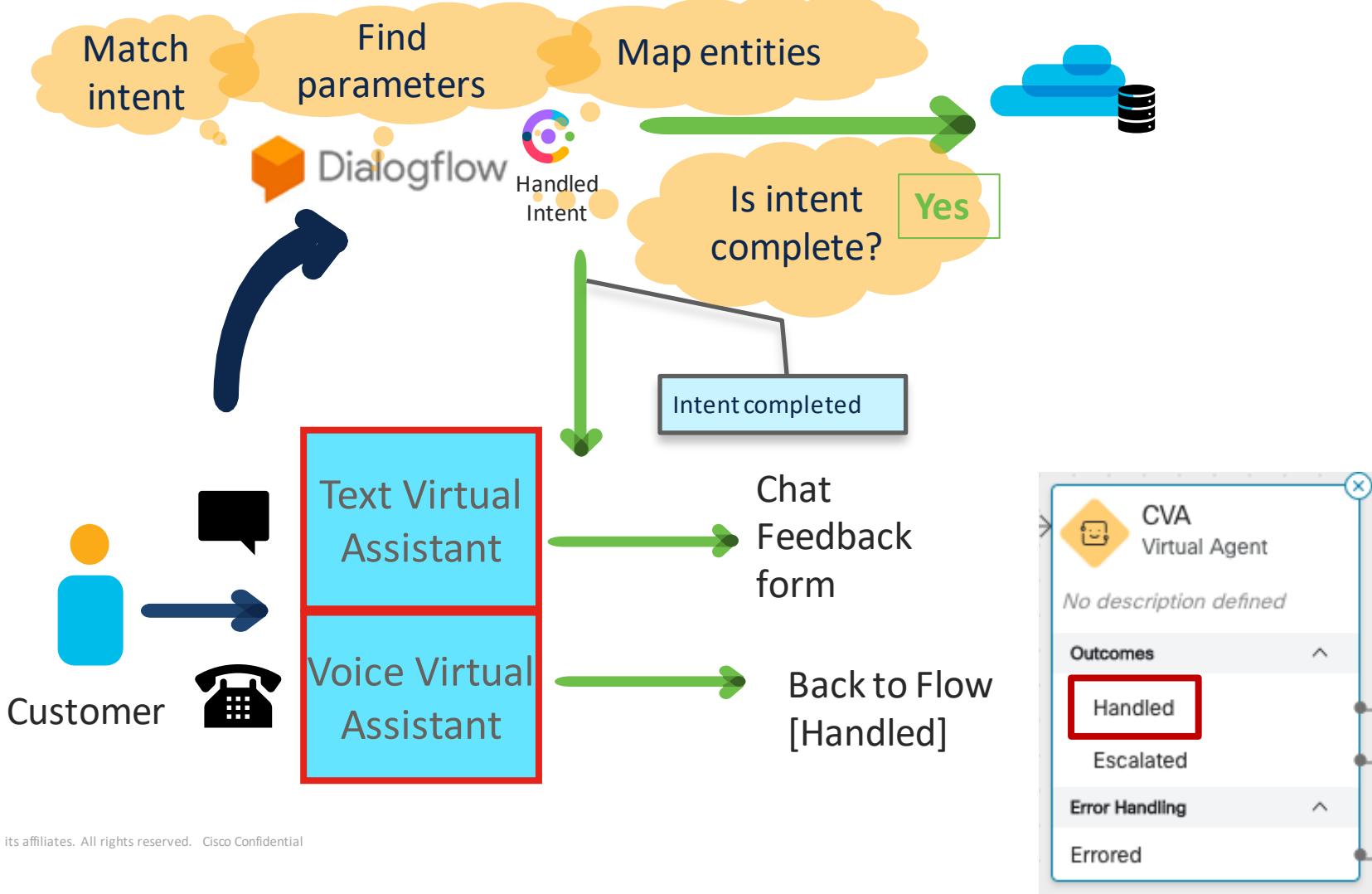
Action and parameters

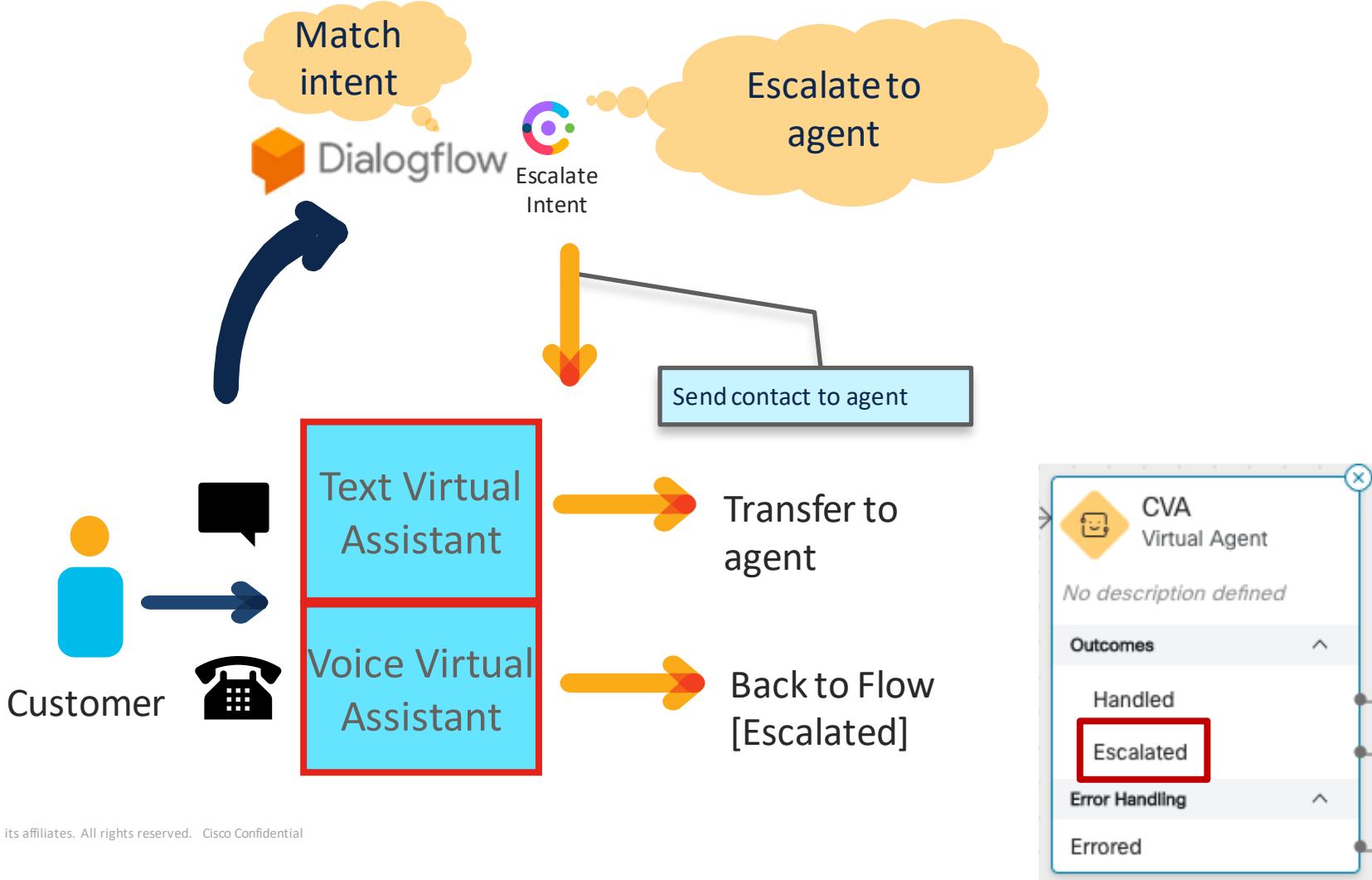
GetExpert

Escalation Intent should be configured to exit **intent loop** for agent escalation









Configuration and features

Create a Customer Virtual Assistant in Control Hub

<https://admin.webex.com/login>

The screenshot shows the Cisco Webex Control Hub interface. On the left, a sidebar menu is open with several sections: Overview, MONITORING (Analytics, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organisation settings), SERVICES (Messaging, Calling, Contact Centre, Hybrid). A red box labeled '1' highlights the 'Contact Centre' option under SERVICES. In the main content area, the 'Contact Centre' page is displayed with tabs for Features, Connectors, and Settings, with 'Features' selected. A search bar shows '1' result. Below it are links for All, Chat Templates, and Customer Virtual Assistants. A red box labeled '2' highlights the 'New' button in the top right corner of the main content area.

Cisco Webex
Control Hub

Overview

MONITORING

Analytics

Troubleshooting

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organisation settings

SERVICES

Messaging

Calling

Contact Centre

Hybrid

Contact Centre

All Chat Templates Customer Virtual Assistants

Features Connectors Settings

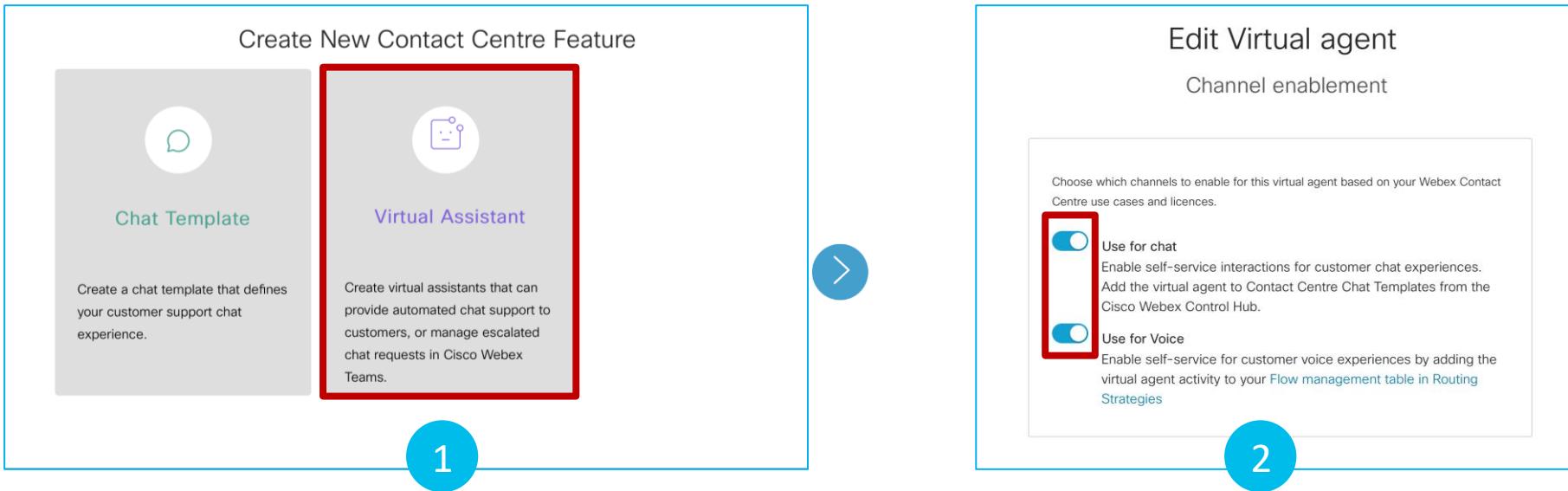
New

1

2

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Create a CVA in Control Hub



Create a CVA in Control Hub

Create Customer Virtual Assistant

Customer Virtual Assistant Configuration Requirements

Review the prerequisites for creating a Customer Virtual Assistant

Create a Dialogflow agent before proceeding.

Build an automated agent in Google Dialogflow. Your integrated Customer Virtual Assistant uses the built-in conversational experience to interact with your customers and escalate to live agents as needed. Be sure to enable Text to Speech for your agent in Dialogflow to use Voice as a channel.

- No, I don't have a preconfigured Dialogflow agent

Click the arrow to get help in creating a sample agent. However, if you want to create one from scratch, go to [Dialogflow](#). To get started, see the [Dialogflow documentation](#)

- Yes, I have a preconfigured Dialogflow agent.

Click the arrow to continue to integrate your Dialogflow agent with a Customer Virtual Assistant

- ✓ Select 'No' to create a sample agent in [Dialogflow](#) from scratch
- ✓ Select 'Yes' to use predefined intents to be integrated with your Dialogflow agent

Create a CVA in Control Hub

Create Customer Virtual Assistant

Configure Dialogue Integration
Add predefined Intents to your Dialogflow agent

1 Download preconfigured intents.
Download a ZIP file containing JSON files that define:

- Handled intent: Enables your Customer Virtual Assistant to indicate that it handled a task.
- Escalation intent: Enables your Customer Virtual Assistant to escalate a conversation to an agent.

2 Import intent files to Dialogflow Agent.
Go to the Settings page of your Dialogflow agent and import the intents from the ZIP file you downloaded.

3 Customise Intents in Dialogflow.
Edit your Dialogflow agent's intents to modify the training phrases for both your intents. Training phrases trigger intents as defined.
⚠ Do not change the names 'GetExpert' action in Escalation intent and the 'Handled' action in the Handled intent.

[Learn more about Dialogflow intents.](#)

<

1

2

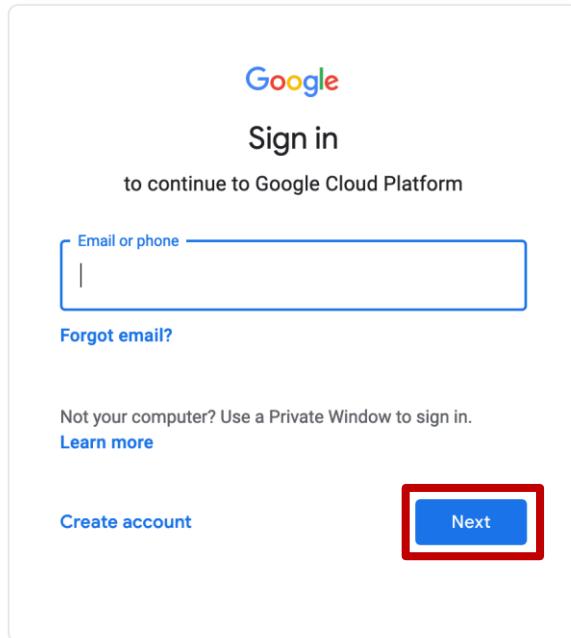
>

© 2020

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Sign Up with free Google account

<https://console.cloud.google.com/>



The image shows the Google Sign-in page for the Google Cloud Platform. The page features the classic Google logo at the top, followed by the word "Sign in" and the text "to continue to Google Cloud Platform". Below this is a large input field labeled "Email or phone" with a placeholder " ". To the right of the input field is a "Forgot email?" link. Further down, there's a note about using a Private Window if not on your computer, with a "Learn more" link. At the bottom left is a "Create account" link, and at the bottom right is a prominent blue "Next" button, which is highlighted with a red border.

Google

Sign in

to continue to Google Cloud Platform

Email or phone

Forgot email?

Not your computer? Use a Private Window to sign in.
[Learn more](#)

[Create account](#)

[Next](#)

English (United States) ▾

Help

Privacy

Terms

Create a new Project

The screenshot shows the Google Cloud Platform dashboard. A red box highlights the project selector dropdown in the top navigation bar, which is currently set to "ChatVirtualAssistant". A blue circle with the number "1" is positioned next to this box. Another red box highlights the "NEW PROJECT" button in the "Select a project" dialog, which is overlaid on the dashboard. A blue circle with the number "2" is positioned next to this button.

Google Cloud Platform

ChatVirtualAssistant

DASHBOARD ACTIVITY RECOMMENDATIONS

How Google Cloud is helping during COVID-19. [Learn more](#)

Project info

- Project name: ChatVirtualAssistant
- Project ID: chatvirtualassistant
- Project number: 142164025573

[ADD PEOPLE TO THIS PROJECT](#)

→ Go to project settings

Resources

This project has no resources

Trace

No trace data from the past 7 days

→ Get started with Trace

API APIs

Select a project

Search projects and folders

RECENT ALL

Name	ID
✓ ChatVirtualAssistant	chatvirtualassistant

CANCEL OPEN

Create a new Project

Google Cloud Platform ≡ 🔍

New Project

You have 9 projects remaining in your quota. Request an increase or delete projects. [Learn more](#)

[MANAGE QUOTAS](#)

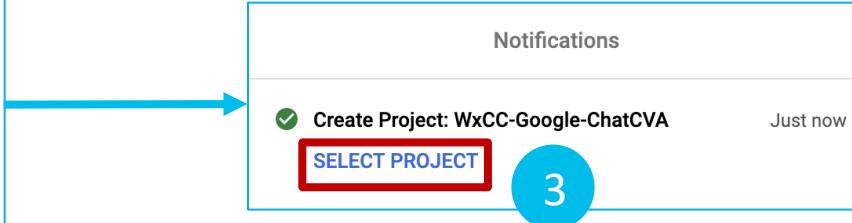
Project name * 1 ?

Project ID: calm-method-293820. It cannot be changed later. [EDIT](#)

Location * 2 BROWSE

Parent organization or folder

CREATE CANCEL



Enable Dialogflow API

The screenshot shows the Google Cloud Platform dashboard for the project "WxCC-Google-ChatCVA". A search bar at the top contains the query "dialogflow". Below the search bar, a modal window displays search results from the "MARKETPLACE". The first result is "API Dialogflow API", which is highlighted with a red box and a blue circle containing the number "1". The second result is "Dialogflow Enterprise Telephony Gateway USAN", which is highlighted with a red box and a blue circle containing the number "2".

Project info

- Project name: WxCC-Google-ChatCVA
- Project ID: calm-method-293820
- Project number: 875465895871

[ADD PEOPLE TO THIS PROJECT](#)

[Go to project settings](#)

Resources

This project has no resources

Trace

No trace data from the past 7 days

API APIs

Requests (requests/sec)

No data is available for the selected time frame.

[Go to APIs overview](#)

Google Cloud Platform status

Google Cloud Storage incident #20007
We've received a report of an issue with Google Cloud Storage as of Tuesday, 2020-10-27 11:00 US/Pacific.
Began at 2020-10-27 (13:21:53)
All times are US/Pacific
Data provided by status.cloud.google.com

[Go to Cloud status dashboard](#)

Monitoring

[Set up alerting policies](#)
[Create uptime checks](#)
[View all dashboards](#)

[Go to Monitoring](#)

Enable Dialogflow API

≡ Google Cloud Platform • WxC-C-Google-ChatCVA ▾

Search products and resources

←

 **Dialogflow API**
Google
Builds conversational interfaces

ENABLE TRY THIS API ↗

OVERVIEW PRICING DOCUMENTATION SUPPORT

Overview

Builds conversational interfaces (for example, chatbots, and voice-powered apps and devices).

About Google

Google's mission is to organize the world's information and make it universally accessible and useful. Through products and platforms like Search, Maps, Gmail, Android, Google Play, Chrome and YouTube, Google plays a meaningful role in the daily lives of billions of people.

Additional details

Type: [APIs & services](#)
Last updated: 12/10/19
Category: [Machine learning](#)
Service name: dialogflow.googleapis.com

Create Private Key for Dialogflow API

The screenshot shows the Google Cloud Platform (GCP) APIs & Services interface for the Dialogflow API. A red box labeled '1' highlights the 'Credentials' tab in the left navigation bar. A blue circle labeled '2' highlights the '+ CREATE CREDENTIALS' button at the top of the main content area. A red box labeled '3' highlights the 'Service account' option under the 'Credentials' section, which is described as enabling server-to-server, app-level authentication using robot accounts.

APIs & Services
Dialogflow API

Credentials

+ CREATE CREDENTIALS

OAuth client ID

Requests user consent so your app can access the user's data

Service account

Enables server-to-server, app-level authentication using robot accounts

Help me choose

Asks a few questions to help you decide which type of credential to use

CONFIGURE CONSENT SCREEN

OAuth 2.0 Client IDs

<input type="checkbox"/> Name	Creation date ↓	Type	Client ID
No OAuth clients to display			

Service Accounts

<input type="checkbox"/> Email	Name	Usage with this service (last 30 days) ? ↓	Usage with all services (last 30 days) ?
No service accounts to display			

Manage service accounts

Create Private Key for Dialogflow API

The screenshot shows the Google Cloud Platform (GCP) interface for creating a service account. The left sidebar lists various IAM-related options like IAM & Admin, IAM, Identity & Organization, Policy Troubleshooter, Organization Policies, Quotas, and Service Accounts (which is currently selected). The main area is titled "Create service account". A step-by-step guide is overlaid on the screen:

- 1 Service account details**: A red box highlights the "Service account name" field containing "Google-ChatCVA".
- 2 Service account description**: A red box highlights the "Service account description" field containing "Google Chat CVA for WxCC".
- 3 CREATE**: A red box highlights the "CREATE" button.

Below the main form, there are two optional sections:

- Grant this service account access to project (optional)**
- Grant users access to this service account (optional)**

At the bottom are "DONE" and "CANCEL" buttons.

Page footer: © 2020 Cisco and/or its affiliates. All rights reserved.

Create Private Key for Dialogflow API

The screenshot shows the Google Cloud Platform IAM & Admin service account creation interface. On the left sidebar, under 'Service Accounts', there is a blue circle with the number '1' over the 'Role' dropdown menu. The dropdown is set to 'Dialogflow API Admin'. A red box highlights this dropdown. Below it, a condition section is visible with a 'Condition' button and a trash icon. A blue circle with the number '2' is over the 'DONE' button at the bottom.

Service account details

Grant this service account access to project (optional)

Grant this service account access to WxC-C-Google-ChatCVA so that it has permission to complete specific actions on the resources in your project. [Learn more](#)

Role: Dialogflow API Admin

Condition: Add condition

+ ADD ANOTHER ROLE

CONTINUE

Grant users access to this service account (optional)

DONE CANCEL

Note: If role was not defined as **“Dialogflow API Admin”**

The screenshot shows the 'Create Virtual Agent' page. A red arrow points from the note above down to the 'Upload Authentication Key' section. In this section, there is a file upload area showing a JSON file named 'flyhighbookings-wvvtlm-7c7cbcc3e4d4.json'. Below the file is a 'Remove' button and a 'Retry' button. A red box highlights an error message at the bottom: 'Service Account for this credential does not have Dialogflow API Admin role.'

Complete your integration to enable the use of natural dialogue in your customer interactions.

Upload Authentication Key

Follow the Dialogflow documentation to download an authentication key as a JSON file from your Google Cloud Platform Service Account. Upload the file here.

If you are creating a new Dialogflow agent, you may need to complete additional steps. [Learn more](#)

Key Uploaded
flyhighbookings-wvvtlm-
7c7cbcc3e4d4.json

Remove Retry

(X) Service Account for this credential does not have Dialogflow API Admin role.

Create Private Key for Dialogflow API

APIs & Services
Dialogflow API

Credentials + CREATE CREDENTIALS DELETE

Overview Metrics Quotas Credentials

Credentials compatible with this API

To view all credentials or create new credentials visit [Credentials in APIs & Services](#)

⚠ Remember to configure the OAuth consent screen with information about your application.

[CONFIGURE CONSENT SCREEN](#)

OAuth 2.0 Client IDs

<input type="checkbox"/> Name	Creation date ↓	Type	Client ID
No OAuth clients to display			

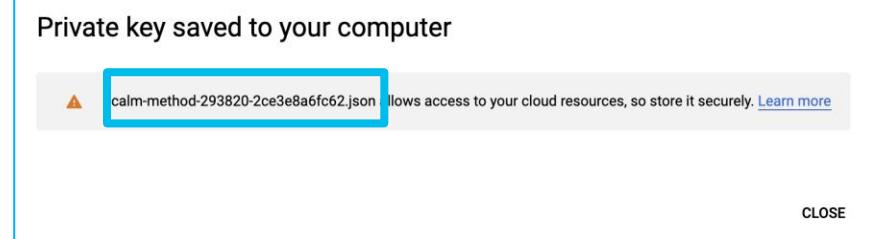
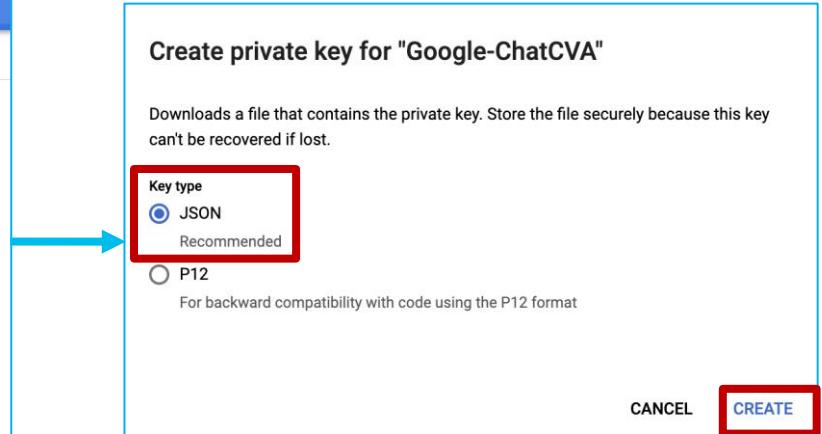
Service Accounts

[Manage service accounts](#)

<input type="checkbox"/> Email	Name	Usage with this service (last 30 days) ? ↓	Usage with all services (last 30 days) ?	
<input type="checkbox"/> google-chatcva@calm-method-293820.iam.gserviceaccount.com	Google-ChatCVA	0	0	 

Create Private Key for Dialogflow API

The screenshot shows the Google Cloud Platform IAM & Admin interface. On the left, a sidebar lists various services: IAM, Identity & Organization, Policy Troubleshooter, Organization Policies, Quotas, Service Accounts (selected), Labels, Settings, Privacy & Security, Identity-Aware Proxy, Roles, Audit Logs, Essential Contacts, Groups, and Help. The main pane displays details for a service account named "Google-ChatCVA". It includes fields for Email (google-chatcva@calm-method-293820.iam.gserviceaccount.com) and Unique ID (10830863888738849092). A "Service account status" section indicates the account is currently active. Below this, there's a "Keys" section with options to "ADD KEY" (Create new key or Upload existing key), "Key creation date", and "Key expiration date". At the bottom are "SAVE" and "CANCEL" buttons.



Go to Dialogflow ES

<https://dialogflow.cloud.google.com/>



Sign-in with Google

[Terms of use and privacy policy](#)

Create a new Agent

The screenshot shows the Dialogflow Essentials interface for creating a new agent. The process is numbered 1 through 4:

- 1**: Click the "Create new agent" button in the sidebar.
- 2**: Enter the agent name "WxCC-ChatCVA".
- 3**: Select the Google Project "calm-method-293820".
- 4**: Click the "CREATE" button to finalize the creation.

Sidebar (Left):

- Test
- US ▾
- Create new agent** (highlighted with red box and blue circle)
- View all agents
- Knowledge [beta]
- Fulfillment
- Integrations
- Training
- Validation

Form Fields (Right):

- DEFAULT LANGUAGE**: English – en (Primary language for your agent. Other languages can be added later.)
- DEFAULT TIME ZONE**: (GMT+1:00) Europe/Madrid (Date and time requests are resolved using this timezone.)
- GOOGLE PROJECT**: calm-method-293820 (Enables Cloud functions, Actions on Google and permissions management.)
- AGENT TYPE**: Set as Mega Agent (Toggle switch)

Upload intent files from CH

The screenshot shows the Dialogflow Essentials interface. On the left, a sidebar lists various sections: Dialogflow Essentials, WxCC-ChatCVA (selected), en, Intents (highlighted with a red box and labeled 1), Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation, and History.

The main area is titled "Intents" and contains a "CREATE INTENT" button. A search bar is at the top, followed by a list of intents: "Default Fallback Intent" and "Default Welcome Intent". Below the list is a message: "No regular intents yet. [Create the first one.](#)"

A modal window titled "Create Fallback Intent" is open on the right. It has a "Upload Intent" button highlighted with a red box and labeled 3. There is also a "More options" button (labeled 2) with a red box around it.

Upload intent files from CH

The screenshot shows the Dialogflow Essentials interface for a project named "WxCC-ChatCVA". On the left, there's a sidebar with tabs for "en", "Intents", "Entities", "Knowledge [beta]", and "Fulfillment". The "Intents" tab is selected. The main area is titled "Upload Intent file" and contains instructions: "You can upload intent files in JSON format." Below this is a "Choose File" button, which is highlighted with a red box and a blue arrow pointing down to it. To the right of the button is the message "No file chosen". Further down, there's a placeholder text "You can drag and drop the file here." At the bottom, a file browser window shows a folder named "intents" containing "escalation.json" and "handled.json", both of which are also highlighted with red boxes. Two green success messages appear on the right: "File escalation.json uploaded successfully. OK" and "File handled.json uploaded successfully. OK".

Dialogflow Essentials US ▾

WxCC-ChatCVA en + Intents Entities Knowledge [beta] Fulfillment

Upload Intent file

You can upload intent files in JSON format.

Choose File No file chosen

You can drag and drop the file here.

File escalation.json uploaded successfully. OK

File handled.json uploaded successfully. OK

Upload intent files from CH

The screenshot shows the Dialogflow Essentials interface. On the left, a sidebar lists navigation options: Dialogflow Essentials (selected), WxCC-ChatCVA (project name), en (language), Intents (selected and highlighted with a red border), Entities, Knowledge [beta], Fulfillment, and Integrations. The main area is titled "Intents" and contains a search bar labeled "Search intents". Below the search bar is a list of intents: Default Fallback Intent, Default Welcome Intent, Escalation Intent (highlighted with a blue border), and Handled Intent.

CREATE INTENT

Intents

Search intents

Default Fallback Intent

Default Welcome Intent

Escalation Intent

Handled Intent

Complete Dialogue Integration in Control Hub

Create Customer Virtual Assistant

Complete Dialogue Integration

Complete your integration to enable the use of natural dialogue in your customer interactions

Upload Authentication Key

Follow the [Dialogflow documentation](#) to download an authentication key as a JSON file from your Google Cloud Platform Service Account. Upload the file here.

If you are creating a new Dialogflow agent, you may need to complete additional steps. [Learn more](#)

Upload JSON File

Drag and drop a file or use the [file browser](#)



Create Customer Virtual Assistant

Complete Dialogue Integration

Complete your integration to enable the use of natural dialogue in your customer interactions

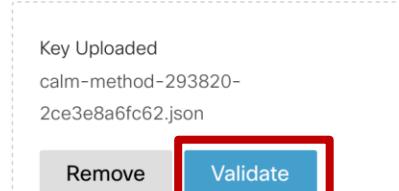
Upload Authentication Key

Follow the [Dialogflow documentation](#) to download an authentication key as a JSON file from your Google Cloud Platform Service Account. Upload the file here.

If you are creating a new Dialogflow agent, you may need to complete additional steps. [Learn more](#)

Key Uploaded
calm-method-293820-
2ce3e8a6fc62.json

[Remove](#) [Validate](#)



Complete Dialogue Integration in Control Hub

X

Create Customer Virtual Assistant

Complete Dialogue Integration

Complete your integration to enable the use of natural dialogue in your customer interactions

Upload Authentication Key

Follow the [Dialogflow documentation](#) to download an authentication key as a JSON file from your Google Cloud Platform Service Account. Upload the file here.

If you are creating a new Dialogflow agent, you may need to complete additional steps. [Learn more](#)

Key Validated ✓

calm-method-293820-
2ce3e8a6fc62.json

Remove

Validate



Complete Dialogue Integration in Control Hub

Create Customer Virtual Assistant

A text input field with a red border, containing the text "Google CVA".

Enter a name for you to identify this Customer Virtual Assistant. Customers see this name in
Chat interaction.

Complete Dialogue Integration in Control Hub

X

Create Customer Virtual Assistant

Customer Virtual Assistant Avatar

Choose the avatar your customers see in their chat window when they interact with your Customer Virtual Assistant



Upload Avatar

Upload a PNG of 512 x 512 pixels and maximum 1 MB. For the best results, make sure that your image has a transparent background with no padding.

Drag and drop a file or use the [file browser](#)



Complete Dialogue Integration in Control Hub

Create Customer Virtual Assistant



You have configured your Customer Virtual Assistant. To use the assisted service feature, add your assistant to a Chat Template or a Voice Routing Strategy.



Click Finish to save the configuration.

Finish

Virtual Assistant for Chat

Create a chat template with VVA

Cisco Webex Control Hub

MONITORING

Analytics

Troubleshooting

MANAGEMENT

Users

Workspaces

Devices

Apps

Account

Organisation settings

SERVICES

Messaging

Calling

Contact Centre

Hybrid

WS

6

Features Connectors Settings

New

Kings Chat Templ... X

↓

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Create New Contact Centre Feature

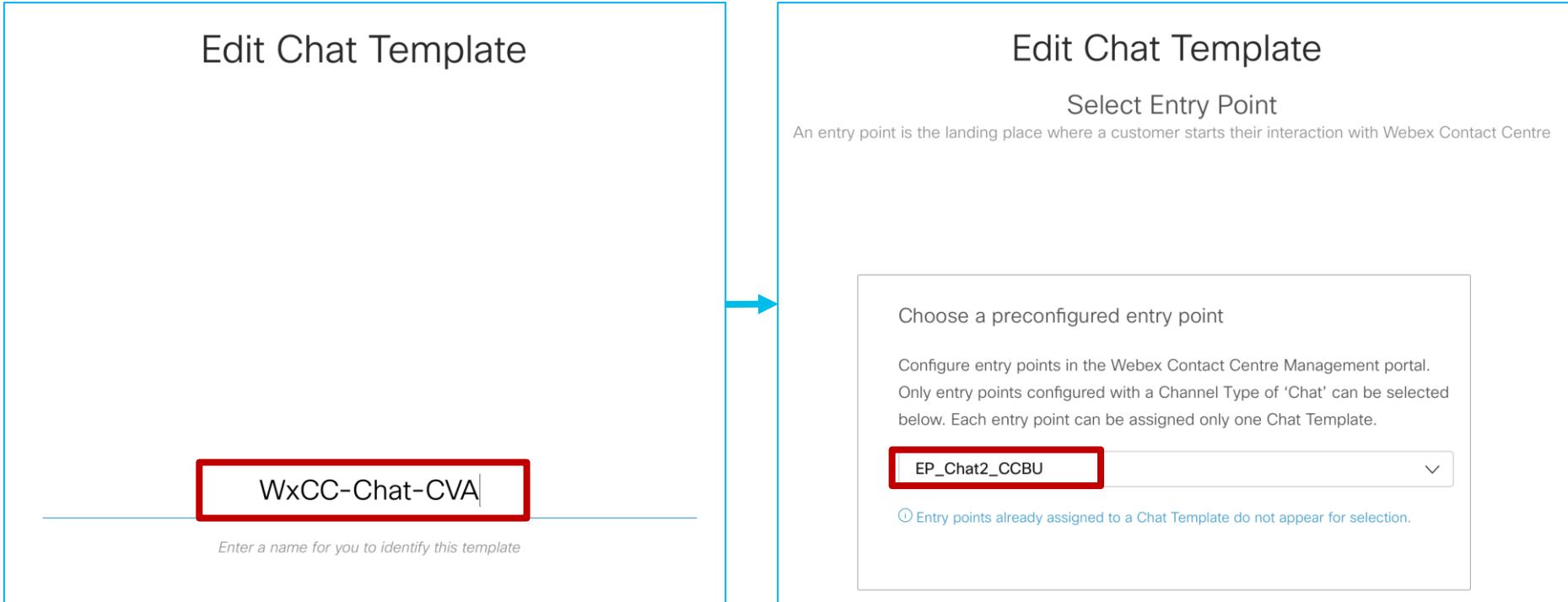
Chat Template

Create a chat template that defines your customer support chat experience.

Virtual Assistant

Create virtual assistants that can provide automated chat support to customers, or manage escalated chat requests in Cisco Webex Teams.

Create a chat template with VVA



Create a chat template with CVA

Edit Chat Template

Template Overview

Toggle cards to customise what screens you want your customer to see when requesting a chat from customer care

Proactive Prompt

This screen is used to initiate customer interaction using a proactive prompt



Customer Virtual Assistant

Enable a virtual assistant to provide automated support and agent escalations



Off-Hours

This screen is shown to a customer during business off-hours



Feedback

This screen is used to collect feedback from a customer after the chat ends



Edit Chat Template

Customer Information

This is the screen that a customer fills in to start a chat with an agent

Preview

Welcome to

EMEAR Sales ver 2.0

Name

Email

e.g. abc@xyz.com

How may I assist you?

Select from the list or type

Additional Details

(Optional)

Describe the issue you are experiencing

Start Chat

Attributes

Required Field Optional Field

Label

How may I assist you?

Hint Text

Select from the list or type

Type

Category

Add category options like Queries, Billing...+

Billing x Support x

Create a chat template with CVA

Edit Chat Template

Customer Virtual Assistant

Select a preconfigured Customer Virtual Assistant that provides initial automated support in your customer chat experience

Preview

The preview window shows a simulated chat interface. At the top is a circular icon of a robot head with the text "Google CVA". Below it is a message from the CVA: "Hello, how can I help you today?". A timestamp "10:10" is next to it. A green message bubble from a user contains the text "Hi, I need help with the MFI key.". Another timestamp "10:10" is next to it. At the bottom is a text input field with the placeholder "Type your message and press enter."

Attributes

Customer Virtual Assistant

Google CVA

Welcome Message

Hello, how can I help you today?

The Customer Virtual Assistant only says this message to start a chat where the customer doesn't enter their question through the customer information form first.

[Create a new Customer Virtual Assistant from the Features page.](#)

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Create a chat template with CVA

Edit Chat Template

Branding and Identity

Configure how your company or your agent is visually represented

Preview

The screenshot shows a chat interface with a header 'Google CVA'. A message bubble from the CVA says 'Hi, I need help with the MFI key.' and a response from the user says 'Of course I will help you with that.' Both messages have a timestamp of '10:10'.

Type your message and press enter.

Attributes

Profile Type

Organisation

Use a single profile to represent the Customer Virtual Assistant and all agents in your organisation.

Customer Virtual Assistant and Agents

Use unique profiles for your Customer Virtual Assistant and agents that change during a chat.

Display Text

Show the agent's display name

Show the agent's alias

(i) You cannot change the default agent avatar seen in the Preview.

Edit Chat Template

Status Messages

Configure the status message to display in the customer chat window

Waiting

Waiting for an Agent...|

Customers see this while waiting for an agent to respond to their message. If you are using a Customer Virtual Assistant, this message indicates transition from automated support to human interaction.

Chatting

Chat in progress...|

Customers see this if they minimise the chat window during an ongoing interaction.

Left the Chat

Agent has left the chat

Customers see this when an agent exits the chat and ends the interaction.

Create a chat template with CVA

Edit Chat Template



You have edited the template. Click Finish to save the configuration so you can start using the new version of this template on your organisation's website.



⚠ It can take up to 5 minutes for the template changes to be reflected.
Open the template in a new browser tab after this time to view the changes.

⚠ This template will not route chats to queues until you create a routing strategy for the entry point EP_Chat2_CCBU from the Webex Contact Centre Management portal.

Create a chat template with CVA

The screenshot shows the Cisco Webex Control Hub interface. On the left, the navigation menu includes Overview, MONITORING (Analytics, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organisation settings), SERVICES (Messaging, Calling, Contact Centre, Hybrid). The main area is titled "Contact Centre" and shows "All Chat Templates". A modal window titled "Embed Code for WxCC-Chat-CVA" is open, containing the following code snippet:

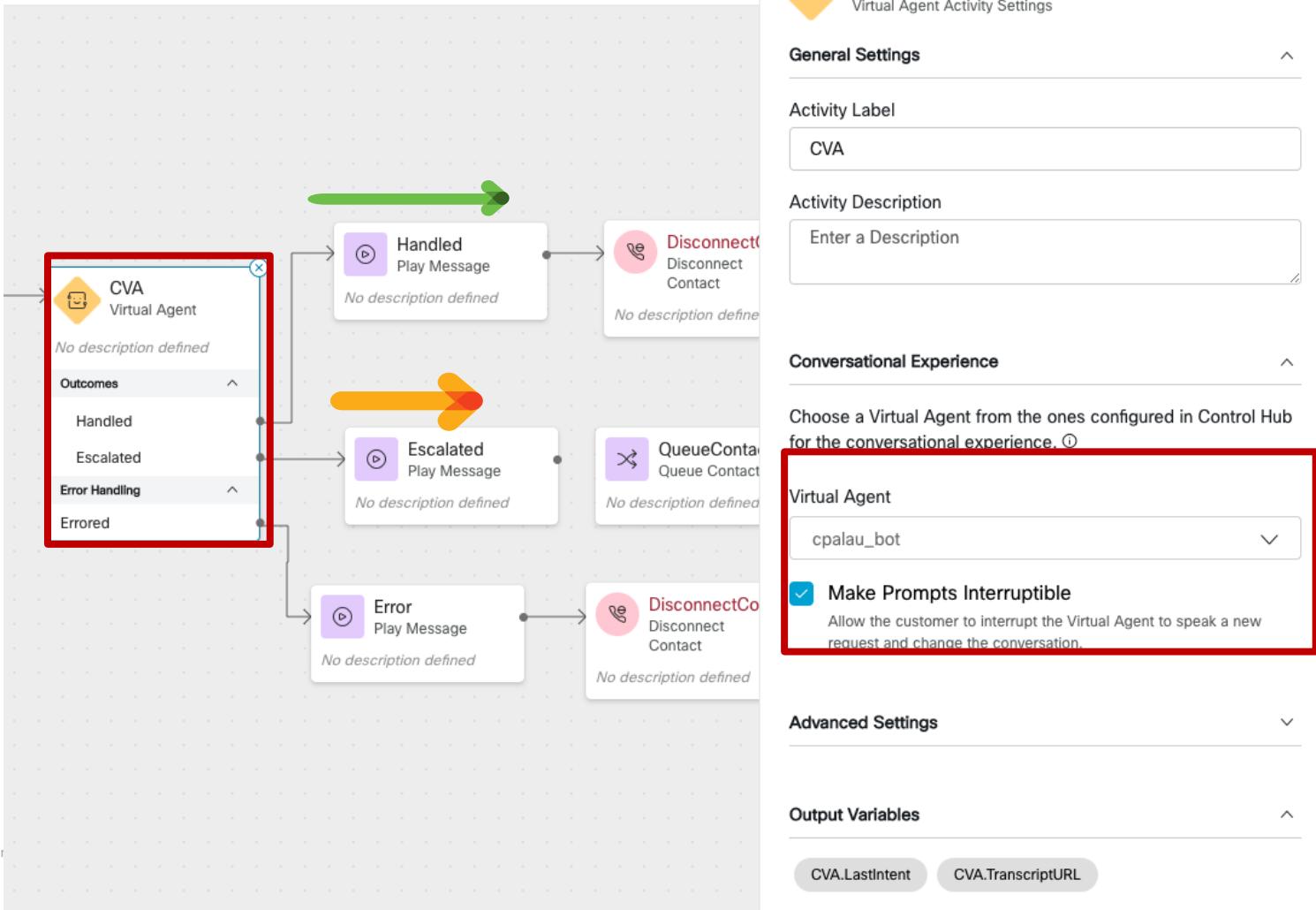
```
<script>
//Name of the Customer Support
Template: WxCC-Chat-CVA
//Name of the Organisation: EMEAR Sales
Tenant
(function(document, script) {
  var bubbleScript =
document.createElement(script);
  e =
document.getElementsByTagName(script)
[0];
  bubbleScript.async = true;
  bubbleScript.CiscoAppId = 'cisco-
chat-bubble-app';
  bubbleScript.appPrefix = '';
  bubbleScript.DC =
'produs1.ciscoccservice.com';
  bubbleScript.orgId = '720dcda2-ca82-
4796-aa30-7cd2ca3a335a';
  bubbleScript.templateId = '569fc0d0-
```

Below the code, a warning message states: "There are no verified domains for your organisation. Care templates work on any domains by default. Go to the global organisations settings page to add and verify domains in order to restrict them to work only for your organisation's domains." At the bottom of the modal are "Close" and "Download Embed Code" buttons, with "Download Embed Code" highlighted by a red box.

At the top right of the main interface, there are notification icons (6 notifications), a help icon, and a workspace switcher (ws).

Virtual Assistant for Voice

Create Flow with Virtual Agent Node



Advanced settings

The screenshot shows the configuration of a CVA (Virtual Agent) component within a workflow editor. On the left, the CVA component is set to 'Handled' and has an 'Error Handling' outcome. A tooltip indicates that DTMF digits are sent as text to DialogFlow. On the right, the 'Advanced Settings' panel is open, featuring three main sections: 'Termination Delay' (set to 5 seconds), 'Enable Conversation Transcript' (checked), and 'DTMF Timeout' (set to 5 seconds). The 'Terminator Symbol' field contains '#'. Below these are 'Output Variables' CVA.LastIntent and CVA.TranscriptURL.

CVA
Virtual Agent Activity Settings

Advanced Settings

Termination Delay ⓘ 5 seconds

Enable Conversation Transcript
Allow Desktop to display the transcript of the conversation between the Virtual Agent and the customer. The raw transcript is also available via a dynamic URL which can be used to extract specific sections from the transcript with a HTTP request.

DTMF Timeout ⓘ 5 seconds

Terminator Symbol
#

Output Variables

CVA.LastIntent CVA.TranscriptURL

DTMF allowed. Digits sent as text to DialogFlow

Output Variables

The screenshot shows the Cisco Desktop interface with the following components:

- CVA Virtual Agent Activity Settings:** A yellow diamond icon labeled "CVA Virtual Agent".
- Advanced Settings:** A section containing:
 - Termination Delay:** Set to 5 seconds.
 - Enable Conversation Transcript:** Checked, with a description explaining it allows displaying the conversation transcript between the Virtual Agent and customer, and provides a dynamic URL for extracting specific sections via HTTP request.
 - DTMF Timeout:** Set to 5 seconds.
 - Terminator Symbol:** Set to #.
- Output Variables:** A section highlighted with a red border, containing two variables:
 - CVA.LastIntent
 - CVA.TranscriptURL
- Short lived URL (1min):** A blue box at the bottom left.

Security considerations

PCI Compliance

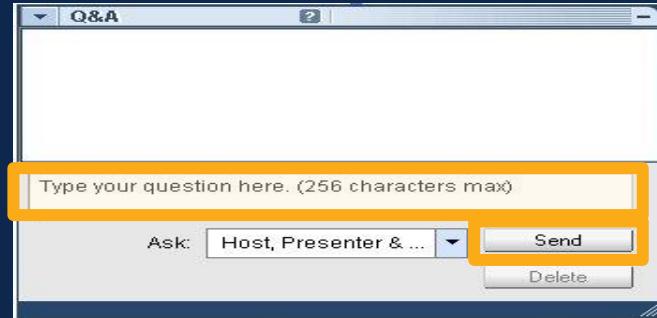
- WxCC Compliance Service has been integrated with VVA
- Google Enterprise account required
- PCI related information like Credit card or debit card information will be masked (XXXXXXX) by default
- PCI enabled by default. There is no provision to make it off.



How to ask questions during the presentation

Use the Q&A tool to submit questions at any time during the presentation (Not the chat tool)

Type your question in the text box and click SEND



OR

When in **full screen mode** use the floating toolbar to:

- Go from Full Screen view to Meeting Room view
- Access the Q&A tool



a) Toggle between full screen and meeting room view
b) Q&A Tool

Thank you!

Please complete the survey at the end of this session here.

We look forward to seeing you on Tuesday for Session 12

