# **Configure CCE Agent Answers and Call Transcripts with Google Agent Assist**

# Contents

Introduction
Prerequisites
Requirements
Components Used
Background
Configure
Configuration Requirements
Google Agent Assist
Create a Knowledge Base
Create a Conversation Profile
Webex Control Hub Configuration
CCE Configuration
Finesse Configuration
CUBE and CVP Configuration
Verify
Troubleshoot
Related Information

### Introduction

This document describes how to configure Contact Center Enterprise (CCE) Agent Answers and Transcripts integrated with Google Contact Center Artificial Intelligence (CCAI).

Contributed by Ramiro Amaya and Carlos Angulo Mireles, Cisco TAC Engineers and Adithya Udupa, Anjum Jeelani, and Raghu Guvvala, Cisco Engineers.

# Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.6.2
- Cisco Package Contact Center Enterprise (PCCE) Release 12.6.2
- Customer Voice Portal (CVP)
- Cisco Finesse 12.6.2
- Cisco Unified Border Element (CUBE) or Voice Gateway (GW)
- Google Agent Assist
- Control Hub
- CCE Admin Data Server (AW)

• CVP Operations and Management Portal (OAMP)

### **Components Used**

The information in this document is based on these software versions:

- UCCE Release 12.6.2
- CVP 12.6.2 ES15
- Cisco Finesse 12.6.2
- Google Agent Assist
- Control Hub
- VCUBE Cisco IOS XE Bengaluru 17.12.1a

Note: For CUBE / VCUBE Cisco IOS version supported, please refer to the latest PCCE/UCCE Features Guide and Compatibility matrix

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

CCE 12.6 introduces the Agent Answers feature, in which an agent is provided with relevant suggestions and recommendations in real time for the agent to consider. The suggestions and recommendations are based on the conversation between the caller and the agent.

More often, agents lack the depth of knowledge about the products and services of the business they serve. Agent Answers enhances your experience because the timely suggestions improve the ability of the agent to respond. Businesses can cut down on training costs and time.

In addition CCE 12.6 also introduces Call Transcripts services that assist the agents by the use of Artificial Intelligence (AI) and Natural Language Understanding (NLU). These services are available for the agents in the Cisco Finesse desktop gadgets.

The Call Transcript gadget dynamically converts the ongoing conversation to text and presents the text to an agent for real-time viewing and reference.

# Configure

### **Configuration Requirements**

- Ensure that your CCE AW server has 443/8443 ports opened and is able to access these websites:
  - \*.wbx2.com
  - \*.ciscoccservice.com
- Ensure that CUBE has access to these websites:
  - \*.cisco.com
  - \*.ciscospark.com

- \*.rtmsprod.net
- \*.wbx2.com
- Ensure that Packaged CCE AW, OAMP on UCCE, Cloud Connect, CUBE, and Agent Desktop components have access to Webex services to use the Agent Answers.

### **Google Agent Assist**

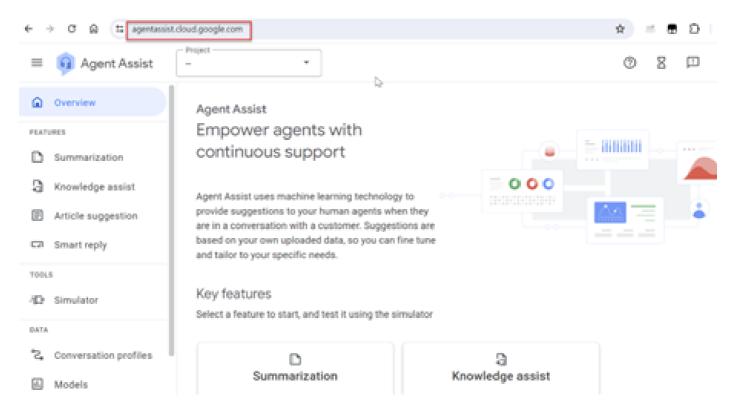
Agent Assist is a Google Contact Center Artificial Intelligence (CCAI) solution which uses machine learning technology to provide suggestions to your human agents when they are in a conversation with a customer.

Suggestions are based on your own uploaded data and therefore can be tailored to your specific business needs. This uploaded data is part of your own knowledge base.

**Note**: There is no Dialogflow CX configuration required for Agent Answers and Call Transcripts

#### Create a Knowledge Base

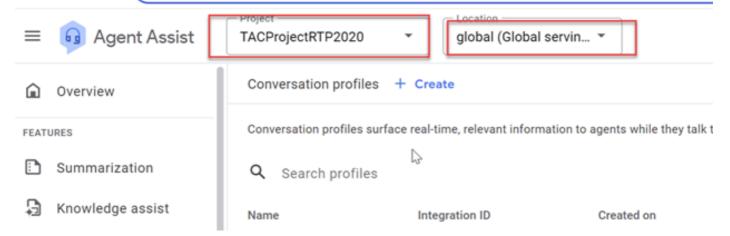
A *knowledge base* represents a collection of *knowledge documents* that you provide via Agent Assist. Your knowledge documents are provided to the Finesse agents and contain information that can be useful during the agent conversation with customers. This helps to minimize agents training and improves agent response to customer calls.



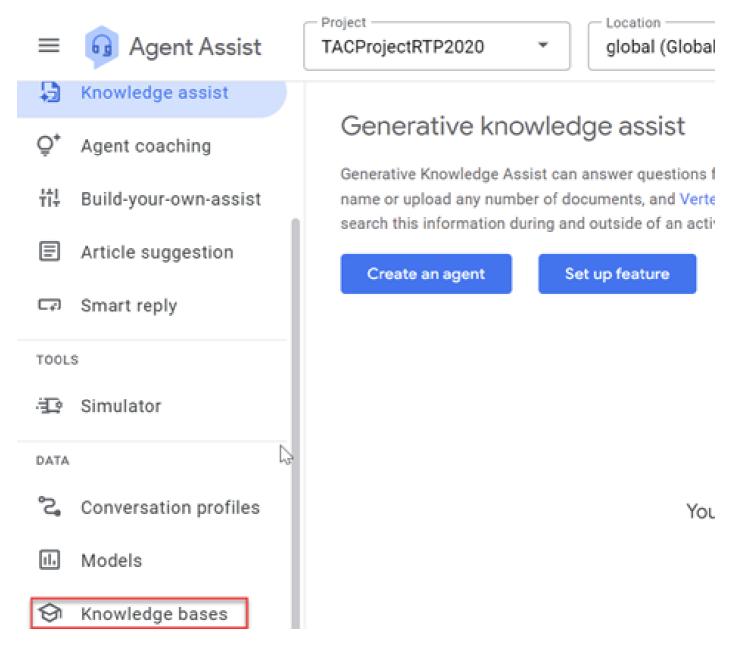
Step 1. Open a web browser and navigate to https://agentassist.cloud.google.com/

Step 2. Log in with the same account you used to create your Google project. Select the Project and the location.

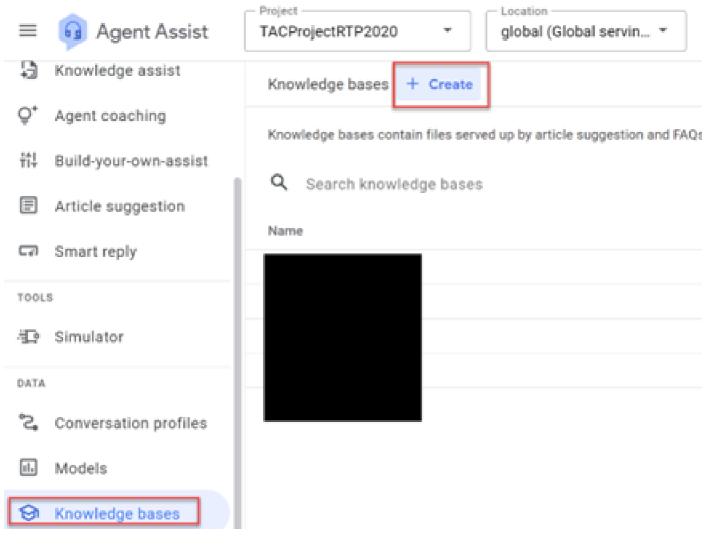
← → C 🍙 ( 🛱 https://agentassist.cloud.google.com/projects/tacprojectrtp2020/locations/global/conversation-profiles



Step 3. Select Knowledge bases on the left sidebar menu.



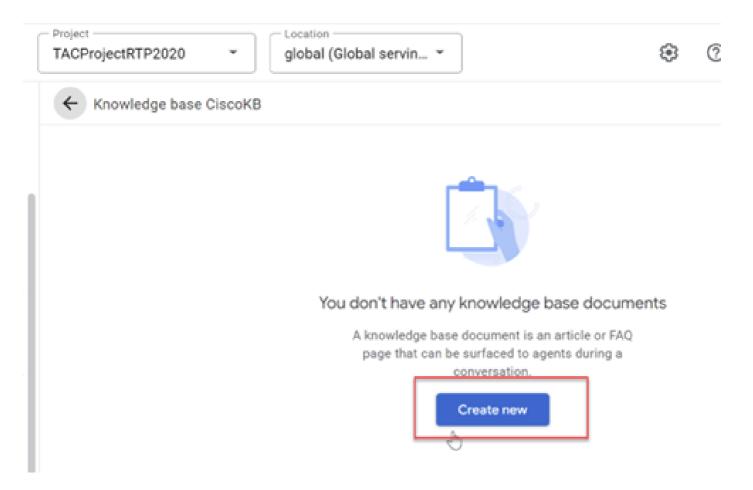
Step 4. Click Create under Knowledge bases.



Step 5. Enter a knowledge base name and language and click Create.

Create a knowledge base						
Display name*						
Language*  ▼						
Cancel Create						

Step 6. Add a document to the Knowledge base. Click Create New and enter the information.



a. Select the Knowledge Type, in this example you can use FAQ.

b. Select Public URL for File source. In this example you can use the Google FAQ document: <u>https://cloud.google.com/storage/docs/faq.</u>

c. Click CREATE.

≡ 😡 Agent Assist	TACProjectRTP2020
Knowledge assist	← Add documents to CiscoKB
Q* Agent coaching	Select knowledge types
tî‡ Build-your-own-assist	Article suggestion
Article suggestion	Document contains knowledge articles
⊂⊋ Smart reply	Document contains question and answer sets
	Select file source
	Certain file types require specific formatting.
	Public URL     File type must be: HTML
	URL* https://cloud.google.com/storage/docs/faq
	O Cloud Storage File type must be: CSV
TOOLS	O Upload File type must be: CSV
🔁 Simulator	Add metadata (optional)
DATA	Metadata can help your system surface documents ⑦
°C, Conversation profiles	
II. Models	4
S Knowledge bases	
E Datasets	Create Cancel

the document is now created. You can add more documents to the knowledge base with the same procedure.

#### **Create a Conversation Profile**

A **conversation profile** configures a set of parameters that control the suggestions made to an agent. These parameters control the suggestions that are surfaced during runtime. You must create a conversation profile in order to establish a dialog with an end-user and this a required parameter for the CCAI CCE Features configuration.

Step 1. On the Google Agent Assist, select Conversation profiles from the left sidebar menu.

cisco	Unified Contact Center Enterprise Manag	ement					
	Route Settings					ecte Routing Domain Call Type	
Common and	Edit Cumulus Answer1						
	General Experience Management Contact	Center Al					
Antropy of the	This page is used to apply a Contact Center Al Config to a Contact Center Al Config depicts a set of sension from an			configure it in Classe Michael Constant Hall			
dia analari	Contact Center Al Configuration Value Attractor	-Official transport	0 A.	Select Contact Center Al Configuration			
				Q,			
Users				Name E Description	un uners hature for NCD		
				Mit-ATT 2002-Officeren Der Mitchen	Config to enable Obc		
			_				
≡	😡 Agent Assist		Project TACP	rojectRTP2020	•	global (Globa	4
-13	Knowledge assist						
0+	Agent coaching		G	enerative kno	wledg	e assist	
¥	Agent coaching		Gen	erative Knowledge As:	sist can ar	nswer questions	t
岇	Build-your-own-assist		nan	ne or upload any numb	er of docu	iments, and Vert	¢
Ē	A - + i - i + i		sea	rch this information du	ring and c	outside of an act	ŀ
=	Article suggestion			Create an agent	Set	up feature	
	Smart reply						
тоо	LS						
Ð	Simulator						
		6					
DAT	A	List.					
°,	Conversation profiles					Yo	L
	Models						
	models						
9	Knowledge bases						
~~~	toromeage bases						

Step 2. Click +**Create new**, on the top right of the page or +**Create** if you have already created other conversation profiles.

= 😡 Agent Assist	TACProjectRTP2020
Chrowledge assist	New conversation profile
Q <sup>+</sup> Agent coaching ††‡ Build-your-own-assist	Display name This will help you find this profile in the conversation profiles list Display name
Article suggestion     Smart reply	Language
TOOLS TOOLS TOOLS TOOLS TOOLS TOOLS TOOLS TOOLS	Specify a language for your conversation profile          Language*       •         en - English       •         Suggestion types       •         Select all of the kinds of assistance you would like this profile to surface to agents
TOOLS	Conversation summarization (generator)     Generate a customizable LLM powered summary of a conversation     Conversation summarization (legacy)     Generate a summary of a conversation
TOOLS TOOLS TOOLS TOOLS T99LS	Conversation summarization (legacy - voice) Generative knowledge assist Query your knowledge base and receive LLM-generated answers Agent coaching Provide realtime best practice suggestions to agents
心 Simulator	Build-your-own-assist Use features you built on the Agent Assist generator platform
Conversation profiles	Smart reply Surface pre-written responses
Models	Article suggestion Surface articles contextual to the conversation
🕅 Knowledge bases	FAQs Auto-surface answers to customer questions
Datasets	Pub/Sub notifications
<	Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available

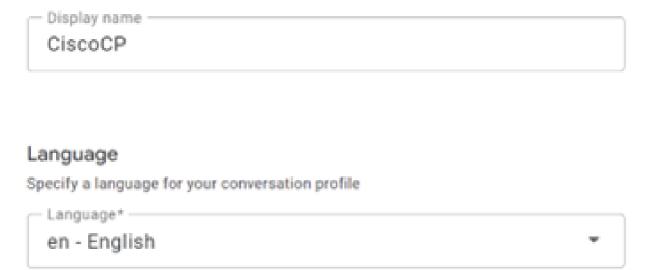
Step 3. In the **Display name** box, enter a unique name for your conversation profile and select the language.



### Kew conversation profile

### **Display name**

This will help you find this profile in the conversation profiles list



Step 4. From the list of available options, for Suggestion types select FAQ.

### Suggestion types

Select all of the kinds of assistance you would like this profile to surface to agents

Conversation summarization (generator) Generate a customizable LLM powered summary of a conversation
Conversation summarization (legacy) Generate a summary of a conversation
Conversation summarization (legacy - voice) Generate a summary of a voice conversation
Generative knowledge assist Query your knowledge base and receive LLM-generated answers
Agent coaching Provide realtime best practice suggestions to agents
Build-your-own-assist Use features you built on the Agent Assist generator platform
Smart reply Surface pre-written responses
Article suggestion Surface articles contextual to the conversation
FAQs Auto-surface answers to customer questions

#### Pub/Sub notifications

Hee Duh/Sub to cand connection notifications as your conversation proceeds and new connections are available

Step 5. When you select the suggestion type, you see the options to enter the **Confidence threshold** and **Maximum suggestions** values. Maximum suggestions are the number of response suggestions or knowledge suggestions returned, and the confidence threshold refers to the model level of confidence that each knowledge suggestion or response suggestion is relevant to the customer request. A higher confidence value increases the likelihood of relevant responses being returned but can result in fewer or no responses returned if no available option meets the high threshold value. For FAQ, Google suggest that you set the confidence threshold to FAQ Assist=0.4. Google also recommends that you start with a maximum suggestions value of 3 in all cases.

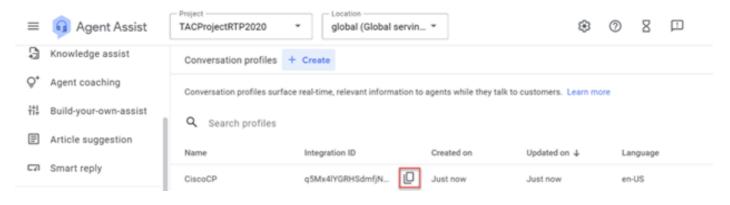
FAQs Auto-surface answers to cust	iomer questions	
Baseline model		Ŧ
A general, pre-trained mod transcript data to use.	fel provided by Google that requires no	
CiscoKB X		0
	/knowledgeBases/ <knowledge base="" id=""></knowledge>	
Confidence threshold *	-	
0.4	It is recommended to set it to 0.4 ini then change it incrementally until yo satisfied with the suggestions	

Step 6. (Optional) Enable <u>Sentiment analysis</u>. This feature analyzes messages from both the agent and end-user to determine emotional intent. For now, leave it disabled.

Step 7. (Optional) Enable handoff to a Dialogflow virtual agent. <u>Virtual agents</u> are automated agents that attempt to resolve customer issues before escalating to a human agent. For this feature there is no need to select the virtual agent, but if you want the customer call to be handled by a Dialogflow CX Virtual agent first before the call is transferred to a real agent, you can enable this option and select the Dialogflow CX virtual agent you created in this project.

Step 8. Click Create. It takes several minutes until the conversation profile is ready to use.

**Note**: When you configure Agent Answers in Control Hub, you need to provide the Conversation profile id. Copy the Integration ID. Click **Copy to Clipboard**. This is used later in the Control Hub configuration.

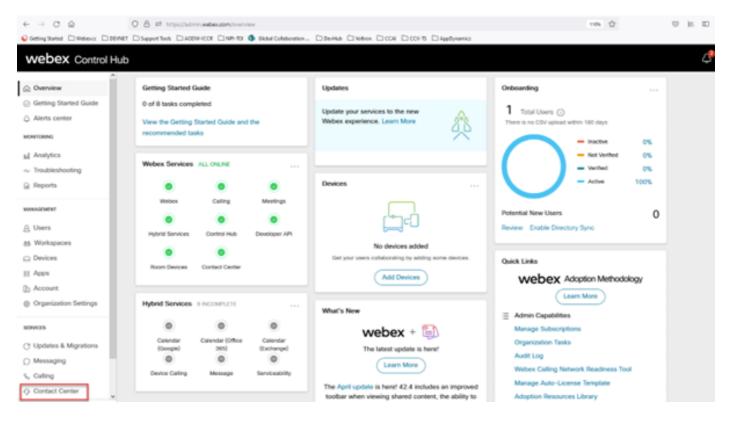


### Webex Control Hub Configuration

Create a CCAI configuration in Cisco Webex Control Hub at <u>Control Hub</u>. A CCAI configuration leverages CCAI Connectors to invoke the CCAI services. For details, visit the *Configure Contact Center AI* article at <u>Webex Help Center</u>.

Step 1. Ensure that the Cloud Connect publisher and subscriber are installed. For more information, visit the *Install Cloud Connect* section in <u>*Cisco Unified Contact Center Enterprise Installation and Upgrade Guide.*</u>

Step 2. Log in to Webex Control Hub. Navigate to Contact Center and click Cloud Connect.



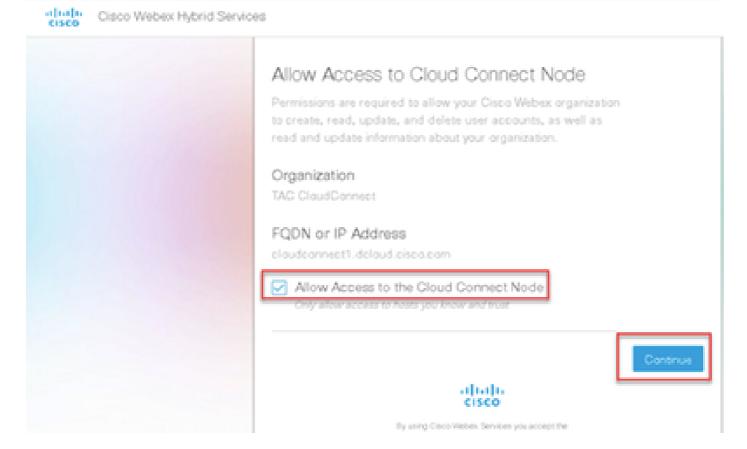
webex Control Hi	ub	Q Search	
< Main Menu	General		
TEMAIT SETTINGS General Digital	Advanced Configuration	Webex Engage Access the Webex Engage a Go to Webex Engage admini	dministration portal for configuring Digital Channel features
Integrations			
Cloud Connect	Service Details	Country of operation	United States of America
		Tenant Timezone	America/New, York

Step 3. On Cloud Connect window enter the name and the Fully Qualified Domain Name (FQDN) of Primary Cloud connect.

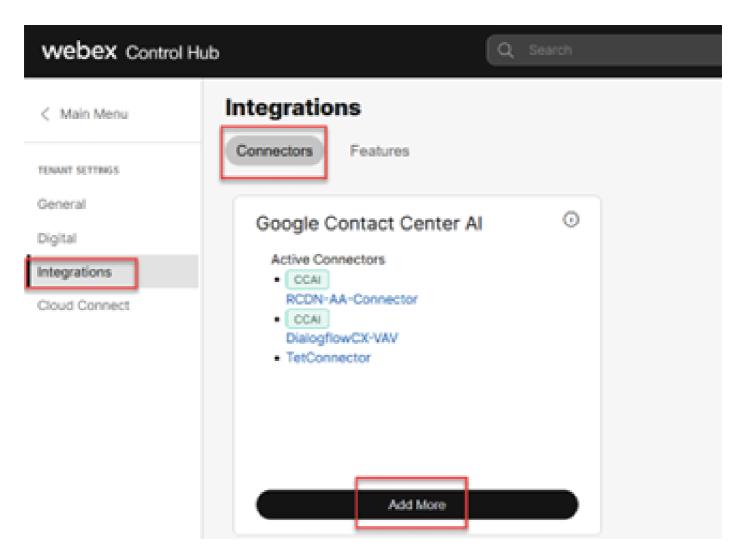
Add Cl	oud Connect Cluster			×
Display Name Display Name of the on-premises Cloud Connect cluster which is being Registered to the cloud	Enter Name			
FQDN Enter the FQDN of primary Cloud Connect node from the deployment being Registered	Fully Qualified Domain Name	Cancel	Registe	or

Step 4. On Cloud Connect window enter the name and the FQDN of Primary Cloud connect and click **Register**.

Step 5. On the Allow Access window, check the box **Allow Access to the Cloud Connect Node** and click **Continue**.

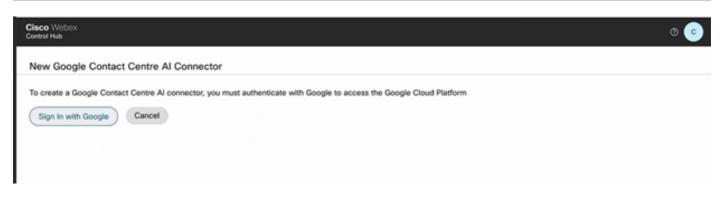


Step 6. Add a Connector. On the Contact Center window select Integrations and then Connectors. Click Add More.



Step 7. If a connector is already added and you need to add one more, click on Add More. Sign in with Google and continue with the instructions.

**Note:** The user account that you sign in with Google must have the owner role of the Google project.



Step 8. On the Connector page provide this information and click Save.

#### New Google Contact Centre Al Connector

lame	
CAI Project Name	
Select	~
illable Project Name 🛈	
Select	~
illable Service Account	

Name: Name of the Connector

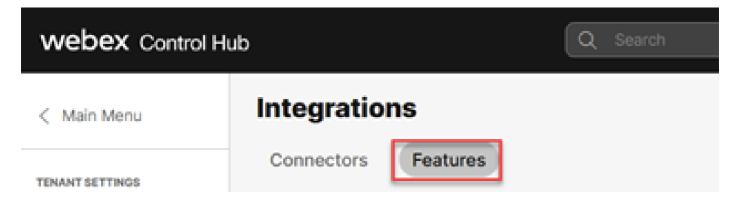
CCAI Project Name: Name of the Google project you have created

**Billable Project Name**: Name of the Google project Cisco provided when you provisioned your Google project

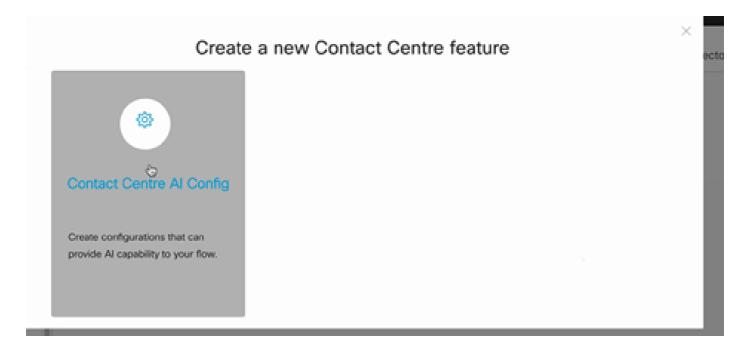
Billable Service Account: Service account that Cisco provided, and you added to your Google project.

Now the connector is created, and a Jason key is automatically created in the Cisco Google project.

Step 9. Add the features. On the **Contact Center** -> **Integration** page, click **Features** and click **New**.



Step 10. You are now in the Create a New Contact Center Feature page. Click Contact Center AI Config.



Step 11. Provides the feature information, select the connector already added, and the Google conversation profile created.

Config Name: Any Name you want to call this feature. For example. AA-TACRCDN

Description(Optional): For example: Agent Answers feature for RCDN

Connector: Select the Connector previously created

Google Conversation profile: Copy the Conversation profile form Agent Assist.

< Features		
New Contact Center Al Config	Config Name * AA-TACRCON	
	Description Agent Answers feature for <u>BCDN</u> Coogle Contact Center AI Connectors CiscoCorector  Coogle Conversation profile * projects/tacprojectrtp2020/locations/globaliconversationProfiles/gSMx8IY078H5det/fNO, gbA	Þ
	A Profile is the Google configuration for the conversation. To know more visit here  Apply as default for Agent Answers  Apply as default for Virtual Agent	
		Cancel

Note: You can select this feature as the default for Agent Answers and Virtual Agent. In that case you would not need to associate a configured feature with contact Center Call Type.

### **CCE** Configuration

altalta cisco Unified Contact Center Enterprise Management 🚺 Alerta Inventory n Q, 0 Overview Hostname/IP Address Host Name Type . 10.64.82.183 ..... cloudconnect.cicm.co **Cloud Connect Publish** ucce1251.cicm.com 10.64.82.111 Unified CCE AW (Principal AW) Infrastructure ٩ Organization 1 Users

Step 1. On PCCE AW, open Cisco Web Administration tool (SPOG) and navigate to Inventory. Click New.

Step 2. Add Cloud Connect and provide the FQDN and credentials.

€ → C	🙆 💿 🔒 🗝 ht	tps://ucce1251. <b>dk</b>	m.com/cceadmir	V#/systemDeploy 🚥 🗑 🏠 🔍 Search		$\overline{\tau}$	⊪\⊡ ¢* ⊒°	
🗘 Most Visited 🕼 Getting Started 🚢 Cisco Finesse 🗎 Other Bookmarks								
dialia u cisco	Inified Contact Ce	enter Enterp	rise Manag	ement	Alerta		trator	
	inventory	Edit Cloud C	Connect Put	blisher		×		
•	Q,	General	Alerta					
Overview	Host Name	Hostname/	IP Address*	cloudconnect.clcm.com				
	Coulconst.	Address*		10.64.82.183				
Infrastructure	ucce 1251.clon	Cloud Conn Useman	ect Administrati **	Administrator				
Organization		Pasawon	±•	*******				
				Launch Glace Webex Control Hub				
Users								
Capacity					Activate Go to Setti Cancel	ngs to ac	WS ivate Windows.	

Note: Refer to these documents for PCCE certificate exchange: <u>Self-Signed Certificates in a PCCE</u> <u>Solutions</u> and <u>Manage PCCE Components Certificate for SPOG</u>. For UCCE refer to <u>Self-Signed</u> <u>Certificate Exchanged on UCCE</u>.

Step 3. Configure Cloud Connect in the CVP Operations Console (OAMP). For details visit the section *Configure CVP Devices for Cloud Connect* in the <u>Administration Guide for Cisco Unified Customer Voice</u> <u>Portal</u>.

	Note:	This is for	UCCE only	This step	is not requi	ired for	PCCE
--	-------	-------------	-----------	-----------	--------------	----------	------

Most Visited Getting Started			E Other Bookman
Cisco Unifie	d Customer	/oice Portal	Administrator Administrator
	Connect		
Device	CVP186	v	0
Charge	in value requires	restart of Olaco CVP CaliServer service.	
CVA Publisher IF	P Address /	10.64.82.183	
Hostname			
00 Subseribur	IP Address	Subscriber IP Address / Hostname	
gration / Hostname		Subscriber IP Address / Holdtarths	
1 Hostinin	~		*
Username		Administrator	
ense Password		*******	
agement			
R			Activate Windows
••			Go to Settings to activate Windows
			Save

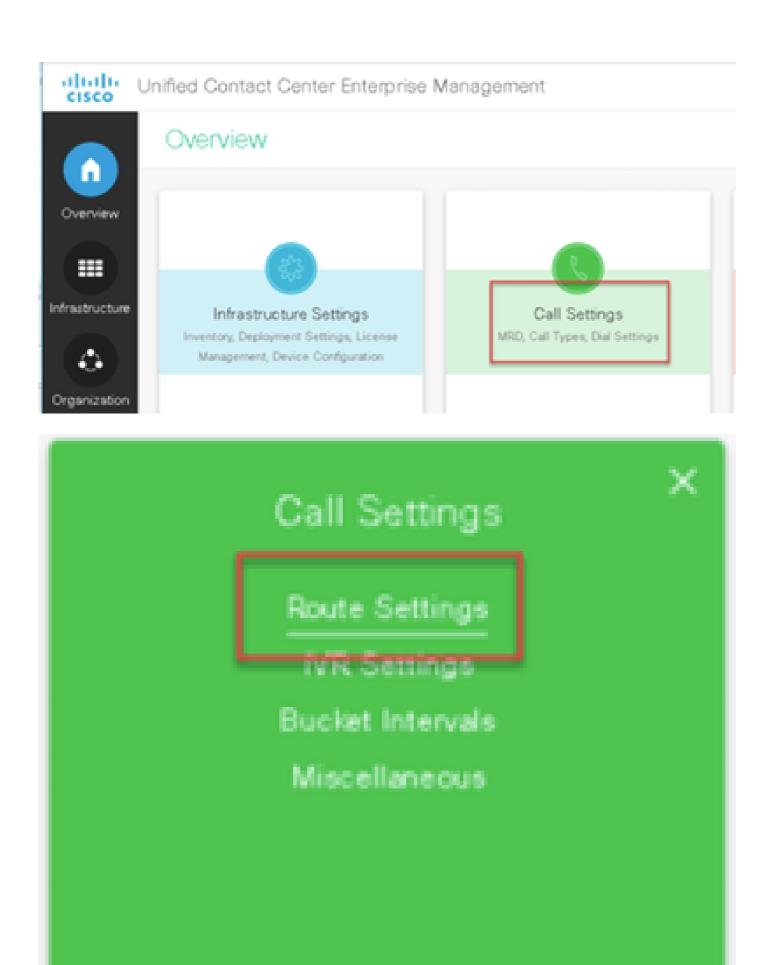
Step 4. Import the Cloud Connect certificate to the CVP server. For details, visit the section *Import Cloud Connect Certificate to Unified CVP Keystore* in the <u>Configuration Guide for Cisco Unified Customer Voice</u> <u>Portal.</u>

Step 5. To associate the CCAI configuration to all call types, you need to ensure you have selected a default agent answers feature in Control Hub. In the Unified CCE Administration, navigate to Overview > Features > Contact Center AI and select Cisco Bill, then you can see the default agent answers feature selected for all call types.

alialia cisco	Inified Contact Center Enterprise Management Administrator					
	Contact Center Al					
Overview	Default Config (2)					
Infrastructure						
$(\bullet)$				Sync		
Organization	Al Service	Default Config				
Organization	Agent Answers VAV-RTP2020-EFTAgent					
1	Virtual Agent VAV-RTP2020-EFTAgent					
Users						

Step 6. To apply the CCAI configuration to only a subset of the call types or to override the global configuration for specific call types do this.

1. In Web Administration tool, navigate to Call settings -> Route Settings and select Call Type.



cisco (	Unified Contact (	Alerta				
	Route Setti	ings			Media i	Call Type
Overview	٩,					0
Cher Part	Narve	•	ID .	Description		
	Basic_CT_1251		5000			
	Basic_CT_1261		5001			
nfrastructure	Builtin 🕙		1	Cisco provided call type		
	CTI_RP_CT		5002			
Organization						
Capacity						Windows ngs to activate Windows.

2. Click the **Contact Center AI** tab and select the Contact Center AI configured on the Control Hub and click Save.

cisco	Unified Contact Center Enterprise Management					
	Route Settings			Medi	ia Routing Domain	Call Type
Overview	Edit CumulusAnswer1					
	General Experience Management Contact Center Al					
Infrastructure	This page is used to apply a Contact Center Al Config to a specific Call Type. Contact Center Al Config depicts a set of services from an API provider. You can create o	r configure it in Cinco Webex Co	entral Ha	•		
٥	Contact Center Al Configuration V8V-RTP2020-EFTAgent © Q	Select Contact Center AI Co	ofours	lion		
Organization	This will override any global config for the ca	۵,				
Users		Name	٠	Description		
0		AA-TACRODN VAV-RTP2020-EFTAgent	Ð	Agent Answers feature for RCDN		
Desktop		Webex CCAI Config	$\sim$	Use this Config to enable Cisc		
E						

### **Finesse Configuration**

**Note:** Steps 1 to 3 are for UCCE only. For PCCE start with Step 4.

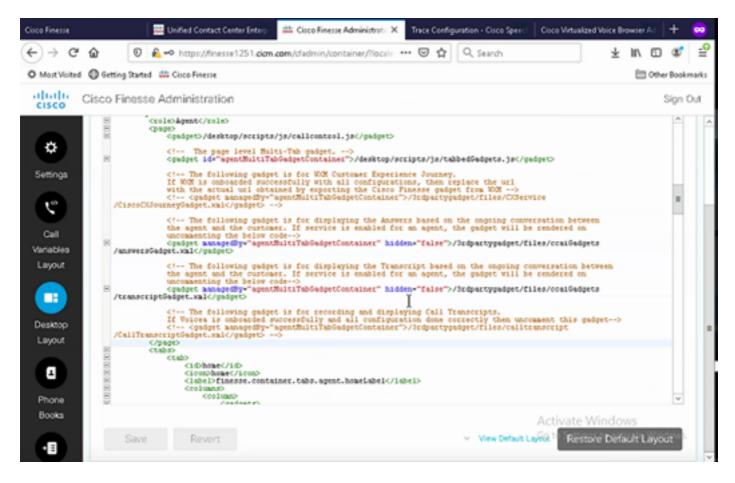
Step 1. Provision Cloud Connect on Cisco Finesse. For more information, visit the *Cloud Connect Server Settings* topic in the *Cisco Finesse Administration Guide*.

Step 2. Open Finesse Admin page, and navigate to settings and to Cloud Connect.

Step 3. On the Cloud Connect Server Settings provide the credentials and the FQDN of the publisher and the subscriber.

C 🕜	🛛 🔒 🗝 https://fi	nesse1251.cicm.com/cfadmin/container/?locale 🚥 😡	🗘 🔍 Search	¥ ⊯ © © ‡
foited 🖨 Gettin	g Started 🕮 Cisco Finess	e		🛅 Other Bookmarks
Cisco Fi	inesse Administra	tion		Sign Out
Seco	ndary Chat Server	https://secondary.Host:5250/httpbinding		
	Save Reve	rt		
Clo	ud Connect Ser	ver Settings		
κ.				
Usen	name*	Administrator		
Pass	word*	*******		
Public	sher Address*	cloudconnect.cicm.com	*	
Subs	criber Address	subsoriberHost		
3			Activate	Windows

Step 4. Add the Agent Answers gadget on the Finesse Desktop Layout. On the Cisco Finesse Administration Page, click **Desktop Layout** and remove the comment on the gadget information related to Agent Answers.



Step 5. On CCE Administration Page select Agents and on Manage Agents enable the CCAI services. Once enabled, the Agent Answers gadget appears on the Home tab and displays relevant articles and suggestions during a call. For details on how to use the gadget, visit the *Contact Center AI Gadgets guide*. Gadget auto-hide/un-hide and notifications capability is available only if the gadget is configured as a multi-tab gadget in Cisco Finesse. For more details, visit *Agent Answers Gadget* in the *Cisco Cisco Finesse Administration Guide*.

Unified Contact Center Enterprise Management						
Overview						
Infrastructure Settings Inventory, Deployment Settings, License Management, Device Configuration	Call Settings MRD, Call Types, Dial Settings	Digital Channels Configure, Email and Chat	Vser Setup Agents Administrators Roles			

dialia cisco								
	Agents							
<b>A</b>								
Overview	Туре 🔺	Username 🛊	Last Name 👙	First Name 🛊	Description			
	 A	bwayne	Wayne	Bruce	Cumulus - Outbound Simulator Agent			
Infrastructure	A	ogbmargera	Margera	Bam	Cumulus - Call Gen Agent			
	<ul> <li>A</li> </ul>	ogopontius	Pontius	Chris	Cumulus - Call Gen Agent			
	<ul> <li>A</li> </ul>	ogjackson	Jackson	Sammy	Cumulus - Call Gen Agent			
Organization		ogjknoxville	Knoxville	Johnny	Cumulus - Call Gen Agent			
	<ul> <li>A</li> </ul>	ogjolie	Jolie	Angel	Cumulus - Call Gen Agent			
		ogmoore	Moore	Demetra	Cumulus - Call Gen Agent			
	A	ogpitt	Pitt	Bradley	Cumulus - Call Gen Agent			
Users		ogsmith	Anniston	Jenna	Cumulus - Call Gen Agent			
0	<ul> <li>A</li> </ul>	ogstevea	0	Steve	Cumulus - Call Gen Agent			
		cgwillis	Willis	Bruce	Cumulus - Call Gen Agent			
Desktop	<ul> <li>A</li> </ul>	dduck	Duck	Donald	Cumulus - Call Gen Agent			
		dmarino	Marino	Dan	Cumulus - Call Gen Agent			
F		efudd	Fudd	Elmer	Cumulus - Call Gen Agent			
Capacity		hliang	Liang	Helen	Cumulus - UWF Agent			
	<ul> <li>A</li> </ul>	jelway	Elway	John	Cumulus - Call Gen Agent			
		jmontana	Montana	Joe	Cumulus - Call Gen Agent			
	<ul> <li>A</li> </ul>	jopeters	Peterson	Josh	Cumulus - CRM Agent			
		mariaqui	Quinteros	Maria	Cumulus - CallTrack Agent			
		mmouse	Mouse	Mickey	Cumulus - Call Gen Agent			
		oharvey	Harvey	Owen	Cumulus - Outbound Agent			
	<ul> <li>A</li> </ul>	pparker	Parker	Peter	Cumulus - Outbound Simulator Agent			
	A	rcunningham	Cunningham	Randall	Cumulus - Call Gen Agent			
		sjeffers	Jefferson	Sandra	Cumulus - Main Agent			

ahaha cisco	Unified Con	tact Center	Enterprise Ma	nagement			
	Agents	Agents					
Overview	Edit Sandra	a Jefferson (sje	ffers)				
	General	Attributes	Skill Groups	Supervised Teams	Enable Digital Channels	Contact Center Al	
	Username*		sjeffers				
nfrastructure	First Name*		Sandra				
Organization	Last Name*		Jefferson				
	Agent ID		1080				
Users	Description		Cumulus - Main	Agent		Ç₂	
Desktop	Desk Settings		DefaultAgentDe	skSettings 💿 익			
F	Department			Q			
Capacity	Site			Q			
	Team		CumulusMain	୍ର ଦ୍			

alialia cisco	Unified Cor	Unified Contact Center Enterprise Management						
	Agent	Agents						
Overview	Edit Sand	Edit Sandra Jefferson (sjeffers)						
	General	Attributes	Skill Groups	Supervised Teams		Contact Center Al		
Infrastructure	9	ces for Agent Answers						
Organization	Call Tra	anscript						
Users	VAV Tra	anscript						
Organization Users	Agent A	Answers						

Note: If in the Finesse servers you have cors allowed\_origin configured, make sure to add the cloud connect servers with this command: **utils finesse cors allowed\_origin add** <u>https://{Cloudconnect</u> **FQDN}.** Restart the Finesse tomcat and the Finesse Notification Service after you add the cloud connect servers.

### **CUBE and CVP Configuration**

Ensure Agent Answers is configured on a supported CUBE platform. For more details on supported CUBE platforms and configuration, see the WebSocket-Based Media Forking for Cloud Speech Services chapter in the *Cisco Unified Border Element Configuration Guide - Cisco IOS XE 17.6 Onwards* at <a href="https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/ios-xe/config/ios-xe-book/websocket-forking-for-cube.html">https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/ios-xe/config/ios-xe-book/websocket-forking-for-cube.html</a>.

Note: Agent Answers feature uses the RTMS Data Center Webex Services on CCE 12.6.2 and CVP 12.6.2 ES15 onwards, instead of the WxCC Data Center Webex Services . RTMS Webex Services support only GCM ciphers. Cisco IOS XE 17.12.1a onwards have GCM ciphers enabled. For CUBE / VCUBE Cisco IOS version supported, please refer to the latest PCCE/UCCE Features Guide and Compatibility matrix.

Step 1. On CUBE / VCUBE, enter to config mode.

Config t

Step 2. Create a Voice Class Sip profile to add Call-Info SIP header in INVITE message for CVP to send forking request.

```
voice class sip-profiles 100
request INVITE sip-header Call-Info add "X-Cisco-Forking: supported"
```

Step 3. Create a media stream service profile.

media profile stream-service 99	
connection idle-timeout 45	! default 30 mins
connection calls-threshold 5	! default 3 calls per websocket connection
proxy host proxy.dk.org	! optional, http proxy server IP or DNS if used
source-ip A.B.C.D	! VCUBE source IP for websocket sessions

Step 4. Associate media stream service profile to a media class.

media class 9 stream-service profile 99

Step 5. Add the sip and media profile to the outgoing dial-peer towards CVP.

```
dial-peer voice 802 voip
 description CVP SIP Comprehensive dial-peer
 destination-pattern 802.
 session protocol sipv2
session target ipv4:X.X.X.X
voice-class codec 1
 voice-class sip profiles 100
media-class 9
 dtmf-relay rtp-nte
no vad
```



Note: These media forkings are not supported: Network-Based Recording, Media Proxy and Extended Media Forking - XCC or XMF

# Verify

There is currently no verification procedure available for this configuration.

# **Troubleshoot**

There is currently no specific information to troubleshoot available for this configuration.

# **Related Information**

- Cisco Contact Center Solutions and Design Guide 12.6
- PCCE Features Guide 12.6.2
- UCCE Features Guide 12.6.2
- Websocket Forking For CUBE
- CCE Compatibility Matrix 12.6.X •
- Technical Support & Documentation Cisco Systems