使用Google Agent Assist配置CCE座席應答和呼 叫記錄

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簡介

本文檔介紹如何配置與Google聯絡中心人工智慧(CCAI)整合的Contact Center Enterprise (CCE) Agent Answers和Recordings。

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必要條件

需求

思科建議您瞭解以下主題:

- 思科整合客服中心企業版(UCCE)版本12.6.2
- 思科套裝客服中心企業版(PCCE)版本12.6.2
- 客戶語音入口網站(CVP)
- Cisco Finesse 12.6.2
- Cisco Unified Border Element (CUBE)或語音網關(GW)

- Google代理幫助
- 控制中心
- CCE管理資料伺服器(AW)
- CVP營運與管理入口網站(OAMP)

採用元件

本檔案中的資訊是根據以下軟體版本:

- UCCE版本12.6.2
- CVP 12.6.2 ES15
- Cisco Finesse 12.6.2
- Google代理幫助
- 控制中心
- VCUBE Cisco IOS XE班加羅爾17.12.1a
- ✤ 註:有關支援的CUBE/VCUBE Cisco IOS版本,請參閱最新的PCCE/UCCE功能指南和相容 性清單

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路運作中,請確保您瞭解任何指令可能造成的影響。

背景

CCE 12.6引入了Agent Answers(座席答案)功能,該功能即時為座席提供了相關意見和建議,供 座席考慮。建議和建議基於呼叫方和座席之間的通話。

更常見的情況是,座席缺乏對其所服務業務的產品和服務的深入瞭解。「座席答案」可增強您的體 驗,因為及時的建議可提高座席的響應能力。企業可以削減培訓成本和時間。

此外,CCE 12.6還引入了呼叫記錄服務,透過使用人工智慧(AI)和自然語言理解(NLU)來幫助座席 。這些服務適用於Cisco Finesse案頭小工具中的代理。

Call Transcript小工具可將正在進行的通話動態轉換為文本,並將文本呈現給座席以便即時檢視和參考。

設定

組態需求

- 確保您的CCE AW伺服器已打開443/8443埠,並且能夠訪問以下網站:
 - *.wbx2.com
 - *.ciscoccservice.com

- 確保CUBE可以訪問以下網站:
 - *.cisco.com
 - *.ciscospark.com
 - *.rtmsprod.net
 - *.wbx2.com
- 確保Packaged CCE AW、UCCE上的OAMP、Cloud Connect、CUBE和Agent Desktop元件 可以訪問Webex服務以使用代理答案。

Google代理幫助

Agent Assist是一種Google聯絡中心人工智慧(CCAI)解決方案,它使用機器學習技術向與客戶通話 中的人工座席提供建議。

建議基於您自己上傳的資料,因此可以根據您的特定業務需求量身定製。此上傳資料是您自己知識 庫的一部分。

註:座席應答和呼叫記錄不需要Dialogflow CX配置

建立知識庫

知識庫表示您透過Agent Assist提供的知識文檔的集合。您的知識文檔會提供給Finesse座席,其中 包含在與客戶進行座席通話時可能十分有用的資訊。這有助於最大限度地減少座席培訓並改進座席 對客戶呼叫的響應。

步驟 1.打開Web瀏覽器並導航至<u>https://agentassist.cloud.google.com/</u>

← → ♂ ⊖ ts agentassist	t.cloud.google.com	* = 5 0
= 🧕 Agent Assist		0 2 D
Overview	Agent Assist	
PLATURES	Empower agents with continuous support	
C Smart reply	Agent Assist 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, so you can fine tune and talks to your own uploaded data.	
100LS 引D: Simulator	Key features Select a feature to start, and test it using the simulator	
Conversation profiles		9
Models	Summarization Kn	owledge assist

步驟 2.使用您用來建立Google專案的相同帳戶登入。選取專案與位置。

← → ♂ ⋒ (ttps://agentassist.cloud.google.com/projects/tacprojectrtp2020/locations/global/conversation-profiles

≡	😡 Agent Assist	TACProjectRTP2020	✓ global (Globa	Il servin 🔻
٦	Overview	Conversation profiles	+ Create	
FEAT	URES	Conversation profiles sur	face real-time, relevant infor	mation to agents while they talk t
	Summarization	Q Search profiles	G.	
Ð	Knowledge assist	Name	Integration ID	Created on

步驟 3.在左側側邊欄功能表上選取「知識庫」。



步驟 4.按一下「知識庫」下的「建立」。



步驟 5.輸入知識庫名稱與語言,然後按一下「建立」。

Create a knowledge base		
Display name*		
Language*		
Cancel Create		

步驟 6.將檔案新增至知識庫。按一下Create New並輸入資訊。



a.選取「知識型態」,在此範例中,您可以使用FAQ。

b.選取檔案來源的公用URL。在此示例中,您可以使用Google常見問題文檔 :<u>https://cloud.google.com/storage/docs/fag。</u>

c.按一下建立。

≡ 😡 Agent Assist	TACProjectRTP2020 Location global (Global servin
🔓 Knowledge assist	← Add documents to CiscoKB
Q* Agent coaching	Select knowledge types
₩ Build-your-own-assist	Article suggestion
Article suggestion	FAQ Decument contains knowledge and ensure exten
⊂⊋ 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
	File type must be: CSV
TOOLS	O Upload File type must be: CSV
Dimulator	Add metadata (optional)
DATA	Metadata can help your system surface documents 🕜
°2, Conversation profiles	
II. Models	4
S Knowledge bases	
🛱 Datasets	Create Cancel

檔案現在已建立。您可以使用相同的程式將更多檔案增加到知識庫中。

建立交談設定檔

會話配置檔案配置一組引數,用於控制向代理提出的建議。這些引數控制在執行階段期間所呈現的 建議。您必須建立通話配置檔案才能與終端使用者建立通話,這是CCAI CCE功能配置的必要引數 。

步驟 1.在Google Agent Assist上,從左側側邊欄選單中選擇Conversation profiles。

unified Contact Center Enterprise Management

CISCO		
	Route Settings	Media Routing Domain Call Type
Overview	Edit CumulusAnswort	
	General Experience Viscopernet Contact Con	~~
hastricture	This page is used to apply a Context Center A' Config to a spe Context Center A' Config depicts a set of services from an AP	offe Carl Type. provides. You can create or configure A in: Classe Weber Control Hub
۵	Contact Center Al Configuration URL-ACTIVITIES - 47	Name o G. J. Second Contrast Contrast Al Contrast Name
Organization		
Users		Name 2 Description
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2		
		Project Location
\equiv	😡 Agent Assist	TACProjectRTP2020 global (Global
- 51	Knowledge assist	
		Generative knowledge assist
Ô,	Agent coaching	
441	Ruild-vour-own-seciet	Generative Knowledge Assist can answer questions f
117	Dulla-your-own-assist	search this information during and outside of an activ
=	Article suggestion	
		Create an agent Set up feature
C3)	Smart reply	
TOOL	s	
÷P	Simulator	
DATA	1	
CATA		
°S°	Conversation profiles	You
(J)	Madala	
11.	Models	
ଚ	Knowledge bases	

步驟 2.按一下頁面右上方的+Create new,或者+Create(如果已經建立了其他通話配置檔案)。

	- Project Clocation
= 😡 Agent Assist	TACProjectRTP2020 global (Global servin
A Knowledge assist	← New conversation profile
O* Agent coaching	Display name
÷	This will help you find this profile in the conversation profiles list
ti‡ Build-your-own-assist	Display name
	Display name
El Article suggestion	
C Smart reply	
city Sinarcrepty	Language
TOOLS	Specify a language for your conversation profile
IVVLD	Language*
TOOLS	en - English 👻
TOOLS	
TOOLS	
TOOLS	
TOOLS	Suggestion types
TOOLS	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
TOOLS	Conversation summarization (legacy) Generate a summary of a conversation
TOOLS	Conversation summarization (legacy - voice) Generate a summary of a voice conversation
Tools	- Converting the second of a
TOOLS	Query your knowledge base and receive LLM-generated answers
TOOLS	
	Agent coaching Provide realtime best grantice supprestions to agents
但 Simulator	
	Build-your-own-assist
DATA	ose reatures you built on the Agent Assist generator platform
~	Smart reply
Conversation profiles	Surface pre-written responses
H. Modele	Article suggestion
models	ownedd antidids connexitian to the conversation
🕲 Knowledge bases	Auto-surface answers to customer questions
E Datasets	Pub/Sub notifications
<	Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available

步驟 3.在顯示名稱框中,為通話配置檔案輸入唯一的名稱並選擇語言。



← New conversation profile

Display name

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



Language

Specify a language for your conversation profile

- Language*

en - English

步驟 4.從可用選項清單中,針對建議型別選取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

Hea Duh/Quh to cand connection notifications as your conversation proceeds and new connections are available

步驟 5.當您選取建議型態時,您會看到可輸入「置信度臨界值」與「最大建議」值的選項。最大建 議是返回的響應建議或知識建議的數量,置信度閾值是指每個知識建議或響應建議與客戶請求相關 的模型置信度。置信值越高,返回相關響應的可能性越大,但是如果沒有可用選項滿足高閾值,則 返迴響應可能會減少或不返迴響應。對於FAQ,Google建議您將可信度閾值設定為FAQ Assist=0.4。Google還建議您在所有情況下從建議的最大值開始3個建議。

FAQs Auto-surface answers to custo	omer questions
Baseline model	Ŧ
A general, pre-trained mode transcript data to use.	el provided by Google that requires no
CiscoKB X	0
Format: projects/ <project ID>/locations/<location>/l Confidence threshold *</location></project 	knowledgeBases/ <knowledge base="" id=""></knowledge>
	•
0.4	It is recommended to set it to 0.4 initially, then change it incrementally until you are satisfied with the suggestions
- Max suggestions*	

步驟6. (選擇性)啟用 <u>情緒分析</u>.此功能可分析座席和終端使用者的消息以確定情緒意圖。現在先 讓它停用。

步驟7. (可選)啟用切換到Dialogflow虛擬代理。 <u>虛擬代理</u> 是自動代理程式,會嘗試在升級為人工 代理程式之前先解決客戶的問題。對於此功能,無需選擇虛擬座席,但如果您希望客戶呼叫先由 Dialogflow CX Virtual座席處理,然後再將呼叫轉接至實際座席,則可以啟用此選項並選擇在此專案 中建立的Dialogflow CX虛擬座席。

步驟 8.按一下Create。在通話配置檔案準備好可供使用之前需要幾分鐘的時間。

✤ 注意:在Control Hub中配置代理回答時,需要提供通話配置檔案ID。請複製整合ID。按一下 Copy to Clipboard。稍後將在Control Hub配置中使用此功能。

≡	😡 Agent Assist	TACProjectRTP2020	 global (Global servin. 		\$ (0 8 🗆
Э	Knowledge assist	Conversation profiles +	Create			
Ô,	Agent coaching	Conversation profiles surface	e real-time, relevant information to	agents while they talk to	customers. Learn more	
禕	Build-your-own-assist	Q Search profiles				
≣	Article suggestion	Nama	Integration ID	Created on	Undated on J	Language
_	a	Name	integration ib	Created on	oposted on .	Language
C70	Smart reply	CiscoCP	q5Mx4lYGRHSdmfjN	Just now	Just now	en-US

Webex控制中心組態

在<u>控制中心</u>的Cisco Webex Control Hub中建立CCAI配置。CCAI配置利用CCAI聯結器呼叫CCAI服務。有關詳細資訊,請訪問<u>Webex幫助中心</u>上的配置聯絡中心AI 文章。

步驟 1.確保已安裝Cloud Connect發佈伺服器和訂閱伺服器。有關詳細資訊,請訪問<u>Cisco Unified</u> <u>Contact Center Enterprise</u>中的安裝雲連線部分 <u>安裝和升級指南</u>。

步驟 2.登入到Webex Control Hub。導航到聯絡中心並按一下Cloud Connect。

< → C @	O & # https://adv	inwebes.com/overvi	en:		108 Q	© in ⊡
Getting Started Difference DEVINET	Disportion Date	WHEOR INP-100	Global Collaboration	Dipertué Divideon DICCA DICCI-15 D'AppBynamics		
webex Control Hub	,					4
Overview Getting Started Guide	Getting Started 0 0 of 8 tasks comp	Guide sleted		Updates	Onboarding 1 Total Users ()	
Alerts center MONITORING	View the Getting recommended tar	Started Guide and ska	0ve	Webex experience. Learn More	There is no CSV upload within 180 days	
<u>al</u> Analytics	Webex Services	ALL CHUNE		Devices	- Active 10%	
MARAGEMENT	Webex Without Services	Calling Octoor Hub	Meetings	<u> </u>	Potential New Users 0 Review Enable Directory Sync	
Devices Devices Devices Devices Devices	Room Devices	Contact Center		No devices added Get your users collaborating by adding some devices. Add Devices	Quick Links Webex Adoption Methodology	
Organization Settings	Hybrid Services	6 INCOMPLETE		What's New	Eeem More	
services C Updates & Migrations Messaging %, Calling C Contact Center	Calendar (Drogin) Device Calling	Carendar (Office 365) Message	Catendar (techaripe) Berviceability	webex + E The latest update is here! Learn More The April update is here! 42.4 includes an improved toolbar when viewing shared content, the ability to	Manage Subscriptions Organization Tasks Audit Log Webex Calling Network Readiness Tool Manage Auto-License Template Adoption Resources Library	

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

步驟 3.在雲連線窗口中,輸入主雲連線的名稱和完全限定域名(FQDN)。

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

步驟 4.在Cloud Connect窗口中,輸入主雲連線的名稱和FQDN,然後按一下Register。

步驟 5.在Allow Access窗口中,選中Allow Access to the Cloud Connect Node覈取方塊,然後按一 下Continue。



步驟 6.新增聯結器。在「聯絡中心」視窗上,選取「整合」,然後選取「聯結器」。按一下Add More。



步驟 7.如果已經新增聯結器,而您又需要新增一個聯結器,請按一下「新增更多」。使用Google登 入並繼續執行指示。

✤ 注意:您使用Google登入的使用者帳戶必須具有Google專案的擁有者角色。



步驟 8.在「聯結器」頁上,提供此資訊並按一下儲存。

New Google Contact Centre Al Connector

Name	
CCAI Project Name	
Select	~
Billable Project Name 🛈	
Select	~
Billable Service Account	
Select	
	Cancel Save
3稱:聯結器的名稱	
CAI專案名稱:您已建立的G	Google專案的名稱
]計費專案名稱:在調配Goog	gle專案時思科提供的Google專案的名稱
├費服務帳戶:思科提供的服	務帳戶,您增加至Google專案。
見在,聯結器已建立,並且在	Cisco Google專案中自動建立Jason金鑰。
隊 9.利垣付餌。 任卿給中心	-7 空白貝工,按一下功能,然復按一下机建。
webex Control Hu	ub Q Search
Z Maia Magu	Integrations
 Main Menu 	
TENANT SETTINGS	Connectors Features

步驟 10.您現在位於「建立新聯絡中心功能」頁面。 按一下Contact Center AI Config。



步驟 11.提供功能資訊,選擇已增加的聯結器,並建立Google通話配置檔案。

Config Name:要呼叫此功能的任何名稱。例如。AA-TACRCDN

說明(選擇性):例如:RCDN的代理程式回應功能

聯結器:選取先前建立的聯結器

Google通話配置檔案:從Agent Assist複製通話配置檔案。

< Features		
New Contact Center Al Config	Config Name * AA-TACROON	
	Description Agent Answers feature for <u>BCDN</u>	
	Coogle Contact Center Al Connectors ClaceConector	
	Google Conversation profile * projects/tacprojectrtp2020/locations/global/conversationProfiles/qSMx4IYGRH5dmf/NO_gbA A Profile is the Google configuration for the conversation. To know more visit here	C2
	Apply as default for Agent Answers Apply as default for Virtual Agent	
		Cancel

注意:您可以選取此功能作為「代理程式答案」和「虛擬代理程式」的預設值。在這種情況下 ,您無需將已配置的功能與聯絡中心呼叫型別相關聯。 步驟 1.在PCCE AW上,打開Cisco Web Administration tool (SPOG),然後導航到Inventory。按一下「新增」。

altalta cisco	Unified Contact Center Enterprise Mar	nagement	Alerta	
	Inventory			
Overview	Q,			New Delete
	Host Name		Hostname/IP Address	Туре
	claudconnect.cicm.com		10.64.82.183	Cloud Connect Publisher
Infrastructure	ucce1251.cicm.com		10.64.82.111	Unified CCE AW (Principal AW)
٩				
Organization				
Users				

步驟 2.增加雲連線並提供FQDN和憑證。

€ → C (🖨 💿 🛍 🗝 ht	tps://ucce1251.ciam.com/cceadmin/#/	systemDeploy:: ••• 🗑 🟠 🔍 Search		¥ ⊯ © & ₹
O Most Visited	Getting Started 👫 Cisco	o Finesse			E Other Bookmarks
dialia U cisco	nified Contact Co	enter Enterprise Managem	ent	🜔 Alerta	Administrator
	Inventory	Edit Cloud Connect Publis	her		×
Duenieu	Q.	General Alerta			
	Host Name	Hostname/IP Address*	cloudconnect.cicm.com		
	Condemnent of	Address*	10.64.82.183		ennect Publisher
Infrastructure	uccet251.cicm	Cloud Connect Administration			CCE AW (Principal AW)
(4)		Usemanve*	Administrator		
Organization		Pasaword*	*******		
			Launch Clace Webex Control Hub		
Users					
E					
Capacity				Activate Go to Setti Cancel	-Winid GWS ngs-to-activate Windows.

◆ 註:請參閱以下有關PCCE證書交換的文檔: <u>PCCE解決方案中的自簽名證書</u>和<u>管理SPOG的</u> <u>PCCE元件證書</u>。對於UCCE,請參閱<u>在UCCE上交換的自簽名證書</u>。

步驟 3.在CVP操作控制檯(OAMP)中配置雲連線。有關詳細資訊,請訪問<u>Cisco統一客戶語音門戶管</u> <u>理指南</u>中的配置雲連線的CVP裝置部分。

💊 注意:這僅適用於UCCE。PCCE不需要此步驟。

O Most Visited	G Getting Started			E Other Bookmarks
dialia cisco	Sisco Unified Customer	Voice Portal		Administrator Administrator
	Cloud Connect			
Overview	Device CVP186	×		0
(7)	A Change in value requires	restart of Claco CVP CaliServer service.		
CVA	Publisher IP Address / Hostname	10.64.82.183		
Integration	Subscriber IP Address / Hostname	Subacriber IP Address / Hostname		
•	Username	Administrator		•
License Management	Password	•••••		
R			Activ Go to :	ate Windows Settings to activate Windows
				Save

步驟 4.將雲連線證書導入到CVP伺服器。有關詳細資訊,請訪問<u>配置</u>中的將雲連線證書導入到統一 CVP金鑰庫部分 <u>思科統一客戶語音門戶指南。</u>

步驟 5.要將CCAI配置關聯到所有呼叫型別,您需要確保在Control Hub中選擇了預設的座席應答功 能。在Unified CCE Administration中,導航至Overview > Features > Contact Center AI並選擇 Cisco Bill,然後可以檢視為所有呼叫型別選擇的預設座席應答功能。

alialia cisco	Unified Contact Center Enterprise Management		Alerts	Administrator Administrator				
	Contact Center Al							
Overview	Default Config							
	This page gives an overview of AI services that use the default Contact Center AI Cor Contact Center AI Config depicts a set of services from an API provider. You can crea	tfg. te or configure it in Clisco Webex Control Hub.	Sync Status: 9 In Sync Last synched : 02:17, Sep 18, 2024 Next sync : 01:05, Sep 18, 2024 Sync					
Organization	AI Service	Default Config						
Organization	Agent Answers	VAV-RTP2020-EFTAgent						
Users	Virtual Agent	VAV-RTP2020-EFTAgent						

步驟 6.要僅將CCAI配置應用於呼叫型別的子集或覆蓋特定呼叫型別的全局配置,請執行以下操作。

1. 在Web管理工具中,導航到「呼叫設定」->「路由設定」,然後選擇「呼叫型別」。



altalta cisco	Unified Contact C	enter Enterprise Ma	anagement	Alerta	Administrator.
	Route Settin	ngs		Media R	louting Domain Call Type
Overview	Q,				۲
	Narve	* ID	Description		
	Basic_CT_1251	5000			
	Basic_CT_1261	5001			
Infrastructure	Builtin 🕤	1	Ciaco provided call type		
	CTI_RP_CT	5002			
Organization					
Users F Capacity				Activate Go to Settir	Windows 1gs to activate Windows.

2. 按一下聯絡中心AI標籤,選擇Control Hub上配置的「聯絡中心AI」,然後按一下「儲存」。

CISCO	Unified Contact Center Enterpr	ise Management					
	Route Settings				Me	dia Routing Domain	Call Type
Overview	Edit CumulusAnswer1						
	General Experience Management	Contact Center Al					
Infrastructure	This page is used to apply a Contact Cen Contact Center Al Config depicts a set of	ter Al Config to a specific Call Type. I services from an API provider. You can create o	r configure it in Claco Webex Co	menari N			
Organization	Contact Center Al Configuration	VRV-RTP2020-EFTAgent © Q. This will override any global config for the co	Select Contact Center AI Co	onfigura	tion		
•			۵,				
Users			Name	:	Description		
9			AA-TACRCDN VAV-RTP2020-CFTAgent	Ъ	Agent Answers feature for RCDN		
Desktop			Webex CCAI Config		Use this Config to enable Cloc		

Finesse配置

✎ 注意:步驟1至3僅適用於UCCE。對於PCCE,從步驟4開始。

步驟 1.在Cisco Finesse上調配雲連線。有關詳細資訊,請訪問<u>Cisco Finesse管理指南</u>中的Cloud Connect Server Settings主題。

步驟 2.打開「Finesse管理」頁面,導航至「設定」和「雲連線」。

步驟 3.在Cloud Connect Server Settings(雲連線伺服器設定)上,提供發佈伺服器和訂戶的憑證 和FQDN。

€ → ¢	🙆 🛛 🖉 https://fir	esse1251.cicm.com/cfadmin/container/flocale	⊡ ☆	Q, Search		± lin∖ (D 📽 🖆
Ø MostVisited	Getting Started 🗰 Cisco Finesse					E 0	ther Bookmark:
diality (Cisco Finesse Administra	ion					Sign Out
0	Secondary Chat Server	https://secondaryHost:5280/httpbinding					
Settings	Save Rever	t					
Call	Cloud Connect Serv	er <u>Settings</u>					
Layout							
	Usemame*	Administrator					
Desktop	Password*	*******					
Layout	Publisher Address*	claudconnect.cicm.com			*		
Phone	Subscriber Address	subsoriberHast					
Books + E	Save Rever	t			Activate V Go to Setting	Windows gs to activate W	/indows.

步驟 4.在Finesse案頭佈局上增加Agent Answers小工具。在Cisco Finesse Administration頁上,按 一下Desktop Layout,然後刪除與Agent Answers相關的小工具資訊上的註釋。

Cisco Finesse			🔜 Unified Contact Cente	Enterp: 🕮 Cisco	o Finesse Administ	trace Conf	figuration - Cisco Speed	Cioco Virtualized Voice I	lrowse	r Ad	+	•
€ → ¢	ŵ	Ø	nttps://finesse12	51.cicm.com/cfaci	min/container/?	locale 🛛 🟠	Q, Search	Ŧ	lif\		æ	₽.
O Most Visited	O Get	ting Starte	d 🏥 Cisco Finesse						B] Othe	r Bookr	marks
altalta cisco	Cisco	Fines	e Administration							5	Sign (Dut
¢ Settings	0.000	/018000	<pre>croisDApentC/roleO CpapeD CpapeD /desktop/ Ci The page le cgudget D/desktop/ Ci The followin if WCM is onboard with the actual u Ci Cgudget aum GourneyGadget.xalc/gm</pre>	scripts/js/callc vel Nulti-Tab qu NultiTabGadgetOs g gadget is for d successfully cl obtained by e pdfly="apentRuit SgetD>	control.js	dget) Rtop/accigts/js/t Experience Journs Spurations, Chen Cisco Pinesse gad tainer">/Jrdparty	whitedGadgets.js9. cepison the url 1905 from NOM> 1906get/files/CDSecv	ndget) 7104				*
Call Variables Layout	8	/szavez /teasac	<pre><!-- The followin the apent and the usrougenting the cgsdget_win/c/gsdget followin the apent and the usrougenting the cgsdget_manapedfy riptDadget_win/c/gsdget <! The followin If Voices is onbo</pre--></pre>	<pre>g gadget is for customer. If se elever code> "agentMultiTab0 g gadget is for customer. If se below code> "agentMultiTab0 > g gadget is for unded successful</pre>	displaying th srvice is each AdgetContaine displaying th srvice is each SadgetContaine secording and ily and all co	e Answers based o led for an agent, r" hidden-"false" e Transcript base led for an agent, r" hidden-"false" isplaying Call afiguration done	<pre>n the ompoing comve the gadget will be >/Jndpactypadget/fi d on the ompoing co the gadget will be >/Jndpactypadget/fi Transcripts. correctly then unco</pre>	resation between - rendered on lles/ccalGadgets mwersation between - cendered on lles/ccalGadgets magent this gadget>				
Desktop Layout A Phone	0.0000000000000000000000000000000000000	/Calife	<pre></pre>	pedBy-"spentBult dget)> comD e.container.tabs	ifabSadgettov .agent.howeLa	tainer">/Jrdparty bel	gadget/files/callt	anscript.			4	-
Books + E		Save	Revert				 View Default L 	Activate Windo	ws ault	Layo	ut -	*

步驟 5.在「CCE管理」頁面上,選擇「代理」,並在「管理代理」上啟用CCAI服務。啟用後,座 席應答小工具將顯示在「首頁」頁籤上,並在呼叫期間顯示相關文章和建議。有關如何使用小工具 的詳情,請參閱聯絡中心AI小工具指南。只有在Cisco Finesse中將小工具配置為多頁籤小工具時 ,小工具才能自動隱藏/取消隱藏和通知功能。有關詳細資訊,請訪問<u>Cisco Cisco Finesse管理指南</u> 中的代理回答小工具。

Overview			
Infrastructure Settings Inventory, Deployment Settings, License	Call Settings MRD, Call Types, Dial Settings	Digital Channels Configure, Email and Chat	User Setup Agents Administrators Roles
Management, Device Configuration			⊳

alialia cisco	Unified Contact Center Enterprise Management								
	Agents								
Overview	٩		0						
		Туре 🔺	Username 🛊	Last Name 💲	First Name 🗘	Description			
		A	bwayne	Wayne	Bruce	Cumulus - Outbound Simulator Agent			
Infrastructure		A	ogbmargera	Margera	Bam	Cumulus - Call Gen Agent			
		A	ogcpontius	Pontius	Chris	Cumulus - Call Gen Agent			
(🕹)		A	ogjackson	Jackson	Sammy	Cumulus - Call Gen Agent			
Organization		A	ogjknoxville	Knoxville	Johnny	Cumulus - Call Gen Agent			
		A	ogjolie	Jolie	Angel	Cumulus - Call Gen Agent			
		A	ogmoore	Moore	Demetra	Cumulus - Call Gen Agent			
Users		A	ogpitt	Pitt	Bradley	Cumulus - Call Gen Agent			
		A	cgsmith	Anniston	Jenna	Cumulus - Call Gen Agent			
		A	ogsteveo	0	Steve	Cumulus - Call Gen Agent			
		A	cgwillis	Willis	Bruce	Cumulus - Call Gen Agent			
Desktop		A	dduck	Duck	Donald	Cumulus - Call Gen Agent			
E		A	dmarino	Marino	Dan	Cumulus - Call Gen Agent			
		A	efudd	Fudd	Elmer	Cumulus - Call Gen Agent			
Capacity		A	hliang	Liang	Helen	Cumulus - UWF Agent			
		A	jelway	Elway	John	Cumulus - Call Gen Agent			
		A	jmontana	Montana	Joe	Cumulus - Call Gen Agent			
		A	jopeters	Peterson	Josh	Cumulus - CRM Agent			
		A	mariaqui	Quinteros	Maria	Cumulus - CallTrack Agent			
		A	mmouse	Mouse	Mickey	Cumulus - Call Gen Agent			
		A	oharvey	Harvey	Owen	Cumulus - Outbound Agent			
		A	pparker	Parker	Peter	Cumulus - Outbound Simulator Agent			
		A	rcunningham	Cunningham	Randall	Cumulus - Call Gen Agent			
		A	sjeffers	Jefferson	Sandra	Cumulus - Main Agent			

alialia cisco	Unified Con	Unified Contact Center Enterprise Management						
	Agents	Agents						
Overview	Edit Sandra	Edit Sandra Jefferson (sjeffers)						
	General	Attributes	Skill Groups		Enable Digital Channels	Contact Center Al		
	Username*		sjeffers					
nfrastructure	First Name*	First Name*		Sandra				
٢	Last Name*		Jefferson					
Organization	Agent ID		1080					
Users	Description		Cumulus - Mair	Agent		\searrow		
Desktop	Desk Settings		DefaultAgentDe	skSettings 💿 🔍				
	Department			Q				
Capacity	Site			Q				
	Team		CumulusMain	0 Q				

alialia cisco	Unified Cor	Jnified Contact Center Enterprise Management						
	Agent	Agents						
Overview	Edit Sandı	Edit Sandra Jefferson (sjeffers)						
	General	Attributes		Supervised Teams	Enable Digital Channels	Contact Center Al		
Infrastructure	List of Servic	ces for Agent Answers						
Users	VAV Tra	anscript						

◇ 附註: 如果在Finesse伺服器中配置了cors allowed_origin,請確保使用以下命令增加雲連線伺服器: utils finesse cors allowed_origin add <u>https://{Cloudconnect</u> FQDN}。增加雲連線伺服器後,重新啟動Finesse tomcat和Finesse通知服務。

CUBE和CVP配置

確定已在支援的CUBE平台上設定代理程式答案。有關受支援的CUBE平台和配置的詳細資訊,請參 閱思科統一邊界元素配置指南-思科IOS XE 17.6及更高版本中的「基於WebSocket的雲語音服務媒 體分流」一章,網址為<u>https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/ios-</u> <u>xe/config/ios-xe-book/websocket-forking-for-cube.html</u>。

◆ 注意:「代理答案」功能在CCE 12.6.2和CVP 12.6.2 ES15之前使用RTMS資料中心Webex服務,而不是WxCC資料中心Webex服務。RTMS Webex Services僅支援GCM密碼。從Cisco IOS XE 17.12.1a開始啟用了GCM密碼。有關支援的CUBE/VCUBE Cisco IOS版本,請參閱 最新的PCCE/UCCE功能指南和相容性清單。

步驟 1.在CUBE / VCUBE上,進入配置模式。

Config t

步驟 2.建立語音類SIP配置檔案,以在INVITE消息中增加呼叫資訊SIP報頭,以便CVP傳送轉發請 求。

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

步驟 3.建立媒體流服務配置檔案。

! default 30 mins
! default 3 calls per websocket connection
! optional, http proxy server IP or DNS if used
! VCUBE source IP for websocket sessions

步驟 4.將媒體流服務配置檔案關聯到媒體類。

media class 9□ stream-service profile 99

第5步:將SIP和媒體配置檔案增加到通向CVP的傳出撥號對等體。

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

≫ 註:不支援以下媒體分支:基於網路的記錄、媒體代理和擴展媒體分支- XCC或XMF

驗證

目前沒有適用於此組態的驗證程序。

疑難排解

目前尚無適用於此組態的具體疑難排解資訊。

相關資訊

- 思科客服中心解決方案和設計手冊12.6
- <u>PCCE功能指南12.6.2</u>
- <u>UCCE功能指南12.6.2</u>
- <u>CUBE的Websocket分叉</u>
- <u>CCE相容性矩陣12.6.X</u>
- <u>技術支援與文件 Cisco Systems</u>

關於此翻譯

思科已使用電腦和人工技術翻譯本文件,讓全世界的使用者能夠以自己的語言理解支援內容。請注 意,即使是最佳機器翻譯,也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準 確度概不負責,並建議一律查看原始英文文件(提供連結)。