# 使用Google Agent Assist配置CCE座席应答和呼 叫记录

| 目录                         |  |
|----------------------------|--|
| <u>简介</u>                  |  |
| <u>先决条件</u>                |  |
| <u>要求</u>                  |  |
| <u>使用的组件</u>               |  |
| <u>背景</u>                  |  |
| <u>配置</u>                  |  |
| 配置要求                       |  |
| <u>Google座席协助</u>          |  |
| 创建知识库                      |  |
| <u>创建对话配置文件</u>            |  |
| <u>Webex Control Hub配置</u> |  |
| <u>CCE配置</u>               |  |
| <u>Finesse配置</u>           |  |
| <u>CUBE和CVP配置</u>          |  |
| <u>验证</u>                  |  |
| <u>故障排除</u>                |  |
| 相关信息                       |  |
|                            |  |

# 简介

本文档介绍如何配置与Google联系中心人工智能(CCAI)集成的Contact Center Enterprise (CCE) Agent Answers and Recorders。

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# 先决条件

### 要求

Cisco 建议您了解以下主题:

- 思科统一联络中心企业版(UCCE)版本12.6.2
- 思科套装联络中心企业版(PCCE)版本12.6.2
- 客户语音门户(CVP)
- 思科Finesse 12.6.2
- 思科统一边界元素(CUBE)或语音网关(GW)

- Google座席协助
- 控制中心
- CCE管理数据服务器(AW)
- CVP运营和管理门户(OAMP)

使用的组件

本文档中的信息基于以下软件版本:

- UCCE版本12.6.2
- CVP 12.6.2 ES15
- 思科Finesse 12.6.2
- Google座席协助
- 控制中心
- VCUBE -思科IOS XE班加罗尔17.12.1a
- ✤ 注:有关受支持的CUBE/VCUBE Cisco IOS版本,请参阅最新的PCCE/UCCE功能指南和兼 容性列表

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

### 背景

CCE 12.6引入了"座席答案"功能,可实时为座席提供相关建议和建议供座席考虑。建议和建议基于 主叫方和座席之间的通话。

座席往往对其所服务的企业的产品和服务缺乏深入的了解。坐席应答可以改善您的体验,因为及时 的建议可提高坐席的响应能力。企业可以削减培训成本和时间。

此外,CCE 12.6还引入了呼叫记录服务,通过使用人工智能(AI)和自然语言理解(NLU)为座席提供帮助。这些服务适用于Cisco Finesse桌面小工具中的座席。

"呼叫记录"小工具可将正在进行的对话动态转换为文本,并将文本呈现给座席以便实时查看和参考 。

#### 配置

#### 配置要求

- 确保您的CCE AW服务器已打开443/8443端口,并且能够访问以下网站:
  - \*.wbx2.com
  - \*.ciscoccservice.com

- 确保CUBE可以访问以下网站:
  - \*.cisco.com
  - \*.ciscospark.com
  - \*.rtmsprod.net
  - \*.wbx2.com
- 确保Packaged CCE AW、UCCE上的OAMP、Cloud Connect、CUBE和Agent Desktop组件 有权访问Webex服务以使用代理答案。

Google座席协助

Agent Assist是Google Contact Center Artificial Intelligence (CCAI)解决方案,它使用机器学习技术 ,在人工座席与客户进行对话时向人工座席提供建议。

建议基于您自己上传的数据,因此可以根据您的特定业务需求量身打造。此上传数据是您自己的知 识库的一部分。

Searching Sear

创建知识库

知识库表示您通过Agent Assist提供的知识文档的集合。您的知识文档会提供给Finesse座席,并包含在与客户进行座席对话期间可能有用的信息。这有助于最大限度地减少座席培训并改进座席对客户呼叫的响应。

步骤1:打开Web浏览器并导航到<u>https://agentassist.cloud.google.com/</u>

| <ul> <li>Agent Assist</li> <li>Agent Assist</li> <li>Agent Assist</li> <li>Summarization</li> <li>Knowledge assist</li> <li>Agent Assist</li> <li>Agent Assist</li> <li>Empower agents with continuous support</li> <li>Agent Assist</li> <li>Agent Assist</li> <li>Bummarization</li> <li>Knowledge assist</li> <li>Agent Assist</li></ul>  | ÷            | → O Q E agentassist.ck   | ud google.com   |   | x = 5 D                         |
|--|--------------|--------------------------|---|---|---------------------------------|
| •••••••••••••••••••••••••••••  | =            | 😡 Agent Assist           |   |   | 0 8 D                           |
| Image: Summarization       Empower agents with continuous support         Image: Summarization       Agent Assist uses machine learning technology to provide suggestions to your human agents when they are in a conversation with a outsioner. Suggestions are to your one updeted data, so you can fine ture and tailor to your specific needs.         Image: Summarization       Key features         Image: Summarization profiles       Select a feature to start, and test it using the simulator         Image: Summarization       Image: Summarization         Image: Summ  | ۵            | Overview                 | Agent Assist  |   |                                 |
| Summarization       Continuous support         Article suggestion       Agent Assist uses machine learning technology to provide suggestions to your human agents when they are in a conversation with a cuatomer. Suggestions are tased on you can uploaded data, so you can fine tare and talor to your specific needs.         Totus       Key features         Simulator       Select a feature to start, and test it using the simulator         Models       Summarization         Models       Summarization         Models       Summarization         Models       Summarization         Figer       Conversation profiles         Image: Summarization       Summarization         Models       Conversation profiles         Image: Summarization       Project         Image: Summarization       Conversation profiles         Image: Summarization       Conversation profiles         Image: Summarization       Conversation profiles         Image: Summarization       Conversation profiles + Create         Image: Summarization       Conversation profiles         Image: Summarization       Image: Summarization         Image: Summarization       Image: Summarization         Image: Summarization       Image: Summarization         Image: Summarization       Image: Summarization         Image   | PLAT         | VRES                     | Empower agents with   |   |                                 |
| <sup>2</sup> Knowledge assist        Agent Assist uses machine learning technology to provide suggestions to your human agents when they are in a conversation with a cutatomer. Suggestions are based on your own uploaded data, so you can fine tune and table to your specific needs. <sup>7</sup> Simulator <sup>8</sup> Key features <sup>7</sup> Models <sup>8</sup> Key features <sup>8</sup> Models <sup>8</sup> Key features <sup>8</sup> Models <sup>8</sup> Summarization <sup>8</sup> Models <sup>9</sup> Summarization <sup>8</sup> Models <sup>9</sup> Summarization <sup>9</sup> Models <sup>9</sup> Conversation profiles <sup>9</sup> Models <sup>9</sup> Conversation profiles <sup>9</sup> Models <sup>9</sup> Conversation profiles <sup>9</sup> Or <sup>1</sup> Conversation profiles <sup>9</sup> Overview <sup>1</sup> Conversation profiles <sup>9</sup> Summarization <sup>1</sup> Conversation profiles <sup>1</sup> Summarization <sup>1</sup> Conversation profiles <sup>1</sup> Summarization <sup>1</sup> Conversation profiles <sup>1</sup> Search profiles   | D            | Summarization            | continuous support  | -   |                                 |
| <ul> <li>Article suggestion</li> <li>Frovide suggestions to your human agents when they are in a conversation with a customer. Suggestions are based dats, so you can fine tune and talor to your specific needs.</li> <li>Key features</li> <li>Setect a feature to start, and test it using the simulator</li> <li>Conversation profiles</li> <li>Models</li> <li>Summarization</li> <li>Agent Assist</li> <li>Froject</li> <li>TACProjectRTP2020</li> <li>Conversation profiles</li> <li>Models</li> <li>Overview</li> <li>Conversation profiles</li> <li>Models</li> <li>Conversation profiles</li> <li>Models</li> <li>Models</li> <li>Conversation profiles</li> <li>Summarization</li> <li>Conversation profiles</li> <li>Models</li> <li>Conversation profiles</li> <li>Conversation profiles</li> <li>Conversation profiles</li> <li>Models</li> <li>Conversation profiles</li> <li>Conversation profiles</li> <li>Models</li> <li>Conversation profiles</li> <li>C</li></ul>   | 3            | Knowledge assist         | Agent Assist uses machine learning technolog  | ay to   |                                 |
| Image: Simulation       based on your own uploaded data, so you can fine tune and tailor to your specific needs.         Image: Simulator       Key features         Select a feature to start, and test it using the simulator       Image: Summarization         Image: Models       Image: Summarization         Image: Simulator       Image: Summarization         Image: Summarization       Image: Summarization         Image: Simulator       Image: Summarization         Image: Simulator       Image: Summarization         Image: Simulator       Image: Summarization         Image: Simulator       Image: Simulator         Image: Simulator       Image: Simulator         Image: Summarization       Image: Simulator         Image: Simulator       Image: Simu   |              | Article suggestion       | provide suggestions to your human agents wh<br>are in a conversation with a customer. Suggest | tions are   | - <u></u>                       |
| Tools       Key features         Simulator       Select a feature to start, and test it using the simulator         Tools       Summarization         Models       Summarization         第二步:使用用于创建Google项目的同一帐户登录。选择项目和位置。         ← → C       C         ①       Conversation profiles         ●       Models         C       C         ①       C         ●       Agent Assist         Project       Iccation         TACProjectRTP2020       Icoation         Image: Conversation profiles       Conversation profiles         ●       Overview         Conversation profiles       Conversation profiles         ●       Summarization         ●       Summarization         ●       Search profiles         ●       Name         Integration ID       Created on   | -            | Smart reply              | based on your own uploaded data, so you can<br>and tailor to your specific needs.             | fine tune   |                                 |
| Image: Simulator       Key features         Summarization       Select a feature to start, and test it using the simulator         Image: Summarization       Image: Summarization         Models       Summarization         Image: Summarization       Image: Summarization         Image: Summarization       Conversation profiles         Image: Summarization       Image: Summarization         Image: Summar   | 1004         | 5                        |   |   |                                 |
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| ■ Models Summarization Knowledge assist<br>第二步:使用用于创建Google项目的同一帐户登录。选择项目和位置。<br><   | *≥.          | Conversation profiles    | D   | 3   |                                 |
| <ul> <li>第二步:使用用于创建Google项目的同一帐户登录。选择项目和位置。</li> <li> ← → C 命 ( ☆ https://agentassist.cloud.google.com/projects/tacprojectrtp2020/locations/global/conversation-profiles </li> <li> ■ Agent Assist TACProjectRTP2020</li></ul>   | 回            | Models                   | Summarization   | Knowledge assist  |                                 |
| Overview Conversation profiles + Create     FEATURES   Summarization   Summarization   Name   Integration ID Created on  | 第二<br>←<br>■ | 步:使用用于创建0<br>→ C ⋒(झ htt | Google项目的同一帐户登录。<br>ps://agentassist.cloud.google.com/proje<br>st TACProjectRTP2020           | 选择项目和位置。<br>cts/tacprojectrtp2020/locations/<br>「Cocation<br>」<br>global (Global se | global/conversation-profiles    |
| FEATURES       Conversation profiles surface real-time, relevant information to agents while they talk to agents while they talk to agents while they talk to agent | Â            | Overview                 | Conversation profiles   | + Create  |                                 |
| Summarization     Q     Search profiles       Image: Search profiles     Name     Integration ID     Created on  | FEA          | TURES                    | Conversation profiles surfa   | ace real-time, relevant informati   | ion to agents while they talk t |
| Rnowledge assist Name Integration ID Created on  | :            | Summarization            | Q Search profiles   |   |                                 |
|  | þ            | Knowledge assist         | Name  | Integration ID  | Created on                      |

第三步:选择左侧侧栏菜单中的"知识库"。



第四步:单击"知识库"下的"创建"。



第五步:输入知识库名称和语言,然后单击"创建"。

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

第六步:将文档添加到知识库。单击Create New并输入信息。



a.选择"知识类型",在此示例中可以使用"常见问题"。

b.选择文件源的公共URL。在本示例中,您可以使用Google常见问题文档

: <u>https://cloud.google.com/storage/docs/faq。</u>

c.单击创建。

| ≡ 😡 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<br>Document contains question and answer sets    |
| C⊋ 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*   |
|                           | Intps://cloud.google.com/storage/docs/rad            |
|                           | O Cloud Storage<br>File type must be: CSV            |
| TOOLS                     | O Upload<br>File type must be: CSV                   |
| 😳 Simulator               | Add metadata (optional)                              |
| DATA                      | Metadata can help your system surface documents 🕜    |
| °C, Conversation profiles |  |
| III Models                | 4  |
| S Knowledge bases         |  |
| 🛱 Datasets                | Create Cancel  |

文档现已创建。您可以使用相同的步骤向知识库中添加更多文档。

创建对话配置文件

会话配置文件配置了一组参数,用于控制向代理提出的建议。这些参数控制了在运行时出现的建议 。您必须创建对话配置文件才能与最终用户建立对话,这是CCAI CCE功能配置所需的参数。

步骤1:在Google Agent Assist上,从左侧侧栏菜单中选择Conversation profiles(对话配置文件)。

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<br>Context Center A' Config depicts a set of services from an AP | offe Carl Type.<br>provides. You can create or configure A in: <b>Classe Weber Control Hub</b> |
| ۵            | Contact Center Al Configuration URL-ACTIVITIES - 47   | Name o G. J. Second Contrast Contrast Al Contrast Name   |
| Organization |   |  |
| Users        |   | Name 2 Description   |
| 0            |   | AAUSKOON Agent Amounts fasture for NODN  |
| Desting      |   | Weben CON Config Use No Config to enable Col   |
| 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   |  |

## 第二步:单击页面右上方的+Create new,或者+Create(如果您已创建了其他对话配置文件)。

| ■ Image: Signation of the second  | -                         | - Project - Location   |
|--|---------------------------|--|
| Image: Second Secon | = 😡 Agent Assist          | TACProjectRTP2020   global (Global servin  |
| O*     Agent coaching     Display name       11     Build-your-own-assist     Display name       12     Article suggestion     Display name       13     Smart reply     Language       14     Secily a language for your conversation profile     Image: Image  | A Knowledge assist        | ← New conversation profile   |
| 11       Build-your-own-assist         Image: Display name         <   | Q* Agent coaching         | Display name<br>This will help you find this profile in the conversation profiles list                       |
| Image: Similar reply       Language         Tools       Suggestion types         Tools       Suggestion types         Tools       Sectify a language or you conversation profile         Tools       English         Tools       Suggestion types         Tools       Detect al of the kinds of assistance you would like this profile to surface to agents         Tools       Detect al of the kinds of assistance you would like this profile to surface to agents         Tools       Conversation summarization (generator)         Generate a sustemizable LLM powered summary of a conversation       Conversation summarization (legsory)         Generate a summary of a conversation       Conversation summarization (legsory)         Generative knowledge assist       Guerry your knowledge base and receive LLM-generated answers         Tools       Generative knowledge base and receive LLM-generated answers         Tools       Generative summary of a conversation         Generative knowledge base and receive LLM-generated answers       Simulator         Build your own - assist       Use features you built on the Agent Assist generator platform         Simulator       Simulator       Simulates constraine to the conversation         Models       Atto surface answers to customer questions       Atto surface answers to customer questions         Models       Atto  | ti‡ Build-your-own-assist | Display name   |
| Image: Smart reply       Language: Specify a language for your conversation profile         Tools: Tool                                    | Article suggestion        |  |
| Tools       Specify a language for your conversation profile         Tools       En - English         Tools       Suggestion types         Tools       Steter all of the kinds of assistance you would like this profile to surface to agents         Tools       Conversation summarization (generator)<br>Generate a summary of a conversation         Tools       Conversation summarization (legacy)<br>Generate a summary of a conversation         Tools       Conversation summarization (legacy)<br>Generate a summary of a voice conversation         Tools       Conversation summarization (legacy)<br>Generate a summary of a voice conversation         Tools       Generative knowledge assist<br>Query your knowledge base and receive LLM-generated answers         Tools       Generative showledge base and receive LLM-generated answers         Tools       Build your-own-assist<br>Use features you built on the Agent Assist generator platform         Strate articles contextual to the conversation       Strate articles contextual to the conversation         Models       Strate answers to customer questions         Models       Strate answers to customer questions         Implement       Pub/Sub notifications         Models       Hold/Sub notifications         Implement       Pub/Sub notifications   | Smart reply               | Language   |
| ivex.ss       Larguage*         Tools       en - English         Tools       Suggestion types         Tools       Suggestion types         Tools       Conversation summarization (generator)<br>Generate a customizable LLM powered summary of a conversation         Tools       Conversation summarization (generator)<br>Generate a summary of a conversation         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy)         Generate a summary of a voice conversation       Generative knowledge assist         Tools       Build your-own-assist         Use features you built on the Agent Assist generator platform         Build your-own-assist       Surface articles suggestion         Wodels       Article suggestion         Surface articles contextual to the conversation         Models       FAQs<br>Auto surface answers to customer questions         Instanceste       PubSub notifications         Vue PubSub tosend suggestion noti  | TOOLS                     | Specify a language for your conversation profile   |
| Tools<br>Tools<br>Tools<br>Tools       en - English       •         Tools<br>Tools       Suggestion types<br>Select all of the kinds of assistance you would like this profile to surface to agents         Tools       Conversation summarization (generator)<br>Generate a customizable LLM powered summary of a conversation         Tools       Conversation summarization (legacy)<br>Generate a customizable LLM powered summary of a conversation         Tools       Conversation summarization (legacy)<br>Generate a summary of a conversation         Tools       Conversation summarization (legacy)<br>Generate a summary of a conversation         Tools       Generate a summary of a conversation         Tools       Generate a summary of a conversation         Conversation summarization (legacy)       Generate a summary of a conversation         Generate a summary of a conversation       Generate a summary of a conversation         Tools       Generative knowledge base and receive LLM-generated answers         Tools       Agent coaching<br>Provide realitime best practice suggestions to agents         Build your-own-assist       Build your-own-assist         Build your-own-assist       Build your-own-assist         Build suffice suggestion       Surface arisers to customer questions         Surface preveritien responses       Article suggestion         Build sub surface answers to customer questions       FAQs<br>Auto surface answers to customer questions   | TVVLb                     | (- Language*   |
| Tools     Even surgerstime       Tools     Suggestion types       Tools     Select all of the kinds of assistance you would like this profile to surface to agents       Tools     Conversation summarization (generator)       Tools     Conversation summarization (legacy)       Cenerate a customizable LLM powered summary of a conversation       Tools     Conversation summarization (legacy)       Cenerate a summary of a conversation       Tools     Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Tools     Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Tools     Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Conversation summarization (legacy)       Cenerate a summary of a voice conversation       Datacet       Wodels       Models       Natice articles contextual to the conversation       Sufface answers to customer questions <td>TOOLS</td> <td>en - English</td>   | TOOLS                     | en - English   |
| Tools       Suggestion types         Tools       Select all of the kinds of assistance you would like this profile to surface to agents         Tools       Conversation summarization (generator)         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy - voice)         Conversation summarization (legacy - voice)       Cenerate a summary of a voice conversation         Tools       Generative knowledge assist         Tools       Generative knowledge assist         Query your knowledge base and receive LLM-generated answers       Build your-own-assist         Use features you built on the Agent Assist generator platform       Build your-own-assist         Wodels       Article suggestion       Surface prewritten responses         Attace articles contextual to the conversation       FAQs       Auto-surface answers to customer questions         Models       Pub/Sub notifications       Pub/Sub notifications       Pub/Sub notifications as your conversation procenters and new suggestorn are available <td>TOOLS</td> <td></td>   | TOOLS                     |  |
| Tools       Suggestion types         Tools       Select all of the kinds of assistance you would like this profile to surface to agents         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 (legacy)         Generate a summary of a conversation         TOOLS       □         TOOLS       □         Conversation summarization (legacy)         Generate a summary of a voice conversation         Generative knowledge assist         Outry out knowledge assist         Outry out knowledge assist         Outry out knowledge assist         User features you built on the Agent Assist generator platform         Build-your-own-assist         User features you built on the Agent Assist generator platform         Surface pre-written responses         Acticle suggestion         Surface pre-written responses         Acticle suggestion         Surface articles contextual to the conversation         Surface articles contextual to the conversation         Surface articles contextual to the conversation </td <td>TOOLS</td> <td></td>   | TOOLS                     |  |
| Tools       Suggestion types         Tools       Detect all of the kinds of assistance you would like this profile to surface to agents         Tools       Detect all of the kinds of assistance you would like this profile to surface to agents         Tools       Detect all of the kinds of assistance you would like this profile to surface to agents         Tools       Conversation summarization (legacy)<br>Generate a customizable LLM powered summary of a conversation         Tools       Conversation summarization (legacy)<br>Generate a summary of a voice conversation         Tools       Conversation summarization (legacy - voice)<br>Generate a summary of a voice conversation         Tools       Conversation summarization (legacy - voice)<br>Generate a summary of a voice conversation         Tools       Generative knowledge bases and receive LLM generated answers         Tools       Generative knowledge base and receive LLM generated answers         Data       Simulator         Data       Simulator         Data       Simulator profiles         Models       Simulator provide realities contextual to the conversation         Simulator       Simulator prevention suggestion         Models       Article suggestion         Surface prevention responses       Article suggestion         Datacets       Pub/Sub notifications         Vub Pub/Sub notifications       You conversatio   | TOOLS                     |  |
| TOOLS       Select all of the kinds of assistance you would like this profile to surface to agents         TOOLS       Conversation summarization (generator)<br>Generate a customizable LLM powered tummary of a conversation         TOOLS       Conversation summarization (legacy)<br>Generate a summary of a conversation         TOOLS       Conversation summarization (legacy)<br>Generate a summary of a conversation         TOOLS       Conversation summarization (legacy)<br>Generate a summary of a conversation         TOOLS       Conversation summarization (legacy - voice)<br>Generate a summary of a conversation         TOOLS       Conversation summarization (legacy - voice)<br>Generate a summary of a conversation         TOOLS       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<br>Surface pre-written responses         Models       Surface pre-written responses       Article suggestion<br>Surface answers to customer questions         Models       FAQS<br>Auto-surface answers to customer questions       Lue Pub/Sub notifications         Image: Nonverset and the publications as your conversation proceeds and new suggestions are available       Lue Publication to the function profiles  | TOOLS                     | Suggestion types   |
| Tools       Conversation summarization (generator)         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy) voice)         Tools       Conversation summarization (legacy - voice)         Tools       Generative knowledge assist         Query your knowledge base and receive LLM-generated answers       Build-your own-assist         Data       Build-your own-assist         Use features you built on the Agent Assist generator platform       Surface pre-written responses         Surface pre-written responses       Atticle suggestion         Surface answers to customer questions       Surface answers to customer questions         Datasets       Pub/Sub notifications         Use Pub/Sub to s  | TOOLS                     | Select all of the kinds of assistance you would like this profile to surface to agents                       |
| Tools       Conversation summarization (generator)         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy)         Generate a summary of a conversation       Conversation         Tools       Conversation summarization (legacy) voice)         Generate a summary of a voice conversation       Conversation         Tools       Conversation summarization (legacy) voice)         Generate a summary of a voice conversation       Conversation         Tools       Conversation summarization (legacy) voice)         Generative knowledge bases       Conversation         Query your knowledge bases       Generative knowledge bases         Provide realisme best practice suggestions to agents       Dataset         Data       Build-your-own-assist         Use features you built on the Agent Assist generator platform       Simulace         Simulator       Simulace articles contextual to the conversation         Simulace bases       Article suggestion         Surface articles contextual to the conversation       FAQs         Auto-surface answers to customer questions       Legacy         Noteley baset       Pub/Sub notiffications <td>10023</td> <td></td>   | 10023                     |  |
| Tools       Conversation summarization (legacy)         Tools       Conversation summarization (legacy - voice)         Tools       Conversation summarization (legacy - voice)         Tools       Generative knowledge assist         Tools       Generative knowledge base and receive LLM-generated answers         Powled       Pathouse base and receive LLM-generated answers         Build-your-own-assist       Powled reatime 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         Atticle suggestion       Surface articles contextual to the conversation         Surface articles contextual to the conversation       FAQs         Auto-surface answers to customer questions       Legacy         Pub/Sub notifications       Use Pub/Sub notifications as your conversation proceeds and new suggestions are available  | TOOLS                     | Conversation summarization (generator)<br>Generate a customizable LLM powered summary of a conversation      |
| Tools       Conversation summarization (legacy - voice)         Tools       Generative summary of a voice conversation         Tools       Generative knowledge assist         Tools       Query your knowledge base and receive LLM-generated answers         Tools       Agent coaching         Provide realtime best practice suggestions to agents       Build-your-own-assist         DATA       Build-your-own-assist         DATA       Simulator         Models       Smart reply         Surface pre-written responses         Article suggestion         Surface answers to customer questions         Models       FAQs         Auto-surface answers to customer questions         Tools-surface       FAQs         Auto-surface answers to customer questions         Tools-surface       Yuse Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available  | TOOLS                     | Conversation summarization (legacy)<br>Generate a summary of a conversation                                  |
| Tools   Tools </td <td>TOOLS</td> <td>Conversation summarization (legacy - voice)<br/>Generate a summary of a voice conversation</td>  | TOOLS                     | Conversation summarization (legacy - voice)<br>Generate a summary of a voice conversation                    |
| Tools   Tools   Tools   Tools   Tools   Tools   Tools   Tools   Tools   Agent coaching   Provide realtime best practice suggestions to agents   Build-your-own-assist   Use features you built on the Agent Assist generator platform   DATA   Conversation profiles   Models   Models   Models   Article suggestion   Surface pre-written responses   Article suggestion   Surface articles contextual to the conversation   FAQs   Auto-surface answers to customer questions   Auto-surface answers to customer questions   Cust Pub/Sub notifications   Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available   | TOOLS                     | Generative knowledge assist  |
| T99L8   Image: Provide reating best practice suggestions to agents   Image: Provide reating best practice suggestion   Image: Provide reating best practice suggestion   Image: Provide reating best practice contextual to the conversation   Image: Provide bases   Image: Provide base  | TOOLS                     | Query your knowledge base and receive LLM-generated answers  |
| Agent coaching   Provide reatime best practice suggestions to agents   DATA   DATA   Conversation profiles   Models   Article suggestion   Surface pre-written responses   Article suggestion   Surface articles contextual to the conversation   Surface articles contextual to the conversation   FAQs   Auto-surface answers to customer questions   Auto-surface answers to customer questions   Vise Pub/Sub notifications   Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available   | TOOLS                     |  |
| Image: Simulator   DATA   DATA   Image: Simulator   DATA   Image: Simulator   Image: Simulator <td< td=""><td>1.0.0.0.0</td><td>Agent coaching</td></td<>   | 1.0.0.0.0                 | Agent coaching   |
| Implies Build-your-own-assist   DATA Build-your-own-assist   DATA Smart reply   Surface pre-written responses   Models   Models   Implies   Pub/Sub rotifications   Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available   | En Cimulator              | <ul> <li>Provide realtime best practice suggestions to agents</li> </ul>                                     |
| DATA   DATA   Conversation profiles   Models   Article suggestion   Surface pre-written responses   Article suggestion   Surface articles contextual to the conversation   Surface articles contextual to the conversation   FAQs   Auto-surface answers to customer questions   Pub/Sub notifications   Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available  | ⊴L <sup>e</sup> Simulator | - Rolld over even evelet   |
| DATA       Conversation profiles       Smart reply<br>Surface pre-written responses         Models       Article suggestion<br>Surface articles contextual to the conversation         Article suggestion<br>Surface articles contextual to the conversation       FAQs<br>Auto-surface answers to customer questions         Datasets       Pub/Sub notifications         Vue Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available  |                           | Build-your-own-assist  |
| Conversation profiles       Image: https://withcomession.com/interpretations/interpretation.com/interpreta         | DATA                      | Che readures you put on the Agent Addits generator platform  |
| Models       Article suggestion<br>Surface articles contextual to the conversation         Models       FAQs<br>Auto-surface answers to customer questions         Datasets       Pub/Sub notifications<br>Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available  | Conversation profiles     | Surface pre-written responses  |
| <ul> <li>➢ Knowledge bases</li> <li>☐ FAQs<br/>Auto-surface answers to customer questions</li> <li>☐ Datasets</li> <li>Pub/Sub notifications</li> <li>Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available</li> </ul>  | il. Models                | Article suggestion<br>Surface articles contextual to the conversation  |
| Datasets     Pub/Sub notifications     Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available  | 🔄 Knowledge bases         | Auto-surface answers to customer questions   |
| Vuse Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available  | Datasets                  | Pub/Sub notifications  |
|  | <                         | Use Pub/Sub to send suggestion notifications as your conversation proceeds and new suggestions are available |

### 第三步:在显示名称框中,输入对话配置文件的唯一名称并选择语言。



# ← 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

第四步:从可用选项列表中,为建议类型选择"常见问题"。

#### Suggestion types

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

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

第五步:在选择建议类型时,您会看到用于输入"置信度"阈值和"最大建议"值的选项。最大建议数是 指返回的响应建议或知识建议的数量,置信度阈值是指每个知识建议或响应建议与客户请求相关的 模型置信度。置信度值越高,返回相关响应的可能性越大,但如果可用选项没有达到高阈值,则返 回响应的数量可能会少或不会返回。对于FAQ,Google建议您将置信度阈值设置为FAQ Assist=0.4。Google还建议您在所有情况下从最大建议值3开始。

| FAQs<br>Auto-surface answers to cust   | omer questions  |
|--|---|
| Baseline model   |   |
| A general, pre-trained mod<br>transcript data to use.                              | lel provided by Google that requires no   |
| CiscoKB X  | 0   |
| Format: projects/ <project<br>ID&gt;/locations/<location>/</location></project<br> | knowledgeBases/ <knowledge base="" id=""></knowledge>   |
|  | -   |
|  |   |
| 0.4  | It is recommended to set it to 0.4 initially,<br>then change it incrementally until you are<br>satisfied with the suggestions |

第6步:(可选)启用 <u>情感分析</u>.此功能可分析来自座席和最终用户的消息以确定情感意图。现在 ,请将其禁用。

第7步(可选)启用切换到Dialogflow虚拟代理。 <u>虚拟代理</u> 是尝试在将客户问题升级为人工座席之前解决客户问题的自动座席。对于此功能,无需选择虚拟座席,但如果您希望客户呼叫在转接至真 实座席之前先由Dialogflow CX Virtual Agent处理,则可以启用此选项并选择您在此项目中创建的 Dialogflow CX虚拟座席。

步骤 8Click Create.会话配置文件准备好使用之前需要几分钟。

注意:在Control Hub中配置代理应答时,需要提供对话配置文件ID。请复制集成ID。单击复制到剪贴板。稍后将在控制中心配置中使用此命令。

| ≡   | 😡 Agent Assist        | TACProjectRTP2020             | <ul> <li>global (Global servin.</li> </ul> | •                         | ۵ (                   | 981      |  |
|-----|-----------------------|-------------------------------|--|---------------------------|-----------------------|----------|--|
| 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 |          |  |
| +t‡ | Build-your-own-assist | Q Search profiles             |  |                           |                       |          |  |
| Ē   | Article suggestion    |                               |  |                           |                       |          |  |
| _   |                       | Name                          | Integration ID                             | Created on                | Updated on 4          | Language |  |
| C)  | Smart reply           | CiscoCP                       | q5Mx4lYGRHSdmfjN                           | Just now                  | Just now              | en-US    |  |

#### Webex Control Hub配置

在<u>Control Hub</u>上的Cisco Webex Control Hub中创建CCAI配置。CCAI配置利用CCAI连接器调用 CCAI服务。有关详细信息,请访问<u>Webex帮助中心</u>上的配置联系中心AI文章。

步骤1:确保已安装Cloud Connect发布服务器和订用服务器。有关详细信息,请访问<u>Cisco Unified</u> <u>Contact Center Enterprise</u>中的安装云连接部分 <u>安装和升级指南</u>。

第二步:登录到Webex Control Hub。导航到联系中心,然后单击Cloud Connect。

| ← → ⊂ ≙   | O & # https://admi  | webeccom/overvi                             |   | David Contra Contra Contra  |   | 10% Q   |                  | Θ₩E |
|---|---|---|---|---|---|---|------------------|-----|
| webex Control Hub   | L'apperieur L'Adda  |   | OF A CONSCIENCE                               | Disease Cristics Crick Cristic Cristian   | nemic)  |   |                  | 4   |
| C Overview C Getting Stanted Guide C Alerts center MONITORING   | Getting Started Ge<br>0 of 8 tasks complete<br>View the Getting S<br>recommended task | <b>ide</b><br>ned<br>tarted Guide and<br>ta | the   | Updates<br>Update your services to the new<br>Webex experience, Learn More        | Croboarding<br>1 Total Users<br>There is no CSV upi   | i ood within 100 days   |                  |     |
| all Analytics<br>~ Troubleshooting<br>@ Reports   | Webex Services  | Colling                                     | <br>Meetings                                  | Devices   | Potential New Use   | Not Verified     Verified     Verified     Active                               | ож<br>ок<br>100% |     |
| <ul> <li>⊖ Users</li> <li>45 Workspaces</li> <li>⊖ Devices</li> <li>El Apps</li> <li>⊕ Account</li> </ul> | Hybrid Services   | Control Hub                                 | Developer API                                 | No devices added<br>Get your users cotacorating by adding some dev<br>Add Devices | Antese Chable Di<br>Attese Quick Links<br>Webey   | Adoption Method   | ology            |     |
| Organization Settings   | Hybrid Services   | NCOMPLETE                                   |   | What's New  | 🚊 Admin Capabi  | Learn More  |                  |     |
| services C Updates & Migrations Messaging S, Calling C Contact Center                                     | Calendar<br>(Comple)<br>©<br>Device Calling   | Carendar (Office<br>385)<br>Message         | Calendar<br>(Costempe)<br>O<br>Serviceability | The latest update is here!  | Manage Subs<br>Organization T<br>Audit Log<br>Webex Calling<br>Manage Auto-<br>bility to Adoption Res | orptions<br>lasks<br>Network Readiness To<br>License Template<br>surces Library | ol               |     |

| webex Control Hu                      | ıb                        | Q Search   |   |
|---------------------------------------|---------------------------|--|---|
| < Main Menu                           | General                   |  |   |
| TEMART SETTINGS<br>General<br>Digital | Advanced<br>Configuration | Webex Engage<br>Access the Webex Engage a<br>Go to Webex Engage admini | dministration portal for configuring Digital Channel features |
| Cloud Connect                         |                           |  |   |
|                                       | Service Details           | Country of operation   | United States of America                                      |
|                                       |                           | Tenant Timezone  | America/New_York  |

第三步:在Cloud Connect(云连接)窗口中,输入主云连接的名称和完全限定域名(FQDN)。

| Add C  | loud Connect Cluster        |        | ×        |
|--|-----------------------------|--------|----------|
| Display Name   | Enter Name                  |        |          |
| Display Name of the on-premises Cloud<br>Connect cluster which is being<br>Registered to the cloud |                             |        |          |
| FQDN   | Fully Qualified Domain Name |        |          |
| Enter the FQDN of primary Cloud<br>Connect node from the deployment<br>being Registered            |                             |        |          |
|  |                             | *      |          |
|  |                             | Cancel | Register |

第四步:在"Cloud Connect"窗口中,输入主要云连接的名称和FQDN,然后单击Register。

第五步:在"Allow Access"窗口上,选中Allow Access to the Cloud Connect Node框,然后单击 Continue。



第六步:添加连接器。在"联系中心"窗口中,依次选择集成和连接器。单击Add More。



步骤 7.如果已添加连接器,并且需要再添加一个连接器,请点击Add More。使用Google登录并继 续执行说明。

✤ 注意:您使用Google登录的用户帐户必须具有Google项目的所有者角色。



步骤 8在"连接器"页上提供此信息并单击保存。

#### New Google Contact Centre Al Connector

| Name                     |                              |            |
|--------------------------|------------------------------|------------|
|                          |                              |            |
| CCAI Project Name        |                              |            |
| Select                   |                              | ~          |
| Billable Project Name 🛈  |                              |            |
| Select                   |                              | ~          |
| Billable Service Account |                              |            |
| Select                   |                              |            |
| CAI项目名称:您创建的C            | Google项目的名称                  |            |
| <b>†费项目名称:思科在您调</b>      | 配Google项目时提供的Google项目的名称     |            |
| 十费服务帐户:思科提供的             | 服务帐户,您已将其添加到Google项目。        |            |
| 见在,连接器已创建,并且             | Jason密钥会自动在Cisco Google项目中创建 | <b>赴</b> 。 |
| ラ骤 9添加功能。在联系中            | 心 -> 集成页面上,点击功能,然后点击新建       | 0          |
| webex Control            | Hub                          | Q Search   |
|                          |                              |            |
| < Main Menu              | Integrations                 |            |

Connectors Features

步骤 10您现在位于"创建新联系中心功能"页面。 单击Contact Center AI Config。



步骤 11提供功能信息,选择已添加的连接器,并创建Google对话配置文件。

Config Name:要调用此功能的任何名称。例如:AA-TACRCDN

说明(可选):例如:RCDN的座席应答功能

连接器:选择先前创建的连接器

Google对话配置文件:从座席协助复制对话配置文件。

| < Features                   |   |        |
|------------------------------|---|--------|
| New Contact Center Al Config | Config Name * AA-TACRCON  |        |
|                              | Description Agent Answers feature for <u>BCDN</u> Google Contact Center Al Connectors GiscoConector  Google Conversation profile * Endects/facerolactions/doi/bib/billiconversationProfiles/ofMA/diVCRH/5der/FACL.obA | D      |
|                              | 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 |

✤ 注意:您可以选择此功能作为Agent Answers和Virtual Agent的默认设置。在这种情况下,您 不需要将已配置的功能与联系中心呼叫类型相关联。

CCE配置

#### 步骤1:在PCCE AW上,打开思科Web管理工具(SPOG)并导航到资产(Inventory)。单击 New。

| altalta<br>cisco | Unified Contact Center Enterprise Ma | inagement | Alerta              |                               |
|------------------|--------------------------------------|-----------|---------------------|-------------------------------|
|                  | Inventory                            |           |                     |                               |
| Overview         | ٩                                    |           |                     | New Delete                    |
|                  | Host Name                            |           | Hostname/IP Address | Туре                          |
|                  | cloudconnect.cicm.com                |           | 10.64.82.183        | Cloud Connect Publisher       |
| Infrastructure   | ucce1251.cicm.com                    |           | 10.64.82.111        | Unified CCE AW (Principal AW) |
| ٩                |                                      |           |                     |                               |
| Organization     |                                      |           |                     |                               |
| Lusers           |                                      |           |                     |                               |

#### 第二步:添加Cloud Connect并提供FQDN和凭证。

| (€) → @ (      | 🖨 💿 🛍 🗝 ht                | ttps://ucce1251. <b>ciam.com</b> /ccead | imin/#/systemDeploy:: ••• 🛛 🏠 🔍 Search |                       | ∓⊯ © & ≕ि  |
|----------------|---------------------------|---|--|-----------------------|--|
| O Most Visited | 🕽 Getting Started 🕮 Cloce | o Finesse                               |  |                       | 🖽 Other Bookmarks  |
| cisco U        | hified Contact Co         | enter Enterprise Mana                   | agement                                | Averta                | Administrator  |
|                | Inventory                 | Edit Cloud Connect P                    | Publisher                              |                       | ×  |
|                | d'                        | Oeneral Alerta                          |  |                       | Contraction of the local distance of the loc |
| Overview       | Host Name                 | Hostname/IP Address*                    | claudconnect.clcm.com                  |                       |  |
|                | Cloudcoinect.0            | Addresa*                                | 10.64.82.183                           |                       | privect Publisher  |
|                | Luces 1251.clon           | Cloud Connect Administ<br>Usemane*      | Administrator                          |                       | BCE AW (Principal AW)  |
| Organization   |                           | Pasaword*                               | ******                                 |                       |  |
|                |                           |   | Launch Clace Webex Control Hub         |                       |  |
| Users          |                           |   |  |                       |  |
| E              |                           |   |  | Activate              | MGenderung   |
| Capacity       |                           |   |  | Go to Setti<br>Cancel | ngs to activate Windows.   |

✤ 注意:请参阅以下有关PCCE证书交换的文档: <u>PCCE解决方案中的自签名证书</u>和<u>管理</u> <u>SPOG的PCCE组件证书</u>。对于UCCE,请参阅<u>在UCCE上交换的自签名证书</u>。

第三步:在CVP操作控制台(OAMP)中配置云连接。有关详细信息,请访问<u>Cisco Unified Customer</u> <u>Voice Portal管理指南</u>中的配置Cloud Connect的CVP设备部分。

# 💊 注意:这仅适用于UCCE。PCCE不需要执行此步骤。

| O Most Visited   | G Getting Started          |  | E Other Bookma   | ńs |
|------------------|----------------------------|--|--|----|
| alialia<br>cisco | Cisco Unified Customer     | Voice Portal                             | Administrator<br>Administrator                         |    |
|                  | Cloud Connect              |  |  |    |
| Overview         | Device CVP186              | ~ ·                                      | 6  |    |
| î                | A Change in value requires | restart of Cisco CVP CaliServer service. |  |    |
| CVA              | Publisher IP Address /     | 10.64.82.183                             |  |    |
|                  | Hostname                   |  |  |    |
|                  | Subscriber IP Address      | Subscriber IP Address / Histoame         |  |    |
| Integration      | / Hostname                 |  | •  |    |
| <b>\$</b>        | Username                   | Administrator                            |  |    |
| License          | Password                   | •••••                                    |  |    |
| Management       |                            |  |  |    |
| 8                |                            |  | Activate Windows<br>Go to Settings to activate Windows |    |
|                  |                            |  |  |    |

第四步:将Cloud Connect证书导入CVP服务器。有关详细信息,请访问<u>配置</u>中的将云连接证书导入统一CVP密钥库部分 <u>Cisco Unified Customer Voice Portal指南。</u>

第五步:要将CCAI配置关联到所有呼叫类型,您需要确保您已在Control Hub中选择默认座席应答功能。在Unified CCE Administration中,导航到Overview > Features > Contact Center AI并选择 Cisco Bill,然后您可以看到为所有呼叫类型选择的默认座席应答功能。

| alialia<br>cisco | Unified Contact Center Enterprise Management  | Alerts Administrator |   |  |  |  |
|------------------|---|----------------------|---|--|--|--|
|                  | Contact Center Al   |                      |   |  |  |  |
| Overview         | Default Config  |                      | ٥ |  |  |  |
|                  | This page gives an overview of AI services that use the default Contact Center AI Config.<br>Contact Center AI Config depicts a set of services from an API provider. You can create or configure it in <b>Clisco Webex Control Hub</b> . |                      |   | Sync Status: 🖵 <sup>9</sup> In Sync<br>Last synched : 02:17, Sep 18, 2024<br>Next sync : 01:05, Sep 18, 2024<br>Sync |  |  |
| Organization     | AI Service  | Default Config       |   |  |  |  |
| Organization     | Agent Answers   | VAV-RTP2020-EFTAgent |   |  |  |  |
|                  | Virtual Agent   | VAV-RTP2020-EFTAgent |   |  |  |  |
| Users            |   |                      |   |  |  |  |

第六步:要将CCAI配置仅应用于呼叫类型的子集或覆盖特定呼叫类型的全局配置,请执行此操作。 1. 在Web管理工具中,导航到"呼叫设置"->"路由设置",然后选择"呼叫类型"。



| diala<br>cisco | Unified Contact ( | Center I | ment | 🜔 Aleta                  | Administrator           |                                     |
|----------------|-------------------|----------|------|--------------------------|-------------------------|-------------------------------------|
|                | Route Setti       | ings     |      |                          | Media R                 | louting Domain Call Type            |
| Overview       | 9,                |          |      |                          |                         | 0                                   |
|                | Name              |          | ID . | Description              |                         |                                     |
|                | Basic_CT_1251     |          | 5000 |                          |                         |                                     |
|                | Basic_CT_1261     |          | 5001 |                          |                         |                                     |
| Infrastructure | Builtin 🖑         |          | 1    | Cisco provided call type |                         |                                     |
|                | CTI_RP_CT         |          | 5002 |                          |                         |                                     |
| Organization   |                   |          |      |                          |                         |                                     |
| Capacity       |                   |          |      |                          | Activate<br>Go to Setti | Windows<br>1gs to activate Windows. |

2. 单击Contact Center AI选项卡,选择在Control Hub上配置的联系中心AI,然后单击"保存"。

| cisco          | Unified Contact Center Enterpr  | ise Management  |   |           |                                |                 |                |
|----------------|---|---|---|-----------|--------------------------------|-----------------|----------------|
|                | Route Settings  |   |   |           | Med                            | lia Routing Don | sain Call Type |
| Overview       | Edit CumulusAnswer1   |   |   |           |                                |                 |                |
|                | General Experience Management   | Contact Center Al   |   |           |                                |                 |                |
| Infrastructure | This page is used to apply a Contact Cen<br>Contact Center Al Config depicts a set of | ter Al Config to a specific Call Type.<br>services from an API provider. You can create ( | or configure it in <b>Cisco Webex C</b> | control A |                                |                 |                |
| C.             | Contact Center Al Configuration   | VRV-RTP2020-EFTAgent © Q.   | Select Contact Center AI C              | onfigur   | ition                          |                 |                |
|                |   |   | ٩,                                      |           |                                |                 |                |
| Users          |   |   | Name                                    | ٥         | Description                    |                 |                |
| 9              |   |   | AA-TACRODN<br>VAV-RTP2020-EFTAgent      | Ь         | Agent Answers feature for RCDN |                 |                |
| Desktop        |   |   | Webex CCAI Config                       |           | Use this Config to enable Cisc |                 |                |
|                |   |   |   |           |                                |                 |                |
|                |   |   |   |           |                                |                 |                |

Finesse配置

Selection State Sta

步骤1:在Cisco Finesse上调配云连接。有关详细信息,请访问<u>Cisco Finesse管理指南</u>中的云连接服 务器设置主题。 第二步:打开Finesse Admin页面,并导航至Settings和Cloud Connect。

第三步:在Cloud Connect Server Settings(云连接服务器设置)中,提供发布服务器和订用服务器的凭证和FQDN。

| C 🙆 💿 🛍 🗝 https://                   | inesse1251.cicm.com/cfadmin/container/?locale 🚥 😡 🟠 | Q, Search               | ¥ ⊪\ © ®' ≣      |
|--------------------------------------|---|-------------------------|------------------|
| ited 🛛 Getting Started 🚢 Cisco Fines | ie  |                         | 🛅 Other Bookmark |
| Cisco Finesse Administra             | ition   |                         | Sign Out         |
| Secondary Chat Server                | https://secondaryHost:5280/httpbinding              |                         |                  |
| Save Rev                             | rt  |                         |                  |
| Cloud Connect Ser                    | ver <u>Settings</u>                                 |                         |                  |
|                                      |   |                         |                  |
| Username*                            | Administrator                                       |                         |                  |
| Password*                            | *******   |                         |                  |
| Publisher Address*                   | cloudconnect.cicm.com                               | •                       | :                |
| Subscriber Address                   | subscriberHast                                      |                         |                  |
| Circle Direct                        |   | Activate<br>Go to Setti | Windows          |

第四步:在Finesse桌面布局上添加Agent Answers小工具。在"Cisco Finesse管理"页上,单击桌面 布局,然后删除有关"代理答案"的小工具信息的注释。

| Cisco Finesse               |        | 🔛 Unified Contact Center Enterp  | Her Ad | +       | •     |
|-----------------------------|--------|--|--------|---------|-------|
| ( <del>←</del> ) → @        | ŵ      | 🕑 🗞 🗝 https://finesse1251.ckm.com/dadmin/container/flocale 🚥 😇 🏠 🔍 Search 👱 🖿  |        | ٩       | ₽.    |
| O Most Visited              | 🔘 Get  | ting Started 🏥 Cisco Finesse   | E Othe | r Bookn | narks |
| cisco                       | Cisco  | Finesse Administration   | 1      | Sign C  | but   |
| C<br>Settings               | 808    | <pre>CroleD&amp;pentC/coleD<br/>CpageD<br/>CgageD<br/>Cine The page level Multi-Tab gadget&gt;<br/>Cgadget ids=spentMultiTAbGadgetContainer&gt;/desktop/scripts/js/tabbedGedgets.jsCine The following gadget is for WOM Customer Experience Journey.<br/>If WOM is onboarded successfully with all configurations, them replace the url<br/>with the actual url obtained by constrainer Gran Times gadget from WM ==&gt;</pre>   |        | •       | <     |
| Call<br>Variables<br>Layout | 8      | <pre></pre> <  |        |         |       |
| Desktop<br>Layout           | 0 2002 | <pre>uncommenting the below code&gt; <pre><pre><pre>cpadget amagedBy="apartKultITabGadgetContainer" hidden="false"&gt;/Brdpartygadget/files/coalGadgets /transcriptGadget.xal</pre>/provide successfully and displaying Call Transcripts.     If Voicea is onboarded successfully and all configuration done correctly then uncomment this gadget&gt; <pre><pre><pre><pre><pre><pre><pre><pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre>   |        |         |       |
| Phone<br>Books              | 20103  | Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians)<br>Collians) | t Layo | v<br>Jt | 4     |

第五步:在"CCE管理"页面上,选择"座席",并在"管理座席"上启用CCAI服务。启用后,座席应答小 工具将显示在"主页"选项卡上,并在呼叫期间显示相关文章和建议。有关如何使用小工具的详细信 息,请访问联系中心AI小工具指南。仅当小工具在Cisco Finesse中配置为多选项卡小工具时,小工 具才会自动隐藏/取消隐藏和通知功能。有关详细信息,请访问<u>思科Cisco Finesse管理指南</u>中的代理 应答小工具。

| Unified Contact Center Enterprise Management   |   |   |  |  |  |  |
|--|---|---|--|--|--|--|
| Overview   |   |   |  |  |  |  |
| Infrastructure Settings<br>Inventory, Deployment Settings, License<br>Management, Device Configuration | Call Settings<br>MRD, Call Types, Dial Settings | Digital Channels<br>Configure, Email and Chat | Ver Setup<br>Agents<br>Administrators<br>Roles |  |  |  |
| Infrastructure Settings<br>Invertory, Deployment Settings, License<br>Management, Device Configuration | Call Settings<br>MRD, Call Types, Dial Settings | Digital Channels<br>Configure, Email and Chat | Agents<br>Administrators<br>Roles              |  |  |  |

| alialia<br>cisco | Unified Contact Center Enterprise Management |        |              |             |              |                                    |  |
|------------------|--|--------|--------------|-------------|--------------|------------------------------------|--|
|                  | Ag   | jents  |              |             |              |                                    |  |
| 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           |  |
|                  |  | A      | ogpitt       | Pitt        | Bradley      | Cumulus - Call Gen Agent           |  |
| Users            |  | A      | cgsmith      | Anniston    | Jenna        | Cumulus - Call Gen Agent           |  |
| 0                |  | 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           |  |
|                  |  | 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<br>cisco | Unified Con   | Jnified Contact Center Enterprise Management |                |                  |                         |                   |  |  |  |  |  |  |  |  |
|------------------|---------------|--|----------------|------------------|-------------------------|-------------------|--|--|--|--|--|--|--|--|
|                  | Agents        | Agents<br>Edit Sandra Jefferson (sjeffers)   |                |                  |                         |                   |  |  |  |  |  |  |  |  |
| Overview         | Edit Sandra   |  |                |                  |                         |                   |  |  |  |  |  |  |  |  |
|                  | General       | Attributes                                   | Skill Groups   | Supervised Teams | Enable Digital Channels | Contact Center Al |  |  |  |  |  |  |  |  |
|                  | Username*     |  | sjeffers       |                  |                         |                   |  |  |  |  |  |  |  |  |
| nfrastructure    | First Name*   |  | Sandra         |                  |                         |                   |  |  |  |  |  |  |  |  |
| ٢                | Last Name*    |  | Jefferson      |                  |                         |                   |  |  |  |  |  |  |  |  |
| Organization     | Agent ID      |  | 1080           |                  |                         | Ç.                |  |  |  |  |  |  |  |  |
| Users            | Description   |  | Cumulus - Main | Agent            |                         |                   |  |  |  |  |  |  |  |  |
| Desktop          | Desk Settings |  | DefaultAgentDe | skSettings 💿 🔍   |                         |                   |  |  |  |  |  |  |  |  |
|                  | Department    |  |                | ٩                |                         |                   |  |  |  |  |  |  |  |  |
| Capacity         | Site          |  |                | ٩                |                         |                   |  |  |  |  |  |  |  |  |
|                  | Team          |  | CumulusMain    | ୍ ଦ୍             |                         |                   |  |  |  |  |  |  |  |  |
|                  |               |  |                |                  |                         |                   |  |  |  |  |  |  |  |  |

| alialia<br>cisco | Unified Contact Center Enterprise Management |                          |              |                  |                         |                   |  |  |  |  |  |  |
|------------------|--|--------------------------|--------------|------------------|-------------------------|-------------------|--|--|--|--|--|--|
|                  | Agent  | S                        |              |                  |                         |                   |  |  |  |  |  |  |
| Overview         | Edit Sandra Jefferson (sjeffers)             |                          |              |                  |                         |                   |  |  |  |  |  |  |
|                  | General                                      | Attributes               | Skill Groups | Supervised Teams | Enable Digital Channels | Contact Center Al |  |  |  |  |  |  |
| Infrastructure   | List of Servic                               | ces for Agent<br>Answers |              |                  |                         |                   |  |  |  |  |  |  |
| Organization     | Call Tra                                     | Call Transcript          |              |                  |                         |                   |  |  |  |  |  |  |
| Users            | VAV Tra                                      | anscript                 |              |                  |                         |                   |  |  |  |  |  |  |
|                  |  |                          |              |                  |                         |                   |  |  |  |  |  |  |

◆ 注意: 如果在Finesse服务器中配置了cors allowed\_origin,请确保使用以下命令添加云连接服务器: utils finesse cors allowed\_origin add <u>https://{Cloudconnect</u> FQDN}。添加云连接服务器后,重新启动Finesse tomcat和Finesse通知服务。

确保在支持的CUBE平台上配置代理答案。有关受支持的CUBE平台和配置的详细信息,请参阅思科 统一边界元素配置指南-思科IOS XE 17.6及以上版本中的基于云语音服务的媒体分流 (<u>https://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/ios-xe/config/ios-xe-</u> <u>book/websocket-forking-for-cube.html</u>)一章。

◆ 注意:座席应答功能从CCE 12.6.2和CVP 12.6.2 ES15开始使用RTMS数据中心Webex服务 ,而不是WxCC数据中心Webex服务。RTMS Webex服务仅支持GCM密码。从Cisco IOS XE 17.12.1a开始,GCM密码已启用。有关受支持的CUBE/VCUBE Cisco IOS版本,请参阅最新 的PCCE/UCCE功能指南和兼容性列表。

步骤1:在CUBE/VCUBE上,进入配置模式。

Config t

第二步:创建语音类SIP配置文件,以在CVP发送分流请求的INVITE消息中添加呼叫信息SIP报头。

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

第三步:创建媒体流服务配置文件。

第四步:将媒体流服务配置文件关联到媒体类。

media class 9 stream-service profile 99

第5步:将sip和媒体配置文件添加到传向CVP的传出拨号对等体。

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

注意:不支持这些媒体分流:基于网络的记录、媒体代理和扩展媒体分流- XCC或XMF

# 验证

当前没有可用于此配置的验证过程。

# 故障排除

当前没有可用于此配置故障排除的特定信息。

# 相关信息

- <u>思科联系中心解决方案和设计指南12.6</u>
- <u>PCCE功能指南12.6.2</u>
- <u>UCCE功能指南12.6.2</u>
- <u>用于CUBE的Websocket分叉</u>
- <u>CCE兼容性矩阵12.6.X</u>
- <u>技术支持和文档 Cisco Systems</u>

#### 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

请注意:即使是最好的机器翻译,其准确度也不及专业翻译人员的水平。

Cisco Systems, Inc. 对于翻译的准确性不承担任何责任,并建议您总是参考英文原始文档(已提供 链接)。