

Provision Google CCAI Hybrid Services with CCE

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background](#)

[Provision](#)

[Control Hub Subscription](#)

[Create a Google Account or GCP Account for Customers](#)

[Create GCP Project](#)

[Associate the Service Account Provided by Cisco to the Customer's GCP Account](#)

[Additional Information](#)

[APIs to be Enabled in the Customer GCP Project](#)

[Cisco Visibility to Customer Data](#)

[Cisco Bill and Other Google Cloud Services](#)

Introduction

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

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

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

Components Used

The information in this document is based on this software:

- Cisco Commerce Workspace (CCW)
- Control Hub
- GCP

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

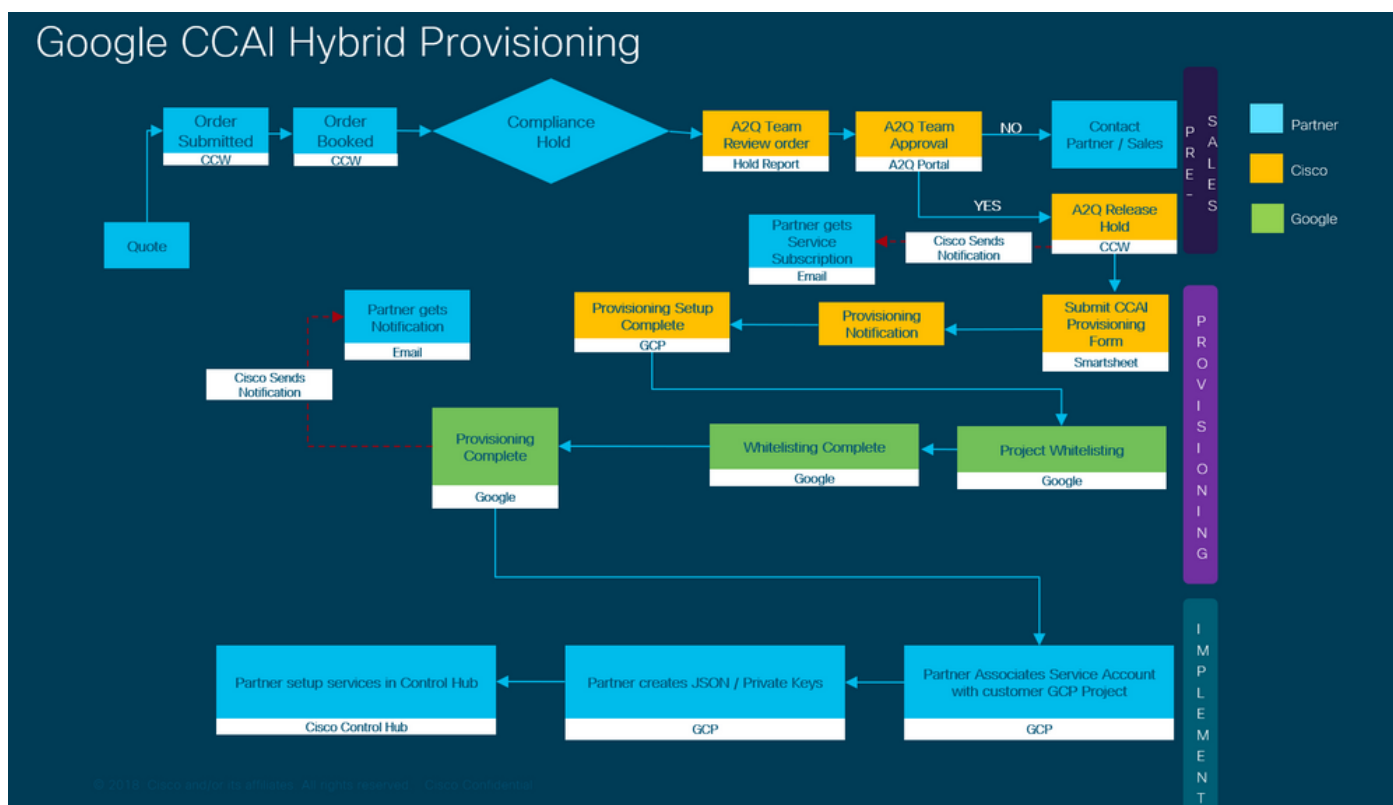
Background

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

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

Provision

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



The steps for the successful provision of CCAI are outlined here:

Step 1. Place the order on Cisco Commerce Portal (CCW) .

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

1. Add A-Flex-CC or A-Flex-3-CC on the **Hardware, Software and Services** and include the **Requested Start Date**.

Hardware, Software and Services

1.0 A-FLEX-CC
more

Flex Contact Center

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

Requested Start Date
19-Oct-2021

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

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

Additional Options 2 Added	
Would you like to purchase Flex Contact Center AI powered by Google Cloud?	<input checked="" type="checkbox"/> Yes
Plan Options	<input checked="" type="radio"/> Usage Based Price
	<input type="radio"/> Fixed Price (BU Approval Required)
Would you like to add Cisco PSTN Audio Options?	<input type="checkbox"/> Yes
Do you want to purchase Workforce Optimization?	<input type="checkbox"/> Yes
Would you like to activate Digital Channels?	<input type="checkbox"/> Yes

4. Click **SAVE** and **Continue**.

Step 2. Complete Control Hub Subscription. For more information see the section Control Hub Subscription.

Step 3. Create your GCP account and GCP project (Customer's GCP project) where your CCAI Applications is hosted.

Note: For details on how to create the GCP account and project, review these sections in this

Step 4. Submit CCAI provision form.

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

Control Hub Subscription

When the CCW is completed an email is sent to the mailer provided during ordering. In general the email is sent to the the partner's email account.

This is an example of the email received with the order and the subscription id.

Next step, set up your service.

Order 86525712

Subscription Sub464724

End Customer TEST NOT REAL

This is a reminder that you have not set up your services yet. Please note that this is a necessary step without which the services you have purchased will not be available for use.

Your subscription starts and is eligible to be invoiced on the earlier of (i) 20 days from the date of this email or (ii) the date any portion of the subscription is provisioned by Cisco. Please use the link/button below to provide the required provisioning information right away so that you will have use of the subscription for the full term.

Do not forward this email. If you would like to delegate provisioning to someone else, please click the "Set up your service" button below and enter their email in the wizard.



Set up your service

Step 1. Click **Set up your service**.

Step 2. Select your Role. In this example the partner is selected.

Welcome to Setup - Please indicate your role

Order Number: 91062750

Subscription ID: Sub1042559

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

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

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

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

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

I am a Customer

I am a Partner

Step 3. Select if you or somebody else is going to setup the service.

Are you going to set up services?

In order to complete provisioning, you'll need some technical information like the Webex site URL, SIP domain, and a few other things. If you don't have this information, then you can't set up the services.

Are you the correct technical person to be providing this type of information?

- Yes, I will set up services
- Another person in my company will set up services
- The customer will set up services

[Note: You will not have access to the customer's organization in Control Hub or the services in this subscription if the customer provisions the services.]

Back

Next

Step 4. Enter the user ID. The user should be the part of the organization and have Premium Agent, Full Admin role.

Step 2 of 3

Identify customer admin

Provide the email address of the person in your customer's company that will be administering the services. The email address will only be used to determine if your customer already has an organization registered in our identity system. No email communication will be sent to this email address at this point.

Admin Email Address

Confirm Admin Email Address

Back

Next

Step 5. Review the information to make sure you are attaching the license to the correct organization.

This order will be mapped to the following Organizations

Order mapping is permanent. Once you click Next, you can't come back and change the mapping. Only proceed if you want to map this order to the following organization(s).

Click Next if the information shown below is correct.

Order Number: 91062750
Subscription ID: Sub1042559

Partner Organization Information

Cisco Gold Partner
arubhatt_partner@email.carehybrid.com

Customer Organization Information

[Cisco Account](#)
mdanyich_tac_produc_wmoc2@email.carehybrid.com

[Back](#) [Next](#)


Step 6. Once the subscription ID provisioning is complete, you see the subscription shows up in Control Hub and you see the Contact Center Card in Control Hub. You are now ready to Configure CCAI Hybrid services in Control Hub.

The screenshot displays the Cisco Webex Control Hub interface. The top navigation bar includes 'Cisco Webex Control Hub' and a 'Select Customer' dropdown. The left sidebar contains navigation options: Overview, MONITORING (Analytics, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Messaging, Meeting, Calling, **Contact Center**). The main content area shows an 'Overview' dashboard with several cards: 'Webex Services ALL ONLINE' (listing Messenger, Webex, Calling, Meetings, Hybrid Services, Control Hub, Developer API, Room Devices, Contact Center, and UCM Cloud), 'Devices' (No Devices Added), 'Onboarding' (Total Users: 1, with a breakdown of Inactive, Not Verified, Verified, and Active users), 'What's New' (Cisco Webex 40.11 update), and 'Quick Links' (COVID-19 Response Resources, Admin Capabilities, Manage Subscriptions). A red box highlights the 'Contact Center' option in the left sidebar, with a red arrow pointing to the text 'Contact Center option will appear'.

Create a Google Account or GCP Account for Customers

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

For more information on how to create your Dialogflow application, refer to: <https://dialogflow.com/> for dialogflow ES and <https://cloud.google.com/dialogflow/cx/docs/concept/agent> for Dialogflow CX .

 **Note:** For any question regarding provisioning contact the Cisco CCAI onboarding team cisco-ccai-onboarding@cisco.com.

Create GCP Project

You can create your GCP project using your organization resources or using a Terraform tool.

 **Note:** Contact your IT department in order to create the GCP project

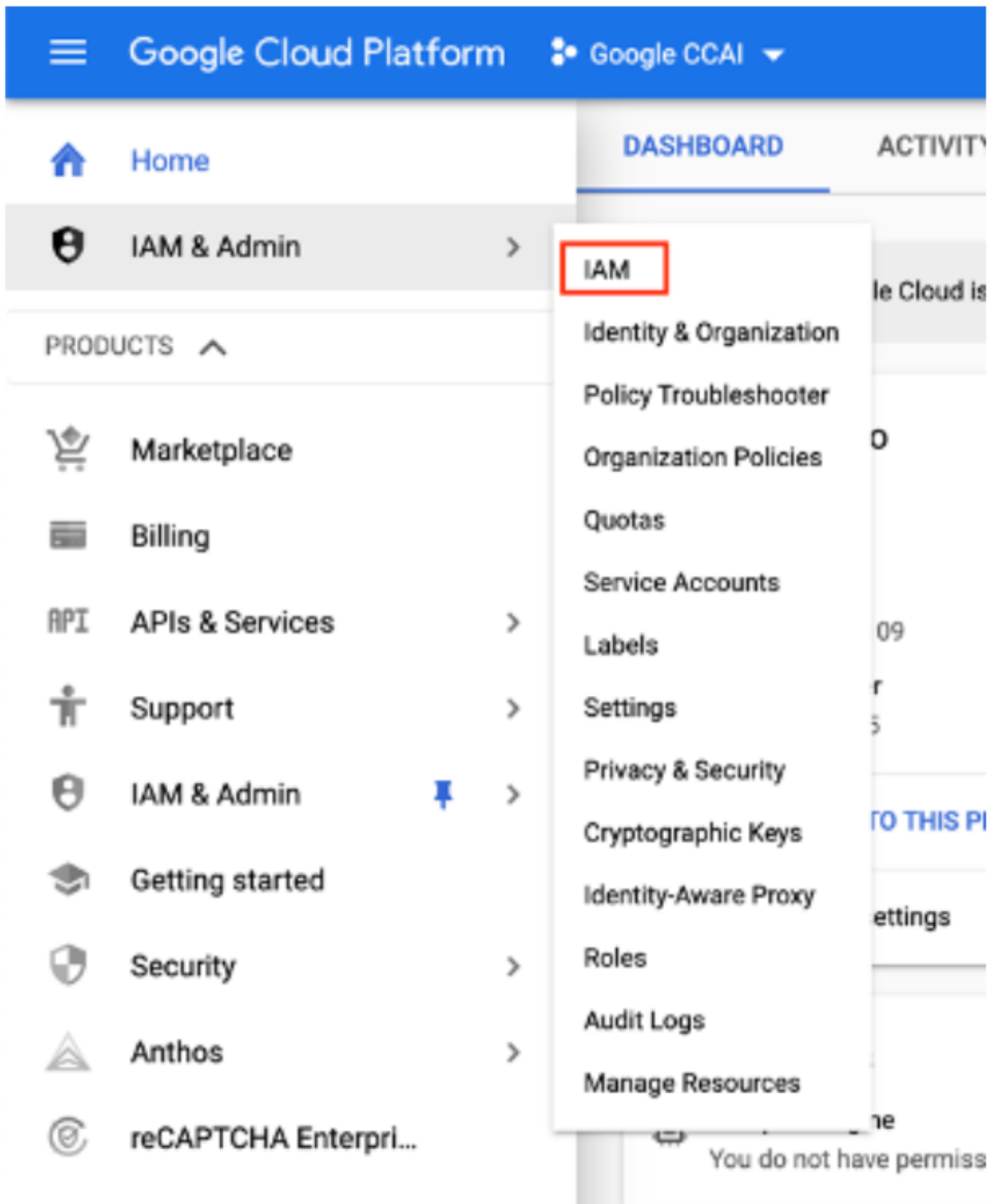
Associate the Service Account Provided by Cisco to the Customer's GCP Account

Cisco provides a service account created by the provisioning team which is automatically added to your project (Customer Project) with the Dialogflow API Admin role when creating a connector in Control Hub. However, you can check these steps for associating and adding roles to a service account.

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

Step 2. Navigate to **Console**.

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



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

IAM **+ ADD** - REMOVE

PERMISSIONS RECOMMENDATIONS LOG

Permissions for project "Google CCAI"

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

View By: MEMBERS ROLES

Filter table

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

Step 5. Add these details:

1. **New Members:** Name of the service account provided by Cisco
2. **Role:** Dialogflow API Admin

Add members to "Google CCAI"

Add members, roles to "Google CCAI" project

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

New members

Role: Dialogflow API Admin

Condition: [Add condition](#)

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

[+ ADD ANOTHER ROLE](#)

SAVE **CANCEL**

Step 6. Click **Save**.

Additional Information

APIs to be Enabled in the Customer GCP Project

The service account provided to CCAI customers by Cisco allows the customers to leverage these APIs to integrate with the CC applications:

- Dialogflow API
- Text-to-Speech API
- Speech-to-Text API

Cisco Visibility to Customer Data

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

Cisco Bill and Other Google Cloud Services

As part of provisioning, Cisco only enables API's related to CVA and Agent Assist. Customers get service account to leverage those API's. This service account does not work with any other Google Cloud Services. Customers can still use their GCP Project to enable additional cloud services provided by Google and they are charged directly by Google using their own billing account.