# Troubleshoot CVP Customer Virtual Assistant (CVA)

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# Introduction

This document describes how to troubleshoot Customer Voice Portal (CVP) CVA feature.

# Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.5
- Cisco Package Contact Center Enterprise (PCCE) Release 12.5
- CVP Release 12.5

- Cisco Virtualized Voice Browser (CVVB) 12.5
- Google Dialogflow

## **Components Used**

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

- Cisco Package Contact Center Enterprise (PCCE) Release 12.5
- CVP Release 12.5
- Cisco Virtualized Voice Browser (Cisco VVB) 12.5
- Google Dialogflow

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, make sure that you understand the potential impact of any command.

# Background

CVP 12.5 introduces the Customer Virtual Assistant (CVA) feature, in which you can use Google Text to Speech (TTS), Austomatic Speech recognition (ASR) and Natural Language Processing (NLP) services. This feature supports human-like interactions that enable you to resolve issues quickly and more efficiently within the Interactive Voice Response (IVR) with Natural Language Processing. This document focuses on troubleshoot, if you want to learn more about CVA configuration review this document <u>Configure CVP Customer Virtual Assistant (CVA)</u>

# Troubleshoot

Most of the issues found in the CVA deployment can be identified via the Speech Server logs. First you need to ensure that the Speech Server is active.

Step 1. On the CVVB, navigate to Cisco VVB Serviceability.

Step 2. On the serviceability page, navigate to Tools > Network Services. Ensure that the Speech Server is IN SERVICE state.

ab	Cisco Virtualized Voice Browser Se	erviceability		Navigation Cisco WB Serviceability 🗸 🗸
CIS	For Cisco Unified Communications Solutions			admin   About   Log
Alarm	Trace Tools Help			
Contro	Center - Network Services			
	Start 🔵 Stop 🍃 Restart 🔇 Refresh			
Status				
(i) R	ady			
Select	Server			
Server	* CWB ~ 00			
Syste	m Services			
	Service Name	Status*	Start Time	Up Time
0	Perfmon Counter Service	IN SERVICE	MON FEB 24 19:25:18 2020	04 Days 00:20:00
0	*Cluster View Daemon	IN SERVICE	MON FEB 24 19:24:14 2020	04 Days 00:21:04
	Manager Manager	IN SERVICE	MON FEB 24 19:24:14 2020	04 Days 00:21:04
0	•Engine	IN SERVICE	MON FEB 24 19:25:18 2020	04 Days 00:20:00
	Manager Manager	IN SERVICE	MON FEB 24 19:25:18 2020	04 Days 00:20:00
	*Subsystem Manager	IN SERVICE	MON FEB 24 19:25:18 2020	04 Days 00:20:00
0	Voice Subagent	IN SERVICE	MON FEB 24 19:25:18 2020	04 Days 00:20:00
0	SNMP Java Adapter	IN SERVICE	MON FEB 24 19:25:18 2020	04 Days 00:20:00
0	Speech Server	IN SERVICE	MON FEB 24 19:25:21 2020	04 Days 00:19:57

Second, before you enable traces and collect logs, you can test and troubleshoot the Dialogflow response to intents from the Dialogflow virtual agent.

For example, try the response to the default welcome message.

On the Dialogflow virtual agent on the right-hand side, type hello and then Enter. You can see the response to the welcome message.

Pialogflow		i helo &
BankingRootBU v 🏠	Search intents C	C See how it works in Google Assistant.
🛱 intents 🛛 🕂	CheckBalance	
C Publics	ConfirmNo	Agent
m unter +	Confirmities	
Knowledge (teta)	Default Falback Intent	helio
4 Fulfillment	Default Welcome Intent	
C) Integrations	• ext	🗭 DEFAULT RESPONSE 📼
	NewAccount	assistant of Cisco Live Banking. What would
🗇 Training	ReportCardLost	you like to do? You can say something like check balance, Create a new account, or
Validation	• room,reservation ~	Transfer Money.
History	TransferMoney	
		O CIGLA TURTUO

You can also check the history of the agent conversation.

Step 1. Select History from the Dialogflow virtual agent.

Step 2. In the history page, select the last conversation. You see all the interaction between the virtual agent and caller, as shown in the image.

Pialogflow	<ul> <li>History</li> </ul>	
BankingRootBU - 🎸	All platforms 👻 All conversations 👻	May 7, 2020 • May 14, 2020 •
💬 Intents 🔶 🕂	Conversation	Date C
🛱 Entities +	2 Interactions Duration: 4 min	$\langle \rangle \rightarrow $
Knowledge [beta]	user Hello	May 14, 12:24 PM
4 Fulfilment ₹2 Integrations	My name is John Doe and I am the virtual assistant of Cisco Live Banking. What would you like to do? You can say something like check balance, Create a new account, or Transfer Money.	May 14, 12:24 PM
G Training	usen i want to check my balance	May 14, 12:27 PM
Validation	AGENT Your balance is 2000\$. What else I can help you with ?	May 14, 12:27 PM ‡
O History		Conversations per page 25 👻 < >

## Log Trace Levels and Collection

#### **Cisco VVB Speech Server**

To enable the the Speech Server logs, follow these steps:

Step 1. On the Cisco VVB Serviceability page, navigate to: Trace > Configuration .

Step 2. Select Speech Server.

ahaha cisco	Cisco Virtualized Voice Browser Serviceability For Cisco Unified Communications Solutions
Alarm Trace	Tools Help
Trace Confi	guration - Cisco Virtualized Voice Browser Engine
Save	Restore Defaults Check All UnCheck All
Select Service	e * Engine V Go Administration
	Sett Cisco Unified CM Telephony client
Maximum No.	of Speech Server
Maximum File	Size (KB) * 10485

Step 3. Now, you see the default level of traces set.

Caution: The Speech Server trace level requires to be increased in order to see the message exchange between the Cisco VVB Speech Server and Google Dialogflow. However, when you Increase the Speech Server trace level, the system may experience performance degradation. Ensure to do this during non-production time or in a lab environment.

Step 4 Increase the Speech Server trace level to XDebuggin3 in order to see the message flow between the Cisco VVB Speech Server and Google Dialogflow.

cisco Virtualized Voic For Cisco United Communications So	e Browser Serviceability					Navigation Cisco W8 Serviceability Administrator Abs	v Gal
Alarm Trace Tools Help							
Trace Configuration - Cisco Speech S	erver						
🗑 Save 🤣 Restore Defaults 🏢 Check	All III UnCheck All						
Ready							
Select Service Select Service * Speech Server -> Go	faled Service Select Server 🕤 Go						
Trace Output settings							
Wallmum File Size (KB) * 10485							
Trace Filter Setting							
Sutfacility	Debugging	XDebugging1	XDebugging2	XDetugging3	3Dabugging4	XDebugging5	
<ubsystems< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td></ubsystems<>							
50_5RV	6						
Save Review Delaults Overs Al LisChers	A						
The industry maning here							

Speech server logs are not available via the Real Time Monitor Tool (RTMT), so you must download the logs via the Cisco VVB Comman Line Interface (CLI).

file get activelog speechserver/logs/SpeechServer

file view activelog speechserver/logs/SpeechServer/\*.log

#### **Google Dialogflow**

These are two main logs that can be used to troubleshoot Cisco CVA integration with Google Dialogflow: Google Stackdriver and Activity logs.

**Note**: Enable Google logs has an additional fee to the API usage.

Google Stackdriver helps you to follow the requests from the caller to the virtual agent and the respective responses. Here are the steps to enable and collect the Google Stackdriver logs.

Step 1. On the Dialogflow virtual agent click on the settings icon.



Step 2. On the setting window, slide the **Log interactions to Google Cloud** bar to the right so you enable the logs. You see the Google Stackdriver enabled and the option to open the logs.

Dialogflow V1 API shutdown has been postponed to May 31st, 2020. Details here.							
Pialogflow	Try it now .						
BenkingRootBU 🔹 🔅	BankingBootBU        •       •       •       •       •						
🗇 Intents +							
n Intities +	GOOGLE PROJECT			See how it works in Google Assistant. 12			
Knowledge [sea]	Project ID	bankingrootbu-yccpsu	Dialogflow Enterprise Edition				
4 Futfilment	Service Account: 0	dialogflow-struaring/bankingroot/bu-yccpsu.iam.gserviceaccount.com	Ø				
2 Integrations	BETA FEATURES	d APIs					
😁 Training	Be the first to get acces	s to the newest features and latest APIs. (Full V2-beta API reference)					
Validation							
History							
Analytics							
Prebuilt Agents							

Step 3. Place some calls in order to recreate the issue and click on Open logs. You see the requests to the virtual agent and the responses.

**Note**: You can use the session id in the Strackdriver logs, which is the same as the CALLGUID in CVP logs and callid in Call studio aplication Activity logs, to track the call end-to-end from CVP to Dialogflow virtual agent.

Ē	Operations Logging	CLASSIC 🔻 11, CREATE METRIC 🎄 CREATE SINK 🔁 SAVE SEARCH 🕐 🕨 SHOW	/ LIBRARY
=	Logs Viewer	New features are available in the Logs Viewer Preview. To owtich between the preview and classic interfaces, use the drop-down in the top action ber. View Blog L <sup>2</sup> Dismiss     Laurach	preview
th	Logs-based Metrics		
20	Loop Router	Filter by label of text search	* 0
~		Giobal • Alliogs • Any log level • C Last 7 days • Jump to now •	
	Logs Ingestion	Charling law from the best 7 does on the best 7 doe	halfann -
		a non-spectral metal in the set of the set o	: .
		In the operation of the second sec	
		1 1220-05-11 14 10-25-181 COT Dislog-Tow Report : ("session" ("FIFTG0000100000000000000000000000000000000	
		1 2020-05-11 14/10/25.648 (DT Dialogflow Resource   16  "5c)caf4c-t000-46(7-5199-703990c581f-c1202034" lang  "en" session.is  "9f16f10000010000000000000000000000000000	
		1 2020-05-13 21:59:50.402 (07 Dialogflow Resuest : ("session")"#023F68000010000000004668806094-15894251947417","overy_inquet;"(\n \"text\") (\n \"text\") [\n \"text\") [\n \"text\"] [\n \"text\] [\n \"text	1
		1 2020-05-13 21/59/50.152 (07 Dialog/Low Resource   1c  *62053cf7-0bf7-0b52-8cf0-07020984864-e15c5300* lang  *e** session_1c  *F923F60000010000000000000000000000000000000	1
		1 2020-05-13 2210010.856 (DT DialogFlow Result   ("session")"F023F68000010000000004668800094-150942519474117","overy_inout" "(\n \"text\")   (\n \"textInouts\") [(\n \"text\") \"cre.	1
		1 2020-05-13 22:00:15.000 CDT DialogFlow Response   10  "007be880-6006-43/1-8cc7-17795ccte/61-e15c3306" lang  "en" session_in  "F023F60000010000000000000000000000000000000	1
		1 2020-05-13 22130122.724 CDT DislogFlow Result : ("session":"10.201.224.233.1586427000074.12.0FRenote", "query_input":"(\u03e4) \"text\": \\u03e4\u03e4, \u03e4) \u03e4 CDT DislogFlow Result : ("session":"10.201.224.233.1586427000074.12.0FRenote", "query_input":"(\u03e4) \u03e4 text\": \\u03e4\u03e4, \u03e4 text\": \\u03e4\u03e4, \u03e4\u03e4, \u03e4\u03e4\u03e	1
		1 2020-05-13 22:30:12.763 COT DialogFlow Response   1d+ "3258300e-5192-4Ff7-56c5-3966c4Fc8328-e15c5306" lang: "en" session_1d+ "10-201-224.233.1509427000274.12.0FRemote" timestamp: "	1
		1 2020-05-13 22130139.201 CDT DEalogFlow Request : ("session")"10.201.224.233.1580427000274.12.0FRemote","query_input")"(\u03e4) \u03e4 text\") \u03e4\u03e4 text\") \u03e4 text\\") \u03e4 text\") \u03e4 text\\") \u03e4 text\\\") \u03e4 text\\\") \u03e4 text\\\") \u03e4 text\\\") \u03e4 text\\\"] \u03e4 text\\\"] \u03e4 text\\"] \u03e4 text\\\"] \u03e4 text\\\"] \u03e4 text\\\"] \u03e4 text\\"] \u03e4 text\\\"] \u03e4 text\\"] \u03e4 text\\\"] \u03e4 text\\\"] \u03e4 text\\\"] \u03e4 text\\"] \u03e4 text\\\"] \u03e4 text\\\[U1e4 text\\"] \u03e4 text\\"] \u03e4 text\\\[U1e4 text\\"] \u03e4 text\\[U1e4 text\\[U1e4 text\\]U1e4 text\\[U1e4 text\\[U1e4 text\\[U1e4 text\\[U1e4 text\\]U1e4 text\\[U1e4 text\\[U1e4 text\\[U1e4 text\\[U1e4 text\\[U1e4 text\\]U1e4 text\\[U1e4 text\\[U1e	- i
		• 🚦 2020-05-13 22:30:19.305 CDT DialogFlow Response : 1dr: "60160166-032f-40cf-0751-00321f307749-e15c5300" lang: "en" session_idr: "10.301.224.233.1509427000274.12.0FRemote" timestamp: "	
		1 2020-05-13 22:30:20.009 CDT Dislogflow Request : ("session":10.201.224.233.1580427000274.12.0FRemote", "query_input":"{\n \"text\": \"text\": \"korean\"\n =	- 1
		1 2020-05-13 22/30/20.159 (DT DialogFlow Response : 1d: "93855ala-49e7-4819-ac45-83628346443c-e15c5300" lang: "en" session_id: "10.201.224.235.1589427000274.12.0FRemote" timestamp: "	1
		C 2020-05-14 12:02:51.550 CD7 Searcheriver Logging APE ListEmsourreKays remayaptions.com ("@type":"type.googlesois.com/google.cloud.audit.AuditLog","status":(),"autenticationInfo":	· •
		I 2020-05-14 12:02:52.711 C07 Stacker/ver Logging AFI Listings Logs removed/clsco.com ("Drue":"type.googleepis.com/google.cloud.mudit.Audit.og","status":(),"suthentication"":(".	1
		C 2020-05-14 12:02:52.730 (DT Staskeriver Legging AFE Listbalusions removabilise.com ("\$type")"type_googleecis.com/google.cloud.audit.Audit.ogt,"status":(),"authentication[46")("	· 1
		I 2020-05-14 12:02:55.125 C07 Stacker/ver Logging AFI SetUsageByResourceType ramaya@cisco.com ("Dtype":"type.googleagis.com/google.cloud.audit.AuditLog","status":(),"authentication.	- E
		1 2020-05-14 12:02:53.543 COT Stackeriver Legging AFE SetDiageDyEnsourceType ranay@filesc.com ("@type":"type.googleasis.com/google.cloud.audit.AuditLog", "status"(), "autwentication.	· 1
<1		↑ No never entries found matching current filter. Load never loga	↑ <b>.</b>

Activity logs basically register all the activities that happens on the Google project. CVA feature is mostly related to Dialogflow activities. Therefore, to troubleshoot CVA issues you only need to enable the Dialogflow activities.

Here are the steps to enable and collect the Dialogflow Activity logs

Step 1. On the Dialogflow virtual Agent settings window, click on the Project id, as shown in the image.

Pialogflow	BankingRootBU		SAVE
BankingRootBU - E	General Languages ML Se	ettings Export and Import Environments Speech Share Advanced	
Intents +  Knowledge [beta]  Fulfiliment	۶	DESCRIPTION Describe your agent DEFAULT TIME ZONE (GMT-6:00) America/Chicago Data and time remutate are perioded using this timescope	*
Integrations	GOOGLE PROJECT	мень вла отна тадачки вла талитна мину кли отлицита.	
Training     Validation	Project ID Service Account 😡	bankingrootbu-yccpsu dialogflow-xruars@bankingrootbu-yccpsu.iam.gserviceaccount.com	Dialogflow Enterprise Edition
History			

Step 2. On the Google Cloud Platform, click on the setting bars on the top left-hand side corner. Then, navigate to IAM & Admin > Audit Logs.

	Google Cloud Platform	🐉 BankingRootBU 🔫
A	Home	
	Marketplace	) COVID-19 <u>Learn more</u>
	Billing	
API	APIs & Services >	oject info 🔹
Ť	Support >	ject name kingRootBU
0	IAM & Admin >	IAM
۲	Getting started	Identity & Organization
•	Security >	Policy Troubleshooter
$\mathbb{A}$	Anthos >	Organization Policies JECT Quotas
0	reCAPTCHA Enter	Service Accounts
		Labels
COMF	PUTE	Settings
۰Ô۰	App Engine >	Privacy & Security
۲	Compute Engine >	Cryptographic Keys
Ô	Kubernetes Engine	Identity-Aware Proxy
()	Cloud Functions	Audit Logs t 7 days

Step 3. On the Audit Logs window, type Dialogflow to filter all logs. Check the Dialogflow API box and all the permissions on the right-hand side as shown in the image.

=	Google Cloud Platform	🕽 BankingRootBU 🔫				-	🛚 🔍 🔶 E 🤮
θ	IAM & Admin	Audit Logs DEFAULT AUDIT CON	16				HIDE INFO PANEL
-2	LAM	T Dislogfow API () Filter table				× 0 H	Dialogflow API
0	Identity & Organization	🗹 Title 🕇 Admin Read	Data Read	Data Write	Exemptions		LOG TYPE EXEMPTED USERS
4	Policy Troubleshocter	Dislogfow APT -	-	-	0		Tum on/off audit logging for selected services.
	Organization Policies						Admin Read
	Quotas						Duta Write
3	Service Accounts						SAVE
0	Settings						

Step 4. Click on the Google Cloud Platform and select the Activity tab.

Step 5. On the right-hand side on the Categories section, click on the Activity types. Uncheck all activities, check only Data Access and click OK.

Geogle Cloud Platform ≯ BankingRoot80 ▼	Q Search products and resources	<b>2 0 8 2 Q</b>
DASHBOARD ACTIVITY		× HIDE FILTER
		- Citare
Today		FINES COAR
12:14 PM 🤌 Set IAM policy on project	ramiro.amaya@gmail.com has set IAM policy	•
		User
Yesherday		T Name 0
11:41 AM 🥕 Create service account	ramiro.amaya@gmail.com created test-733@bankingroofbu-ycopsu.lam.gserviceaccount.com	v
4/17/29		
8:02 AM 🤌 Set IAM policy on project	ramiro.amaya@gmail.com assigned role dialogflow.admin to serviceAccount.testsa@bankingrootbu-yccpsu.iam.gserviceaccount	Categories
8.02 AM 🥕 Create service account	ramino amaya@gmail.com created testsa@bankingrootbu-ycopsu.lam.gserviceaccount.com	·
4/14/20		Type to filter
8:14 PM 🤌 Invited a project owner	ramiro.amaya@gmail.com invited pemelend@google.com to be a project owner	I of 4 selected
8.14 FM 🥕 InsertProjectOwnershipInviteForPantheon	ramino.amaya@gmail.com has executed insertProjectOwnershipInviteForPantheon on bankingrootbu-yccpsu	✓ □ / Configuration
8:14 PM 🤌 CheckinvitationRequired	ramino.amaya@gmail.com.has executed CheckinvitationRequired on bankingrootbu-yccpsu	V Data Access
3/23/29		D Oevelopment
3:08 AM 🤌 Create service account key	ramiro.amaya@gmail.com created 106436418130906446549	v al Monitoring
3:08 AM 🤌 Delete service account key	ramiro.amaya@gmail.com deleted 106436418130906446549	×
		CANCEL OK

You see the activities related to Dialogflow now in the Activity window.

	Q Search products and resources
DASHBOARD ACTIVITY	
Today	
12:27 PM D google.cloud.dialogflow.v2.Sessions.DetectIntent	dialogflow.xruars@bankingrootbu.yccpsu.iam.gserviceaccount.com has executed google.cloud.dialogflow.v2.Sessions.DetectIntent 💙
12:24 PM D google.cloud.dialogflow.v2.Sessions.Detectintent	dialogflow-xruars@bankingrootbu-yccpsu.iam.gserviceaccount.com has executed google.cloud.dialogflow.v2.Sessions.DetectIntent 💙
	Loading searched up to Nov 2, 2019

## **Most Common Issues**

These are the most common issues found in the Cisco CVA and Google integration.

#### Unable to View Details in NOAMP When Cisco VVB Is Selected

This issue is mainly related to certificate exchange between the Cisco VVB and the CVP Operations Manager (OAMP) server via the New OAMP (NOAMP) configuration User interface (UI).

Cust	omer Virtua	Assistant
Error Interr	occurred nal Server Error. Fail	I to fetch config. Please complete steps mentioned in prerequisites from online help.
Device	vvb1161	<ul> <li>Copy Settings</li> </ul>

In the OAMP Logs ( C:\Cisco\CVP\Logs\OAMP\)



32345: 10.64.82.199: Jan 06 2020 08:02:53.636 +0530: %CVP\_12\_5\_OAMP-3-EXCEPTION\_INFO: %[build\_date=Nov 21, 2019 7:30 AM][build\_type=rel][exception=java.net.UnknownHostException: vvb1161

#### Unable to View CVA Feature in SPOG

#### In the PCCE Admin Worksation (AW) Single Pane of Glass (SPOG) you see this error



#### In the AW Tomcat logs (C"\icm\tomcat\logs\CCBU\*), you see :

0000014128: 10.20.10.10: Jan 27 2020 18:57:16.842 -0500: %CCBU\_ajp-nio-127.0.0.1-8009-exec-2-6-REQUEST\_START:

%[ip.orig=10.10.10.211][method\_name=GET][parameter\_name={

}][port.orig=60957][protocol=HTTP/1.1][resource\_name=/redirect/https:/cvvb.cc.lab/speechconfig/components/js/customerVirtualAssistant.bundle.js][usr =]: Request start

0004199638: 10.20.10.10: Jan 27 2020 18:57:16.847 -0500: %CCBU\_ajp-nio-127.0.0.1-8009-exec-2-6-REST\_API\_INFO: User name: , service: redirect, role: Administrator, deployment type: CCEPACM1LAB, access: FULL

0004199639: 10.20.10.10: Jan 27 2020 18:57:16.847 -0500: %CCBU\_ajp-nio-127.0.0.1-8009-exec-2-6-REST\_API\_INFO: URL to connect : https://cvvb.cc.lab/speechconfig/components/js/customerVirtualAssistant.bundle.js

0004199642: 10.20.10.10: Jan 27 2020 18:57:16.891 -0500: %CCBU\_ajp-nio-127.0.0.1-8009-exec-2-6-REST\_API\_INFO: <u>IOException</u> sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target

0000014130: 10.20.10.10: Jan 27 2020 18:57:16.893 -0500: %CCBU\_ajp-nio-127.0.0.1-8009-exec-2-6-REQUEST\_END: %[PARAM\_TIME\_ELAPSED=50]: Request complete

This issue is mainly related to the addition to the Cisco VVB into the SPOG and the certificate exchange beween the Cisco VVB and the AW.

#### Speech Sever is down while VVB/Engine is up

In this scenario, error message is played to the caller(error.wav).

If the Text to Speech (TTS) or audio prompts are cached, the initial prompt is played.

#### In the Speech Server logs you see:

88887: Dec 21 10:01:02.835 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: Start of getInitialAudio 88888: Dec 21 10:01:02.839 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: GRPC client Created Successfully 88889: Dec 21 10:01:02.840 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: Initial Audio waiting time: 5000 88891: Dec 21 10:01:02.949 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] @RPCClient::setErrorOccured :ErrorOccured in GRPC 88892: Dec 21 10:01:02.949 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: No response recieved from DF 88893: Dec 21 10:01:02.949 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: No response recieved from DF 88893: Dec 21 10:01:02.949 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: No response recieved from DF 88894: Dec 21 10:01:02.950 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: End of getInitialAudio 88895: Dec 21 10:01:02.950 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: End of getInitialAudio 88895: Dec 21 10:01:02.950 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: End of getInitialAudio 88895: Dec 21 10:01:02.950 IST %MIVR-SS\_VB-7-UNK:[CALLID=10Zju] JPayAndRecognize(): NO\_RESOURCE

In the Call Studio application Activity logs you see:

10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.839,DialogFlow,enter, 10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,element,error,error.noresource: NO\_RESOURCE 10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,exit, 10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,exit,

#### VXML Server Goes Down in the Middle of the Call

- · Calls is dropped.
- You don't see any logs in the VXML application as the VXML Server is down.
- Speech Server logs display the last response from Google.
- Engine logs show connection refused error when Engine tries to communicate with VXML Server

In the Cisco VVB ( Engine/MIVR ) logs you see:

```
51797: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-UNK:[CALLID=FEF5] Browser.fetchVxml(): got IOException e=:
Exception=java net ConnectException: Connection refused (Connection refused)
51798: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION: at java.net.ConnectException: Connection refused (Connection refused)
51799: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION: at java.net.PlainSocketImpl.socketConnect(Native Method)
51800: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION: at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:339)
51801: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION: at java.net.AbstractPlainSocketImpl doConnect(AbstractPlainSocketImpl.java:200)
51802: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION: at java.net.AbstractPlainSocketImpl connect(AbstractPlainSocketImpl.java:182)
51803: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION: at java.net.AbstractPlainSocketImpl.connect(SockSSocketImpl.java:392)
51823: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION: at java.net.SockSSocketImpl.connect(SockSSocketImpl.java:392)
51823: Jan 06 14:57:54.339 IST %MIVR-SS_VB-7-UNK:[CALLID=FEF5] VXML Documnet.loadbAndParse().aThread.run(): got vbe (VBEvent type) =
error.badfetch.http.404: Socket Error fetching reg: http://10.64.82.200:7000/CVP/Server For details about Windows Sockets error codes,
please refer to Microsoft documentations; nested exception is:
java.net.ConnectException: Connection refused (Connection refused)
```

#### Cisco VVB not Able to Communicate with Google Dialogflow

In the Cisco VVB Speech Server logs you see:

28: 10.201.224.234: May 02 2020 12:15:34.126 -0500: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=grpc-default-executor-0} Recognition Service :sessionId=<856B810000010000000061EBE0C90A-158843973097070>,projectId=<cvatac-poc-d0q6>::sendText

29: 10.201.224.234: May 02 2020 12:15:34.263 -0500: %CCBU\_12\_5\_SpeechServer-3-SS\_EXCEPTION:

%[exception=com.google.api.gax.rpc.UnavailableException: io.grpc.StatusRuntimeException: UNAVAILABLE: io exception][message\_string=Recognition Service :sessionId=<856B8100000100000000061EBE0C90A-158843973097070>,projectId=<cvatac-poc-d0q6>::Error from DF]: Server has caught an exception

30: 10.201.224.234: May 02 2020 12:15:34.270 -0500: %CCBU\_12\_5\_SpeechServer-3-EXCEPTION\_INFO: %[build\_date=Dec 31, 1969 6:00 PM][build\_type=rel][exception=com.google.api.gax.rpc.UnavailableException: io.grpc.StatusRuntimeException: UNAVAILABLE: io exception

Caused by: io.grpc.netty.shaded.io.netty.channel.AbstractChannel\$AnnotatedNoRouteToHostException: No route to host: /172.18.108.60:80

In the Call Studo application Activity logs you see either No Reource or Error depending on the deployment. For DialogFlow element you see:

10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:31.142,DialogFlow,enter,

10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:36.158, DialogFlow, element, error, error.noresource: NO\_RESOURCE 10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:36.158, DialogFlow, exit,

#### For DFIntent you see:

```
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:03.121,DFIntent,enter,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,element,error,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,exit,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,exit,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,exit,
```

#### **No Input Scenario**

#### In the Call Studio application Activity logs you see:

10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:05.465,DialogFlow,enter,

10.64.82.200.1576918983543.21.DFAudio, 12/21/2019 14:33:18.272, DialogFlow, interaction, noinput, 1

10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:18.273,DialogFlow,interaction,audio\_group,noinput\_audio\_group 10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:31.081,DialogFlow,interaction,noinput,2

10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:31.082,DialogFlow,interaction,audio\_group,noinput\_audio\_group

10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:43.892,DialogFlow,interaction,noinput,3

10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:43.892,DialogFlow,interaction,audio\_group,noinput\_audio\_group 10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:45.478,DialogFlow,exit,

#### In the Cisco VVB ( Engine/MIVR ) logs you see:

#### **Incorrect Json Key**

#### In the Cisco VVB Speech Server logs you see:

704: 10.64.82.185: Dec 21 2019 13:47:32.346 +0530: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=grpc-default-executor-13} <u>RecognizeServiceImpl:sessionId</u>=<101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTijNzBiMjg3ZGI>,projectId=<ciscoss-dev-9gkv>:: createClient...
705: 10.64.82.185: Dec 21 2019 13:47:32.347 +0530: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=grpc-default-executor-13} Recognition Service :sessionId=<101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTijNzBiMjg3ZGI>,projectId=<ciscoss-dev-9gkv>::initializing with config: com.cisco.language=en-US, com.cisco.codec=ULAW, com.cisco.grammarld=field3@field.grammar, com.cisco.projectId=ciscoss-dev-9gkv, com.cisco.grammarString=nlp@dialogflow, com.cisco.outputAudioSupport=true, confidence.level=0.4, inputmodes=voice 706: 10.64.82.185: Dec 21 2019 13:47:32.389 +0530: %CCBU\_12\_5\_SpeechServer-3-SS\_EXCEPTION: %[exception=java.io.IOException: Unexpected exception reading PKCS#8 data][message\_string=Unable to get the credential Provider for Google Speech Service]: Server has caught an exception 707: 10.64.82.185: Dec 21 2019 13:47:32.391 +0530: %CCBU\_12\_5\_SpeechServer-3-EXCEPTION: %[exception=java.io.IOException: Unexpected exception reading PKCS#8 data][message\_string=Unable to get the credential Provider for Google Speech Service]: Server has caught an exception 707: 10.64.82.185: Dec 21 2019 13:47:32.391 +0530: %CCBU\_12\_5\_SpeechServer-3-EXCEPTION: [NFO: %[build\_date=Jan 01, 1970 5:30 AM][build\_type=rel][exception=java.io.IOException: Unexpected exception reading PKCS#8 data at com.google.auth.oauth2.ServiceAccountCredentials.privateKeyFromPkcs8(ServiceAccountCredentials.java:309) at com.google.auth.oauth2.ServiceAccountCredentials.fomPkcs8(ServiceAccountCredentials.java:286)

at com.google.auth.oauth2.ServiceAccountCredentials.fromJson(ServiceAccountCredentials.java:210)

at com.google.auth.oauth2.ServiceAccountCredentials.fromStream(ServiceAccountCredentials.java:350)

at com.google.auth.oauth2.ServiceAccountCredentials.fromStream(ServiceAccountCredentials.java:322)

#### **Issue in Service Account Configuration**

In the Cisco VVB Speech Server logs you see:

463: 10.64.82.185: Dec 21 2019 13:22:13.215 +0530: %CCBU 12 5 SpeechServer-3-SS EXCEPTION: %[exception=com.cisco.speechserver.config.ConfigurationNotAvailableException: Configuration entry not available for service:NLP provider:ciscoss-dev-9gkv1][message\_string=Recognition\_Service\_:sessionId=<101921Yzg3OTZiZGM1Y2FIYjRjYjk1MzdjMGRhMThhMGYxMjU>,projectId=<ciscoss-dev-9gkv1>::]: Server has caught an exception 464: 10.64.82.185: Dec 21 2019 13:22:13.216 +0530: %CCBU\_12\_5\_SpeechServer-3-EXCEPTION\_INFO: %[build\_date=Jan 01, 1970 5:30] AM][build\_type=rei][exception=com.cisco.speechserver.config.ConfigurationNotAvailableException: Configuration entry not available for service:NLP.provider:ciscoss-dev-9gkv1 at com.cisco.speechserver.config.ConfigurationManager.getServiceAccountConfigOrThrow(ConfigurationManager.java:164) at com.cisco.speechserver.providers.google.GoogleCredentialProvider.getServiceAccountKey(GoogleCredentialProvider.java:54) at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.createSession(DialogFlowStreamingImpl.java:116)

- at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.<init>(DialogFlowStreamingImpl.java:86)
- at com.cisco.speechserver.SpeechServerFactory.getStreamingClientInstance(SpeechServerFactory.java.67)
- at com.cisco.speechserver.grpc.server.RecognizeServiceImpl\$1.createClient(RecognizeServiceImpl.java:211) at com.cisco.speechserver.grpc.server.RecognizeServiceImpl\$1.onNext(RecognizeServiceImpl.java:87)
- at com.cisco.speechserver.grpc.server.RecognizeServiceImpl\$1.onNext(RecognizeServiceImpl.java:65)
- at io.grpc.stub.ServerCalls\$StreamingServerCallHandler\$StreamingServerCallListener.onMessage(ServerCalls.java:248)
- at io.grpc.internal.ServerCallImpl\$ServerStreamListenerImpl.messagesAvailable(ServerCallImpl.java:263)
- at io.grpc.internal.ServerImpl\$JumpToApplicationThreadServerStreamListener\$1MessagesAvailable.runInContext(ServerImpl.java.687)
- at io.grpc.internal.ContextRunnable.run(ContextRunnable.java:37)
- at io.grpc.internal.SerializingExecutor.run(SerializingExecutor.java:123)
- at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128) at java.base/java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:628)
- at java.base/java.lang.Thread.run(Thread.java:834)

#### Wrong Language Set in CallStudio Application

#### In the Cisco VVB Speech Server logs you see:

123: 10.64.82.185: Jan 07 2020 08:54:50.693 +0530: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=grpc-default-executor-2} Recognition Service :sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZIMzA4NTixOGNIMTAzMzI>,projectId=<ciscoss-dev-9gkv>::onCompleted::saying DF that I am onCompleted 124: 10.64.82.185: Jan 07 2020 08:54:51.218 +0530: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=Gax-13} Recognition Service :sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZIMzA4NTIxOGNIMTAzMzI>,projectId=<ciscoss-dev-9gkv>::ResponseApiStreamingObserver:from Google: language\_code: "fr-FR'

125: 10.64.82.185: Jan 07 2020 08:54:51.218 +0530: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=Gax-13} Recognition Service

:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZIMzA4NTIxOGNIMTAzMzI>,projectId=<ciscoss-dev-9gkv>::onCompleted

126: 10.64.82.185: Jan 07 2020 08:54:51.219 +0530: %CCBU\_12\_5\_SpeechServer-3-SS\_ERROR: Recognition Service

:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZIMzA4NTixOGNIMTAzMzI>,projectId=<ciscoss-dev-9gkv>::No response from dialogflow

127: 10.64.82.185: Jan 07 2020 08:54:51.220 +0530: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=grpc-default-executor-2} Recognition Service

:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZIMzA4NTixOGNIMTAzMzI>,projectId=<ciscoss-dev-9gkv>::closing the session

128: 10.64.82.185: Jan 07 2020 08:54:51.220 +0530: %CCBU\_12\_5\_SpeechServer-3-SS\_EXCEPTION: %[exception=io.grpc.StatusRuntimeException: ABORTED: No response from

dialogflow][message\_string=RecognizeServiceImpl:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZIMzA4NTIxOGNIMTAzMzI>,projectId=<ciscoss-dev-

9gkv>::onCompleted:: internal error ]: Server has caught an exception

129: 10.64.82.185: Jan 07 2020 08:54:51.221 +0530: %CCBU\_12\_5\_SpeechServer-3-EXCEPTION\_INFO: %[build\_date=Jan 01, 1970 5:30

AM][build\_type=rel][exception=io.grpc.StatusRuntimeException: ABORTED: No response from dialogflow

at io.grpc.Status.asRuntimeException(Status.java:530)

at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkResponseStatus(DialogFlowResponseHandler.java:138)

- at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.getFinalResponse(DialogFlowStreamingImpl.java.267)
- at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.onCompleted(DialogFlowStreamingImpl.java:176)

at com.cisco.speechserver.grpc.server.RecognizeServiceImpl\$1.onCompleted(RecognizeServiceImpl.java:129)

#### Single Utterance Issue with DF Project

In the Cisco VVB Speech Server logs you see:

185: 10.64.82.185: Jan 07 2020 09:04:10.133 +0530: %CCBU\_12\_5\_SpeechServer-7-SS\_DEBUG: {Thrd=grpc-default-executor-5} Recognition Service :sessionId=<101921YmFIN2Q2ZWRhYWVINmQxNTU0YTM2MDBjMTFmNDc2MGM>,projectId=<cvp-css-dev-s1mm>::closing the session 186: 10.64.82.185: Jan 07 2020 09:04:10.134 +0530: %CCBU\_12\_5\_SpeechServer-3-SS\_EXCEPTION: %[exception=io.grpc.StatusRuntimeException: INTERNAL: io.grpc.StatusRuntimeException: INVALID\_ARGUMENT: While calling Cloud Speech API: Invalid recognition 'config': single\_utterance=true not supported for this model.

][message\_string=RecognizeService1mpl:sessionId=<101921YmFINzQzZWRhYWVINmQxNTU0YTM2MDBjMTFmNDc2MGM>,projectId=<cvp-css-dev-s1mm>::onCompleted:: internal error ]: Server has caught an exception

187: 10.64.82.185: Jan 07 2020 09:04:10.136 +0530: %CCBU\_12\_5\_SpeechServer-3-EXCEPTION\_INFO: %[build\_date=Jan 01, 1970 5:30 AM][build\_type=rel] [exception=io.grpc.StatusRuntimeException: INTERNAL: io.grpc.StatusRuntimeException:

INVALID\_ARGUMENT: While calling Cloud Speech API: Invalid reco on 'config': single u erance=true not supported for this model. at io.grpc.Status.asRuntimeException(Status.java:521)

at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkForDFError(DialogFlowResponseHandler.java:149)

- at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkResponseStatus(DialogFlowResponseHandler.java:122) at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.getFinalResponse(DialogFlowStreamingImpl.java.267)
- at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.onCompleted(DialogFlowStreamingImpl.java:176)
- at com.cisco.speechserver.grpc.server.RecognizeServiceImpl\$1.onCompleted(RecognizeServiceImpl.java:129)
- at io.grpc.stub.ServerCalls\$StreamingServerCallHandler\$StreamingServerCallListener.onHalfClose(ServerCalls.java:259)
- at io.grpc.internal.ServerCallImpl\$ServerStreamListenerImpl.halfClosed(ServerCallImpl.java:283)
- at io.grpc.internal.ServerImpl\$JumpToApplicationThreadServerStreamListener\$1HalfClosed.runInContext(ServerImpl.java:711)
- at io.grpc.internal.ContextRunnable.run(ContextRunnable.java:37)
- at io.grpc.internal.SerializingExecutor.run(SerializingExecutor.java:123)
- at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
- at java.base/java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:628)

at java.base/java.lang.Thread.run(Thread.java:834) ][product\_name=CCBU][subsystem\_exception\_info=][tid=grpc-default-executor-5][version\_number=CCBU\_12\_5\_1\_-1\_-1\_-1]: Information associated with the following logged exception [id:9007]

To solve the issue related to single utterance, you either have Enterprise Essentials plan, as shown in the picture or modify the call studio application properties and set single utterance to false.

Dialogflow	
L Knowledge [beta]	^
Fulfillment	
Integrations	
💮 Training	
Validation	
History	
Analytics	
Prebuilt Agents	
🗊 Small Talk	
> Docs	
Enterprise Essentials Pay as You Go	

In order to change the single utterance settings in the Call Studio application follow these steps:

Step 1. On the Call Studio application, right-click and select properties.



Step 2. On the properties window, navigate to Call Studio > Root Doc Settings and on the VoiceXML Property window add **Recognize.singleUtterance** and set it to **false**.

entry and the second se					-		x	
type filter text	Root Doc Settings	¢	• 🔿	• •				
Resource	JavaScript:							
Call Studio						Add		
Endpoint Settings						Edit		
Root Doc Settings Project Kererences						Remo	ove	
Refactoring History						Up	)	
Run/Debug Settings						Dow	vn	
	VoiceXML Property	Value	VoiceXML Variable	Value				
	Recognize.singleUtterance	false						
	<	>						
			Re	store De	faults	Apply	/	
?				ОК		Cancel		

Step 3. Click Ok to save it and then validate and deploy the application to the VXML Server.

#### NTP Sync Issue

#### In the Cisco VVB Speech Server logs you see:

101: 10.64.82.185: Jan 07 2020 09:23:12.516 +0530: %CCBU\_12\_5\_SpeechServer-3-EXCEPTION\_INFO: %[build\_date=Jan 01, 1970 5:30 AM][build\_type=rel][ exception=com.google.api.gax.rpc.UnauthenticatedException: io.grpc.StatusRuntimeException: UNAUTHENTICATED: Request had invalid authentication credentials. Expected OAuth 2 access token, login cookie or other valid authentication credential.

See https://developers.google.com/identity/sign-in/web/devconsole-project.

- at com.google.api.gax.rpc.ApiExceptionFactory.createException(ApiExceptionFactory.java:73)
  - at com.google.api.gax.grpc.GrpcApiExceptionFactory.create(GrpcApiExceptionFactory.java:72)
  - at com.google.api.gax.grpc.GrpcApiExceptionFactory.create(GrpcApiExceptionFactory.java.60)
  - at com.google.api.gax.grpc.ExceptionResponseObserver.onErrorImpl(ExceptionResponseObserver.java:82)
  - at com.google.api.gax.rpc.StateCheckingResponseObserver.onError(StateCheckingResponseObserver.java:86)
- at com.google.api.gax.grpc.GrpcDirectStreamController\$ResponseObserverAdapter.onClose(GrpcDirectStreamController.java:149)
- at io.grpc.PartialForwardingClientCallListener.onClose(PartialForwardingClientCallListener.java:39)
- at io.grpc.ForwardingClientCallListener.onClose(ForwardingClientCallListener.java:23)
- at io.grpc.ForwardingClientCallListener\$SimpleForwardingClientCallListener.onClose(ForwardingClientCallListener.java:40) at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
- at java.base/java.util.concurrent.ThreadPoolExecutor.runivorker.run(ThreadPoolExecutor.java:1128) at java.base/java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:628)
- at java.base/java.lang.Thread.run(Thread.java:834)

Caused by: io.grpc.StatusRuntimeException: UNAUTHENTICATED: Request had invalid authentication credentials.

Expected OAuth 2 access token, login cookie or other valid authentication credential. See https://developers.google.com/identity/sign-in/web/devconsole-project

at io.grpc.Status.asRuntimeException(Status.java:530)

... 22 more

][product\_name=CCBU][subsystem\_exception\_info=][tid=Gax-3][version\_number=CCBU\_12\_5\_1\_-1\_-1\_-1]: Information associated with the following logged exception [id:9007]

# **Related Information**

## **Cisco Documentation**

- Sample Code Sample CVA Applications
- CVA Design Callflows and Architecture.
- Configure CVA Services in UCCE using OAMP.
- Configure CVA Services in PCCE using PCCE Admin.
- Dialogflow Call Studio Element Specification
- DialogflowIntent Call Studio Element Specification
- DialogflowParam Call Studio Element Specification
- Transcribe Call Studio Element Specification

## **Google Documentation**

- Enable Dialogflow API
- Enable Cloud Speech-to-Text API (Optional)
- Enable Cloud Text-to-Speech API (Optional)
- Enable Dialogflow Billing
- Upgrade to Enterprise Edition for advanced Dialogflow features.
- Enable Enhanced Models for best speech recognition results.
- Create Dialogflow Authentication Key
- Create Speech-to-Text Key
- Create Text-to-Speech Key
- Dialogflow Basics
- Setting up Dialogflow Agent
- Creating a Dialogflow Agent

### **Technical Support & Documentation - Cisco Systems**