# Configure CCE Virtual Agent Voice Call Handling

## Contents

## Introduction

This document describes how to configure Contact Center Enterprise Virtual (CEV) Agent Voice graceful call handling for Call Studio DialogflowCX.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise  (UCCE) Release 12.6.2
- Cisco Package Contact Center Enterprise  (PCCE) Release 12.6.2
- Customer Voice Portal (CVP)
- Virtual Voice Browser (VVB)
- Google Dialogflow CX
- Control Hub

### Components Used

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

- PCCE Release 12.6.2
- CVP 12.6.2
- Cloud Connect 12.6.2
- Google Dialogflow CX
- Webex Control Hub

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

This document describes how to gracefully handle the call flow when resources are not available or any gRPC errors integrated with Google Contact Center Artificial Intelligence (CCAI) Dialogflow Customer Experience version (CX) using Cisco Call Studio DialogflowCX/ Virtual Agent Voice (VAV) Element. This feature is supported in CVP Release 12.6.2 ES09 and VVB Release 12.6.2 ES03.

For information on how to configure a Virtual Agent Voice solution review this document: Configure CCE Virtual Agent Voice Cloud Based Connector

You can download a Call Studio VAV application and Cisco Dialogflow CX agent sample (exported_agent_Travel_ flight information_VAV.blob) from: VAV Call Studio Application and Dialogflow CX Agent Sample
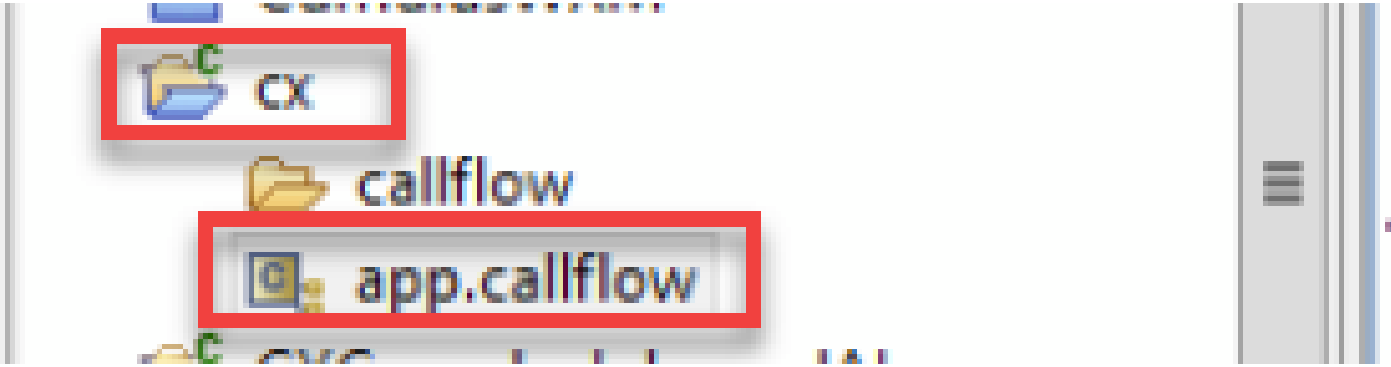
# Configure

## Call Studio Application - DialogflowCX  Element with No Resource and Error Handling
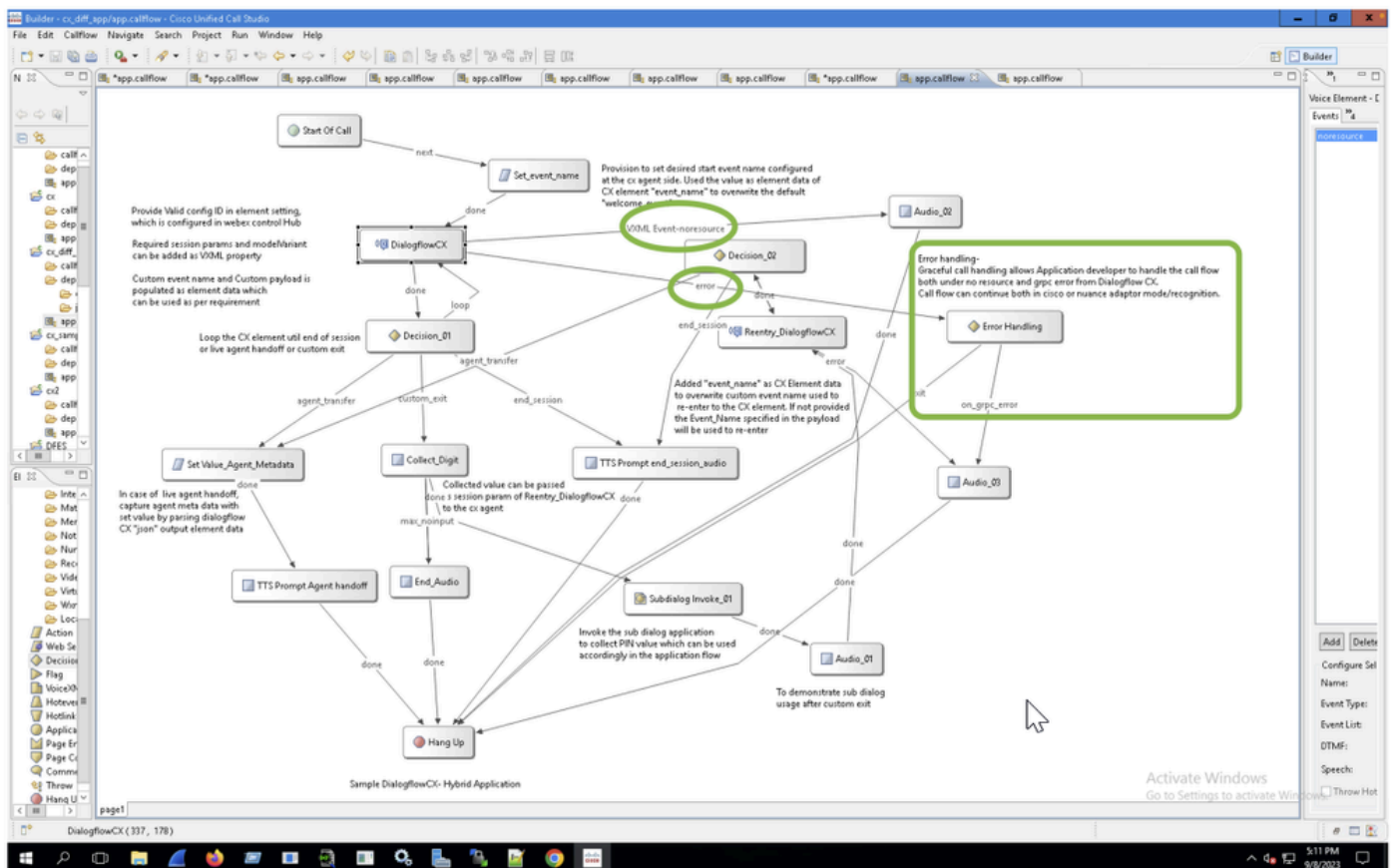


**No Resource Handling**

Step 1. On your CVP Call studio application, open the CX application, expand it and double-click the **app.callflow**:

Step 2. Click the DialogflowCX element and select the **Events** tab. If not added, add an event with event type as **VXML Event** and select **error.noresource** in event list. With this a new separate flow can be created for any "noresource" error to handle the call flow gracefully for no resource scenarios:
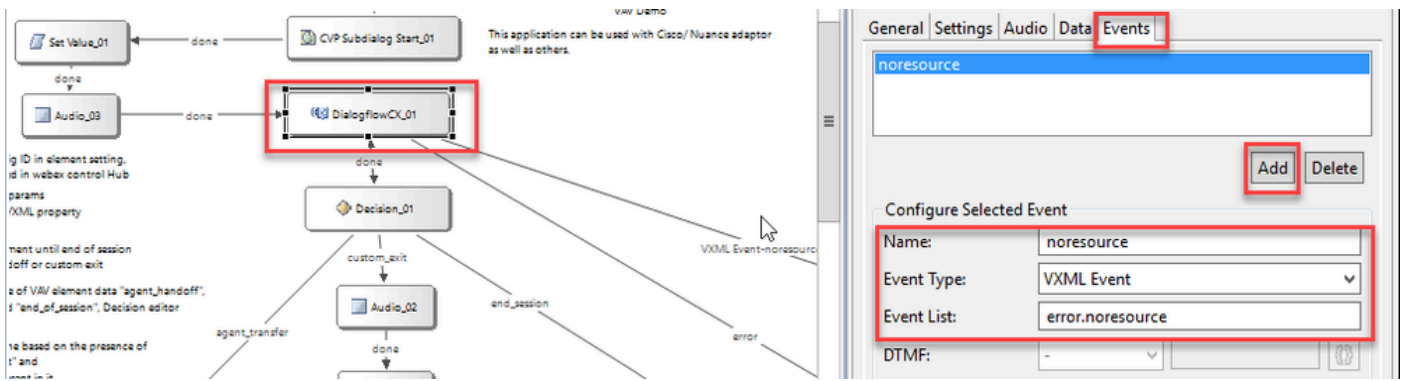


VXML Event: NO_RESOURCE helps when resources are not available to process in these scenarios:

| Scenario # | Error Scenario | Error Message |
|---|---|---|
| 1 | Speech Server (SS) down | Speech Server is not Reachable" |
| 2 | Whenever a client is not created for SpeechServer | "Error while creating Speech Server GRPC client" |
| 3 | Cloud Connect is down (unable to set token) | "CloudConnect Message:Service Account auth is not available for the Cloud connect config. |
| 4 | Config ID is wrong/ | "FAILED_PRECONDITION: Service Account auth is not available for the Cloud connect config" |

| | invalid | |
|---|---|---|
| 5 | No response after a specified wait time for a welcome prompt | NO_RESOURCE,No response received from UH, after waiting for 15000ms |
| 6 | VXML server down | M IVR-SS_VB-7-UNK:[CALLID=1-16538] Log: **CVP**callid=C76D75B20A0A3901AC6A3210000184**VAVHybridLoad**ERROR 10.10.10.20, CVP VXML Server is unavailable. Call is dropped. |

> **Note**: You can implement the same configurations steps for the VAV element.

# Error Handling

gRPC Error Propagation Flow Diagram:
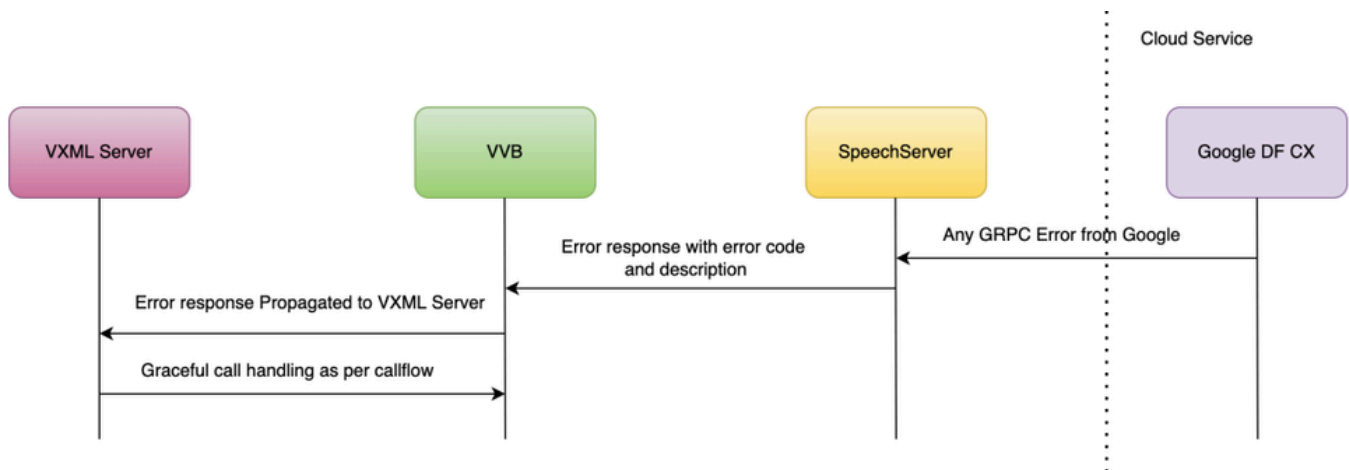


For more information on gRPC errors type: gRPC Core: Status codes and their use in gRPC

# Verify

There is currently no verification procedure available for this configuration.

# Troubleshoot

There is currently no troubleshooting procedure available for this configuration.

# Related Information

- UCCE Features guide 12.6.2
- Provision Google CCAI Hybrid Services with CCE
- Configure CCE Virtual Agent Voice Cloud Based Connector

- [Call Studio VAV Sample Application and Dialogflow CX Agent Sample](#)
- [Google - Dialogflow CX Introduction](#)
- [Google - Use Pre-built agent template to create a Dialogflow CX agent](#)
- [Google - Introduction to pages and transitions in Dialogflow CX](#)
- [Google - Create a single-flow conversational agent](#)
- [VXML Element Specification Guide](#)
- [Technical Support & Documentation - Cisco Systems](#)