

# Configure Steps to Migrate DialogFlow ES

## Contents

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[Introduction](#)

[Call to Action](#)

[Licence Type](#)

[Procedure to update A-FLEX-3-CC \(FLEX 3.0\) Order](#)

[Adding Google CCAI to FLEX 3.0 order](#)

[Procedure to update A-FLEX-CC \(FLEX 2.0\)](#)

[Adding Google CCAI to FLEX 2.0 order](#)

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## Introduction

This document describes steps to migrate Dialogflow ES migration required with the ongoing transition of all customers to use the Next generation media platform (RTMS). Our contact centre platform is undergoing some improvements with a focus on two key areas. Firstly, we are introducing enhanced security measures, particularly around virtual agent features, and secondly, we are working towards a seamless integration of security and user experience. Our top priority is to ensure the safety of user data, especially credentials and token information. Therefore, we are introducing additional security layers for our existing customers. This will involve migrating to our cloud-based AI connectors, which are powered by secure vaults to store and process sensitive data. As part of the migration process, we will move from the Dialogflow ES virtual Agent template to the Google CCAI connector, which will consolidate the onboarding process for all voice-related virtual agents.

## Call to Action

To incorporate the new security enhancements into your tenant, customers/partners must place a zero-dollar SKU order to gain formal entitlement on their tenant.

### IMPORTANT

Cisco is currently transitioning all customers to use the Next generation media platform (RTMS). If the partner does not add a zero-dollar SKU then after migrating to RTMS, **the Customer will be unable to add new CCAI connectors in the Control Hub**. It is important that you review your customers CCAI services license.

Note: A separate maintenance window notification will be sent when your RTMS migration has been scheduled, please look out for this.

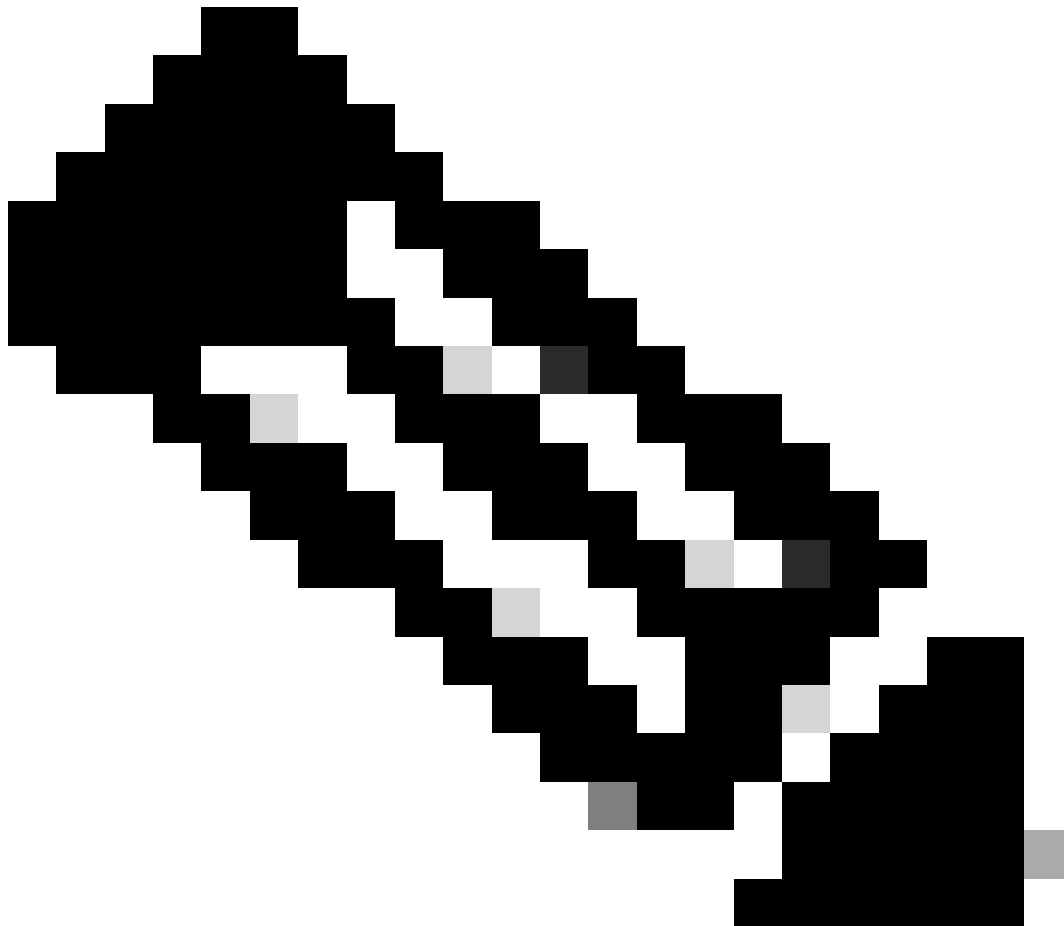
## Licence Type

This document contains instructions for both FLEX2 and FLEX3 licenses.

Before proceeding, please check if your customer is using a FLEX2 or FLEX3 license and follow the instructions for updating that kind of license.

## Procedure to update A-FLEX-3-CC (FLEX 3.0) Order

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**Note:** The following procedure applies to all customers who have purchased CCAI services from Cisco or directly from Google.

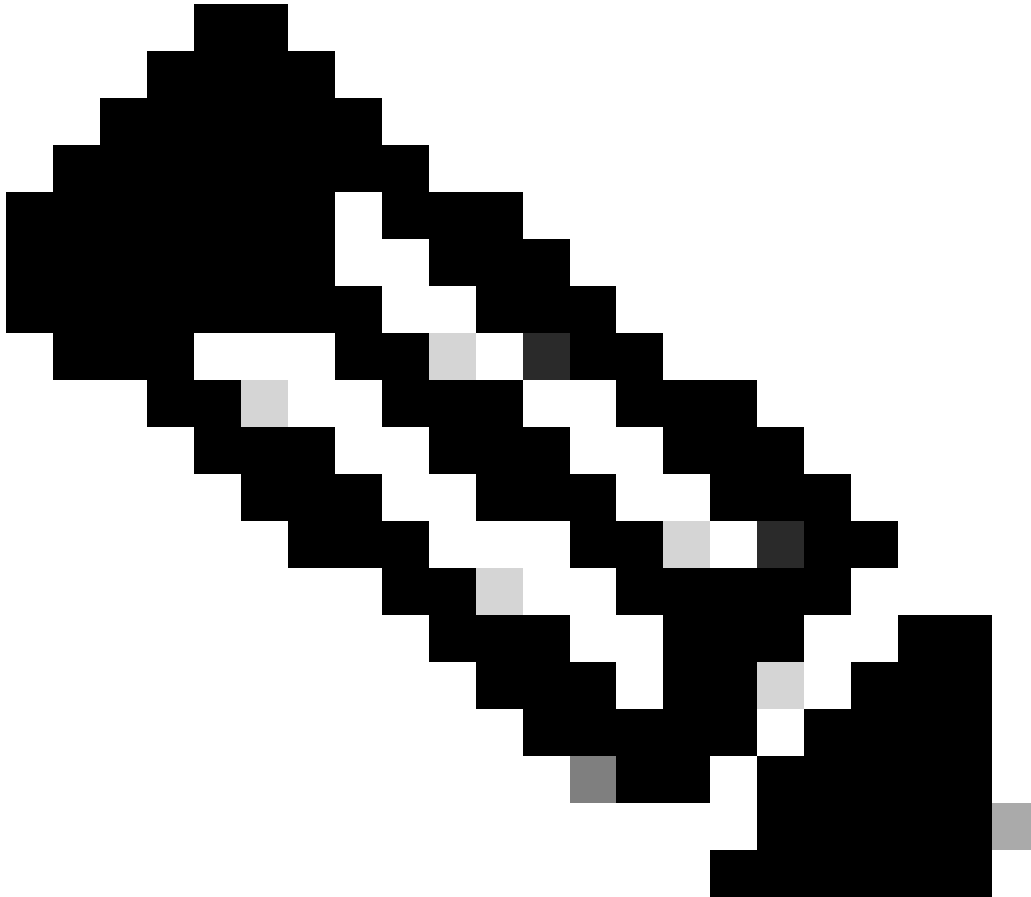
The process below explains how to modify existing subscription only. All production Webex CC tenants must have active subscription. Please contact your Sales representative or Account Manager in case you don't have active Webex CC subscription.>

### Adding Google CCAI to FLEX 3.0 order

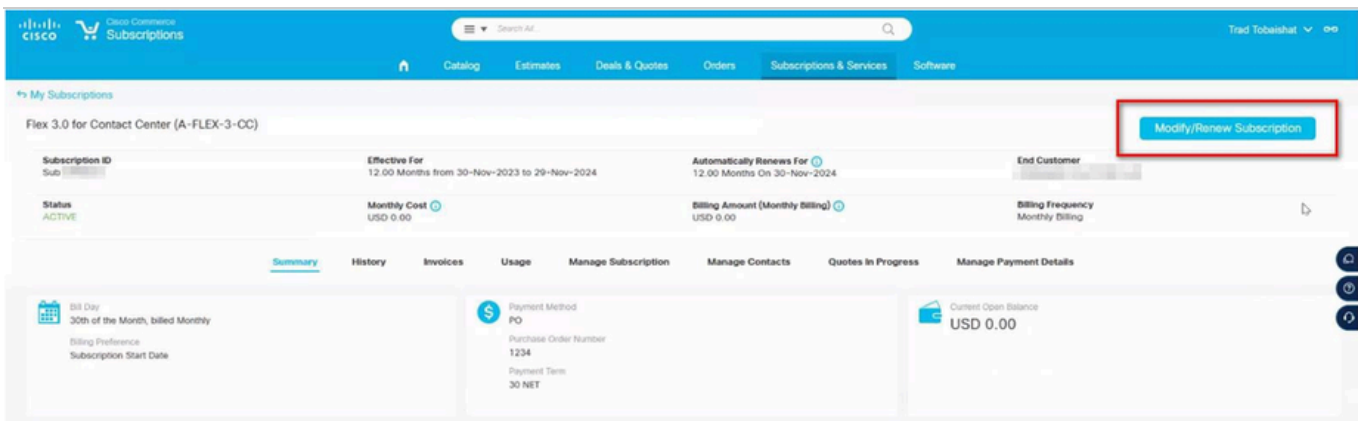
1) Access <https://ccrc.cisco.com/subscriptions/landing/> and open subscription which contains A-FLEX-3-CC product family.

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2) Click Modify/Renew Subscription.



**Note:** You need to have respective permissions to modify production subscriptions. Contact your Account Manager for assistance if needed.



3) Click on Edit Options

<input type="checkbox"/>	Hardware, Software and Services	Estimated Lead Time ⓘ	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
<input type="checkbox"/>	<b>1.0 A-FLEX-3-CC</b> <a href="#">more</a> Flex 3.0 for Contact Center Valid as of 17-Jun-2022 10:31:57 PDT	21 days	0.00 MRC	1	0.00	0.00	0.00 Total of MRC
		<b>Requested Start Date</b> 20-Jun-2022	<b>Requested For Initial Term</b> 12 Months From 20-Jun-2022 To 19-Jun-2023	<b>Automatically Renews For</b> 12 Months From 20-Jun-2023	<b>Billing Frequency</b> Monthly Billing		
<a href="#">Edit Options</a>   <a href="#">Validate</a>   <a href="#">Recommended Content</a>   <a href="#">Add Note</a>   <a href="#">More Actions</a> ▾							<a href="#">Add Subtotal</a>

4) Expand Additional Options section. For Google CCAI select the below options (select “usage based” only)

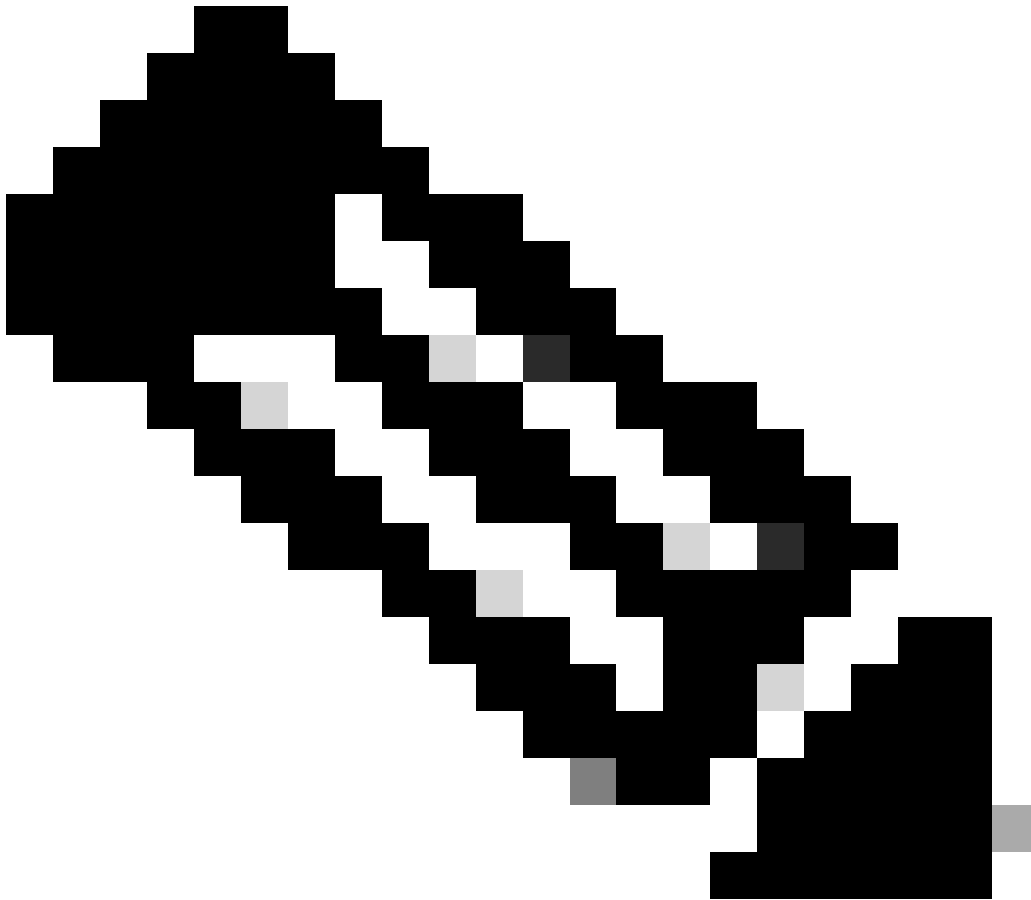
**Additional Options** 2 Added

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**Additional Options** 2 Added

<b>Platform Addons</b>	<input checked="" type="checkbox"/> Google CCAI
	<input type="checkbox"/> Webex Workforce Optimization (WFO)
	<input type="checkbox"/> Webex Connect Premium Uncommitted
<b>Google CCAI Buying Model</b>	<input checked="" type="checkbox"/> Usage Based Price
	<input type="checkbox"/> Fixed Price (BU Approval Required)

5) Save and Submit



**Note:** You can now see in the Summary the additional SKUs added. These are all usage- based SKUs, so you pay only if you start using it.

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6) Submit the order.

7) Contact A2Q team with a request to release Compliance Hold of the new Web Order by writing email to [cjp-qualification@cisco.com](mailto:cjp-qualification@cisco.com) with a request to release the hold.

8). The new provisioning email will be generated by new web order. You need to go through the wizard to apply changes to your Webex CC tenant.

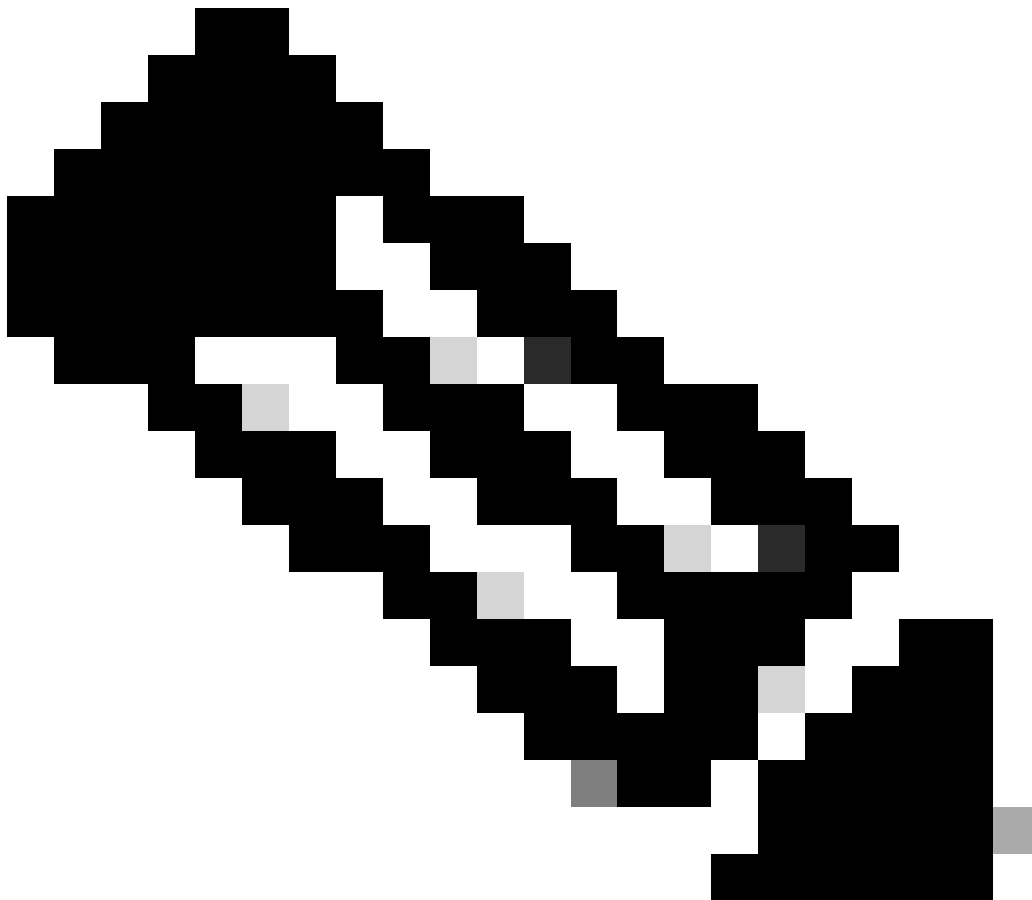
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## Procedure to update A-FLEX-CC (FLEX 2.0)

To add CCAI features to Webex Contact Center the owners of A-FLEX-CC orders (FLEX 2.0) should NOT create a FLEX 3.0 but modify existing subscription.

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**Note:** The following procedure applies to all customers who have purchased CCAI services from Cisco or directly from Google

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The process below explains how to modify existing subscription only. All production Webex CC tenants must have active subscription. Please contact your Sales representative or Account Manager in case you don't have active Webex CC subscription.

### Adding Google CCAI to FLEX 2.0 order

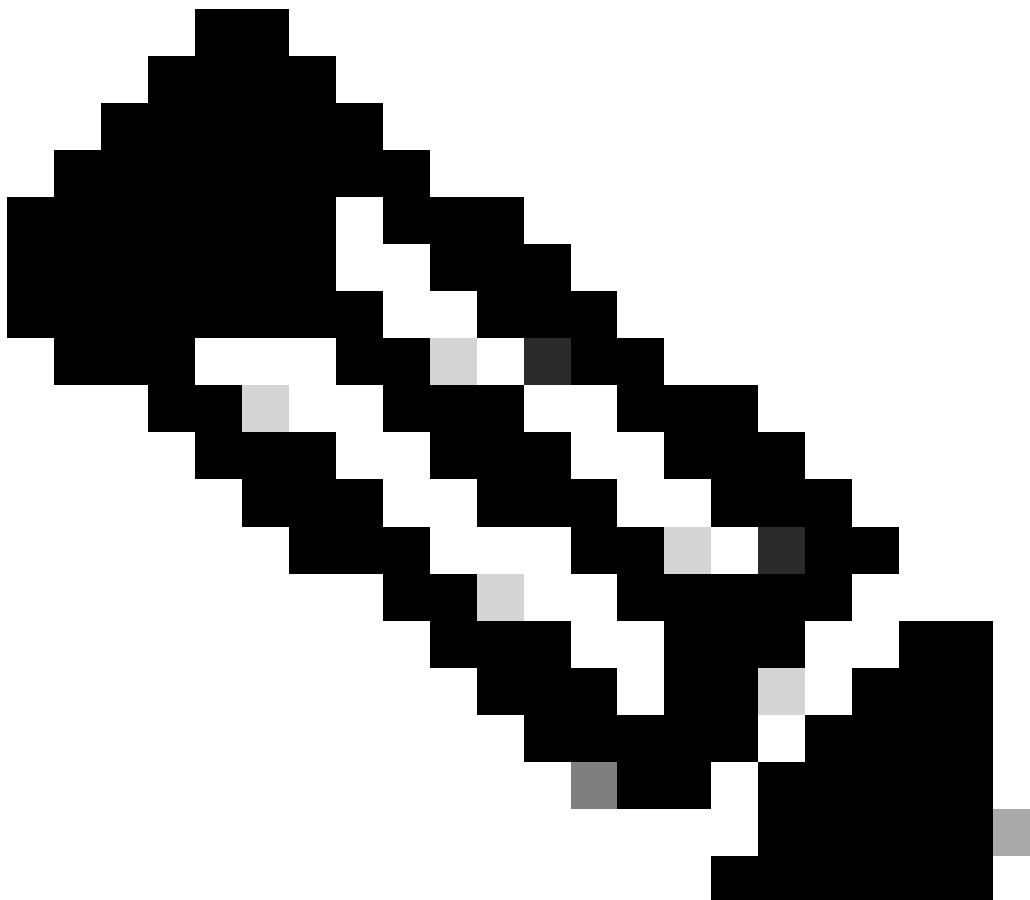
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1) Access <https://ccrc.cisco.com/subscriptions/landing/> and open subscription which contains A-FLEX-CC product family.

2) Click Modify/Renew Subscription.

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**Note:** You need to have respective permissions to modify production subscriptions. Contact your Account Manager for assistance if needed.

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My Subscriptions

Flex for Contact Center (A-FLEX-CC)

**Modify/Renew Subscription**

Subscription ID: Sub-XXXXXX

Effective For: 12.00 Months from 30-Nov-2023 to 29-Nov-2024

Automatically Renews For: 12.00 Months On 30-Nov-2024

End Customer: XXXXX

Status: ACTIVE

Monthly Cost: USD 0.00

Billing Amount (Monthly Billing): USD 0.00

Billing Frequency: Monthly Billing

Summary | History | Invoices | Usage | Manage Subscription | Manage Contacts | Quotes In Progress | Manage Payment Details

Bill Day: 30th of the Month, billed Monthly

Billing Preference: Subscription Start Date

Payment Method: PO

Purchase Order Number: 1234

Payment Term: 30 NET

Current Open Balance: USD 0.00

3) Click on Edit Options

<input type="checkbox"/>	<b>1.0 A-FLEX-CC</b>	Not Applicable	0.00	1	0.00	0.00	0.00
more		MRC					Total of MRC
Flex Contact Center							
Valid as of 14-Jun-2022 02:20:41 PDT							
Requested Start Date: 17-Jun-2022		Requested For Initial Term: 12 Months From 17-Jun-2022 To 16-Jun-2023		Automatically Renews For: 12 Months From 17-Jun-2023		Billing Frequency: Monthly Billing	
<b>Edit Options</b>		Validate	Recommended Content	Add Note	More Actions		Add Subtotal

4) Expand Additional Options section. For Google CCAI select the below options (select “usage based” only)

**Additional Options** 2 Added

Would you like to purchase Flex Contact Center AI powered by Google Cloud?

Yes

Usage Based Price

Fixed Price (BU Approval Required)

Plan Options

Would you like to add Cisco PSTN Audio Options?

Yes

Do you want to purchase Workforce Optimization?

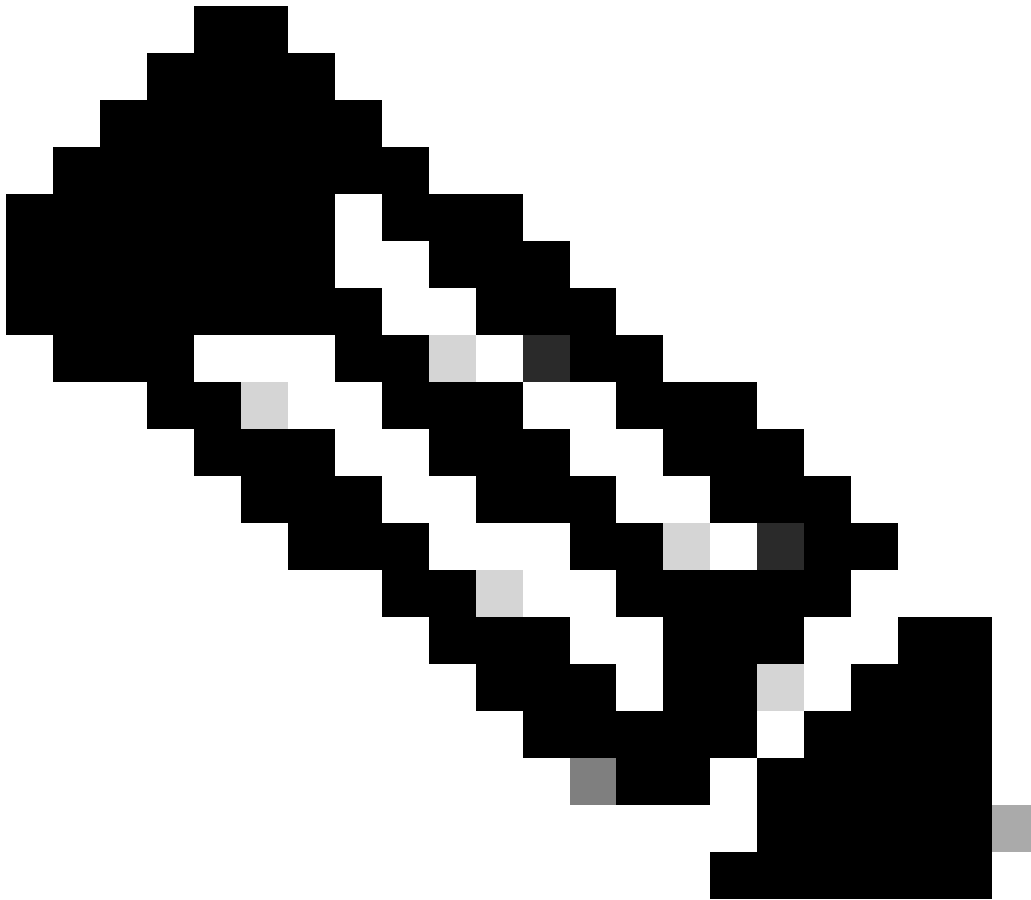
Yes

Would you like to activate Digital Channels?

Yes

5) Save and Submit





**Note:** You can now see in the Summary the additional SKUs added. These are all usage- based SKUs, so you pay only if you start using it.

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6) Submit the order.

7) Contact A2Q team with a request to release Compliance Hold of the new Web Order by writing email to [cjp-qualification@cisco.com](mailto:cjp-qualification@cisco.com) with a request to release the hold. The new provisioning email will be generated by new web order. You need to go through the wizard to apply changes to your Webex CC tenant.

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