

使用CCE調配Google CCAI混合服務

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簡介

本文檔介紹如何使用Cisco Contact Center Enterprise (CCE)提供Google Contact Center Artificial Intelligence (CCAI)混合服務 (如Agent Answers和Recorders) 。

必要條件

需求

思科建議您瞭解以下主題：

- 思科整合客服中心企業版(UCCE)版本12.6
- 思科套裝客服中心企業版(PCCE)版本12.6
- CVP版本12.6
- 思科虛擬化語音瀏覽器(CVVB) 12.6
- Google通話方塊
- Google雲端專案(GCP)
- 控制中心

採用元件

本檔案中的資訊是根據以下軟體：

- Cisco Commerce Workspace (CCW)

- 控制中心
- GCP

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

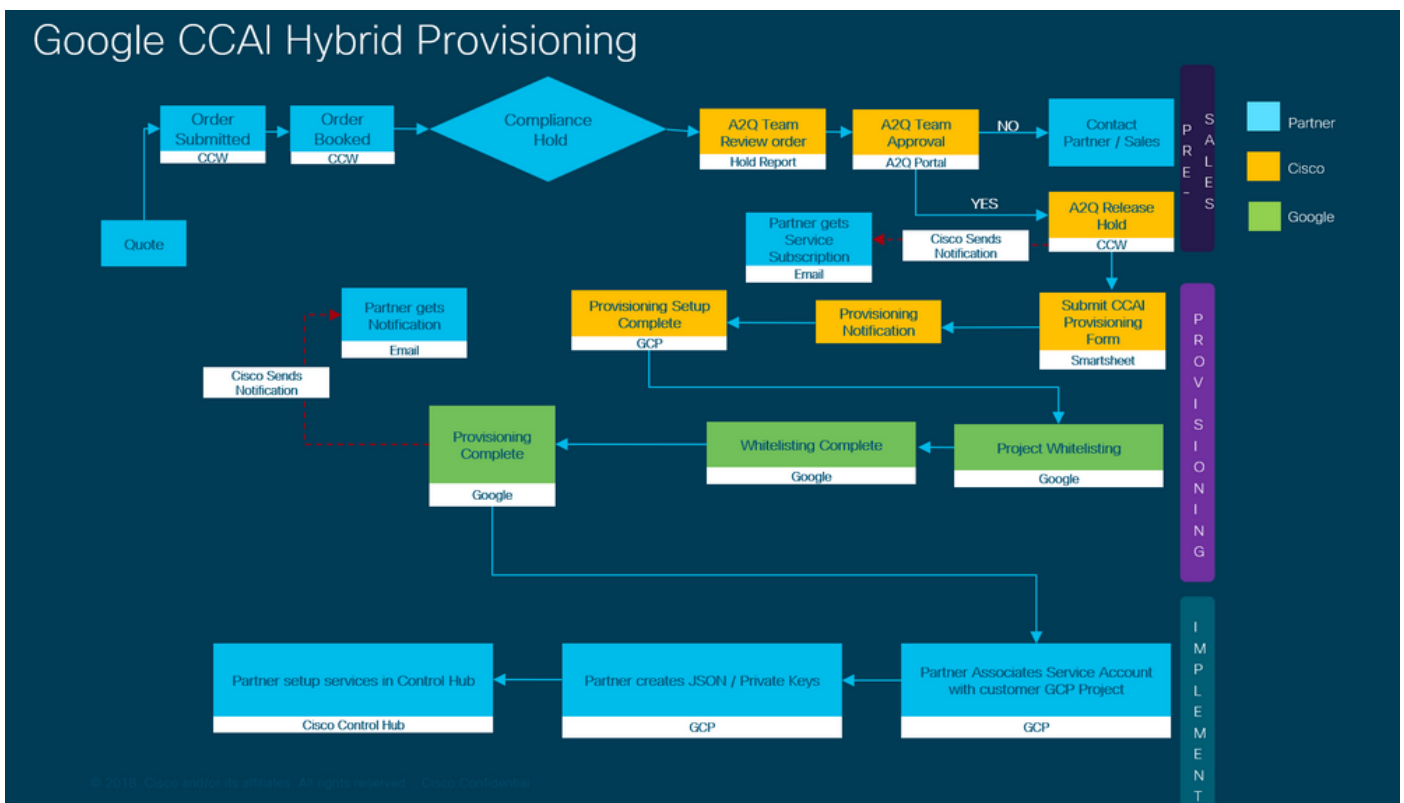
背景

Cisco Contact Center Enterprise客戶可以透過提供GCP專案和控制中心中的雲服務，利用Google CCAI支援的座席協助（座席解答和成績單）功能。

本文檔概述了合作夥伴或客戶需要遵循的步驟，以便啟用透過思科採購的Google CCAI Agent Assist服務，並將其調配為與思科聯絡中心解決方案配合使用。

提供

此工作流程指示為思科合作夥伴調配CCAI所需的步驟：



成功提供CCAI的步驟概述如下：

步驟 1. 在思科商務工作空間門戶(CCW)上下訂單。

合作夥伴或客戶可以使用其CCO ID登入CCW並訂購Google CCAI。

1. 在硬體、軟體和服務上增加A-Flex-CC或A-Flex-3-CC，並包括請求的開始日期。

Hardware, Software and Services

A-FLEX-CC 1.0
more ▶

Flex Contact Center

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

Requested Start Date
19-Oct-2021

2. 在「編輯選項」上，選擇附加選項，然後在出現以下問題時按一下是：是否要購買由Google雲支援的Flex Contact Center AI？

3. 在「計畫選項」上，選取「以使用量為基準的價格」。

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. 按一下儲存和繼續。

步驟 2.完成Control Hub訂閱。有關詳細資訊，請參閱控制中心訂閱部分。

步驟 3.建立代管CCAI應用程式的GCP帳戶與GCP專案（客戶的GCP專案）。

註：有關如何建立GCP帳戶和專案的詳細資訊，請檢視本文檔中的以下部分：建立客戶的

 Google帳戶或GCP帳戶和建立GCP專案。

步驟 4. 提交CCAI設定表單。

填寫此調配表以從思科獲得CCAI帳戶：[調配表SmartSheet](#)

控制中心訂閱

CCW完成後，系統將向訂購過程中提供的郵件程式傳送一封電子郵件。通常，電子郵件會傳送到合作夥伴的電子郵件帳戶。

以下是收到包含訂單和訂用id的電子郵件的示例。

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

步驟 1.按一下Set up your service。

步驟 2.選取您的角色。在此範例中，已選取夥伴。

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

步驟 3. 選取您或其他人是否要設定服務。

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.]

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Next

步驟 4. 輸入使用者ID。使用者應為組織的一部分，且應具有「高級座席」和「完全管理員」角色。

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

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Next

步驟 5. 檢視資訊以確保將許可證附加到正確的組織。

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](#)

步驟 6.完成訂用ID調配後，您會看到訂用顯示在Control Hub中，並且您會看到Control Hub中的聯絡中心卡。現在您已準備好在Control Hub中配置CCAI混合服務。

The screenshot displays the Cisco Webex Control Hub interface. On the left is a navigation sidebar with sections for MONITORING (Analytics, Troubleshooting), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Messaging, Meeting, Calling, Contact Center). The main content area is titled 'Overview' and contains several cards: 'Webex Services ALL ONLINE' with a grid of service status indicators; 'Devices' showing 'No Devices Added' and an 'Add Devices' button; 'Onboarding' showing '1 Total Users' and a status distribution chart; 'What's New' with a 'Learn More' button for the latest update; and 'Quick Links' for COVID-19 resources and admin capabilities. A red box highlights the 'Contact Center' option in the left sidebar, with an arrow pointing to the text 'Contact Center option will appear'.

為客戶建立Google帳戶或GCP帳戶

需要客戶Google帳戶才能為Dialogflow或Agent Assist建立CCAI應用程式。有關如何設定Google帳戶的詳細資訊，請參閱：<https://cloud.google.com/>。

有關如何建立Dialogflow應用程式的詳細資訊，請參閱：<https://dialogflow.com/> for dialogflow ES和<https://cloud.google.com/dialogflow/cx/docs/concept/agent> (對於Dialogflow CX) 。

 注意：有關調配的任何問題，請與Cisco CCAI自行啟用團隊cisco-ccai-onboarding@cisco.com聯絡。

建立GCP專案

您可以使用組織資源或使用Terraform工具來建立GCP專案。

 註：請與您的IT部門聯絡以建立GCP專案

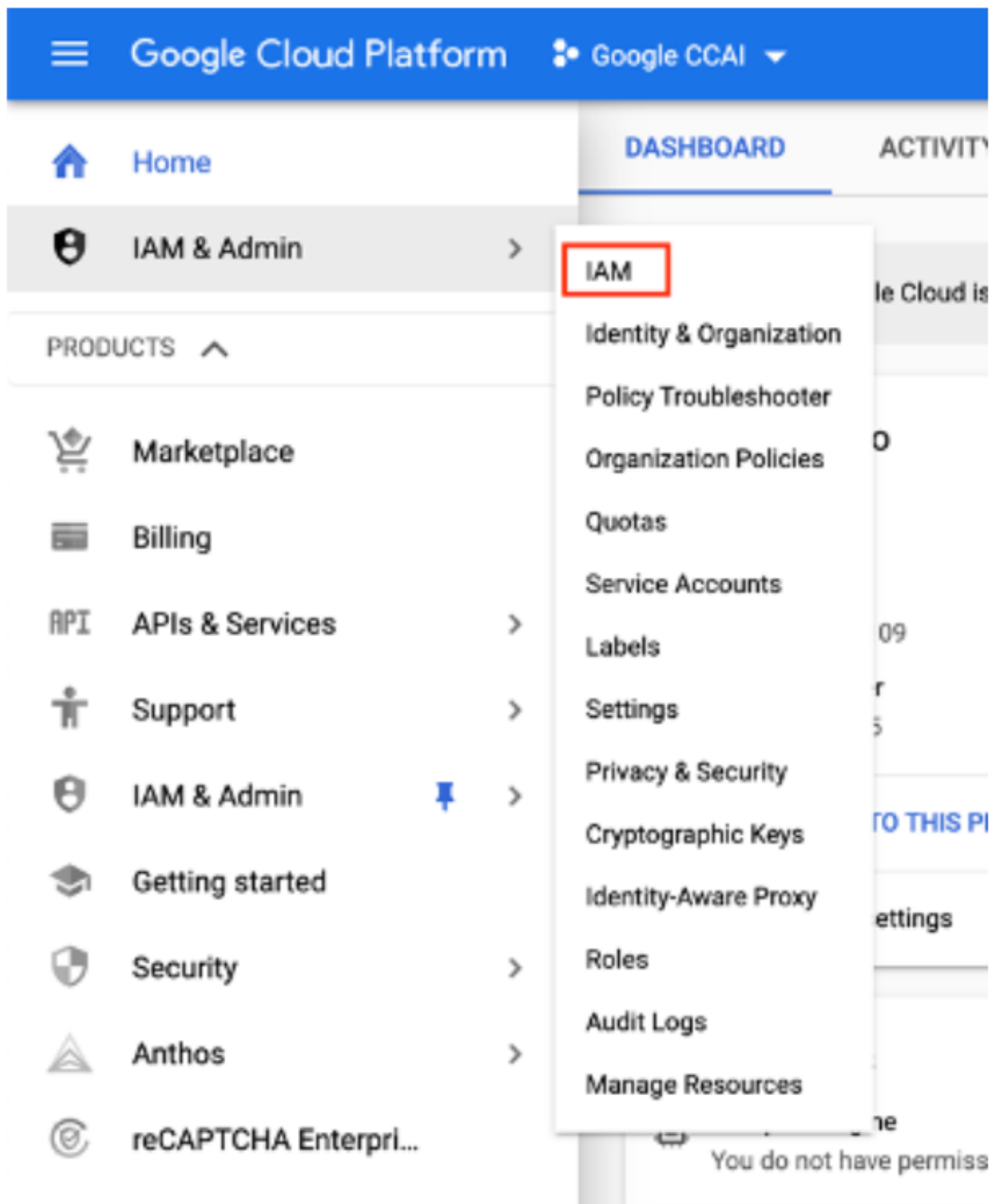
將思科提供的服務帳戶與客戶的GCP帳戶關聯

思科提供由調配團隊建立的服務帳戶，該帳戶在控制中心中建立聯結器時，將自動增加至Dialogflow API管理員角色至您的專案 (客戶專案)。但是，您可以檢查以下步驟來關聯和增加角色到服務帳戶。

步驟 1. 登入GCP門戶：<https://cloud.google.com/>。

步驟 2. 導航至控制檯。

步驟 3. 從左側導航控制窗格中，導航到IAM and Admin，然後按一下IAM。



步驟 4. 在 IAM 頁面上，點選增加成員。

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		

步驟 5.增加以下詳細資訊：

1. 新會員：思科提供的服務帳戶名稱
2. 角色：Dialogflow API管理員

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

步驟 6.按一下Save。

其他資訊

要在客戶GCP專案中啟用的API

思科向CCAI客戶提供的服務帳戶允許客戶利用以下API與CC應用整合：

- Dialogflow API
- 文字轉語音API
- 語音到文本API

思科客戶資料可視性

思科無法檢視聯絡中心與Google的Virtual Bot之間的客戶資料或互動消息。思科僅獲取可用於計費的API利用率資料。

Cisco Bill和其他Google雲服務

作為調配的一部分，思科僅啟用與CVA和Agent Assist相關的API。客戶獲得服務帳戶來利用這些API。此服務帳戶不能與任何其他Google雲服務一起使用。

客戶仍可使用其GCP專案啟用Google提供的其他雲服務，並且由Google使用自己的賬單賬戶直接收取費用。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。