A MITEL
PRODUCT
GUIDE

MiContact Center Business

Contact Center Messenger and Google Contact Center AI

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Mitel
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Overview 1

This Frequently Asked Questions (FAQ) guide provides Mitel R&D, Professional Services, Support engineers, and customers with a detailed overview of the best practices for designing, implementing, maintaining, and supporting Contact Center Messenger and Google Contact Center AI capabilities of MiContact Center Business R9.2+. This guide is not meant to duplicate the core Installation and Deployment Guides, System Engineering Guide, or the more generic and sales-focused Google Contact Center AI Partner FAQ guide. You can find the latest versions of these guides on Mitel's Document Center at https://www.mitel.com/en-ca/document-center or on Mitel InfoChannel, which is available through https://miaccess.mitel.com/.

This document is also not designed to replicate or replace any Google Dialogflow specific instructions. For details on Dialogflow concepts, resources, quick start guides, how-to guides, tutorials, and samples, refer the documentation for APIs and client libraries, or support, or visit: https://cloud.google.com/dialogflow/docs/.

What are the roles and responsibilities for onboarding Contact Center Messenger with Google Contact Center AI enabled? 2

Both Mitel, the Partner, and the Customer have responsibilities when setting up Google Contact Center AI:

1. Mitel: DevOps and Mitel Professional Services team sets up customer-specific project on Mitel's corporate GCP instance for billing and CCAI API enablement purposes.
2. Customers: Set up their own customer-project on their own GCP instance, where either they (customers) or Mitel Professional Services or a Mitel Partner will configure Dialogflow and the applicable CCAI components.
3. Mitel: DevOps and Mitel Professional Services team works with Google to add the CCAI APIs to the allowed list.

What are the step-by-step instructions on how to onboard Contact Center Messenger with Google Contact Center AI enabled?

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For customers to properly set up their GCP project and work with Mitel's Google Contact Center AI integration, Mitel needs to set up a sister GCP project in the Mitel UC org.

The following steps are needed to create Mitel GCP resources:

1. Mitel customer-specific GCP project is created in Mitel UC org (mitel.io).
2. Required APIs need to be enabled in this project.
3. Service account must be created for accessing GCP. This service account is used for communication between Mitel and Customer's GCP Project.
4. Sub-billing account needs to be created and set in this project.
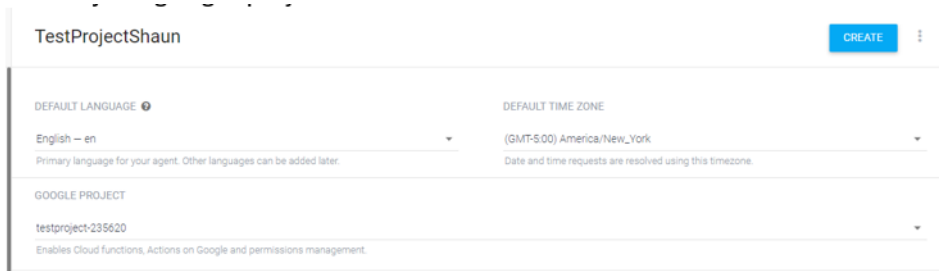
The following steps are needed to join the Customer GCP to the Mitel GCP.

1. The customer will either create a new GCP project or use an existing one.
2. Enable the following APIs on the GCP project:

   - Dialogflow
3. Customer must enable the Dialogflow API on the GCP project.
4. Customer adds Mitel service account to their project with the following required IAM roles (This service account will be obtained from Mitel):

   - Dialogflow API Admin
5. Both projects need to be added to the allowed list for CCAI APIs. Mitel provides customer and partner project IDs to Google for the allowed list.

6. Set up Dialogflow in customer project.

- Go to console.dialogflow.com.
- Create a new agent.
- Specify a name for the Dialogflow agent. We recommend that you use the same name as the GCP project name, as done in in this example TestProject, to make it easy to identify your Dialogflow agent later.
- Set timezone and language and select the project against which you want this bot and click the **Create** button.
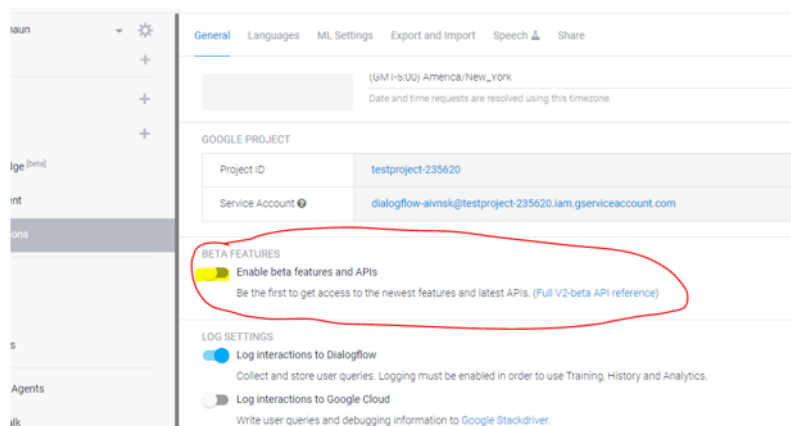- Select your google project

- Choose your plan based on what you need to use: Enterprise Essentials or Enterprise Plus. Standard is NOT supported for Google Contact Center AI.
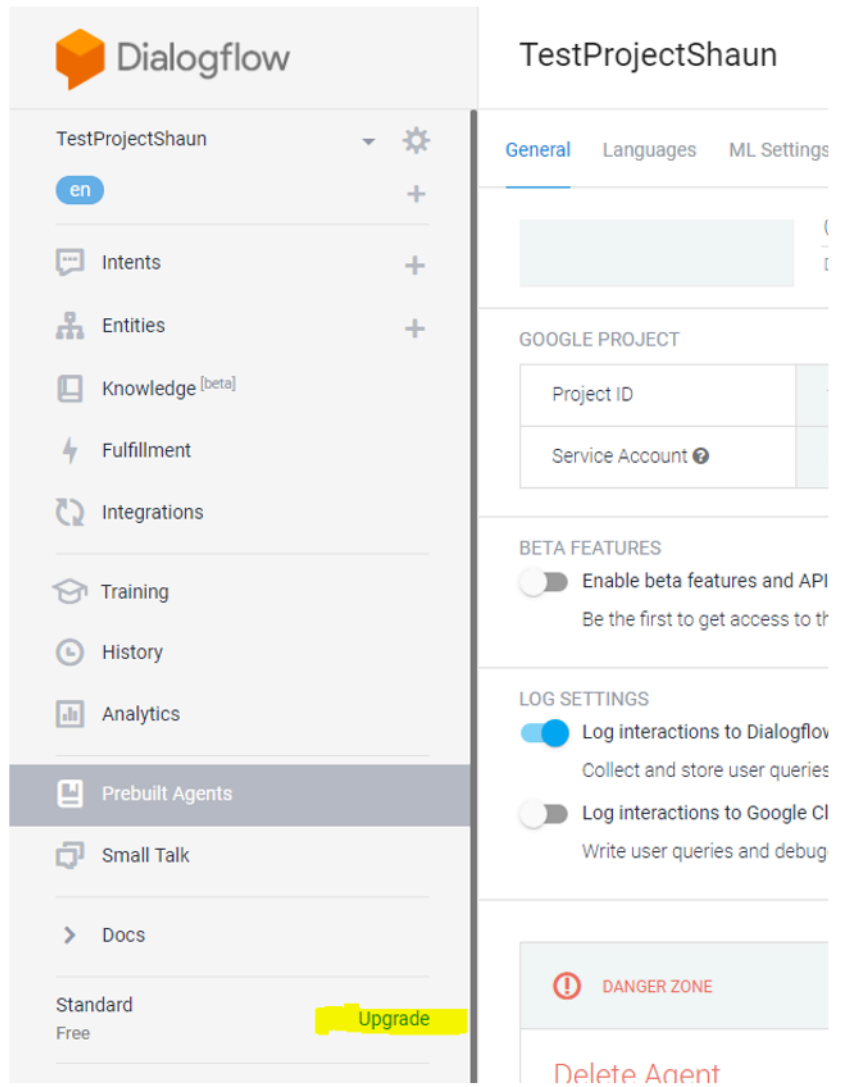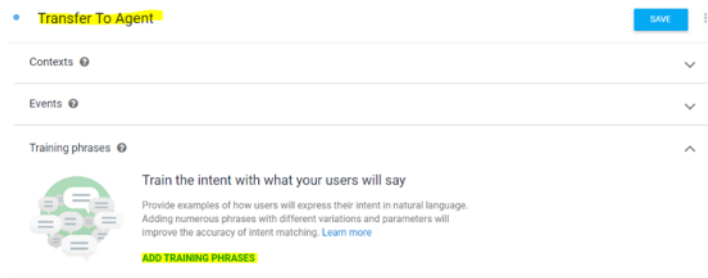
- From **Settings**, enable beta features and click **Save**.

- Build out agent (intents, entities, fulfillments, and so on, whatever you need). Mitel partners or Mitel professional services may need to be given access to the customer

project to complete this if customers will not do it themselves. You can create an intent as follows:

- The next four steps are required only if customers want to use Agent Assist or if they want to use a knowledge base to supplement their fulfillments:

  - Create a knowledge base. Only FAQ and Article Suggestion types are supported for Agent Assist. (For documentation on what a knowledge base is and the different article types, see https://cloud.google.com/dialogflow/docs/how/knowledge-bases)
  - Customer supplies knowledge base ID to Mitel.
  - Add knowledge base documents to Google Cloud Storage.
  - Upload documents from GCS to knowledge base (this will require Mitel Proserve help).
  - Initially Mitel need to script adding documents to knowledge base

What theme customization can be done to the Contact Center Messenger web chat overlay? 4

For complete details on this, see: https://github.com/mitel-networks/micc-api-samples/wiki/Chat-Overlay-Custom-Themes.

What real-time statistics can be published on the chat overlay? 5

Currently, real-time statistics (like Estimated Wait Time) cannot be published on the chat overlay. After reviewing uptake in the field and prioritizing features for the first release of Contact Center Messenger, this feature was deprioritized out of Release 9.2. These capabilities are being considered for a future release.

What message content types are available for Contact Center Messenger?　　6

Message content types allow chat clients to display more than just plain text as inline chat messages, by including rich media types such as buttons, action cards, quick replies. For complete details on this, see: https://github.com/mitel-networks/micc-api-samples/wiki/Message-content-types

What is the order of precedence for Contact Center AI Dialogflow responses? 7

The order of precedence for Dialogflow responses is as follows:

1. Custom payloads received in fulfillmentMessagesList
2. Text responses from fulfillmentMessagesList
3. Text string in fulfillmentText
4. Default replyText property.

What are the supported responses from Dialogflow when PLATFORM_UNSPECIFIED is the integration type?

8

The only supported responses from Dialogflow are text, and custom payloads configured for PLATFORM_UNSPECIFIED as the integration type.

Is it possible to mix fulfillmentResponses types (text and payload, that is, action cards)?   9

No, it is not. See precedence order above. However, you can define a text response in a custom payload, which we will now handle. See https://github.com/mitel-networks/micc-api-samples for samples.

What Dialogflow "Suggestions" are supported to design a best-practice chat experience?   **10**

Dialogflow Suggestions are not supported by Contact Center Messenger or Mitel's implementation of Google Contact Center AI. These are used mostly when building custom Google Assistants without Mitel. Mitel's way of designing a similar experience is using Action Cards, which is similar in functionality.

How does the MITEL-WELCOME event that is sent to Dialogflow when the Contact Center Messenger conversation begins and triggers the agent greeting workflow configured?   **11**

At the start of each interaction, CloudLink will send an event "mitel-welcome" to Dialogflow to enable custom greetings to be provided and to allow for use of chat overlay input fields.

In this event, all input fields provided by the customer are available as parameters, which can be used in Dialogflow.

All overlay fields that you define in the overlay are accessible using the syntax #mitel-welcome.initial_XXXXX where XXXXX is the name you gave the field in the chat overlay. Each field name is prefixed with #mitel-welcome.initial_ .

For example, if you added a new Custom field called **Age**, then in your text response for the intent, you can insert the value of the input field from the chat overlay using #mitel-welcome.initial_Age.

In a chat overlay, the **Name** field is a special field that you can still access using the format, but you can also always use #mitel-welcome. CustomerName_name.

To get all of this to work in Dialog flow, create an intent with the following:

1. You have to have this exact event mitel-welcome.
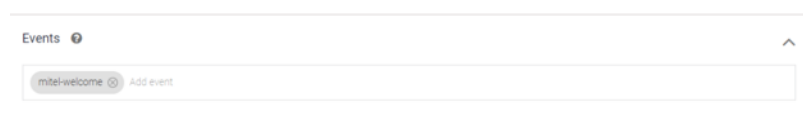
2. Then you must have input.mitel-welcome for action and parameters.
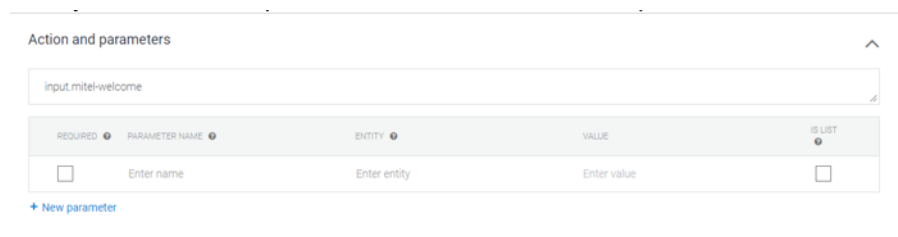
3. As per above instructions, enter the message you want in your response, such as "Hi #mitel-welcome. CustomerName_name! How can I help?"

What traffic must be permitted on a customer's firewall for the MiContact Center Business server (CloudLink Proxy) and agent client machines (Web Ignite)? 12

See the following references for network requirements:

- Configuration Prerequisites
- Network View
- CloudLink Chat Integration

For more information about CloudLink, see CloudLink Gateway User Guide.

All traffic is established OUTBOUND (note that web socket traffic is bidirectional once established).

What guarantees does Mitel provide customers around the Amazon Web Services region used for CloudLink and Contact Center Messenger? That is, will a UK customer be hosted from eu-central-1 and will this be static for the lifetime of the customer? 13

If you log in to accounts.mitel.io from your account, you will see that it displays the cloud location that your account is hosted in. So, after the account was created, it is forever stored in EU (Frankfurt), which under the hood is eu-central-1. Mitel currently has no way to move accounts between regions and this is unlikely to change any time soon due to the amount of work required in the CloudLink microservices to support such a change.

How can you pass custom metadata from the web page hosting the Contact Center Messenger web chat overlay? 14

Chat Overlay requires a function on the client website/webpage where chat overlay script will be located. This client function should return a promise of an array of objects. Objects must have two properties namely, Key and Value. Chat overlay will call this client function when customer clicks the **'start live chat'** button. This client function provides an opportunity for the client to pass any metadata to the backend. The client function must have the name 'getCCMessengerMetaData' and it must be defined before the chat overlay script on the same webpage.

An example:

```
function getCCMessengerMetaData() {

let samplePromise = new Promise((resolve, reject) => {

resolve([{

"Key": "CustomerLanguagePreference",

"Value": "English"

},

{

"Key": "CustomerOrderTotalItems",

"Value": "10"

}]);

});

return samplePromise;

}
```

In this example, the client defines a function with the name 'getCCMessengerMetaData' and it returns a promise of array of objects. Object has two properties: Key and Value. In this example,

the client wants to pass two metadata objects namely 'CustomerLanguagePreference' and 'CustomerOrderTotalItems' to the backend.

> ℹ️ **Note**:
>
> If clients wants to pass any dynamic data, they can call any API in this function and on the return of that API, they can populate the array with objects and then return it in the promise.As soon as this function returns a resolved promise, the Contact Center Messenger chat overlay will use those values in it, and it will not call this client function again. The client function must return metadata within 10 seconds or else the Contact Center Messenger chat overlay will move on without using any metadata that may have been added from the client function.

Does Mitel provide sample Dialogflow agent that can be used to get started? 15

As they become available, we will post samples here: https://github.com/mitel-networks/micc-api-samples .

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