

## FAQs for Cisco Spark Care Assistant

=====

**What is Spark Care Assistant?** Care Assistant facilitates human-assisted support via Cisco Spark. Care Assistant is a "bot" (i.e., a web robot) that acts as a virtual assistant to pair Spark users with expert resources based on the user's request.

**Where will this service be available?** Care Assistant is available wherever Cisco Spark is. However, the command set is English-only.

**How is Spark Care Assistant licensed?** Care Assistant is included at no extra charge with all Spark Message offerings.

**Is Care Assistant available to free Spark users?** Yes, Care Assistant is a free feature available to both free and paid Spark user.

**Who is the target customer for this offering?** The Spark Care Assistant is designed for Cisco Spark customers of any size who want to facilitate care using Spark.

**Is Spark required on both sides to use Care Assistant (person asking the question and person answering)?** Currently, yes. We are exploring the best ways to enable external (non-Spark) users to ask a question and be answered by someone in a Spark room.

**How does one enable Care Assistant in an organization?** Care Assistant is enabled in Spark by default. To begin using Care Assistant, simply create your own Care Assistant Bot from the [Care Assistant Onboarding Tool](#), add the bot to "Expert Rooms" and tell your desired audience about it.

**How do you add Care Assistant to a Spark room?**

Care Assistant is like any other Spark bot; you can add it using the bot's email address.

**Can conversations that involve Care Assistant--whether in rooms or 1-1 interactions--be captured/retained?**

Yes, using Spark's persistent messaging capabilities.

**Can a 1:1 Spark conversation between a human asker and a human helper (brought together by Care Assistant) escalate to a voice and/or video call?**

Yes, using Spark's call capabilities.

**How does Care Assistant decide which room is the right room to answer the question?** Currently, Care Assistant breaks down the question into individual words to score them against the Spark room names that it knows about. For example, if there is a room titled "Spark Call" and the question is "What do you know about Spark?" it will match to the Spark Call room. If you have two rooms – "Spark Call" and "Spark Message," these will evaluate evenly.

**How does Care Assistant know about Spark rooms?** Care Assistant learns about a room when you add it to the room. Any room with two or more people and Care Assistant is considered an "expert" room.

**Is there historical reporting for Care Assistant on what requests were answered/cancelled etc.?**

We are collecting metrics on these items but do not yet have historical reporting for Care Assistant.

**Can organizations disable people from creating BOTs?**

Not at this time. Bots are a generally-available feature from Spark.

**Can an organization's administrator disable the option to use Care Assistant at the organization level?**

No, bots are not restricted.

**Can users outside my organization use a bot I created?** Yes.

**Does Care Assistant offer integration capabilities?**

Since the Care Assistant is built on Spark, existing Spark APIs can be used.

**Will there be customer-facing Care Assistant content on Help Central?** Yes. We are working on a Help Central article for Care Assistant and expect it to be available by the end of September 2016.

**What other care capabilities does Spark have?** Spark has the ability to connect consumers to businesses through Spark's built-in auto-attendant and hunt group capabilities.

**How do Cisco Spark's care capabilities compare with Cisco's contact center offerings?** Spark's care features enhance existing Cisco Spark capability sets. They enable businesses to provide both internal and external care to employees and customers. Over time, Cisco Spark will offer additional capabilities for both conventional contact centers and new, less-bounded care scenarios.

**How can Spark work with existing contact center customers?** Existing contact centers can augment team collaboration within the contact center and with knowledge workers in the extended organization by using Cisco Spark to discuss topics, share news, align on objectives, facilitate training, and collaborate in solving user/customer issues. Spark is not intended to replace existing Cisco contact center deployments.

**When will Cisco have traditional contact center capabilities such as routing of voice, chat, email, social media, etc. on Spark?** The Spark Care Assistant is an initial capability to demonstrate the power of the Spark platform and how it can be used to provide care. As Spark continues to evolve, additional care capabilities and services will be offered.