

CUSTOMER EXPERIENCES WITH CONTACT CENTER AI - DIALOGFLOW ES

Course Code: 899009

In this course, learn how to design customer conversations using Contact Center Artificial Intelligence (CCAI). You'll use Dialogflow ES to create virtual agents and test them using the simulator. Learn to add functionality to access data from external systems, making virtual agents conversationally dynamic. You'll be introduced to testing methods, connectivity protocols, APIs, environment management, and compliance measures. Learn best practices for integrating conversational solutions with your existing contact center software and implementing solutions securely and at scale.

What You'll Learn

- Define Google CCAI.
- Explain how Dialogflow can be used in Contact Center applications.
- Implement a virtual agent using Dialogflow ES.
- Read and write data from Firestore using Cloud Functions.
- Use Dialogflow tools and cloud logging for troubleshooting.
- Describe how to manage virtual agent environments.
- Identify general best practices for virtual agents.
- Identify key aspects such as security and compliance in the context of contact centers.
- Analyze audio recordings using the Speech Analytics Framework (SAF).
- Recognize use cases where Agent Assist adds value.

Who Needs to Attend

This is a beginner to intermediate course, intended for learners with the following types of roles:

- Conversational designers: Designs the user experience of a virtual assistant. Translates the brand's business requirements into natural dialog flows.
- Citizen developers: Creates new business applications for consumption by others using high level development and runtime environments.
- Software developers: Codes computer software in a programming language (e.g., C++, Python, Javascript) and often using an SDK/API.
- Operations specialists: Monitors system operations and troubleshoots

problems. Installs, supports, and maintains network and system tools.

Prerequisites

Completed GCP Fundamentals or have equivalent experience.

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