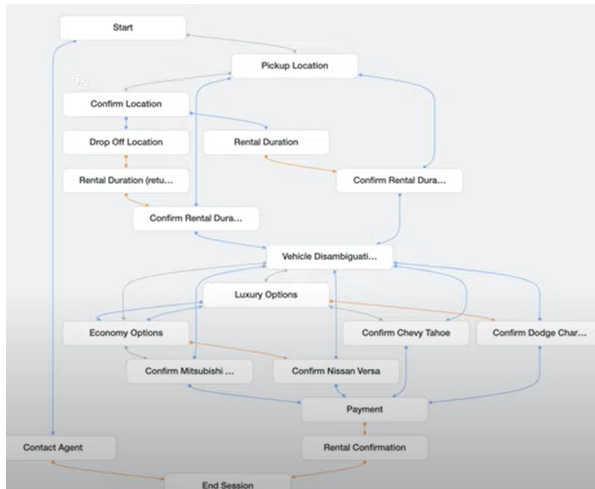


INTRO TO DIALOGFLOWCX

Steps for basic chatbot + tutorial on webhooks:

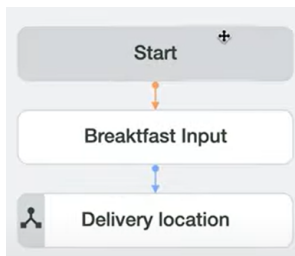
- <https://www.youtube.com/playlist?list=PLJLSPq0cTRmat9ec-c0hOJJhhNfObZXy3>

Difference between DialogflowCX vs. DialogflowES

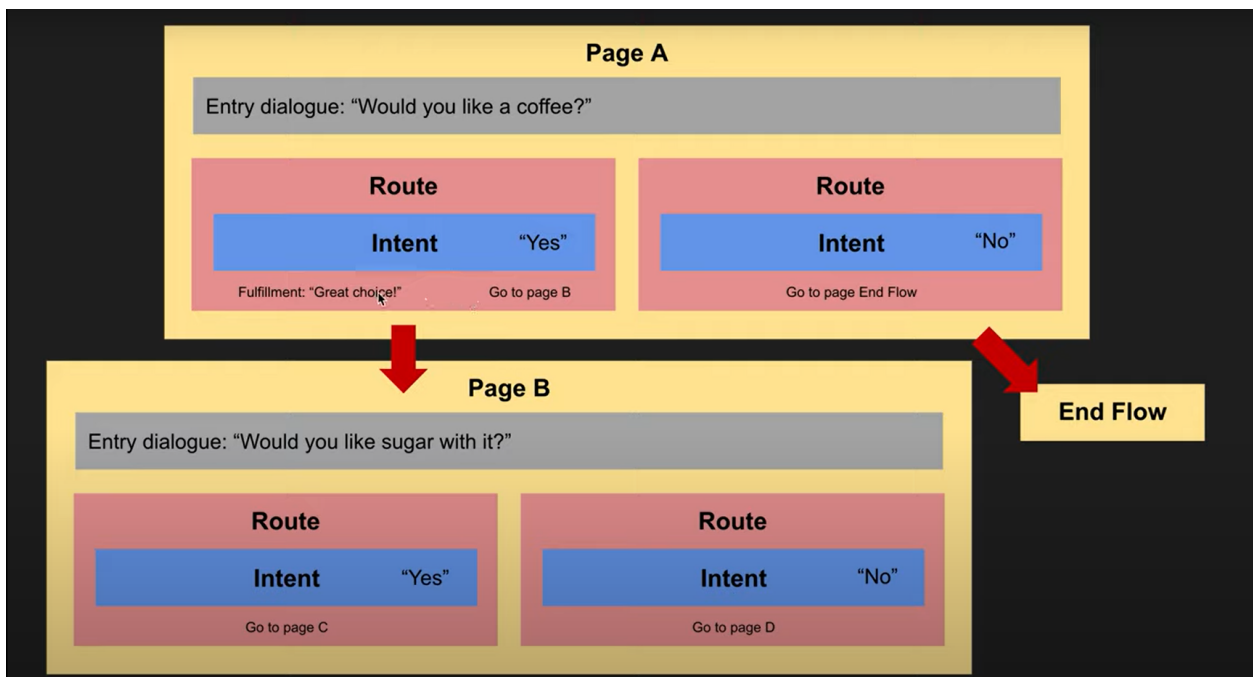


- Visual flow builder to see the flow of pages
- Reusable intents, intents are connected via routes instead of contexts
- Divide the bot into flows to organize more complex bots
- Environments and versioning
- Automated regression testing
- More layers of abstraction, more flexibility to combine building blocks

Pages in DialogflowCX



- A page reflects a state in the conversation (each box in the picture is one state of the conversation)
- A page is a wrapper of an intent
- A page contains all the logic to steer the conversation
- A page can have an intro conversation and answer (aka. fulfillment)



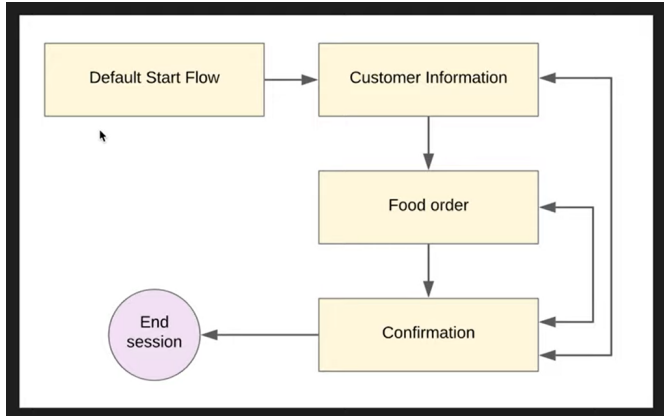
- Intent "Yes" is the same intent!

Intents in DialogflowCX

- Intent only contains the logic to detect what the user wants
- What to do next and steering the flow of the conversation is covered in pages
- The fulfilment is also covered in pages (+ entry dialogue)
- This means an intent can be reused in multiple places of a conversation

Flows in DialogflowCX

- Allow splitting complex dialogues into multiple sub-conversations
- Simplifies maintenance and reduces complexity when extending a bot
 - Easier for multiple developers to work on the same agent



- Each agent must have at least one flow (default start flow)
- Each flow starts with the default Start page and ends with the default End Flow page
- Flows can have flow-level event handlers