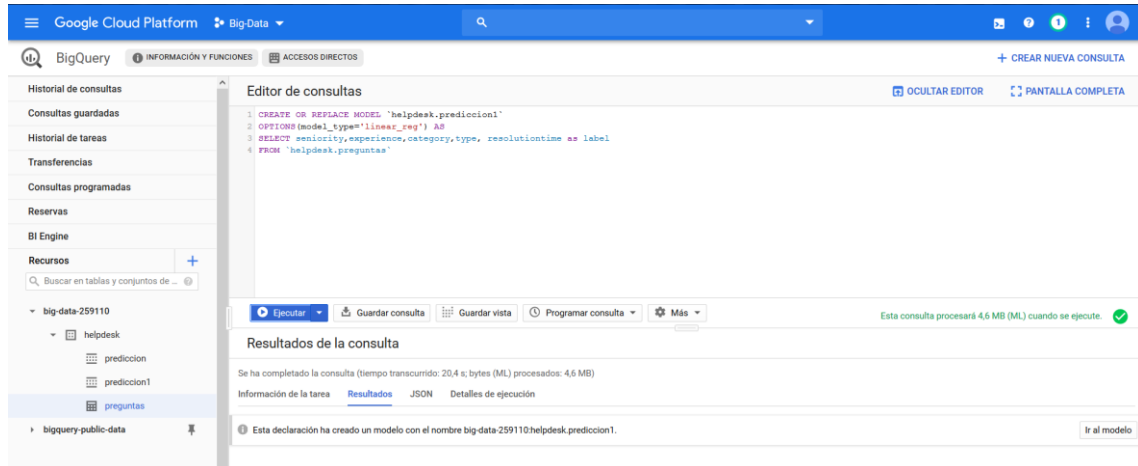


Actividad Twilio

Daniel Häggström Pérez-Flecha

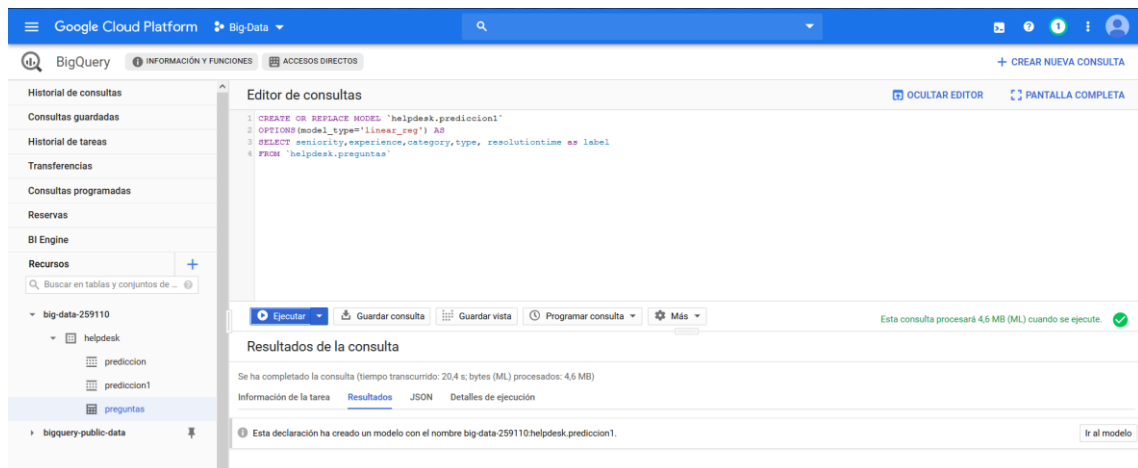
Importamos los datos indicados a la tabla “preguntas” y hacemos un modelo de predicción:



The screenshot shows the Google Cloud Platform BigQuery console. On the left, the 'Recursos' (Resources) sidebar is expanded, showing the project 'big-data-259110' with a folder 'helpdesk' containing tables 'prediccion', 'prediccion1', and 'preguntas'. The 'preguntas' table is selected. The main area is the 'Editor de consultas' (Query Editor), which contains a SQL query:

```
1 CREATE OR REPLACE MODEL `helpdesk.prediccion1`  
2 OPTIONS (model_type='linear_reg') AS  
3 SELECT seniority, experience, category, type, resolutiontime AS label  
4 FROM `helpdesk.preguntas`
```

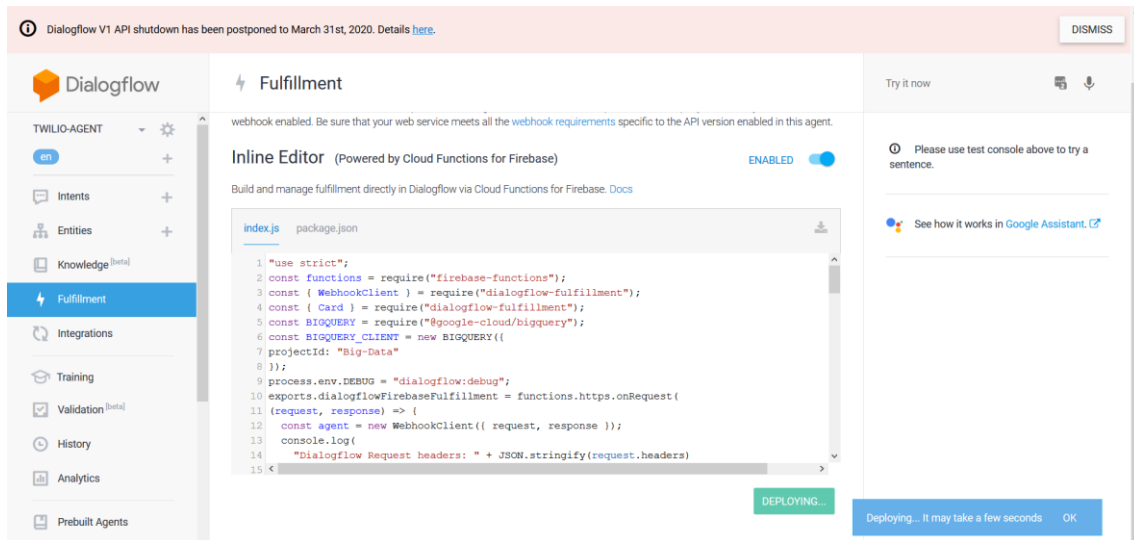
Below the editor, the 'Resultados de la consulta' (Query Results) section shows that the query has completed successfully. It indicates that the model 'big-data-259110.helpdesk.prediccion1' has been created. A green checkmark and a message 'Esta consulta procesará 4.6 MB (ML) cuando se ejecute' (This query will process 4.6 MB (ML) when executed) are visible.



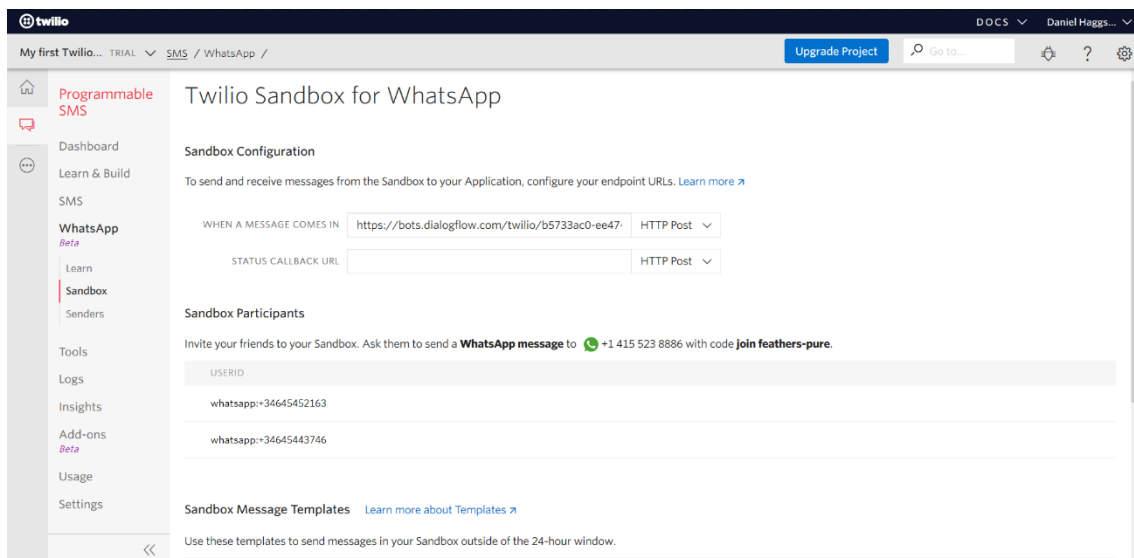
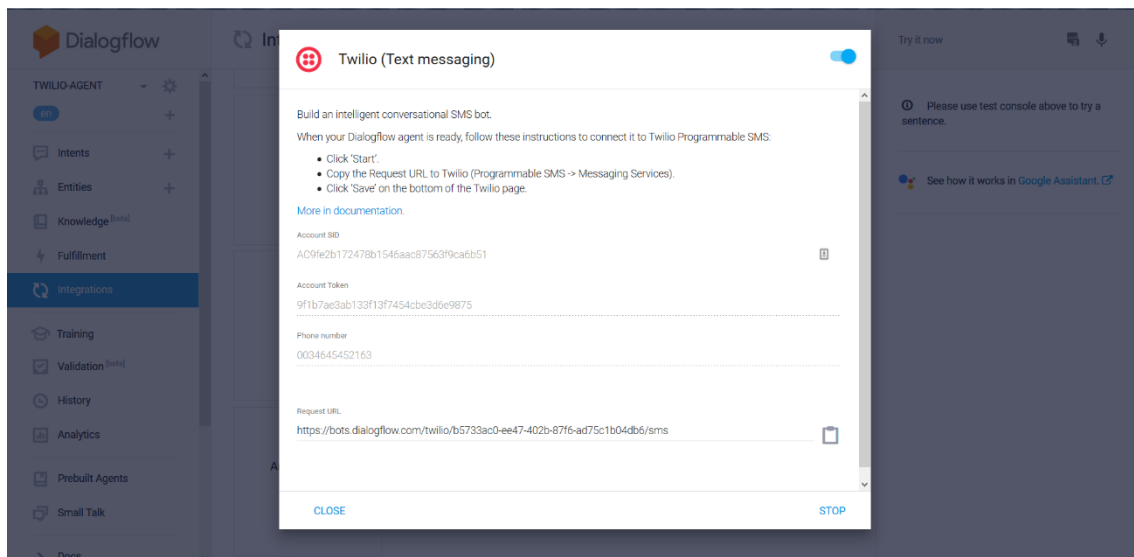
This screenshot is identical to the one above, showing the Google Cloud Platform BigQuery console with the same SQL query in the editor and the successful execution results. The 'preguntas' table is selected in the sidebar, and the query results section confirms the creation of the model 'big-data-259110.helpdesk.prediccion1'.

Creamos el agente de Dialogflow y restauramos desde zip.

Modificamos el index.js y package.json.



Ahora, integramos Dialogflow con Twilio:



Y finalmente, probamos el chatbot.

