

DialogFlow CX Pages & State Handlers

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AGENDA

- 1 Creating & Configuring Pages in DialogFlow CX
- 2 Defining Routes & Transitions Between Pages
- 3 Creating & Configuring State Handlers in DialogFlow CX

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01

Pages in DialogFlow CX

Pages – What Are They?



01

Key Components

Each Page consists of entry fulfillment, parameters, and routes, necessary for continuous interaction and flow with the user

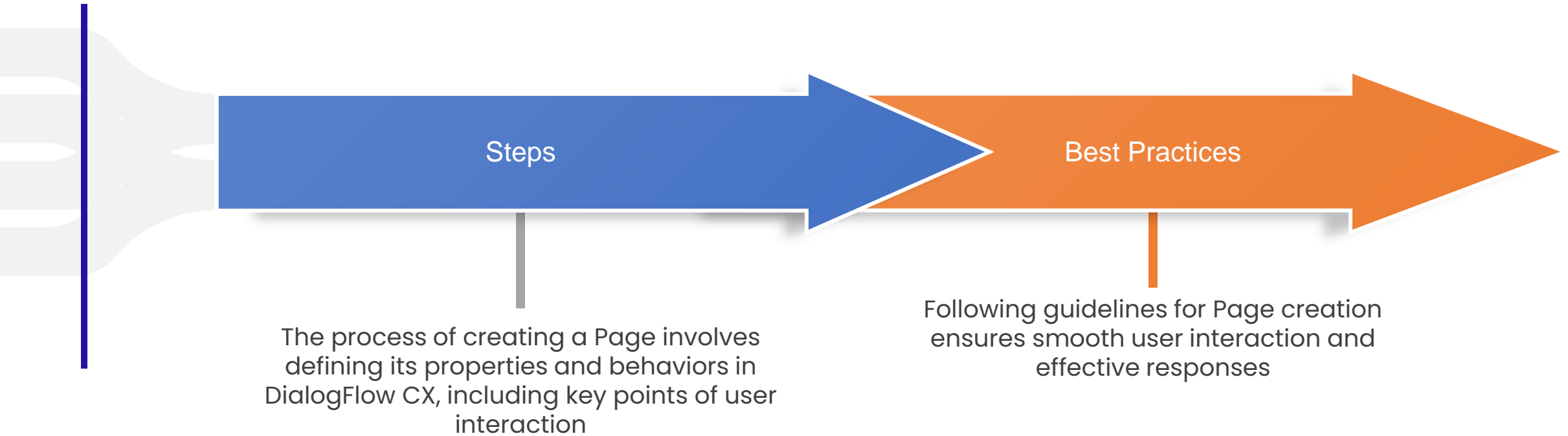


02

Functionality

Pages help manage the conversation's flow, deciding what responses to provide under different conditions – akin to a form that you fill out as part of a larger wizard (in this case the flow/conversation is the wizard)

Creating a Page



Entry Behavior



User Interaction

Describes what occurs when a user reaches a Page, including initial responses (helps establish the Page's purpose)



Entry Prompts

Utilize various prompts to guide the user through interactions efficiently – touchpoints with the user to move them through the convo

Fulfillment Options



01.

Static Messages

These are predefined responses that a Page can provide to users

02.

Dynamic Responses

Webhooks and rich responses offer dynamic and context-aware answers to user queries

02

Routes & Transitions

Route Management



Intent Routes

Respond to identifiable user intents, guiding the conversation flow – represents a “breadcrumb” for the user through what they are attempting to accomplish on the page

Condition Routes

These routes are based on parameter values or session data, providing customized navigation – help make the page more robust and the conversation more sophisticated



Route Configuration



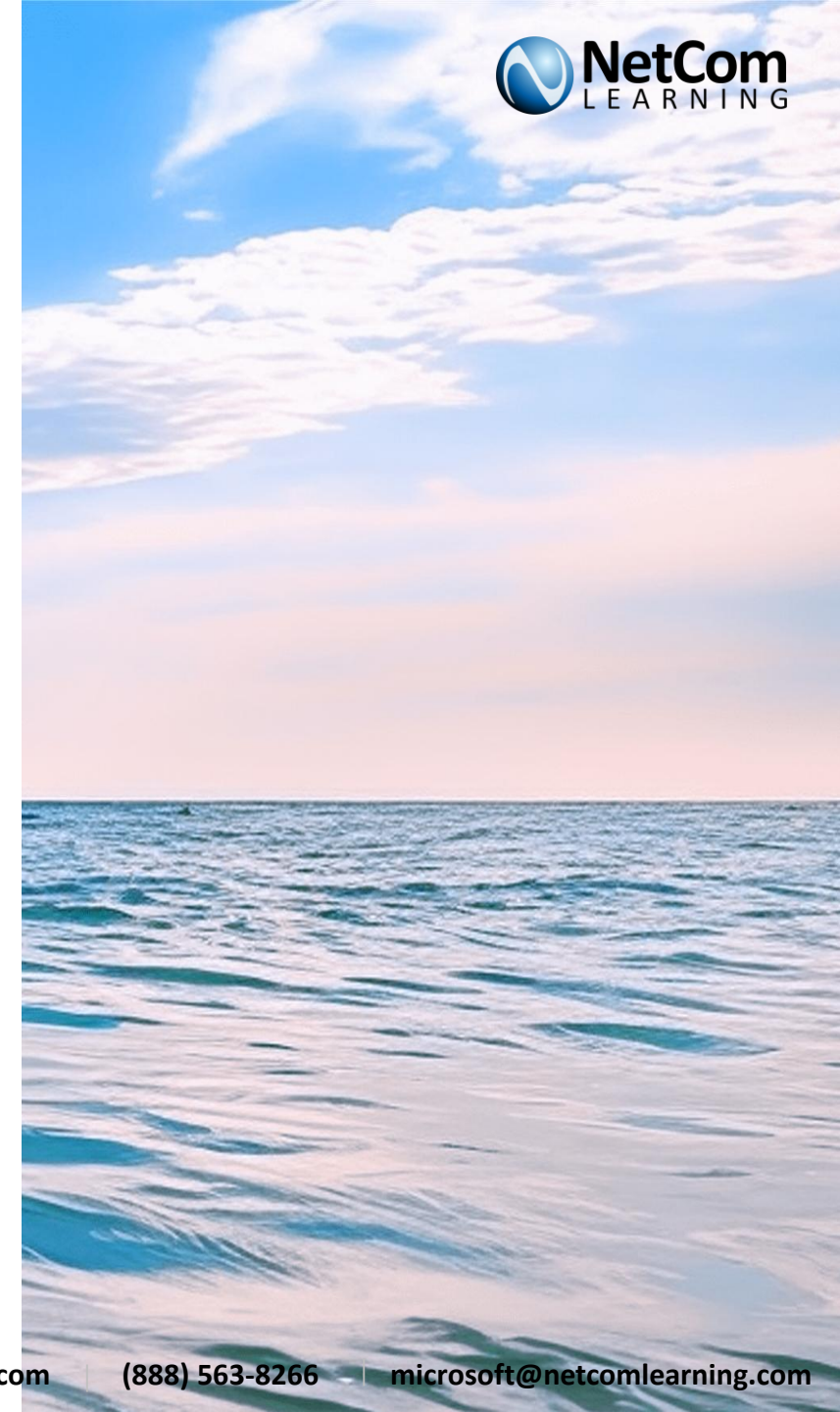
Adding Conditions

- Conditions determine when routes are activated
- Help ensure accurate transition through the conversational flow



Transition Targets

- Routes can lead to another Page, different Flow, or end the session
- Enables “componentizing” of the build out of a complex workflow



Enhancing Response Time



Efficient Routing

- Optimize routes to minimize response time and improve user experience
- Even if it appears complicated on the development side, the flow for the user should “feel” straightforward and understandable

Load Management

- Manage system load to ensure consistent performance and reliability
- DialogFlow CX conversations use resources (which have a cost associated) – look for chances to optimize
- Also, simplify where you (only make as complex as it needs to be) – less chance for failure

Evaluating Effectiveness



Use analytics to measure performance and identify areas for improvement

Analytics Tools



Implement feedback loops for ongoing enhancements to the DialogFlow CX configurations

Continuous Improvement

03

State Handlers

State Handlers – What Are They?



Definition

- Mechanisms that dictate how the system reacts during a conversation
- A step in the conversation can be thought of as the occurrence of an action – an event (that can be of varying degrees of complexity) that we might want to have handling for

01



Types

- The three main types:
 - Form Parameters
 - Route Groups
 - Event Handlers

02

Form Parameters

STEP. 01

Purpose

Used to collect required user input needed by the system

STEP. 02

Definition

Parameters are defined at the page level and have a required or optional status

STEP .03

Prompting

Prompting users can be done using system-generated or custom prompts

STEP. 04

Validation

Validation rules ensure the correctness of collected data

STEP. 05

Default Values

Parameters can have default values if user input is not provided

Route Groups

Function

Groups common routes to reuse across multiple pages

Avoid Duplication

Helps avoid duplication of logic and simplifies maintainability

Example Use Case

E.g., "Help", "Repeat", or "Cancel" intents available on multiple pages

Event Handlers



Responding

Responds to system-generated or custom events during interaction



Example

Trigger fallback processes for user inputs that do not match any defined routes



Fallback Behavior

Defines fallback behavior for handling errors and unmatched inputs

Thank you

