

Course Plan: Mastering Google Dialogflow CX

Course Overview: This course is designed to provide a comprehensive introduction to Google Dialogflow CX, covering all the essential components such as intents, entities, pages, flows, webhooks, and integrations. The course will culminate in a capstone project where participants will build a fully functional Food Ordering chatbot.

Course Objectives:

- Understand the basics of conversational AI and Google Dialogflow CX.
- Learn to create and manage intents, entities, pages, and flows.
- Integrate Dialogflow CX with external services using webhooks.
- Apply knowledge in a practical capstone project to build a Food Ordering chatbot.
- Prepare for real-world industry applications of conversational AI technologies.
- Apply knowledge in a practical project to build a Customer Support chatbot.

Course Outline:

Module 1: Introduction to Dialogflow CX

- **Lesson 1.1:** What is Dialogflow CX?
 - Overview of conversational AI
 - Differences between Dialogflow ES and CX
- **Lesson 1.2:** Setting Up Dialogflow CX
 - Creating a Google Cloud account
 - Setting up a Dialogflow CX agent
 - Navigating the Dialogflow CX console

Module 2: Working with Intents

- **Lesson 2.1:** Understanding Intents
 - What are intents?
 - Creating and managing intents
- **Lesson 2.2:** Training Phrases
 - Adding training phrases
 - Best practices for training phrases

Module 3: Entities

- **Lesson 3.1:** Understanding Entities
 - What are entities?
 - Creating and managing entities
- **Lesson 3.2:** Using System Entities
 - Overview of system entities
 - Customizing system entities

Module 4: Pages and Flows

- **Lesson 4.1: Understanding Pages**
 - What are pages?
 - Creating and managing pages
- **Lesson 4.2: Designing Flows**
 - What are flows?
 - Creating and managing flows
 - Best practices for flow design

Module 5: Webhooks

- **Lesson 5.1: Introduction to Webhooks**
 - What are webhooks?
 - Setting up webhooks in Dialogflow CX
- **Lesson 5.2: Handling Webhook Responses**
 - Writing webhook code
 - Parsing webhook responses

Module 6: Integrations

- **Lesson 6.1: Integrating with Messaging Platforms**
 - Overview of integration options
 - Integrating with common platforms (e.g., Messenger, WhatsApp)
- **Lesson 6.2: Advanced Integrations**
 - Integrating with third-party APIs
 - Handling authentication and authorization

Capstone Project: Building a Food Ordering Chatbot

- **Project Overview:**
 - Objectives and requirements
 - Project setup and initial planning
- **Step 1: Designing the Chatbot**
 - Defining intents and entities
 - Creating the conversational flow
- **Step 2: Implementing the Chatbot**
 - Setting up pages and flows
 - Integrating webhooks for order processing
- **Step 3: Testing and Debugging**
 - Testing the chatbot
 - Debugging common issues
- **Step 4: Deployment and Integration**
 - Deploying the chatbot
 - Integrating with a messaging platform

Course Deliverables:

- Comprehensive course materials (live recorded sessions)

- Practical assignments and quizzes for each module
- A fully functional Food Ordering chatbot as a capstone project (can be changed to a real case scenario)
- Access to a community forum for peer support and discussion (discord)
- Daily assignment, revision, and problem solving during the session

Target Audience:

- Aspiring conversational AI developers
- Software engineers looking to expand their skill set
- Professionals interested in automating customer interactions

Prerequisites:

- Basic understanding of programming concepts
- Familiarity with web development (recommended but not required)
- Any backend framework experience is a plus for Webhook/Fulfilment (required or taught during sessions)

Duration:

- Total course duration: 3 weeks
- Weekly commitment: 1 hour

By the end of this course, participants will have a solid understanding of Google Dialogflow CX and will be able to create sophisticated conversational agents for various applications. The capstone project will provide practical experience in building a real-world chatbot, preparing participants for advanced projects in the field of conversational AI.