

CCAI Frontend Integrations

Telephony Connectivity Quiz



- Questions & answers may be arranged differently

A customer wants to upgrade their DTMF-based IVR with a virtual agent. When the virtual agent cannot contain the call, the customer wants the call routed to a relevant department with all of the context from the virtual agent. Which of these integration options should you consider? (Choose two)

☐ Dialogflow CX Phone Gateway

✓ CCAI Platform

Correct answer

☐ gRPC endpoint ☐ SIPREC endpoint

✓ Partner integration or connector

Correct answer

My customer wants to have a direct deal for CCAI, and not buy through an OEM partner or CCAI Platform. Can I do that? (Choose three)

☐ No, CCAI APIs are not publicly available.

✓ Yes, the customer will not need live voice features

Correct answer

☐ Yes, the customer will implement their own streaming audio solution using gRPC or SIP.

✓ Yes, the customer's telephony partner offers "bring your own AI" with a prebuilt CCAI integration.

Correct answer

✓ Yes, a third-party ISV offers a CCAI connector for the customer's contact center.

Correct answer

Which of these protocols support telephony agent assist? (Choose three)

☒ gRPC

Correct answer

☐ Pub/Sub

☒ SIPREC

Correct answer

☐ SMTP

☒ SIP

Correct answer

☐ MQTT

What do OEMs, CCAI Platform, and CCAI connectors all provide on top of CCAI? (Choose four)

☒ Seamless virtual agent handoffs with Agent Assist for Voice

Correct answer

☒ Contact Center Solution completeness

Correct answer

☐ Quality projections based on historical call recordings

☒ Pre-engineered integrations

Correct answer

☒ Full solution enterprise support

Correct answer

☐ Compatibility with existing infrastructure

☐ Support for all third-party CRM

Which of these protocols support telephony virtual agents? (Choose two)

☐ MQTT ☐ SMTP

✓ gRPC

Correct answer

☐ SIPREC

✓ SIP

Correct answer

Which of these connectivity protocols does CCAI support for live voice integrations? (Choose three)

✓ SIPREC

Correct answer

☐ REST ☐ SMTP

✓ SIP

Correct answer

☐ MQTT

✓ gRPC

Correct answer

Telephony Conversations Quiz

Which of the following advanced speech settings is most impactful to the performance of your solution.

- ☐ End of speech sensitivity
- ☐ Advanced timeout-based endpointing
- ☐ Barge-in
- ☒ Speech model

Correct answer

Your virtual agent has trouble understanding users. When you check Dialogflow conversation history, the transcripts do not match what the user said. You enable Dialogflow's audio export bucket to record some calls that exhibit the issue and notice the speech is clear and understandable. How might you fix this?

- ☒ Ensure that I collect alpha/numeric sequences (like 12345678 or ABCD1234) through form-filling.

Correct answer

- ☒ Configure a different Google speech model better suited for my use-case.

Correct answer

- ☒ Check that auto speech adaptation is enabled, then make sure the agent's training phrases and entities contain the phrases the users are actually saying.

Correct answer

- ☒ Specify manual speech adaptations for the phrases I want to transcribe correctly.

Correct answer

- ☒ Enable call companions to offer users an alternative input method.

Correct answer

Correct Answers Only

Google support asks you to share an audio recording of a problem behavior you've reported with your telephony experience. Which of the following considerations should you take: (Choose two)

- ☐ Encode as MP3 files so they can be shared with support more easily
- ☒ Check that the caller and agent audio are in separate files, or separate channels of a stereo audio.

Correct answer

- ☐ Record your call from an app on your phone to get the original audio source.
- ☒ Record calls from your CCAI contact center solution.

Correct answer

- ☐ Test in the Dialogflow console and record your screen and mic.

Built-in Dialogflow features like barge-in, speech adaptation, and partial responses ensure consistent experiences regardless of your integration method.

- ☐ True
- ☒ False

Correct answer

Which of the following are sent through telephony integration's gRPC to the CCAI APIs? (Choose three)

☒ Session parameters

Correct answer

☐ End of speech detection ☐ Start of speech detection

☐ The caller's geolocation

☒ The caller's audio stream

Correct answer

☒ Programmatic events that change the conversation state

Correct answer

Which of the following are returned from the CCAI APIs through the telephony integration's gRPC. (Choose three.)

☒ Programmatic events that change the conversation state

Correct answer

☒ Start of speech detection

Correct answer

☒ Session parameters

Correct answer

☐ The caller's audio stream ☐ The Caller's IP Address

☐ The caller's geolocation

Which of the following features could help reliably authenticate users to your virtual agent? (Choose three)

☒ I can cross-reference Caller ID with a DTMF-collected pin code

Correct answer

☐ I can use a regexp entity and collect an alpha/numeric ID by annotating the entity in intent training phrases.

☒ I can lookup known users from Caller ID then use Speaker ID to tell me which one is speaking

Correct answer

☐ Speaker ID tells me which one of my many enrolled users is speaking

☒ I can use a regexp entity and collect an alpha/numeric ID with required form-filling

Correct answer

When you test your virtual agent through your telephony integration, you experience long periods of silence before hearing a response to your inputs. How might you fix this? (Choose four)

☐ Enable advanced timeout-based endpointing and decrease the sensitivity slider.

✓ Enable advanced timeout-based endpointing and increase the sensitivity slider.

Correct answer

✓ Specify a different speech model.

Correct answer

✓ Check the performance of my fulfillments' webhooks.

Correct answer

☐ My integration offers an option to specify the maximum number of seconds to wait after a user speaks.

✓ Contact my integration owner for troubleshooting any networking or other processing issues.

Correct answer

You need at least one conversation profile per: (Choose three)

✓ Dialogflow agent

Correct answer

☐ Release version

✓ Unique Agent Assist feature combination

Correct answer

✓ Language

Correct answer

☐ Human Agent ☐ Session

Other Integrations Quiz

3

What are some benefits of choosing an open source integration?

☒ Your developer team may fork the integration to suit your needs.

Correct answer

☐ The community maintains the code so my integration will stay up to date.

☐ You can get all the benefits of CCAI, plus you can customize how the integration works.

☒ Allows you to extend your reach to platforms that do not have built-in integrations.

Correct answer

Dialogflow CX Messenger has built-in support for these CCAI features:

☐ Contextual handoff to a human agent

☐ Agent Assist

☒ Chat with a virtual agent

☐ Export sessions to CCAI Insights

Correct answer

Your employer asks you to design an AI-driven multi-channel automated voice and text solution across telephone, website, and social media. Which approach should you take?

- ☐ Build a separate Dialogflow virtual agent for each channel (voice, web, social) and connect them together using backend logic to transfer conversations seamlessly.
- ☐ Utilize separate telephony, chat, and social channel solutions, but use the same Dialogflow for each so you can merge data at the backend.
- ☐ Create separate telephony, text, and social channel solutions, and keep the data separate too. You cannot mix channels in your virtual agent.
- ☒ Integrate voice, web, and social channels in one solution architecture with a common Dialogflow virtual agent.

Correct answer

Hope This Helps You!!