# CCAI Frontend Integrations Telephony Connectivity Quiz

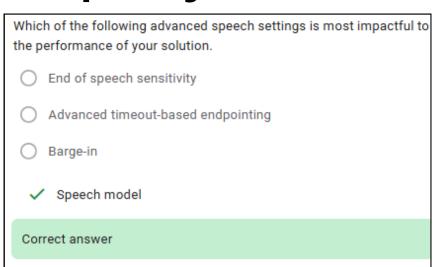
Questions & answers may be arranged diffrently

A customer wants to upgrade their DTMF-bas agent. When the virtual agent cannot contain wants the call routed to a relevant department from the virtual agent. Which of these integral consider? (Choose two)	n the call, the customer nt with all of the context
☐ Dialogflow CX Phone Gateway	
✓ CCAI Platform	
Correct answer	
gRPC endpoint SIPREC endpoint	t
✓ 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)
	<ul> <li>No, CCAI APIs are not publicly available.</li> <li>✓ Yes, the customer will not need live voice features</li> </ul>
	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 telephor three)	ny agent assist? (Choose
✓ 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
	Correct ariswer
	✓ 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**



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

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 cent through telephony integration's appo	Which of the following are returned from the CCAI APIs through the telephony integration's gRPC. (Choose three.)
Which of the following are sent through telephony integration's gRPC to the CCAI APIs? (Choose three)	✓ Programmatic events that change the conversation state
✓ Session parameters	Correct answer
Correct answer	✓ Start of speech detection
	Correct answer
☐ End of speech detection ☐ Start of speech detection	✓ Session parameters
The caller's geolocation	Correct answer
✓ The caller's audio stream	☐ The caller's audio stream ☐ The Caller's IP Address
Correct answer	☐ The caller's geolocation
✓ Programmatic events that change the conversation state	
Correct answer	
to your virtual ag	ent? (Choose three)

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

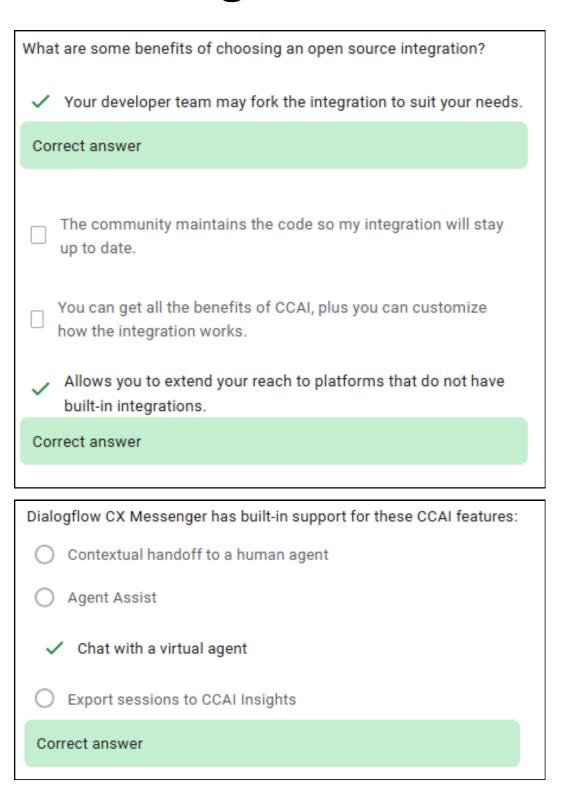
you experience long periods of silence before hearing your inputs. How might you fix this? (Choose four)	g a response to
Enable advanced timeout-based endpointing and sensitivity slider.	d decrease the
<ul> <li>Enable advanced timeout-based endpointing ar sensitivity slider.</li> </ul>	nd increase the
Correct answer	
✓ Specify a different speech model.	
Correct answer	
Check the performance of my fulfillments' web	hooks.
Correct answer	
My integration offers an option to specify the man of seconds to wait after a user speaks.  Contact my integration owner for troubleshootinetworking or other processing issues.  Correct answer	ng any
	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

When you test your virtual agent through your telephony integration,

## Other Integrations Quiz





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 dataseparate 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!!**