Google Home Gateway Client Information

The information below is needed by IPsoft to implement a Google Home gateway with Amelia V3 software.

Public URL for Amelia instance	_____
Initial domain for conversations	_____

Will the gateway support Present content from Amelia (audio/mpeg files or streaming media*)?

☐ Yes   ☐ No (default)

If yes, will audio files be stored in content manager for download from Amelia?

☐ Yes   ☐ No

Note: to stream media to a Google Home device from an external media server, the URL for that streaming media must be passed to the gateway in an html file via the Present task.

GATEWAY USER FOR AMELIA

The Google Home gateway does not require a user account in Amelia for its use. All conversations originating from Google Home will be anonymous. A user account can be set up for the gateway if that is desired (to identify the gateway, perhaps).

Gateway conversation support?   ☐ Anonymous*   ☐ Specific user

If specific user, specify
Username for gateway user   _____
Password for gateway user   _____

Note: if Anonymous, the initial domain for conversations MUST allow anonymous access.

ACTIONS ON GOOGLE AND DIALOGFLOW AGENT

To communicate with the gateway, an Actions on Google project and Dialogflow Agent must be created and configured in the client's Google Cloud Platform account. Instructions to create this Action and Dialogflow Agent are detailed in separate documentation, located here.

After creating the Google Action and Dialogflow Agent, provide the following information:

Display Name/Invocation Name (from **Actions Console –> Develop > Invocation**) _____

Project Id (from **Google Cloud Platform Dashboard -> Project Info tab**) _____

Project Number (from **Google Cloud Platform Dashboard -> Project Info tab**) _____

Supported language codes* (from **Actions Console** and **Dialogflow console**)
_____

Note: the default properties used by the gateway are in English. If supporting multiple languages, you must supply the language specific overrides for these properties as detailed throughout this document.

Gateway/Amelia Environment

Is Amelia configured in a cluster with more than 1 node? ☐ Yes ☐ No

Will the server hosting the gateway have direct internet access or will a web proxy server be used?

☐ Direct access

☐ Proxy server

Proxy Server URL _____

Hostname _____

Port _____

Username (Optional) _____

Password (Optional) _____

TEST ACCOUNT INFORMATION

A test account should be provided by the client to test the gateway after installation. Ask the client to add your Google account email address to the Alpha and Beta Test groups in the Actions Console.

After addition to each group, the client should provide an opt-in link from each group to each tester.

Alternatively, you can ask the client for the username and password of their Google Cloud Platform account. It's not very likely that they would provide this information, however.

OPTIONAL INFORMATION

This section can be skipped if the gateway default values below are sufficient. If any of these default values should be changed, please specify below.

Default values require modification? ☐ Yes ☐ No (default)

If No, all default values below will be used.

Does the initial conversation channel need to be specified?

☐ Yes ☐ No (default)

If yes, specify the channel name, 45 characters max, no spaces, for example, googlehome (default is *amelia-gateway-googlehome*) _____

Should the conversation be closed after a specified period of inactivity (inactivity timeout)?

☐ Yes (default) ☐ No

If yes, specify inactivity period (default is *15 minutes*) _____

Can the end user close the conversation by entering a specific message in the conversation?

☐ Yes (default) ☐ No

If yes, specify the close message (default is *close*) _____

Can the end user restart the conversation by entering a specific message in the conversation?

☐ Yes (default) ☐ No

If yes, specify the restart message (default is *restart*) _____

IPSOFT

AMELIA
IPsoft's Cognitive Agent

How long should the gateway wait for a response from Amelia when requesting new conversations (should not exceed 10 seconds)? (default is *9 seconds*) _____

Provide a generic error response if an error occurs while processing an incoming request (default is *An error has occurred. Please try again.*) _____

Provide a generic error response if an error occurs in the listener when requesting new conversations (default uses the generic error response above) _____

Provide a conversation closed response, 60 characters max (default is *This conversation has been closed*)

_____

Media Responses

Should the conversation be closed immediately upon sending a media response? (Choose Yes if media should be available to mobile phone users via Google Assistant.)

☐ Yes ☐ No (default)

When sending a media response to Google, a short message must be included with each response. This short message is played just prior to streaming the media.

Provide a media response message to be played prior to streaming any media content to the user (default is *Please enjoy the podcast.*) _____

Media Status

Media status messages are sent by Google after the gateway sends a media response. These status messages can be responded to by the gateway or forwarded to Amelia for handling. Possible media status values are: FINISHED, FAILED, STATUS_UNSPECIFIED, ERROR, UNKNOWN

Should media status messages be forwarded to Amelia for handling?

☐ Yes ☐ No (default)

If yes, specify a status prefix string for the message (default is *Media status*): _____

If no, specify a response to a FINISHED status (default is *Thanks for listening*) _____

If no, specify a response to all other status messages (default is *Sorry, an error has occurred. Please try again*) _____

No Input Re-Prompt Requests

After a period of inactivity, Google will send a re-prompt request to the gateway to elicit a response to the end user alerting them that the conversation is still active. These re-prompt requests can be replied to by the gateway or forwarded to Amelia for handling. The re-prompt requests will indicate the re-prompt count starting from 0.

Should re-prompt requests be forwarded to Amelia for handling?

☐ Yes ☐ No (default)

If yes, specify a prefix string (default is *No input from user prompt*): _____

If no, specify a list of re-prompt responses sent by the gateway for each request (default values are

If you want to proceed, please ask me a question, or say good bye to end this conversation.

I didn't hear you, please ask me a question, or say good bye to end this conversation.)

_____

_____

The final re-prompt request sent by Google indicates that the conversation is closing due to inactivity. In this event, before closing the conversation, the gateway will send a response to the end user and inform Amelia that the conversation is closing by sending a message.

Provide the final re-prompt response to the end user (default is *Ok, please try again later, good bye)*
_____

Provide the final re-prompt request message sent to Amelia (default is *Conversation is closing due to lack of user input*) _____

NON-TYPICAL CONFIGURATIONS

This section can be skipped if the gateway default values below are sufficient. If any of these default values should be changed, please specify below.

Non-typical configuration should be applied? ☐ Yes ☐ No (default)

If No, all default values below will be used.

Should the gateway be limited to specific hours of operation (this is NOT typical)?
☐ Yes   ☐ No (default)
If yes, specify the hours of operation for each day of the week including time zone

_____

If yes, specify a response to conversation requests received when the gateway listener is *offline* (default is *The service is not available right now, please try again later.*):

_____

Should the number of concurrent conversations through the gateway be limited to a maximum value (this is NOT typical)?
☐ Yes   ☐ No (default)
If yes, specify the maximum number of concurrent conversations allowed (default is *unlimited*)

_____

The gateway's hours of operation can be segmented into sessions. Sessions are used to limit the number of conversations during any given session. Once the maximum number of conversations in a session has been reached, the gateway will not accept any more conversations until the start of the next session.

Should the gateway's hours of operation be segmented into sessions (this is NOT typical)?
☐ Yes   ☐ No (default)
If yes, specify the maximum number of conversations allowed in any given session (default is *unlimited*) _____
If yes, specify session periods, for example, 1/2 hour sessions or 8am to noon, including time zone

_____