

Projects and Conversational Agents (1 of 2)

Ensure that you understand the difference between projects and Conventational Apents, and that you can implement both.

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One project containing all non-production CES resources (with declared lead environments).

resources both decrand hear environmental. One project containing all production CEE

resources beth staging and prodien incremental.

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Projects and Conversational Agents (2 of 2)

Ensure that you understand the difference between projects and

Projects Convers

the same ASS access controls to each records. Sufficient

For CES, we recommend.

- One project containing all non-production Of concerns, fulfill day and fined environmental.
- resuros orth stignigant processionnents.

A logical collection of interactions targeting

inversational Agent has built in environments occurredly only need one-Conversational Age

ech-d'year projects.

numbered agents have different user groups redoment teams, use sense an emission for

Projects and Conversational Agents (2 of 2)

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Projects	Converse

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A high all collection of interactions hargering

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ou words and med are Conversational Age of of your projects.

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Client communications with the Conversational Agents, API (2)

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No additional infrastructure is required.
Your Conversational Agents clients will assess to translate the Conversational Agents and the Conversational Agents and the Conversational Agents and the Conversational Agents and

The endpoints are encrypted with TuS and use a service account to authenticate and authorize with

Private

Cloud VPC. Add a Private Service Connect for Google Cloud APIs to Stic VPC.

de que the PSCs IP address is routable fro or private nationals.

Client communications with the Conversational Agents, API (2)

Manage client communication with the Conventational Agents API using public

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Customer to Agent ingress routing (2 of 5)

How does this work in an environment

 Setup a private connection between your da center and Saogle Cloud.

 Communicate via a Private Service Connect the VEC.

 Convenietional Agnets uses internal DNS to construct techniques



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Customer to Agent ingress routing (3 of 5)

How does this work in an environment?

If Convenience Agents are in scope: Convenience Agents secures its public

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VPC service control

A Cloud Intersament can also be used if print connectivity is a requirement from customer.



Customer to Agent ingress routing (3 of 5)

House diness this words in an employment?

• TLS

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A Cloud Marsaneest can also be used if priva connectivity is a requirement from customer.







Lustomer to Agent ingress routing (5 of 5)

Communications flow between an end user and a Conversational Agent.



Lustomer to Agent ingress routing (5 of 5)

If Agent Assist is not in scope

 Determine how audio is to be se Conventional Asents.

You can use an ARI via gRPC requests.
 Or one a senior that can represent to the

Now that SPRSC endpoint is public or

 Note that SIPMSC engagest is public only, bu secured ris mutual TLS. ---

