

Noctive

List hav considerations when planning for

Describe the Agent Assist components and markflow.



Northe

List hav considerations when atamins for

Describe the Agent Assist components and markflow.



Agent Assist

All empowers human agents to be more production and provide better services for providing



Agent Assist

All empowers human agents to be more productive and provide better service, by providing



Agent Assist

Al empowers human agents to be more productive











• When downst depoint from one sall becomes?

Assist?

 How does Agent Assist, integrate with other Google Cloud components and CCS solution



• What sever senior fact one all because?

Howard input chart or audio be sent in to Agent Audio?

 How class Agent Assist, integrate with other Google Cloud components and CCS soluti



What down books foot one oil become?

What Agent Assist features will be used?
 How will input chart or audio be sent in it

 How will responses be presented to human agents on their Agent cleaking?

 How class Agent Assist: integrate with oth Google Cloud components and CES soluti



• What sever senior fact one all because?

What Agent Assist features will be used?
 How will input chat or audio be sent in it

How will responses be presented to human
 country or their femal shedders?

 How class Agent Assist: integrate with other Google Cloud components and CCS soluti



what decisions need to be made?

What Agent Assist Features will be used?

 How will responses be presented to hum apprils on their Baseri steddiess?

 How class Agent Assist: integrate with other Google Cloud components and CCS solution



ent Assist features

Smart Papiy and Smart Compo

Generative Knowledge Assist

Baseline LLM Summarication

Sentiment analysis



ent Assist features

5 mart Papiy and Smart Compo

Generative Knowledge Assist

O Sentiment analysis



















Chat integration: input to Agent Assist (1014)



unat integration: input to Agent Assist (1 or





























Also reduces the effort of gRPC calls being called out for audio processing.

For calls with human agents, use booters own-dragers in emission for path between participants. Use Coople Cloud's 59/900 endport to duplicate conversables media elesares to ligand Assall.

Also reduces the effort of gRPC calls being called out for audio processing.

controllers to minimize the path between participants.

Use Google Cloud's SPRIC endpoint to duplicat



Also reduces the effort of gRPC calls being called out for audio processing

For calls with harven agents, use bodier order deeps in exempts the past between participants. (In Conference of the past of the participants of the past participants of participants of the past participants of participants of the past participants of par

Also reduces the effort of gRPC calls being called out for audio processing.

controllers in minimize the path between persogners.

Use Google Cloud's SPRIC endpoint to duplicat convergation media streams to based Assist.



Also reduces the effort of gRPC calls being called out for audio processing.

For calls with human agents, use border overlanders in emission of the pilk between participants. Use Google Cloud's 50900 endport to sharkane ownerwaters media diseases builgand Assats.

Also reduces the effort of gRPC calls being called out for audio processing.

On Claim And Control and Control Con



Also reduces the effort of gRPC calls being called out for audio processing.

For calls with human agents, use border controlleders is reviewed the yealth between point/cigarcs. Use Google Cloud's SPROC endoore to duplicate conversation make presents in Algorif Assist.

Also reduces the effort of gRPC calls being called out for audio processing.

controllers to minimize the path between participants.
Use Google Cloud's \$19800 endpoint to duplicate conversables media streams to figure Associ.

