

Google CCAI Developer Roadmap

Your journey to Contact Center AI mastery







Customer Interactions

Voice & Digital Channels

Dialogflow CX

Virtual Agents

Agent Assist

Real-time Support

Insights

Analytics

CCAI Platform

Unified Contact Center Solution

Machine Learning Services

NLP, Speech-to-Text, Text-to-Speech

Google Cloud Platform

Infrastructure & Services







CCAl Learning Path Flowchart

Foundation Courses

Python Programming Dial

Duration: 4 weeks

Google Cloud Basics

Duration: 2 weeks

Conversational Design

Duration: 3 weeks

Core CCAI Courses

Dialogflow ES

Duration: 3 weeks

Dialogflow CX

Duration: 4 weeks

CCAI Platform Basics

Duration: 2 weeks

Advanced Courses

Agent Assist

Duration: 3 weeks

Conversational Insights

Duration: 3 weeks

Integration Techniques

Duration: 4 weeks

Specializations

Industry Solutions

Duration: 4 weeks

Enterprise Architecture

Duration: 5 weeks

Al Ethics & Governance

Duration: 3 weeks



CCAI Skills Hierarchy





- Cross-Platform Solutions
- CCAI Platform Mastery
- Cloud & ML Foundations
- Programming Fundamentals

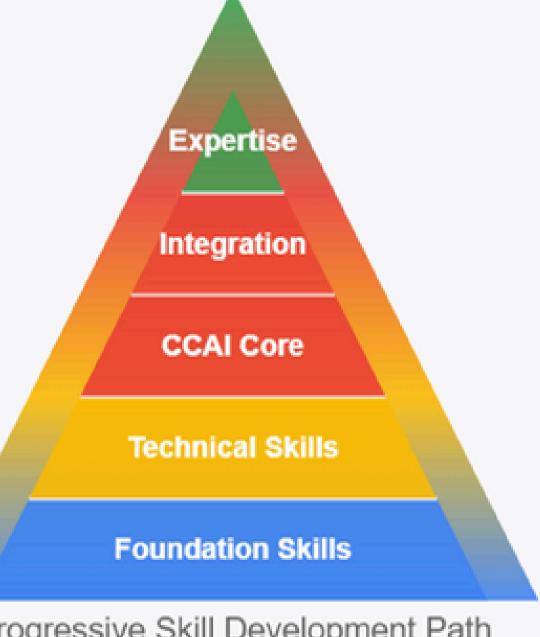
Al Ethics & Specialization

Systems Integration

Dialogflow, Agent Assist

Google Cloud, NLP, ML/Al

Python, Conversation Design



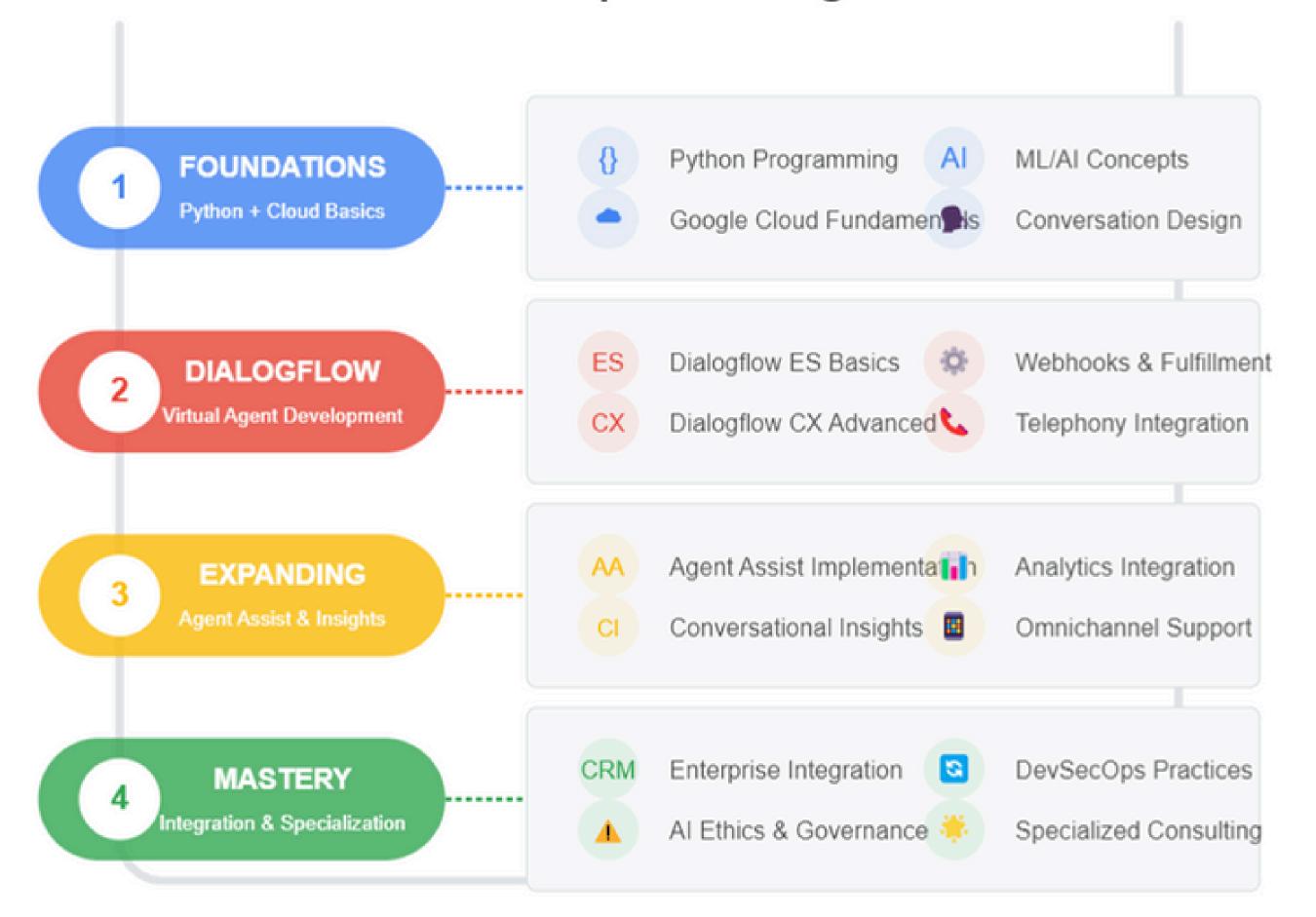
Progressive Skill Development Path

From foundational knowledge to specialized expertise



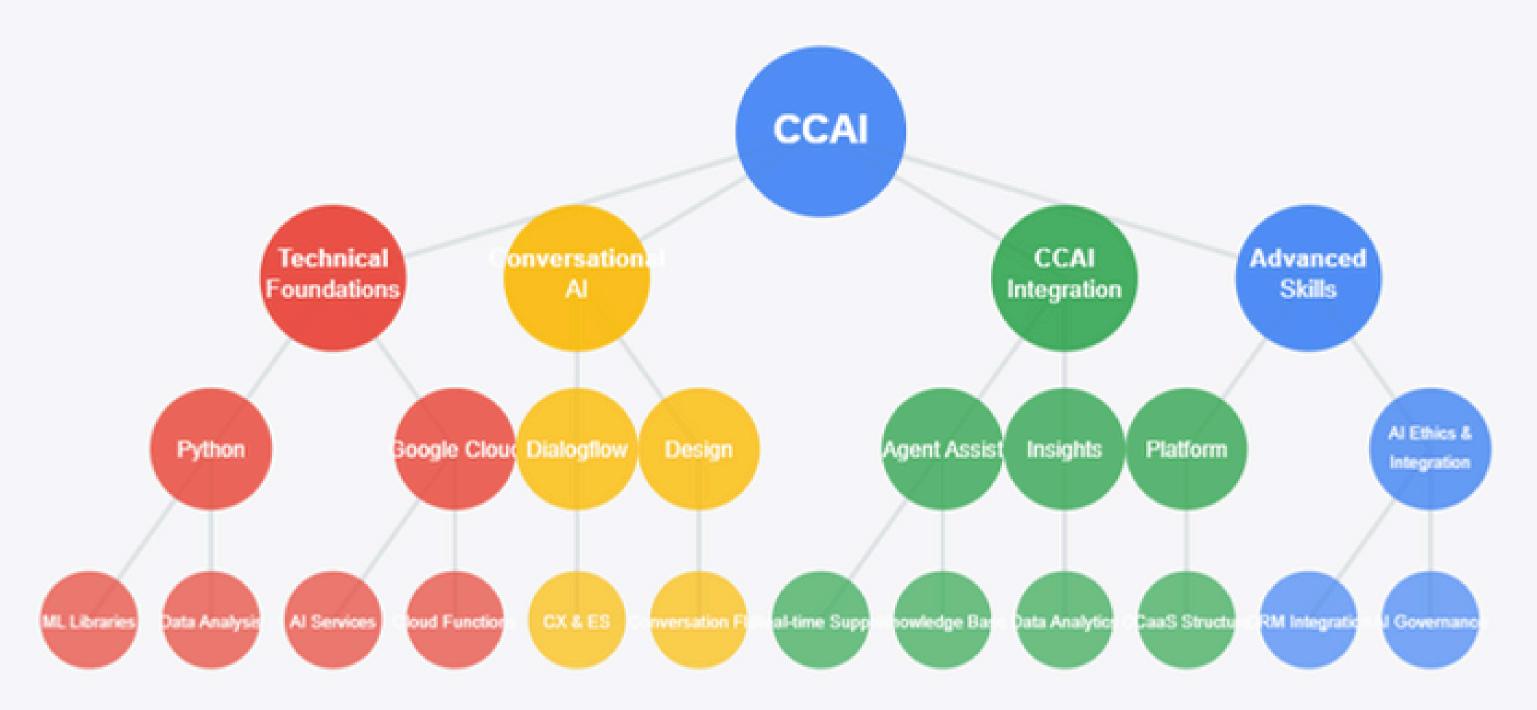


CCAI Developer Learning Path



CCAI Knowledge Graph





Google CCAI Developer Knowledge Map

Comprehensive view of interconnected skills and knowledge domains required for CCAI development mastery

