



4 Courses

**Contact Center AI:  
Conversational Design  
Fundamentals**

**Virtual Agent Development  
in Dialogflow CX for Citizen  
Devs**

**Virtual Agent Development  
in Dialogflow CX for  
Software Devs**

**Contact Center AI:  
Operations and  
Implementation**



Jan 27, 2024

**Alexia Monize**

has successfully completed the online, non-credit Specialization

# Customer Experiences with Contact Center AI - Dialogflow CX

In this series, learn how to design customer conversations using Contact Center Artificial Intelligence (CCAI). You'll use Dialogflow CX to create virtual agents and test them using the simulator. Learn to add functionality to access data from external systems, making virtual agents conversationally dynamic. You'll be introduced to testing methods, connectivity protocols, APIs, environment management, and compliance measures. Learn best practices for integrating conversational solutions with your existing contact center software and implementing solutions securely and at scale.

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