4 Courses

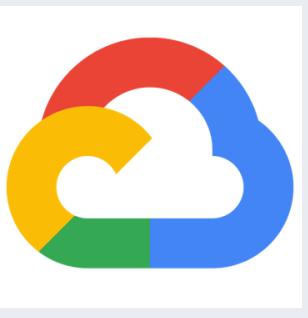**Contact Center AI: Conversational Design Fundamentals**

Virtual Agent Development in Dialogflow CX for Citizen Devs

Virtual Agent Development in Dialogflow CX for Software Devs

Contact Center AI: Operations and Implementation

Google Cloud Training

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.

Verify this certificate at:
https://coursera.org/verify/specialization/CTNYPA4KSG4P