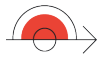Google Cloud

Google Cloud

(/)

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Public Preview

school **19 activities**   update **Last updated 11 months**   person **Managed by Google Cloud**

For learners seeking the latest product training, this path contains courses directly sourced and adapted from our internal and partner training catalogs. Courses contained in this path are still in development, subject to frequent (or infrequent) updates, and may be unceremoniously ejected from the catalog on short notice. While we work hard to ensure content is accurate and up to date, we won't make that guarantee. For those willing to dive into this learning path, you'll be rewarded with our latest product training insights.

Start learning path

(/paths/371/course_templates/1123)
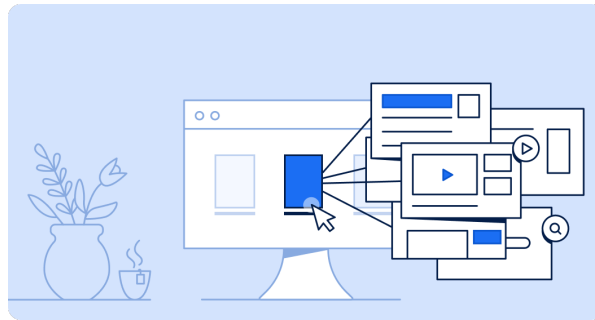
01 Conversational Insights

book Course

access_time 1 hour 45 minutes

show_chart Intermediate

In this course you will learn how to leverage Conversational Insights to uncover hidden information from your contact center data to increase operational efficiency and drive data-driven business decisions.

Start course

(/paths/371/course_templates/1108)

## 02 Conversational AI and its Engagement Framework

book Course

access_time 1 hour 15 minutes

show_chart Introductory

Transform your understanding of customer service with this course on the Customer Engagement Suite (CES) and its powerful generative AI capabilities. You'll start by tracing the journey of contact centers, understanding how they've evolved and where gen AI is propelling them...

Start course

Google Cloud

Architecture

(/paths/371/course_templates/1002)
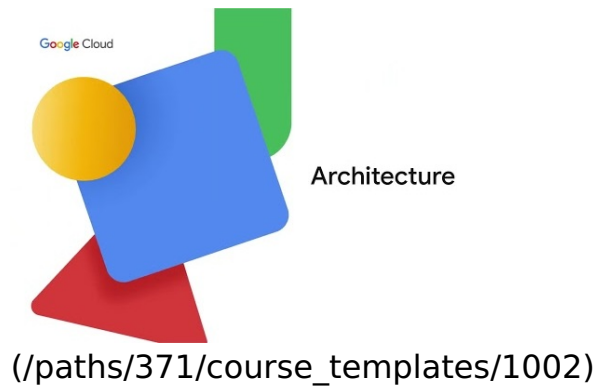
03 Customer Engagement Suite with Google AI Architecture

book Course
access_time 3 hours
show_chart Introductory

In this course you will learn the key architectural considerations that need to be taken into account when designing for the implementation of Conversational AI solutions. Please note Dialogflow CX was recently renamed to Conversational Agents and CCAI Insights was...

Start course

(/paths/371/course_templates/1102)

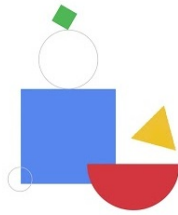# 04 Agent Summarization (Custom)

book Course

access_time 45 minutes

show_chart Advanced

In this course you will learn how Contact Center AI Agent Assist can help distill complex customer interactions into concise and clear summaries.

Start course

Google Cloud

Introduction to Vertex
AI Search, and
Conversation and
Gen AI agents

CCAI

05 Virtual FAQ with data store agents
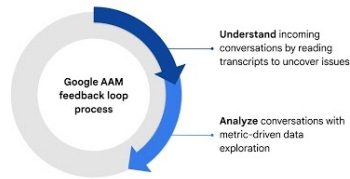
book Course
access_time 1 hour
show_chart Intermediate

In this course, you will learn how to develop a generative agent capable of answering questions from websites, documents, and/or unstructured data.

Start course

Feedback loop: Analyze

Utilize key performance indicators (KPIs) to dive deeper into different segments of the customer journey

Google AAM feedback loop process

Understand incoming conversations by reading transcripts to uncover issues

Analyze conversations with metric-driven data exploration

CCAI

(/paths/371/course_templates/1121)

06 Basic Performance Measurement
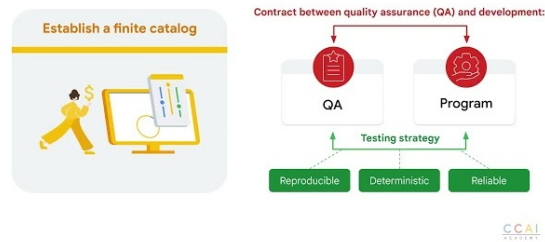
book Course

access_time 1 hour 15 minutes

show_chart Intermediate

This course explores the fundamentals of the feedback loop process for Virtual Agent development and introduces the native capabilities within Dialogflow CX that support it

Start course

Steps to creating a CUJ "first" approach to testing (1 of 3)

(/paths/371/course_templates/1105)

# 07 DFCX Bot Building Quality Assurance and Deployment Lifecycle

book Course

access_time 1 hour 15 minutes

show_chart Intermediate

This course explores the quality assurance best practices and the tools available in Dialogflow CX to ensure production grade quality during Virtual Agent development, as well as the key tenets for the creation of a robust end to end deployment...

Start course
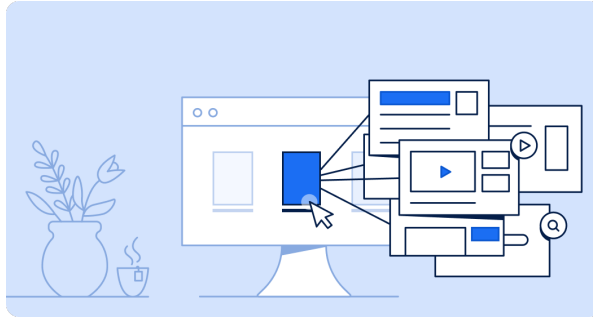
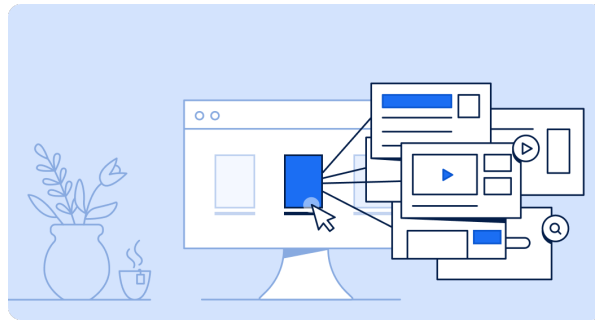# 08 Building a Virtual Agent with Dialogflow CX

book Course
access_time 3 hours
show_chart Intermediate

Learn how to build a basic virtual agent for your contact center using Dialogflow CX.

Start course

(/paths/371/course_templates/1070)

09 Conversation Design Fundamentals
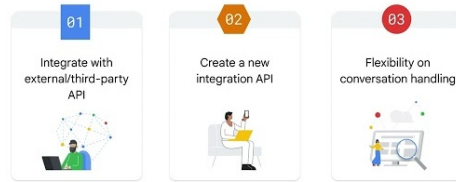
book Course

access_time 1 hour 30 minutes

show_chart Introductory

This course explores the foundational principles of conversation design to craft engaging and effective chatbot experiences that emulate human-like experiences.

Start course

Example use cases for webhooks

Examples are important for us to understand how customers are using webhooks in the real world.

01 Integrate with external/third-party API

02 Create a new integration API

03 Flexibility on conversation handling

(/paths/371/course_templates/1107)

10 Webhook fundamentals

book Course

access_time 30 minutes

show_chart Advanced

In this course, you will learn the important role that different types of webhooks play in Dialogflow CX development, and how to effectively integrate them into your routine configuration of a Virtual Agent.

Start course

What is Generative AI

GenAI is a type of Artificial Intelligence that creates new content based on what it has learned from existing content.

The process of learning from existing content is called training and results in the creation of a statistical model.

When given a prompt, GenAI uses this statistical model to predict what an expected response might be–and this generates new content.

CCAI

(/paths/371/course_templates/1104)

11 Incorporating Generative Features into Complex DFCX Agents

book Course

access_time 1 hour 30 minutes

show_chart Advanced

In this course you will learn how to integrate multiple advanced generative capabilities within a Dialogflow CX agent.

Start course

(/paths/371/course_templates/1103)

12 Building Complex End to End Self-Service Experiences in Dialogflow CX

book Course
access_time 1 hour 45 minutes
show_chart Advanced

This course will equip you with the tools to develop complex conversational experiences in Dialogflow CX capable of identifying the user intent and routing it to the right self service flow.

Start course

SIP for Recording (SIPREC)

SIP for Recording (SIPREC)
- SIPREC is a listen-only extension of SIP.
- Designed for recording and transcribing cc
- Supported by most SBCs
- Only applicable for Agent Assist.

(/paths/371/course_templates/1013)

13 Conversational AI Voice and Chat Integrations

book Course
access_time 2 hours
show_chart Advanced

Learn about building conversational AI voice and chat integrations, including how telephony systems can connect with Google to enable phone-based interactions within the Conversational AI ecosystem. Explore key topics such as the differences between chat and voice conversations, the writing...

Start course

There are multiple ways to optimize for latency including:

- Optimizing your infrastructure.
- Optimizing the orchestration layer.
- Optimizing at the application level.

CCAI

(/paths/371/course_templates/1098)
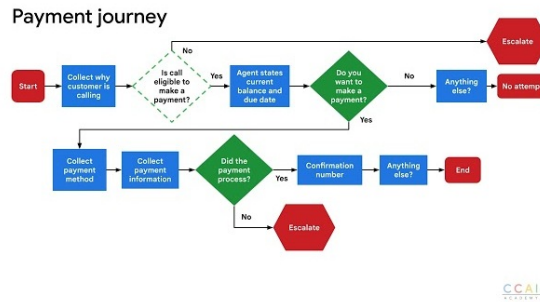
14 Advanced Webhook Concepts

book Course

access_time 45 minutes

show_chart Advanced

This course explores advanced technical considerations to optimize Webhook connectivity for comprehensive, end-to-end, Virtual Agent self-service experiences.
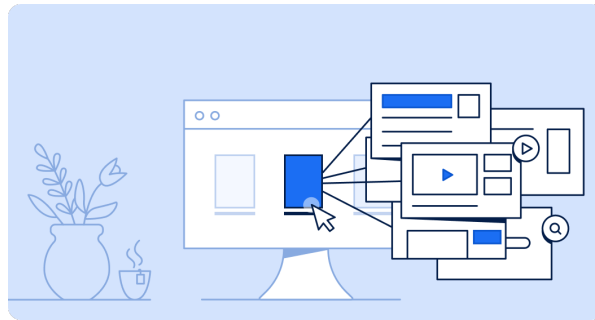
Start course

Payment journey

(/paths/371/course_templates/1099)

15 Advanced Performance Measurement

book Course
access_time 1 hour
show_chart Advanced

In this course, you will learn about advanced methods and tools to monitor the performance of your virtual agents in Dialogflow CX

Start course

16 Create Agents with Generative Playbooks

book Course
access_time 1 hour 15 minutes
show_chart Advanced

This course will teach you how to build conversational experiences for Conversational Agents using Generative Playbooks. You'll start with an introduction to playbooks and learn how to set up your first one. You'll also learn about the importance of testing, as...

Start course

Differences between chat and voice conversations

(/paths/371/course_templates/1106)
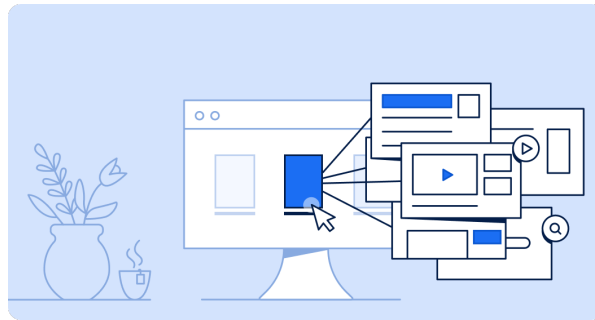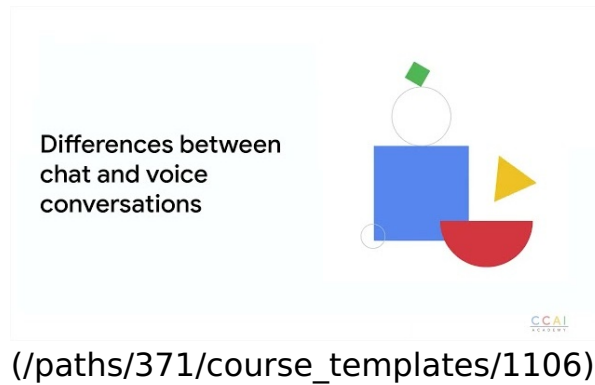
17 Advanced Conversation Design

book Course

access_time 45 minutes

show_chart Advanced

In this course, you will learn the advanced conversational design principles for both the Voice and Caht channels to craft engaging and effective end-to-end experiences that emulate human-like interactions.

Start course

18 Agent Assist and its Gen AI Capabilities

book Course
access_time 2 hours
show_chart Advanced

Unlock the power of generative AI to create intelligent, automated agents. After completing this course, you'll be equipped to develop a data store agent that can instantly answer complex questions by automatically extracting and synthesizing information from your websites, documents,...

Start course