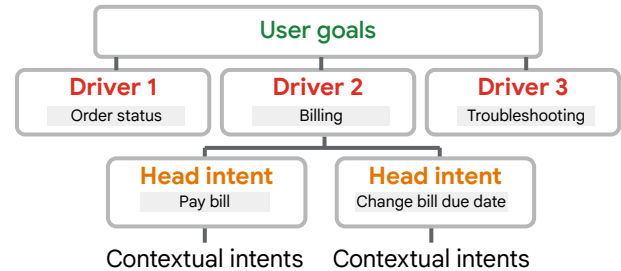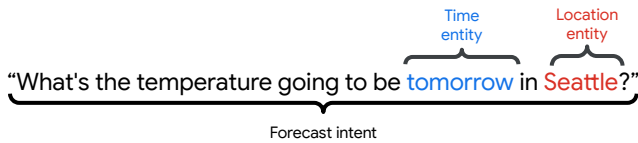# Dialogflow CX Cheat Sheet

Understanding the user with NLU

The virtual agent leverages Natural Language Understanding (NLU) to interpret the user's intent and extract relevant details (entities) from their input.

NLU = Natural Language Understanding = A subfield of AI that focuses on understanding human language.

Taxonomy = A hierarchical structure of intents that helps organize and manage your agent.

User goal = The objective that the user is trying to achieve when interacting with your agent.

Driver = A topic-based category of a user goal.

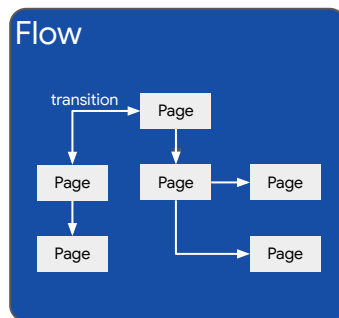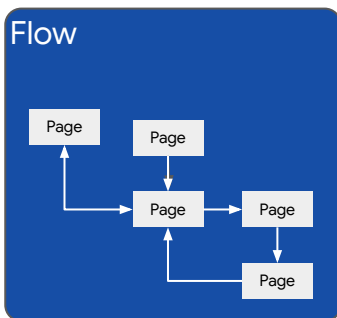**Intent** = A specific goal or action a user wishes to accomplish within a conversation.

Entity = Key details within a user's message, such as dates, locations, product names, or other relevant data.

Turn = A single round of interaction between the virtual agent and the user.

Steering the virtual agent and taking action

The virtual agent responds to the user based on where it is within the conversation (pages and flows) and what the user has just said.

Flow = A representation of a complete conversational topic or path within your virtual agent.

Page = A single state or step within a conversational flow.

State machine = A model used to represent and control the behavior of a system using states and transitions.

Entry fulfillment = Logic that executes immediately when a specific page within a flow becomes active.

Parameter = Variables that store pieces of information set during a conversation.

State handler = The key mechanism that controls how your virtual agent navigates conversations by creating responses for end-users (fulfillment) and/or by changing pages (transition).

Route = A handler that controls state based on matching an intent and/or other conditions.

Route group = A set of routes that can be added to multiple pages.

Event handler = Logic blocks attached to pages, flows, or parameters that determine what to do when a particular event is triggered.

Fulfillment = The agent response for the end-user. The response can include:
Parameter presets, Generators, Agent responses, Webhook settings, Advanced settings, Call companion settings

Transition = The mechanism that controls how your virtual agent moves to a new flow or page.