Summary

Lets recap the topics covered in this course.

Course Review

Conversational Experiences

Defining Intents & Entities

Maintaining context and taking actions

Taking your chatbot to production
Additional Features

Conversation is the new UI and very quickly changing the way users communicate with businesses, employers, etc. We looked at some of the challenges when creating conversational agents that can handle natural language input and discussed how Dialogflow can address some of these concerns. Through the life of a conversation, we looked at some of the essential elements you want your chatbot to have like intents, entities, context and fulfilment.

You learnt how to define intents and entities using the Dialogflow UI for the pizza ordering chatbot, and in the HR chatbot example we leveraged an existing data source to extract entities from for your Dialogflow agent.

Being able to maintain context is important for the agent to be able to control the flow and minimise repetition and improve overall satisfaction. And with fulfilment, you can add functionality like connecting to backend systems. In the pizza ordering example, we used cloud functions to store pizza orders in Datastore...while in the HR example, we deployed a webhook that did a lookup for HR topic definitions.

We then saw the coming together of GCP products to productionize your agent…. like deploying your webhook on appengine so it can scale, building a knowledge base in Cloud Datastore by leveraging the HR manual, using the natural language api to generate synonyms, and adding security.

Towards the end, we showed how you can easily integrate your agent into other surfaces like the google assistant, and demonstrated some of the newer additional

features , which are currently in beta, that can help make your agent smarter and more engaging.

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