Google Cloud

Additional Features

So far you have learned how to use Dialogflow console to create intents, entities, context, and fulfilment build an agent for the pizza ordering use case. And then we switched gears and created a whole new agent for the HR use case where you saw the coming together of GCP products like App Engine, Datastore, etc to productionize your agent.

In this module, I want to share some additional features, which are currently in beta, that can make your agent even smarter and more robust. So let's take a look.

Demo

Enabling Voice through Phone Gateway

In this demo, we'll select a telephone number hosted by Google that will be answered by the agent when called.

Script:

Dialogflow has a telephony gateway feature which provides a telephone interface to your agent. Currently, you can select a telephone number hosted by Google and that number will be answered by your agent, when called. Let's see how we can add this feature to the agent.

Switch to demo of the telephony gateway integration

Demo

Controlling the Version and Deployment of Your Agent

In this demo, we'll create a new version of the agent, create and publish to an environment, and change which version is being used in the environment.

Versions and Environments in Dialogflow allow you to deploy multiple versions of your agent. This might be needed when you want to have individual environments for, say, developing, testing, and deploying your agent. Each environment can also have versions associated with them.

Let's see how we can create a new version of the agent, how to create and publish to an environment, and how to change which version is being used in the environment.

Switch to demo that goes over creating different environments and versions.

Demo

Documenting Collections to Increase Your Agent's Knowledge Base

In this demo, we'll add a knowledge base with FAQ to an agent.

A Knowledge base is a collection of documents (currently, FAQs and Articles) that can be used to augment the defined intents. They help answering questions from pre-existing knowledge sources. Let's take a look at how we can add a knowledge base with FAQ to an agent.

Switch to demo showing how to ingest an FAQ. Find a Dialogflow FAQ to ingest.

1 - Create knowledge base
2 - Create document
3 - Ingest FAQ https://dialogflow.com/beta-faq
4 - test it by asking quesrtions like:
      is it possible to test the v2 api?
      do I need to change my client library right now?

Demo

Enabling the Spelling Correction Feature Under ML Settings

In this demo, we'll enable the spelling correction feature to detect a mistake and correct it before trying to match it to an intent.

Can I have a *==peperonni piza==*?

If automatic spell correction is enabled and user input has a spelling or grammar mistake, an intent will be matched as though it was written correctly. The detect intent response will contain the corrected user input. For example, if the user misspells pepperoni, it will detect the mistake and correct it before trying to match it to an intent.

Switch to demo to show where to enable the feature under ML Settings.

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