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📄 **EXAM PROFESSIONAL DATA ENGINEER TOPIC 1 QUESTION 192 DISCUSSION**

Actual exam question from Google's Professional Data Engineer

Question #: 192

Topic #: 1

[All Professional Data Engineer Questions]

You are implementing a chatbot to help an online retailer streamline their customer service. The chatbot must be able to respond to both text and voice inquiries.
You are looking for a low-code or no-cade option, and you want to be able to easily train the chatbot to provide answers to keywords. What should you do?

A. Use the Cloud Speech-to-Text API to build a Python application in App Engine.

B. Use the Cloud Speech-to-Text API to build a Python application in a Compute Engine instance.

C. Use Dialogflow for simple queries and the Cloud Speech-to-Text API for complex queries.

D. Use Dialogflow to implement the chatbot, defining the intents based on the most common queries collected.

Show Suggested Answer

by 👤 PhuocT at *Sept. 2, 2022, 7:54 p.m.*

Comments

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⊟ 👤 **PhuocT** **Highly Voted** 👍 2 years, 2 months ago

D is correct:
https://cloud.google.com/dialogflow/es/docs/how/detect-intent-tts#:~:text=Dialogflow%20can%20use%20Cloud%20Text,to%2Dspeech%2C%20or%20TTS.

👍 ↩ 🚩 upvoted 12 times

☐ 👤 **MaxNRG** `Most Recent ⊘` 10 months, 2 weeks ago

The best option would be to use Dialogflow to implement the chatbot, defining the intents based on the most common queries collected.

Dialogflow is a conversational AI platform that allows for easy implementation of chatbots without needing to code. It has built-in integration for both text and voice input via APIs like Cloud Speech-to-Text. Defining intents and entity types allows you to map common queries and keywords to responses. This would provide a low/no-code way to quickly build and iteratively improve the chatbot capabilities.

Option A and B would require more heavy coding to handle speech input/output. Option C still requires coding the complex query handling. Only option D leverages the full capabilities of Dialogflow to enable no-code chatbot development and ongoing improvements as more conversational data is collected. Hence, option D is the best approach given the requirements.

👍 ↩ 🚩 upvoted 2 times

☐ 👤 **Lanro** 1 year, 3 months ago

Low-code or no-cade requirement makes it easy to decide.

👍 ↩ 🚩 upvoted 1 times

☐ 👤 **zellck** 1 year, 11 months ago

D is the answer.

https://cloud.google.com/dialogflow/docs
Dialogflow is a natural language understanding platform that makes it easy to design and integrate a conversational user interface into your mobile app, web application, device, bot, interactive voice response system, and so on. Using Dialogflow, you can provide new and engaging ways for users to interact with your product.

Dialogflow can analyze multiple types of input from your customers, including text or audio inputs (like from a phone or voice recording). It can also respond to your customers in a couple of ways, either through text or with synthetic speech.

👍 ↩ 🚩 upvoted 4 times

　　☐ 👤 **AzureDP900** 1 year, 10 months ago

　　Agree with D

　　👍 ↩ 🚩 upvoted 1 times

☐ 👤 **Atnafu** 1 year, 11 months ago

D
https://cloud.google.com/dialogflow/es/docs/how/detect-intent-tts#:~:text=Dialogflow%20can%20use%20Cloud%20Text,to%2Dspeech%2C%20or%20TTS.

👍 ↩ 🚩 upvoted 1 times

☐ 👤 **devaid** 2 years ago

D definitely, as the documentation says (specially that you can call the detect Intect method for audio inputs):
https://cloud.google.com/dialogflow/es/docs/how/detect-intent-tts
Also Speech-To-Text API does nothing more than translate.

👍 ↩ 🚩 upvoted 4 times

☐ 👤 **TNT87** 2 years, 1 month ago

Answer D

https://cloud.google.com/dialogflow/es/docs/how/detect-intent-tts

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☐ 👤 **nwk** 2 years, 2 months ago

https://cloud.google.com/dialogflow/es/docs/how/detect-intent-stream
Vote D

👍 ↩ 🚩 upvoted 2 times

☐ 👤 **ducc** 2 years, 2 months ago

C. Use Dialogflow for simple queries and the Cloud Speech-to-Text API for complex queries.

This seem the best answer here but not the best answer in real world.
But with the Question, the answer must be the combination of both Diagflow and Speech API

👍 ↩ 🏳 **upvoted 3 times**