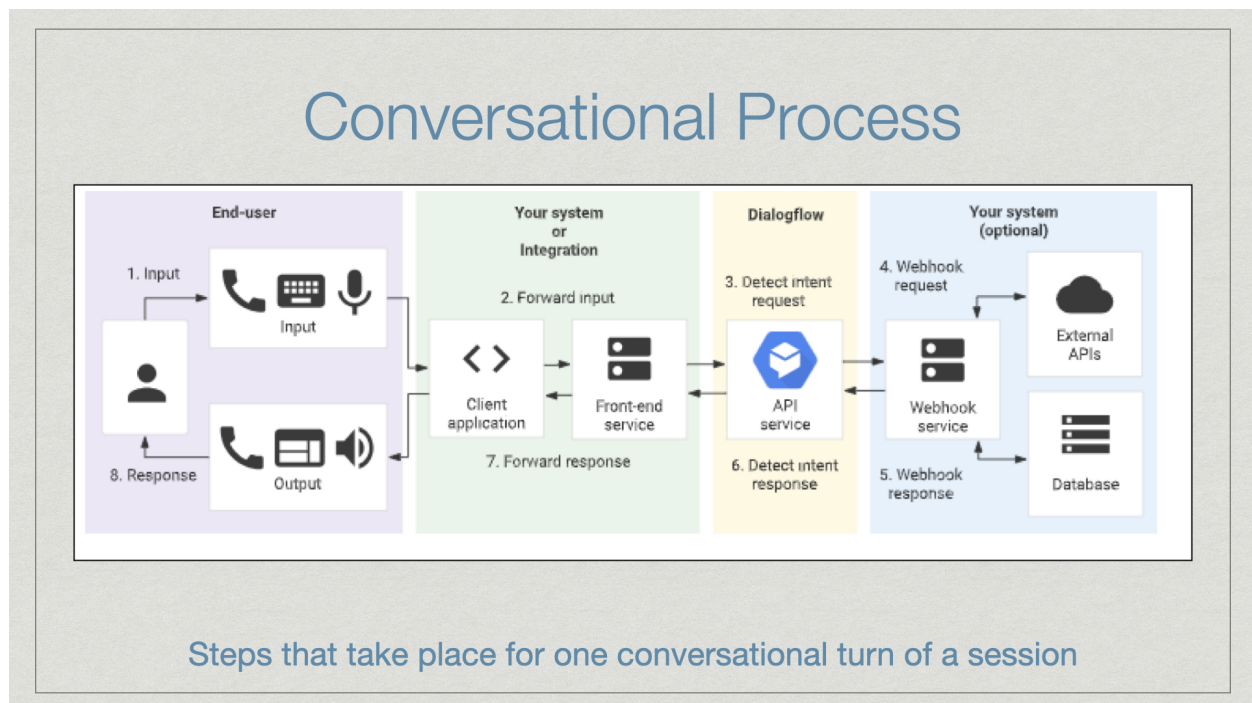


Conversational AI : Google DialogFlow CX

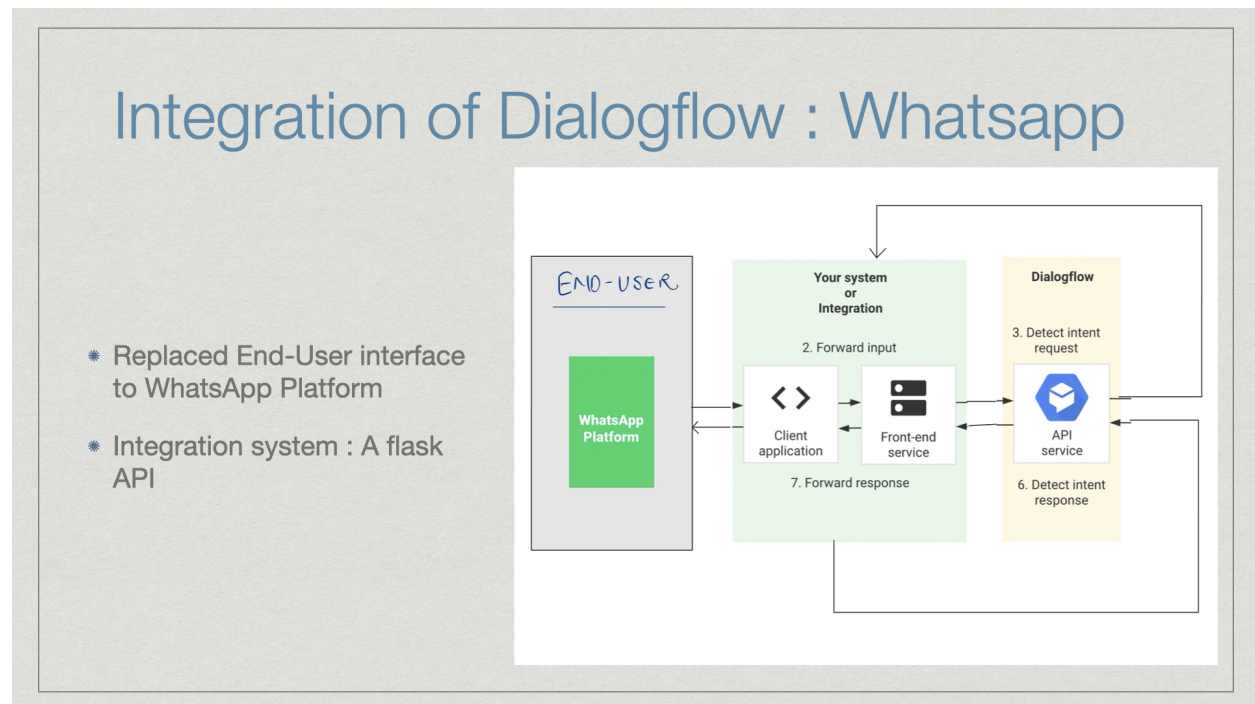
Integration of GDF with WhatsApp

Google Dialogflow does not provide integration with WhatsApp.

Custom Middleware Integration

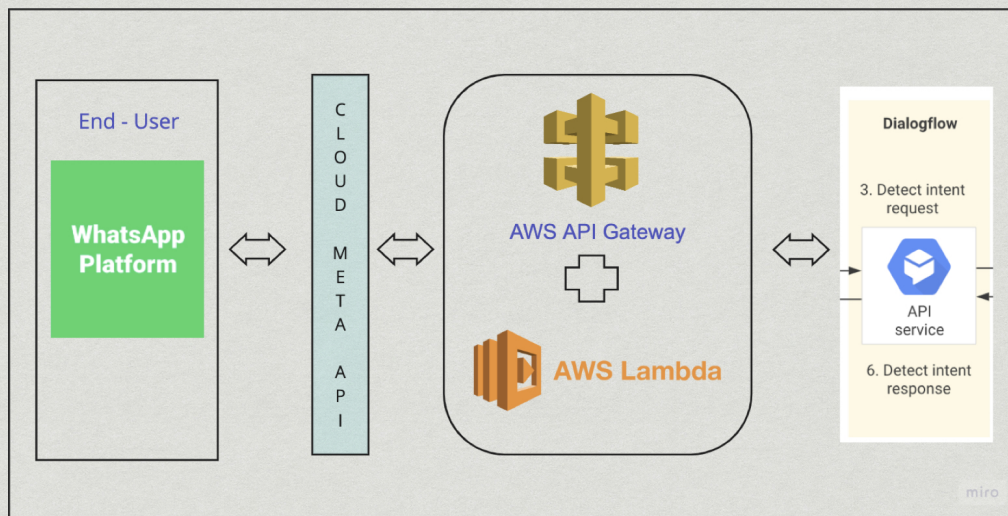


Custom middleware layer



HLD : High Level Design

Integration System



LLD : Low Level Design

- ▼ Setup Google Project for DialogFlow-CX - for Conversational AI Agent and flows
- ▼ Setup Cloud Meta APIs - To have a WhatsApp test number
- ▼ Clone the Git Repo
- ▼ Setup AWS Account(free Tier)
- ▼ Setup Zappa - Inside your code terminal, For Serverless Deployment

Now we are good to go! Deploy the Application and start testing.

Scalability

▼ Session Management :

▼ Session management is required as GDF asks users to have a session ID and based on that the conversation flows.

▼ For Session Management - Redis or other alternatives can be used

▼ TODO :

▼ Delete a session if expires

▼ Maintain incomplete conversations active even if it crosses session timeout of 30 mins([refer link](#))

▼ Maintain session storage available to all the users through a single window
- While using micro-service architecture as each time requests can go to any server in process of balancing the load

▼ Micro-Services Architecture:

▼ We need to have a micro-service architecture for having high availability

▼ We need consistency as well in regards to data(Session | User Conversation History)