Problem set 7.

Exercise 1. Design and Implement a Simple Dialogflow CX Agent

To develop a basic understanding of Dialogflow CX by creating a simple agent that can handle basic user queries follow the courses:

https://www.cloudskillsboost.google/course_templates/706

https://www.cloudskillsboost.google/course_templates/892

https://www.cloudskillsboost.google/focuses/20841?catalog_rank=%7B%22rank%22%3A1%2C%22num_filters%22%3A0%2C%22has_search%22%3Atrue%7D&parent=catalog&search_id=28767153

Steps:

a) **Course Review:** Ensure that you have completed the relevant sections of the course that cover the basics of Dialogflow CX, especially the parts about flows, pages, and intents.

b) **Agent Conceptualization:**

   ▪ Choose a simple application domain (e.g., a pizza ordering service, a hotel booking system, or an informational bot for a library).

   ▪ Define at least three user intents relevant to your chosen domain (e.g., for a pizza service: ordering a pizza, inquiring about the menu, asking about delivery status).

c) **Dialogflow CX Setup:**

   ▪ Create a new Dialogflow CX agent in your Google Cloud account.

   ▪ Define the flow of conversation that includes the intents you have identified.

   ▪ Create pages corresponding to each intent and any sub-dialogues (e.g., confirming the order, choosing pizza toppings).

d) **Implement Intents and Training Phrases:**

   ▪ For each intent, add appropriate training phrases that a user might say.

   ▪ Test each intent to ensure it's recognized correctly by the agent.

Document the process of creating your agent, including screenshots of your flow, pages, and intent configurations. Prepare a short video demonstrating the interaction with your agent.