Customer Experiences with Contact Center AIDialogflow ES

Category: AI, Data & Analytics | **Vendor:** Google Cloud

Duration: 4.00 hours (1 days) **3.3 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: vILT

Course Overview

Improve customer engagement with virtual agents by getting trained in Google's Contact Center Artificial Intelligence (CCAI). Learn how to integrate virtual agents with Firestore for dynamic data retrieval and manage cloud environments with our course on Customer Experiences with Contact Center AIDialogflow ES. This is a 4-day intermediate-level course catered to Software Developers and Operations Specialists.

About This Course

Improve customer engagement with virtual agents by getting trained in Google's Contact Center Artificial Intelligence (CCAI). Learn how to integrate virtual agents with Firestore for dynamic data retrieval and manage cloud environments with our course on Customer Experiences with Contact Center AIDialogflow ES. This is a 4-day intermediate-level course catered to Software Developers and Operations Specialists.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using Cloud FunctionsUse Dialogflow tools and cloud logging for troubleshootingDescribe how to manage virtual agent environmentsIdentify general best practices for virtual agentsIdentify key aspects such as security and compliance in the context of contact centersAnalyze audio recordings using the Speech Analytics Framework (SAF)Recognize use cases where Agent Assist adds value, Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using Cloud FunctionsUse Dialogflow tools and cloud logging for troubleshootingDescribe how to manage virtual agent environmentsIdentify general best practices for virtual agentsIdentify key aspects such as security and compliance in the context of contact centersAnalyze audio recordings using the Speech Analytics Framework (SAF)Recognize use cases where Agent Assist adds value, Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using Cloud FunctionsUse Dialogflow tools and cloud logging for troubleshootingDescribe how to manage virtual agent environmentsIdentify general best practices for virtual agentsIdentify key aspects such as security and compliance in the context of contact centersAnalyze audio recordings using the Speech Analytics Framework (SAF)Recognize use cases where Agent Assist adds value, Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using Cloud FunctionsUse Dialogflow tools and cloud logging for troubleshootingDescribe how to manage virtual agent environmentsIdentify general best practices for virtual agentsIdentify key aspects such as security and compliance in the context of contact centersAnalyze audio recordings using the Speech Analytics Framework (SAF)Recognize use cases where Agent Assist adds value, Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using Cloud FunctionsUse Dialogflow tools and cloud logging for troubleshootingDescribe how to manage virtual agent environmentsIdentify general best practices for virtual agentsIdentify key aspects such as security and compliance in the context of contact centersAnalyze audio recordings using the Speech Analytics Framework (SAF)Recognize use cases where Agent Assist adds value, Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using Cloud FunctionsUse Dialogflow tools and cloud logging for troubleshootingDescribe how to manage virtual agent environmentsIdentify general best practices for virtual agentsIdentify key aspects such as security and compliance in the context of contact centersAnalyze audio recordings using the Speech Analytics Framework (SAF)Recognize use cases where Agent Assist adds value, Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using Cloud FunctionsUse Dialogflow tools and cloud logging for troubleshootingDescribe how to manage virtual agent environmentsIdentify general best practices for virtual agentsIdentify key aspects such as security and compliance in the context of contact centersAnalyze audio recordings using the Speech Analytics Framework (SAF)Recognize use cases where Agent Assist adds value, Course ObjectivesDefine Google CCAIExplain how Dialogflow can be used in Contact Center applicationsImplement a virtual agent using Dialogflow ESRead and write data from Firestore using

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Detailed Course Outline

Overview of Contact Center AI, Overview of Contact Center AI, Conversational Experiences, Conversational Experiences, Fundamentals of Designing Conversations, Fundamentals of Designing Conversations, Dialogflow Product Options, Dialogflow Product Options, Course Review, Course Review, Fundamentals of building conversations with Dialogflow ES, Fundamentals of building

conversations with Dialogflow ES, Maintaining Context in a Conversation, Maintaining Context in a Conversation, Moving From Chat to Voice Virtual Agent, Moving From Chat to Voice Virtual Agent, Course Review, Course Review, Testing and logging, Testing and logging, Taking Actions with Fulfillment, Taking Actions with Fulfillment, Integrating Virtual Agents, Integrating Virtual Agents, Course Review, Course Review, Environment Management, Environment Management, Drawing Insights from Recordings with SAF, Drawing Insights from Recordings with SAF, Intelligence Assistance for Live Agents, Intelligence Assistance for Live Agents, Compliance and Security, Compliance and Security, Best Practices, Best Practices, Implementation Methodology, Implementation Methodology, Course Review, Course Review

Frequently Asked Questions

Q: What delivery options are available for Customer Experiences with Contact Center AIDialogflow ES?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Customer Experiences with Contact Center AIDialogflow ES course provides up to 3.3 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Customer Experiences with Contact Center AIDialogflow ES training?

The training takes place over 1 day(s), with each day lasting approximately 4.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Customer Experiences with Contact Center AIDialogflow ES?

Yes, we provide corporate training, dedicated training, and closed classes for Customer Experiences with Contact Center AIDialogflow ES. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Customer Experiences with Contact Center AIDialogflow ES, Google Cloud, vILT

Q: Why choose Nexus Human for Customer Experiences with Contact Center AIDialogflow ES?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Customer Experiences with Contact Center AIDialogflow ES training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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