Customer Experiences with Contact Center AIDialogflow CX

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

Learn how to create intelligent virtual agents with GCP’s Contact Center AI using Dialogflow with our Customer Experiences with Contact Center AIDialogflow CX course. Get skilled in implementing and managing virtual agents using Dialogflow tools as it also helps you ensure security and compliance. Anyone with knowledge of Google Cloud fundamentals or with a similar experience can enroll in this course to improve customer interactions.

About This Course

Learn how to create intelligent virtual agents with GCP’s Contact Center AI using Dialogflow with our Customer Experiences with Contact Center AIDialogflow CX course. Get skilled in implementing and managing virtual agents using Dialogflow tools as it also helps you ensure security and compliance. Anyone with knowledge of Google Cloud fundamentals or with a similar experience can enroll in this course to improve customer interactions.

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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti 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 CXRead 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 Analyti Framework (SAF)Recognize use cases where Agent Assist adds value

Detailed Course Outline

Overview of Contact Center AI, Conversational Experiences, Fundamentals of Designing Conversations, Dialogflow Product Options, Course Review, Fundamentals of building conversations with Dialogflow CX, Scaling with standalone flows, Using route groups for reusable routes, Course Review, Testing and logging, Taking Actions with Fulfillment, Integrating Virtual Agents, Course Review, Environment Management, Drawing Insights from Recordings with SAF, Intelligence Assistance for Live Agents, Compliance and Security, Best Practices, Implementation Methodology, Course Review

Frequently Asked Questions

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

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 CX 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 CX 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 CX?

Yes, we provide corporate training, dedicated training, and closed classes for Customer Experiences with Contact Center AIDialogflow CX. 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 CX, Google Cloud, vILT

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

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 CX training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.