AMBIENT-IT

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Dialogflow Training

2 days (14 hours)

Overview

Dialogflow is a powerful platform developed by Google for the creation of chatbots and intelligent conversational agents adapted to Data use cases.

Thanks to its natural language processing (NLP) engine, Dialogflow enables you to design, automate and deploy advanced conversational experiences, integrated into your Data ecosystem.

This training course will enable you to create, configure, connect and deploy Dialogflow agents for Data applications: from dialogue structuring to integration with your databases and APIs, while ensuring security, supervision and industrialization.

At the end of the course, you'll be able to develop conversational assistants connected to your data sources, optimize the user experience and deploy your solutions across different channels.

As with all our training courses, this one is based on the latest stable version of Dialogflow CX and Dialogflow ES, and takes a practical, business and data-oriented approach.

Objectives

- Master the key concepts of Dialogflow and NLP for Data
- Create, structure and connect conversational agents to databases
- Deploy Dialogflow across multiple channels (web, Slack, Teams...)
- Supervise, test and industrialize chatbots in a Data context

Target audience

- Data teams: data engineers, developers, project managers

- Anyone wishing to integrate conversational AI into their Data projects.

Prerequisites

- Basic programming skills (Python, JavaScript or equivalent)
- Sensitivity to Data and automation issues
- Notions of NLP appreciated but not mandatory

Dialogflow training program

Introduction to conversational AI and Dialogflow

- Overview of conversational agents and data use cases
- Presentation of Dialogflow: positioning, versions, features
- Key concepts: agents, intents, entities
- Global architecture and integration with Google Cloud
- Presentation of the Dialogflow interface
- Workshop: Creating and configuring your first agent

Understanding and using NLP with Dialogflow

- Principle of Natural Language Processing (NLP)
- Intention recognition and entity extraction
- Structuring example sentences and training
- Language management and multilingualism
- Presentation of NLP limitations and best practices
- Workshop: Building an intelligent intent and testing

Structuring dialogs and managing contexts

- Building a conversation tree
- Managing contexts to follow user logic
- Defining simple and rich responses (text, buttons, etc.)
- Variable manipulation and information gathering
- Handling common dialog errors
- Workshop: Setting up a conversational flow with context

Connecting Dialogflow to Data and automating actions

- Presentation and creation of webhooks
- Connecting to external databases or APIs
- Dynamic extraction of information from data

- Versioning and access security management
- Examples of automation in a data context
- Workshop: Developing an agent to query a database

Deploying and integrating Dialogflow in a data environment

- Multi-channel deployment: web, Slack, Teams, etc.
- Integration into a Data workflow or existing IS
- Manage authentication and access rights
- Monitoring logs and interactions (Data Analytics)
- Maintenance strategies and upgrade management
- Workshop: Deploying a chatbot in a real-life environment

Optimizing, monitoring and industrializing your Dialogflow solution

- Performance monitoring and user experience optimization
- Advanced testing and monitoring tools
- Setting up alerts and reporting
- Checklist of best practices for industrialization
- Keeping abreast of Dialogflow news and roadmap
- Workshop: Continuous optimization and industrialization of an agent

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the forthcoming course, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical training: 60% hands-on, 40% theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

A certificate will be awarded to each trainee who has completed the entire course.

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