# Install and Manage Google Cloud's Apigee API Platform

## Duration: 3 Days  Course Code: GO8333  Delivery Method: Company Event

### Overview:

**Discover Conversational Agents on Google Cloud.**

Conversational Agents, part of AI Applications, is an intelligent, conversational (GUI) interface.
Conversational Agents uses an AI development system with access to SDKs and APIs in multiple languages.
In this course, you will learn how to leverage Conversational Agents to design and build conversational agents on Google Cloud.

*Updated 7/9/2026*

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

### Target Audience:

Conversational designers, developers, and business analysts.

### Objectives:

- **After this course, participants should be able to:**
- Understand the different kinds of conversations available with an artificial intelligent (AI) agent.
- Design an AI agent for a deterministic intent-based domain.
- Understand how a user's request is translated into an action and response.
- Use webhooks to access data and products that are not part of the agent.
- Handle user errors and unexpected requests.
- Use the graphical user interface (GUI) to develop an agent.
- Gain a working knowledge of the testing tools available in the GUI.
- Integrate a chatbot into external user interfaces.
- Incorporate generative AI features into your agent.

### Prerequisites:

- Some familiarity with a graphical user interface for Conversational Agents will ease the learning process.
- Understanding JSON is helpful.

### Testing and Certification

None

### Follow-on-Courses:

No recommandation

## Content:

The course includes presentations, demonstrations, and hands-on labs.

Module 1: Introduction to Conversational Agents

- Google's goals for virtual agents
- Virtual agent product suites
- Lab: Exploring the Conversational Agents User Interface

Module 2: Introduction to conversational design

- Convergent and divergent approaches
- Conversation design strategy

Module 3: Steering bot design basics

- Use cases
- Virtual agents
- Start pages
- Routes
- Pages

Module 4: Implementing bot design

- Use case review
- Agent architecture
- Creating the virtual agent
- Creating the route
- Testing the route
- Lab: Conversational Agents: Bot Building Basics

Module 5: Entities

- Introduction to entities
- System entity types
- Custom entity types
- Managing entities in an agent

Module 6: Parameters

- Introduction to parameters
- Parameters from intents
- Preset parameters
- Parameters from webhooks
- Lab: Conversational Agents: Parameter Manipulation

Module 7: Event handlers

- Definition of event handlers
- Page, flow event handler, and scope rules
- Form event handler and scope rules

Module 8: Versions and environments

- Version management in Conversational Agents
- Environment management in Conversational Agents
- Lab: Conversational Agents: Managing Environments

Module 9: Testing

- Validation
- Publication
- Simulation
- Lab: Debugging the Agent Using Test Agent

Module 10: Fulfillment

- Introduction to fulfillment
- Examples of static fulfillment

Module 11: Integrations

- Google Messenger
- Conversational Phone Gateway

Module 12: Webhooks

- Why have a webhook?
- Types of webhooks
- Setting up a fulfillment webhook
- Modifications for a JSON response webhook

Module 13: Route groups

- Introduction to route groups
- Managing a route group
- Lab: Configuring a Route Group for Your Virtual Agent

Module 14: Design techniques

- The concept of a flow
- Steering bot designs
- The concept of guardrails
- Design principle

Module 15: Generators

and generative fallback

- Overview of generators
- Overview of generative fallback
- Lab: Conversational Agents with Generative Fallbacks

## Additional Information:

Official course book provided to participants.

## Further Information:

For More information, or to book your course, please call us on 0800/84.009

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