

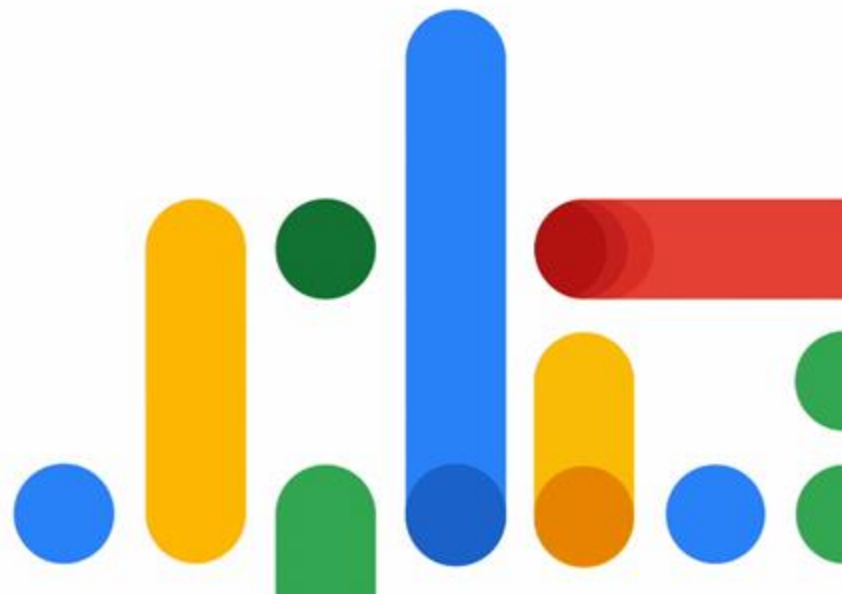


AI Agents with Google Cloud

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Contact Center AI (CCAI) portfolio



CCAI Platform

Enterprises accelerate contact center capabilities with an AI-powered end to end solution built for the digital age. (Routing, IVR, Agents, etc)

Virtual Agents with Dialogflow

Customers access 24/7 conversational self-service, using predictive and generative AI, with seamless handoffs to live agents for more complex issues.

Agent Assist

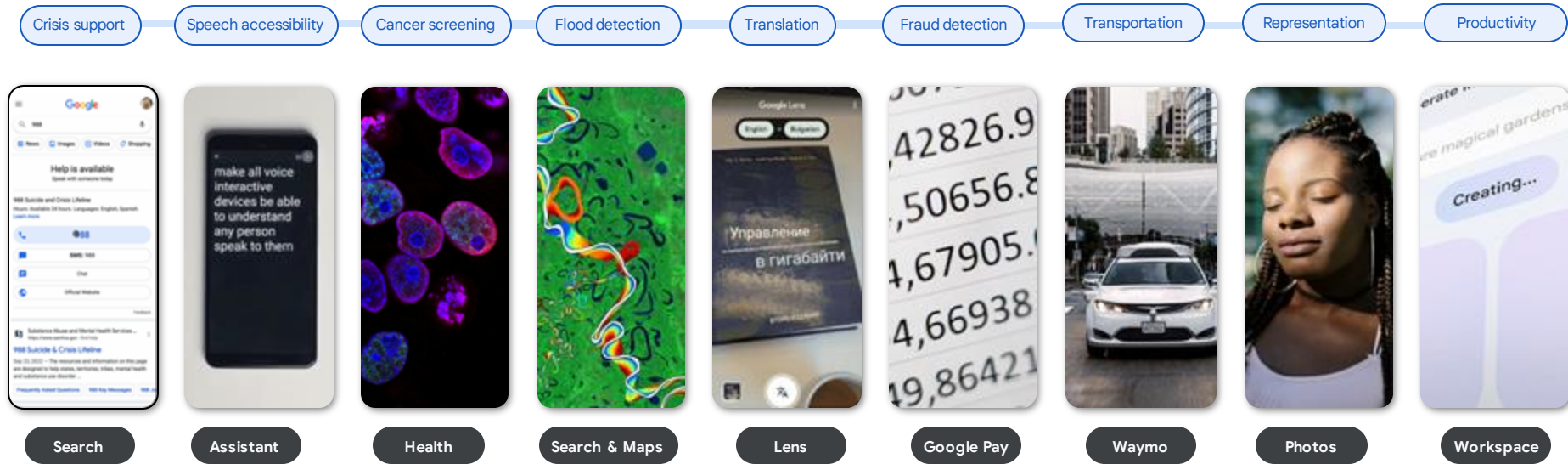
Agents are empowered with real-time support to improve accuracy and reduce handle time. LLM-driven Summarization automates call wrap-up.

Insights

Contact Center Managers improve outcomes with key call drivers surfaced from all customer self-service and live agent interactions.

Generative AI is
transforming how we
interact with technology

Leading in Applied Responsible AI



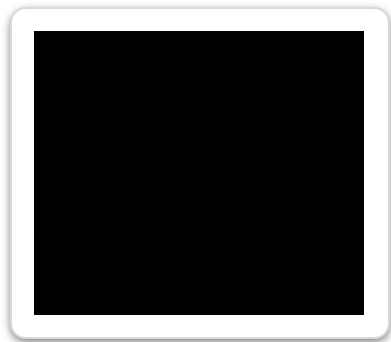
The next chapter of **Generative AI** innovation



Gemini is the most capable and general model we've ever built, and is the result of a large-scale collaborative effort by teams across Google, including Google DeepMind and Google Research.



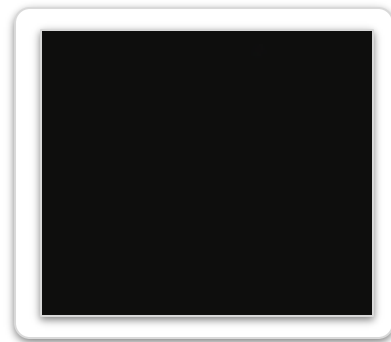
Gemini marks the next phase on our journey to making AI more helpful for everyone



State-of-the-art, natively multimodal reasoning capabilities



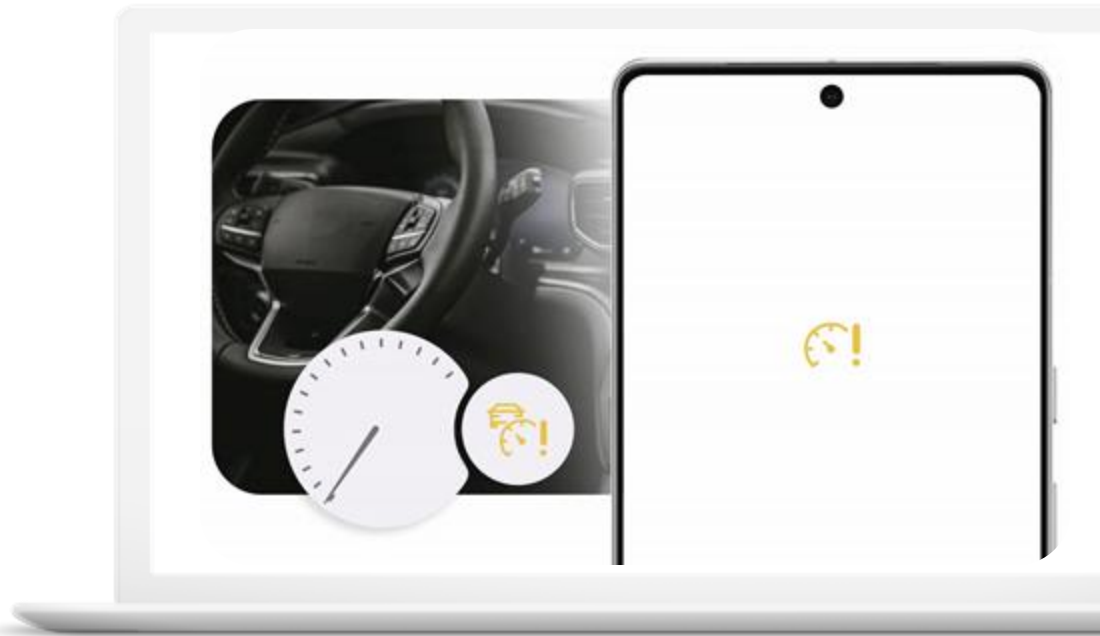
Highly optimized while preserving choice



Built with responsibility and safety at the core

A new wave of conversational assistants powered by LLMs

- Feel human
- Problem solvers
- Low effort
- Generative

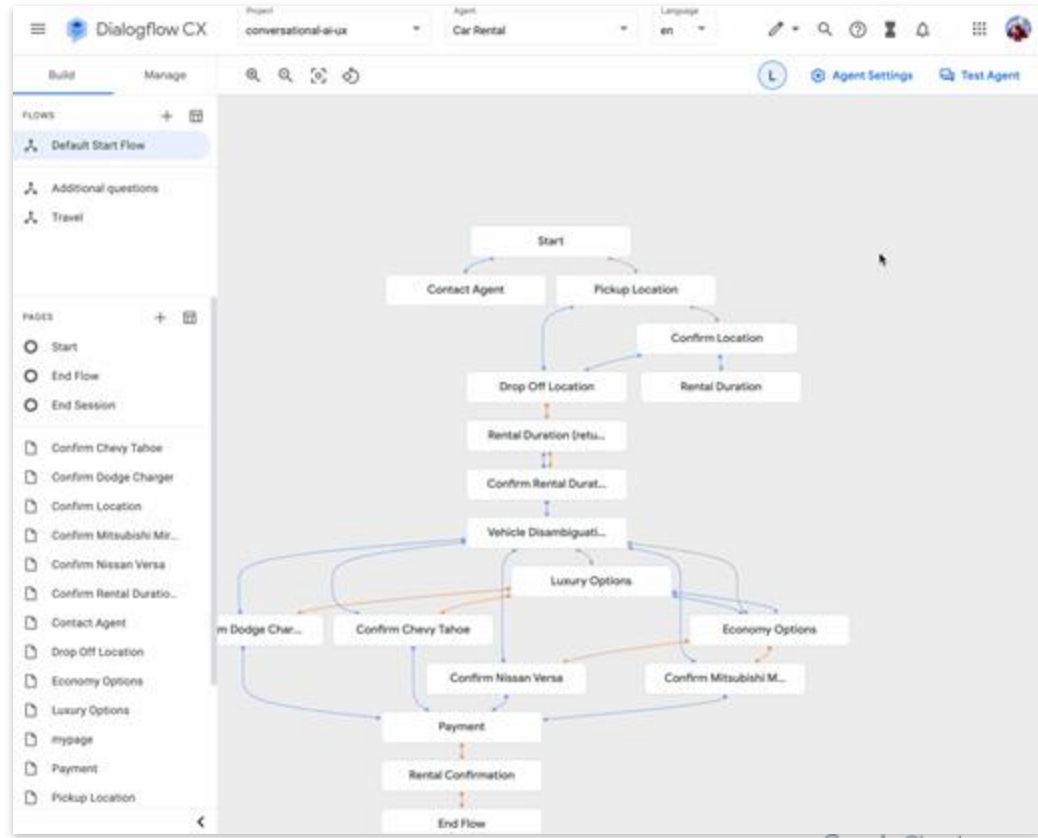


Dialogflow CX

Scalable Virtual Agents since 2014

Dialogflow CX

- Transactional flows, private and public, intent based
- Informational flows, private and public, intent based
- Sentiment analysis and Multilingual**
- Backend integrations
- 100% integrated with GCP and GenAI
- Data, analytics, CI/CD
- Multichannel and OOB connectors
- Best in class STT/TTS (wavenet voices)
- Voice biometrics (speakerID)



Dialogflow CX: Generating responses with a LLM

A.K.A. Generators

← Generators  Save  Cancel

 H

<> Publish

 Agt

Generators allow you to use generative AI models to generate dynamic responses or text that can be used during fulfillment.

Display name*

welcome

Configure the text prompt that is sent to the generative model. Mark words as placeholders by prepending \$. Placeholders are associated with session parameters in fulfillment and replaced by session parameter values during execution. You can also use built-in placeholders like \$last-user-utterance.

Text prompt*

You're a helpful responsible AI chat agent and love to talk about using AI in a socially responsible and beneficial way. Greet the user who's just entered the chat and let them know what your interests are about Responsible AI, which may include a human-centered design approach, fairness, interpretability, privacy, and safety for AI.

Model quality controls

You can define different types of response messages, to provide the end-user with more than just text responses. [Learn more](#)

Model

text-bison@001

Temperature 

0  1

Token Limit 

1  1024

Top-K 

1  40

Top-P 

0  1

Generative interactions for a part of the user flow

Context and limits defined by prompting and optionally by fine tuned models

Dialogflow CX: Grounding responses from a dataset

A.K.A. Data Store

Create a data store for your app

Select the type of data your app will index

Website
Data from your public website

Unstructured data
Data that doesn't conform to a schema. Fully supported HTML and PDF. Formats Preview: DOCX, PPTX, etc.

Name your data store

Data store name *

google responsible ai

ID: google-responsible-ai_1688685013534. It cannot be changed later. [EDIT](#)

CREATE

Search & Conversation

Apps > Lifeflood Donation Agent > Data stores [FEEDBACK ON SEARCH & CONVERSATION](#)

Available data stores [+ NEW DATA STORE](#) [ADD EXISTING DATA STORES](#)

The following data stores can be connected to your agent in Dialogflow CX

Warning: Indexing a website or a set of documents can take minutes or days, depending on the amount of data. Be sure to test your agent before releasing it to the public for the first time.

Filter Enter property name or value

Name	Type	Date created
Australian Red Cross Lifeflood Unstructured	Unstructured data	Sep 6, 2023

What are the main requirements to donate blood?

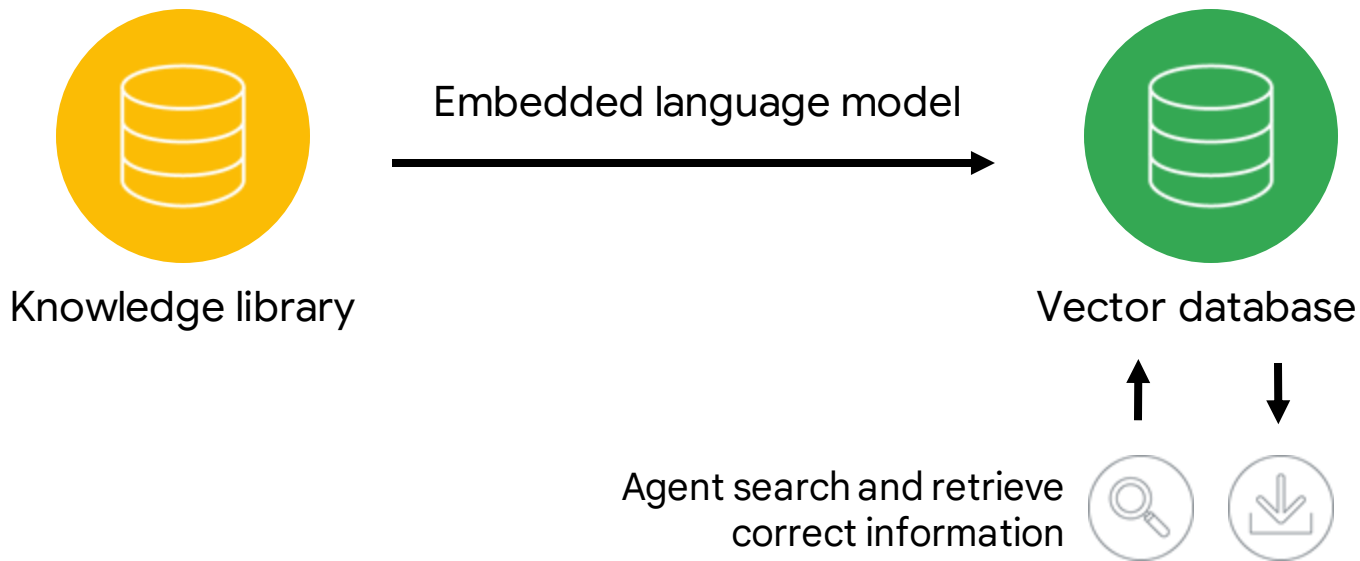
To donate blood, you must be 18-75 years old, healthy and weigh over 50 kg. You can take our blood eligibility quiz to find out if you're eligible to donate.

Talk to agent

Answer questions from a corporate knowledge base including citations

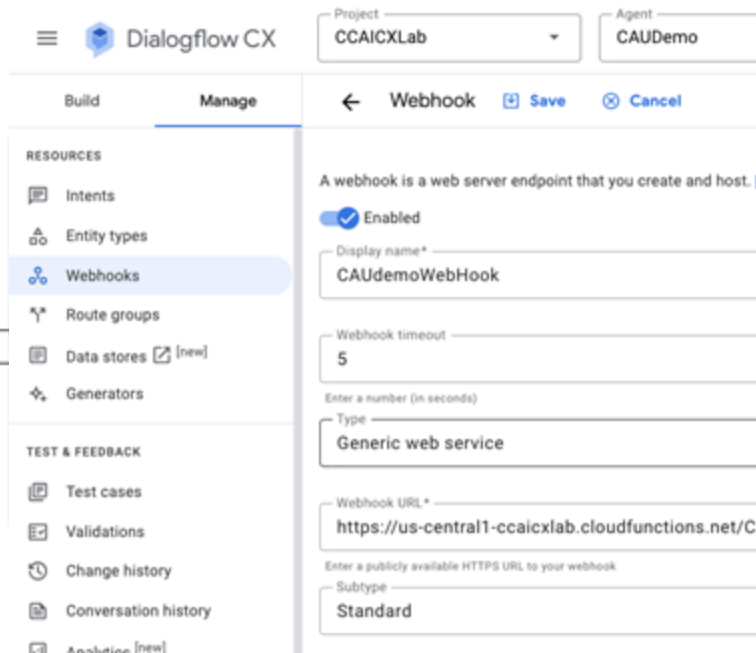
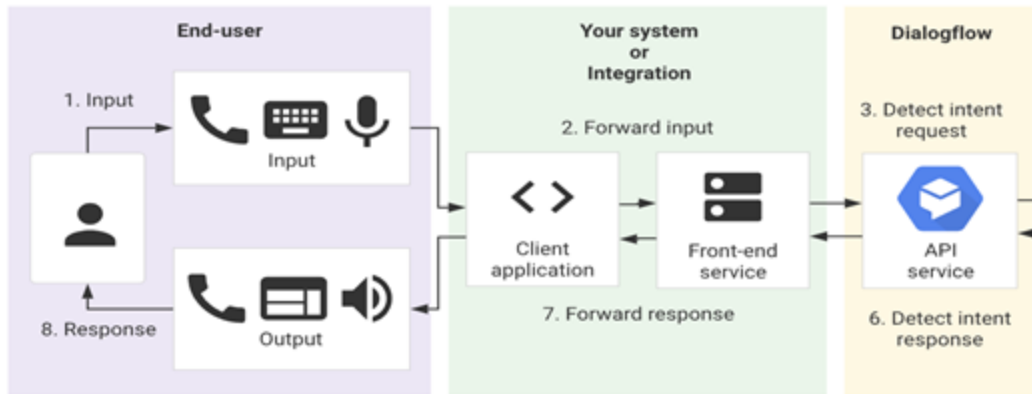
Fully managed RAG service

Retrieval-augmented generation (RAG)



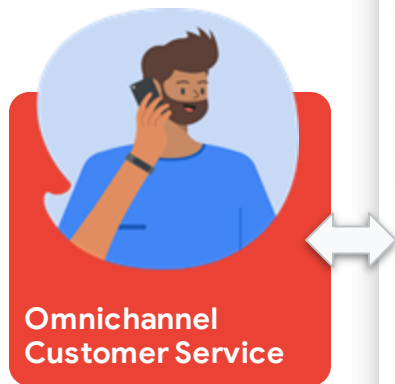
Dialogflow CX: Custom connections

A.K.A. Build your own RAG or call your own model

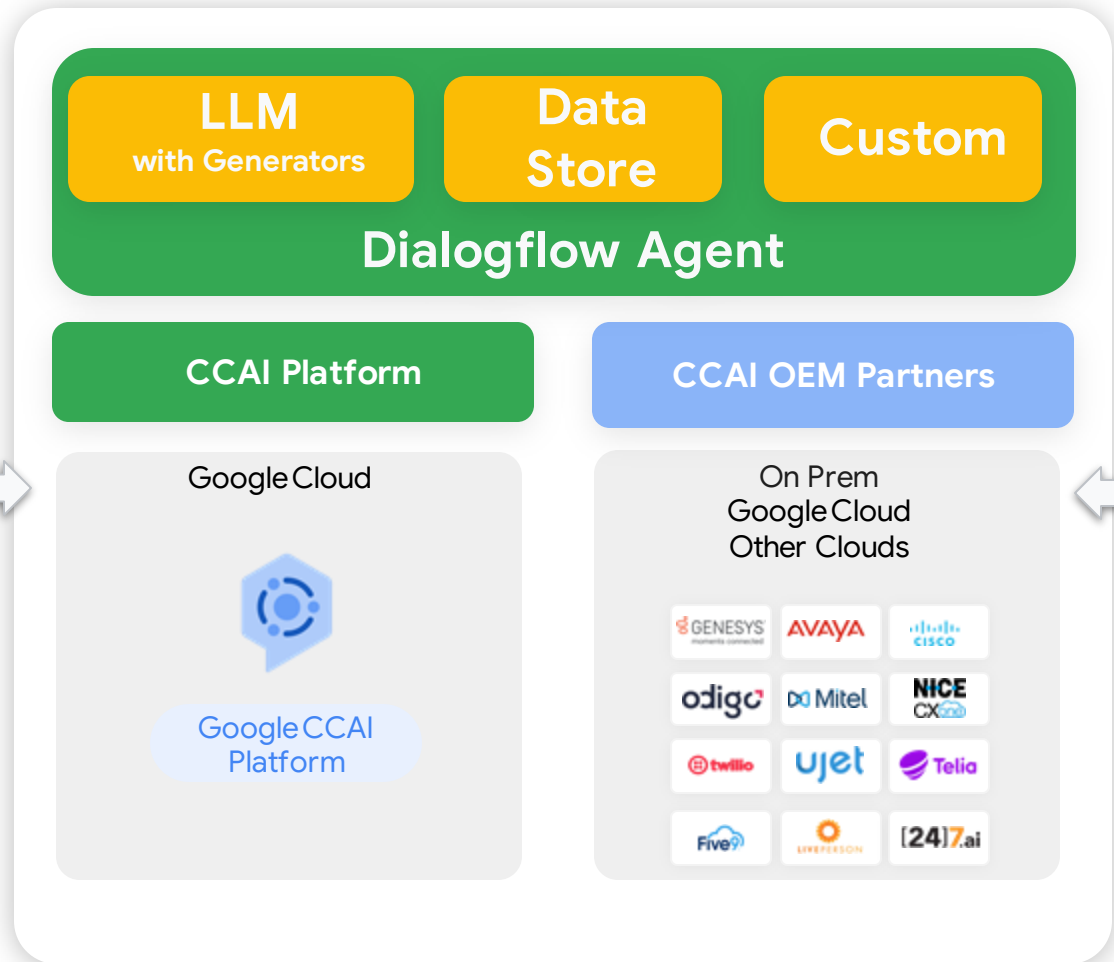


Full flexibility to connect to custom and external services

Leverage external APIs for private data integration



- Telephony
- MediaVoice
- SMS, Mobile, Web



Vertex Agents: Building with natural language

The screenshot displays the Vertex AI Agent Console interface. At the top, the 'Agent Con' header is visible with a dropdown menu set to 'ook Demo'. The main area is divided into two panels. The left panel, titled 'Default Generative Agent', contains configuration fields for 'Agent name*' (Default Generative Agent) and 'Goal*' (Eres un asistente de una compañía de seguros llamada Seguros Martínez. Necesitas obtener información de un cliente para poder gestionar un siniestro de coche.). Below these are 'Instructions' for the agent, which include a list of tasks such as greeting the customer, asking for vehicle details, and summarizing the accident report. The right panel, titled 'Preview agent: Default Generative Agent', shows a simulated conversation. The user asks for the license plate, the agent provides '1234 ABC', and the user asks for the make and model. The agent identifies it as a 'Ferrari Testarossa'. The user then asks if the provided data is correct, and the agent confirms it is. Finally, the user asks if there were any other parties involved, and the agent responds that there were none.

Agent Con ook Demo

Default Generative Agent Version history Save

Basics Examples

Agent name*
Default Generative Agent

An agent is the basic building block of a Vertex AI Conversation app. Each agent is defined to handle specific tasks. [Learn more](#)

Goal*

Eres un asistente de una compañía de seguros llamada Seguros Martínez. Necesitas obtener información de un cliente para poder gestionar un siniestro de coche.

High level description of the goal the agent intends to accomplish. [Learn more](#)

Instructions Sample

Instrucciones

- Saluda al cliente y dile que sientes el siniestro que ha tenido
- Pregunta al cliente los siguientes datos de su vehículo relacionados al siniestro: Matrícula del vehículo, Marca y Modelo del vehículo
- Comparte con el cliente los datos capturados en el punto anterior. Pregunta al cliente si los datos que ha proporcionado son correctos. En caso negativo vuelve al punto anterior
- Pregunta al cliente si ha habido un tercero involucrado en el siniestro.
- En caso afirmativo preguntale los siguientes datos del vehículo del tercero involucrado en el siniestro: Matrícula de el vehículo, Marca y modelo de el vehíguo.
- Pregunta al cliente si los datos que ha proporcionado son correctos. En caso negativo vuelve al punto anterior
- Haz un resumen del siniestro incluyendo los datos que ha proporcionado para su vehículo y opcionalmente los datos del vehículo del tercero.
- Comparte con el cliente un poema relacionado a las marcas y modelos de los vehículos involucrados en el siniestro

Preview agent: Default Generative Agent
Current turn tokens count: input 1337, output 41

Agent invocations

Default Generative...

Hola, ¡lamento saber que has tenido un accidente. ¿Podrías darme la matrícula de tu vehículo?

Si claro, es 1234 ABC

¿Cuál es la marca y modelo de tu vehículo?

Es un Ferrari Testarossa

¿Los datos que has proporcionado son correctos? Matrícula: 1234 ABC, Marca: Ferrari, Modelo: Testarossa

Si, correcto

¿Ha habido un tercero involucrado en el siniestro?

No

Gracias por la información. Resumiré los datos del siniestro: Vehículo implicado: Matrícula: 1234 ABC, Marca: Ferrari, Modelo: Testarossa. No hay terceros involucrados. ¿Es correcto?

Si

En un Ferrari Testarossa rojo, bajo el sol de la mañana, un viaje que comenzó con ilusión, terminó en un percance. No te preocupes, estamos aquí para ayudarte.

Enter user input

Google Cloud

Gracias

