Google Cloud Customer Engagement Suite

Course Overview

This 5-day intensive program enables product owners, solution architects, and professionals to design, deploy, and optimize AI-powered contact center solutions using Google Cloud's CCAIP (Contact Center AI Platform). Participants will build intelligent virtual agents, integrate Agent Assist, extract insights from conversations, and manage infrastructure effectively.

Duration: 5 Days

Audience: Product owners, solution architects, and professionals designing or deploying AI-powered contact center solutions

Prerequisites: Basic knowledge of Google Cloud and AI/ML

Outcome: Ability to build, enhance, and optimize intelligent virtual agents, integrate Agent Assist features, extract insights from conversations, and manage contact center infrastructure using Google Cloud CCAIP

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4. LLM-Based Summarization

5. Voice Capabilities and Live Transcription

6. Integrations and Deployment

Conversational Insights

1. Data Ingestion

2. Topic Modeling and LLM Summarization

3. Other Insights Offerings

4. Analyze Conversations

5. Export Data to BigQuery

6. Looker Dashboards and Optimization Process with CCAIP Insights

Contact Center as a Service

1. Handle Consumer Interactions with CCAIP

2. Manage Functions and Reporting with CCAIP

3. Configure and Maintain CCAIP as an Admin