



DialogflowCX

The `DialogflowCX` element can be used to engage the Google Dialogflow CX services. The `DialogflowCX` element is located under the **Virtual Assistant Voice** group in the **Call Studio Elements**. This element is an extension of the `Form` element and it engages the special resource on VVB called Speech Server to communicate with the Dialogflow Server.

- Note**
- The `DialogflowCX` element works with both Cisco DTMF and Nuance adaptors.
 - The `DialogflowCX` element supports both Speech and DTMF inputs.

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Settings

Name (Label)	Type	Required	Single Setting Value	Substitution Allowed	Default	Notes
Config ID	String	No	true	true	None	Config ID is generated in Webex Control Hub as part of Virtual Agent–Voice onboarding. If no Config ID is provided, the default config is fetched from the Control Hub. Important The default config in the Control Hub must point to the CX project.
Secure Logging	Boolean	Yes	true	true	false	Indicates whether logging of potentially sensitive data of the element is enabled. If set to, <code>true</code> the element's output data (query text, fulfilment text, and json) received from Google gets masked.

Element Data

Element Data	Type	Notes
query_text	String	Transcription of the user utterance received as a response from Google ASR. This field is auto-populated.
fulfilment_text	String	Fulfillment text returned by Dialogflow CX. Multiple response text messages are concatenated as a single string value.
json	String	Contains raw JSON response as received from Google Dialogflow CX. Note Use this element data for debug purposes only.
is_endof_session	Boolean	The value <i>true</i> indicates end of session.
is_live_agent_handoff	Boolean	The value <i>true</i> indicates live agent handoff.
is_custom_exit	Boolean	The value <i>true</i> indicates hybrid/custom exit from Dialogflow CX.
custom_payload	String	Contains the custom payload from Dialogflow CX with the <i>Data</i> parameters.
custom_event_name	String	Contains the event name from Dialogflow CX. Note The custom event name can be overridden if required, by adding an element data <i>event_name</i> in the DialogflowCX element with the desired name. The same name should be configured at the CX Agent to re-enter the flow.
error_code	Int	The value contains the error code returned, to handle the call gracefully. The error scenarios are as follows: <ul style="list-style-type: none"> • Customer quota exhausted with Google. • DF CX service down or network is poor. • Error on Client creation towards Dialogflow CX.

Exit States

Name	Notes
done	This state is returned after receiving response from Dialogflow CX. This indicates that the processing from Dialogflow has been completed. Important It is mandatory to return this state in order to continue with multiple dialogues.

error	This state is returned after the error response is received from Dialogflow CX. This indicates that the error has been encountered on the gRPC side.
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Custom VoiceXML Properties

Name (Label)	Type	Notes
Dialogflow.session.params.<param_name>	String	Sets the session parameter in CX at the start of the call.
Recognize.model	String	Contains the model name. The default value is <i>null</i> .
Recognize.modelVariant	String	Contains the model variant name. The following 4 values are supported as model variant name: <ul style="list-style-type: none"> • <i>USE_STANDARD</i> • <i>SPEECH_MODEL_VARIANT_UNSPECIFIED</i> • <i>USE_ENHANCED</i> • <i>USE_BEST_AVAILABLE</i> (default)
com.cisco.tts-server	String	This property is to be assigned the value " <i>cloudTTS</i> ", for transiting to the cloud.

