Genesys Intelligent Automation Help

Custom Natural Language Menu Dialogflow CX Chatbot Integration

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> ## Important
>
> The Custom Natural Language Module is a licensed product in Intelligent Automation. Be sure to acquire and install the updated license prior to beginning the installation process. Directions for installing a license file in Flex License Manager can be found here.

> ## Important
>
> The Custom Natural Language Module supports Dialogflow CX edition for chat features only.

The endpoint URL for Dialogflow CX is https://<region-prefix-if other than US>.dialogflow.googleapis.com/<api-version>/projects/my-project-id/locations/<my region>/agents/my-agent-id/environments/<my environment id>/sessions/<my-session-id>:detectIntent, where:

- <API version> is v3 or v3beta1 (Check the API reference at https://cloud.google.com/dialogflow/cx/docs/reference/rest.)
- <my-project-id> is your project ID in Dialogflow CX Console.
- <my region> is your region in Dialogflow CX Console.
- <my-agent-id> is the agent ID from Dialogflow CX Console.
- <my environment id> is your environment id and also an optional value.
- <my-session-id> is the session ID that is created during runtime in the **Start dialog engine session** script block in **Custom Natural Language Menu**.

> ## Important
>
> You can get the endpoint URL information from the Project Overview screen in Dialogflow console. Select the project from the **Project** dropdown, then select the agent from the **Menu** icon and click **Copy ID**.

You can specify an environment for runtime session calls, like *detectIntent*, *streamingDetectIntent*, *matchIntent*, �and session entity calls. To specify an environment, alter the endpoint URL by inserting environments/environment-id between the agent and sessions path parameters.

For example, the following endpoint uses
the 6db409d7-57ac-41d7-83bd-89b8768e2745 environment ID: https://dialogflow.googleapis.com/
v3beta1/projects/my-project-id/locations/us/agents/my-agent-id/environments/
6db409d7-57ac-41d7-83bd-89b8768e2745/sessions/my-session-id:detectIntent

If an environment is not specified, the default environment is used.

> ## Important
>
> You can get the environment ID form the following path in Dialogflow Console: **Project > Agent >
> Manage > Environments**. See versions and environments in Google Dialogflow CX documentation.

You can also include these values as module parameters and build the URL to access the endpoint.
You can then include a script that reads the parameters and constructs the Base URL:

```
def slanguageCode = context.getVariable("LanguageCode");
def sAPIVersion = context.getVariable("GoogleCXAPIVersion");
def sGoogleCXProjectID = context.getVariable("GoogleCXProjectID");
def sLocations = context.getVariable("GoogleCXRegion");
def sAgentID =context.getVariable("GoogleCXAgentID");
def sEnvironmentID = context.getVariable("GoogleCXEnvironmentID");

def sBASE_API_URL = "https://europe-west1-dialogflow.googleapis.com/" + sAPIVersion +
"/projects/" + sGoogleCXProjectID + "/locations/" + sLocations + "/agents/" + sAgentID +
"/environments/" + sEnvironmentID+ "/sessions/" + sSessionID +
":detectIntent?access_token="+sToken;
```

Sample scripts

These scripts can be used as a starting point to build your custom scripts:

- Trigger the default welcome for the default intent
- Perform natural language interpretation