

Hello Google Dialogflow Customer,

The previously announced migration from Standard NLU to Advanced NLU will **no longer occur on March 1, 2024**. Instead, we will continue to make Standard NLU available, but we will no longer develop quality improvements or new features. We will, however, address known issues and bugs.

If you have already migrated to Advanced NLU in your Dialogflow CX agents, the rest of this message does not apply to you.

What do I do now?

We still encourage the migration to Advanced NLU. Migrating from Standard NLU to Advanced NLU is a model upgrade and is generally expected to improve intent matching accuracy for most customers. Given the two models are inherently different, you can expect to see a difference in the confidence scores for intents in a particular scenario.

While most customers won't experience major changes, some Dialogflow CX agents may encounter increased "no match" results or failing test cases. This likelihood depends on factors like your agent's ML confidence threshold and any overlap between intents.

How do I test?

We strongly recommend following the steps below to test your agent with Advanced NLU:

1. Create a copy of your production agent in a separate agent or separate project.
2. Switch from Standard NLU to Advanced NLU for all the flows in the new agent by using the 'NLU type' dropdown under the 'ML' tab within agent settings in the Dialogflow console.
3. Prepare a test dataset for evaluation using Google Spreadsheets containing the following columns:
 - a. Flow Display Name: Display name of the flow where the utterance (i.e.user input) will be evaluated (for example, Default Start Flow).
 - b. Page Display Name: Display name of the page in the chosen flow where utterance will be evaluated (for example, Start Page).
 - c. Utterance: Utterance/user input that will be evaluated.
 - d. Expected Intent: Expected intent display name for the utterance.
 - e. Frequency: Optional column to calculate weighted accuracy. If the column does not exist, frequency is assumed to be 1 for each utterance.

For details on the dataset and example data, see the [Git hosted Google Colab file](#).

We recommend having at least 400-500 utterances in the dataset for correct evaluation, but the more the better. User inputs sampled from production data may provide a more accurate evaluation.

4. Run the [Google Colab file](#) in colab.research.google.com using your existing and new agents and the dataset in Google Spreadsheets as described above. The colab will provide no match percentage and pass percentage (intent match accuracy percentage).
5. If you see an increase in no match percentage, lower the ML confidence threshold in your Advanced NLU agent and run the colab again, while also watching out for intent match accuracy using the pass

percentage provided. Change the confidence threshold until no match and pass percentages meet your expectations.

6. Regressions in intent match percentage are not expected as long as the optimal threshold is selected. If you do see a drop in this metric, create a support case with the details so we can help troubleshoot.

We're here to help

If you have any questions, or require assistance during the migration, please [contact Google Cloud support](#).

Thanks for choosing Dialogflow.

—The Google Dialogflow Team