

Hello Google Dialogflow CX and Vertex AI Agents Customer,

We are writing to inform you about the upcoming changes to **Dialogflow CX and Vertex AI Agents** and the migration of generative features to the gemini-1.5-flash-001 model on **September 30, 2024**.

We've provided additional information below outlining the details of these changes, their impact on your existing agents, and the action items for you.

What you need to know

Effective **September 30, 2024**, the following [Dialogflow CX generative features](#) will be upgraded from text-bison-002 to the gemini-1.5-flash-001 model:

- **Vertex AI agent apps**
- **Data store agents (also known as Chat agents)**
- **Generators**

End of support for Vertex AI's text-bison-002 for agents

Effective **September 30, 2024**, we will discontinue the use of the text-bison-002 model for agents due to Vertex AI's planned discontinuation of support for this model on **October 9, 2024**.

Impact on Dialogflow CX and Vertex AI agents functionality

This Language Learning Model (LLM) change will affect Dialogflow CX and Vertex AI agents that currently utilize any of the features mentioned above. The upgrade to gemini-1.5-flash-001 is expected to improve agent quality.

After the upgrade on **September 30, 2024**, gemini-1.5-flash-001 will be automatically selected in the console if you had previously explicitly selected text-bison-002.

What you need to do

You can pursue one of the following advised options:

1. Early upgrade to gemini-1.5-flash-001 (Recommended)

Upgrade your agents that use Vertex AI agent apps, data store agents, and generators to gemini-1.5-flash-001 before **September 30, 2024**. We recommend early migration to allow enough time for testing and to ensure that your solution works as intended.

Follow the instructions in the table below to upgrade your agents.

Feature	Navigate to	Action
Vertex AI Agents	Agents Console > Settings > GenAI	Update your Generative model selection to use gemini-1.5-flash-001 or one of the other available models.

Generative and Data store agents in Dialogflow CX	Dialogflow CX > Agent settings > Generative AI settings	
Generators in Dialogflow CX	Dialogflow CX > Manage > Generators	

2. Wait for automatic migration

If you don't upgrade your features using text-bison-002 before **September 30, 2024**, they will be automatically switched to gemini-1.5-flash-001.

We're here to help

We know this change may take some planning, and we're committed to supporting you during this transition. If you have any questions or require assistance, please contact [Google Cloud support](#).

Thanks for choosing Google Dialogflow and Vertex AI Agents.

— The Google Dialogflow Team