

Events

Intents are normally matched when an end-user expression matches an intent training phrase. However, you can also trigger intents using *events*. Events can be invoked in many ways.

There are two types of events:

- **Platform events** (/dialogflow/docs/events-platform): These built-in events are provided by platform integrations (/dialogflow/docs/integrations). They are invoked when platform-specific events occur. For example, the `FACEBOOK_LOCATION` event is invoked by the Facebook integration when an end-user accepts or rejects a request for the end-user's location.
- **Custom events** (/dialogflow/docs/events-custom): These are events that you define. You can invoke these events using either fulfillment (/dialogflow/docs/fulfillment-overview) or the API (/dialogflow/docs/api-overview). For example, you might set a timed alert during a conversation, which invokes an event at a certain time. This event could trigger an intent that alerts the end-user about something.

Configure an intent for events

Events are identified simply by their name. Platform-specific events have specific names, but you can name custom events anything.

To configure an intent so that it is triggered when certain events are invoked:

1. Go to the Dialogflow Console (<https://dialogflow.cloud.google.com>).
2. Select an agent.
3. Select **Intents** in the left sidebar menu.
4. Select an intent.
5. Expand the *Events* section.
6. Enter one or more event names.

To update intent events with the API, see the Intents (/dialogflow/docs/reference/common-types#intents) type.

Event parameters

When invoked, events may also have parameter data that you can access in the triggered intent's responses. For more information, see [Parameter reference for an event parameter \(/dialogflow/docs/intents-actions-parameters#event\)](/dialogflow/docs/intents-actions-parameters#event).

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