Integration Guide

AudioCodes Intuitive Human Communications for Chatbot Services

Voice.AI Gateway

Google One-Click DialogFlow Integration

audiocodes

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Document Name
Voice.AI Gateway Product Description
Voice.AI Gateway Bot API Reference Guide

General Notes

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1 Introduction

AudioCodes Voice.AI Gateway enhances chatbot functionality by allowing human communication with chatbots through **voice** (voicebot), offering an audio-centric user experience. Integrating the Voice.AI Gateway into your chatbot environment provides you with a single-vendor solution, assisting you in migrating your text-based chatbot experience into a voice-based chatbot.

Note:

- Prior to reading this document, it is recommended that you read the Voice.AI Gateway Product Description to familiarize yourself with AudioCodes Voice.AI Gateway architecture and solution.
- Most of the information provided in this document is relevant to all bot frameworks. Where a specific bot framework uses different syntax, a note will indicate this.

1.1 Purpose

The purpose of this document is to describe the messages sent by the Voice.AI Gateway to the agent, and messages sent by the agent to the Voice.AI Gateway to achieve the desired functionality.

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2 Messages Sent by Voice.AI Gateway

This section describes the messages that are sent by the Voice.AI Gateway.

2.1 Welcome Message

When the conversation starts, a message is sent with the details of the call. These details include (when available) the following:

Table 2-1: Description of Initial Message Sent by Voice.AI Gateway

Property	Type	Description
`callee`	String	Dialed phone number. This is typically obtained from the SIP To header.
`calleeHost`	String	Host part of the destination of the call. This is typically obtained from the SIP To header.
`caller`	String	Caller's phone number. This is typically obtained from the SIP From header.
`callerHost`	String	Host part of the source of the call. This is typically obtained from the SIP From header.

The message is sent as a `WELCOME` event, with the details as `event` parameters.

Example:

```
{
  "queryInput": {
    "event": {
      "languageCode": "en-US",
      "name": "WELCOME",
      "parameters": {
        "callee": "12345678",
        "calleeHost": "10.20.30.40",
        "caller": "12345678",
        "callerHost": "10.20.30.40"
      }
    }
  }
}
```

Note: These parameters can be used when generating the response text, by using a syntax such as this: "#WELCOME.caller".

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3 Messages Sent by Agent

When the Voice.AI Gateway handles messages from the agent, it treats them as activities.

The Voice.AI Gateway handles activities synchronously and therefore, an activity is not executed before the previous one has finished. For example, when the Voice.AI Gateway receives two activities—to play text to the user and to hang up the call—the `hangup` activity is only executed after it has finished playing the text.

3.1 Basic Activity Syntax

Each activity is a JSON object that has the following properties:

Table 3-1: Properties of JSON Object Activities

Property	Type	Description
`type`	String	Either `message` or `event`.
`name`	String	Name of event for the `event` activity.

3.2 hangup activity

The `hangup` activity disconnects the conversation.

The following table lists the parameters associated with this event.

Example:

```
{
  "type": "event",
  "name": "hangup",
}
```

3.3 Bot Framework Specific Details

3.3.1 Google Dialogflow

For Google Dialogflow, the activities are derived from the intent's response (the "Default" response, which is the response to PLATFORM_UNSPECIFIED platform).

The response's text is used to construct an activity for playing the text to the user.

To send additional parameters or activities, Custom Payload must be added to the response (see https://cloud.google.com/dialogflow/docs/intents-rich-messages).

The Custom Payload can contain a JSON object with the following properties:

Table 3-2: Google Dialogflow Custom Payload Properties

Property	Description
`activities`	Array of activities to be executed after playing the text of the response.

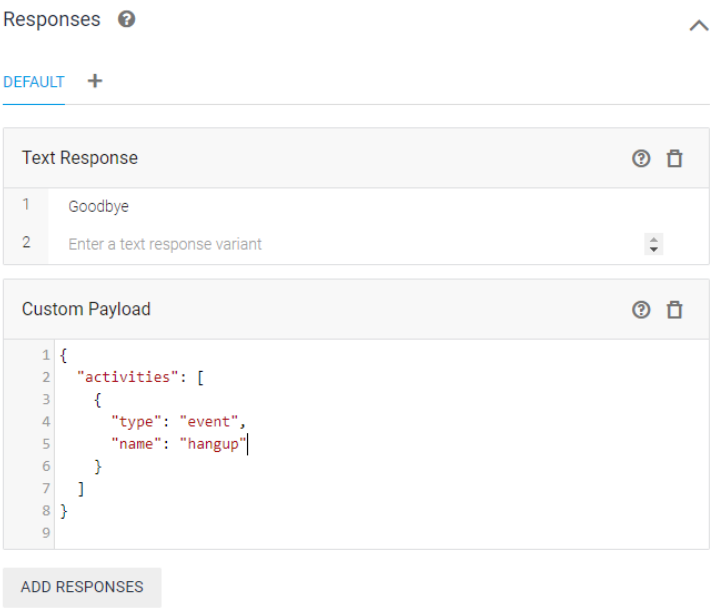
For example, if the text response is "Goodbye" and the Custom Payload contains the following JSON object:

```
{
  "activities": [
    {
      "type": "event",
      "name": "hangup"
    }
  ]
}
```

Then, after playing the audio of the text "Goodbye", the call will be disconnected.

The above example can be configured through the Dialogflow user interface, as follows:

Figure 3-1: Custom Payload Configuration Example through Dialogflow User Interface



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