

Phone Number Connector (PNC)

Version 1.11

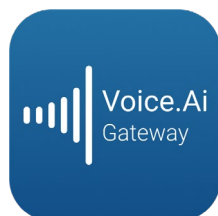


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Notice

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This document is subject to change without notice.

Date Published: October-28-2020

WEEE EU Directive

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Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

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

Related Documentation

Document Name
https://www.audiocodes.com/media/15067/audiocodes-phone-number-connector.pdf
https://techdocs.audiocodes.com/voice-ai-gateway/integration/version-160/Default.htm
Voice.AI Gateway Google One-Click Dialogflow Integration Guide

Document Revision Record

LTRT	Description
30982	Initial document release for Version 1.9
30986	Updated to Version 1.11; added Product Features, Constraints, Billing and Services, Support and updated Bot procedures.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

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.

AudioCodes Phone Number Connector (PNC) is a software-as-a-service (SaaS) solution, allowing you to easily implement AudioCodes field-proven voice-based bot technology. The PNC solution seamlessly connects your bot framework to a real telephone number, regardless of region or country in which your bot is providing its service. Once you are connected and signed up to the PNC service, you can start providing your bot service to your customers.

The PNC solution also provides speech-to-text (STT) and text-to-speech (TTS) services. Currently, these services are offered through Microsoft Bot Framework, and for English only.

1.1 Supported Countries

The following is a list of supported countries we provide local telephone numbers to:

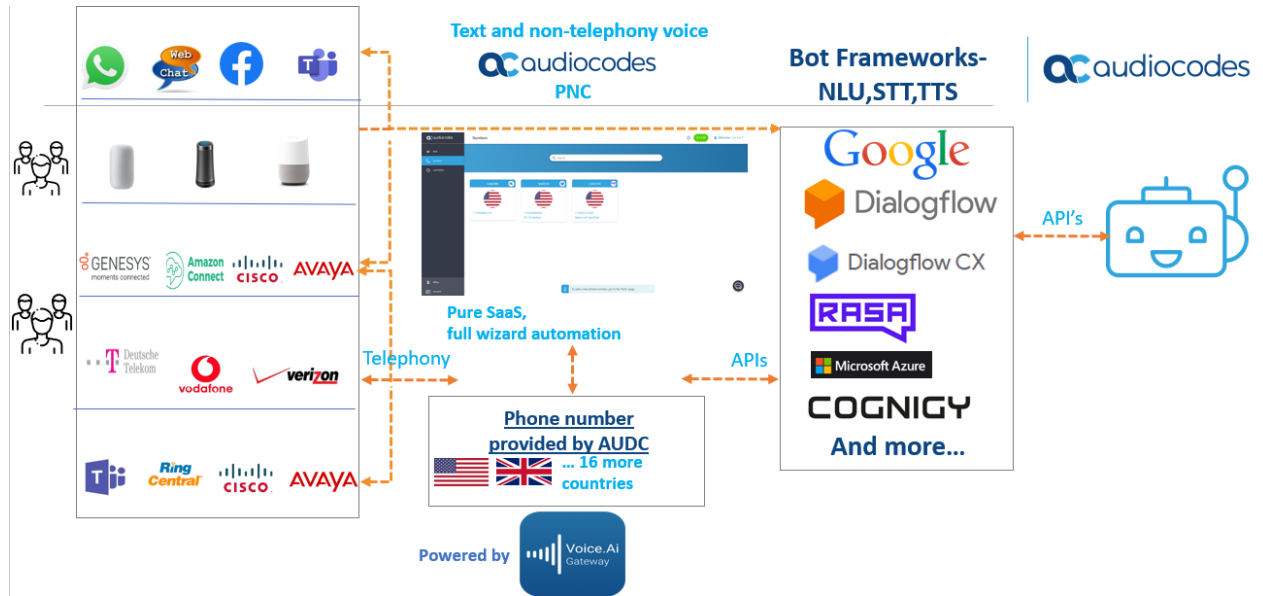
Austria, Brazil, Canada, Croatia, Denmark, Finland, Ireland, Israel, Lithuania, Mexico, Monaco, New Zealand, Poland, Slovakia, Slovenia, United Kingdom and United States.

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2 AudioCodes PNC Flow Diagram

If you are a bot developer you will find yourself on the right-hand side of this flow diagram, writing your bot with one of the bot frameworks you see here. You can see the cloud service providers as well as a partial list of other bot frameworks. Most of them are text based, while some supply voice APIs in addition to the text ones. You may also find middlewares developed by large enterprises AI teams. These middlewares are text-based and act as an abstraction layer for channels and AI services.

On the left-hand side, you can see the text channels such as WhatsApp, Web chat, Facebook and Microsoft Teams.



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3 Product Features

This sections lists the main features of PNC and Voice.AI Gateway.

3.1 PNC Features

The following features are supported in this version of PNC.

3.1.1 Barge-in

This allows you to listen to live calls without the caller or call center agent knowing and then barge into the call to speak with both the agent and the caller (“call barging”).

3.1.2 DTMF

The Dual Tone Multi Frequency (DTMF) is the signal to the phone company that you generate when you press an ordinary telephone's touch keys.

3.1.3 Transfer call

This feature allows you to transfer your bot conversation to a live agent, via routing the call to any number of your choice.

3.1.4 STT from AudioCodes

Speech to Text (STT) is provided by AudioCodes subscription to Microsoft Azure STT (except for Dialogflow ES/CX).

3.1.5 Play Audio

The bot can send to the Voice AI Gateway, an event containing the URL to be played to the user. For more details, refer to the playURL event in the Integration Guide.

3.1.6 Direct Voice API

Google Dialogflow provides STT and TTS directly via Dialogflow.

3.2 AudioCodes Voice.AI Gateway Features

For more information regarding AudioCodes Voice.AI Gateway, refer to:

- [Voice.AI Product Description](#)
- [Voice.AI Gateway Integration Guide](#)

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4 Constraints

This sections lists the constraints of PNC and Voice.AI Gateway.

4.1 PNC Constraints

This version includes the following known constraints:

- Up to 45 minutes per conversation
- 20 bots per account
- 5 numbers per bot

4.2 Voice.AI Gateway Constraints

The following Voice.AI Gateway features are not supported by PNC:

- Agent assist
- Send meta data
- Outbound calls
- Call recording

If you are interested in any of these features, please contact AudioCodes support.

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5 Supported Bot Frameworks



Note: You must have a Gmail account to register and configure. If you don't have a Gmail account, please sign up with a work account that is associated to a Google Cloud account.

The following is a list of different bot frameworks for integrating the PNC into your chatbot environment:

- Dialogflow CX
- Dialogflow ES
- Microsoft bot framework
- Rasa
- Cognigy
- AudioCodes Bot API

In this document, Dialogflow CX and Dialogflow ES methods are described below.

For Microsoft, Rasa and Cognigy, please refer to <https://pnc.audiocodes.com>.

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6 Creating the Bot

In this section, two procedures for creating a bot are described:

- **Dialogflow Customer Experience (CX) Edition:** This is a pay-as-you-go edition that provides the advanced CX agent type.
- **Dialogflow Essentials (ES) Edition:** This is a pay-as-you-go edition that provides the standard ES agent type.

6.1 Dialogflow CX

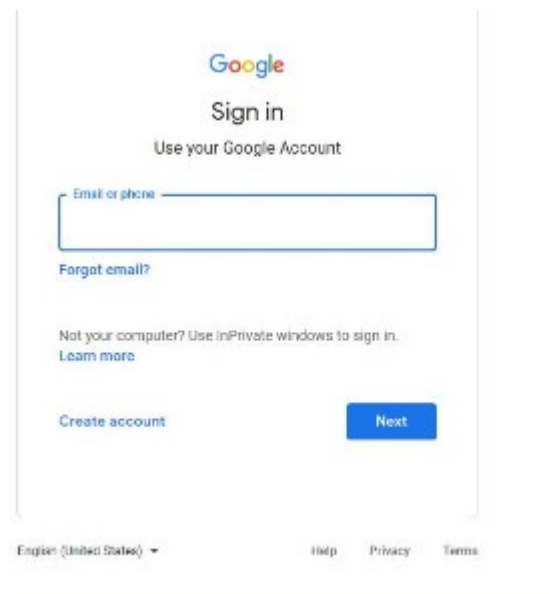
The procedures below describe a quick setup for the integration of the AudioCodes PNC and a bot instance created using Dialogflow CX.

6.1.1 Prerequisites

To integrate your Dialogflow CX agent with AudioCodes, you need to create an agent in the Dialogflow CX console. This guide walks you through this process. For information on how to create a bot using Dialogflow CX, refer to <https://cloud.google.com/dialogflow/cx/docs>.

6.1.2 Getting Started

1. Go to <https://dialogflow.cloud.google.com/cx>; the Google Sign in screen appears.



2. Sign in with your Google account details, and then click **Next**.

3. Review and accept your account settings.

Please review your account settings

Country or territory *

Israel

Terms of Service *

Yes, I have read and accept the agreement.

By proceeding and clicking the button below, you agree to adhere to the [Terms of Service](#).
 Additionally, you may have access to certain Firebase services. You agree that your use of Firebase services will adhere to the applicable [Firebase Terms of Service](#). If you integrate any apps with Firebase on this project, by default, your Firebase Analytics data will enhance other Firebase features and Google products. You can control how your Firebase Analytics data is shared in your Firebase settings at anytime.

ACCEPT

4. On the Welcome to Dialogflow CX screen, click **Get started**.
5. Select **CREATE AGENT**, and then fill in your details as per your requirements.
6. Add a name to your agent, and then click **CREATE**.

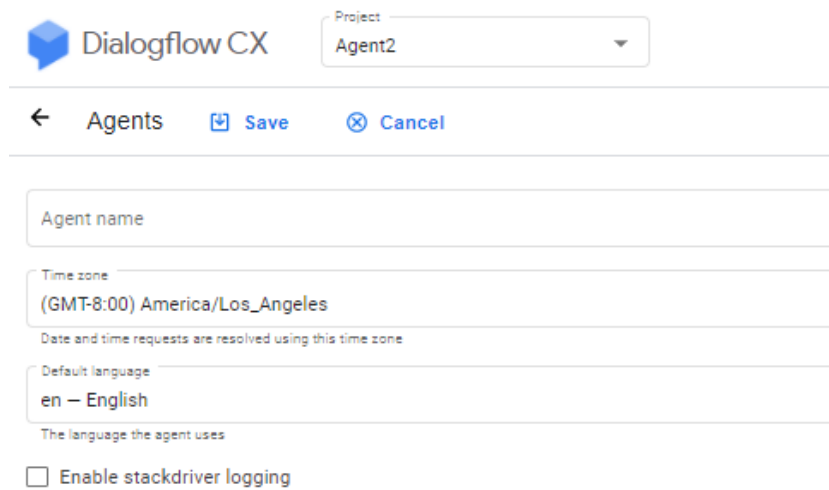
The screenshot shows the Dialogflow CX 'Agents' page. At the top, there is a 'Project' dropdown menu set to 'Agent2'. Below the header, there is a search bar with the text 'Agent'. Two agent cards are displayed:

- Prebuilt Agents:** A card with a 'TEMPLATE' label and a headset icon. It contains the text: 'Find an agent you want to use, import it into your agent account and setup a webhook get get agent responding.'
- Car Rental:** A card with edit, download, upload, and delete icons. It shows the agent ID: 'projects/agent2-bvtyib/locations/global/agents/5e8daa36-9488-48b0-9600-33a3bf218726'.



Note: The 'Agent name' field can only contain alphanumeric characters. You cannot use spaces or special characters.

7. On the Dialogflow CX screen, click **Save**.



Dialogflow CX

Project: Agent2

Agents Save Cancel

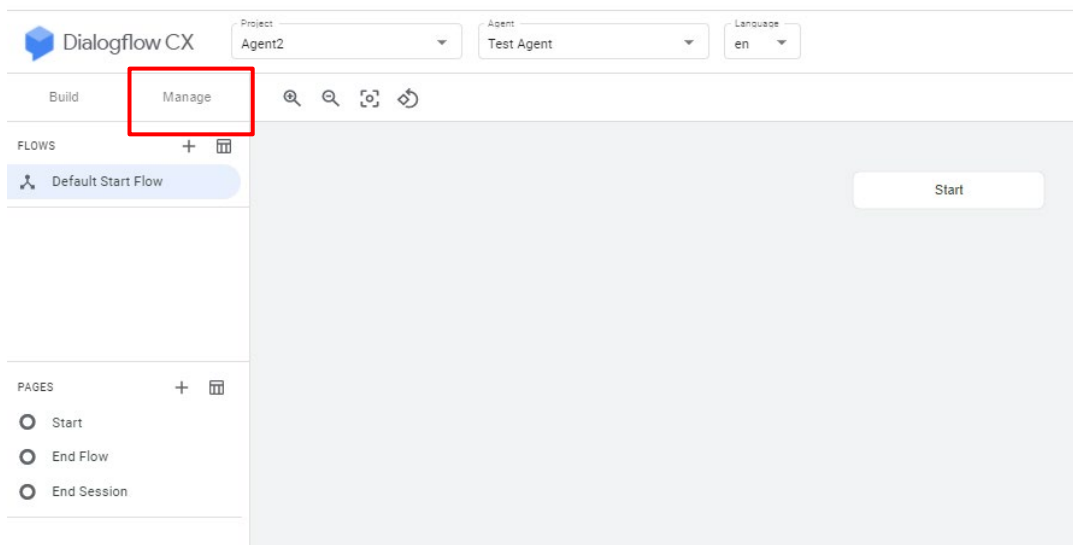
Agent name

Time zone: (GMT-8:00) America/Los_Angeles
Date and time requests are resolved using this time zone

Default language: en - English
The language the agent uses

Enable stackdriver logging

8. On the Dialogflow CX screen, click **Manage**.



Dialogflow CX

Project: Agent2 Agent: Test Agent Language: en

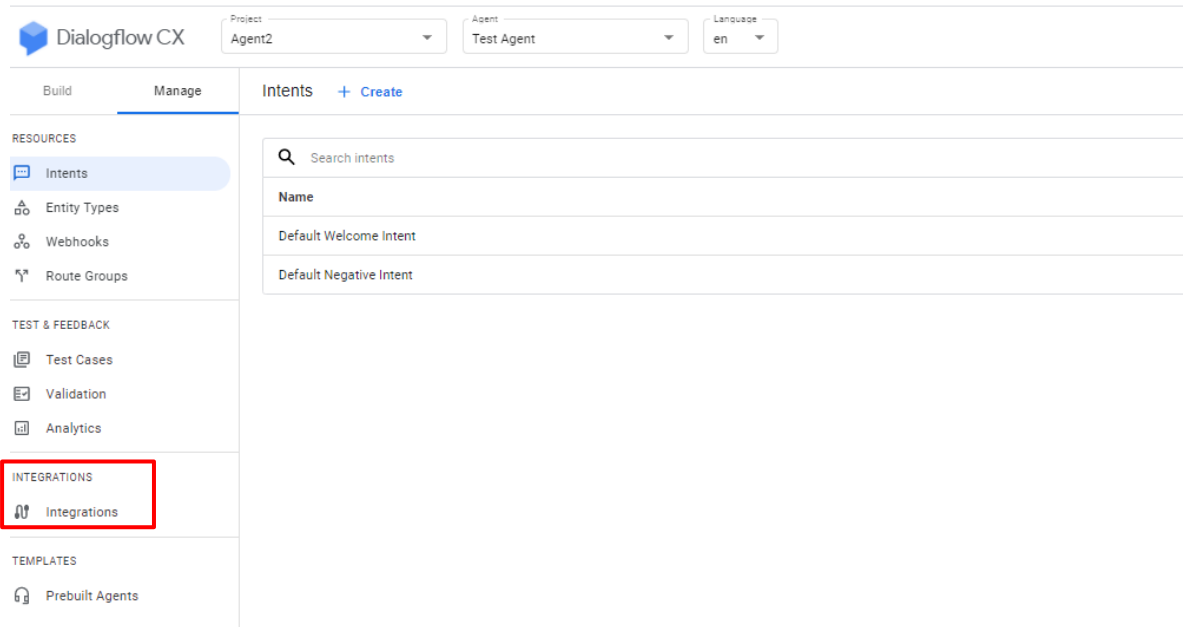
Build Manage

FLOWS +
Default Start Flow

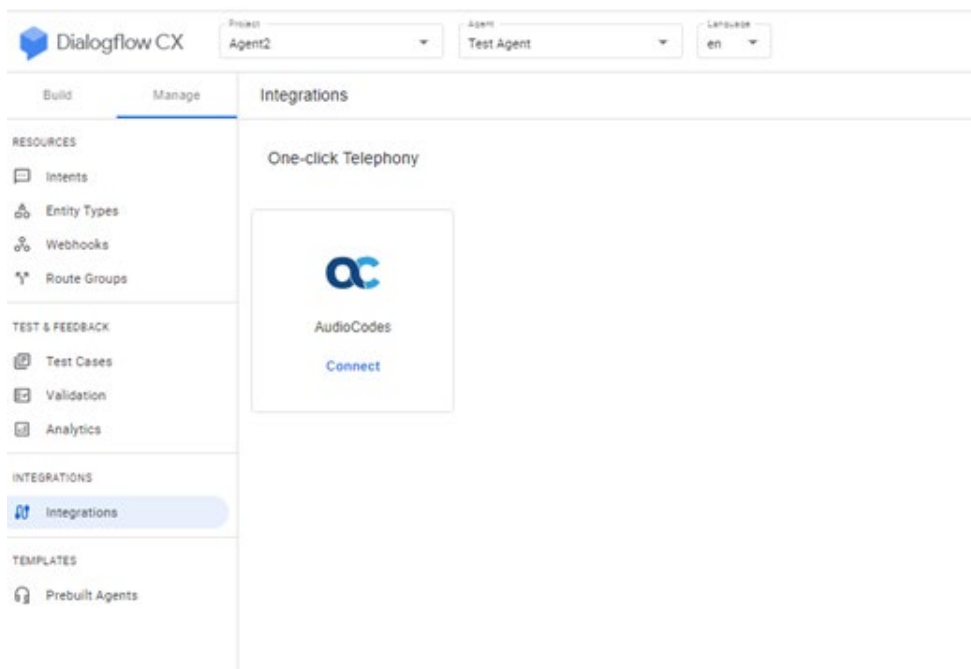
PAGES +
Start
End Flow
End Session

Start

9. On the Dialogflow CX screen, click **Integrations**.



10. On the Dialogflow CX screen, click the **AudioCodes** icon.



- In the 'Create a new integration' field, add an integration name, and then click **Add**. You will now be re-directed to the PNC log in screen to connect with your bot via the AudioCodes PNC.

AudioCodes Integration

Manage integrations for AudioCodes. [View Documentation](#)

Create a new integration

Add

Done

6.1.3 Signing up to PNC (pnc.audiocodes.io)

- Enter your details on the **Sign up** page.

Sign up

First name
KohiBentov

Last name
Bentov

Email
kohibentov@gmail.com

Password
password

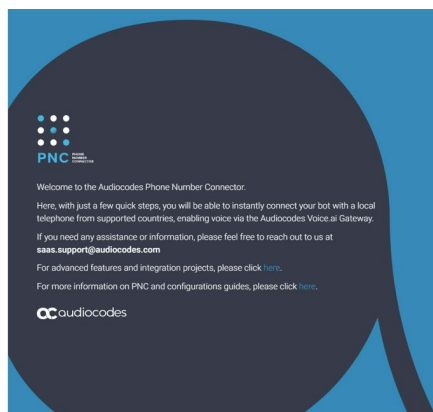
Phone number
0525707027

Company name
AudioCodes

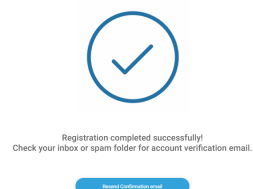
By clicking on "Start your free trial", you agree to our [Terms, Add Conditions of Use and Privacy Policy](#).

Start your free trial

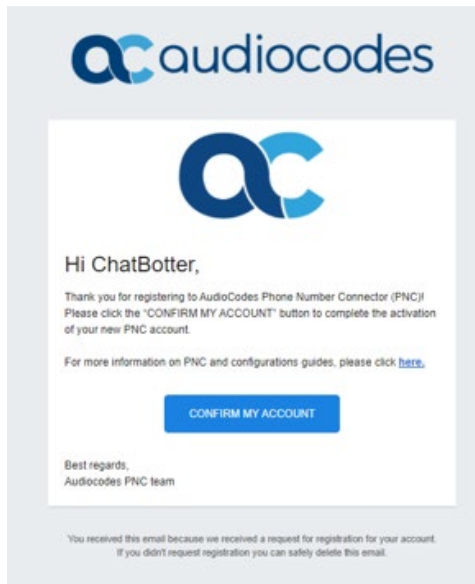
Already have an account?



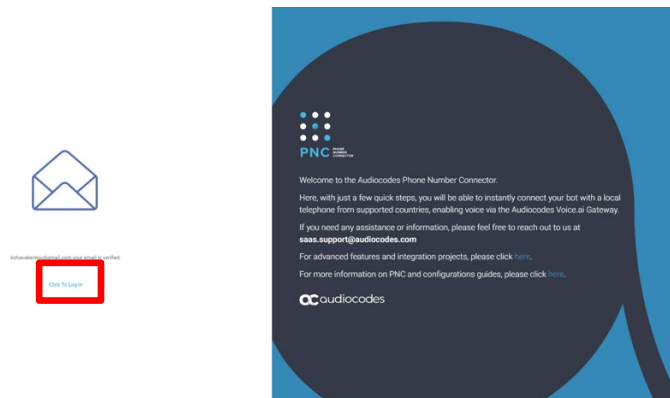
- Click **Start your free trial**; the following appears and a confirmation email is sent to you.



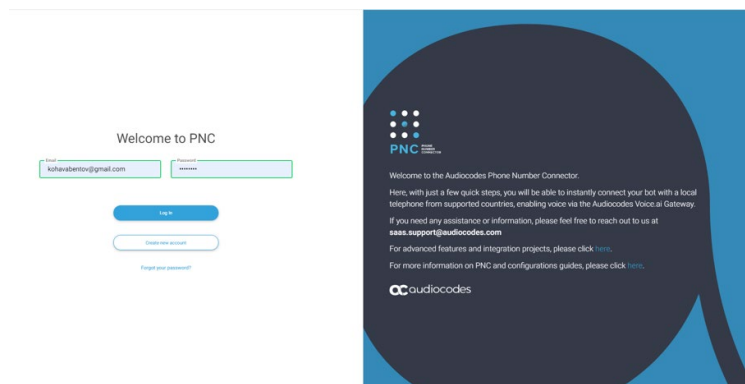
- Open the PNC confirmation email, and then click **Confirm Account**; you are directed to the following web page:



- Click **CONFIRM MY ACCOUNT**; the Welcome to the AudioCodes Phone Number Connector page appears.



- Click **Click To Log In**; the following appears:



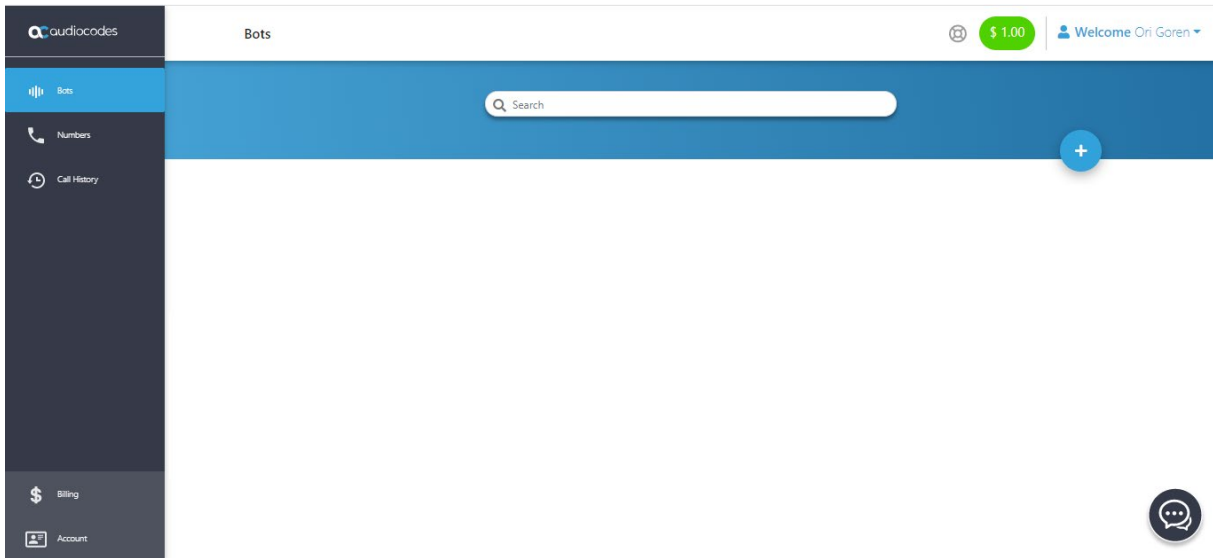
- Enter your email address and password, and then click **Log In**; the PNC wizard opens.

6.1.4 Using the PNC Wizard



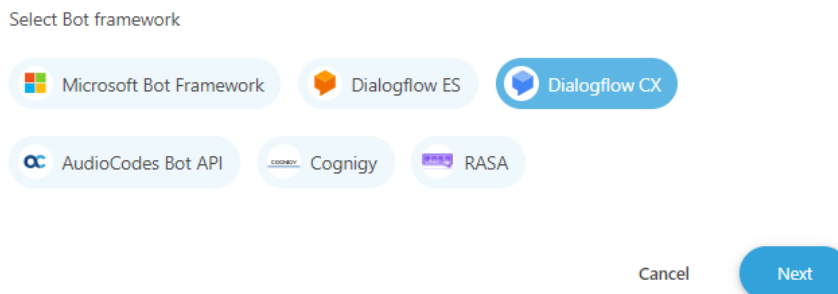
Note: This section appears when you login to your PNC account, and not when you are in the middle of the integration process. To continue with the integration, go to paragraph 3 on page 24.

1. In the navigation menu pane, select **Bots**, and then click **+** to create a new bot:



Note: If this is the first time that you are accessing the wizard, the Select Bot Framework wizard page appears when you log in.

The Select Bot Framework wizard page appears:



2. Select the **Dialogflow CX** bot framework, and then click **Next**; the Bot Details wizard page appears:

To enable a Dialogflow Bot in your PNC project, please sign-in to your account in Google Dialogflow and choose integration with AudioCodes



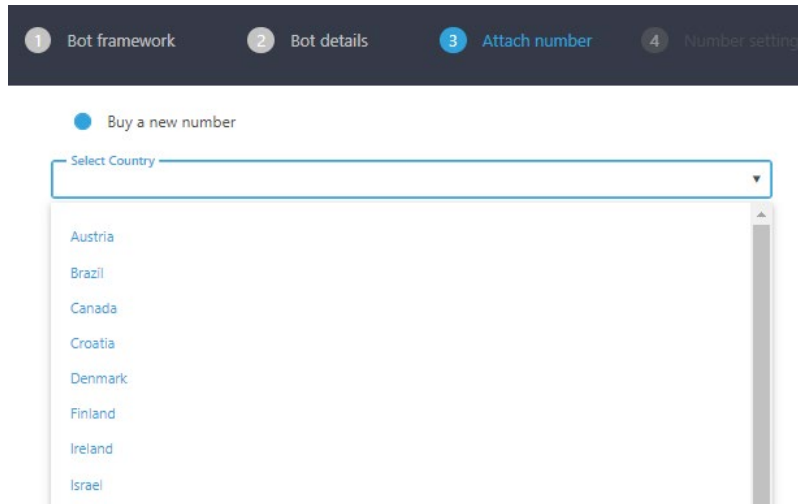
3. Click **Go to Dialogflow**; the Bot details screen appears.

4. Configure the bot settings:
 - In the 'Project ID' field, enter the Project ID.
 - In the 'Bot name' field, enter the name of the bot.
5. Click **Next**; the Attach Number wizard page appears:

You can either buy a new phone number or use an existing number.

6. If you want to buy a new phone number, do the following:

- a. Select the **Buy a new number** option; the following appears:



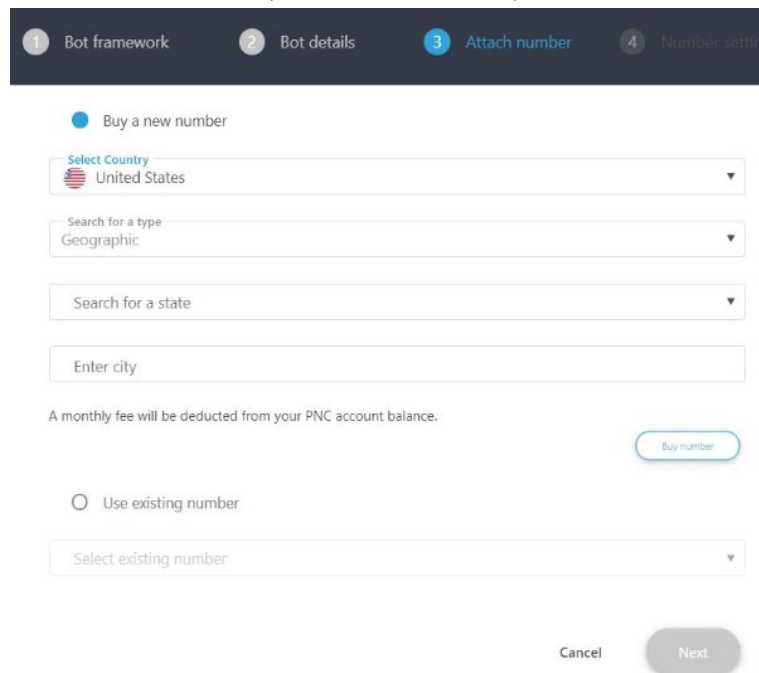
1 Bot framework 2 Bot details 3 Attach number 4 Number settings

Buy a new number

Select Country

- Austria
- Brazil
- Canada
- Croatia
- Denmark
- Finland
- Ireland
- Israel

- b. From the 'Select Country' drop-down list, select the country in which the phone number will be used, and then click **Next**; the Attach number screen appears:



1 Bot framework 2 Bot details 3 Attach number 4 Number settings

Buy a new number

Select Country
United States

Search for a type
Geographic

Search for a state

Enter city

A monthly fee will be deducted from your PNC account balance.

Buy number

Use existing number

Select existing number

Cancel Next

- c. (Optional) Configure specific country settings:
- ◆ From the 'Search for a type' drop-down list, select the appropriate value.
 - ◆ From the 'Search for a state' drop-down list, select the appropriate state.
 - ◆ In the 'Enter city' field, enter the appropriate city.



Note: The City and State fields do not appear when other countries are selected.

- d. Click **Next**; the created number appears with a message that the phone number was created successfully.

Buy a new number

Select Country
United States

Search for a type
Geographic

Search for a state
CA

Enter city
LA

+13412226001
The phone number was created successfully.
Please wait a minute for the number to be active.

Use existing number

Select existing number

Back Next

- e. Click **Next**; the Number Settings wizard page appears:

1 Bot framework 2 Bot details 3 Attach number 4 **Number settings**

Number: +13412226001 i The phone number was created successfully. Please wait a minute for the number to be active.

Number name Barge-in
Disabled

TTS speech service
AC Azure DTMF
Disabled

STT speech service
AC Azure +1 Transfer call
e.g. 111222333 i

Language
en-US

Voice name
en-US-GuyNeural

Save and Close

- f. Give your number a name, confirm or modify the fields, and then click **Save and Close**; the new bot appears listed on the Bots page. You are re-directed back to Dialogflow CX. You can now test the number you have just purchased.
7. If you have previously purchased a number and it is currently unassigned, you can re-assign the number to your bot.



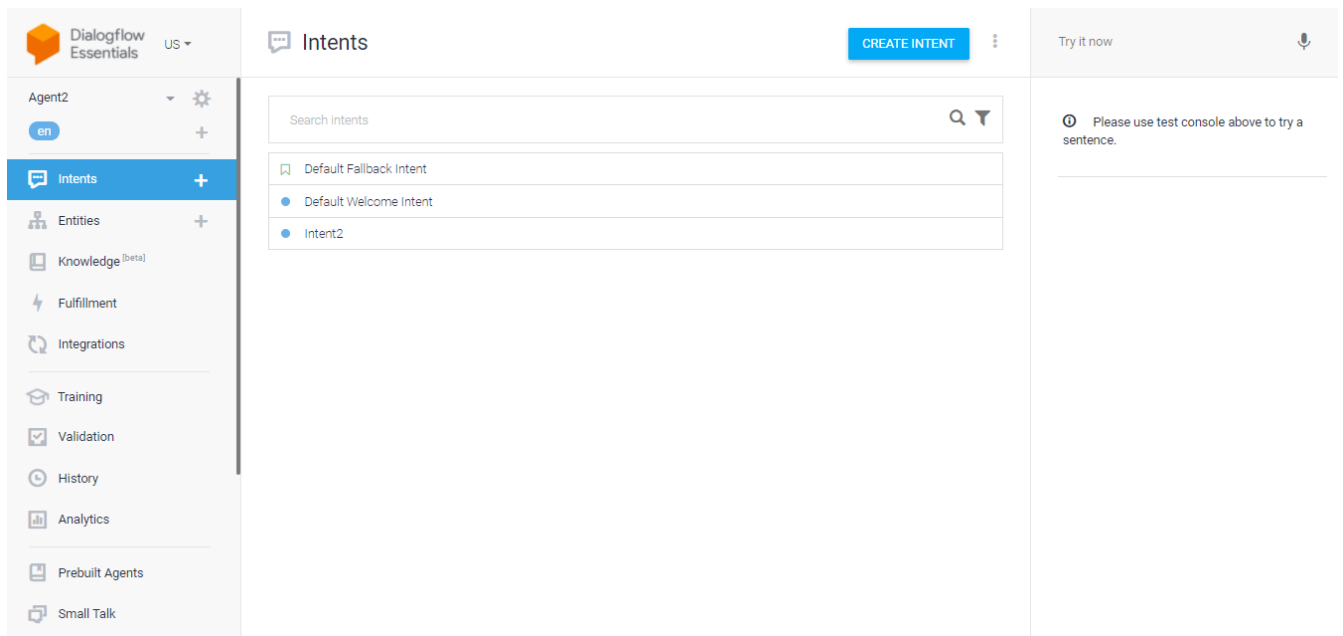
Note: As a first-time user, you will be redirected to a three-step wizard on AudioCodes.io and then redirected back to the Dialogflow console.

6.2 Dialogflow ES

The procedures below describe a quick setup for the integration of the AudioCodes PNC and a bot instance created using Dialogflow ES.

6.2.1 Getting Started

1. Go to <https://dialogflow.cloud.google.com/>; the Dialogflow screen appears.



2. Sign in with your Google account, and then click **Next**.
3. Review and accept your account settings.

Please review your account settings

Country or territory *

Israel

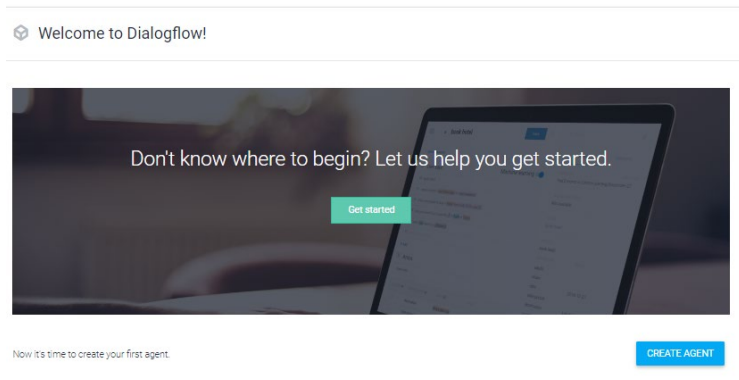
Terms of Service *

Yes, I have read and accept the agreement.

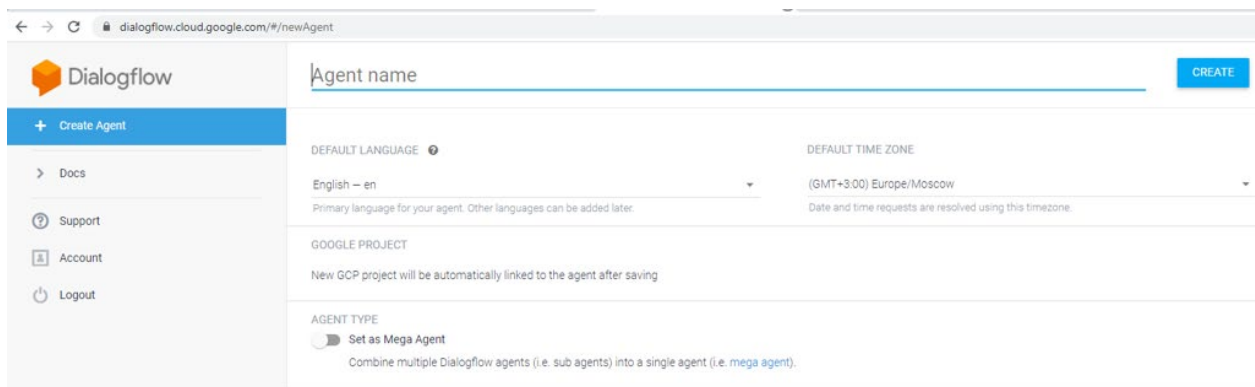
By proceeding and clicking the button below, you agree to adhere to the [Terms of Service](#).
 Additionally, you may have access to certain Firebase services. You agree that your use of
 Firebase services will adhere to the applicable [Firebase Terms of Service](#). If you integrate
 any apps with Firebase on this project, by default, your Firebase Analytics data will
 enhance other Firebase features and Google products. You can control how your Firebase
 Analytics data is shared in your Firebase settings at anytime.

ACCEPT

- On the Welcome to Dialogflow screen, click **Get started**; the following screen appears:



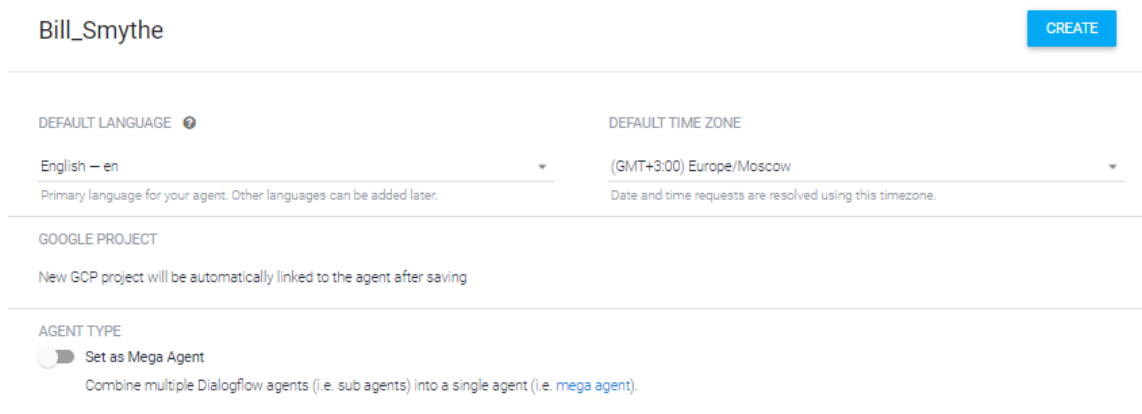
- From the left-hand navigation bar, select **CREATE AGENT**, and then fill in your details according to your requirements.



- Add a name to your agent, and then click **CREATE**.

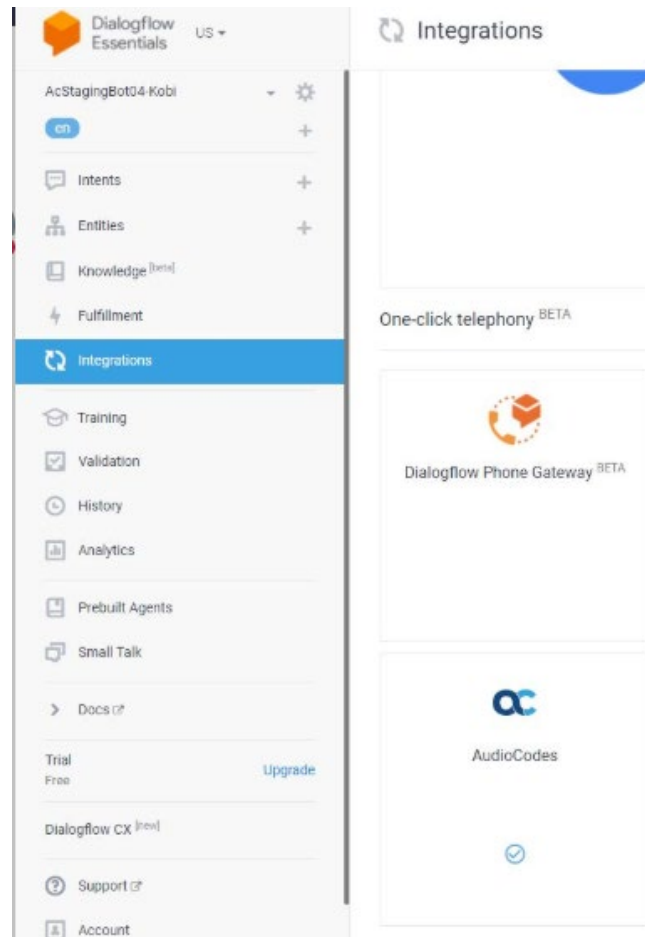


Note: The 'Agent name' field can only contain alphanumeric characters. You cannot use spaces or special characters.



Note: Prior to integrating your bot via One-click telephony, your bot must be set up and configured according to Dialogflow prerequisites (i.e., intents, entities or pre-built agents).

- From the left-hand navigation bar, select **Integrations**. to add a local telephone number to your bot.



- Click the **AudioCodes** icon; the following screen appears:

ac AudioCodes Test

[View Documentation](#)

Name	Environment	Status
<input type="text" value="New integration name *"/>		
<input type="text" value="Test ES"/>	<input type="text" value="Environment"/>	<input type="button" value="SIGN UP"/>

- In the 'Name' field, enter the new integration name, and then click **SIGN UP**.

6.2.2 Signing up to PNC

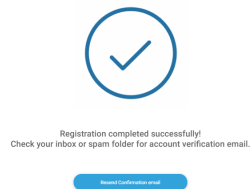


Note: This procedure is always performed through the Dialogflow console.

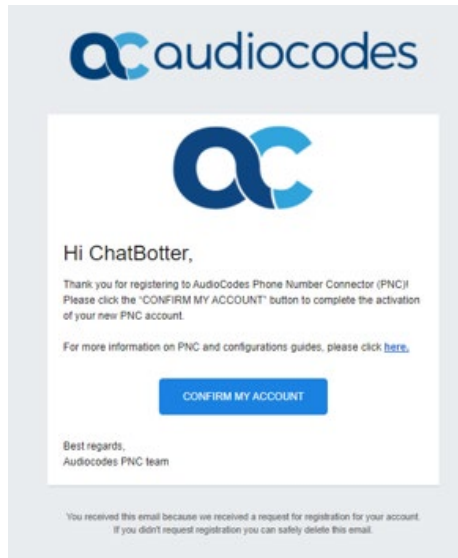
1. Enter your details on the **Sign up** page.



2. Click **Start your free trial**; the following appears and a confirmation email is sent to you.



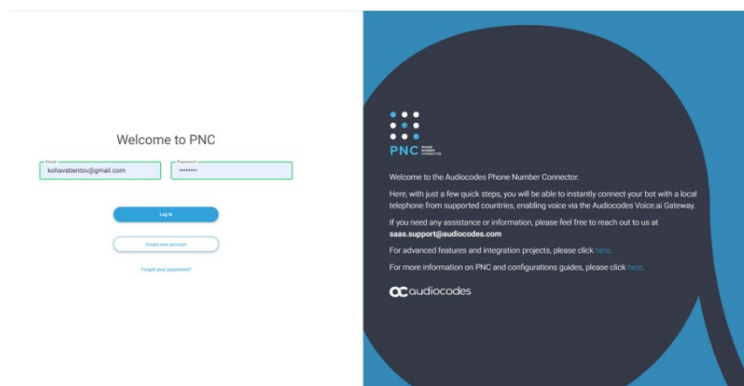
- Open the PNC confirmation email, and then click **Confirm Account**; you are directed to the following web page:



- Click **CONFIRM MY ACCOUNT**; the Welcome to the AudioCodes Phone Number Connector page appears.



- Click **Click To Log In**; the following appears:



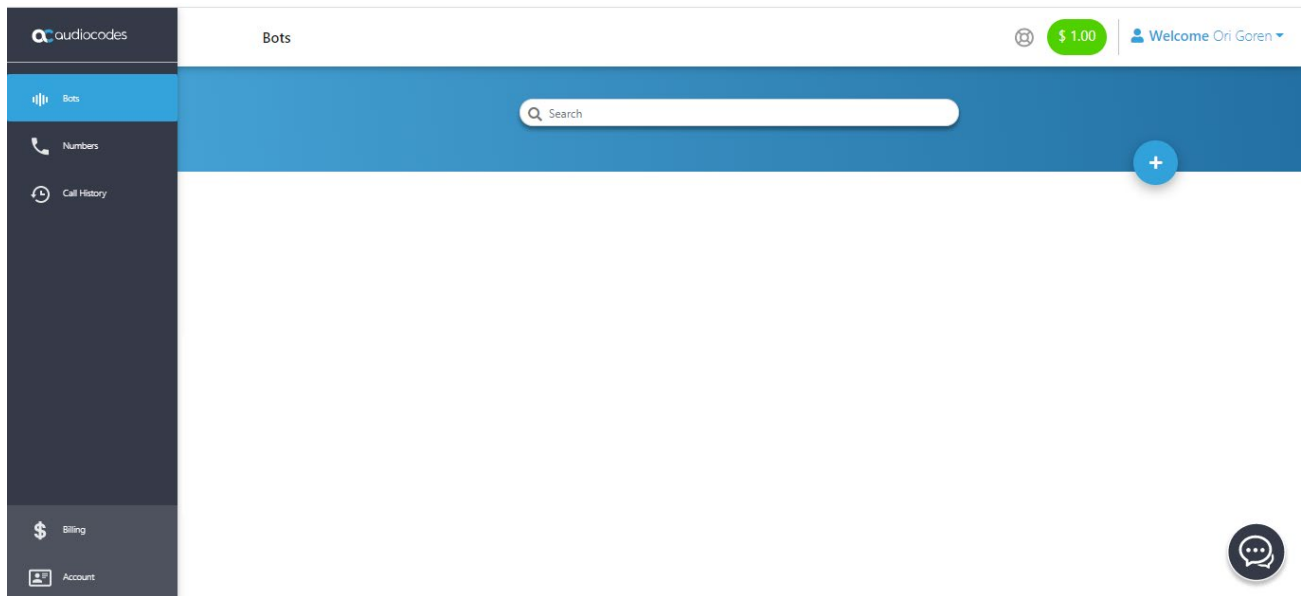
- Enter your email address and password, and then click **Log In**; the PNC wizard opens.

6.2.3 Using the PNC Wizard



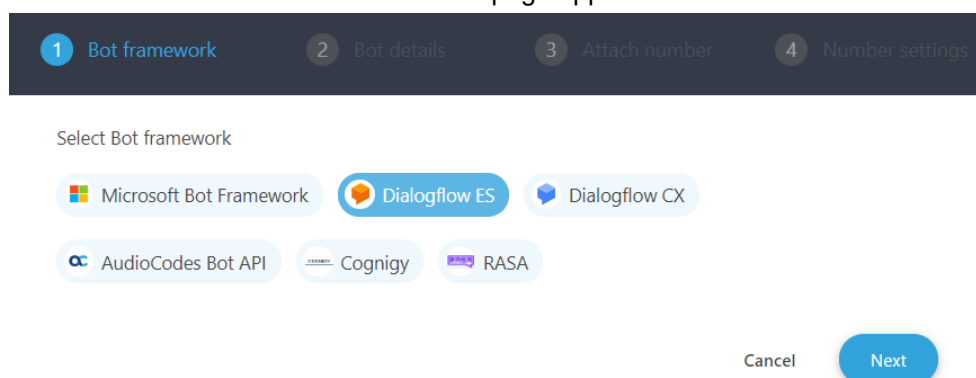
Note: This section appears when you login to your PNC account and not when you are in the middle of the integration process. To continue with the integration, go to paragraph 3 on page 33.

1. In the navigation menu pane, select **Bots**, and then click **+** to create a new bot:



Note: If this is the first time that you are accessing the wizard, the Select Bot Framework wizard page appears.

The Select Bot Framework wizard page appears:

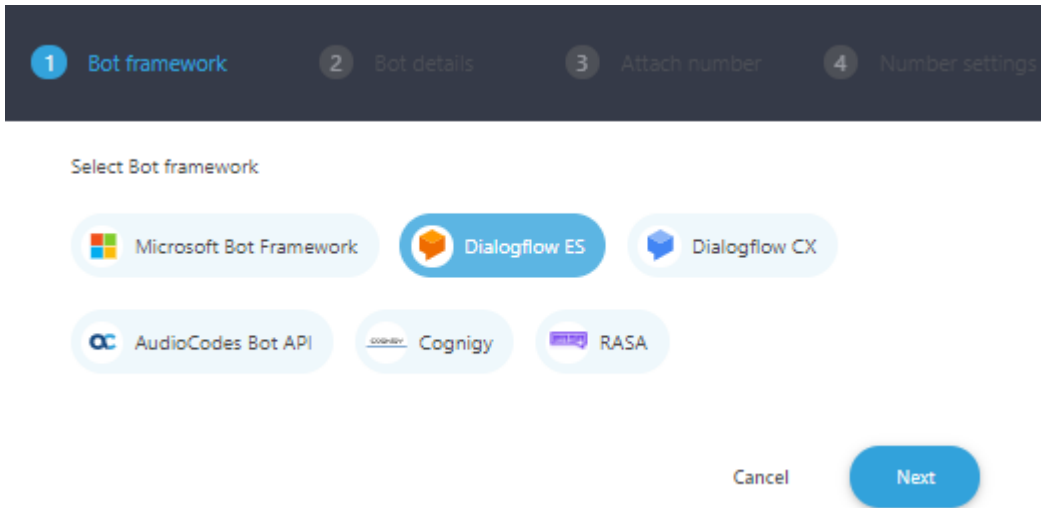


2. Select the **Dialogflow ES** bot framework; the following screen appears: (only if you don't come through Dialogflow)

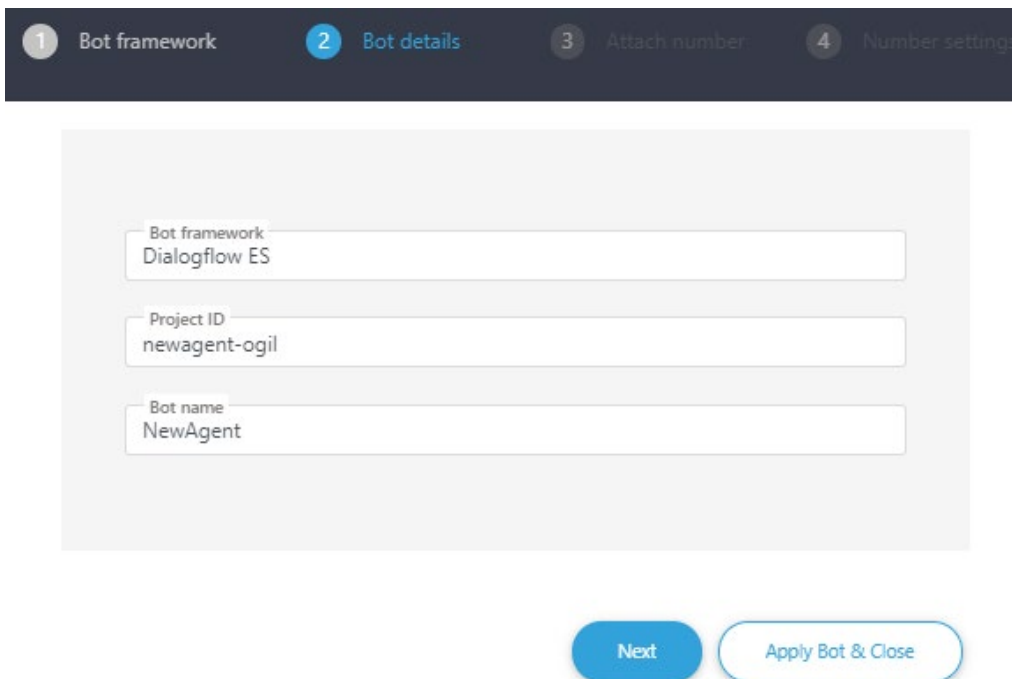
To enable a Dialogflow Bot in your PNC project, please sign-in to your account in Google Dialogflow and choose integration with AudioCodes



3. Click **Go to Dialogflow**; the Bot Framework screen appears:



4. Select the **Dialogflow ES** bot framework, and then click **Next**; the Bot Details wizard page appears:



5. Configure the bot settings:
 - a. In the 'Project ID' field, enter the ID of the project.
 - b. In the 'Bot name' field, enter the name of the bot.
6. Click **Next**; the Attach Number wizard page appears:

You can either buy a new phone number or use an existing number.

7. If you want to buy a new phone number, do the following:
 - a. Select the **Buy a new number** option; the following appears:

- b. From the 'Select Country' drop-down list, select the country in which the phone number will be used, and then click **Next**; the Attach number screen appears:

1 Bot framework 2 Bot details 3 Attach number 4 Number settings

Buy a new number

Select Country
United States

Search for a type
Geographic

Search for a state

Enter city

A monthly fee will be deducted from your PNC account balance.

Buy number

Use existing number

Select existing number

Cancel Next


- c. (Optional) Configure specific country settings:
- ◆ From the 'Search for a type' drop-down list, select the appropriate value.
 - ◆ From the 'Search for a state' drop-down list, select the appropriate state.
 - ◆ In the 'Enter city' field, enter the appropriate city.



Note: The City and State fields do not appear when other countries are selected.

- d. Click **Next**; the created number appears with a message that the phone number was created successfully.

Buy a new number

Select Country
 United States

Search for a type
 Geographic

Search for a state
 CA

Enter city
 LA

+13412226001

The phone number was created successfully.
 Please wait a minute for the number to be active.

Use existing number

Select existing number

[Back](#)
[Next](#)

- e. Click **Next**; the Number Settings wizard page appears:

Number: +13412226001

The phone number was created successfully. Please wait a minute for the number to be active.

Number name

Barge-in
Disabled

TTS speech service
AC Azure

DTMF
Disabled

STT speech service
AC Azure

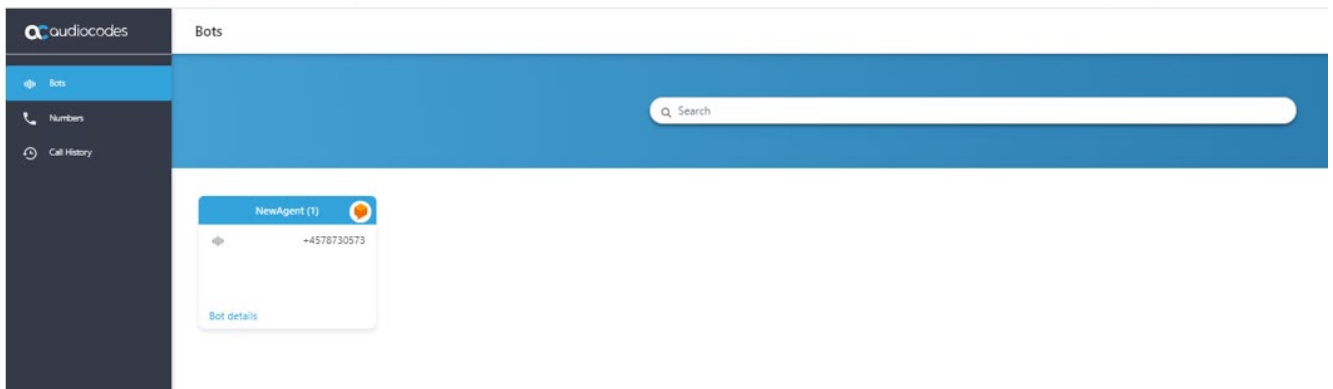
+1 Transfer call
e.g. 111222333

Language
en-US

Voice name
en-US-GuyNeural

Save and Close

- f. Give your number a name, confirm or modify the fields, and then click **Save and Close**; the new bot appears listed on the Bots page. You can now test the number you have just purchased.



8. If you have previously purchased a number and it is currently unassigned, you can re-assign the number to your bot.



Note: As a first-time user, you will be redirected to a three-step wizard on AudioCodes.io and then redirected back to the Dialogflow ES console.

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7 PNC User Management

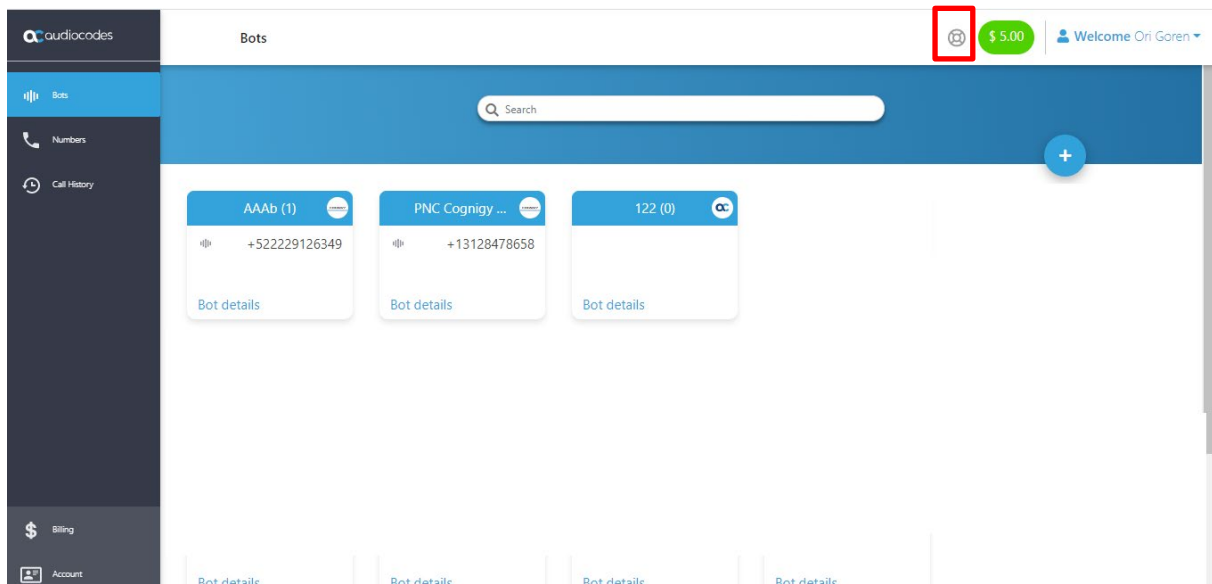
The following sections describe PNC user management.

7.1 Low Credit Balance


When your trial credit balance is low (\$2), you will receive email notifications and will need to add credit to your account.

7.2 Contact Support

A new Support icon is added in the upper ribbon.



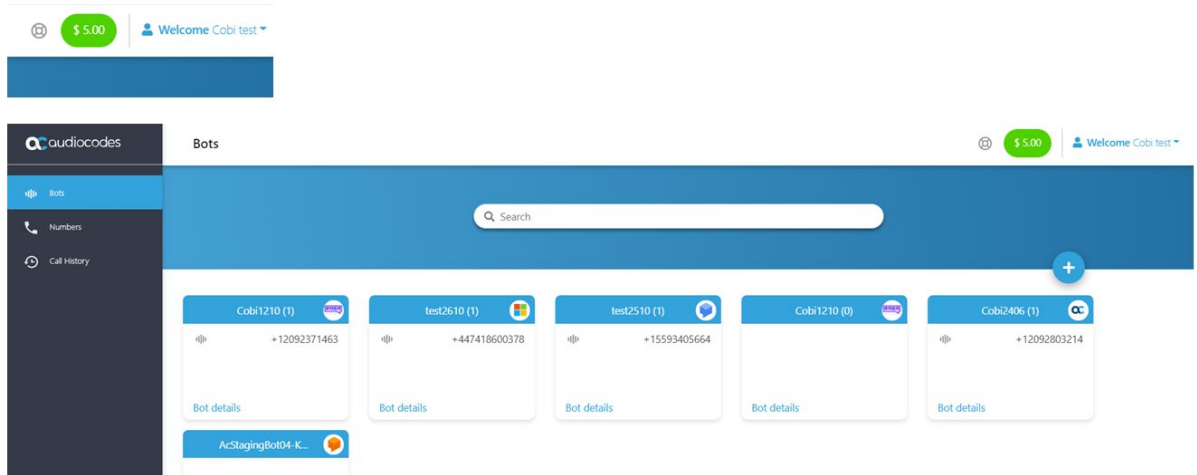
When you click this icon, the following screen appears:

Help Center
 Integration guide
 Slack channel
 Contact Us

- **Help Center:** Defines the headline.
- **Integration Guide:** Click to display the Integration Guide & PNC website.
- **Slack channel:** Click to Join AudioCodes on Slack.
- **Contact us:** Displays contact fields to be entered.

The upper ribbon is different for users who are in the trial period and for essential users.

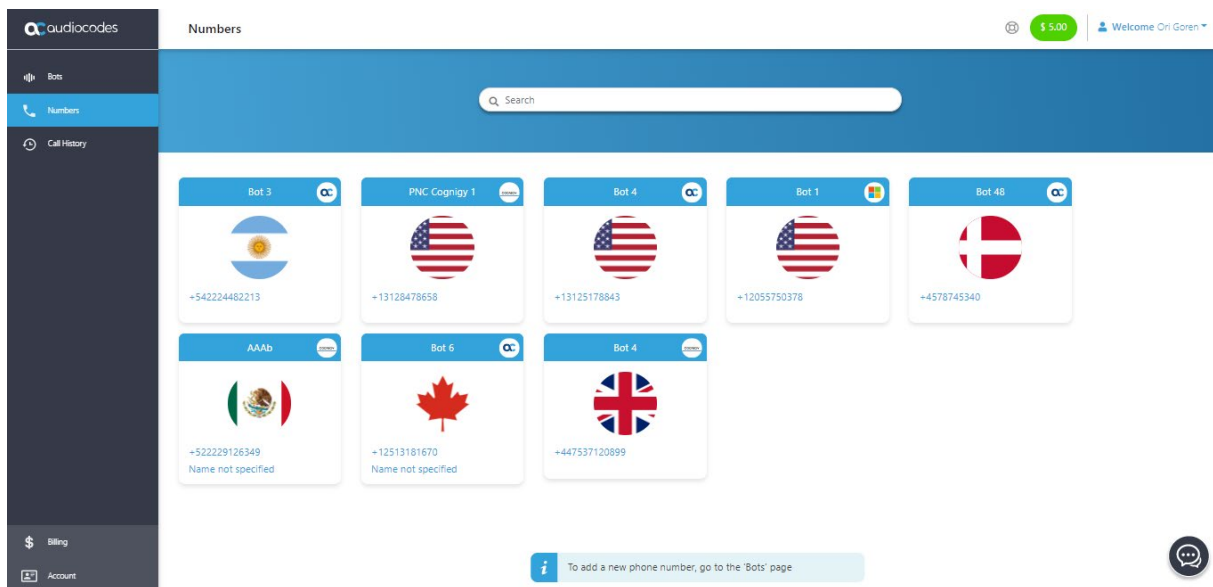
AudioCodes provides complimentary \$5.00 for testing your bot.



7.3 Editing Your Bot and Number Configuration

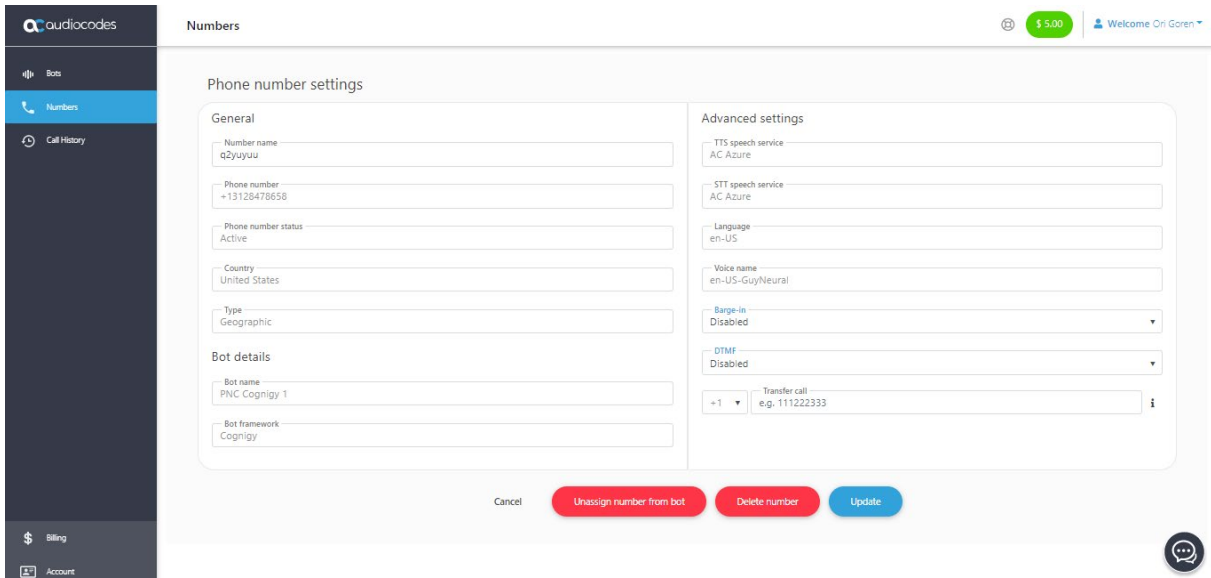
➤ To edit your bot configuration:


1. From the left-hand navigation bar on the AudioCodes Management screen, click **Numbers**; the Phone Number buttons are displayed.

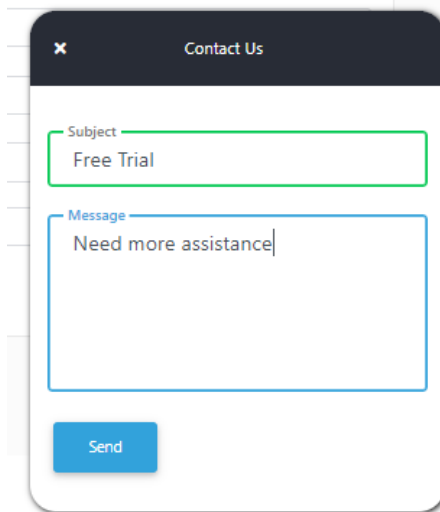


2. On the Numbers page, click a **Phone Number** button.

- The **Phone number settings** and **Agent settings** screens appear.



- Apply your changes to these settings, and then click **Update**.
- To contact AudioCodes, click on the **Contact Us** icon  at the lower-right part of the screen. Enter the **Subject** and **Message**, and then click **Send**.

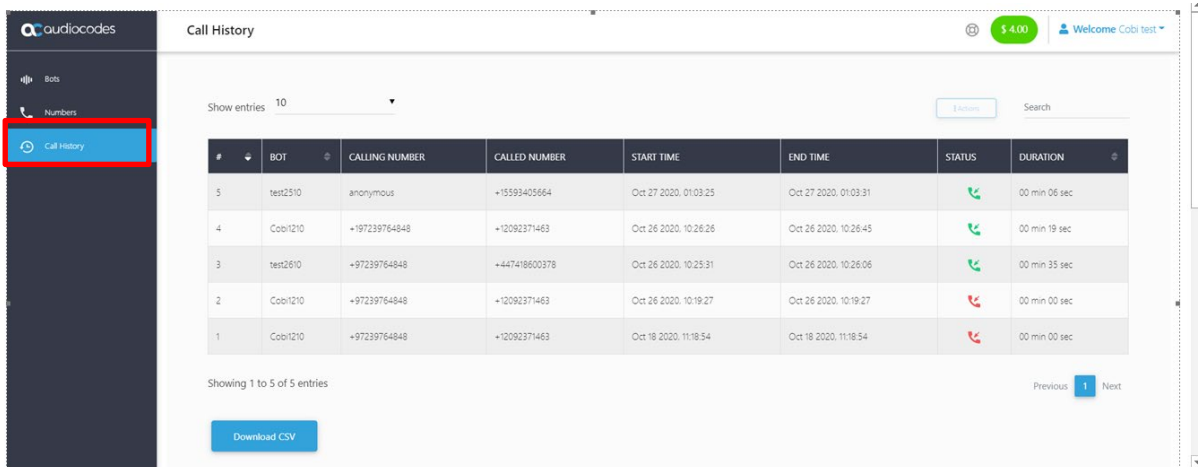


7.4 Viewing Call History

The procedure below describes how you can view your call history.

➤ **To view Call History:**

1. From the left-hand navigation bar on the AudioCodes Management screen, click **Call History**; Call History information is displayed.



2. You can also download this information to a CSV file, by clicking **Download CSV**.

	A	B	C	D	E	F	G	H
1	Bot	Calling Number	Called Number	Start Time	End Time	Status	Call Direction	Duration (seconds)
2	Cobi1210	'+97239764848'	'+12092371463'	Oct 18 2020, 11:18:54	Oct 18 2020, 11:18:54	not successfull	incoming	0
3	Cobi1210	'+97239764848'	'+12092371463'	Oct 26 2020, 10:19:27	Oct 26 2020, 10:19:27	not successfull	incoming	0
4	test2610	'+97239764848'	'+447418600378'	Oct 26 2020, 10:25:31	Oct 26 2020, 10:26:06	successfull	incoming	35
5	Cobi1210	'+197239764848'	'+12092371463'	Oct 26 2020, 10:26:26	Oct 26 2020, 10:26:45	successfull	incoming	19
6	test2510	'anonymus'	'+15593405664'	Oct 27 2020, 01:03:25	Oct 27 2020, 01:03:31	successfull	incoming	6
7								
8								
9								
10								

7.5 Managing Billing

The procedure below describes how to manage your billing information.

➤ **To manage billing:**

1. From the AudioCodes Management screen, click **Billing**.
2. Enter your billing details, and then click **Save**.

The screenshot displays the 'Billing settings' interface. On the left, a sidebar contains navigation options: Bots, Numbers, Call History, and Billing (highlighted with a red box). The main content area is titled 'Billing settings' and includes a user profile 'Welcome Ori Goren' with a balance of \$4.00. The 'Your plan' section shows a 'Trial Plan' with '0 \$' and an 'Add credit' button. It also displays 'Consumption' for '2 Numbers' with a duration of '00 min 00 sec' and a date of 'Oct, 2020'. Below this, 'Numbers' and 'Users' are listed as 9 and 1 respectively. The 'Billing information' section contains input fields for 'Address', 'Zip Code', and 'VAT number'.

3. After entering Billing Information, click **Next**.
4. Enter your Credit Card details, and then click **Pay now**.



Note: AudioCodes has partnered with BlueSnap, the leading payments gateway for secure transactions. AudioCodes does not store any payment details. AudioCodes is PCI DSS (Payment Card Industry Data Security Standard) certified.

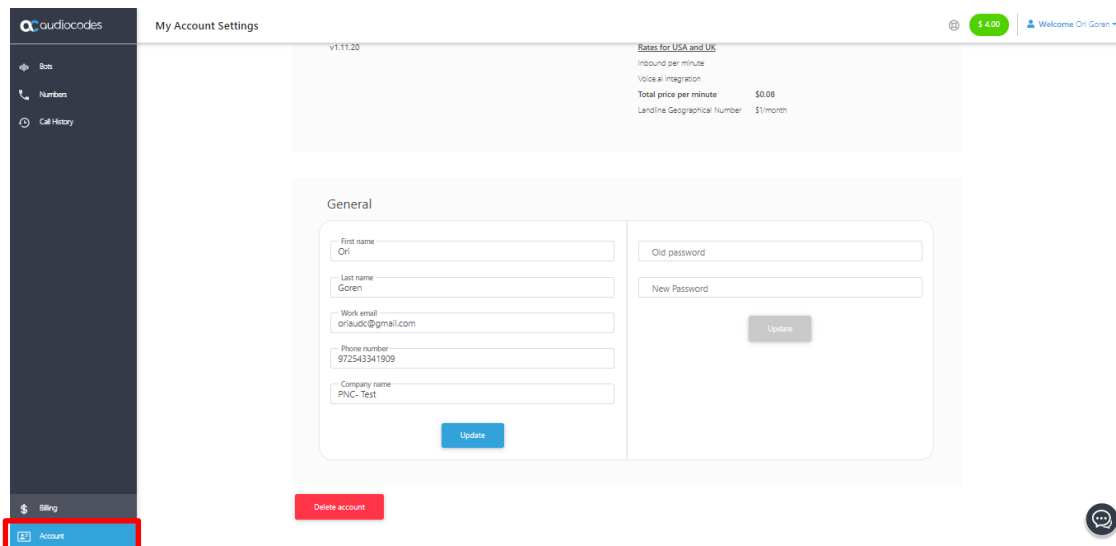
The 'Credit Card' form contains the following fields: 'Cardholder First Name', 'Cardholder Last Name', 'Card Number' (pre-filled with 1234 5678 9012 3456), 'MM/YY' (pre-filled with MM / YY), and 'CVC' (pre-filled with 123). A green 'Pay now' button is located below the fields. A blue banner at the bottom of the form reads 'Payments Secured by BlueSnap PCI DSS'. At the bottom right of the form, there is a 'Cancel' button and a 'Show all' link.

7.6 Managing My Account

The procedure below describes how you can manage My Account.

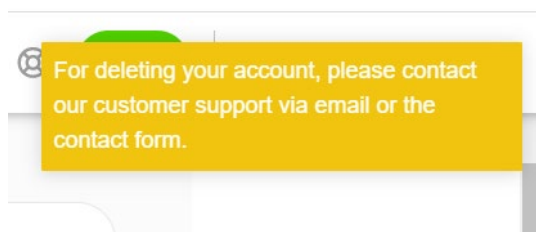
➤ **To manage My Account:**

1. From the upper-right 'Welcome' drop-down list on the AudioCodes Management screen, click **My Account**. You can also click **Account** on the lower-left part of the screen. **My Account** information is displayed.



2. Make your necessary changes, and then click **Update**.
3. To delete your account, click **Delete account**.

The following message appears:



4. To change your password, enter your old and new passwords in the fields shown, and then click **Update**.
5. To log out, from the upper-right 'Welcome' drop-down list on the AudioCodes Management screen, click **Logout**.

You can view your account page and request to delete your account at any time. All personal data will be removed and deleted according to our Terms and Privacy page.

On the Terms and Privacy page, you can edit your details and review rates and pricing.

8 Pricing and Services

The following pricing information is applicable to PNC:

8.1 General

- When you begin your trial, you receive \$5 of complimentary credit for using the bot.
- The AudioCodes per month DID/ telephone number rental is \$1-\$3 USD, depending on the country the number is purchased from.
- The bundled charge for VoIP minutes and Voice.AI minutes is \$0.08.
- Support multiple bot frameworks in one account.
- 5 numbers / 20 bots
- Monthly rental of multiple local telephones numbers from 18 countries.
- The AC Azure - STT/ TTS is used for all four Bot Frameworks except for Dialogflow CX/ES.
- The bot developer and services

8.2 Essentials

When you upgrade to the Essentials plan:

- You receive \$10 of credit.
- A dedicated customer success manager for any assistance required, is assigned.
- You receive 2 complimentary hours of technical consultation with our Voice.Ai Product Engineer.
- You will be able to transfer a call to a live agent.
- No limit - Hundreds of bot minutes based on credit top-up and rates.

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9 AudioCodes Support slack

The AudioCodes team is here to help answer any questions you may have.

Please drop us an email at saas.support@audiocodes.com

or join our public Slack channel at

https://join.slack.com/t/audiocodes-hq/shared_invite/zt-go8vz8i8-YJyOCLe0h57DFAhLtQBdXQ.

We will be glad to reach back as soon as possible and no later than the following business day.

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