

Dialogflow CX Edition

Quick Setup Guide

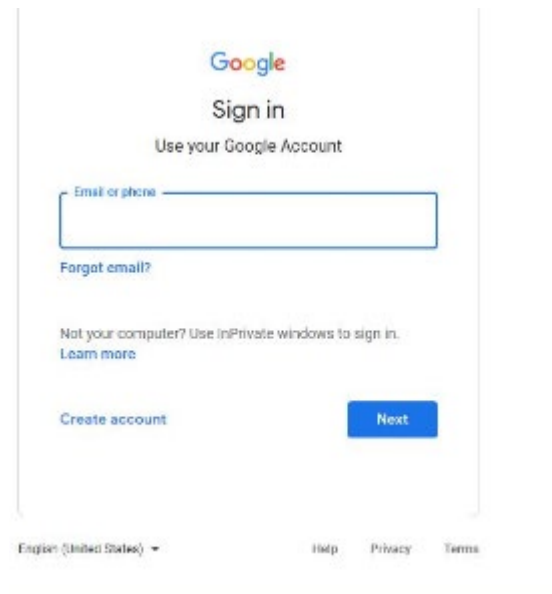
This document provides a quick setup for the integration of the AudioCodes Phone Number Connector (PNC) and a bot instance created using Dialogflow Customer Experience (CX) Edition. This is a pay-as-you-go edition that provides the advanced CX agent type.

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>.

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**.

Dialogflow CX Project Agent2

Agents + Create

Q Agent

TEMPLATE

Prebuilt Agents

Find an agent you want to use, import it into your agent account and setup a webhook get get agent responding.

Car Rental

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

Start

Start

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

Dialogflow CX Project: Agent2 Agent: Test Agent Language: en

Build Manage Intents + Create

Integrations

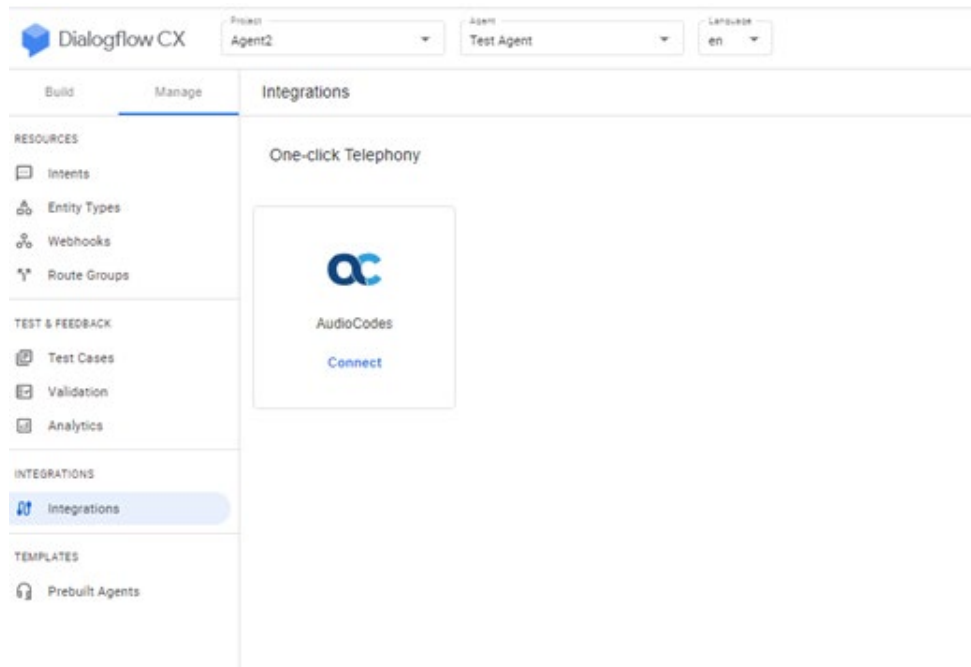
Search intents

Name

Default Welcome Intent

Default Negative Intent

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



11. 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

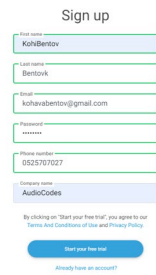
Manage integrations for AudioCodes. [View Documentation](#)

Add

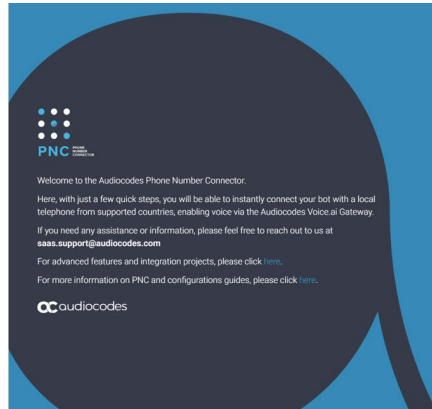
Done

Signing up to PNC

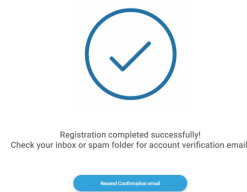
1. Enter your details on the **Sign up** page.



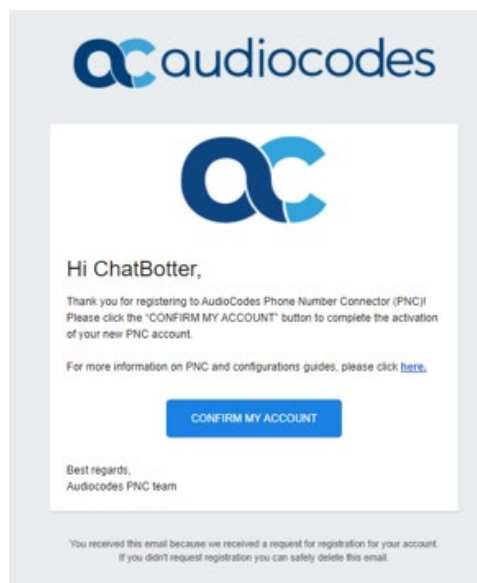
The screenshot shows a 'Sign up' form with the following fields: First name (KohBentov), Last name (Bentov), Email (kohbentov@gmail.com), Password (masked), Phone number (0525702027), and Company name (AudioCodes). Below the fields is a 'Start your free trial' button and a link for 'Already have an account?'.



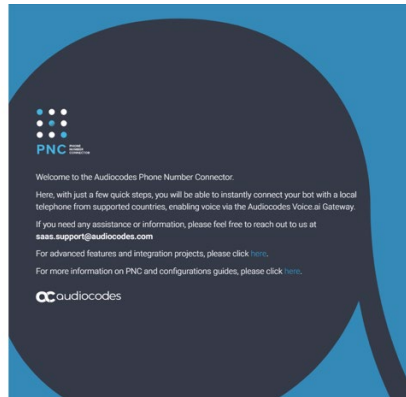
2. Click **Start your free trial**; the following appears and a confirmation email is sent to you.



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



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



5. Click **Click To Log In**; the following appears:

A login form titled 'Welcome to PNC'. It has two input fields: 'Email' with the value 'kuharabentor@gmail.com' and 'Password' with masked characters. Below the fields are three buttons: a blue 'Log In' button, a white 'Create new account' button, and a small blue link 'Forgot your password?'. The form is set against a light blue background.

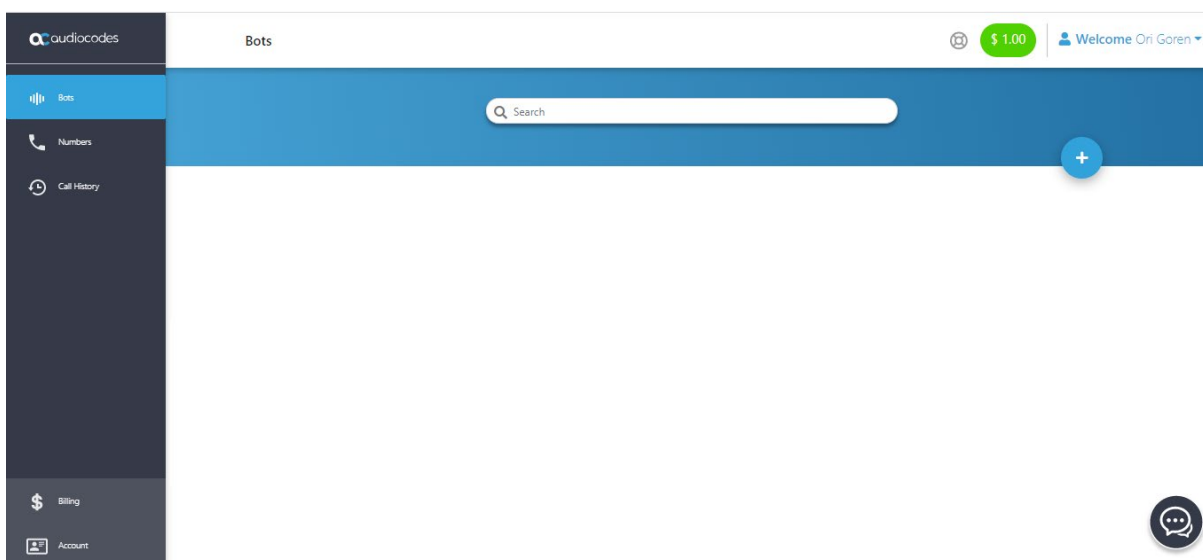
6. Enter your email address and password, and then click **Log In**; the PNC wizard opens.

Using the PNC Wizard



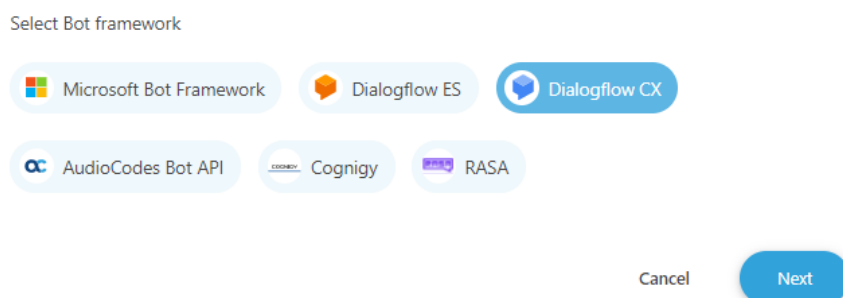
Note: This section appears when you login to your PNC account, and not when you are in the middle of the integration process. To continue with the integration, go to paragraph 3 on page 8.

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

Go to Dialogflow

Close

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

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

Bot framework
Dialogflow CX

Project ID
acstagingbot4-odjwfc

Bot name
test2510

Next Apply Bot & Close

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:

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

Buy a new number

Select Country

Buy number

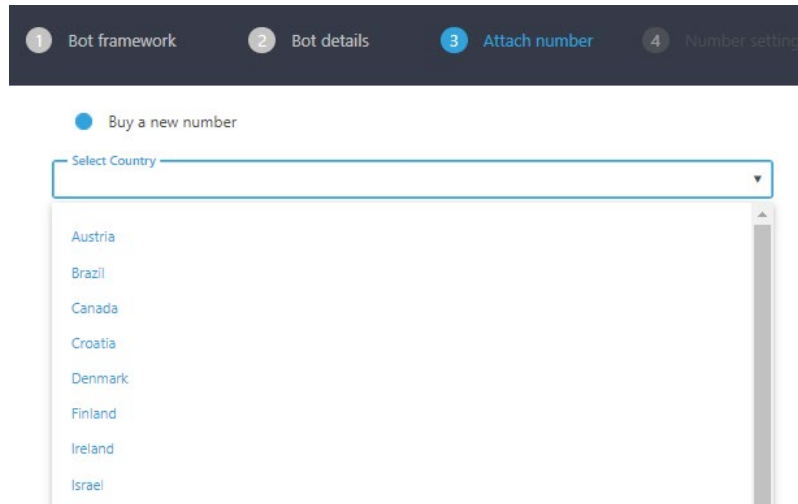
Use existing number

Select existing number

Cancel Next

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:



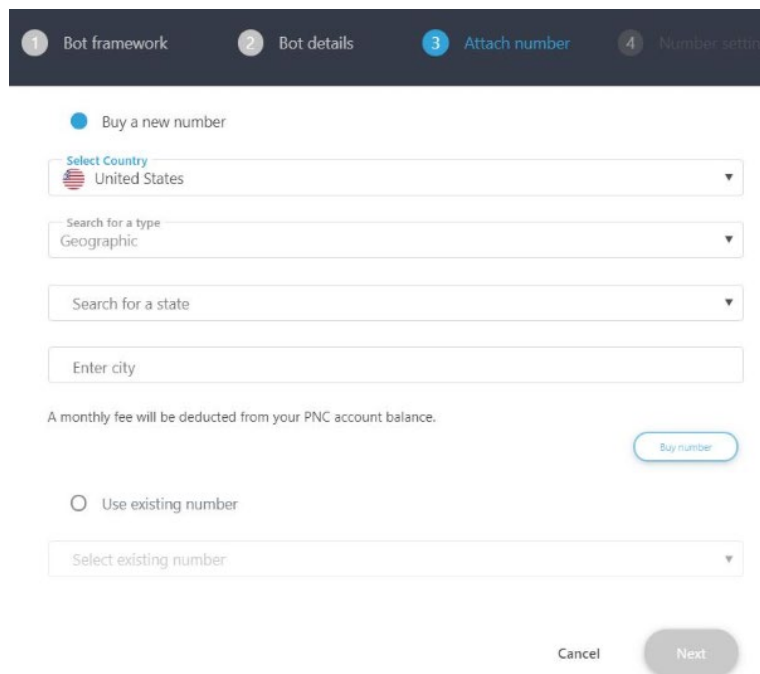
1 Bot framework 2 Bot details 3 Attach number 4 Number settings

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 following 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

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 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.

AudioCodes Support

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 no later than the following business day.

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. With a commitment to the human voice deeply embedded in its DNA, AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers and hosted business services. AudioCodes' wide range of innovative products, solutions and services are used by large multinational enterprises and leading tier one operators worldwide.

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