

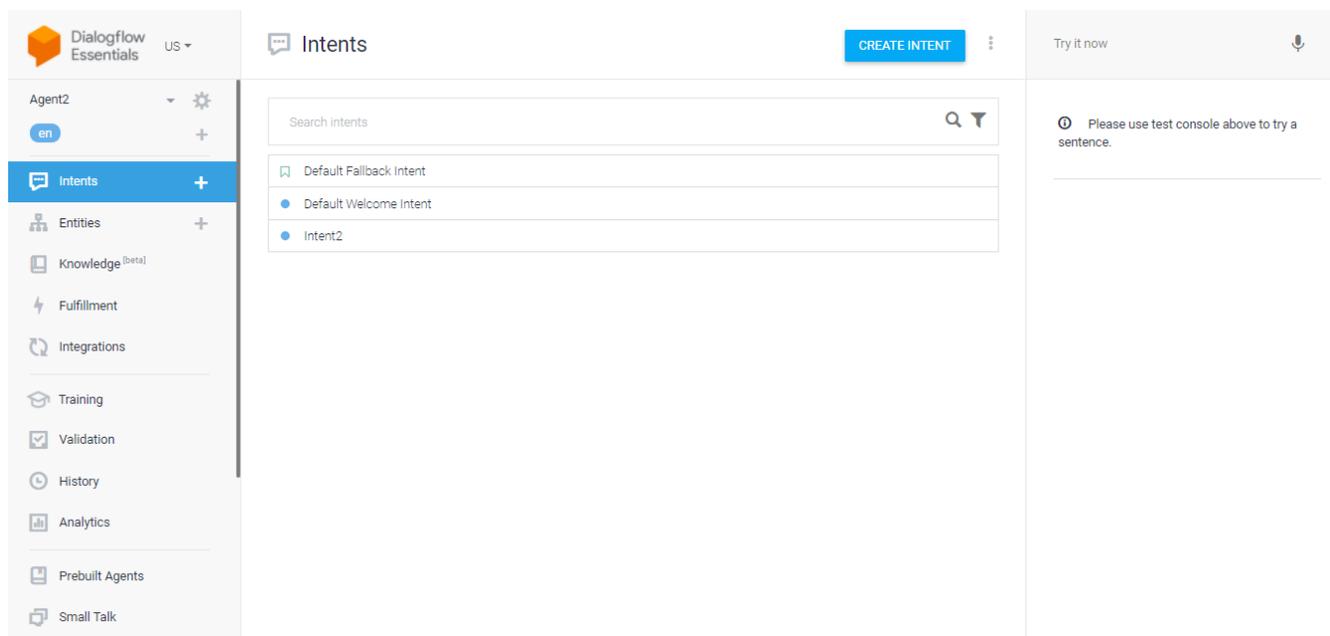
Dialogflow Essentials (ES) Edition

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 Essentials (ES) Edition. This is a pay-as-you-go edition that provides the standard ES agent type.

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 *

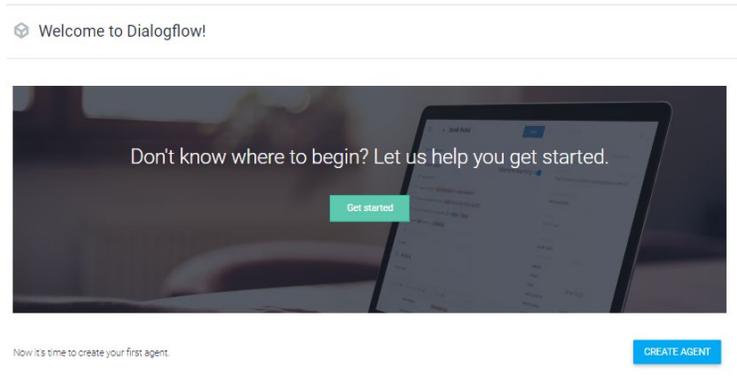
Yes, I have read and accept the agreement.

By proceeding and clicking the button below, you agree to adhere to the [Terms of Service](#).

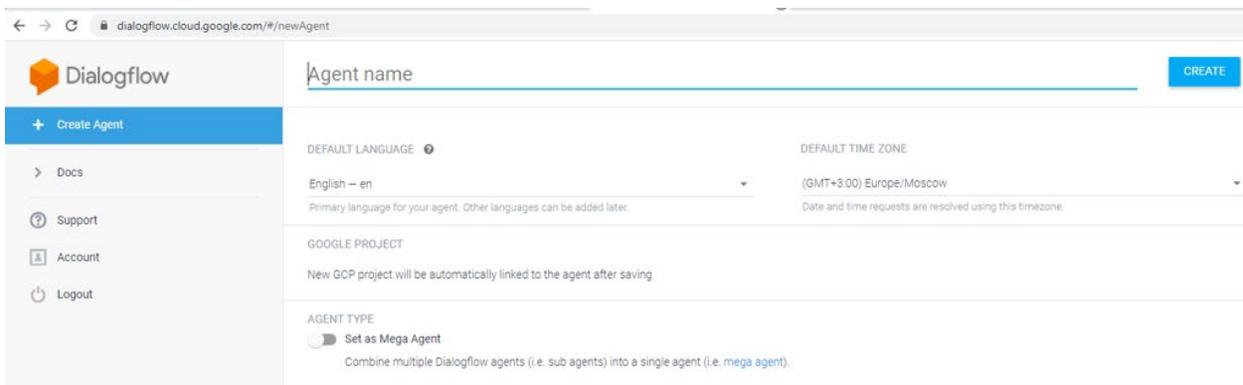
Additionally, you may have access to certain Firebase services. You agree that your use of Firebase services will adhere to the applicable [Firebase Terms of Service](#). If you integrate any apps with Firebase on this project, by default, your Firebase Analytics data will enhance other Firebase features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

ACCEPT

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



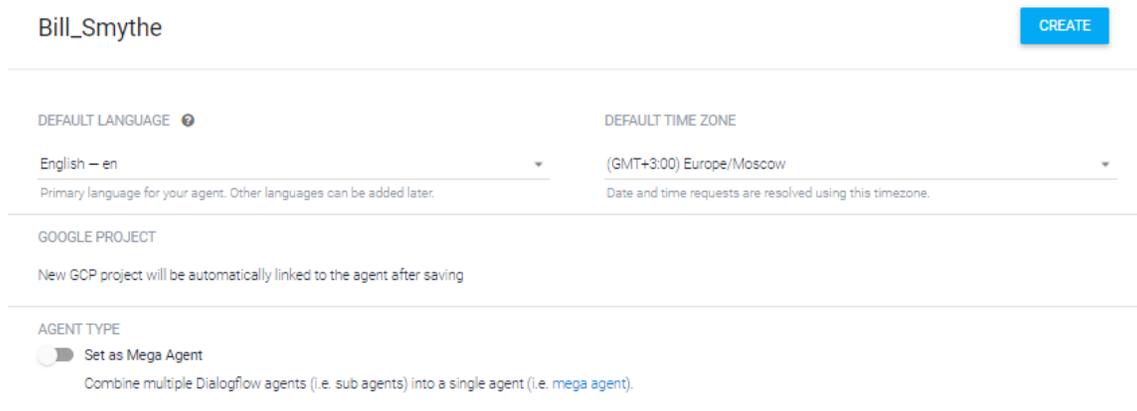
5. From the left-hand navigation bar, select **CREATE AGENT**, and then fill in your details according to your requirements.



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

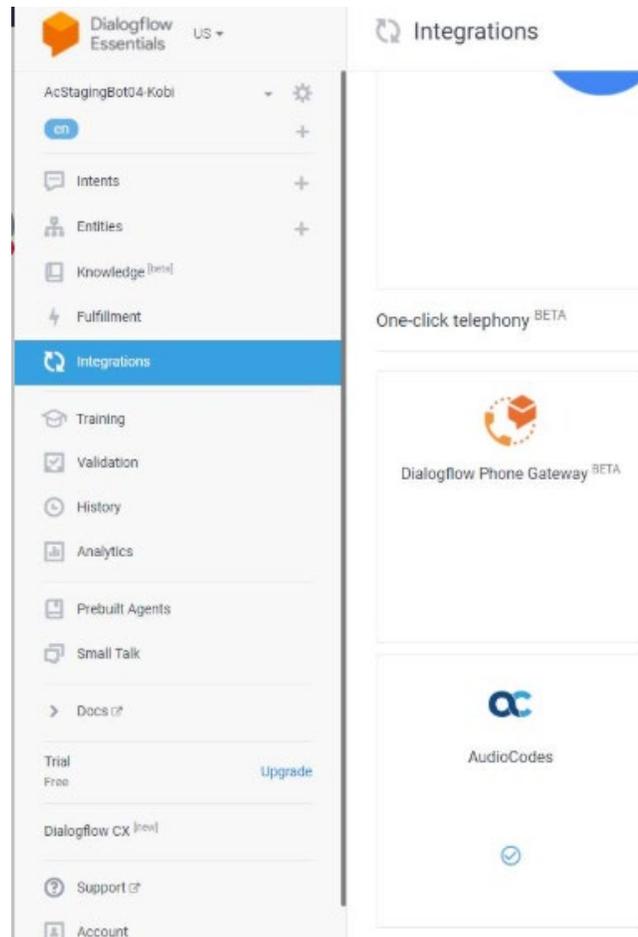


Note: The 'Agent name' field can only contain alphanumeric characters. You cannot use spaces or special characters.



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).

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



8. Click the **AudioCodes** icon; the following screen appears:

AudioCodes Test

[View Documentation](#)

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

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

Signing up to PNC



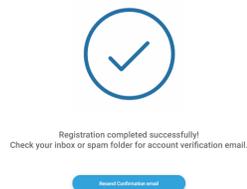
Note: This procedure is always performed through the Dialogflow console.

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

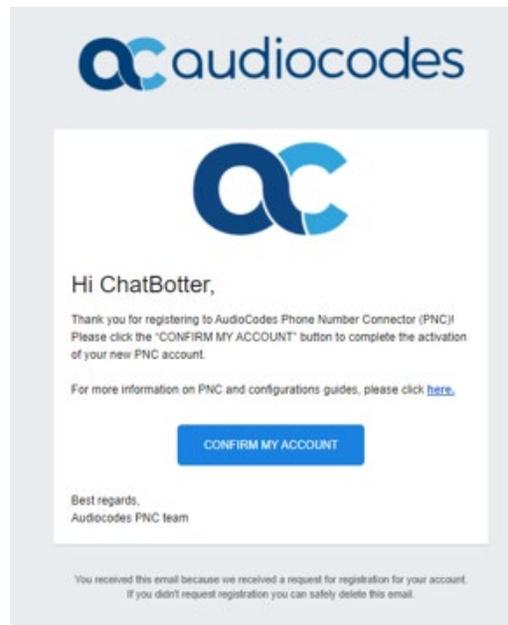
The screenshot shows a 'Sign up' form with the following fields: First name (Koh/Bentov), Last name (Bentov), Email (kohyabentov@gmail.com), Password (*****), Phone number (0525707027), and Company name (AudioCodes). Below the fields is a checkbox for terms and conditions, a 'Start your free trial' button, 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.



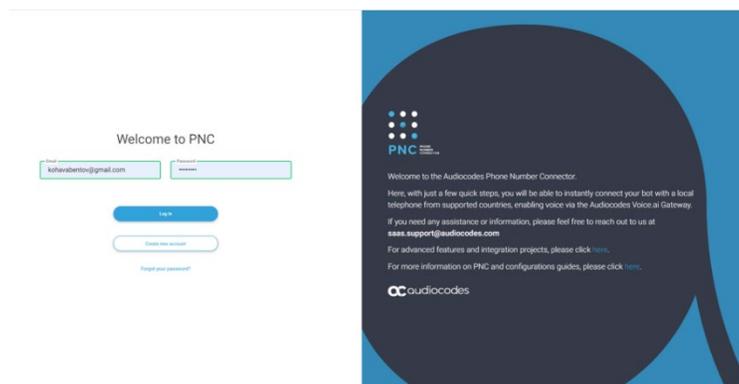
3. Open the PNC confirmation email, and then click **Confirm Account**; you are directed to the following web page:



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



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



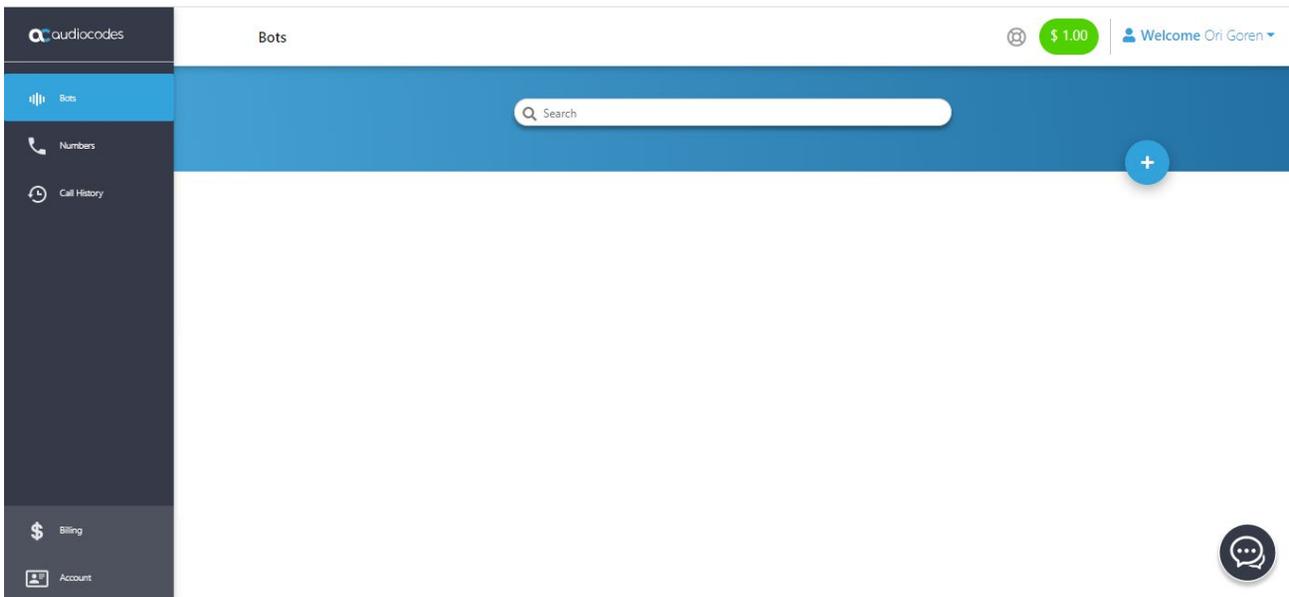
6. Enter your email address and password, and then click **Log In**; the PNC wizard opens.

Using the PNC Wizard



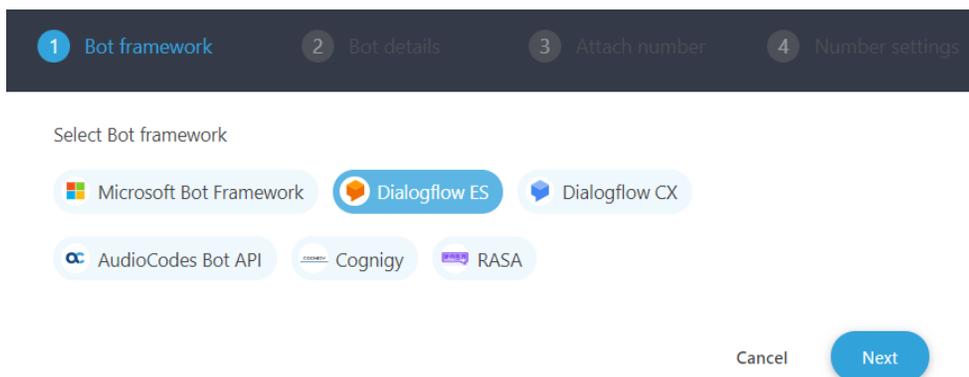
Note: This section appears when you login to your PNC account, and not when you are in the middle of the integration process. To continue with the integration, go to paragraph 3 on page 7.

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:

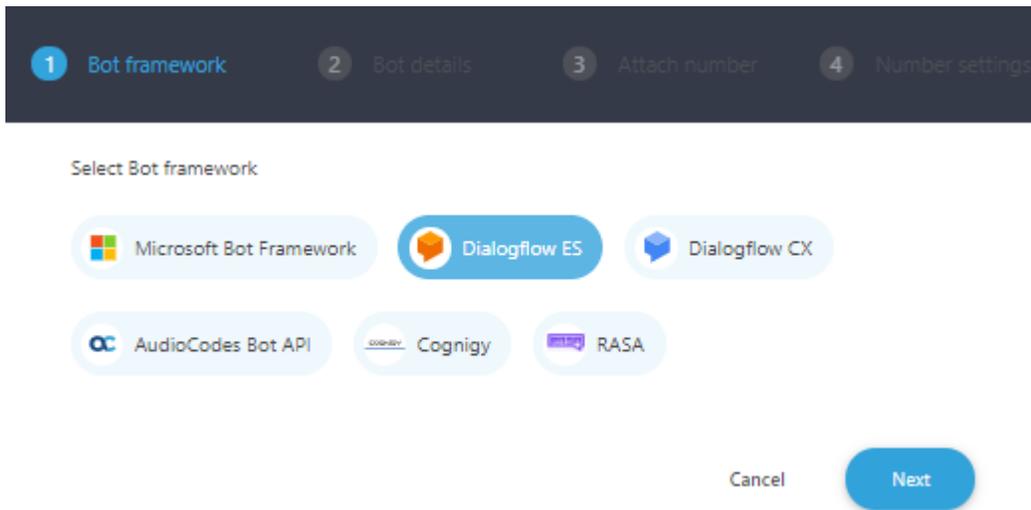


2. Select the **Dialogflow ES** bot framework; the following screen appears: (only if you don't come through Dialogflow)

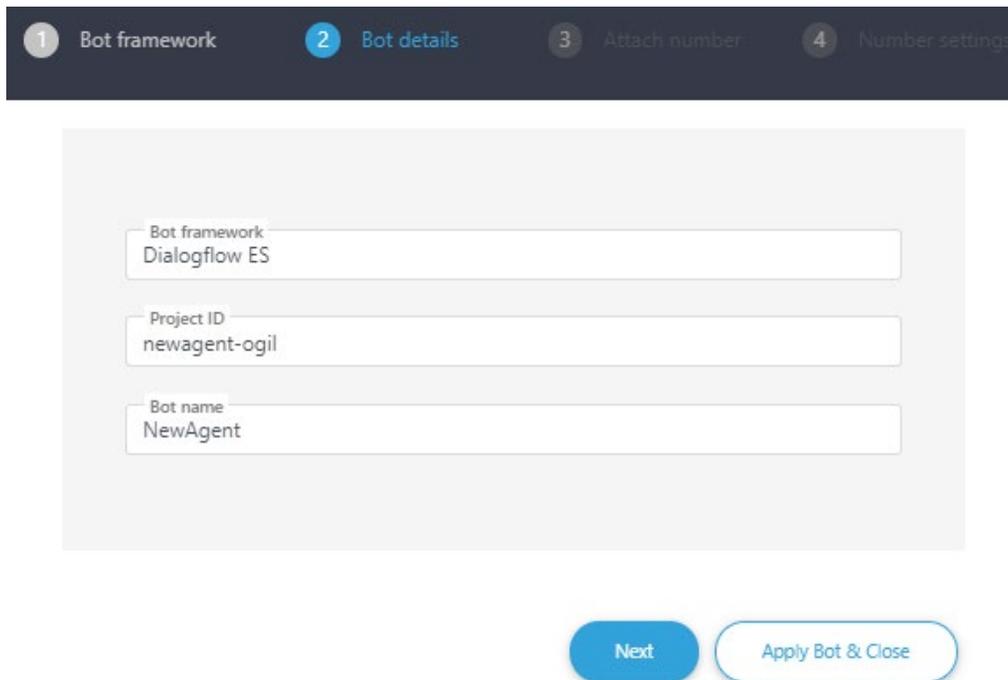
To enable a Dialogflow Bot in your PNC project, please sign-in to your account in Google Dialogflow and choose integration with AudioCodes



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



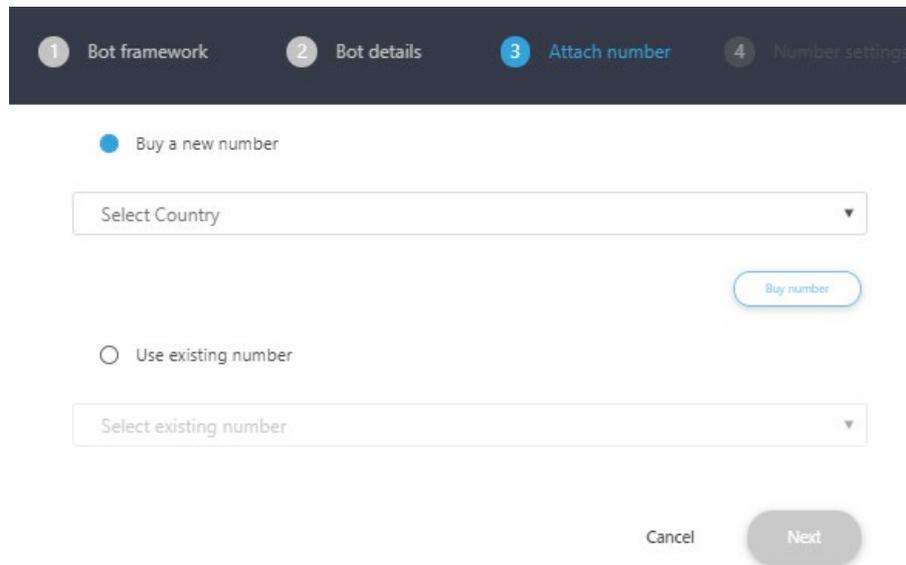
4. Select the **Dialogflow ES** bot framework, and then click **Next**; the Bot Details wizard page appears:



5. Configure the bot settings:

- In the 'Project ID' field, enter the ID of the project.
- In the 'Bot name' field, enter the name of the bot.

6. Click **Next**; the Attach Number wizard page appears:

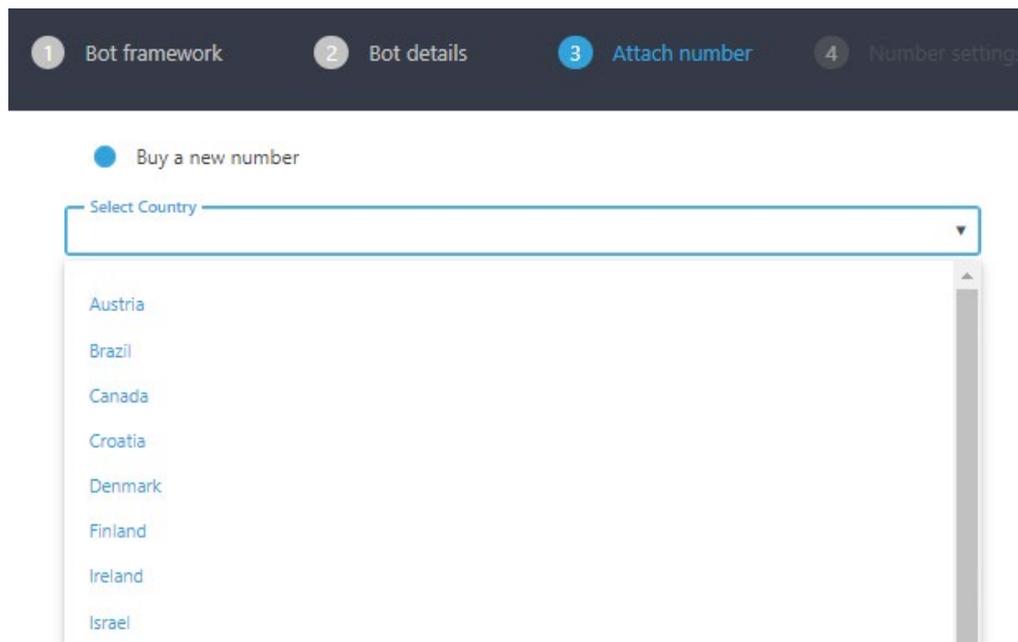


The screenshot shows a wizard interface with four steps: 1 Bot framework, 2 Bot details, 3 Attach number (highlighted), and 4 Number settings. Under the 'Buy a new number' option, there is a 'Select Country' dropdown menu and a 'Buy number' button. The 'Use existing number' option is also visible with a 'Select existing number' dropdown menu. At the bottom right, there are 'Cancel' and 'Next' buttons.

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

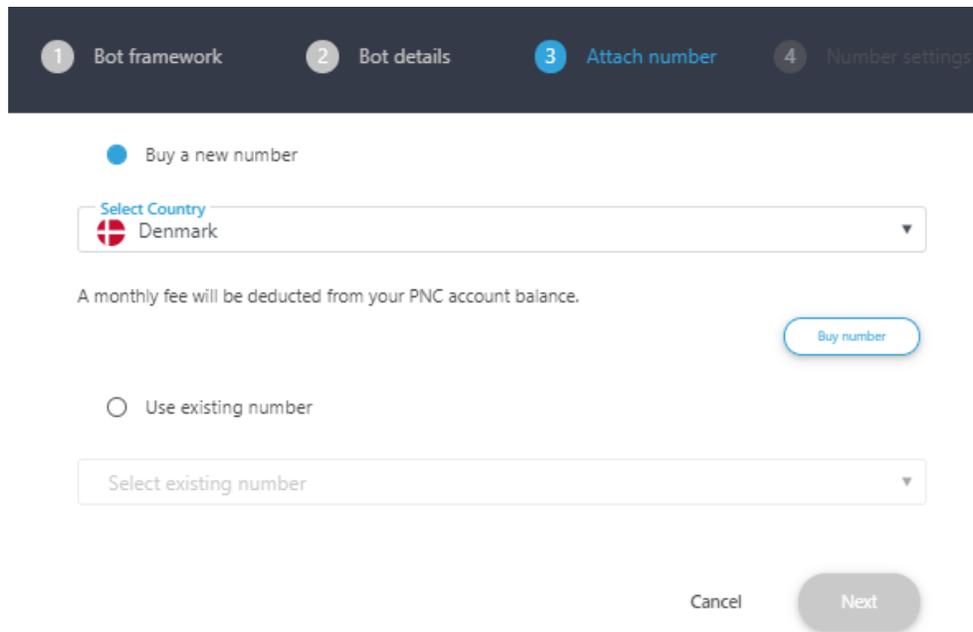
7. If you want to buy a new phone number, do the following:

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



The screenshot shows the same wizard interface as in step 6, but with the 'Select Country' dropdown menu open. The menu lists the following countries: Austria, Brazil, Canada, Croatia, Denmark, Finland, Ireland, and Israel. The 'Buy a new number' option is selected, and the 'Next' button is highlighted.

- 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:



The screenshot shows a four-step wizard: 1 Bot framework, 2 Bot details, 3 Attach number (active), and 4 Number settings. Under 'Buy a new number', there is a 'Select Country' dropdown menu with 'Denmark' selected. Below this, a note states 'A monthly fee will be deducted from your PNC account balance.' and a 'Buy number' button is visible. Under 'Use existing number', there is a 'Select existing number' dropdown menu. At the bottom right, there are 'Cancel' and 'Next' buttons.

- 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.

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

Buy a new number

Select Country
Denmark

+4578730573
The phone number was created successfully.
Please wait a minute for the number to be active.

Use existing number

Select existing number

Cancel Next

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

Number: +4578730573

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

Number name

Barge-in
Disabled

TTS speech service
Dialogflow TTS

DTMF
Disabled

STT speech service
Dialogflow STT

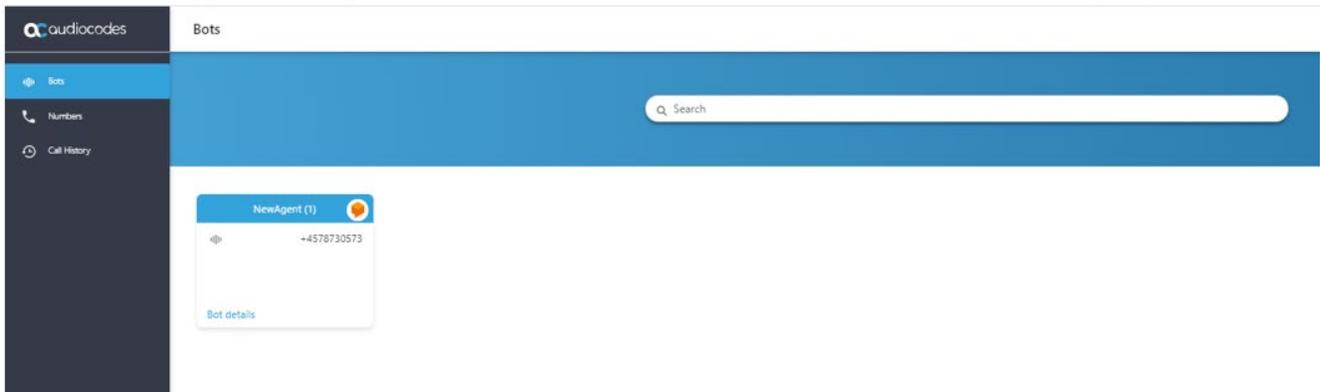
+1 Transfer call
e.g. 111222333

Language
en-US

Voice name
en-US-Wavenet-A

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.

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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