

Microsoft Bot Framework

Quick Setup Guide

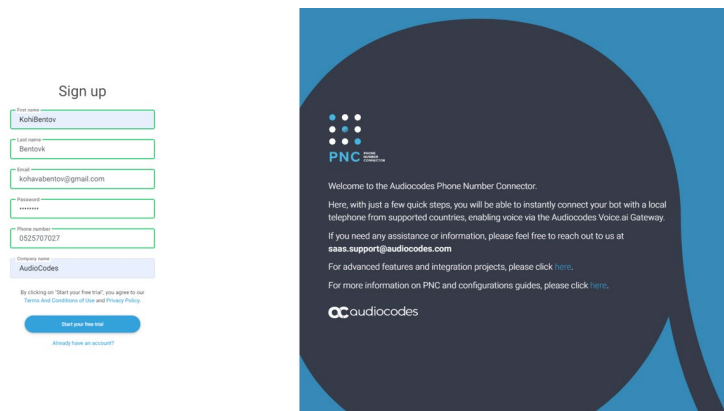
This document provides a quick setup for the integration of the AudioCodes Phone Number Connector (PNC) and a bot instance created using the Microsoft Bot Framework through Direct Line channel. For more information on Microsoft Bot Framework, see <https://dev.botframework.com/>.

Prerequisites

Set up the bot for the Direct Line channel according to the instructions described in <https://docs.microsoft.com/en-us/azure/bot-service/bot-service-channel-connect-directline>. Make sure you select Direct Line Version 3.0. The Secret Key that was created will be used for configuring PNC.

Signing up to PNC

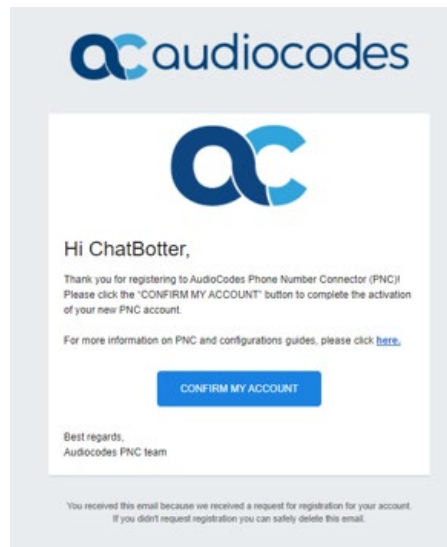
1. Using your web browser, go to <https://pnc.audiocodes.io>.
2. Enter your details on the **Sign up** page.



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



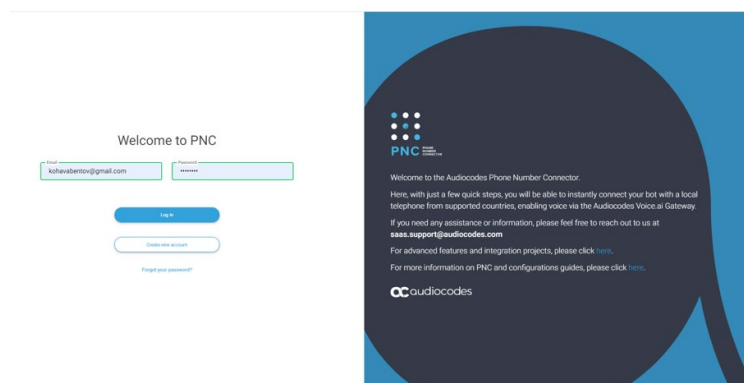
4. Open the PNC confirmation email (it may be hidden in SPAM or filtered), and then click **Confirm Account**; you are directed to the following web page:



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



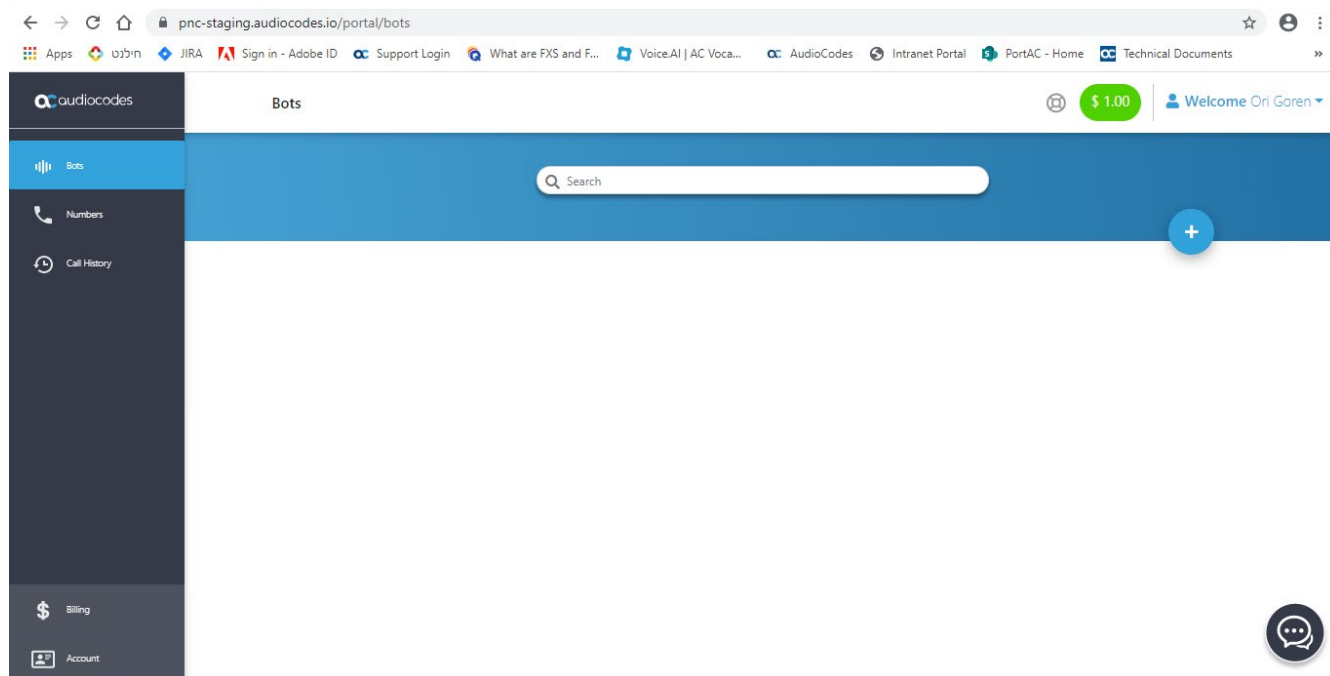
6. Click **Click To Log In**; the following appears:



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

Using the PNC Wizard

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

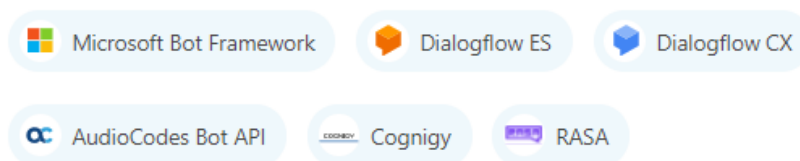


Note: If this is the first time that you are accessing the wizard, the Select Bot Framework wizard page appears when you log in.

The Select Bot Framework wizard page appears:

2. Select the **Microsoft Bot Framework** bot framework, and then click **Next**.

Select Bot framework



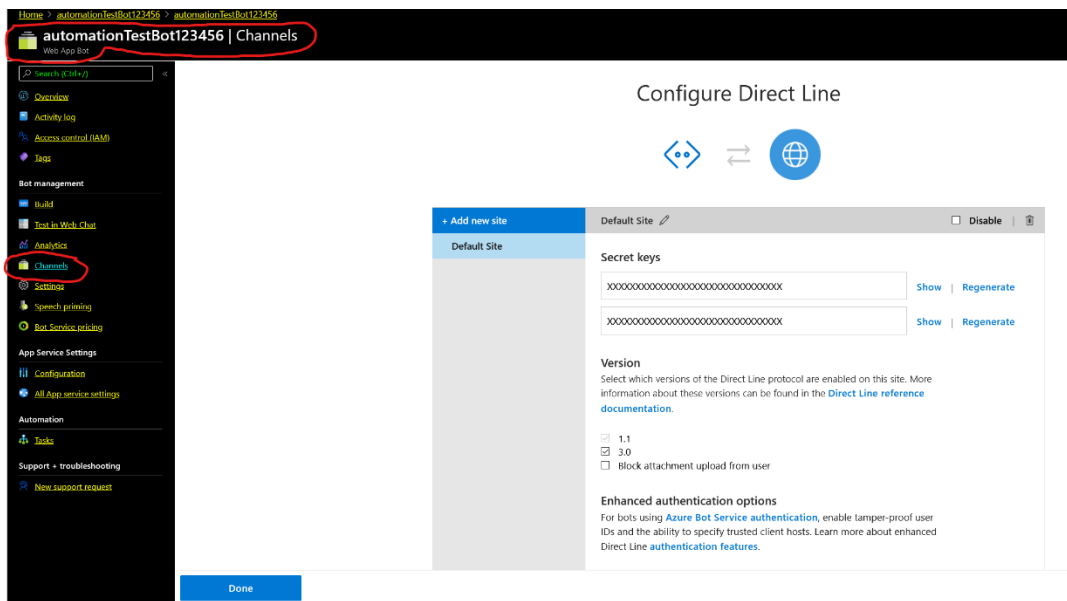
Cancel

Next

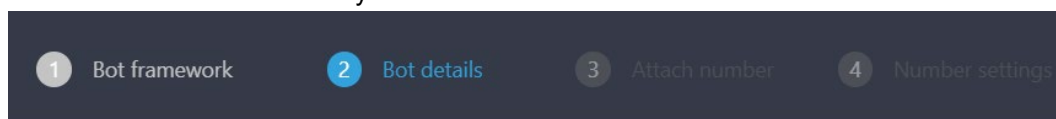
3. In the 'Bot name' field, enter the name of the bot.

4. Enter the Secret key by doing the following:

- a. Connect to your Microsoft Azure account.
- b. Find the Resource Group hosting the bot you want to integrate.
- c. Click the web app bot resource.
- d. Click **Channels**.
- e. Click **Edit** on the Direct Line channel.
- f. Under Secret Keys, click **Show**, and then copy the value of the Secret Keys.



5. Paste the value in the 'Secret Key' field of the bot.



Bot framework
Microsoft Direct Line

Bot name
Azure_test_bot

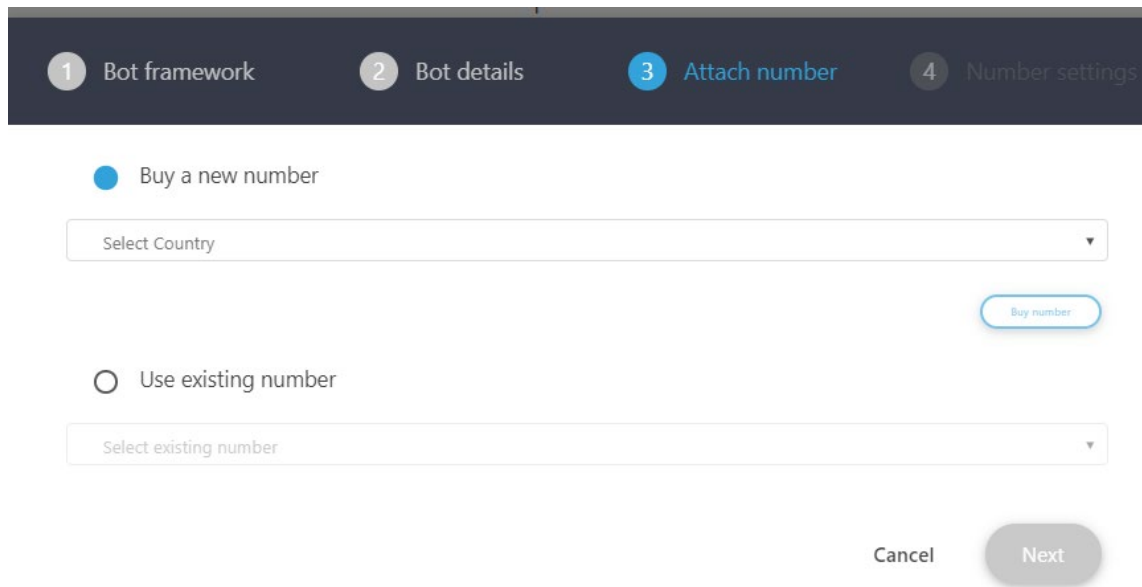
Secret key
Example- NmK-fq0.1RH9uoNyRHN7QaCqm0zM48FhbgsKGwh4

Back

Next

Apply Bot & Close

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

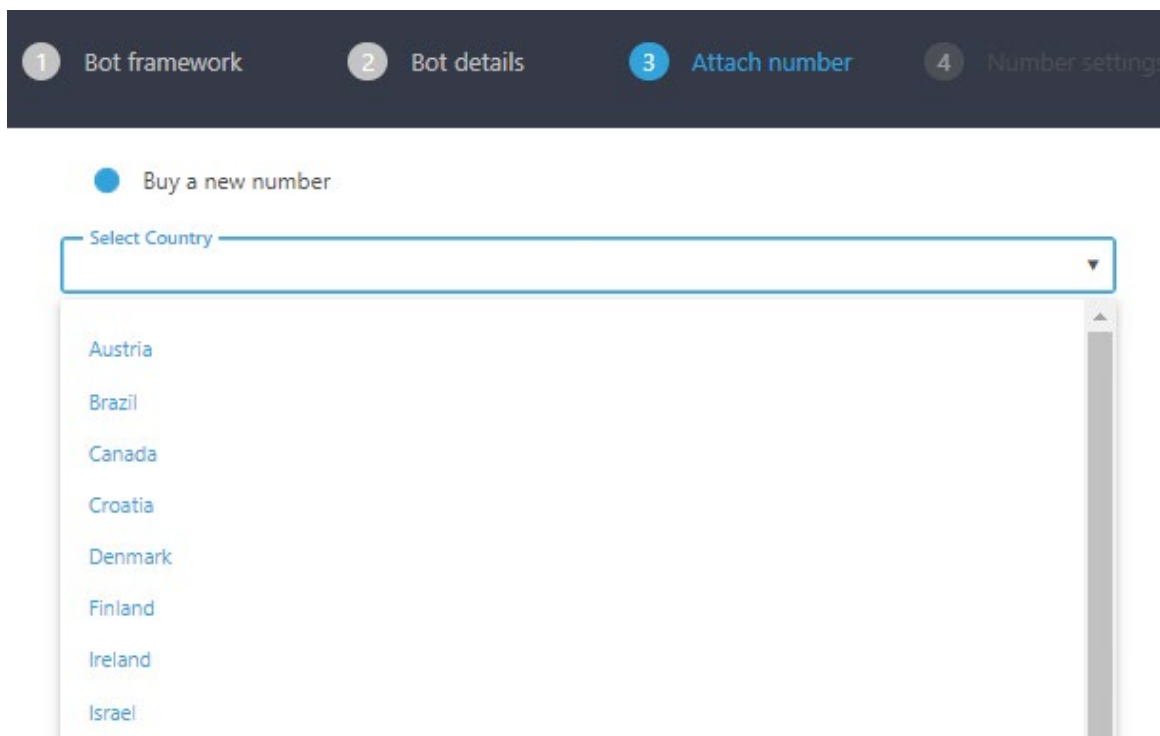


The screenshot shows a wizard interface with four steps: 1 Bot framework, 2 Bot details, 3 Attach number (highlighted), and 4 Number settings. Under the 'Buy a new number' option, there is a 'Select Country' dropdown menu and a 'Buy number' button. The 'Use existing number' option is also visible with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



This screenshot shows the same wizard interface as above, but with the 'Buy a new number' option selected. The 'Select Country' dropdown menu is open, displaying a list of countries: Austria, Brazil, Canada, Croatia, Denmark, Finland, Ireland, and Israel. The 'Next' button is now highlighted in blue.

- 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 dark navigation bar at the top with four steps: 1 Bot framework, 2 Bot details, 3 Attach number (highlighted in blue), and 4 Number settings. Below the navigation bar, there are two radio button options: 'Buy a new number' (selected) and 'Use existing number'. Under 'Buy a new number', there are four input fields: 'Select Country' (with a US flag and 'United States' selected), 'Search for a type' (with 'Geographic' selected), 'Search for a state', and 'Enter city'. Below these fields is a note: 'A monthly fee will be deducted from your PNC account balance.' To the right of this note is a 'Buy number' button. 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
United States

Search for a type
Geographic

Search for a state
AL

Enter city

+12055750378
The phone number was created successfully.
Please wait a minute for the number to be active.

Use existing number

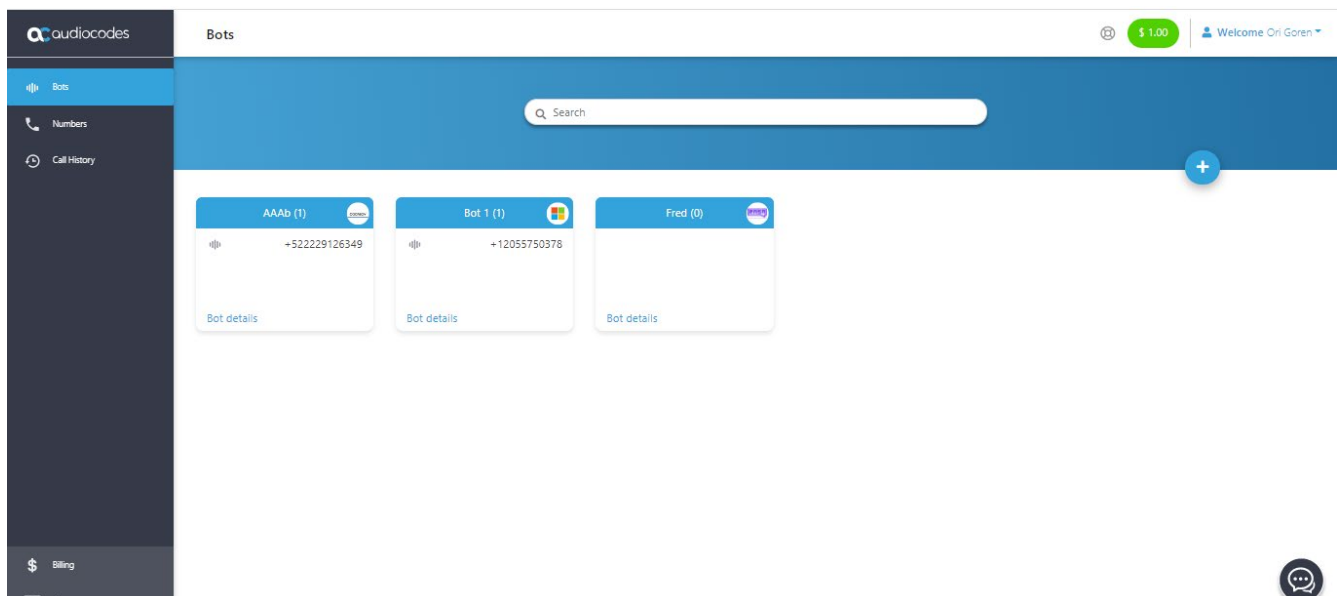
Select existing number

Back Next

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

The screenshot shows the 'Number settings' step of a wizard. At the top, a progress bar indicates four steps: 1 Bot framework, 2 Bot details, 3 Attach number, and 4 Number settings (highlighted). Below the progress bar, the number '+12055750378' is displayed. A blue information box states: 'The phone number was created successfully. Please wait a minute for the number to be active.' The form contains several fields: 'Number name' (empty), 'Barge-in' (dropdown menu set to 'Disabled'), 'TTS speech service' (text input 'AC Azure'), 'DTMF' (dropdown menu set to 'Disabled'), 'STT speech service' (text input 'AC Azure'), 'Transfer call' (dropdown menu set to '+1' and a text input 'e.g. 111222333'), 'Language' (text input 'en-US'), and 'Voice name' (text input 'en-US-GuyNeural'). A blue 'Save and Close' button is centered at the bottom.

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.



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

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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