

# Rasa

## 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 Rasa Bot Framework. For more information regarding Rasa bot framework, refer to <https://rasa.com/>.

### Prerequisites

AudioCodes has developed a channel for Rasa bot framework implementing AudioCodes bot API. More information about this channel can be found [here](#). If your bot has been developed with Rasa, you can easily connect it to the PNC solution through this channel.

For more information regarding the AudioCodes Bot API, refer to the [Voice.AI Gateway API Reference Guide](#).

### Signing up to PNC

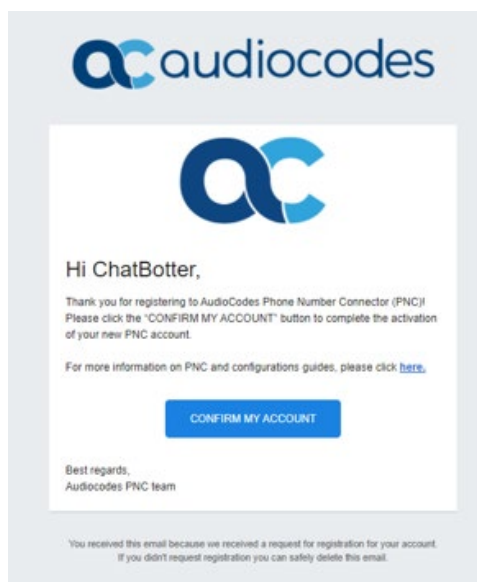
- Using your web browser, go to <https://pnc.audiocodes.io>.
- Enter your details on the **Sign up** page.



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



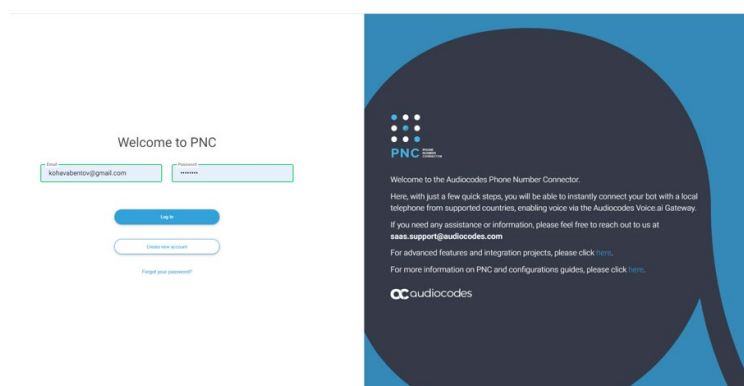
4. Open the PNC confirmation email (it may be hidden in SPAM or filtered), and then click **Confirm Account**; you are directed to the following web page:



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



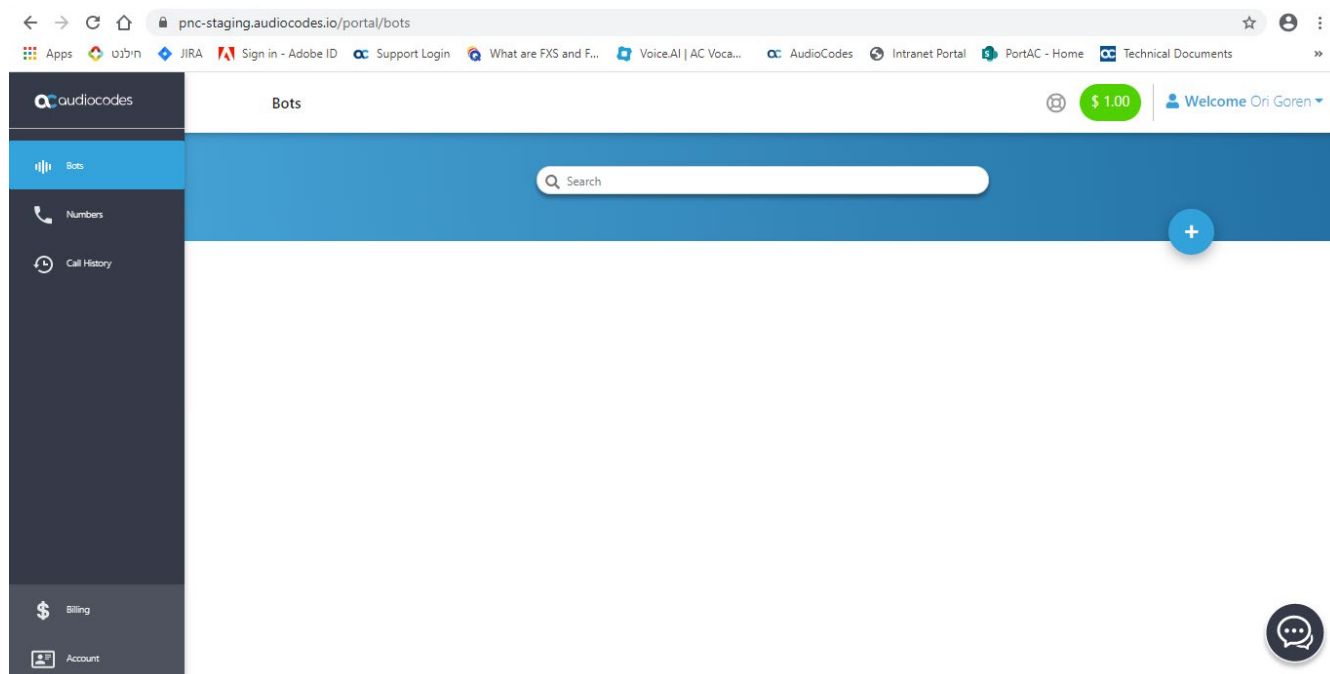
6. Click **Click To Log In**; the following appears:



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

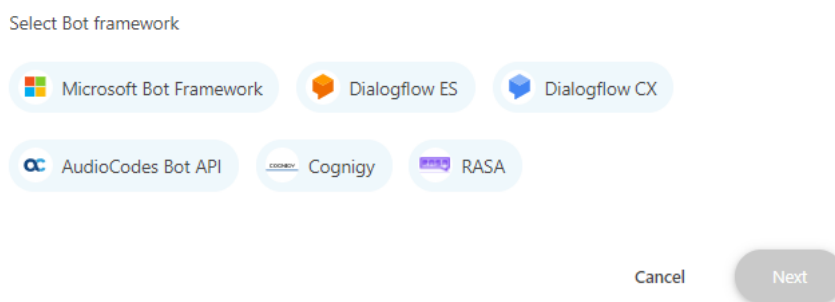
# Using the PNC Wizard

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

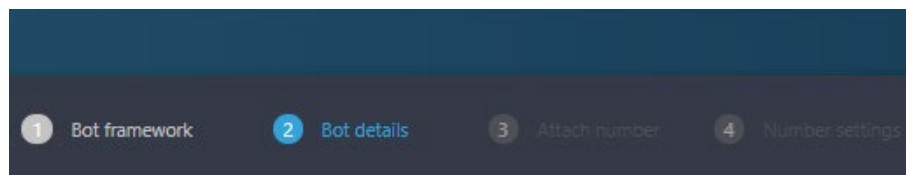


**Note:** If this is the first time that you are accessing the wizard, the Select Bot Framework wizard page appears when you log in.

The Select Bot Framework wizard page appears:



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

A light gray form with four input fields: Bot framework (RASA), Bot name (Bot 5), Bot URL (https://111.22.33.444444/api/bots/my-bot1234567), and Token (c04:ff:6t:h7:9999-0102-0103-0405-uuuyttTYTgb-7f8011). A blue button labeled 'Validate bot configuration' is at the bottom right.

3. Configure the bot settings:

- In the 'Bot name' field, enter the name of the bot.
- In the 'Bot URL' field, enter the URL of the bot to create the conversation. LONG names screenshot
- In the 'Token' field, enter the token that was defined in the bot.

4. (Optional) Click **Validate bot configuration** to check the connection.

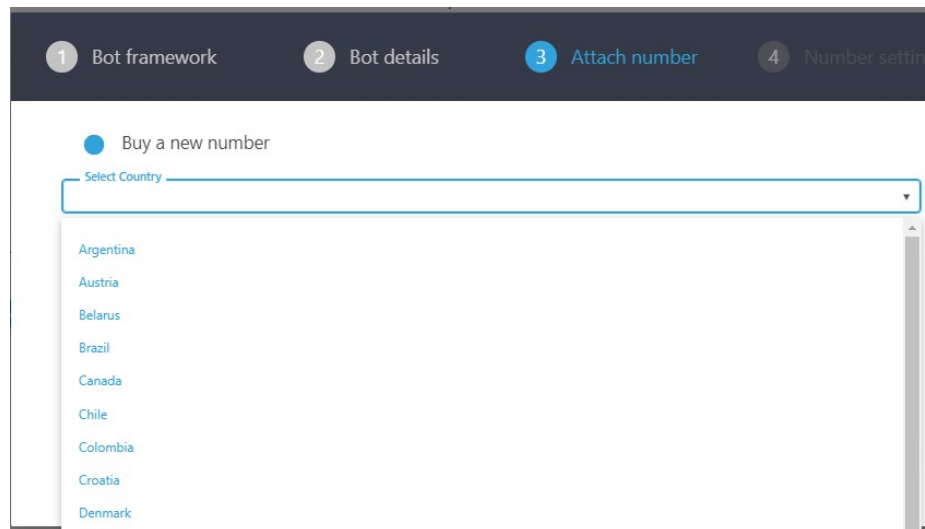
5. Click **Next**; the Attach Number wizard page appears:

A dark blue progress bar with four steps: 1 Bot framework, 2 Bot details, 3 Attach number (highlighted with a blue circle), and 4 Number settings. Below the bar are two radio button options: 'Buy a new number' (selected) and 'Use existing number'. The 'Buy a new number' option has a 'Select Country' dropdown and a 'Buy number' button. The 'Use existing number' option has a 'Select existing number' dropdown. At the bottom right are 'Cancel' and 'Next' buttons.

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

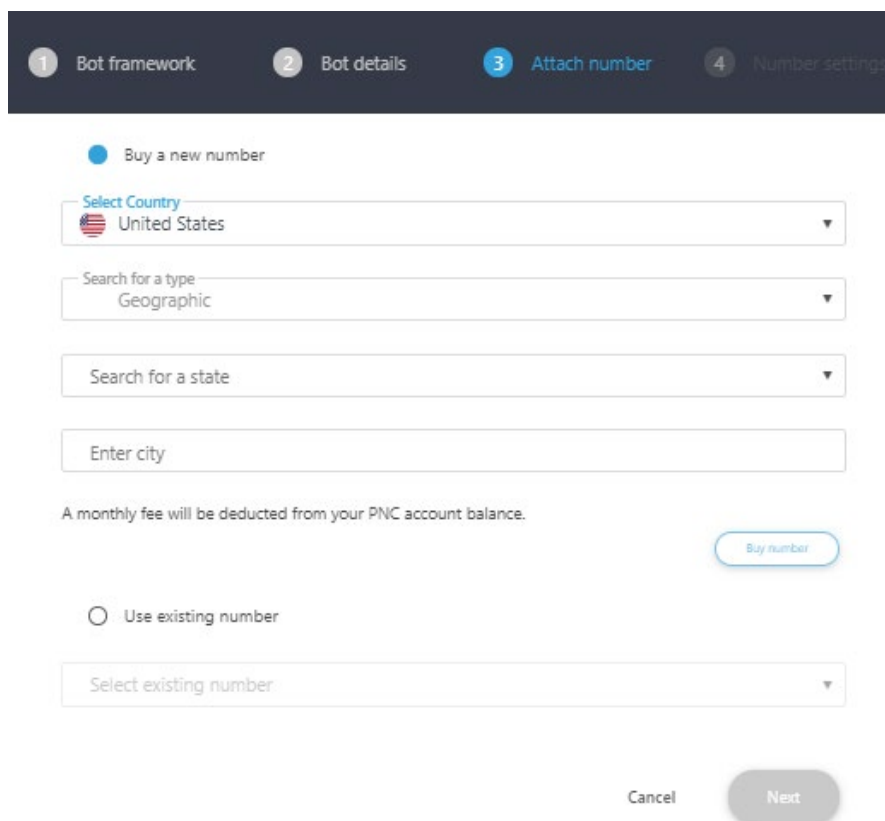
6. If you want to buy a new phone number, do the following:

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



The screenshot shows a dark navigation bar at the top with four steps: 1 Bot framework, 2 Bot details, 3 Attach number (highlighted), and 4 Number settings. Below the bar, the 'Buy a new number' option is selected with a blue dot. A 'Select Country' dropdown menu is open, displaying a list of countries: Argentina, Austria, Belarus, Brazil, Canada, Chile, Colombia, Croatia, and Denmark.

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 the 'Attach number' step with the 'Buy a new number' option selected. The 'Select Country' dropdown is set to 'United States'. Below it are dropdowns for 'Search for a type' (Geographic), 'Search for a state', and a text input for 'Enter city'. A note states 'A monthly fee will be deducted from your PNC account balance.' There is a 'Buy number' button and a 'Use existing number' option with a 'Select existing number' dropdown. At the bottom 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. The created number appears with a message that the phone number was created successfully; click **Next**.

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

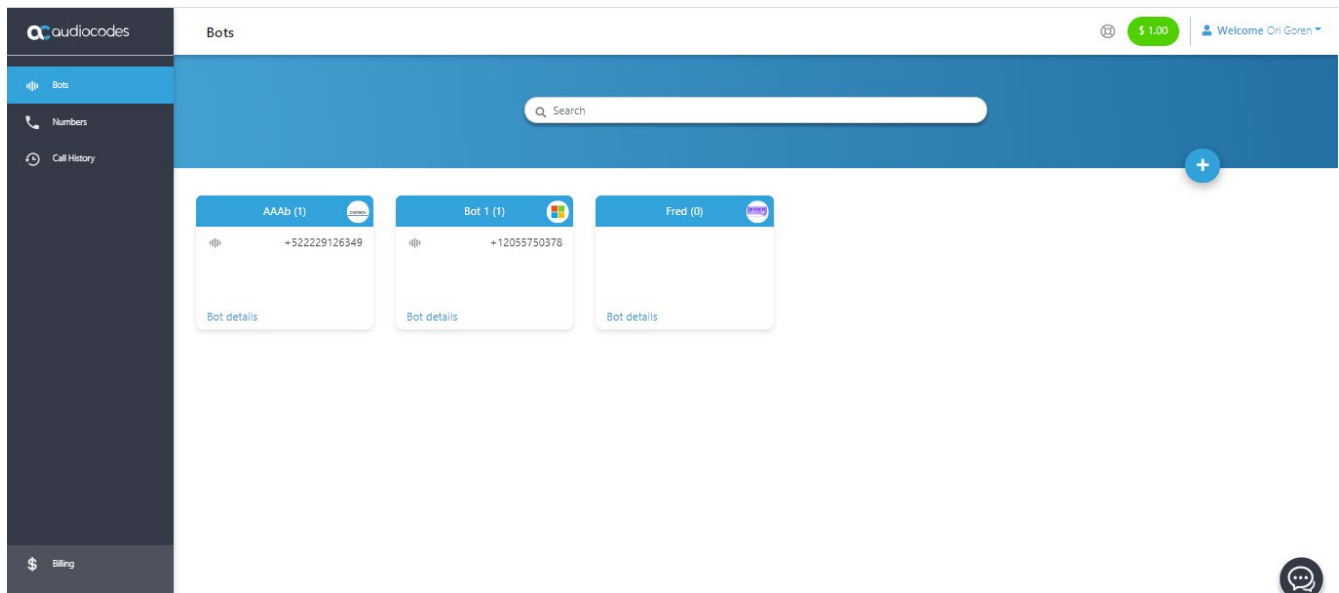
Select existing number

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 icon with the text 'The phone number was created successfully. Please wait a minute for the number to be active.' is shown. The form contains several fields: 'Number name' (text input), 'Barge-in' (dropdown menu set to 'Disabled'), 'TTS speech service' (dropdown menu set to 'AC Azure'), 'DTMF' (dropdown menu set to 'Disabled'), 'STT speech service' (dropdown menu set to 'AC Azure'), 'Language' (dropdown menu set to 'en-US'), and 'Voice name' (dropdown menu set to 'en-US-GuyNeural'). There is also a 'Transfer call' field with a dropdown set to '+1' and a text input containing 'e.g. 111222333'. A 'Save and Close' button is located at the bottom center.

- 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.



7. 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](mailto:saas.support@audiocodes.com) or join our public Slack channel at [https://join.slack.com/t/audiocodes-hq/shared\\_invite/zt-go8vz8i8-YJyOCLe0h57DFAhLtQBdXQ](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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