



# Microsoft Power Virtual Agents in a Day

Lab 16: Add a telephone number to your bot using  
AudioCodes (Optional)  
Hands-on Lab Step-by-Step

January 2022

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# Power Virtual Agents

This lab is subject to the Terms of Use on page 7 of this document.

## Goals for this lab



After this lesson you will be able to:

- Use AudioCodes to provision a telephone number and integrate it with your PVA chatbot.



The time to complete this lab is **[15]** minutes.

## Scenario: Add a telephone number to your bot

Chatbots can be surfaced on a number of different channels and interacted via voice as well as text.

In this lab, you will sign up for a trial of AudioCodes, provision a telephone number and configure it to integrate with your PVA bot.

## Before we start

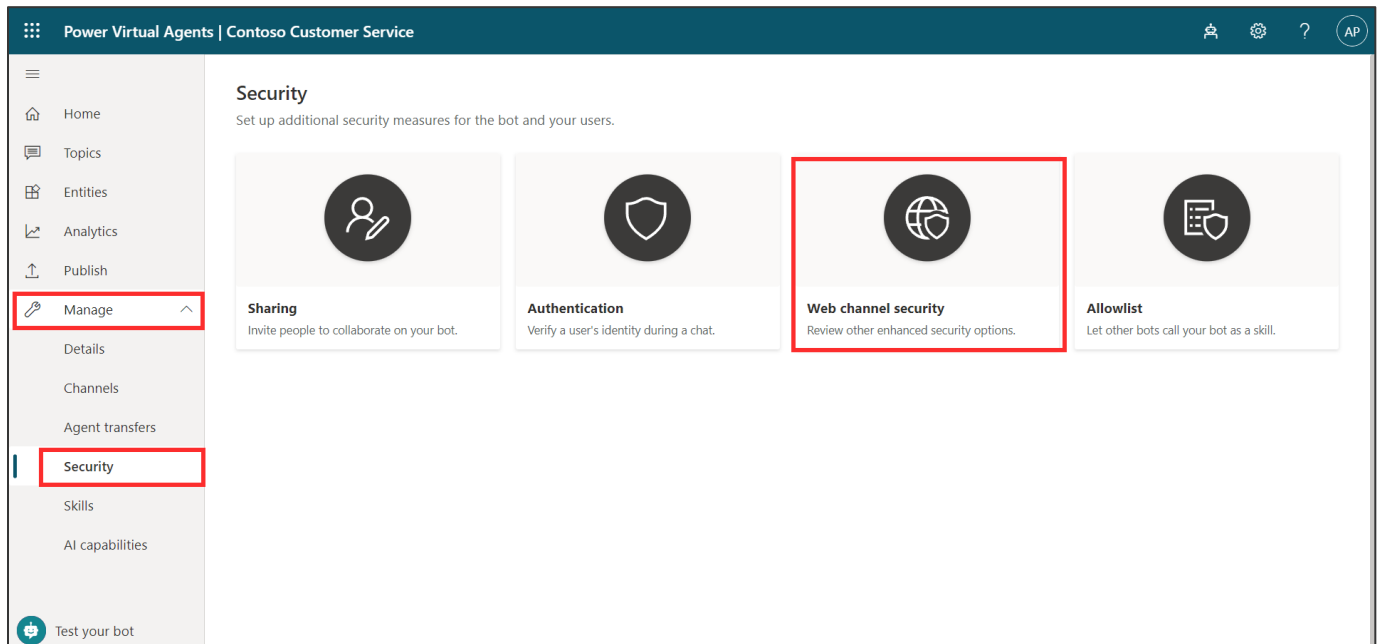
You should first complete Lab 15-Extend your bot using Bot Framework Composer (Optional).

You need to have a trial with AudioCodes VoiceAI Connect:

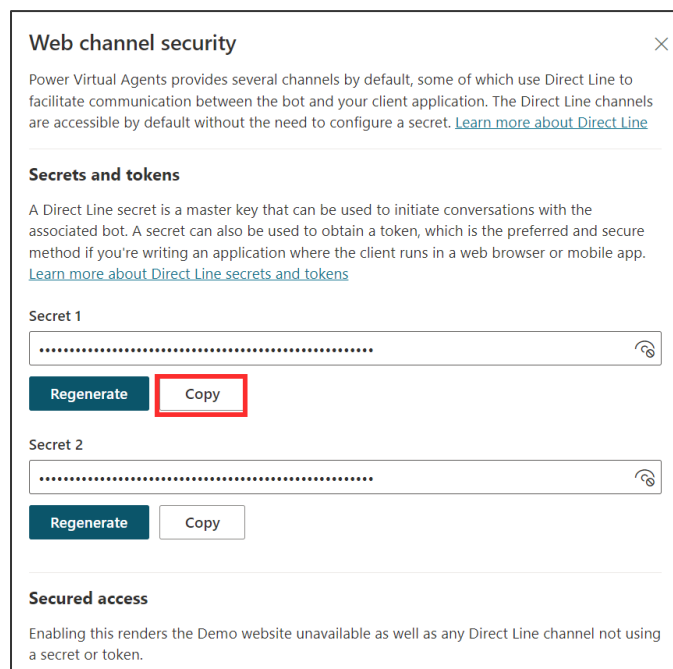
1. Navigate to <https://voiceaiconnect.audiocodes.com/> and using the **Sign Up** button in the top right to create an account.
2. Follow the instructions to complete the sign-up process. You can use the email address you are using for the labs to sign up.

## Task 1: Get your DirectLine secret for your PVA bot

1. Open your PVA chatbot in <https://web.powervirtualagents.microsoft.com/>. Go to **Manage** in the left-hand navigation and then click **Security**. On the Security page, click **Web channel security**.

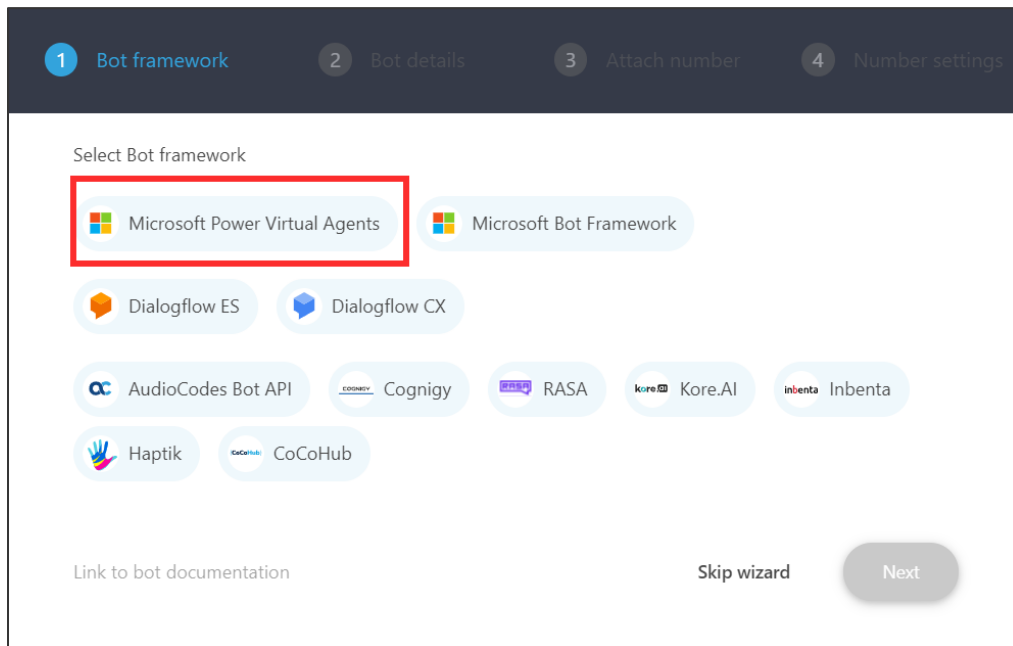


2. In the pane that opens on the right hand side of the page, use the **Copy** button underneath **Secret 1** to copy the secret to your clipboard.

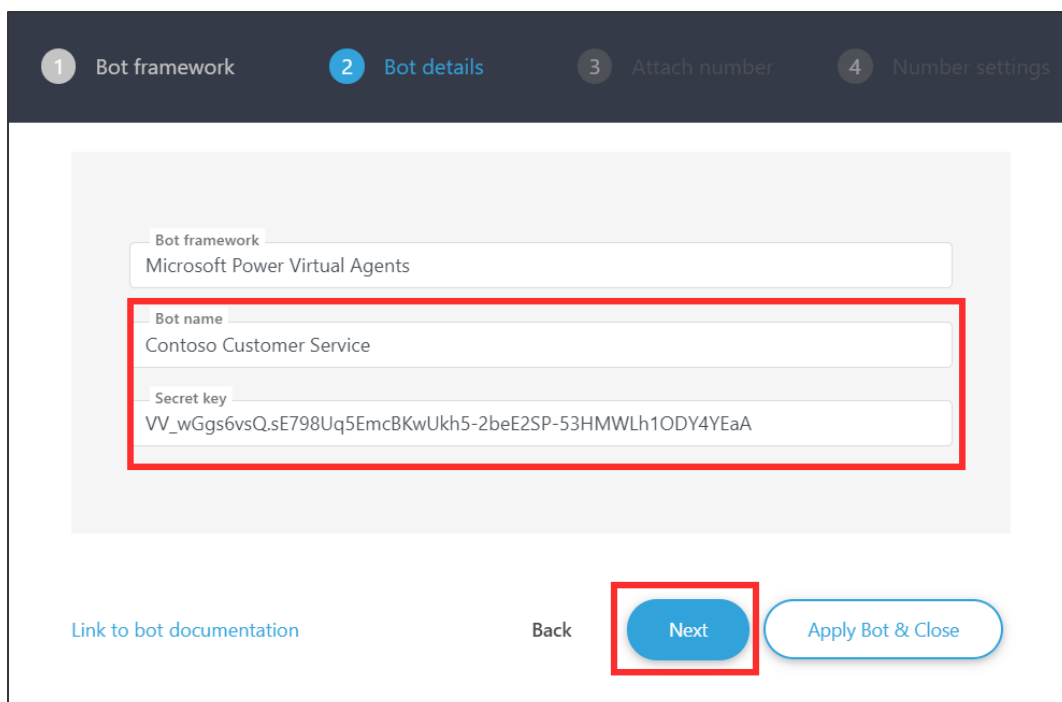


## Task 2: Provision and configure a telephone number

1. Navigate to <https://voiceaconnect.audiocodes.com/> and sign in with your trial account.
2. When prompted, select **Microsoft Power Virtual Agents** for the bot framework to integrate with and then click **Next**.



3. Enter **Contoso Customer Service** as the **Bot name** and then paste the secret, that you retrieved from your PVA chatbot earlier, into the **Secret key** text box and click **Next**.



## Lab 16: Add a telephone number to your bot using AudioCodes

- On the next page, leave the option **Buy a new number** selected. Select your country/location from the list. For example, select **United States** as the country and enter **FL** into **Search for a state** and then click **Add number**. Once your number has been provisioned successfully, click **Next**.

The screenshot shows the 'Attach number' step in the Power Virtual Agents console. The top navigation bar has four steps: 1 Bot framework, 2 Bot details, 3 Attach number (highlighted), and 4 Number settings. The main content area is titled 'Buy a new number'. It contains four input fields: 'Select Country' with a dropdown menu showing 'United States' and a US flag icon; 'Search for a type' with a dropdown menu showing 'Geographic'; 'Search for a state' with a dropdown menu showing 'FL'; and 'Enter city' with a text input field. A blue circular loading spinner is positioned to the right of the 'Enter city' field. Below the input fields, a message states: 'A monthly fee (\$1) will be deducted from your VoiceAI Connect Cloud account balance.' Below this message is a link: 'Can't find your country? Please follow our chatbot instructions to proceed.' At the bottom right, there is a blue button labeled 'Add number'.

- On the next page, complete configuration of your phone number by entering **Contoso** for the **Number Name** and change both the **Barge-in** and **DTMF** settings to **Enable**. Leave the **Language** set to **English (United States) (en-US)**, but change the **Voice name** to **en-US-JennyNeural (Female)**.

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

Number: +13059288543 *i* The phone number was created successfully. Please wait a minute for the number to be active.

Number name  
Contoso

Barge-in  
Enable

TTS speech service  
Microsoft

DTMF  
Enable

STT speech service  
Microsoft

Language  
English (United States) (en-US)

Voice name  
en-US-JennyNeural (Female)

Save and Close

- Click **Save and Close**.

## Task 3: Test calling your bot

1. Now that you have configured your phone number you can call it on the phone. When you do, you should hear the speech response configured as part of your multi-modal greeting in Lab 15.
2. The first time you call, listen to the greeting all the way through and then trigger a topic by saying something like **I'd like to return a product**.
3. Call again and try interrupting the bot with what you want during the greeting message and notice how the bot stops the greeting and routes you to the correct topic immediately. This is because you enabled 'barge-in' when configuring your phone number.



## Lab survey

We would appreciate your feedback on Power Virtual Agents and on this hands-on-lab, such as the quality of documentation and the usefulness of the learning experience.

Please use the survey at <https://aka.ms/PVAiaDSurvey> to share your feedback.

You may provide feedback for each module as you complete it or at the end once you've completed all the modules. Thank you!

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