

Audiocodes Integration



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Introduction

You can extend Inbenta's chatbot capabilities to **voice** with this connector to integrate with [Audiocodes](#).

Features

The following features of Inbenta's chatbot are supported in the Audiocodes integration:

- Answer Text.
- Sidebubble.
- Multiple options.
- Polar Questions.
- Dialogs.
- Forms, Actions & Variables (Keep in mind we are using voice as a channel. So, not all variable types work best with voice. Example: Email, Date).

Building the Audiocodes Connector

Required Configuration

In your UI directory, go to **conf**. Here, you have a README.md file with some structure and usage explanations

Fill the **key** and **secret** values inside the **conf/custom/api.php** file with your Inbenta Chatbot API credentials ([Here](#) is the documentation on how to find the key and secret from Inbenta's backstage. Use the same credentials as backstage to access the article).

Optional Configuration

There are some optional features (see the list below) that can be enabled from the configuration files. Every optional configuration file should be copied from **/conf/default** and store the custom version in **/conf/custom**. The bot will detect the customization and it will load the customized version.

ESCALATION (chat.php)

The escalation process is made through a call transfer, so you need to add a phone inside **address**:

- **chat**
 - **enabled**: Enable or disable escalation (“**true**” or “**false**”).
 - **address**: Phone number that will be used to make the transfer (e.g. tel:+000000000)
- **triesBeforeEscalation**: Number of no-result answers in a row after the bot should escalate to an agent. Numeric value, not a string. Zero means it's disabled.
- **negativeRatingsBeforeEscalation**: This value is not used, but is needed by the connector. Numeric value, not a string. Zero means it's disabled.0”

CONVERSATION (conversation.php)

- **default**: Contains the API conversation configuration. The values are described below:
 - **answers**:
 - **sideBubbleAttributes**: Dynamic settings to show side-bubble content. This value will append to the main response.
 - **answerAttributes**: Dynamic settings to show as the bot answer. The default is ["ANSWER_TEXT"]. Setting multiple dynamic settings generates a bot answer with concatenated values with a newline character (\n).
 - **maxOptions**: Maximum number of options returned in a multiple-choice answer.
 - **forms**
 - **allowUserToAbandonForm**: Whether or not a user is allowed to abandon the form after a number of consecutive failed answers. The default value is **true**.
 - **errorRetries**: The number of times a user can fail a form field before being asked if he wants to leave the form. The default value is 3.
 - **lang**: Language of the bot, represented by its ISO 639-1 code. Accepted values: ca, de, en, es, fr, it, ja, ko, nl, pt, zh, ru, ar, hu, eu, ro, gl, da, sv, no, tr, cs, fi, pl, el, th, id, uk
- **user_type**: Profile identifier from the Backstage knowledge base. Minimum:0. Default:0. You can find your profile list in your Chatbot Instance Settings User Types.
- **source**: Source identifier (Default value: **audiocodes**) used to filter the logs in the dashboards.

ENVIRONMENTS (environments.php)

This file allows configuring a rule to detect the current environment for the connector, this process is made through the URL where the application is running. It can check the current **http_host** or the **script_name** in order to detect the environment.

- **development**:
 - **type**: Detection type: check the **http_host** (e.g. www.example.com) or the **script_name** (e.g. </path/to/the/connector/server.php>).
 - **regex**: Regex to match with the detection type (e.g. ["/^dev.mydomain.com\\$/m](#)" will set the “development” environment when the detection type is [dev.example.com](#)).

Deployment

The Audiocodes connector must be served by a public web server in order to allow Audiocodes to send the events to it. The environment where the connector has been developed and tested has the following specifications:

- Apache 2.4
- PHP 7.3
- PHP Curl extension
- Non-CPU-bound
- The latest version of **Composer** (Dependency Manager for PHP) to install all dependencies that Inbenta requires for the integration.
- If the client has a **distributed infrastructure**, this means that multiple servers can manage the user session, they must adapt their SessionHandler so that the entire session is shared among all its servers.

Audiocodes configuration

Account

Log in to your AudioCodes PNC (Phone Number Connector) account <https://pnc.audiocodes.io/login>:

Welcome to PNC

Email	Password
<input type="text" value="name@domain.com"/>	<input type="password" value="....."/>

Log In

Create new account

[Forgot your password?](#)

Or create a new account (<https://pnc.audiocodes.io>):

Sign up

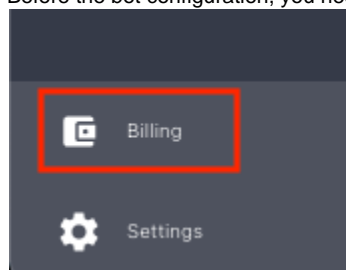
First name
Last name
Email
Password
Phone number
Company name

By clicking on "Start your free trial", you agree to our [Terms And Conditions of Use](#) and [Privacy Policy](#).

Start your free trial

Credit

Before the bot configuration, you need to add credit to your account. Click on **Billing** (at the bottom of the left menu):



In the next screen, click on **Add credit** button.

Your plan

Essential Plan

Numbers

2

Add credit

Select the *Credit amount* and fill the credit card data.

Add credit

Credit amount

\$10

Credit details

Cardholder First Name

Cardholder Last Name

Card Number

1234 5678 9012 3456

MM/YY

MM / YY

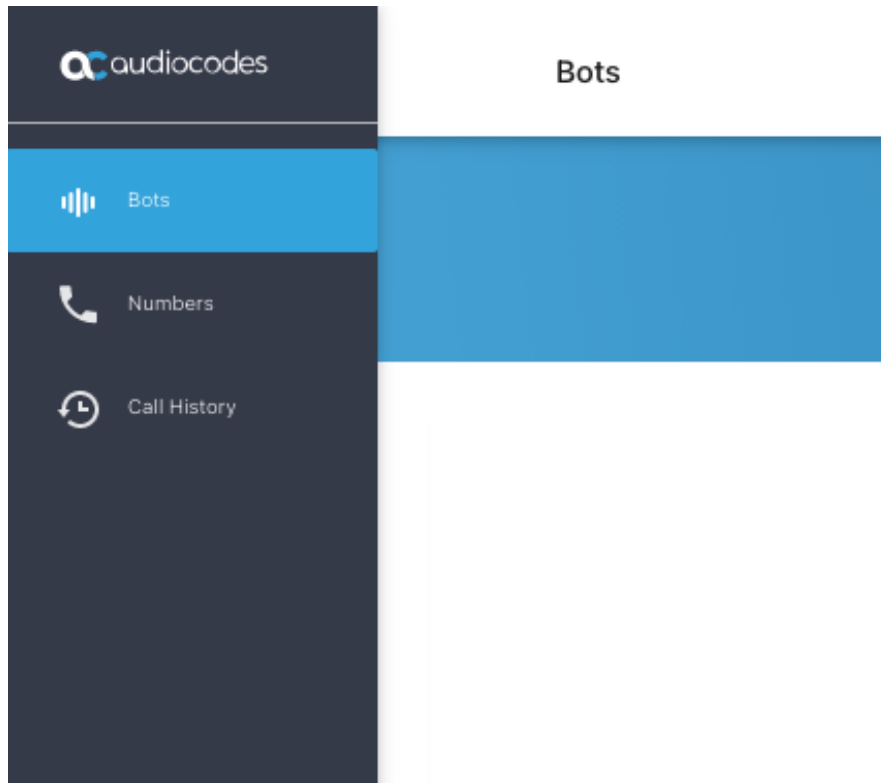
CVC

123

Cancel

Bot Configuration

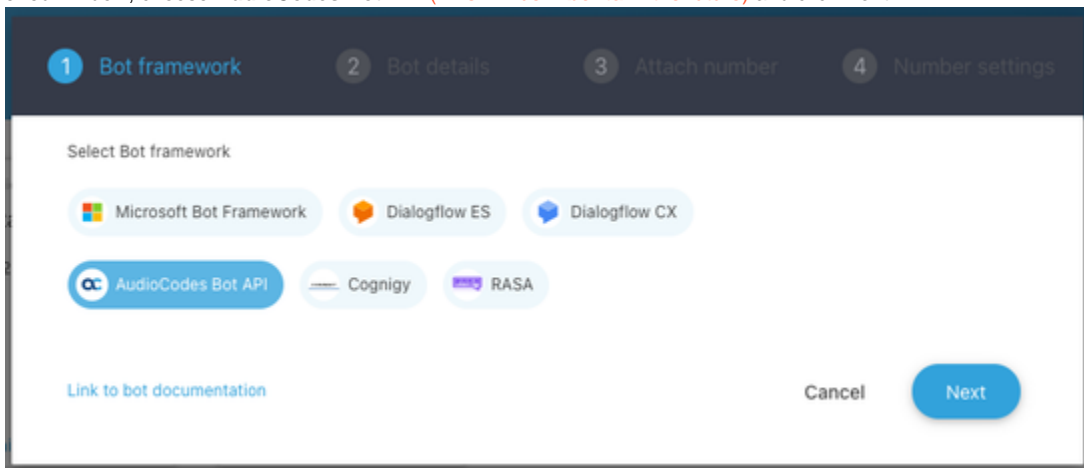
Once you have enough credit, click on **Bots** from the left menu.



Add a new configuration by clicking on the + button at the bottom.



In the newly opened window, choose **AudioCodes Bot API** (This will be **Inbenta** in the future) and click **Next**.



In the next screen, enter a **Bot name**, **Bot URL** (URL where the Inbenta chatbot connector is hosted), and **Token** (This is a password-like value and must be the same as the one defined inside the connector (see **Token** section below for details)).

The screenshot shows the 'Bot details' step of a configuration process. At the top, a dark navigation bar contains four steps: '1 Bot framework', '2 Bot details' (highlighted in blue), '3 Attach number', and '4 Number settings'. The main content area is a light gray box with the following fields: 'Bot framework' (pre-filled with 'AudioCodes Bot API'), 'Bot name', 'Bot URL' (with a hint 'e.g. https://example.com/path/to/bot'), and 'Token'. A 'Validate bot configuration' button is located at the bottom right of this box. Below the box, there is a 'Link to bot documentation' link, a 'Back' button, a 'Next' button, and a highlighted 'Apply Bot & Close' button.

i At the end of the **Bot URL** it **MUST** end with: **"/CreateConversation"** (e.g. <https://boturl.com/CreateConversation>)

Once the bot configuration is done, purchase a number or choose an existing number.

The screenshot shows the 'Attach number' step of a configuration process. The navigation bar at the top has four steps: '1 Bot framework', '2 Bot details', '3 Attach number' (highlighted in blue), and '4 Number settings'. The main content area has two options: 'Buy a new number' (selected with a blue dot) and 'Use existing number' (with an unselected radio button). Under 'Buy a new number', there are four dropdown menus: 'Select Country' (showing 'United States'), 'Search for a type' (showing 'Geographic'), 'Search for a state' (showing 'CA'), and 'Enter city' (showing 'San Francisco'). A note states: 'A monthly fee (\$1) will be deducted from your PNC account balance.' A 'Buy number' button is to the right. Under 'Use existing number', there is a 'Select existing number' dropdown menu. At the bottom right, there are 'Back' and 'Next' buttons.

Finally, the configuration of the number is needed. Choose the configuration for the Phone Number.

Number: +4578745340

i 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 <input type="text" value="Transfer call
e.g. 111222333"/> i
Language en-US	
Voice name en-US-GuyNeural	

Save and Close

For more information, you can check the “Quick Setup Guide” of Audiocodes:

<https://pnc.audiocodes.com/phone-number-connector-integration-audiocodes-bot-api>

Token

Token is a password-like value, you can define any value, the only condition is that must have a length greater than or equal to 3. You need to copy and paste in **conf/custom/audiocodes.php** file:

```
return [
    'token' => '',
    'type' => 'Bearer' //Do not remove this value
];
```

i The value of the Token is not provided by Inbenta nor Audiocodes, this is defined by the customer.

Prepare your Inbenta instances

Text Content

We should always keep in mind that user interaction is going to be through voice.

Hence, content should be simple text: **avoid the use of HTML tags, multimedia and URLs**. This is especially important if you are using Voice template, most of the HTML tags are not recognized by the TTS (Text-To-Speech) services.

Note: “**Natural Language Search**” is the best **Transition type** for dialogs.

Farewell content

You can add a command that detects the intent of end the call using voice. This is possible adding a new content with title “**Exit**” (or any other similar with the same context). Inside the content, additionally to the ANSWER_TEXT, you'll need 2 things:

- Check **directCall** and set the text “**sys-goodbye**”

- Add "**Learn with semantic expansion**" with the variations to end a call (like "goodbye", "end call", etc).

Matching options



Natural language matching based on title

Content conditions 

No content conditions set



Direct call

sys-goodbye