

Voice Bot with Azure - Step-by-Step Guide

Goal:

A customer calls a number -> Bot asks for First Name, Last Name, and Monthly Income -> Bot sends this data to your Java API -> Bot speaks back the API response.

STEP-BY-STEP IN AZURE:

Step 1: Create a Microsoft Azure Account

1. Go to <https://azure.microsoft.com>.
2. Click "Start free" if you don't have an account.
3. Sign in with your Microsoft account and complete the setup.

Step 2: Create a Bot Using Azure Bot Services

- Go to Azure Portal -> "Create a resource" -> Search "Azure Bot" -> Click "Create"
- Fill out configuration (Bot handle, Subscription, Resource group, Region, Pricing Tier, App Type: Multi Tenant)
- Create App ID and password automatically
- Click "Next" -> "Review + Create" -> "Create"

Step 3: Open Bot Framework Composer

- Download from <https://aka.ms/botframework-composer>
- Install and open
- Click "New" -> "Blank Bot" -> Name: QuotationBot -> Create

Add Dialogs:

- Ask for First Name (TextInput -> Save as: firstName)

- Ask for Last Name (TextInput -> Save as: lastName)
- Ask for Monthly Income (NumberInput -> Save as: monthlyIncome)

Step 4: Add API Call to Java App

- Add HTTP Request after income input:

Method: POST

URL: <https://your-api.com/quotation>

Body:

```
{  
  "firstName": "${firstName}",  
  "lastName": "${lastName}",  
  "monthlyIncome": ${monthlyIncome}  
}
```

- Save response as: quotationResponse
- Add response: "Your request has been \${quotationResponse.status}."

Step 5: Enable Voice via Azure Communication Services

- Create Communication Services Resource via "Create a resource" -> Search "Communication Services" -> Create
- Name: quotation-comm-service -> Region: Same as Bot -> Create

Step 6: Set Up Direct Line Speech

- Go to Bot in Azure Portal -> Channels -> Add Direct Line Speech -> Enable
- (Optional) Link ACS to bot with SDK

Step 7: Publish from Composer to Azure

- In Composer -> Click Publish -> Add new publish profile -> Azure Web App + Azure Bot -> Sign in

-> Select Bot -> Publish

Step 8: (Optional) Add Phone Number

- Go to ACS -> Phone Numbers -> Buy a number -> Link using ACS Calling SDK

Final Test:

1. Run bot locally or deploy
2. Use Bot Emulator or Direct Line Speech
3. Provide voice input: John, Smith, 5000
4. Java API responds
5. Bot speaks API response

Download Bot Framework Composer: <https://aka.ms/botframework-composer>