


Voximplant

To begin with, the Dialogflow agent that will be used for this system must use the V2 Dialogflow API. To do this, simply click on the gear next to the name of your agent. Under “General”, you can select the api version. The V1 API will be deprecated in the following months as of september 2019 so this may not be required later on.

Empower-Wealth-Voice... 

en en-AU

Intents

Entities

Knowledge ^[beta]

Fulfillment

Integrations


Training

Validation ^[beta]

History

Analytics

Prebuilt Agents

General Languages ML Settings Export and Import Environments  Speech Share Advanced

DESCRIPTION

Describe your agent

DEFAULT TIME ZONE

(GMT+10:00) Australia/Sydney

Date and time requests are resolved using this timezone.

GOOGLE PROJECT


Project ID	empower-wealth-voice-onboard-bp (Google Cloud Actions on Google)
Service Account	dialogflow-juoir@empower-wealth-voice-onboard-bp.iam.gserviceaccount.com

API VERSION

☒ V2 API

Use [Cloud API](#) as default for the agent. Your webhook will receive and return [V2 format messages](#).

Next choose the “Speech” inside the same settings area and enable “Automatic Text to Speech” and choose either MP3 or OGG as the Output Audio Encoding. It is also recommended to select a WaveNet voice under the same tab, as they have a much higher quality than the default ones.

General Languages ML Settings Export and Import Environments  **Speech** Share Advanced

☐ Enable Auto Speech Adaptation ^[beta]

Use Dialogflow agent information (e.g. intents, entities) to automatically improve speech recognition quality.

TEXT TO SPEECH

☒ Enable Automatic Text to Speech

Automatically convert default text responses to speech in all conversations. The output audio will be included in [DetectIntentResponse](#) and [StreamingDetectIntentResponse](#).

Output Audio Encoding

MP3

VOICE CONFIGURATION




Configure your agent's synthesized voice in the V2 API and Telephony integration.


Agent Language

en (English)

Voice

en-US-Wavenet-C

SPEAKING RATE: 1  PITCH: 0 (SEMITONES)  VOLUME GAIN: 0 (DB) 

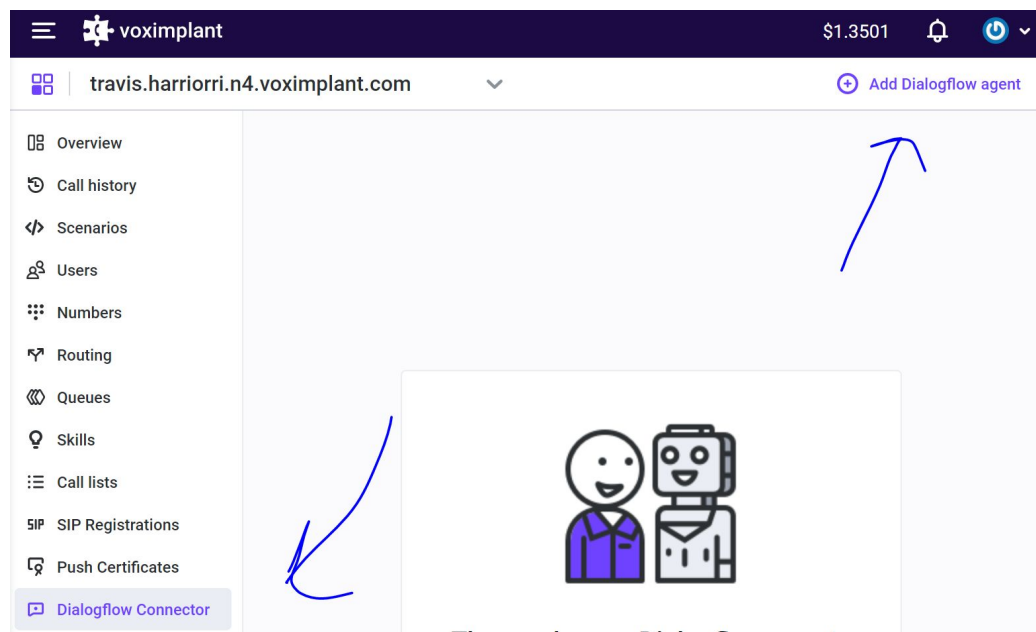
Select 'Audio Effects' profiles. (For standard API calls, **won't** affect Telephony integration) 

Once this is done, Voximplant itself can be set up as the prerequisites inside of Dialogflow have been set up. On the Voximplant website, create a new application which will be used to host the Dialogflow Connector. The name and description will not be available to the users and only to the owner of the application so it can be whatever you want.

To add a Dialogflow agent to your Voximplant application, you must supply Voximplant with the required login/connection info to connect to your Dialogflow agent. This data can be retrieved from Google by following this guide:

<https://dialogflow.com/docs/reference/v2-auth-setup>

Once you have the json file, you click the “Add Dialogflow agent” button and upload the file there.



The next step is to choose a phone number. Click on the main menu up in the left corner and choose numbers there. Then up on the right corner you can click “Buy new phone number”. There you can choose from a long list of countries and regions and also which type the phone number should be, landline or mobile. Once you have bought a number, you can go into the application that has the Dialogflow Connector, select the “Numbers” option on the right, select the “Available” tab and attach the number you want to use. Many numbers can be attached to each application but this will be described in more detail later on.

The way Voximplant works is that the application has so called “Scenarios”, which are programmable events. They can be invoked by running them on the Voximplant website, which is useful for testing, and also by using the Voximplant HTTP API. These events can also take in some kind of input, which would be the phone number.

The scenario is set up to get an input of the phone number, some unique id and a name and it makes a call to that number and connects it to the Dialogflow agent. This scenario is in the voximplant folder in the Bitbucket repo

Once the scenario is set up, it can be run via a HTTP request (such as

https://api.voximplant.com/platform_api/StartScenarios/?account_id=1&api_key=1-2-3-4-5&rule_id=12345&script_custom_data=0123456789__Harry_1997) or directly on the

Voximplant application website by creating a Routing for it and then invoking that Routing with the input of a phone number. The rule_id can be retrieved in the Routing tab on Voximplant.