# Phone Number Connector (PNC)

AudioCodes Voice.AI Gateway enhances chatbot functionality by allowing human communication with chatbots through voice (voicebot), offering an audio-centric user experience. Integrating the Voice.AI Gateway into your chatbot environment provides you with a single-vendor solution, assisting you in migrating your text-based chatbot experience into a voice-based chatbot.  Voice.AI Gateway can seamlessly integrate with various telephony channels such as contact centers, enterprise communication platforms (UC) and public telephony (PSTN).

AudioCodes Phone Number Connector (PNC) is a software-as-a-service (SaaS) solution, allowing you to easily implement AudioCodes field-proven voice-based bot technology. The PNC solution seamlessly connects your bot framework to a real telephone number, regardless of region or country in which your bot is providing its service. Once you are connected and signed up to the PNC service, you can start providing your bot service to your customers. Currently, AudioCodes is offering free credit for the PNC solution, allowing you a taste of this premium voice-bot service.

The PNC solution also provides speech-to-text (STT) and text-to-speech (TTS) services. Currently, these services are offered through Microsoft Azure, and for English only.

The PNC solution currently supports Google Dialogflow bots and any bots developed using one of the bot frameworks that have implemented AudioCodes' bot API. The supported bot frameworks include the following:

- **Microsoft** Bot framework automatic integration via Direct Line
- **Cognigy -** Please contact [Cognigy support](#) for specific instructions on quick integration.
- **Rasa -** AudioCodes has developed a channel for [Rasa bot framework](#) implementing AudioCodes bot API. More information about this channel can be found [here](#). Therefore, if your bot has been developed with Rasa, you can easily connect it to the PNC solution through this channel.
- **Any** bot framework configured with AudioCodes' easy-to-use bot framework public APIs.

**Note:** For Customers that would like to connect their VoIP platforms and use advanced features that are not supported on the PNC platform, AudioCodes offers the Voice.AI Gateway as a fully managed service with multiple deployment options.

For more information, please refer to the following documents:

- [Voice.AI Product Description](#)
- [Voice.AI Gateway API Reference Guide](#)
- [Voice.AI Gateway API for Partners Reference Guide](#)
- [Voice.AI Gateway Integration Guide](#)
- [AudioCodes PNC & OneClick User's Manual](#)

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