Rasa

Quick Setup Guide

This document provides a quick setup for the integration of the AudioCodes Phone Number Connector (PNC) and a bot instance created using Rasa Bot Framework. For more information regarding Rasa bot framework, refer to https://rasa.com/.

Prerequisites

AudioCodes has developed a channel for Rasa bot framework implementing AudioCodes bot API. More information about this channel can be found here. If your bot has been developed with Rasa, you can easily connect it to the PNC solution through this channel.

For more information regarding the AudioCodes Bot API, refer to the Voice.AI Gateway API Reference Guide.
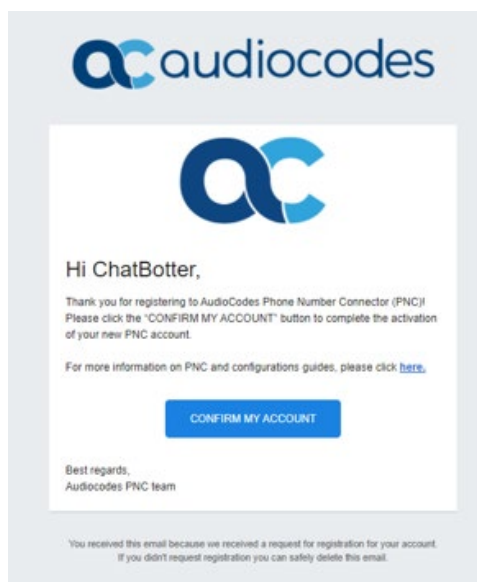
Signing up to PNC

1. Using your web browser, go to https://pnc.audiocodes.io.

2. Enter your details on the **Sign up** page.

3. Click **Start your free trial**; the following appears and a confirmation email is sent to you.
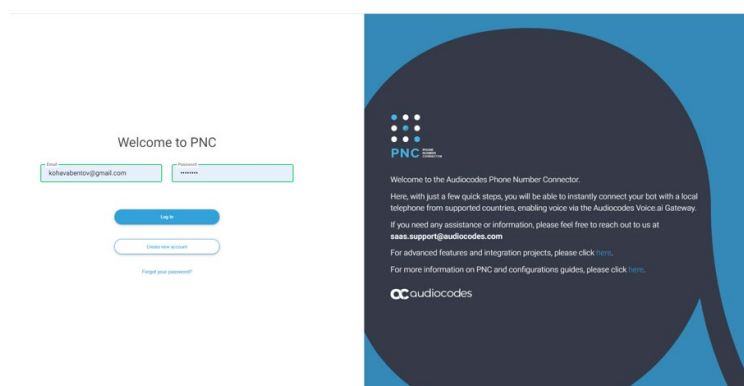
4. Open the PNC confirmation email (it may be hidden in SPAM or filtered), and then click **Confirm Account**; you are directed to the following web page:

5. Click **CONFIRM MY ACCOUNT**; the Welcome to the AudioCodes Phone Number Connector page appears.
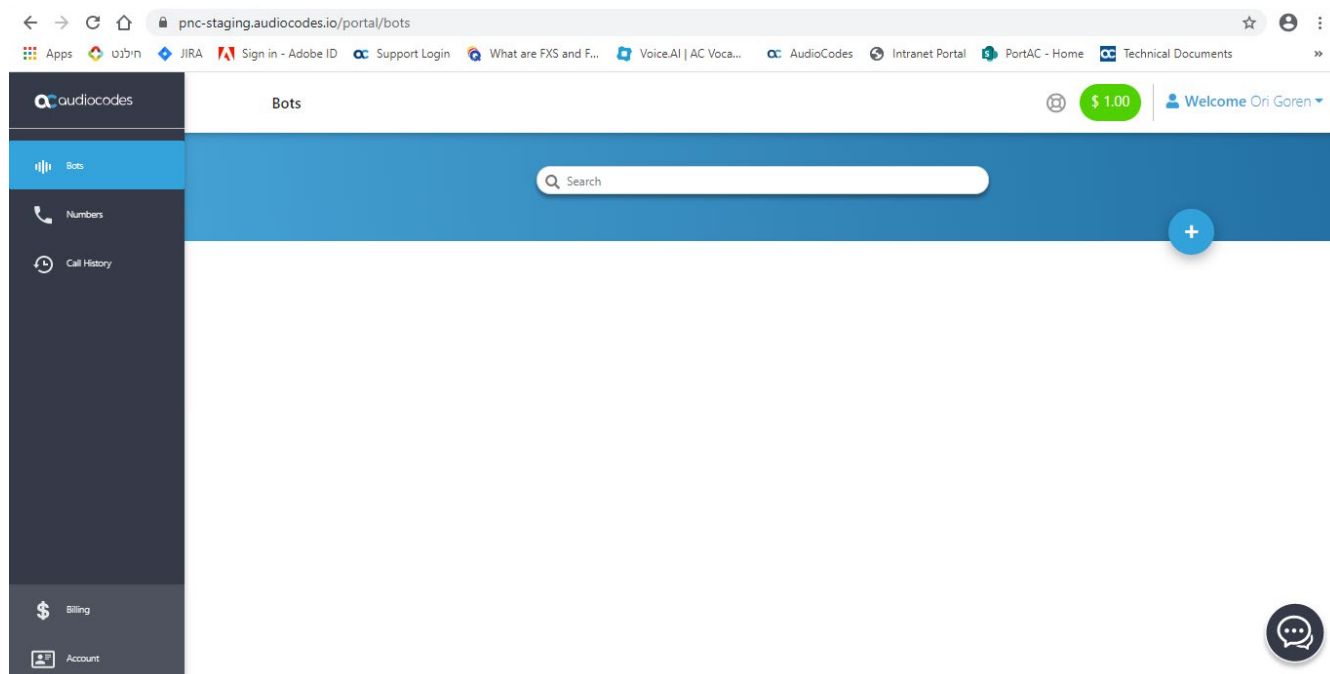

6. Click **Click To Log In**; the following appears:

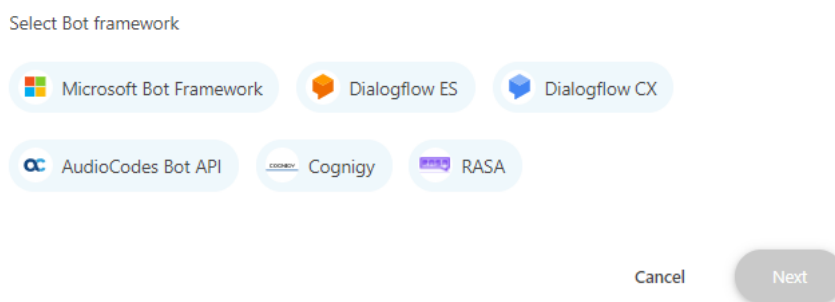7. Enter your email address and password, and then click **Log In**; the PNC wizard opens.

Using the PNC Wizard

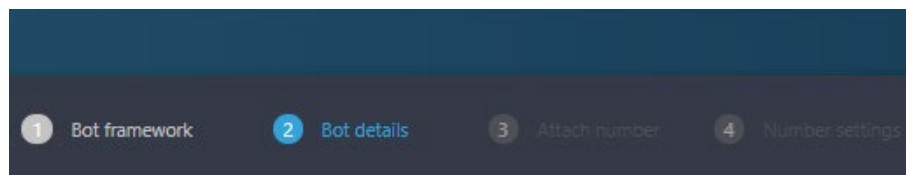1. In the navigation menu pane, select **Bots**, and then click **+** to create a new bot:

⚠️	**Note:** If this is the first time that you are accessing the wizard, the Select Bot Framework wizard page appears when you log in.

The Select Bot Framework wizard page appears:

2. Select the **RASA** bot framework, and then click **Next**; the Bot Details wizard page appears:

3. Configure the bot settings:

- In the 'Bot name' field, enter the name of the bot.
- In the 'Bot URL' field, enter the URL of the bot to create the conversation. LONG names screenshot
- In the 'Token' field, enter the token that was defined in the bot.

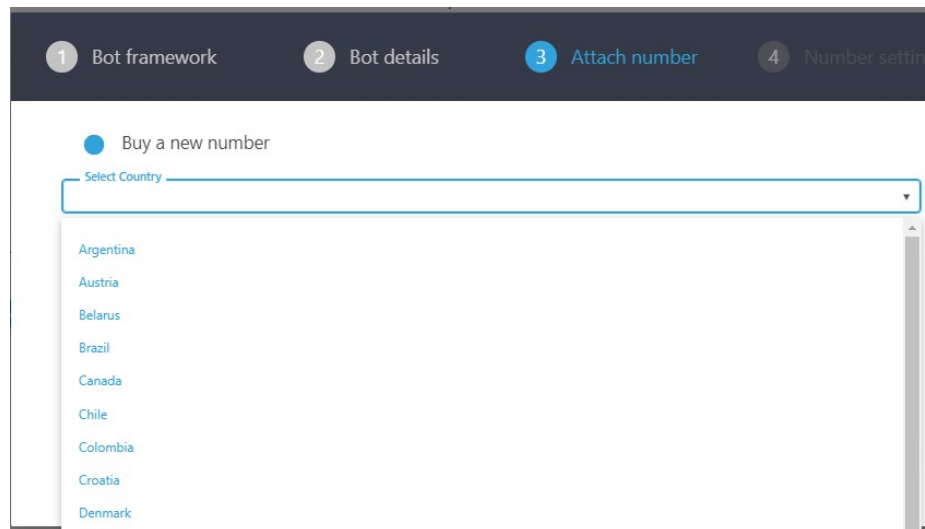4. (Optional) Click **Validate bot configuration** to check the connection.

5. Click **Next**; the Attach Number wizard page appears:

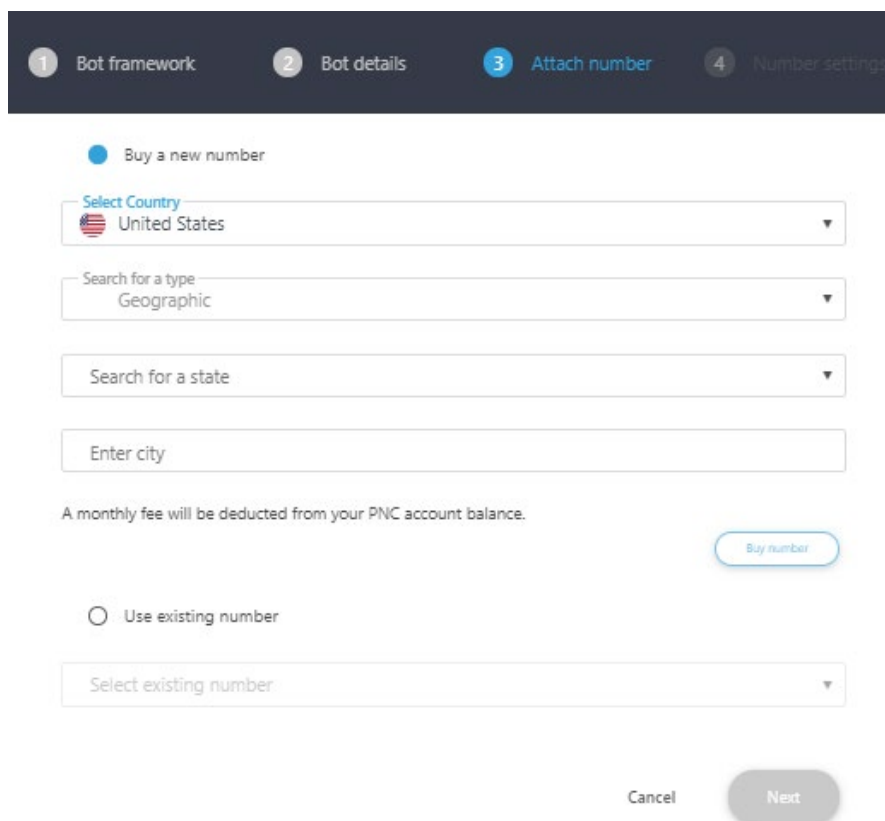You can either buy a new phone number or use an existing number.

6. If you want to buy a new phone number, do the following:

    a. Select the **Buy a new number** option; the following appears:

    b. From the 'Select Country' drop-down list, select the country in which the phone number will be used, and then click **Next**; the following appears:

c.   (Optional) Configure specific country settings:

- From the 'Search for a type' drop-down list, select the appropriate value.
- From the 'Search for a state' drop-down list, select the appropriate state.
- In the 'Enter city' field, enter the appropriate city.

Note: The City and State fields do not appear when other countries are selected.

d.   The created number appears with a message that the phone number was created successfully; click **Next**.

e. Click **Next**; the Number Settings wizard page appears:

f. Give your number a name, confirm or modify the fields, and then click **Save and Close**; the new bot appears listed on the Bots page.
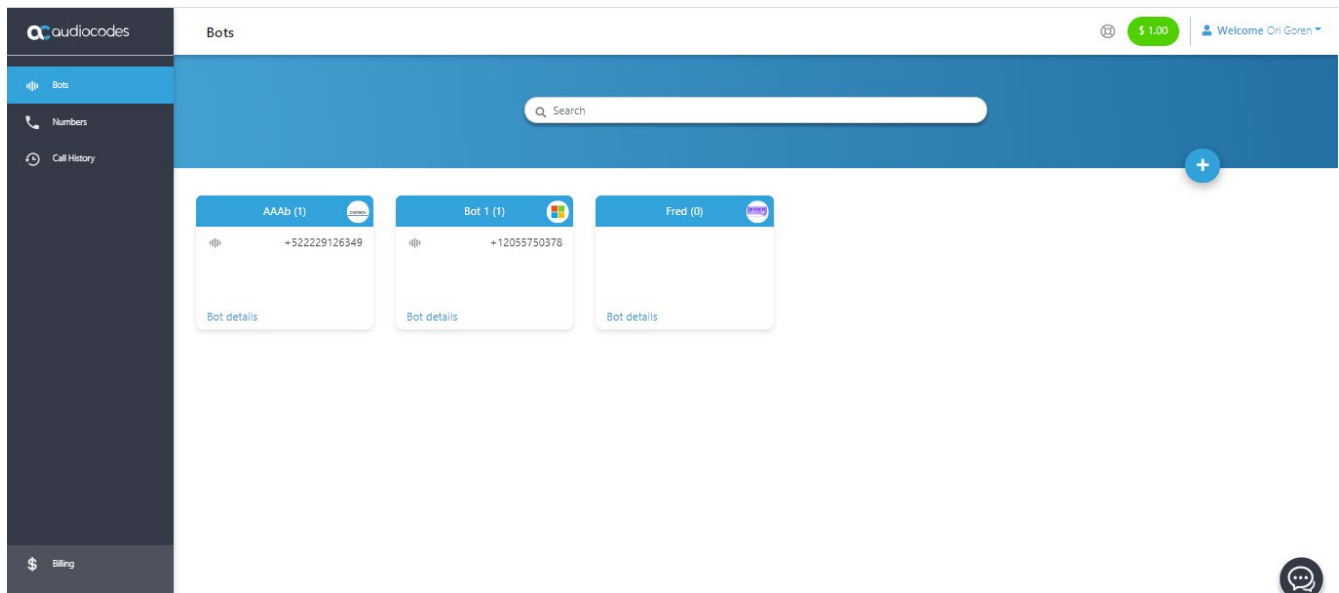
7. If you have previously purchased a number and it is currently unassigned, you can re-assign the number to your bot.

AudioCodes Support

The AudioCodes team is here to help answer any questions you may have.

Please drop us an email at saas.support@audiocodes.com or join our public Slack channel at
https://join.slack.com/t/audiocodes-hq/shared_invite/zt-go8vz8i8-YJyOCLe0h57DFAhLtQBdXQ.

We will be glad to reach back no later than the following business day.

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. With a commitment to the human voice deeply embedded in its DNA, AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers and hosted business services. AudioCodes' wide range of innovative products, solutions and services are used by large multinational enterprises and leading tier one operators worldwide.

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