Integration with Google Dialogflow

WHAT IS IT?

Avaya OneCloud CPaaS can be integrated with Google Dialogflow. CPaaS supplies the telephone number and voice connection to Dialogflow thus providing a complete solution for the application. These steps assume that you already have an account with OneCloud CPaaS. If you do not, when you attempt to connect to the service, you will be prompted to create an account and will receive $2 free to get you started. Follow the on-screen instructions to create your account.

MAKING IT HAPPEN

Create an Agent

Create an agent in Dialogflow that will be integrated with OneCloud CPaaS.

- Open a browser and go to the Google Dialogflow web site (dialogflow.cloud.google.com) and sign-in.

- Click Create Agent.
• Provide a name for this agent, then click **Create**.

• From the Dialogflow dashboard, open **Integrations** and select **Avaya**.

• Enter a name for this integration and click **Sign Up**.
• The browser will move to the CPaaS site. When prompted, choose **Accept** to allow CPaaS to connect to the Dialogflow agent.

• Return to Dialogflow and select **Close** to complete the configuration of the integration and return to the dashboard.
CPaaS: Buy a Number

You will need to purchase a telephone number in OneCloud CPaaS before you can build an Agent in Dialogflow.

If you have not already done so:

- Open CPaaS and login with administrator credentials.
- On the Dashboard, go to **Numbers > Buy a Phone Number**.

- Choose the number you wish to purchase and click **Buy**. That number will be added to your account.
CPaaS: Configuring a Number

- From the dashboard, choose **Numbers > Manage Numbers**.

- Select the number you want to link to Dialogflow.

- On the **Voice** tab, enable the **Use application voice settings** checkbox. From the **Choose Application** dropdown menu, select the Dialogflow Agent you just created.
• Click **Save**.

Return to Dialogflow and finish building your Agent. Where necessary, have Dialogflow reference the phone number purchased through CPaaS.