VIER Cognitive Voice Gateway Console (UI)

Manual

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VIER

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1 About this documentation

The following sections specify the target audience and describe the structure of this documentation.

1.1 Target audience

This document is intended for you as

- Solution Manager,
- Customer Journey Manager,
- Manager Conversational AI Solutions,
- Solution Developer or
- Engineer Conversational AI.

This document focuses on the description of how to use the VIER Cognitive Voice Gateway Console (UI). Detailed information about APIs, their usage, and their integration into Conversational AIs and contact centers can be found at https://cognitivevoice.io/docs/ and https://cognitivevoice.io/specs/.

1.2 Writing conventions

The following text formats are used in this documentation:

Format	Usage	Example
Dialog element	Indicates the following: • Buttons • Modules • Dialog boxes • Configuration options	Click on **Save**.
Parameters and *unclickable buttons*	Indicates the following: • Parameters • Ranges • Unclickable buttons	**Summary for the past X hours**
"***Status***" and "***Message***"	Indicates the following: • Status designations • Messages	Your status is "***Ready***" or "***Break***".
Click path	Indicates click paths.	To configure the login, click **Start > User > Login**.

Format	Usage	Example
`Code`	Indicates code.	`// OAuth creden-tials $ssoClientId = ' to be requested ';`

1.3 Structure of the documentation

This documentation includes the following search and orientation aids:

- The table of contents provides an overview of the documentation's topics and structure.
- Cross-references in the body text provide further information and explanations about a topic.
- The headers on each page indicate which chapter you are in. Depending on its size, a chapter can include multiple sections.
- The glossary defines important terms used in this documentation.
- An asterisk * indicates that the described function is a paid extra function. If you have any questions, contact the VIER Customer Success Management.
- The screenshots provide orientation by depicting part or all of the software user interface.

  NOTICE! The screenshots in this documentation may differ from those in the software version you are using.

  The screenshots in this documentation include neither version numbers nor customer-related data such as customer or user names. However, the depicted contents correspond to the current software version. All modules are enabled for the described configuration. These elements are described in the order of their appearance in the user interface's menu.

1.4 Warnings, notices, and tips

Warnings and notices are used to provide information about special aspects of configuration and operation. To avoid data loss or extensive troubleshooting, take particular note of warnings.

The following are highlighted and marked with a signal word:

- All notices
- Additional information
- Text to help you in solving a problem

The following warnings and other kinds of help are used in this documentation:

Symbol	Hazard level	Description
⚠	Danger	Information on an imminent hazard, e.g. death due to high voltage (over 60V)
⚠	Warning	Information on a possible hazard, e.g. data loss or hardware damage
ⓘ	Notice	Information on actions or settings that may have extensive consequences
?	Help	Information on troubleshooting
	Tip	Information to facilitate work and added contextual information

2 About this product

The following sections will acquaint you with VIER Cognitive Voice Gateway.

2.1 Product description

What is VIER Cognitive Voice Gateway?

With VIER Cognitive Voice Gateway (VIER CVG) VIER enables you to develop outstanding voicebots, phonebots and virtual agents (assistance functions). For this purpose, VIER combines its proprietary media processing and telephony technology with the best voice and conversational AI technologies available on the market and make them easily accessible via open APIs. Integrations with contact centers enable diverse application possibilities in existing communication environments.

VIER Cognitive Voice Gateway consists of:

- a scalable and highly available telephony platform and provisioning of phone numbers
- hardware accelerated audio signal processing
- easy-to-use REST APIs
- the integration of various market-leading AI-based speech-to-text products (STT products) and text-to-speech products (TTS products) in many languages (e. g. OpenAI, Amazon™, Google™, IBM®, Microsoft®, Nuance®)

  Other integrations are available upon request.
- the integration of various market-leading conversational AIs (e. g. VIER Smart Dialog, boost.AI, boost.AI, Botario, Cognigy™, Dialogflow® CX and Dialogflow® ES, Rasa, Jovo, Ubitec)

  Other integrations are available upon request.
- the integration of contact center systems, such as VIER engage, Genesys, Deutsche Telekom
- the integration of downstream systems, e.g. VIER Interaction Analytics
- a web-based user interface for configuration and administration

What is a project?

A VIER Cognitive Voice Gateway project is the link between the caller and the text-based bot of the customer:

One VIER Cognitive Voice Gateway project is required per bot and per language.

- A phone number assigned to the project can be used to call the bot.
- A project can be identified by a generated project token.
- A project is assigned to one VIER Cognitive Voice Gateway account (of one VIER Cognitive Voice Gateway customer).

Users and owners

Users

Users are persons that are given credentials to access the VIER Cognitive Voice Gateway Console (UI) for management and configuration tasks. Each user may have one of four roles:

- Reseller Administrator
- Customer Administrator
- Account Administrator
- Project Administrator

An administrator of a certain organizational unit can see all other units below it.

Owners

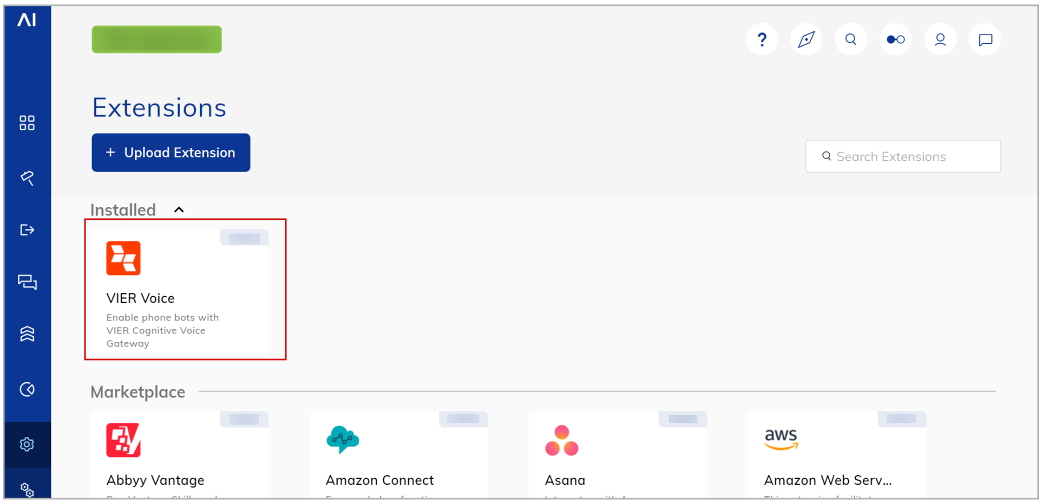
VIER Cognitive Voice Gateway has in certain places the concept of an owner. Ownership is modelled on an organizational unit level, not on users. If something is owned (e.g. a speech cloud profile or a platform number block), it is owned by a reseller, customer or a project, but not by a user. Users would be considered owners if the user has the owning organizational unit *directly* assigned and only that unit.

Example

A speech cloud profile that is owned by a customer cannot be edited by a user that only has a reseller assigned, even though that user can see the profile. Also, a user assigned directly to a project would not be able to edit the profile, even though he can use it. Only a Customer Admin with that specific customer ID would be able to edit it.

VIER Voice Extension for Cognigy

The VIER Voice Extension for Cognigy provides a set of nodes for call control within the Cognigy platform. This includes, among other things, starting/stopping call recordings, playing audio files, or forwarding to a human agent. You get the VIER Voice Extension for Cognigy in the Cognigy Marketplace.



VIER Voice Extension for Cognigy in the Cognigy Marketplace

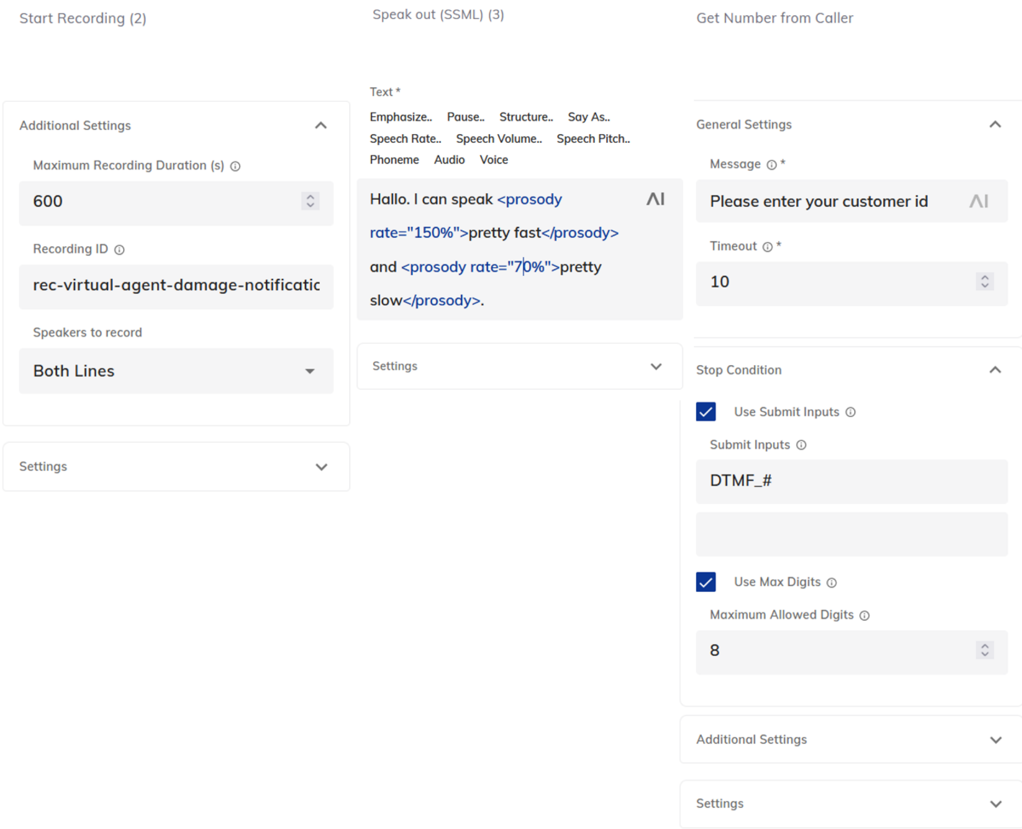
TIP

Accessing the VIER Voice Extension for Cognigy

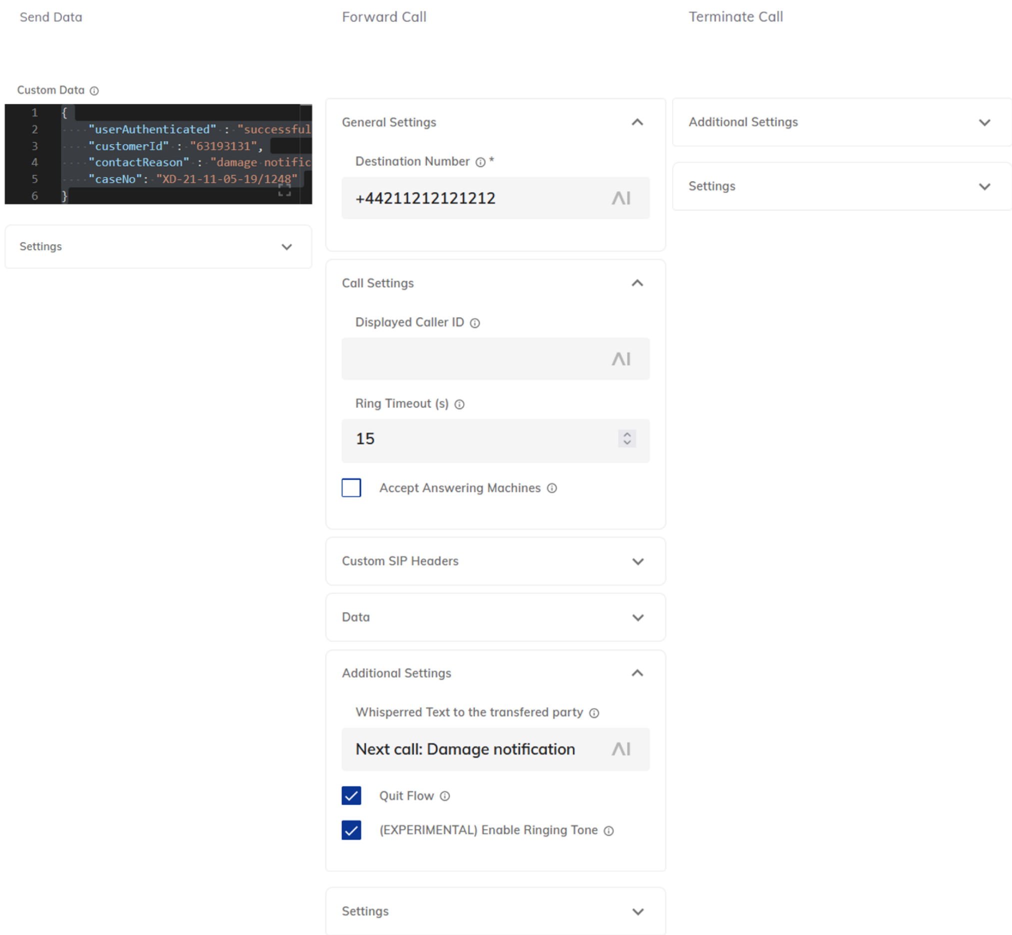
To use the VIER Voice Extension for Cognigy, you need an account for both Cognigy and VIER Cognitive Voice Gateway.

VIER Cognitive Voice Gateway is the basis for building voicebots and phonebots with the Conversational AI platform of Cognigy.

The VIER Voice Extension for Cognigy was developed to make the development of voicebots even easier. This extension, freely available in the Cognigy market-place, provides a set of nodes that can be used in Cognigy flows for call control.



Nodes in the VIER Voice Extension for Cognigy in the Cognigy dialog editor - part 1

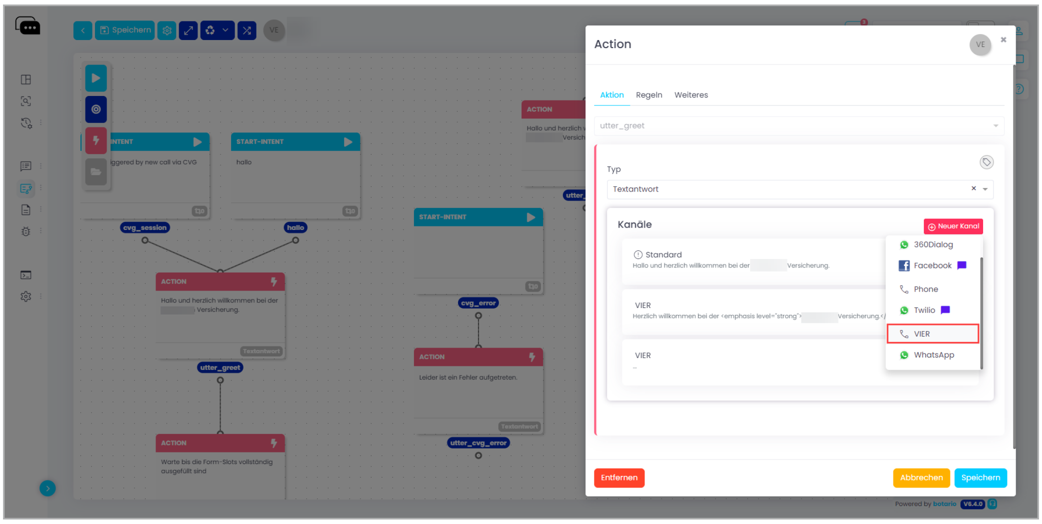


Nodes in the VIER Voice Extension for Cognigy in the Cognigy dialog editor - part 2

You will get detailed information on using the VIER Voice Extension for Cognigy in the manual “VIER Voice Extension for Cognigy”

VIER Voice Extension for botario

The VIER Voice Extension for botario offers a range of actions within nodes of the type "Action" for call control when using botario as Conversational AI. These include starting/stopping call recordings, SSML-formatted Text-to-Speech output or forwarding to a human agent. You can obtain the VIER Voice Extension for botario by ordering it from your botario provider (botario or VIER). If you host botario yourself, you will find a description of how to set up the VIER Voice Extension for botario at https://cognitivevoice.io/docs/conversational-ai/conversational-ai-botario.html.



VIER Voice Extension for botario

TIP

Access to the VIER Voice Extension for botario

The easiest way to use botario, VIER Cognitive Voice Gateway and the VIER Voice Extension for botario is to have these products hosted by VIER in the German VIER Cloud. In this case, VIER will take care of the complete setup, configuration and operation of botario and the VIER Voice Extension for botario for you. If you would like to host botario yourself, you can find a description of how to configure the VIER Voice Extension for botario at https://cognitivevoice.io/docs/conversational-ai/conversational-ai-botario.html.

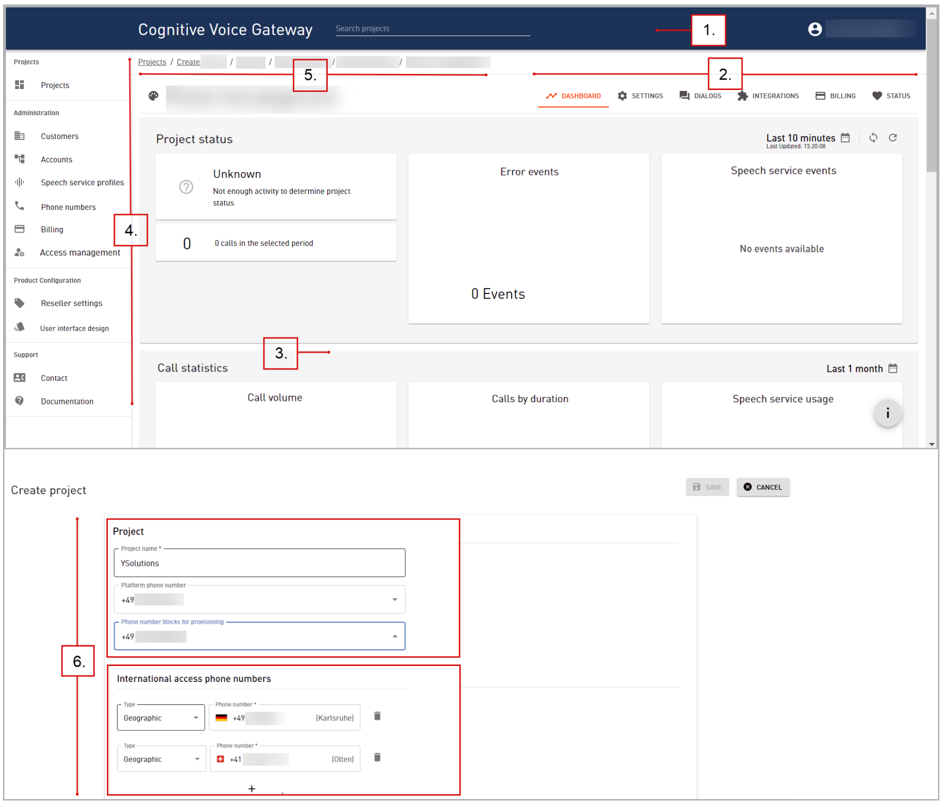
VIER Cognitive Voice Gateway is the basis for building voice bots and telephony bots with the Conversational AI platform of botario.

To make the development of voice bots even easier, the VIER Voice Extension was developed for botario. The required VIER Voice Extension for Rasa is freely available on github at https://github.com/VIER-CognitiveVoice/rasa-vier-cvg. Once installed, the VIER Voice Extension for botario provides a set of actions within VIER channels that can be used in dialogs for botario call control within action nodes.

You will get detailed information on using the VIER Voice Extension for botario in the manual "VIER Voice Extension for botario".

2.2 Composition of the user interface

The user interface of VIER Cognitive Voice Gateway is divided into the following areas:



Composition of the user interface

Image number	Description
1.	The **header bar** contains the data *product name*, *search bar* and *user name*. By clicking on the user name you open a drop-down menu. In the search bar you can search for the following information: • (parts of) platform numbers • (parts of) international access numbers • (parts of) project names • Complete project tokens • Dialog IDs • Speech service profiles • Customers • Accounts The advanced search works across resellers. In the search results list, all projects of the currently selected reseller are displayed first and, after a separator line, projects of other resellers - if you

Image number	Description
	have access rights for such projects. Especially if you are responsible for a large number of projects in VIER Cognitive Voice Gateway, you can find the right project faster this way If you click on one of these projects in the search results list, you will be taken directly to the **Settings** tab of the corresponding tab. You can also go directly to the **Dashboard** or **Dialogs** tabs by clicking on the corresponding icons. Via the drop-down menu you can • navigate to the settings, • call up the general help, • log out and • set the design of the user interface. The design of the user interface is adapted to the settings of your operating system by default. However, you can also set the design individually (**Light** or **Dark**).
2.	The **menu bar** gives you access to the following settings and views for your project: • **Dashboard**: The dashboard informs you about project-specific key performance indicators (KPIs) within a self-selected time period. • **Settings**: In the **Settings** you can edit your created project. • **Dialogs**: Under **Dialogs** you get an overview of concrete dialog data of your project for the selected time period. • **Integrations**: Under **Integrations**, link your project to VIER Interaction Analytics or to a webhook. • **Billing**: Under **Billing** you get an overview of the billing data for your project for the selected time period. • **Status**: Under **Status** you get information about the project status of your project for the selected time period.
3.	In the **workspace** the currently edited setting or the currently selected display is shown.
4.	The **navigation bar** includes all possible settings and information concerning the following topics: • Projects • Administration • Product configuration

Image number	Description
	• Support
5.	The navigation aid always shows you where you are located in the software. By clicking on the underlined navigation entry, you can return to the workspace in which you were previously located.
6.	The workspace is divided into different **sections**. You can make specific settings per section.

2.3 Operate the user interface

The operation of the user interface is reduced to the essentials. Basic actions, such as creating an entity, are repeated at different levels:

- Reseller level
- Customer level
- Account level
- Project level.

In addition, you have the option to make some specific settings via the drop-down menu under your user name. This includes, for example, the selection of the design and the language of the user interface.

3 Log in and log out

The user account for VIER Cognitive Voice Gateway is initially set up for you by the VIER Customer Service Desk. If you need a new user account, please contact the VIER Customer Service Desk.

The access to the user interface is password-protected and takes place online directly via the product link.

You will receive the product link and the access data to the user interface from the VIER Customer Service Desk.

NOTICE

Different instances depending on the location of the data storage

Depending on the location of the data storage, you will receive the product link to the EU or US instance of VIER Cognitive Voice Gateway.

3.1 Log in via the customer login on the VIER homepage

How to log in via the customer login on the VIER homepage:

Requirements

- ✓ You have opened a browser.
- ✓ You have already been assigned an account by the VIER Customer Service Desk.
- ✓ You have already registered VIER Cognitive Voice Gateway in your authentication app.

1. Call up the homepage https://vier.ai.
2. Click on **Cognitive Voice Gateway**.
3. Enter your email address and your password in the login mask.
4. Click on **Sign In**.
5. Enter your one-time code which is displayed in your authentication app.
6. Click on **Sign In**.

→ You are logged in to VIER Cognitive Voice Gateway.

3.2 Log in via the product link

How to log in via the product link:

Requirements

- ✓ You have opened a browser.

✓ You have already been assigned an account by the VIER Customer Service Desk.

✓ You have already registered VIER Cognitive Voice Gateway in your authentication app.

1. Dependent on the instance, enter the following product link in your browser: https://cognitivevoice.io/

   - or -

   https://us.cognitivevoice.io.

2. Enter your email address and your password in the login mask.

3. Click **Sign In**.

→ You are logged in to VIER Cognitive Voice Gateway.

3.3 Register in an authentication app

How to register VIER Cognitive Voice Gateway in an authentication app:

Requirements

✓ You have opened a browser.

✓ You have already been assigned an account by the VIER Customer Service Desk.

1. Dependent on the instance, enter the following product link in your browser: https://cognitivevoice.io/

   - or -

   https://us.cognitivevoice.io.

   → The window with the authentication instruction opens.

2. Follow the steps.

3. Click **Submit**.

→ VIER Cognitive Voice Gateway opens.

→ From now on, logging into VIER Cognitive Voice Gateway requires mandatory two-factor authentication by entering the password and a one-time code that is generated in the preferred authentication app.

3.4 Reset password

How to reset your password via the login mask:

1. In the login mask, click **Forgot Password?**

2. Enter your email address.

3. Click **Submit**.

   → You receive a link in the account you have deposited.

4. Open the link.
5. Enter your new password.
6. To confirm your new password, enter the password again.
7. Click **Submit**.

→ You have reset your password.

3.5 Adjust the session duration

How to adjust the session duration:

1. If you want your sessions in VIER Cognitive Voice Gateway to last up to 3 days of inactivity or up to 30 days of activity before a new login is required, activate the *Remember me* checkbox in the login screen.
2. If you want your sessions in VIER Cognitive Voice Gateway to last up to 1 hour of inactivity or up to 10 hours of activity before a new login is required, deactivate the *Remember me* checkbox in the login screen.

→ Your session settings have been saved.

3.6 Log out

How to log out:

1. To prevent possible data loss, close the user interface by clicking on the icon ⇥only. The icon is located in the drop-down menu under your user name.

→ You have logged out.

3.7 Log in via service login

If you have licensed another VIER product and have already received a VIER user account for it, you can link your VIER Cognitive Voice Gateway user account to this VIER user account and use it to log in to VIER Cognitive Voice Gateway in the future.

How to log in via service login:

Requirements

- ✓ You have opened a browser.
- ✓ You have already had a VIER user account set up for at least one other VIER product.
- ✓ You have already registered VIER Cognitive Voice Gateway in your authentication app.

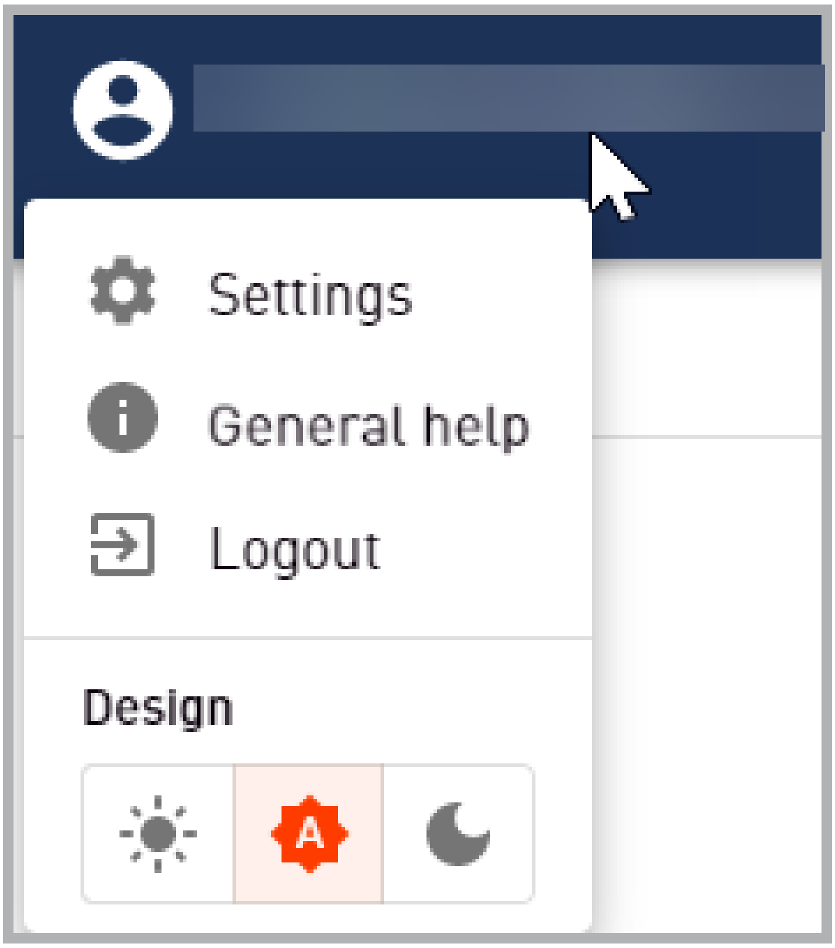
✓ You have opened the VIER Cognitive Voice Gateway login screen via the VIER website or via the product link. For detailed information, see Log in via the customer login on the VIER homepage ▸18 and see Log in via the product link ▸18.

1. In the VIER Cognitive Voice Gateway login screen, click on **Service Login**.
2. Click on **Add to existing account**.
   → You will receive an e-mail asking you to link your VIER Cognitive Voice Gateway user account with your VIER user account.
3. In the e-mail, click on **Link to confirm account linking**.
4. Click on **Click here to continue**.
   → You have verified your e-mail address.
   → You have linked your VIER Cognitive Voice Gateway user account with your VIER user account.
5. Call up the VIER Cognitive Voice Gateway login screen again.
6. Click on **Service Login**.
   → The login screen for your VIER user account opens.
7. Enter your user name.
8. Click on **LOGIN**.
   → The external identity provider opens.
9. Select your VIER user account.
10. You are logged in to VIER Cognitive Voice Gateway.

4 Choose language

The language of the user interface is set automatically based on your browser language. You can also choose the language yourself. The following languages are available in VIER Cognitive Voice Gateway:

- English
- German
- French



Settings

How to select a language:

1. Click your **user name** in the header bar.
2. Click the menu entry **Settings**.

   → The settings for the user interface are opened.
3. Select the *User interface language* in the drop-down list.

→ The user interface is displayed in the selected language.

5 Projects

A project in VIER Cognitive Voice Gateway is the connection between the caller and the client's text-based bot. In the following, you will learn how you can create, edit or delete a project. In addition, you will get information about other project-specific options.

5.1 Create project

TIP

Setup of a project

Projects are created per customer/account. If the VIER Customer Success Management has not added one for you, add a customer and then an account for that customer.

In the following, you will learn how to create a project. For this purpose, you will perform the following actions:

- Enter basic data
- Enter international access phone numbers
- Set up speech services
- Set up a bot

TIP

Display anonymized phone numbers

If it is not necessary for a bot or bot developer to know the customer's phone number, then VIER Cognitive Voice Gateway can anonymize it (see **advanced options > Data protection > Anonymize phone numbers for bot and integrations**). This means that Conversational AIs such as Boost, Cognigy, Dialogflow, Rasa, Ubitec, other API users and integrations only see an anonymized phone number.

How to create a project:

1. Under **Projects** click **+**.

→ The page *Create project* opens. For details on further steps see Enter project basic data ▸24, see Enter international access phone numbers ▸25, see Set up speech services ▸25 and see Set up a bot ▸26.

5.1.1 Provisioning API

The Provisioning API provides contact centers with a way to announce a call to VIER Cognitive Voice Gateway before the call is actually transferred to VIER Cognitive Voice Gateway. With this announcement of the call, there are two major advantages over direct call resp. direct call transfer:

- The VIER Cognitive Voice Gateway project (bot configuration, voice provider selection, audio configuration, ...) can be dynamically configured for the announced call via the Provisioning API.
- Between the announcement of the call and the actual transfer of the call to VIER Cognitive Voice Gateway, there is a short time window in which VIER Cognitive Voice Gateway already knows about the upcoming dialog. This time window can be used by the contact center to attach custom data fields to the call via the Dialog API. These custom data fields can be used by the bot or other downstream systems.

5.1.2 Enter project basic data

How to enter project basic data:

Requirement

✓ You have opened the page *Create project*.

1. Enter a *Project name* of your choice.
2. Add a *Platform phone number* for your bot. The platform phone number is the phone number where your bot can be reached.
3. If you want to store another platform phone number, enter it under *Platform phone number*.

   Tip: One use case for multiple platform phone numbers is, for example, that the voicebot should handle incoming calls differently depending on the dialed phone number.
4. If you want to copy a platform phone number, then left-click on the stored phone number in the *Platform phone number* field in the edit mode of your project.

   - or -

   Get in touch with the VIER Customer Success Management to add the platform phone number.
5. Enter *Phone number blocks for provisioning* if necessary.

6. If you are just looking for a way to pass data about a call from your contact center to your bot, and you are using SIP telephony, then this also can be achieved by adding custom SIP headers to the call. This must be initialized within the contact center, so please contact an administrator of your contact center.

   → VIER Cognitive Voice Gateway passes these custom SIP headers to the bot during session initialization.

   → **Tip:** Please note that SIP headers may be stripped in the network by some components, e.g. routers or firewalls. Therefore, the transport of SIP headers cannot be guaranteed but is done on best effort basis. For further information on transport of SIP headers see https://cognitivevoice.io/docs.

7. To allow outgoing calls, switch to *Outgoing calls allowed*.

→ You have entered the project basic data for your project.

5.1.3 Enter international access phone numbers

How to enter international access phone numbers:

Requirement

✓ You have opened the page *Create project*.

1. Under *International access phone numbers*, click ⊕.
2. Select the *Type* of the international access number. You can choose from the following types:
   - **Geographic**: dial-in number with country and area code
   - **Toll-free**: dial-in number free of charge for the caller (0800 number in Germany)
   - **Shared cost**: call number with shared charges (0180x number in Germany)
   - **Other**: other type of phone number
3. Enter your *Phone number*.

   - or -

   Get a number assigned by the VIER Customer Success Management.

   Tip: The actual routing takes place outside of VIER Cognitive Voice Gateway. The registration is necessary for the information being displayed in the project view.

→ You have entered international access phone numbers.

5.1.4 Set up speech services

How to set up speech services:

Requirement

✓ You have opened the page *Create project*.

1. If you want to use the same language for the Speech-to-Text- and Text-to-Speech service, under *Speech service* choose a *Speech service language*.
2. Choose a *Speech-to-text service*.
3. Choose a *Text-to-speech service*.

   \- or -

   If you want to use different languages for the Speech-to-Text- and Text-to-Speech service, activate the switch.
4. Select a *Speech-to-text language*.
5. Select a *Speech-to-text service*.
6. Select a *Text-to-speech language*.
7. Select a *Text-to-speech service* . Get in touch with the VIER Customer Success Management if you need any advice.

→ You have set up speech services for your project.

5.1.5 Set up a bot

The fields that are shown depend on the chosen bot template.

Set up a botario bot

How to set up a botario bot:

Requirement

✓ You have opened the page *Create project*.

1. Under **Bot > Template**, select **botario**.
2. Enter the following data:
   - *Satellite URL*: The satellite URL is provided by botario for the specific instance that hosts the bot.
   - *Bot token*: The bot token is transmitted every time VIER Cognitive Voice Gateway calls the bot API. The bot can use the bot token for authentication.
3. Click **Save**.

→ You have set up the botario bot for your project.

→ Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a VIER Smart Dialog bot

How to set up a VIER Smart Dialog bot:

Requirement

✓ You have opened the page *Create project*.

4. Under **Bot > Template**, select **VIER Smart Dialog**.
5. Enter the following data:
   - *Provider*: Select the provider you want to use for your voicebot.
   - *API key from OpenAI*: Enter the API key provided by OpenAI: https://platform.openai.com/account/apikeys.
6.

   Tip: The field *API key from OpenAI* is only visible if you have selected **OpenAI** in the field *Provider*.

   Tip: Once you have entered an API key in the *API key from OpenAI* field and saved your settings, the API key is no longer displayed in the edit or read mode of the settings. This prevents the API key from being copied from VIER Cognitive Voice Gateway and used for other applications.

   Tip: If you want to use a new OpenAI API, then click **Replace API key from OpenAI** in the edit mode and enter the new API key.

   - *Language model*: Select the language model you wish to use for your voicebot.
7.

   Tip: The field *Language model* is only visible if you have selected **OpenAI** in the field *Provider*.

   - *API key from Microsoft Azure*: Enter the API key provided by Microsoft. For detailed information see https://learn.microsoft.com/en-us/azure/ai-services/openai/quickstart?tabs=command-line&pivots=programming-language-studio.

     Tip: The field *API key from Microsoft Azure* is only visible if you have selected **Microsoft Azure** in the field *Provider*.
8. *Microsoft Azure Deployment URL*: To enable VIER Cognitive Voice Gateway to address the corresponding bot instance, enter the Microsoft Azure deployment URL. For detailed information, see https://stage.cognitivevoice.io/docs/conversational-ai/conversational-ai-ChatGPT.html#using-your-azure-openai-subscription.

   Tip: The field *Microsoft Azure Deployment URL* is only visible if you have selected **Microsoft Azure** in the field *Provider*.

   - *API key from VIER AI Gateway*: Enter the API key provided by VIER AI Gateway.

     Tip: The field *API key from VIER AI Gateway* is only visible if you have selected **VIER AI Gateway** in the field *Provider*.

- *AI profile API name*: Enter the AI profile API name from VIER AI Gateway.

  Tip: The field *AI profile API name* is only visible if you have selected **VIER AI Gateway** in the field *Provider*.

- *Disclaimer message*: Enter an optional disclaimer message that will be read at the beginning of the call.

Example
Your entered data is stored and sent to OpenAI for processing.

- *Text-to-speech service for the disclaimer message*: Select the text-to-speech service or the text-to-speech service in combination with the corresponding voice over which the disclaimer message is output.

  Tip: If you select a voice for the disclaimer message that differs from the set voicebot voice, then the conversational partner can more easily distinguish between pre-information and the actual voicebot.

  Tip: If you only select the text-to-speech service without a voice, then the voice will be selected by the text-to-speech service.

- *Instructions*: Enter a prompt. Instruct the bot how it should behave during the conversation and what knowledge it should access.

Example
You are Jo, a friendly and humorous customer service representative for a company called Jobo. Jobo sells NFT arts. You answer as briefly as possible in a maximum of 3 sentences. Only say your name, Jo, when you are explicitly asked.

- *Greeting prompt:* Enter a prompt. Instruct the bot how to greet the customer.

  Tip: In the greeting prompt, also the field *Instructions* will be considered.

Example
You are Jo, a friendly and humorous customer service representative for a company called Jobo. Greet the caller depending on the time of day, briefly introduce yourself, point out that this call is being recorded for quality assurance purposes and ask the caller what you can do for them. The current time is {time, Europe/Berlin}.

- *Forward calls*: If you want calls to be forwarded, enable the switch *Forward calls*.

  Tip: Calls are forwarded by using function calls. Therefore store possible forwarding destinations in the *Instructions* field.

  Tip: To be able to use the forward calls function, also activate outgoing calls under **Advanced options > Outgoing calls**.

Example
For example, you can use the *Forward calls* feature to assign tasks to the voicebot such as pre-qualifying or routing to the correct department.

- *End calls:* If you want the bot to be allowed to end calls on its own, set the switch to *End calls enabled*. This assumes that the language model used supports function calls. Alternatively, you can also use the Phrases for ending the call to specify the user phrases after which the bot ends the call.

  Tip: In the *Instructions* field, specify the scenarios in which the bot should terminate calls.

9. If you want the bot to be allowed to add custom data to the call information, then set the switch to *Add custom data enabled*.

   Tip: Custom data is stored within VIER Cognitive Voice Gateway and can be read by subsequent systems, e. g. after a handover to a human agent.

   - *Prompt for forwarding a call*: Enter a text that the voicebot should say as soon as it forwards a call.
   - *Prompt for ending a call*: Enter a text that the voicebot should say as soon as it ends a call.
   - *Prompt for saving custom data*: Enter a text that the voicebot should say as soon as it saves user-defined data.
   - *Audio file for confirming inputs*: Enter a valid HTTP URL for an audio file that is played when the bot receives new user input and the user is waiting for a response.

Example
A sound of waves and seagulls when you build a virtual travel assistant.

- *Background audio file*: Enter the location of the background audio file. The audio file will then play as a loop in the background during the dialog.

Beispiel
Typical sounds in a call center as background audio.

- *Phrases for stopping the bot*: Enter the phrases that should stop the text-to-speech output of the bot response.

  Tip: Confirm each entered phrase with the Enter key.

Examples
„Stop“
„Halt“
„Enough“
„Quiet“

- *Phrases for ending the call*: Enter a list of phrases said by the caller that let the bot end the call after saying “goodbye”.

  Tip: Confirm each entered phrase with the Enter key.

Beispiele
„Ciao
„Bye“
„See you“

- *Minimum confidence for barge-in*: The value of the match between the utterance said by the customer and the utterance transcribed from it by the STT service. Set the value at which the matched utterances should trigger a barge-in.

10. *Speech rate: Set the speed at which the Text-to-Speech service should output the text.*

    - *Max tokens*: Enter the maximum number of tokens to generate in the completion.

- *Temperature*: Set the sampling temperature. Set a value between 0 and 2.

  Tip: To avoid hallucinations as far as possible, use a value of < 0,7.

- *Top P*: As an alternative to *Temperature*, set a value for Top P.
- *Presence penalty*: Set a value for the presence penalty. Positive values penalize new tokens based on whether they appear in the text so far, and increase the probability that the bot talks about new topics.
- *Frequency penalty*: Set a value for the frequency penalty. Positive values penalize new tokens based on their existing frequency in the text so far, and decrease the probability that the bot repeats the same line verbatim.
- Under *Turn limit* enter the maximum number of turns the conversation may take.

- or -
Enter a turn limit.

- Under *Prompt for producing a final response*, enter a text that instructs the bot what to say when the turn limit is reached.
- Under *Forwarding destination when the turn limit is reached*, enter a destination to be forwarded to when the turn limit is reached.
- *Dialog finalization prompt*: Instruct the bot what to do when the dialog is finished.

Example
For example you can instruct the bot to generate a summary of the dialog and save it as custom data via function calling.

11. **Tip:** The field *Dialog finalization prompt* is only visible if you have selected **Smart Dialog** in the field *Template*.

    - *Output answer from the bot*: If you want the bot to output an answer sentence by sentence once a complete sentence is available, then set the switch to *Output answer from the bot sentence by sentence once a complete sentence is available as a partial result of the bot*.

      Tip: If you have set the phrase-by-phrase answer of the bot, then the bot will respond faster, but probably with short pauses between the sentences. If, on the other hand, you have set the bot to start its output only when there is a total answer, then the answer will be slightly more delayed, but there will be no pauses between the sentences.

- *Recording of dialogs*: If you want dialogs to be recorded, set the switch to *Dialogs are recorded*.

12. Click **Save**.

→ You have set up the VIER Smart Dialog bot for your project.

→ Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a Cognigy bot

How to set up a Cognigy bot:

Requirement

✓ You have opened the page *Create project*.

13. Under **Bot > Template**, select **Cognigy**.
14. Copy and paste the original endpoint URL of a Cognigy endpoint under *Cognigy endpoint URL*.
15. Under *Cognigy channel*, you can optionally configure a suffix for the channel name .

    → This is shown in the Analytics view of Cognigy.

    → If the field is not filled, the default VIER is used.

    Tip: Use the VIER Voice Extension for Cognigy to easily control the call (e.g. start / stop call recording or forward the call) or to tune voice output with SSML. For further information see VIER Voice Extension for Cognigy ▸10.

16. Click **Save**.

    → You have set up the Cognigy bot for your project.

    → Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a Dialogflow CX bot:

How to set up a Dialogflow CX bot:

Requirement

✓ You have opened the page *Create project*.

17. Under **Bot > Template**, select **Dialogflow CX**.
18. Enter the following data:

    - *Location*: Location where your Dialogflow CX agent stores data at rest, e. g. “europe-west1” or “global”.
    - *Agent*: ID of the Dialogflow CX Agent. For detailed information on adding a Dialogflow CX Agent see Insert ID of Dialogflow CX Agent ▸36.

- *Login data*: Additional bot configuration that is included in the session initializiation request. For detailed information on importing login data see Importing credentials from Dialogflow CX or Dialogflow ES via JSON file ▸37.

19. Click **Save**.

→ You have set up the bot for your project.Cognigy.

→ Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a Dialogflow ES bot:

How to set up a Dialogflow ES bot:

Requirement

✓ You have opened the page *Create project*.

20. Under **Bot > Template**, select **Dialogflow ES**.

21. Enter the following data:

Tip: Before you work with the Google Dialogflow ES integration of VIER Cognitive Voice Gateway, create and configure the Google Dialogflow service account. In the Google Cloud Platform console, create a new project and then create a service account for the project. Make sure to assign at least the role `Dialogflow Service Agent` in order to allow intent detection. Create a service account key and download the JSON version of it.

- *Environment*: Google Dialogflow environments enable you to create multiple versions of your Dialogflow agent and then publish them to separate environments. To select a specific environment enter the name here. If you do not enter an Environment the standard "Draft" environment is selected for your Google Dialogflow ES integration with VIER Cognitive Voice Gateway.
- *User ID:* your User ID in the Google Cloud Platform.
- *Login data*: Additional bot configuration that is included in the session initialization request. For detailed information on importing login data see Importing credentials from Dialogflow CX or Dialogflow ES via JSON file ▸37.

22. Click **Save**.

→ You have set up the Dialogflow ES bot for your project.

→ Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a built-in bot

Built-in bots are custom bots that are hosted by VIER.

TIP

Setup of a built-in bot

If you want to set up a project with a built-in bot, contact VIER.

Set up a custom bot

You need to implement the REST endpoints of the Bot API (Client) on your site [https://cognitivevoice.io/specs/?urls.primaryName=Bot%20API%20(Client)]. With the template Custom, you can directly use the API for VIER Cognitive Voice Gateway with your own frameworks and your own integrated Conversational AI.

How to set up a custom bot:

Requirement

✓ You have opened the page *Create project*.

23. Under **Bot > Template**, select **Custom**.

24. Enter the following data:

    - *Bot URL*: The base URL of the REST endpoints of your bots.

Beispiel

[https://<yourBot>.<yourCompany>.<yourTopLevelDomain>/<yourPath-ToTheBot].

https://<yourBot>.<yourCompany>.<yourTopLevelDomain>/<yourPathToThe-Bot>.
Cognitive Voice Gateway will call e. g. [https://<yourBot>.<yourCompany>.<y-ourTopLevelDomain><cyourPathToTheBot>/session]https://<yourBot>.<y-ourCompany>.<yourTopLevelDomain>/<yourPathToTheBot>/session.

    - *Bot token*: The Bot token used on your site to authorize access from VIER Cognitive Voice Gateway to your REST endpoints.

      Tip: The *Bot token* field shows the bot token unencrypted. To hide the bot token, click . To make the bot token visible again, click .

25. **Show custom configuration**: Click **Show custom configuration** and optionally add an advanced configuration sent to your bot with each request.

    - or -
    If you want to import an advanced configuration, then click **Load custom configuration from JSON file**.

26. Click **Save**.

    → You have set up the custom bot for your project.

    → Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a Rasa bot:

How to set up a Rasa bot:

Requirement

✓ You have opened the page *Create project*.

27. Under **Bot > Template**, select **Rasa**.
28. Enter the following data:
    - *Rasa server base URL*: The base URL of your Rasa server with the VIER Cognitive Voice Gateway Rasa Channel installed.
    - *Bot token*: The Bot token used on your site to authorize access from VIER Cognitive Voice Gateway to your REST endpoints.
29. Click **Save**.

   → You have set up the Rasa bot for your project.

   → Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a Boost, Jovo, VIER Conversational AI, Ubitec or Neohelden bot

How to set up a Boost, Jovo, VIER Conversational AI, Ubitec or Neohelden bot:

Requirement

✓ You have opened the page *Create project*.

30. Under **Bot > Template**, select **Boost, Jovo, VIER Conversational AI, Ubitec or Neohelden**.
31. Enter the following data:
    - *Bot URL*: The bot URL indicates the address at which your bot can be reached.
    - *Bot token*: The Bot token used on your site to authorize access from VIER Cognitive Voice Gateway to your REST endpoints.

      Tip: The *Bot token* field shows the bot token unencrypted. To hide the bot token, click . To make the bot token visible again, click .
32. Click **Save**.

   → You have set up the Boost, Jovo, VIER Conversational AI, Ubitec or Neohelden bot for your project.

   → Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a Dify bot

How to set up a Dify bot:

Requirement

✓ You have opened the page *Create project*.

33. Under **Bot > Template**, select **Dify**.
34. Enter the following data:

- *Base URL*: The base installation of the Dify installation.
- *API token*: The API token for the specific bot.

35. Click **Save**.

→ You have set up the Dify bot for your project.

→ Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

Set up a AI Studio bot

How to set up a VIER AI Studio bot:

Requirement

✓ You have opened the page *Create project*.

36. Under **Bot > Template**, select **AI Studio**.
37. Enter the API token for the specific bot.

→ You have set up the VIER AI Studio bot for your project.

→ Your project has been added. For details on optional settings, see Create project - advanced options ▸37.

5.1.6 Insert ID of Dialogflow CX Agent

How to insert the ID of a Dialogflow CX agent:

Requirements

✓ You have created and configured a Google Dialogflow service account.

✓ You have created a new project in the Google Cloud Platform console.

✓ You have created a service account for the project in the Google Cloud Platform.

✓ You have assigned at least the `Dialogflow Service Agent` role to enable intent discovery.

✓ You have created a service account key and downloaded the JSON version of it.

1. Select your project at https://dialogflow.cloud.google.com/cx/projects/ to get a list of your Dialogflow CX agents.
2. Click on the three dots to the right of your agent.
3. Click **Copy Name** and paste this content into an editor. The UUID at the end of this string is the agent ID you need.
   `projects/<your-dialogflow-project>/locations/<location> /agents/<agent-ID>`.

4. Paste the content into VIER Cognitive Voice Gateway under **Projects > Create Project > Bot > Template > CX > Agent**.

→ The ID has been inserted.

5.1.7 Importing credentials from Dialogflow CX or Dialogflow ES via JSON file

How to import credentials from Dialogflow CX or Dialogflow ES via JSON file:

Requirements

✓ You have created and configured a Google Dialogflow service account.

✓ You have created a new project in the Google Cloud Platform console.

✓ You have created a service account for the project in the Google Cloud Platform.

✓ You have assigned at least the `Dialogflow Service Agent` role to enable intent discovery.

✓ You have created a service account key and downloaded the JSON version of it.

1. Click **Load login data from JSON file**.
2. Click on the appropriate JSON file. This JSON file contains the credentials required for the integration with VIER Cognitive Voice Gateway.
3. Click **Open**.

→ You have imported the credentials into VIER Cognitive Voice Gateway.

5.2 Create project - advanced options

In the following, you will know how to set advanced options for your project. For this purpose, you will perform the following actions:

- Open advanced options
- Set up outgoing calls
- Set up call recordings
- Set up data protection options
- Configure dialog duration
- Set up fallback
- Set up call options
- Set up allowed call origins
- Set up overdial
- Set feature flags

Open advanced options

How to open advanced options for your project:

Requirements

✓ You just started to create a new project.

✓ Alternatively, you already created a new project.

1. Click **Show advanced options**.

→ The advanced options have been opened.

Set up outgoing calls

How to set up outgoing calls:

2. To enable your voicebot to initiate outgoing calls, under *Outgoing calls*, switch to *Bots are allowed to initiate outgoing calls*.

   Tip: Outgoing calls are needed e.g. for an agent handover to a contact center via /call/forward/ or for voicebots that initiate calls via /call/dial.

3. If you want to configure a caller ID that VIER Cognitive Voice Gateway prefers to use when no caller ID is specified in the outbound call request, enter the caller ID in *Default caller ID*.

NOTICE

New regulation for outgoing numbers

New regulations in many countries no longer allow to set phone numbers from these countries as outgoing numbers if a call was originally initiated from another country. Numbers are set as outgoing numbers according to the following scheme:

1. callerId, which is explicitly set via the APIs /call/forward, /call/bridge and /call/dial, if available.
2. otherwise the default caller ID from the project settings, if available
3. otherwise the called number, if available
4. otherwise the first platform number from the project

NOTICE

Use of UUI headers or custom SIP headers

In general, VIER recommends not to set the desired number to be transmitted via the outgoing number (FROM SIP header) when calling abroad, but to use the UUI header or another custom SIP header for this purpose.

→ You have set up outgoing calls for your bot.

Set up call recording

How to set up call recording:

4. To enable call recordings, under *Call recording*, switch to *Recording calls allowed*.

NOTICE

Deactivation of call recordings

If call recording has been disabled on the reseller, customer or department level, then you cannot enable call recording for your bot.

5. When you enabled call recordings, under *Automatically delete call recordings after* select a period of time, after which call recordings will be deleted automatically.

You have set up call recording.

Set up data protection options

How to set up data protection options:

6. If you want customer phone numbers to be anonymized before they are transferred to the bot and the integrations, activate the *Anonymize phone numbers for bot and integrations* switch.

   → Conversational AIs like Boost, Cognigy, Dialogflow, Rasa, Ubitec and other API consumers and integrations will only see anonymized phone numbers.

   → If the customer phone numbers for bots and integrations have already been anonymized at the reseller level, the customer phone numbers will be anonymized automatically at all hierarchical levels below (**Reseller > Customer > Account > Project**). You cannot deactivate the setting in this case.

7. If the switch *Anonymize phone numbers for bot and integrations* is enabled, VIER Cognitive Voice Gateway will hash the remote caller ID when communicating with bots and other services. The hash is deterministic: the same phone number will produce so that different customers can still be distinguished. For example, if a customer is calling a second time, bots could react to this differently. Hashed phone numbers can be identified by the keyword `md5-hash:` at the start of the string (for example „`"remote":"md5-hash:ad14c520b9cfc53c25f446b338c79ced"`" instead of „`"remote":"+49111111111`"). This affects the fields `SessionParameters.remote` in the Bot API and `CallStarted.callerNumber` in the Webhook API.

   → In VIER Cognitive Voice Gateway, caller numbers are stored in plain text or anonymized, depending on the configuration. To ensure that billing-relevant data is still available, VIER Cognitive Voice Gateway always saves the country as an abbreviation (e. g. DE) and the network (e. g. Mobile) for the numbers called.

8. If you want to save dialog data that can be retrieved later via the dialog API, activate the *Save dialog data* checkbox.

9. Under *Automatically delete dialog data after*, select when dialog data for the dialog API should be automatically deleted.

   → VIER Cognitive Voice Gateway deletes dialog data after an adjustable period of time after the end of the dialog. 10 minutes are set here by default. This is sufficient, for example, to hand off dialogs to contact center services, where they are displayed after a hand off to the human agent.

NOTICE

Longer retention time for dialogs

In certain applications, a longer retention time for the dialogs is necessary. For example, if all dialogs are imported into reporting or analytics systems once a night. To enable this, the retention time can be set to up to one month.

10. If you want to set a longer retention time, but this is not possible with the existing configuration of your project, contact the VIER Customer Service Desk.

You have set up data protection options.

NOTICE

Hierarchical structure

The function is structured hierarchically (Reseller > Customer > Account > Project). For example, if you choose to delete the data after **1 day**, then only the options for further restrictions are available on the levels below (**1 day**, **1 hour** and **10 minutes**). A longer period cannot be selected (in the example, the **1 week** option is not available on the levels below).

Configure dialog duration

Hanging dialogs, i. e. technically running calls without caller on the line, cannot be ruled out due to the many potential causes such as missing or lost disconnect events. You can use the dialog duration to set the time after which a call is automatically terminated. A short dialog duration can mitigate the effects of unwanted long calls. Long dialog durations of several hours may be required, for example, for use cases that involve routing to human agents and complex callbacks.

How to configure dialog duration:

NOTICE

Scope of the dialog duration

The dialog duration also includes the time customers spend talking to agents after the call has been forwarded. To avoid interruptions in active calls, configure a sufficient dialog duration.

You have configured the dialog duration.

Set up fallback

How to set up fallback:

11. Under *Fallback*, enter the *Fallback destination*. The number is used to connect the caller to an operator in case of the bot cannot be reached. If no fallback number is specified, VIER Cognitive Voice Gateway terminates the call.

12. Enter the *Fallback text*. If you enter a fallback text, this will be announced if the bot cannot be reached. Depending on whether you have entered a fallback number, the call is then forwarded there or hung up.

→ You have set up fallback.

Set up call options

How to set up call options:

13. Under *Call*, select the **Time until the inactivity of the call partner is reported**. The default setting is *Disabled*. If you select a different setting, the bot will be notified of the user's inactivity after this time has elapsed without user input. This allows the bot to prompt the user for voice input again.

14. Select a *Required silence to end an utterance*. You can select the time of silence in milliseconds that must occur after an utterance to complete the utterance.

15. Select a *Minimum noise level* in dB. A signal must surpass this level to be considered at all.

16. If you want utterances made after the end of the call to be transcribed and sent to the bot, switch to *Transfer utterances after the end of the call enabled*.

    If you want long texts to be split into smaller sections and synthesized separately, switch to *Optimize text-to-speech latency*.

    NOTICE! The splitting of texts into smaller sections can lead to small pauses between the sections.

→ You have set up call options.

Set up allowed call origins

How to set up allowed call origins:

17. If you want to restrict your incoming calls to specific call origins, switch to *Origins restricted to* under *Allowed call origins:*

    → The entered phone numbers are compared to the user part in the P-Asserted-Identity SIP header. If they do not match, the call is rejected.

18. Click ＋.

19. Enter the phone numbers of the systems from which incoming calls are routed to your bot. Not entered phone numbers will not be routed.

→ You have set up allowed call origins

Set overdial

How to set overdial:

20. If you want to allow forwarding to the project even if digits are appended to the platform phone number, switch to *Overdial enabled*.

→ You have set up overdial.

Set feature flags

How to set feature flags:

21. If you want to activate upcoming breaking changes or new features for your project before they are released, enter the corresponding feature flag.

    NOTICE! Some feature flags may not be compatible with the bot.

22. Click **Save**.

→ You have set up allowed call origins.

→ You have saved the advanced options.

5.3 Edit project

How to edit a project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project you wish to edit.
3. Click **Settings**.
4. To edit your project, click **Edit**.
5. Edit the settings, you want to change.
6. Click **Save**.

→ Your changes have been saved.

TIP

Information on project settings

For detailed information on project settings see Create project ▸23 and see Create project - advanced options ▸37.

5.4 Call and test project via browser

With the integrated softphone (WebRTC) you can call and test your project directly from the browser.

Softphone

How to test a project:

Requirements

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

✓ Your organization allows calls from the browser via WebRTC.

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project you wish to call and test via browser.
3. Click **Settings**.
4. If you want to test your project, click the green highlighted telephone receiver .

   → The telephone keyboard is opened.

   → The test call is started automatically.

   Tip: After you have clicked on the headset highlighted in green, a browser-specific prompt appears asking you to confirm permission to use your microphone. If you have selected **Allow permanently**, then this query will no longer appear.

   Tip: If you start the test call within a private browser window, then the browser-specific query about permission to use your microphone appears again.
5. Via the telephone keyboard on the user interface you can enter the needed information per mouse click.
6. Perform your tests.

7. If you want to mute your microphone, click the green highlighted microphone .
8. If you want to switch your microphone back to loud, click the red highlighted crossed out microphone .
9. If you want to end the test call, click the red highlighted crossed out telephone receiver .

→ You have tested your project.

5.5 Assign project color to project

For a better overview, you can assign a project color to individual projects. For this purpose, you can perform the following actions:

- Assign project color
- Assign project color to multiple projects
- Remove project color
- Search projects by color assignment

Assign project color

How to assign a project color to a project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Click
3. Select the color you want to assign to your project.
4. Click the project you want to assign the selected color to.

→ The color has been assigned to your project.

Assign a project color to multiple projects

How to assign a project color to multiple projects:

5. Click .
6. Select the color you want to assign to your projects.
7. Hold shift and click the projects you want to assign the selected color to.

→ The color has been assigned to your projects.

Remove project color

How to remove a color from a project:

8. Click .
9. Click **Remove color**.
10. Click the project whose color assignment you want to remove.
11. The color has been removed.

Search projects by color assignment

How to filter projects by color:

In the color filter, click on the color that you want to filter by.

All projects with the desired color are displayed.

TIP

Further options of color assignment

The options for color design are also available in the project overview of your project.

5.6 Copy project

How to copy a project:

Requirement

✓ You have created a project [see Create project ▶23 and see Create project - advanced options ▶37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project you want to copy.
3. Click **Settings**.
4. Click ⋮ .
5. Click **Copy project**.
6. Click **Save**.

→ Your project has been copied and a new project with the identical settings has been created.

5.7 Move project

How to move a project:

Requirement

✓ You have created a project [see Create project ▶23 and see Create project - advanced options ▶37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project you want to move.
3. Click **Settings**.
4. Click ⋮ .
5. Click **Move project**.
6. Select the account you want to move the project to.

7. Click **Move project**.

→ Your project has been moved.

5.8 Delete project

NOTICE

Deletion of inactive projects

Inactive projects are irrevocably deleted after 90 days.

How to delete a project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project you want to delete.
3. Click **Settings**.
4. Click **Edit**.
5. Click **Delete** and to confirm, click **Confirm**.

→ The project will be irrevocably deleted after the retention period of 90 days. You can see the planned deletion date in the project overview.

→ Upon deletion, the number will be unassigned.

5.9 Restore project

How to restore a project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project you want to restore.
3. Click **Restore** and to confirm, click again **Restore**.
4. When restoring a project, a new number needs to be assigned.

→ Your project is restored.

5.10 Get an overview of project-specific key performance indicators (KPIs)

In the following you will learn how to get an overview of the following KPIs of your project:

- Project status
- Call statistics
- Speech service latencies
- REST endpoint latencies

5.10.1 Get an overview of the project status

How to get an overview of the project status of your project:

Requirement

✓ You have created a project [see Create project ▶23 and see Create project - advanced options ▶37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project for which you want to see the project status.

   → The dashboard with the project-specific KPIs is opened.
3. Under *Project Status*, click 📅.
4. Select *Calendar*.
5. Enter the start- and end date or select the start- and end date by clicking the dates in the calendar respectively.

   - or -
   Select *Time Duration*.
6. Enter the time duration. You have the following options:
   - *m for minutes*
   - *h for hours*
   - *D for days*
   - *W for weeks*
   - *M for months*
7. To confirm, click **Ok**.

→ You get information on the project status, an overview of the number of calls, error events and speech service events of your project.

5.10.2 Get an overview of call statistics

How to get an overview of the call statistics of your project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project for which you want to see the call statistics.

   → The dashboard with the project-specific KPIs is opened.

3. Under *Call Statistics*, click 📅.
4. Select *Calendar*.
5. Enter the start- and end date or select the start- and end date by clicking the dates in the calendar respectively.

   - or -
   Select *Time Duration*.

6. Enter the time duration. You have the following options:
   - *m for minutes*
   - *h for hours*
   - *D for days*
   - *W for weeks*
   - *M for months*
7. To confirm, click **Ok**.

→ For the selected period, you get an overview of the call volume, the calls by duration and the speech service usage for the selected period

5.10.3 Get an overview of speech service latencies

How to get an overview of the speech service latencies of your project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the project for which you want to see the speech service latencies.

   → The dashboard with the project-specific KPIs is opened.

3. Under **Latencies > Speech Service Latencies** click 📅.
4. Select *Calendar*.

5. Enter the start- and end date or select the start- and end date by clicking the dates in the calendar respectively.

   - or -
   Select *Time Duration*.

6. Enter time duration. You have the following options:

   - *m for minutes*
   - *h for hours*
   - *D for days*
   - *W for weeks*
   - *M for months*

7. To confirm, click **Ok**.

8. If you want to further specify the representation of the speech service latencies, then use *Group in*, *Filter* and *Value in seconds*.

9. Via mouseover the summary of a bubble can be displayed. If you click on a bubble, details about the 10 longest speech service latencies of this bubble are displayed.

→ You get an overview of the speech service latencies of your project for the selected period.

5.10.4 Get an overview of REST endpoint latencies

How to get an overview of the REST endpoint latencies of your project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.

2. Select the project for which you want to see the REST endpoint latencies.

   → The dashboard with the project-specific KPIs is opened.

3. Under **Latencies > REST Endpoint Latencies**, click 📅.

4. Select *Calendar*.

5. Enter the start- and end date or select the start- and end date by clicking the dates in the calendar respectively.

   - or -
   Select *Time Duration*.

6. Enter time duration. You have the following options:

   - *m for minutes*

- *h for hours*
- *D for days*
- *W for weeks*
- *M for months*

7. Confirm by clicking **Ok**.
8. If you want to further specify the representation of the REST endpoint latencies, then use *Group in*, *Filter* and *Value in seconds*.
9. Via mouseover the summary of a bubble can be displayed. If you click on a bubble, details about the 10 longest REST endpoint latencies of this bubble are displayed.

→ You get an overview of the REST endpoint latencies of your project for the selected period.

5.11 Get an overview of accesses

How to get an overview of the accesses to a project, a customer or an account:

1. In the navigation bar, click **Projects > Projects**.

   \- or -
   In the navigation bar, click **Administration > Customers**.

   \- or -
   In the navigation bar, click **Administration > Accounts**.
2. Select the project, the customer or the account for which you want to display accesses.
3. In the menu bar, click **Access**.

   → You get an overview of the following data:

   - Users who have been granted direct access.
   - Users with inherited access and through which instance the access was inherited
4. If you want to grant a user direct access to the project, customer or account, click **+ Grant access**.

   → The window *Grant access* is opened.
5. Enter the email address of the user.
6. Click **+ Add**.

   → The user has been granted access.
7. If you want to revoke a user's access, click .

8. Click **Delete**.

   → The access has ben revoked from the user.

→ You receive an overview of accesses for the selected project, customer or account.

5.12 Get an overview about dialogs (reporting)

How to get an overview about the dialogs respectively calls of a specific project:

Requirement

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.

   NOTICE! This data does not include the single utterances of the caller and the but billing and reporting relevant information e.g. start of the dialog, duration and outgoing call.

2. Select the eligible project.

3. In the menu bar, click **Dialogs**.

   → You get an overview of the following data:

   - *Call type*: direct call (to the VIER system) or provisioned call (call entered on the customer system and was then rerouted over the VIER system in order to use the bot).
   - *Customer phone number.* To copy the customer phone number, click directly on the customer phone number.

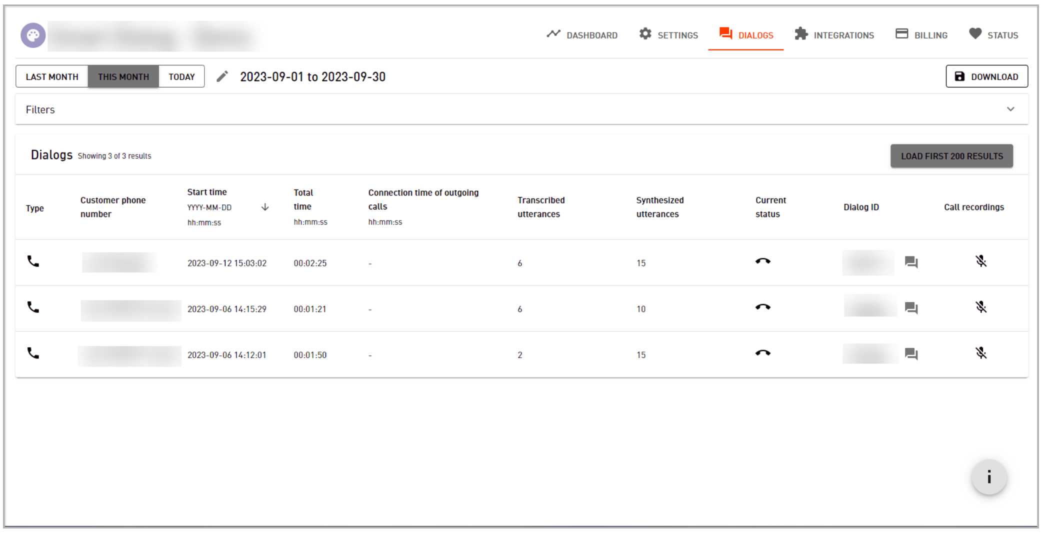
     Tip: If you have activated the Anonymize phone numbers for dialog history and billing switch in the advanced options of your project, the customer phone numbers are displayed anonymously using a hash key.
   - *Start time* of the call in YYYY-MM-DD hh:mm:ss
   - *Total time* of the call in hh:mm:ss
   - *Connection time of outgoing calls* of the call in hh:mm:ss
   - Number of *Transcribed utterances* (STT processes)
   - Number of *Synthesized utterances* (TTS processes)
   - *Current status* of a call: rejected, ongoing or finished
   - *Dialog ID*. The *Dialog ID* is used to identify a dialog in the database of VIER Cognitive Voice Gateway. In case your customers have a problem with a call, you can give them the ID to give further assistance. To copy the dialog ID, click directly on the dialog ID.

- Dialog view: To display the transcription of a dialog, click on .
- *Call recordings*. In the column *Call recordings*, recordings are displayed and can be replayed and downloaded.

4. To display the metadata of a dialog, click directly on the line of the dialog for which you want to display the metadata.
5. To select a date for which you want to have an overview, click .

   - or -
   Choose the option **Last month**, **This month** or **Today**.
6. If you click and **Add filter** under *Filters*, you can add an additional filter.
7. Enter your additional filter data and click **Load first 200 results** or **Load all results**.
8. To download the data as an Excel or CSV file, click **Download**. The data download is not affected by filters, sorting and number of results loaded. The data that has been downloaded contains additional information, including the number called if an outgoing call was initiated

→ You get an overview of the selected dialogs for the selected date.



Dialog results

5.13 Add integration

In the following, you will learn how to link VIER Cognitive Voice Gateway to your VIER Interaction Analytics account or add a webhook.

5.13.1 Link your project with VIER Interaction Analytics

How to link your project with VIER Interaction Analytics:

Requirements

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

✓ You have got an VIER Interaction Analytics account.

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the desired project.
3. In the menu bar, click **Integrations**.
4. Click **VIER > +**.
5. Slide the switch to *VIER Interaction Analytics enabled*.
6. Enter a meaningful name for your VIER Interaction Analytics configuration.
7. To use the link between your project and VIER Interaction Analytics and the VIER Interaction Analytics REST API of VIER Interaction Analytics for uploading records, enter the user name and user password of your VIER Interaction Analytics account.
8. Under *Call recordings to be transferred* select which VIER Cognitive Voice Gateway call recordings should be transferred to VIER Interaction Analytics: **All call recordings** or specific **Call recordings where ID starts with...**
9. If you selected **Call recordings where ID starts with...** enter a *Call recording ID prefix*. The *Call recording ID prefix* is the prefix that recording IDs must match to be transferred to VIER Interaction Analytics.
10. If you want only users with a specific role to be able to view the recordings and analytics results, then enter the roles under *Roles in VIER Interaction Analytics*. Only enter roles that have also been defined in the VIER Interaction Analyticsaccount.
11. If you want to set a change of the customer and agent role, slide the switch to *Switch roles of customer and agent enabled*.
12. Enter the custom data field that contains the agent name.

    Tip: The bot can capture a name and store it in the custom data. If you use the field to tell the VIER Interaction Analytics integration what the key of the custom data is called, the value behind it, if available, will be sent to VIER Interaction Analytics.
13. If you want to enable adding custom data, slide the switch to *Add custom data enabled*. All custom data is then passed on to VIER Interaction Analytics.
14. Click **Save**.

→ You have linked your VIER Cognitive Voice Gateway project with VIER Interaction Analytics.

5.13.2 Add a webhook

How to add a webhook:

Requirements

- ✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].
- ✓ You have a REST endpoint URL for your webhook. The REST endpoint URL is the URL of the REST endpoint, to which the events in VIER Cognitive Voice Gateway are sent to.
- ✓ You have a bearer token for your webhook. The bearer token is used to verify the event source at the REST endpoint.

1. In the navigation bar under *Projects*, click **Projects**.
2. Select a project.
3. In the menu bar, click **Integrations**.
4. Click **webhooks > +**.
5. Switch to *Webhooks enabled*.
6. Enter a meaning full name for your webhook integration.
7. Enter the *REST endpoint URL*.
8. Enter the *Bearer token*.
9. Click **Save**.

→ The webhook has been added to your VIER Cognitive Voice Gateway project.

5.14 Get an overview of the billing of a specific project

How to get an overview of the billing of a specific project:

Requirement

- ✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the eligible project.
3. In the menu bar, click **Billing**.
4. To select a date, click on ✎ and confirm via **Ok**.

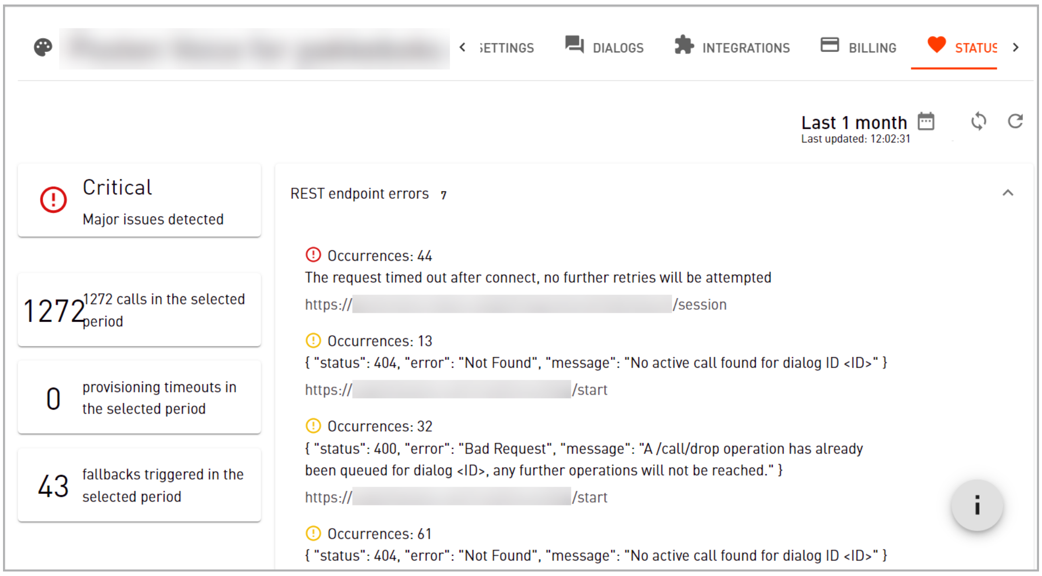
   \- or -

   Choose the option **Last month**, **This month** or **Today**.

→ Depending on your selected period of time, you have an overview of the following information on the project:

- *Incoming minutes*
- *Outgoing minutes*, broken down into the country and call number type of an outgoing call
- *Total consumed minutes* (Incoming and outgoing)

5.15 Get an overview of the status of a project



Status

In VIER Cognitive Voice Gateway you have the option to call up information on the status of your project and, if applicable, on errors that have occurred in your project within a selected period of time.

How to get an overview of the status of your project:

1. In the navigation bar under *Projects*, click **Projects**.
2. Select the eligible project.
3. In the menu bar, click **Status**.
4. Click .
5. Select *Calendar*.
6. Enter the start- and end date or select the start- and end date by clicking the dates in the calendar respectively.

   \- or -
   Select *Time duration*.
7. Enter the time duration. You have the following options:
   - *m for minutes*
   - *h for hours*

- *D for days*
- *W for weeks*
- *M for months*

8. To confirm, click **Ok**.

→ For the selected period, you get

- a status message (*Unknown*, *Project status OK*, *Warning*, *Critical*)
- information about the number of calls
- information about the number of provisioning timeouts
- an overview of the encountered error types:

  Speech-to-text errors

  Text-to-speech errors

  audio playback errors

  rest endpoint errors

  internal errors

5.16 Use a playground bot

Using a Playground Bot allows you to demonstrate the basic functionality of the API of VIER Cognitive Voice Gateway to colleagues or stakeholders, or to test the functionality of VIER Cognitive Voice Gateway without programming.

In the following you will learn how to start a call with a Playground bot and what call options are available for your bot:

- Start a call with a Playground Bot
- Send a message to the called party
- Forward a call
- Forward a call to a contact center
- Start recording
- Stop recording
- Switch STT service
- Send a custom request
- End a call with a Playground Bot

Start a call with a Playground Bot

How to start a call with a Playground Bot:

Requirements

✓ You have created a project [see Create project ▸23 and see Create project - advanced options ▸37].

✓ You have selected **Playground** in the **Settings** tab for your project under **Bot > Template**.

1. If you want to start your call, then click on **Start outgoing call**.

   → The *Start a call to an external phone number* dialog box opens.

2. Enter the phone number you want to call under *Target phone number*.

3. If you want a specific phone number to be displayed when you call, enter it under *Displayed phone number*.

4. If you want to transmit information to the call destination, then enter *Custom SIP headers*.

   - or -
   Load the custom SIP headers from a JSON file by clicking **Load custom SIP headers from JSON file**.

5. Select the ring timeout by setting it via the slider. The ring timeout is the period of time after which the call is automatically terminated after the conversational partner not answered the call.

6. If you want the voicebot to talk to answering machines, slide the switch to *Talk to answering machine*.

7. Click on **Start request**.

→ The call has been started.

Send a message to the called party

How to send a message to the called party:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

8. If you want the voicebot to send a message to the called party, enter the message in the *Message to the callee* field.

9. Click on **Send message**.

→ The message has been output by the voicebot.

Forward a call

How to forward call:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

10. If you want to forward the call to another phone number, then click on **Forward call**.

    → The *Forward the call to another target* dialog box opens.

11. Under *Target phone number*, enter the phone number to which you want to forward the call.
12. If you want a specific phone number to be displayed when the call is forwarded, enter it under *Displayed phone number*.
13. If you want to transmit information to the call destination, then enter *Custom SIP headers*.

    - or -
    Load the custom SIP headers from a JSON file by clicking **Load custom SIP headers from JSON file**.
14. If you want the voicebot to talk to answering machines, slide the switch to *Talk to answering machine*.
15. Select the ring timeout by setting it with the slider. The ring timeout is the period of time after which the call is automatically terminated after the conversational partner not answered the call.
16. If you want a ringing tone to be played while the call is being forwarded, slide the switch to *Play a ringing tone*.
17. If you want to use meta information about a call that is synthesized and read out by the bot to the called party, then enter it in the *Whispering announcement* field.
18. Click on **Start request**.

→ The call is forwarded to the specified phone number.

Forward a call to a contact center

How to forward a call to a contact center:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

19. If you want to forward the call to a contact center, then click on **Forward call to a user**.

    → The *Forward the call to a user for assistance* dialog box opens
20. Enter the call number to be displayed to the call partner.
21. Enter the *Main number*. The main number is the destination number without the last n digits. The last n digits are variable and are added randomly.
22. If you want to transmit information to the call destination, then enter *Custom SIP headers*.

    - or -
    Load the custom SIP headers from a JSON file by clicking **Load custom SIP headers from JSON file**.

23. If you want the voicebot to talk to answering machines, slide the switch to *Talk to answering machine*.

24. Select the ring timetout by setting it with the slider. The ring timeout is the period of time after which the call is automatically terminated after the conversational partner not answered the call.

25. If you want a ringing tone to be played while the call is being forwarded, slide the switch to *Play a ringing tone*.

26. If you want to use meta information about a call that is synthesized and read out by the bot to:the called party, then enter it in the *Whispering an-nouncement* field.

27. Click on **Start request**.

→ Your call has been forwarded to a contact center.

Start recording

How to start recording a dialog:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

✓ You have set the switch to *Bots are allowed to intiate outgoing calls* in the **Settings** tab in the advanced options.

28. If you want to record the dialog in the started call, then click on **Start recording**.

    Tip: When a recording is started, a separate recording file is created. If a recording that has been paused in the meantime is continued, then the second part of the recording is appended to the first part of the record-ing.

    → The *Start or continue call recording* dialog box opens.

29. Use the slider to set the recording duration.

30. If you want to assign a unique ID to the call recording, enter it in the *Call recording ID* field.

    Tip: Assigning a call recording ID is used to identify a call recording with regard to the content of the call recording, such as customer complaint or order confirmation.

31. Under *Speaker to record*, select which conversational partner is to be recorded.

32. Click **Start request**.

33. The call recording has been started.

Stop recording

How to stop recording:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

34. If you want to stop the call recording, then click **Stop recording**.

    → The *End the recording of the call* dialog box opens.

35. Enter the call recording ID of the call recording you want to stop. The call recording ID is the ID you entered in the *Call Recording ID* field in the *Start or resume call recording* dialog box.

36. If you only want to pause the call recording, leave the *Call recording* switch disabled.

37. If you want to end the call recording, move the *Call recording* switch to *End the call recording*.

38. Click on **Start request**.

→ The call recording has been paused or stopped.

Switch STT service

To change the STT service to another provider, profile, and/or language:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

39. If you want to switch the STT service to another provider, profile and/or language, click **Switch to STT service**.

    → The *Switch the STT service to another provider, profile and/or language* dialog box opens.

40. Select the language to which the STT service should switch.

41. If you want the STT service provider to be switched, then select the desired Speech-to-Text service.

42. Click on **Start request**.

→ The STT service has been changed.

Send a custom request

The **Send a custom request** button gives you the possibility to test in the playground bot any API and API endpoint of the different APIs of VIER Cognitive Voice Gateway for which there is no button in the playground bot. For detailed information, see https://cognitivevoice.io/specs/.

How to send a custom request:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

43. If you want to send a custom request, then click on **Custom request**.

    → The *Send a custom request* dialog box opens.

44. *Path to the Cognitive Voice Gateway API*: Enter the API endpoint you want to test.

45. **Show the request body**: Click on **Show the request body** and enter the parameters for calling the desired endpoint as JSON code.

    - or -
    Click on **Import request body from JSON file** and import the parameters as a JSON file.

46. Click on **Start request**.

→ Your custom request has been sent.

End a call with a Playground Bot

How to end a call with a Playground Bot:

Requirements

✓ The called party has accepted the call from the Playground Bot.

✓ You have clicked **Close** in the *Start a call to an external phone number* dialog box after the called party has accepted the call.

47. If you want to end the call, then click **End call**.

    → Your call via the Playground Bot has been ended.

→ You have used the Playground Bot.

6 Administration

In the following, you will learn how to manage customers, department accounts, voice service profiles, phone numbers and accesses. You will also learn how to get an overview of the billing data of a reseller's customers and accounts and how to download this data.

6.1 Customers

In the following, you will learn how to create, edit, delete or restore a customer.

6.1.1 Add customer

In the following, you will learn how to add a customer. For this purpose, you will perform the following actions:

- Enter a customer name
- Set up outgoing calls
- Set up call recordings
- Set up data protection options

TIP

Display anonymized phone numbers

If it is not necessary for a bot or bot developer to know the customer's phone number, then VIER Cognitive Voice Gateway can anonymize it (see **advanced options > Data protection > Anonymize phone numbers for bot and integrations**). This means that Conversational AIs such as Boost, Cognigy, Dialogflow, Rasa, Ubitec, other API users and integrations only see an anonymized phone number.

Enter a customer name

How to enter a customer name

1. In the navigation bar under *Administration*, click **Customers**.
2. Click ⊕.
3. Under *Customer*, enter a *Customer name* of your choice.

→ You have entered a customer name.

Set up outgoing calls

How to set up outgoing calls:

To enable your voicebot to initiate outgoing calls, under *Outgoing calls*, switch to *Bots are allowed to initiate outgoing calls*.

Tip: Outgoing calls are needed e.g. for an agent handover to a contact center via /call/forward/ or for voicebots that initiate calls via /call/dial.

You have set up outgoing calls.

Set up call recordings

How to set up call recordings:

4. To enable call recordings, under *Call recording*, switch to *Recording calls allowed*.

NOTICE

Deactivation of call recordings

If call recording has been disabled on the reseller, customer or department level, then you cannot enable call recording for your bot.

5. When you enabled call recordings, under *Automatically delete call recordings after* select a period of time, after which call recordings will be deleted automatically.

You have set up call recordings.

Set up data protection options

How to set up data protection options:

6. If you want customer phone numbers to be anonymized before they are transferred to the bot and the integrations, activate the *Anonymize phone numbers for bot and integrations* switch.

   → Conversational AIs like Boost, Cognigy, Dialogflow, Rasa, Ubitec and other API consumers and integrations will only see anonymized phone numbers.

   → If the customer phone numbers for bots and integrations have already been anonymized at the reseller level, the customer phone numbers will be anonymized automatically at all hierarchical levels below (**Reseller > Customer > Account > Project**). You cannot deactivate the setting in this case.

7. If the switch *Anonymize phone numbers for bot and integrations* is enabled, VIER Cognitive Voice Gateway will hash the remote caller ID when communicating with bots and other services. The hash is deterministic: the same phone number will produce so that different customers can still be distinguished. For example, if a customer is calling a second time, bots could react to this differently. Hashed phone numbers can be identified by the keyword `md5-hash:` at the start of the string (for example „`"remote":"md5-hash:ad14c520b9cfc53c25f446b338c79ced`" instead of „`"remote":"+49111111111`"). This affects the fields `SessionParameters.remote` in the Bot API and `CallStarted.callerNumber` in the Webhook API.

   → In VIER Cognitive Voice Gateway, caller numbers are stored in plain text or anonymized, depending on the configuration. To ensure that billing-relevant data is still available, VIER Cognitive Voice Gateway always saves the country as an abbreviation (e. g. DE) and the network (e. g. Mobile) for the numbers called.

8. If you want customer phone numbers also to be anonymized in VIER Cognitive Voice Gateway itself, activate the *Anonymize phone numbers for dialog history and billing* checkbox.

9. If you want to save dialog data that can be retrieved later via the dialog API, activate the *Save dialog data* checkbox.

10. Under *Automatically delete dialog data after*, select when dialog data for the dialog API should be automatically deleted.

    → VIER Cognitive Voice Gateway deletes dialog data after an adjustable period of time after the end of the dialog. 10 minutes are set here by default. This is sufficient, for example, to hand off dialogs to contact center services, where they are displayed after a hand off to the human agent.

NOTICE

Longer retention time for dialogs

In certain applications, a longer retention time for the dialogs is necessary. For example, if all dialogs are imported into reporting or analytics systems once a night. To enable this, the retention time can be set to up to one month.

11. If you want to set a longer retention time, but this is not possible with the existing configuration of your project, contact the VIER Customer Service Desk.

You have set up data protection options.

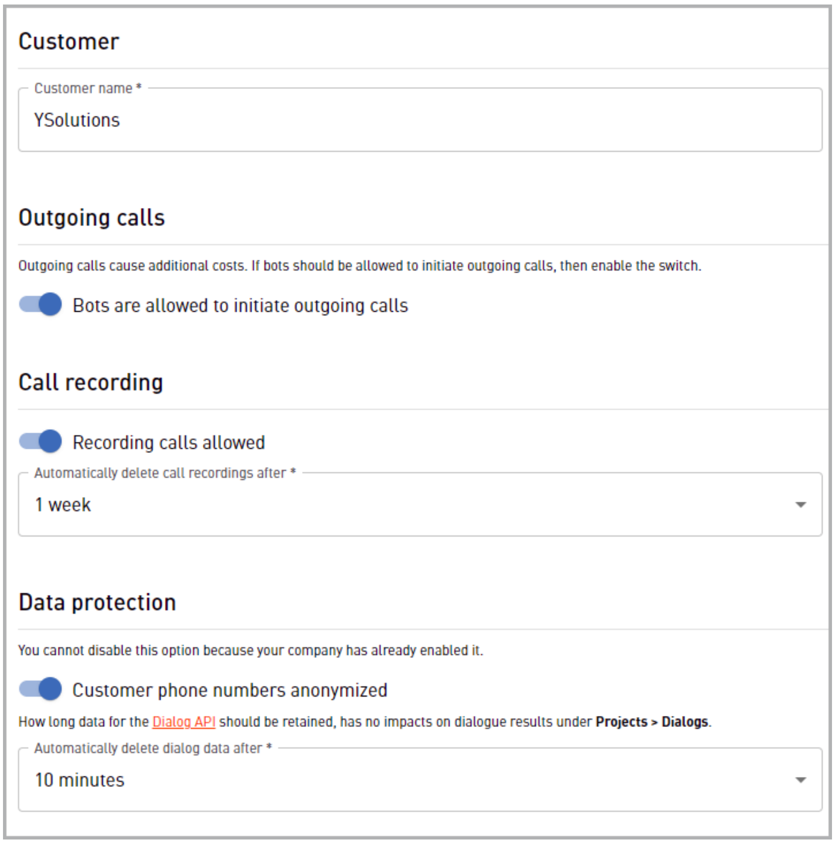
NOTICE

Hierarchical structure

The function is structured hierarchically (Reseller > Customer > Account > Project). For example, if you choose to delete the data after **1 day**, then only the options for further restrictions are available on the levels below (**1 day**, **1 hour** and **10 minutes**). A longer period cannot be selected (in the example, the **1 week** option is not available on the levels below).

12. Click **Save**.

→ You have added a customer.



Add a customer

6.1.2 Edit customer

How to edit a customer:

Requirement

✓ You have added a customer [see Add customer ▸62].

1. In the navigation bar under *Administration*, click **Customers**.
2. Select the customer you want to edit.
3. Click **Edit** and edit your customer.
4. Click **Save**.

→ Your changes have been saved.

6.1.3 Delete customer

NOTICE

Deletion of inactive customers

Inactive customers are irrevocably deleted after 90 days. You can see the planned deletion date in the customer overview.

How to delete a customer:

1. In the navigation bar under *Administration*, click **Customers**.
2. Select the customer you want to delete.
3. Click **Edit** and then click **Delete**.
4. Click **Confirm**.

→ The customer has been deleted.

6.1.4 Restore customer

How to restore a customer:

1. In the navigation bar under *Administration*, click **Customers**.
2. Select the customer you want to restore.
3. Click **Restore**.
4. To confirm, click **Restore**.

→ Your customer is restored.

6.2 Accounts

In the following, you will learn how to create, edit, delete or restore a department account.

6.2.1 Add account

In the following, you will learn how to add an account. For this purpose, you will perform the following actions:

- Create an account name
- Set up outgoing calls
- Set up call recordings
- Set up data protection options

TIP

Display anonymized phone numbers

If it is not necessary for a bot or bot developer to know the customer's phone number, then VIER Cognitive Voice Gateway can anonymize it (see **advanced options > Data protection > Anonymize phone numbers for bot and integrations**). This means that Conversational AIs such as Boost, Cognigy, Dialogflow, Rasa, Ubitec, other API users and integrations only see an anonymized phone number.

Create an account name

How to create an account name:

1. In the navigation bar under *Administration*, click **Accounts**.
2. Select the customer you want to create an account for.
3. Click ⊕.
4. Enter an *Account name*.

   → You have created an account name.

Set up outgoing calls

How to set up outgoing calls:

To enable your voicebot to initiate outgoing calls, under *Outgoing calls*, switch to *Bots are allowed to initiate outgoing calls*.

Tip: Outgoing calls are needed e.g. for an agent handover to a contact center via /call/forward/ or for voicebots that initiate calls via /call/dial.

You have set up outgoing calls.

Set up call recordings

How to set up outgoing calls:

5. To enable call recordings, under *Call recording*, switch to *Recording calls allowed*.

NOTICE

Deactivation of call recordings

If call recording has been disabled on the reseller, customer or department level, then you cannot enable call recording for your bot.

6. When you enabled call recordings, under *Automatically delete call recordings after* select a period of time, after which call recordings will be deleted automatically.

   → You have set up call recordings.

Set up data protection options

How to set up data protection options:

7. If you want customer phone numbers to be anonymized before they are transferred to the bot and the integrations, activate the *Anonymize phone numbers for bot and integrations* switch.

   → Conversational AIs like Boost, Cognigy, Dialogflow, Rasa, Ubitec and other API consumers and integrations will only see anonymized phone numbers.

   → If the customer phone numbers for bots and integrations have already been anonymized at the reseller level, the customer phone numbers will be anonymized automatically at all hierarchical levels below (**Reseller > Customer > Account > Project**). You cannot deactivate the setting in this case.

8. If the switch *Anonymize phone numbers for bot and integrations* is enabled, VIER Cognitive Voice Gateway will hash the remote caller ID when communicating with bots and other services. The hash is deterministic: the same phone number will produce so that different customers can still be distinguished. For example, if a customer is calling a second time, bots could react to this differently. Hashed phone numbers can be identified by the keyword `md5-hash:` at the start of the string (for example „`remote":"md5-hash:ad14c520b9cfc53c25f446b338c79ced`" instead of „`remote":"+49111111111`"). This affects the fields `SessionParameters.remote` in the Bot API and `CallStarted.callerNumber` in the Webhook API.

   → In VIER Cognitive Voice Gateway, caller numbers are stored in plain text or anonymized, depending on the configuration. To ensure that billing-relevant data is still available, VIER Cognitive Voice Gateway always saves the country as an abbreviation (e. g. DE) and the network (e. g. Mobile) for the numbers called.

9. If you want customer phone numbers also to be anonymized in VIER Cognitive Voice Gateway itself, activate the *Anonymize phone numbers for dialog history and billing* checkbox.

10. If you want to save dialog data that can be retrieved later via the dialog API, activate the *Save dialog data* checkbox.

11. Under *Automatically delete dialog data after*, select when dialog data for the dialog API should be automatically deleted.

   → VIER Cognitive Voice Gateway deletes dialog data after an adjustable period of time after the end of the dialog. 10 minutes are set here by default. This is sufficient, for example, to hand off dialogs to contact center services, where they are displayed after a hand off to the human agent.

NOTICE

Longer retention time for dialogs

In certain applications, a longer retention time for the dialogs is necessary. For example, if all dialogs are imported into reporting or analytics systems once a night. To enable this, the retention time can be set to up to one month.

12. If you want to set a longer retention time, but this is not possible with the existing configuration of your project, contact the VIER Customer Service Desk.

You have set up data protection options.

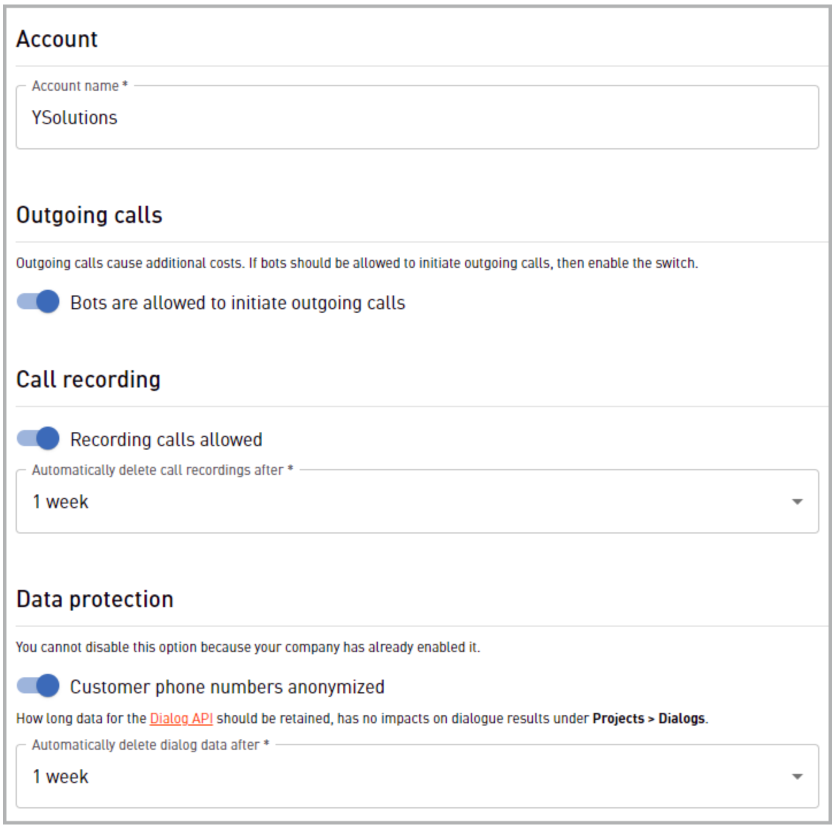
NOTICE

Hierarchical structure

The function is structured hierarchically (Reseller > Customer > Account > Project). For example, if you choose to delete the data after **1 day**, then only the options for further restrictions are available on the levels below (**1 day**, **1 hour** and **10 minutes**). A longer period cannot be selected (in the example, the **1 week** option is not available on the levels below).

13. Click **Save**.

→ You have added an account.



Add an account

6.2.2 Edit account

How to edit an account:

1. In the navigation bar under *Administration*, click **Accounts**.
2. Select the account you want to edit.
3. Click **Edit** and edit your account.
4. Click **Save**.

→ Your changes have been saved.

TIP

Information on account settings

For detailed information on account settings see Add account ▸66.

6.2.3 Delete account

How to delete an account:

1. In the navigation bar under *Administration*, click **Accounts**.
2. Select the account you want to delete.
3. Click **Edit** and then click **Delete**.
4. Click **Confirm**.

→ The account will be irrevocably deleted after the retention period of 90 days. You can see the planned deletion date in the account overview.

NOTICE

Deletion of inactive accounts

Inactive accounts are irrevocably deleted after 90 days.

6.2.4 Restore account

How to restore an account:

1. In the navigation bar under *Administration*, click **Accounts**.
2. Select the account you want to restore.
3. Click **Restore** and to confirm, click again **Restore**.

→ Your account has been restored.

6.3 Speech service profiles

In the following, you will learn how to customize speech-to-text or text-to-speech profiles under **Speech service profiles**, depending on which provider you use. You can select different languages to represent which languages your profile supports.

6.3.1 Speech-to-text profile

In the following, you will learn how to create or delete a speech-to-text profile.

6.3.1.1 Create speech-to-text profile

How to create a speech-to-text profile:

Requirement

✓ You have received the REST endpoint ID and subscription key from your speech-to-text service provider.

1. In the navigation bar under *Administration*, click **Speech service profiles**.
2. Under *Speech-to-text profiles*, click ⊕.
3. Under *Profile*, select a *Speech service*.
4. Enter a *Profile Name*.
5. Select at least one language in *Supported languages* to express which languages are supported by the profile.
6. Under *Static gain*, select the static gain adjustment that should be applied to the input volume. The value "0" leaves the input volume unchanged.
7. If you want the input volume of callers to be automatically set to a uniform level, activate the switch *Automatic gain control*. You can set the automatically regulated, uniform level using the slider *Static gain*.
8. Depending on the selected service, you can enter the *(Service) Advanced settings*.
9. If you have selected **Microsoft**, make the following settings or enter the following data:
10. If you want to activate streaming, slide the switch to *Streaming enabled*.
11. If you want profanity to be censored with asterisks in the transcription results, slide the switch to *Filter out profanity*.
12. Enter a *REST endpoint ID*.
13. Choose an *Azure region*.
    Tip: If no region is specified, **westeurope** is used by default.
14. Enter a *Subscription key*.

    Tip: If you do not enter a subscription key, the default VIER speech service profile is automatically used.

    Notice: The subscription key is only visible when a new speech-to-text profile is created. After saving the speech-to-text profile, the product key is only displayed in encrypted form, even in editing mode. In this case, you can replace the subscription key with a new one if necessary.
15. If you want to specify phrases that should be recognized preferentially during transcription, enter them under *Preferred phrases*.

    Tip: Confirm each phrase entered with the Enter key.

    Tip: If you want to use phrases for specific sections in the dialog that should be recognized preferentially during transcription, you must specify them via the API endpoint /call/transcription/switch. For more information https://cognitivevoice.io/specs/#/call/switchTranscription.

16. If you have selected **Google**, make the following settings or enter the following data:
17. Enable streaming by switching to *Streaming enabled*.
18. If you want profanity to be censored with asterisks in the transcription results, slide the switch to *Filter out profanity*.
19. If you want to specify phrases that should be recognized preferentially during transcription, enter them under *Preferred phrases*.

    Tip: Confirm each phrase entered with the Enter key.

    Tip: If you want to use phrases for specific sections in the dialog that should be recognized preferentially during transcription, you must specify them via the API endpoint /call/transcription/switch. For more information https://cognitivevoice.io/specs/#/call/switchTranscription.
20. Select a suitable Transcription model. For detailed information about the individual models, see https://cloud.google.com/speech-to-text/v2/docs/transcription-model?hl=de.
21. In *Service account login data* upload the JSON file you got when creating the service account at Google. This JSON file contains the credentials required for the integration with VIER Cognitive Voice Gateway.

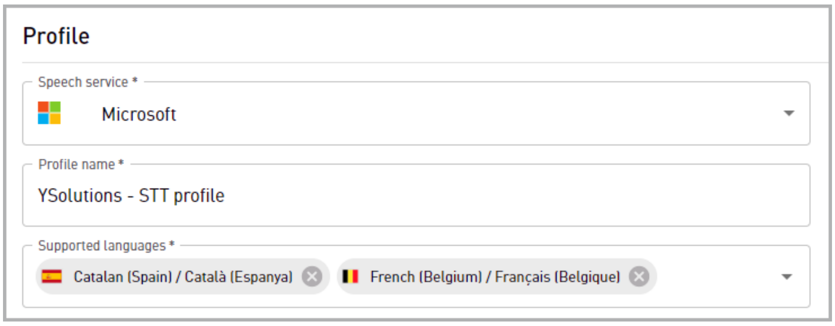
    Notice: The login data for your service account is only visible when you create a new speech-to-text profile. After saving the speech-to-text profile, the login data is only displayed in encrypted form, even in editing mode. In this case, you can replace the login data with new ones if necessary.
22. If you have selected **IBM**, make the following settings or enter the following data:
23. If you want profanity to be censored with asterisks in the transcription results, slide the switch to *Filter out profanity*.
24. Enter the *Server URL* you got from IBM.
25. Enter the *API key* you got from IBM.

    Notice: The server URL and the API key are only visible when a new speech-to-text profile is created. After saving the speech-to-text profile, the server URL and the API key are only displayed in encrypted form, even in editing mode. In this case, you can replace the server URL and the API key with new data if necessary.

26. If you have selected **Deepgram (US-hosted)**, make the following settings or enter the following data:
27. If you want to use your own Deepgram instance, enter the *Endpoint URL* of your instance.
28. Enter the *API key* of your Deepgram instance.
29. Under *Model*, enter the Deepgram model you want to use.
30. If you have selected **OpenAI Whisper (US-hosted)**, make the following settings or enter the following data:
31. Enter the *Deployment URL* you received from OpenAI.
32. Enter the *API key*.

    Notice: The deployment URL and the API key are only visible when a new speech-to-text profile is created. After saving the speech-to-text profile, the deployment URL and the API key are only displayed in encrypted form, even in editing mode. In this case, you can replace the deployment URL and the API key with new data, if necessary.
33. Under *Prompt for instructing the speech service*, instruct the speech service how to behave during transcription.
34. If you have selected **VIER**, make the following settings or enter the following data:
35. Under *Prompt for instructing the speech service*, instruct the speech service how to behave during transcription.
36. Click **Save**.

→ Your speech-to-text profile is saved.



Speech service profiles - speech-to-text profile

6.3.1.2 Delete speech-to-text profile

How to delete a speech-to-text profile:

1. In the navigation bar under *Administration*, click **Speech service profiles**.
2. Select the speech-to-text profile you want to delete.

3. Click **Edit** and click **Delete.**
4. Click **Confirm.**

→ Your speech-to-text profile has been deleted.

6.3.2 Text-to-speech profile

In the following, you will learn how to create or delete a text-to-speech profile.

6.3.2.1 Create text-to-speech profile

In the following, you will learn how to create a text-to-speech profile. For this purpose, you will perform the following actions:

- Enter profile basic data
- Set up voice
- Make advanced settings depending on the speech service

Enter profile basic data

How to enter profile basic data:

1. In the navigation bar click **Administration > Speech service profiles > Text-to-speech profiles >** ⊕.
2. Under *Profile basic data* select a *Speech service* .
3. Enter a *Profile name*.
4. If you want to configure support for SSML in your speech service profile to override the default behavior of the service, select the desired option under *SSML support*.

→ You have entered profile basic data.

Set up voice

How to set up voice:

5. Click ⊕.
6. Under *Voice*, select at least one *Language***.**
7. Enter a *Voice name used by provider***.**

Make advanced settings depending on the speech service

8. If you have selected **ElevenLabs (US-hosted)**, you can enter the data for your ElevenLabs account under *ElevenLabs (US-hosted) Advanced settings*.
9. Under *Model*, enter the ElevenLabs model you wish to use.
10. Enter the *API key*. **Notice:** The API key is only visible when a new text-to-speech profile is created. Once the text-to-speech profile has been saved, the API key is only displayed in encrypted form, even in editing mode. In this case, you can replace the the API key with a new API key if necessary.

11. If you have selected **OpenAI**, under *OpenAI Advanced settings* you can set the *Speaking rate*.

    - or -
    If you have selected **Google**, under *Google advanced settings* you can set the *Speaking rate*.

12. Enter the login data for your Google service account directly under *Service account login data* or click **LOAD LOGIN DATA FROM JSON FILE** and choose the file containing the data.

    Notice: The service account login data is only visible when a new text-to-speech profile is created. Once the text-to-speech profile has been saved, the service account login data is only displayed in encrypted form, even in editing mode. In this case, you can replace the data with new data if necessary.

    - or -
    If you have selected **Amazon**, you can enter the data of your Amazon service account under *Amazon Advanced settings*.

13. Enter the *Access key ID*.

14. Enter the *Secret access key*.

    Notice: The access key ID and the secret access key are only visible when a new text-to-speech profile is created. Once the text-to-speech profile has been saved, the access key ID and the secret access key are only displayed in encrypted form, even in editing mode. In this case, you can replace the access key ID and the secret access key with new data if necessary.

    - or -
    If you have selected **Microsoft**, you can enter the data of your Microsoft service account under *Microsoft Advanced settings*.

15. Enter the *REST endpoint URL*.

16. Enter the *Authentication URL.*

17. Enter the *Subscription key*.

    Notice: The REST endpoint URL, the authentication URL and the subscription key are only visible when a new text-to-speech profile is created. Once the text-to-speech profile has been saved, the REST endpoint URL, the authentication URL and the subscription key are only displayed in encrypted form, even in editing mode. In this case, you can replace the data with new data if necessary.

    - or -
    If you have selected **IBM**, under *IBM Advanced settings* you can set the *Speaking rate*.

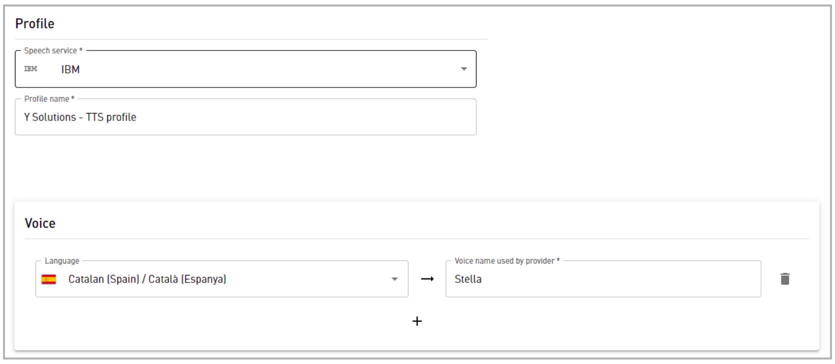
18. Enter the *Server URL* of your IBM service account.
19. Enter the *API key* of your IBM service account.

    Notice: The server URL and the API key are only visible when a new text-to-speech profile is created. Once the text-to-speech profile has been saved, the server URL and the API key are only displayed in encrypted form, even in editing mode. In this case, you can replace the server URL and the API key with new data if necessary.

20. Click **Save**.

→ You have set up voice.

→ You have created a text-to-speech profile.



Speech service profiles - text-to-speech profiles

6.3.2.2 Delete text-to-speech profile

How to delete a text-to-speech profile:

1. In the navigation bar under *Administration*, click **Speech service profiles**.
2. Select the text-to-speech profile you want to delete.
3. Click **Edit** and click **Delete.**
4. Click **Confirm.**

→ Your text-to-speech profile has been deleted.

6.4 Phone numbers

In the following, you are provided with information on how to manage phone numbers.

6.4.1 Assign phone numbers to a customer

TIP

Phone number assignment for resellers or customers

If the reseller or customer has already been assigned a phone number, this action step is not necessary.

TIP

Assignment of phone number blocks as a reseller administrator

To be able to call a bot by phone, the corresponding VIER Cognitive Voice Gateway project needs a phone number. As a reseller administrator, you can assign phone number blocks to your customers, which can then be used in their VIER Cognitive Voice Gateway projects during setup.

How to assign phone numbers to a customer:

Requirement

✓ You have added a customer [see Add customer ▸62].

1. In the navigation bar under *Administration*, click **Phone numbers**.

   → You see the *Overview phone numbers* of your project.

2. To choose the phone number range you want to add new numberblock data to, click ＋.

   Select the *Desired block size*.

   WARNING! Block size defines the number of phone numbers you assign to the customer. Phone numbers are a limited resource. Keep the block size as small as possible to avoid blocking phone numbers that may not be used. You can assign more phone number blocks to the customer later if needed.

3. Select **Set to first matching block** if you want the select block to be set to the beginning of the first free section that is big enough.

   \- or -

   Select **Apply block size**. This option updates the select block size and how the free space is subdivided.

4. Under *Free (gray) and used (red) phone number blocks* click the free, unused block in the diagram.

   → Now the selected *Desired block size* is applied to the diagram.

   Tip: Via mouseover you can see the number range applied to the newly created block.

5. Select the *Reseller* to which you want to assign numberblock data.

   Tip: It is only necessary to select a reseller when a reseller is assigned new numbers. Otherwise the field is already pre-filled.

6. Select a *Customer target*.

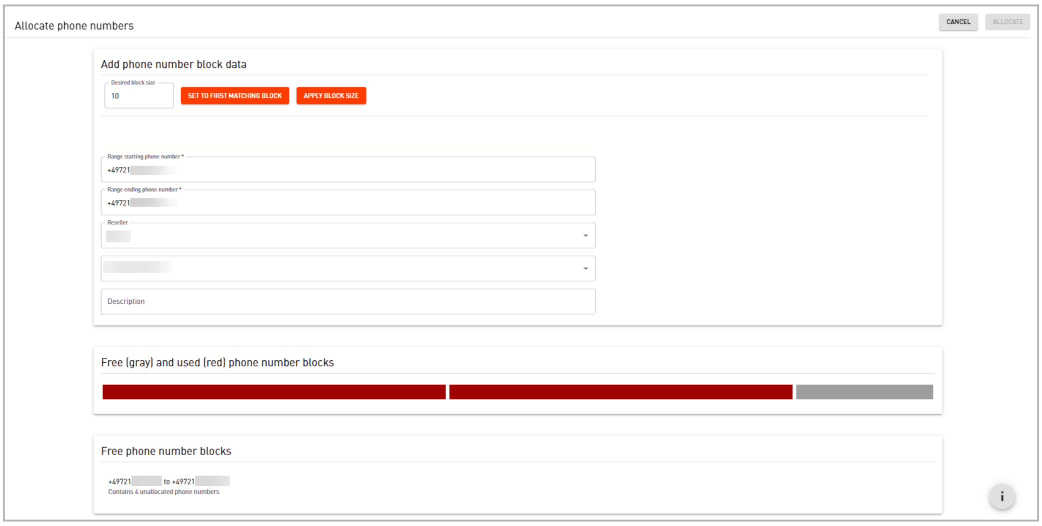
7. If phone numbers are to be assigned to a customer, a number block that is assigned to a reseller must first be selected. A number of phone numbers must then be selected from this, which are assigned to this customer (to be specified as *Customer target*).

8. Enter a *Description* for your new phone number block data.

9. Click **Allocate**.

→ You have assigned the phone numbers to the customer.

Phone numbers - overview phone numbers



Phone numbers – add phone number block data

6.4.2 Add new number block data

How to add new number block data:

1. In the navigation bar under *Administration*, click **Phone numbers**.

2. To choose the phone number range you want to add new number block data to, click ⊕.

→ You have added new number block data.

6.4.3 Delete phone number range

How to delete a phone number range:

1. In the navigation bar under *Administration*, click **Phone numbers**.
2. To delete a phone number range, click ✎.
   Tip: A phone number range can only be deleted if no phone number from it is assigned to a project.
3. Click **Delete**.

→ The phone number range has been deleted.

6.5 Billing

In the following you will find information on how to obtain an overview of the usage data.

6.5.1 Get an overview of the usage data

How to get an overview of the usage data:

1. In the navigation bar under *Administration*, click **Billing**.
2. To select a date, click ✎.
3. To confirm, click **Ok**.
   - or -
   Choose **Last month**, **This month** or **Today**.

→ You get an overview of the following data for each project:

- the *Project*
- the *Incoming minutes*
- the *Outgoing minutes*
- the *Total consumed minutes (Incoming and outgoing)*
- the *Billing unit*

TIP

Billing unit

By default, the billing unit 60/60 is set for each customer. In this case, the first minute is always billed in full. Longer calls are rounded to the full minute, e. g. 2 minutes 10 seconds to 2 minutes and 2 minutes 35 seconds to 3 minutes. If you would like an alternative billing unit, please contact the VIER Customer Success Management.

6.5.2 Download usage data

How to download usage data:

1. In the navigation bar under *Administration*, click **Billing**.
2. Click **Download**.
3. Select **CSV** or **Excel**.
4. Confirm your selection.

→ The CSV or Excel file is opened.

TIP

Listed usage data

If you need more detailed information on listed usage data, download the metadata/CDRs for the dialogs for each project.

To be able to automatically retrieve such detailed usage data from your systems, you can use service accounts. You can use these to query the usage data via the CDR API.

6.6 Access management

In the following, you will get to know all details on access management. Access management allows you, as a reseller, customer or account administrator, to set up additional administrators and grant the administrators access to resellers, customers, accounts or projects that you also have access to.

6.6.1 Grant access

You can grant a user access to the following rights:

- Reseller
- Customer
- Account
- Project

How to grant a user access to the rights:

Requirement

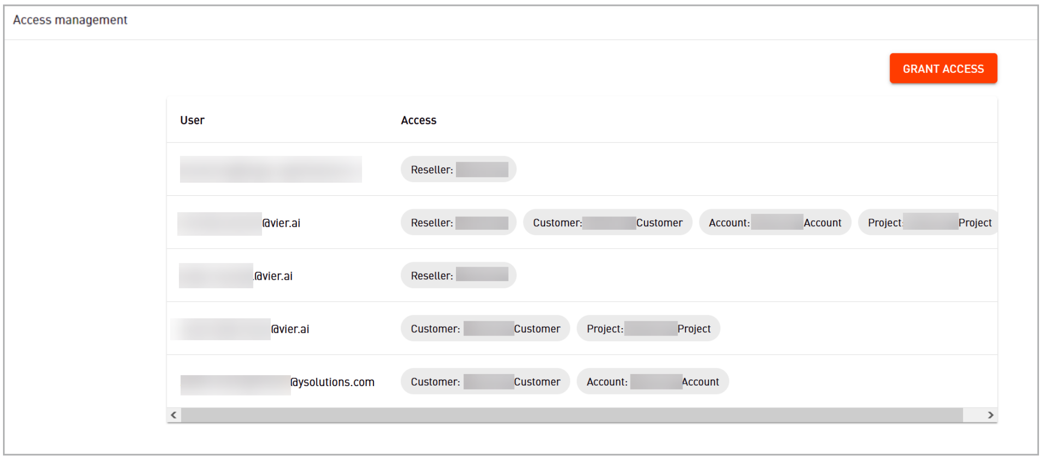
✓ You have access to the reseller, the customer, the account or the project you want to grant access to.

1. In the navigation bar under *Administration*, click **Access management**.
2. Click **Grant access**.

   Under **Enter email address of the user for authorization** enter the email address of the user you want to grant access to.

   NOTICE! When you create a new user, VIER Cognitive Voice Gateway sends an email to the user to verify the email address and to create a password. If the user does not receive an e-mail, then it is necessary to check the spam folder.
3. Click on the access right you want to grant:
   - **Grant access to a reseller**
   - **Grant access to a customer**
   - **Grant access to an account**
   - **Grant access to a project**
4. Click on the reseller, the customer, the account or the project the access should be restricted to.

→ You have granted the user access to the relevant right.



Access management - overview

6.6.2 Expand access

You can grant users not only one access right, but also multiple access rights at different levels.

Type	Name	Token	Actions
RESELLER		bb6a6ec0- b64f3fc2e271	
CUSTOMER	Customer	2df8e1f1- 002edfe41b54	
ACCOUNT	Account	80dd283b- -4230e5ac93cb	
PROJECT	Project	3e4b0c51- 3321db9acfed	

Access management - access on different levels

How to expand the access of a user:

Requirement

✓ You have access to the reseller, the customer, the account or the project you want to grant access to.

1. In the navigation bar under *Administration*, click **Access management**.
2. Click on the users whose access you want to expand.
3. Click on the access right that you would like to grant additionally:
   - **Grant access to a reseller**
   - **Grant access to a customer**
   - **Grant access to an account**
   - **Grant access to a project**
4. Click on the reseller, the customer, the account or the project you want to grant access to.

→ You have expanded the access for the user.

6.6.3 Revoke access

How to revoke access from a user:

Requirement

✓ You have access to the reseller, the customer, the account or the project from which you want to revoke access.

1. In the navigation bar under *Administration*, click **Access management**.
2. Click on next to the user from which you want to revoke access.
3. Click **Delete**.

→ You have revoked the access.

NOTICE

Completely delete a user

If all access rights are revoked from users, the users will not be deleted. To delete users completely, contact the VIER Customer Service Desk.

6.6.4 Create service account

Service accounts are special accounts in IT systems. They allow applications, services or scripts to access resources automatically. This facilitates machine-to-machine (M2M) communication without the need for human user intervention. A typical use-case in VIER Cognitive Voice Gateway is fetching CDRs using the CDR API, which always required strict explicit authentication.

Service accounts can be created for a single organization unit in VIER Cognitive Voice Gateway and the account has then access to all units below it. So for example a customer admin could create a service account for their customer “VIER GmbH”, which would then have access to the customer as well as to all accounts and projects below it. Access management works exactly as it does for users, except that one service account can only have access to exactly one organizational unit.

The credentials linked to the service account (`client_id` and `client_secret`) must be used as part of OAuth2’s Client Credentials Grant to perform the authentication and to obtain an access token that can be used to perform requests against the VIER Cognitive Voice Gateway API.

You can create service accounts for the following units:

- Reseller
- Customer
- Account
- Project

How to create service accounts:

Requirement

✓ You have access to the reseller, the customer, the account or the project you want to grant access to.

1. In the navigation bar, **click Administration > Access management > SERVICE ACCOUNTS**.
2. Click **CREATE SERVICE ACCOUNT**.
3. Enter a name for the service account.
4. Click on the access right you want to grant:
   - **+ CREATE FOR RESELLER**
   - **+ CREATE FOR CUSTOMER**

- **+ CREATE FOR ACCOUNT**
- **+ CREATE FOR PROJECT**

→ You have created the service account.

7 Product configuration

In the following, you will find all details on how to make settings for a reseller and how to configure the design of the user interface.

7.1 Reseller settings

In the following you will learn how to make or edit settings for a reseller.

7.1.1 Adjust reseller settings

In the following, you will find all details on how to make settings for a reseller. For this purpose, you will perform the following actions:

- Set up outgoing calls
- Set up call recordings
- Set up data security options
- Store contact data

TIP

Display anonymized phone numbers

If it is not necessary for a bot or bot developer to know the customer's phone number, then VIER Cognitive Voice Gateway can anonymize it (see **advanced options > Data protection > Anonymize phone numbers for bot and integrations**). This means that Conversational AIs such as Boost, Cognigy, Dialogflow, Rasa, Ubitec, other API users and integrations only see an anonymized phone number.

Set up outgoing calls

How to set up outgoing calls:

Requirement

✓ You have the *reseller administrator* role.

1. In the navigation bar under *Product configuration*, click **Reseller settings**.
2. Click **Edit**.

To enable your voicebot to initiate outgoing calls, under *Outgoing calls*, switch to *Bots are allowed to initiate outgoing calls*.

Tip: Outgoing calls are needed e.g. for an agent handover to a contact center via /call/forward/ or for voicebots that initiate calls via /call/dial.

You have set up outgoing calls for your bot.

Set up call recording

How to set up call recording:

3. To enable call recordings, under *Call recording*, switch to *Recording calls allowed*.

NOTICE

Deactivation of call recordings

If call recording has been disabled on the reseller, customer or department level, then you cannot enable call recording for your bot.

4. When you enabled call recordings, under *Automatically delete call recordings after* select a period of time, after which call recordings will be deleted automatically.

→ You have set up call recordings.

Set up data protection options

How to set up data protection options:

5. If you want customer phone numbers to be anonymized before they are transferred to the bot and the integrations, activate the *Anonymize phone numbers for bot and integrations* switch.

   → Conversational AIs like Boost, Cognigy, Dialogflow, Rasa, Ubitec and other API consumers and integrations will only see anonymized phone numbers.

   → If the customer phone numbers for bots and integrations have already been anonymized at the reseller level, the customer phone numbers will be anonymized automatically at all hierarchical levels below (**Reseller > Customer > Account > Project**). You cannot deactivate the setting in this case.

6. If the switch *Anonymize phone numbers for bot and integrations* is enabled, VIER Cognitive Voice Gateway will hash the remote caller ID when communicating with bots and other services. The hash is deterministic: the same phone number will produce so that different customers can still be distinguished. For example, if a customer is calling a second time, bots could react to this differently. Hashed phone numbers can be identified by the keyword `md5-hash:` at the start of the string (for example „`remote":"md5-hash:ad14c520b9cfc53c25f446b338c79ced`" instead of „`remote":"+49111111111`"). This affects the fields `SessionParameters.remote` in the Bot API and `CallStarted.callerNumber` in the Webhook API.

   → In VIER Cognitive Voice Gateway, caller numbers are stored in plain text or anonymized, depending on the configuration. To ensure that billing-relevant data is still available, VIER Cognitive Voice Gateway always saves the country as an abbreviation (e. g. DE) and the network (e. g. Mobile) for the numbers called.

7. If you want to save dialog data that can be retrieved later via the dialog API, activate the *Save dialog data* checkbox.

8. Under *Automatically delete dialog data after*, select when dialog data for the dialog API should be automatically deleted.

   → VIER Cognitive Voice Gateway deletes dialog data after an adjustable period of time after the end of the dialog. 10 minutes are set here by default. This is sufficient, for example, to hand off dialogs to contact center services, where they are displayed after a hand off to the human agent.

NOTICE

Longer retention time for dialogs

In certain applications, a longer retention time for the dialogs is necessary. For example, if all dialogs are imported into reporting or analytics systems once a night. To enable this, the retention time can be set to up to one month.

9. If you want to set a longer retention time, but this is not possible with the existing configuration of your project, contact the VIER Customer Service Desk.

→ You have set up data protection options.

NOTICE

Hierarchical structure

The function is structured hierarchically (Reseller > Customer > Account > Project). For example, if you choose to delete the data after **1 day**, then only the options for further restrictions are available on the levels below (**1 day**, **1 hour** and **10 minutes**). A longer period cannot be selected (in the example, the **1 week** option is not available on the levels below).

Store contact data

How to store contact data:

10. Under *Default language* select the default language for contacting your support. The default language is the language preset under **Support > Contact > Languages**.

11. To store specific contact details for a concrete language available to the customer under **Support > Contact**, click **Contact Details for X** for the respective language.

12. Enter a *Phone Number*.

13. Enter an *Email* address.

    → If you store contact data only for one language, this contact data is automatically displayed in all languages under **Support > Contact**.

14. If you want to store contact data for an additional language, click **Contact details for X** for the respective language.
15. Enter a *Phone number*.
16. Enter an *Email* address.

    → The additionally stored contact data are displayed for the respective language under **Support > Contact**.
17. If you want to remove contact data, click **Remove contact details for X**.
18. Click **Save**.

→ You have stored your contact data.

→ You have saved the reseller settings.

7.1.2 Edit reseller settings

How to edit reseller settings:

✓ You have the *reseller administrator* role.

1. In the navigation bar under *Product configuration*, click **Reseller settings**.
2. Click **Edit**.
3. Make the desired changes.
4. Click **Save**.

→ Your changes have been saved.

7.2 User interface design

Here you will learn how to adapt the design of the user interface per reseller to the reseller's corporate design. This allows resellers to present themselves to their customers in VIER Cognitive Voice Gateway in their familiar look and feel.

7.2.1 Create user interface design

How to create your own user interface design:

Requirement

✓ You have the *reseller administrator* role.

1. In the navigation bar under *Product configuration*, click **User interface design**.
2. Click ⊕.
3. Under *Name of the user interface design* enter a name for your design.
4. If you want to set the colors for the light version of the user interface design, select **Light design**. If you want to set the colors for the dark version of the user interface design, select **Dark design**.

5. Enter the desired color values.

   - or -

   To assign the color values, click on the respective color bar. You can set your own color values for the following elements:

   - *Main color*
   - *1. accent color*
   - *2. accent color*
   - *Success messages*
   - *Warning messages*
   - *Error messages*
   - *Information messages*
   - *Typography*

6. If you want to use an advanced color design instead of the simple color design, slide the switch from *Simple color selection* to *Advanced color selection*. With *Simple color selection*, the light and dark colors are calculated automatically. *With advanced color selection*, you can set the light and dark colors individually.

7. To use your brand image, click **Manage brand images**. You can choose your own logo for light user interface design, your own logo for dark user interface design and your own favicon respectively.

8. To see the latest changes to your design, click **Show preview**. If you want to exit the preview, click **Hide preview**.

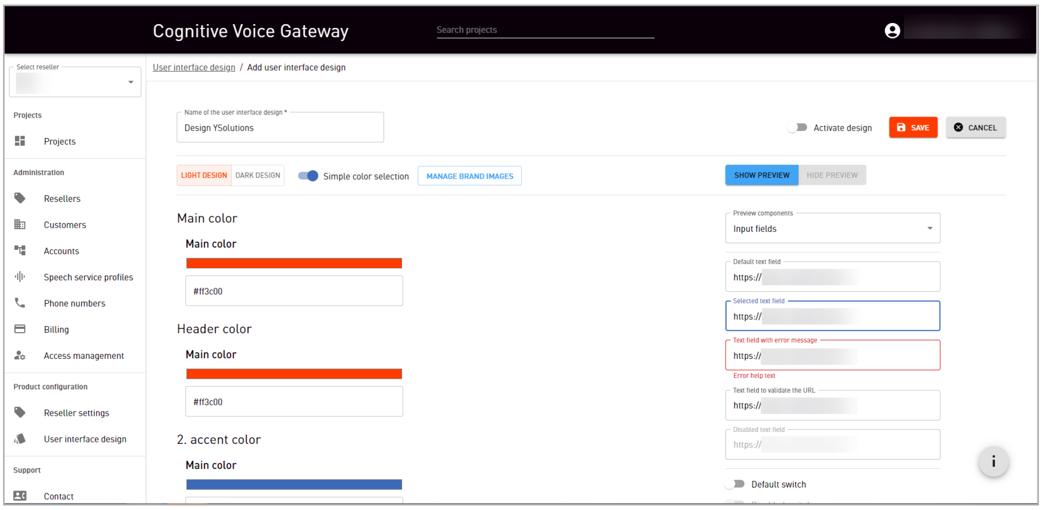
9. Under *Preview components*, you can choose which specific elements the preview will be applied to:

   - **Input fields**
   - **Typography**
   - **State messages**
   - **Buttons**

10. If you want to make your user interface design available to all your users, slide the switch to *Activate design*.

11. Click **Save**.

→ Your user interface design has been created.



User interface design

7.2.2 Edit user interface design

How to edit your own user interface design:

Requirement

✓ You have the *reseller administrator* role.

1. In the navigation bar under *Product configuration*, click **User interface design**.
2. Click on the design you want to edit.
3. Make your changes.
4. Click **Save**.

→ Your changes have been saved.

NOTICE

Activation of a design

Only one design can be active. As soon as a design is set to "active", the design that was previously active, if any, is deactivated.

TIP

Deactivation of a design

When a design is deactivated, the default design is displayed.

7.2.3 Delete user interface design

How to delete your own user interface design:

Requirement

✓ You have the *reseller administrator* role.

1. In the navigation bar under *Product configuration*, click **User interface design**.
2. Click on the design you want to delete.
3. Click **Delete**.
4. Click **Confirm**.

→ The user interface design has been deleted.

8 Support

In the following you will learn how to get in touch with the VIER Customer Service Desk and how to call up the documentation for VIER Cognitive Voice Gateway.

8.1 Contact

If you have questions, feature suggestions or issues with VIER Cognitive Voice Gateway , you can directly contact the VIER Customer Service Desk.

How to contact the VIER Customer Service Desk:

1. In the navigation bar click **Support > Contact**.
2. Select the **mail** option or the **phone** option for a direct call.

→ You are connected with the VIER Customer Service Desk.

8.2 Documentation

Under **Support > Documentation** you can call up the following documentations:

- Documentation
- API specification
- Release notes
- Manual

8.3 Changelog

If you would like to get an overview of the current changes in VIER Cognitive Voice Gateway, you can do so in the changelog.

How to call up the changelog:

1. In the navigation bar click **Support > Changelog**.

→ You have an overview of the current changes in VIER Cognitive Voice Gateway.

Glossary

KPI

A KPI (Key Performance Indicator) is a key figure that relates to the success, performance or utilization of a company, its individual organizational units or a machine. Due to their performance reference, key performance indicators are used by management and controlling to monitor and evaluate company processes, individual projects or departments accordingly.

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