Configuration Note

AudioCodes Voice AI Solutions

Connecting AudioCodes SBC with Voca Conversational Interaction Center Online Onboarding Platform

Table of Contents

Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from https://www.audiocodes.com/library/technical-documents.

This document is subject to change without notice.

Date Published: September-01-2024

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at https://www.audiocodes.com/services-support/maintenance-and-support.

Stay in the Loop with AudioCodes

Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

LTRT	Description
29112	Initial document release

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at https://online.audiocodes.com/documentation-feedback.

1 Introduction

This document provides step-by-step instructions on how to configure your Enterprise's AudioCodes Session Border Controller (SBC) for connecting with AudioCodes Voca Conversational Interaction Center (CIC).

The procedures described in this document are laid out to easily walk you through everything you need to do -- from setting up the Proxy Set and adding proxy addresses, to configuring IP Profiles and IP Groups, through configuring important SIP message manipulation rules.

This document also shows you how to adjust custom settings on the Microsoft Teams side to get everything working smoothly.

2 SBC Configuration

> The table row index numbers for SBC configuration in this section are used only as an example. Your index numbers may differ, depending on your existing SBC settings. Therefore, when referencing between tables, make sure that you associate the correct index numbers.

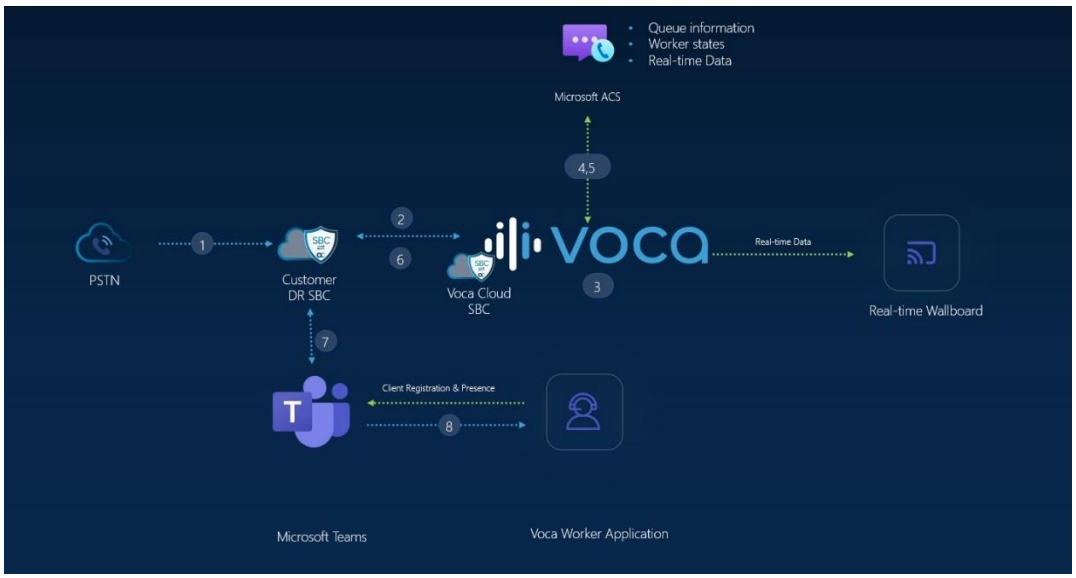
Voca CIC uses two AudioCodes SBCs (for 1+1 redundancy) through which communication is done with your Enterprise SBC. The IP address and ports of these Voca CIC SBCs are:

- 13.94.234.254:5060 (UDP or TCP)
- 20.71.212.177:5060 (UDP or TCP)
- Media port range 8000-8999

To connect your SBC with Voca CIC over the SIP trunk, you need to configure your Enterprise SBC with a *Proxy Set* that includes these addresses. This section describes how to configure such a Proxy Set and other required SBC settings necessary for communication between your Enterprise SBC and Voca CIC.

The communication flow between your Enterprise SBC and the Voca CIC solution is illustrated in the following figure:

Figure 1: Connectivity between Voca CIC and Enterprise SBC



2.1 Configure an IP Profile

Configure an IP Profile as described in the following procedure.

To configure an IP Profile:

1. Open the IP Profiles table (**Setup** menu > **Signaling & Media** tab > **Coders & Profiles** folder > **IP Profiles**).
2. Click **New**, and then in the dialog box, configure the IP Profile with the following settings:

Table 1: IP Profile Settings

Index	Name	SBC Media Security Behavior	Broken Connection Mode
0	Voca	Not Secured	Ignore

3. Click **Apply** to save your settings.

2.2 Configure a Proxy Set

Configuring a Proxy Set includes two stages:

- Configuring the Proxy Set entity (see 'Configure a Proxy Set').
- Configuring the proxy servers (IP addresses) in the Proxy Set (see 'Configure Proxy Server Addresses').

2.2.1 Configure a Proxy Set

Before you can configure the proxy servers (IP addresses), you need to configure the Proxy Set to which you want to add the proxy servers.

To configure a Proxy Set:

1. Open the Proxy Sets table (**Setup** menu > **Signaling & Media** tab > **Core Entities** folder >**Proxy Sets**).
2. Click **New**, and then in the dialog box, add the Proxy Set with the following settings:

Table 2: Proxy Set Settings

Index	Name	SBC IPv4 SIP Interface	Proxy Keep-Alive	Redundancy Mode
0	Voca	(Select SIP Interface for your DMZ network)	Using Options	Homing

2. Click **Apply** to save your settings.
3. Continue with 'Configure Proxy Server Addresses' to configure proxy servers (addresses) for the Proxy Set.

2.2.2 Configure Proxy Server Addresses

Once you've configured a Proxy Set (as described in 'Configure a Proxy Set'), you need to configure the addresses of the proxy servers (Voca SBCs).

To configure proxy servers for Proxy Set:

1. Open the Proxy Sets table (**Setup** menu > **Signaling & Media** tab > **Core Entities** folder >**Proxy Sets**).
2. Select the Proxy Set that you configured in the previous section, named "Voca", and then click the **Proxy Address** link located below the table; the Proxy Address table opens.
3. Add the following proxy servers. For each proxy server, click **New**, configure the parameters in the dialog box, and then click **Apply**.

Table 3: Proxy Address Settings

Index	Proxy Address	Transport Type
0	13.94.234.254:5060	UDP or TCP
1	20.71.212.177:5060	UDP or TCP

2.3 Configure SIP Message Manipulation

Configure SIP Message Manipulation rules as described in the following procedure.

You need to configure two groups (*Manipulation Set IDs*) of manipulation rules:

- **Manipulation Set ID #1:** Manipulation rule for inbound manipulation on Voca.
- **Manipulation Set ID #2:** Manipulation rules for inbound manipulation on the Teams side.

To configure SIP message manipulation rules:

1. Open the Message Manipulations table (**Setup** menu > **Signaling & Media** tab > **Message Manipulation** folder > **Message Manipulations**).
2. Add the following SIP message manipulation rules. For each rule, click **New**, configure the parameters in the dialog box, and then click **Apply**.

Table 4: SIP Message Manipulation Rules

Index	Name	Manipulation Set ID	Row Role	Message Type	Condition	Action Subject	Action Type	Action Value
0	Voca	1		Refer.Request	Header.Refer-To regex (.*)(Replaces)(.*)	Header.X-AC-Action	Add	'use-config;refer-behavior=handle-locally'
1	Voca Queue Manipulation 1	2		Invite.Request	Header.To.URL.User regex (.*)(\+)(.*)(\+)(.*)	Header.From.URL.User	Modify	$4 + $5
2	Voca Queue Manipulation 2	2	Use Previous Condition			Header.To.URL.User	Modify	$2 + $3
3	Voca Queue Manipulation 3	2		Invite.Request		Header.Request-URI.URL.User	Modify	Header.To.URL.User

2.4 Configure an IP Group

Configure the IP Group as described in the following procedure.

To configure an IP Group:

1. Open the IP Groups table (**Setup** menu > **Signaling & Media** tab > **Core Entities** folder > **IP Groups**).
2. Click **New**, and then in the dialog box, configure the following:

Table 5: IP Group Settings

Index	Name	Proxy Set	IP Profile	Media Realm	Inbound Message Manipulation Set
0	Voca	Voca (configured in 'Configure a Proxy Set')	Voca (configured in 'Configure an IP Profile')	<Media Realm for DMZ network>	1 (configured in 'Configure SIP Message Manipulation')

2.5 Configure IP-to-IP Routing Rules

You need to configure IP-to-IP Routing rules to route calls to Voca CIC.

Configure IP-to-IP Call Routing rules:

1. Open the IP-to-IP Routing table (**Setup** menu > **Signaling & Media** tab > **SBC** folder > **Routing** > **IP-to-IP Routing**).
2. For each rule, click **New**, in the dialog box, configure the parameters, and then click **Apply**.

   Add the following routing rules (every row is a rule):

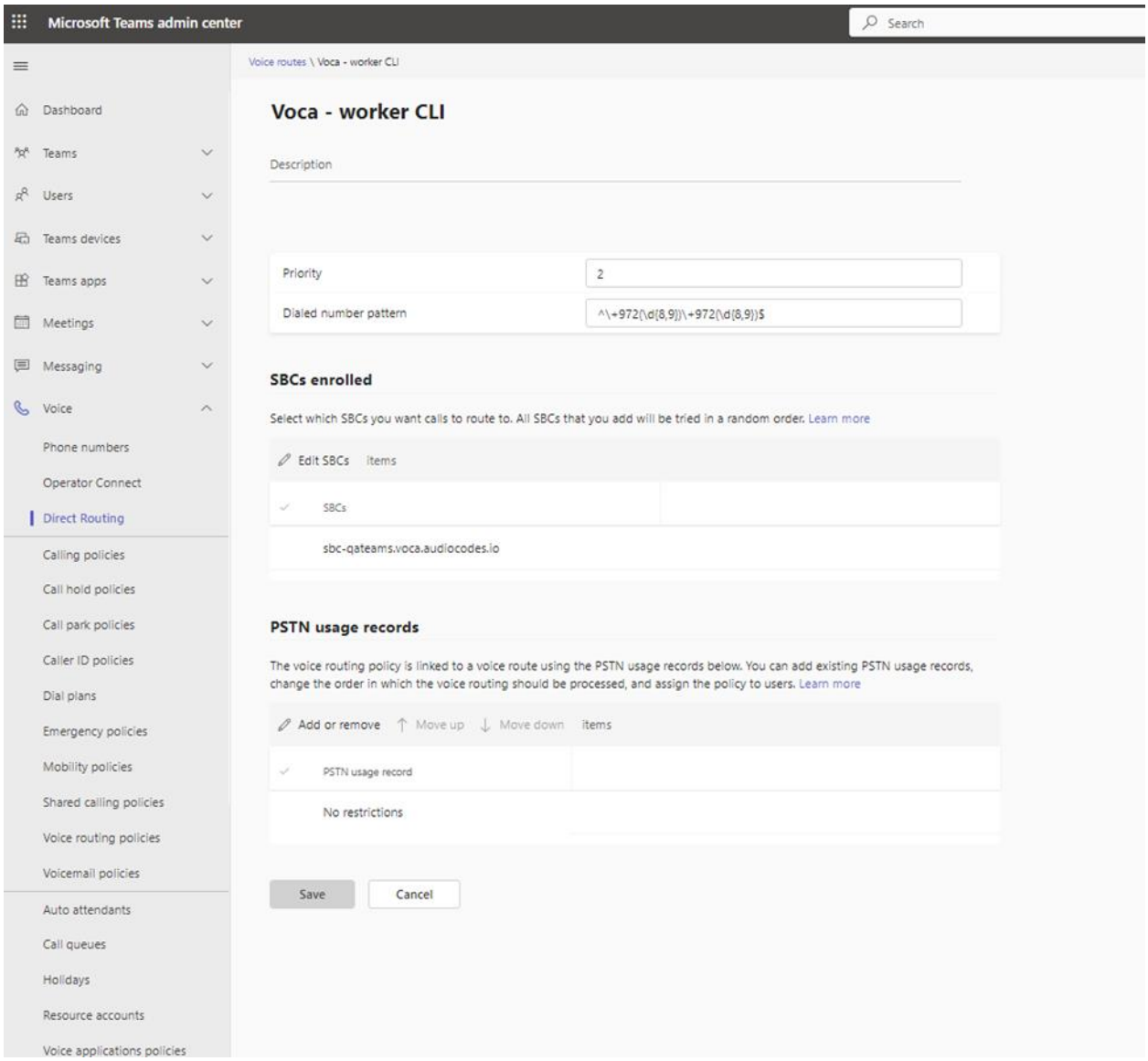
Table 6: IP-to-IP Routing Rules

Index	Name	Destination Username Pattern	Source IP Group	ReRoute IP Group	Call Trigger	Request Type	Destination Type	Destination IP Group
0	Voca Main Number	<Customer main number>	Any			INVITE	IP Group	Voca
1	Voca Transfer	<Teams DID range>		Voca	REFER	Any	IP Group	Teams
2	Voca Transfer	Any		Voca	REFER		IP Group	SIP Trunk Provider
3	Voca Attended Transfer	<Teams DID range>	Voca			Any	IP Group	Teams
4	Voca Attended Transfer	Any	Voca			Any	IP Group	SIP Trunk Provider

3 Configure Custom Outbound CLI Configuration (Teams admin center)

In Microsoft Teams admin center, add the voice route to the customer's Teams tenant to accept calls in the following format:

Table 7: Voice Route Setting in Teams Admin Center



Below are some examples of dialed number patterns for various countries:

- **UK:** ^\+44(\d{10})\+44(\d{10})$
- **France:** ^\+33(\d{10})\+33(\d{10})$
- **Netherlands:** ^\+31(\d{10})\+31(\d{10})$

In the examples, simply update the country code in the dialed number pattern to match the country code of your numbers.

International Headquarters
Naimi Park
6 Ofra Haza Street
Or Yehuda, 6032303, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.
80 Kingsbridge Rd
Piscataway, NJ 08854, USA
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: https://www.audiocodes.com/corporate/offices-worldwide
Website: https://www.audiocodes.com

Document #: LTRT-29112