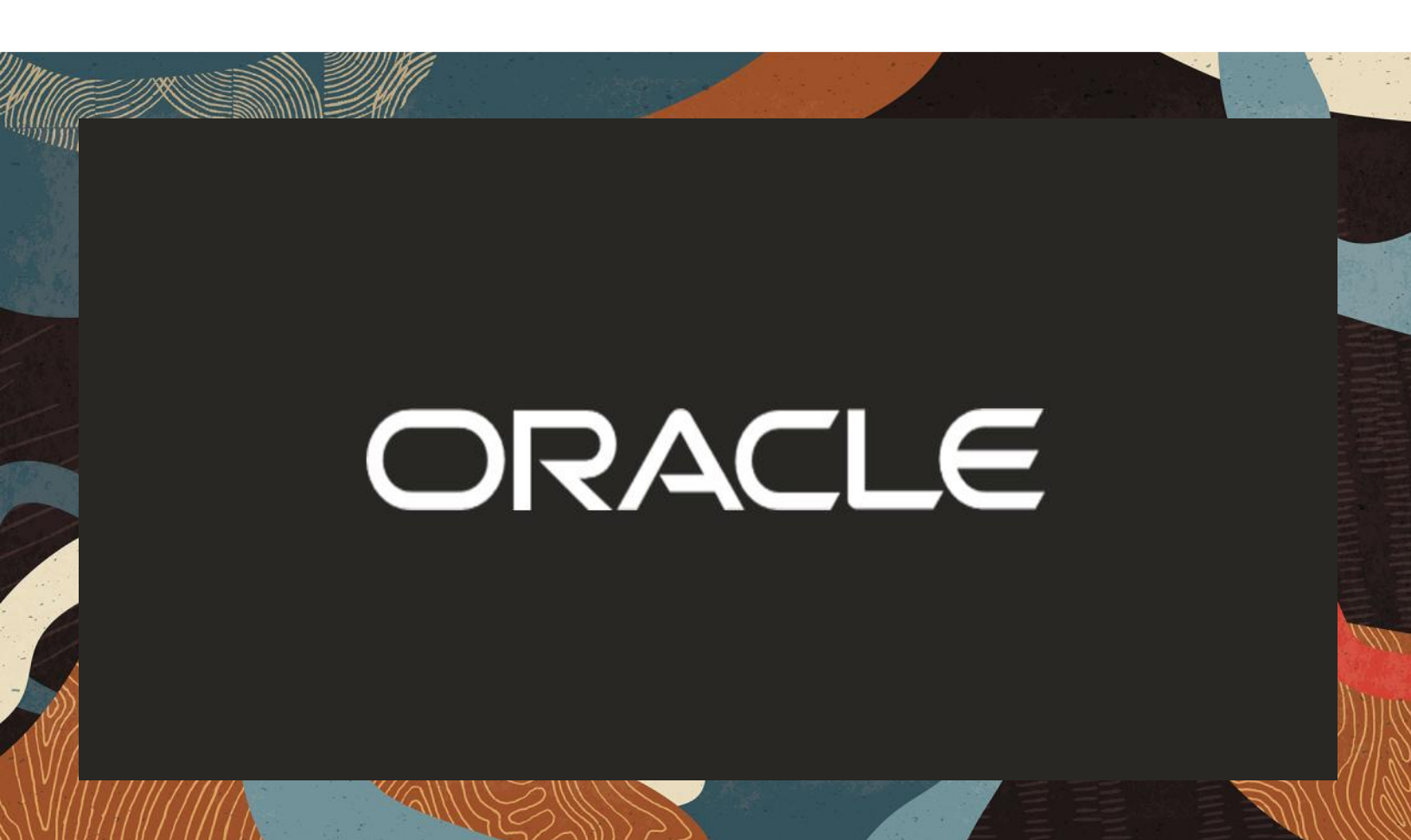




ORACLE

Oracle® Intelligent Communications Orchestration Network

Google DialogFlow CX with Oracle® Intelligent
Communications Orchestration Network

ORACLE

COMMUNICATIONS



Disclaimer

The following is intended to outline our general product direction. It is intended for information purposes only and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

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2 Revision History

Document Version	Description	Revision Date
1.0	Google DialogFlow CX	08-05-2026

3 Intended Audience

This document describes how to connect your voice gateway to Google Dialogflow CX Voice Assistants and Oracle® Intelligent Communications Orchestration Network. This paper is intended for End Users, IT, or telephony professionals.

Note: To zoom in on screenshots of Web GUI configuration examples, press Ctrl and +.

4 Introduction

4.1 Oracle® Intelligent Communications Orchestration Voice Gateway Overview

The Oracle® Intelligent Communications Orchestration Network Cloud Service use Voice gateway to connect telephony to Intelligent Virtual Assistants (IVA) to enable IVA or CHATBOT platform to use telephony without the need for businesses to develop and implement a telephony stack as part of the platform.

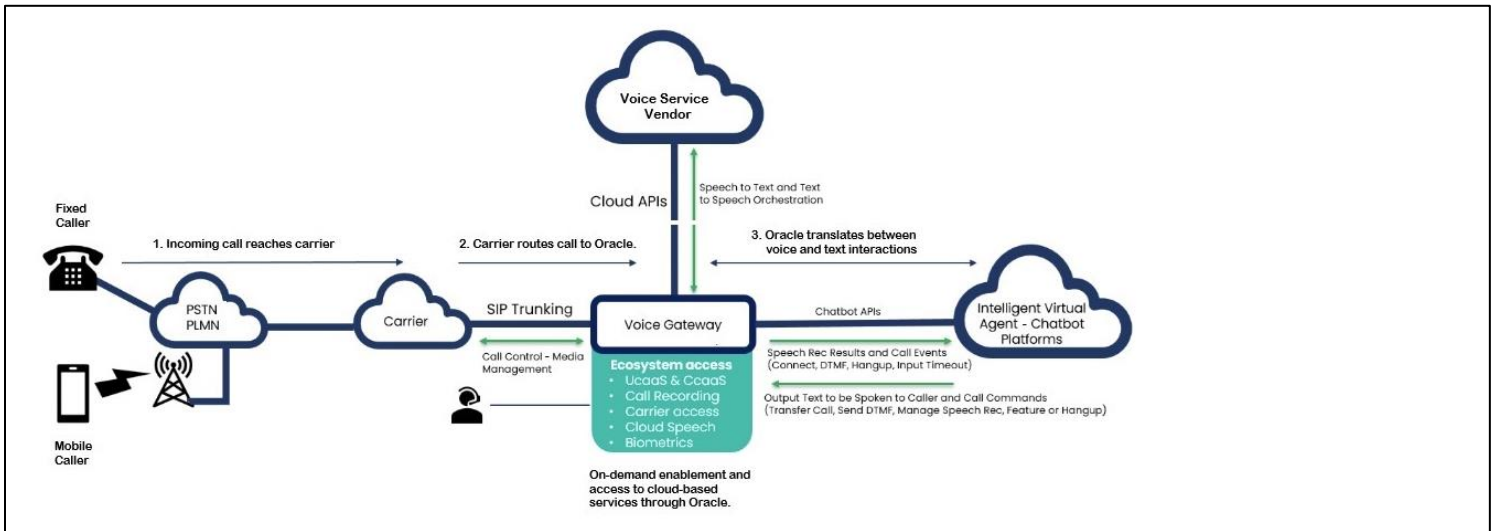
The Voice Gateway on Oracle® Intelligent Communications Orchestration Network provides capabilities to interwork between the VoIP telephony protocols used by the PSTN and Communications Services with Intelligent Voice Agents based on the supported integration mechanism.

The voice gateway supports Voice Gateway Markup Language to enable more natural sounding and customizable synthesized speech for your IVA system. You can control the pronunciation, intonation, and other parts of speech synthesis to provide a more natural experience for your customers.

The voice gateway also provides text-to-speech capability leveraging a Speech provider to enable storing and reusing previously generated speech. Reused speech can speed the verbal response time from the IVA system to provide a better experience for the caller.

The following diagram illustrates how the voice gateway works.

1. The incoming call goes to the carrier.
2. The carrier routes the call to Oracle® Intelligent Communications Orchestration Network through a SIP trunk to the voice gateway.
3. The voice gateway interoperates between voice and text iterations.



The Oracle® Intelligent Communications Orchestration Network voice gateway removes the complexity of handling voice-based telephone interactions by converting phone calls into a series of API interactions with the IVA and Bot Platform.

Begin by connecting your PSTN services to Oracle® Intelligent Communication Orchestration Network, either virtually or physically. Once this connection is in place, integrate Google Dialogflow CX via the Voice Gateway within the Oracle® Intelligent Communication Orchestration Network.

5 Related Documentation

5.1 Oracle Intelligent Communications Orchestration Network

- [Configuration Process](#)
- [Add Sites](#)
- [Add Number Blocks Manually](#)
- [Connect Carrier Service](#)
- [Google Dialogflow CX](#)

6 Configuring Google Dialogflow CX

This section explains the Google Cloud prerequisites and the Dialogflow CX setup required before you configure the bot in Oracle® Intelligent Communications Orchestration Network. The intent is to make the setup clear for a first-time Dialogflow CX user, using working values from this environment as examples.

6.1 Google Cloud Prerequisites

6.1.1 Google Cloud project

Sign in to Google Cloud Console and create a new Google Cloud project or select an existing project that will host the Dialogflow CX agent.

For this example, we will create a project ID is **oracleteam01**.

Google Cloud

Search (/) for resources, docs, products and more

New Project

You have 12 projects remaining in your quota. Request an increase or delete projects. [Learn more](#)

[Manage Quotas](#)

Project name *

oracleteam01

Project ID: oracleteam01-494010. It cannot be changed later. [Edit](#)

Parent resource *

No organisation [Browse](#)

Select the organisation or folder where this resource will be created

[Create](#) [Cancel](#)

Click Create at the bottom to create the Project.
Once the Project is created we will use the Project to create our Dialogflow CX Agent.

conversational-agents.cloud.google.com/projects

Admin portals | ICT Products | Solution Architect... | OracleMS-Teams | creative | 5G Bookmarks | OKE-Druid | AI | Oracle-Learning | SoftwaresOracle

Conversational Agents

Dialogflow CX has been upgraded to the new Conversational Agents experience.

Conversational Agents

Enterprise customers can create advanced Generative AI agents in minutes

[Create a project](#) [Learn more](#)

Quick access to useful resources

Select Project

Search projects

Recent All

Name	Project ID
OracleTeam01	oracleteam01

[New Project](#) [Cancel](#)

6.1.2 Dialogflow CX region

Choose the Dialogflow CX region before building the bot. The same region must later be used in Oracle® Intelligent Communications Orchestration Network. In this example, the region is us-central1.

Location: All locations Use prebuilt agents Create agent

Search Search agents by ID or display name

Display Name	Default language	Region ↑	Using CMEX
BurlingtonDialogFlowBot	en	us-central1 (Iowa, USA)	No

6.1.3 Agent details

Decide the agent display name, default language, and time zone before creating the agent. In this example, the bot name used in Oracle is BurlingtonDialogFlowBot. Gather the following values before creating the agent. These values are required later when you configure the voice bot in Oracle® Intelligent Communications Orchestration Network.

For the test bed we have the values as below -

Project ID: oracleteam01
 Region / Location: us-central1
 Planned Oracle Bot Name: BurlingtonDialogFlowBot

Location: All locations Use prebuilt agents Create agent

Search Search agents by ID or display name

Display Name	Default language	Region ↑	Using CMEX
BurlingtonDialogFlowBot	en	us-central1 (Iowa, USA)	No

6.1.4 Enable required Google APIs and services.

In Google Cloud Console, open APIs & Services for the selected project and enable the minimum relevant APIs required for a Google Dialogflow CX voice bot integration.

For a minimum Dialogflow CX setup, enable dialogflow.googleapis.com. Since Google is also used in this deployment for speech-to-text and text-to-speech, also enable speech.googleapis.com and texttospeech.googleapis.com.

For this example, oracleteam01, the enabled APIs are

- dialogflow.googleapis.com
- speech.googleapis.com

- texttospeech.googleapis.com.

You can verify the enabled APIs in the Google Cloud portal under APIs & Services > Enabled APIs & services.

6.1.5 Create the service account and assign IAM roles

Create a dedicated service account in Google Cloud Console > IAM & Admin > Service Accounts that Oracle® Intelligent Communications Orchestration Network uses to authenticate to Google Dialogflow CX.

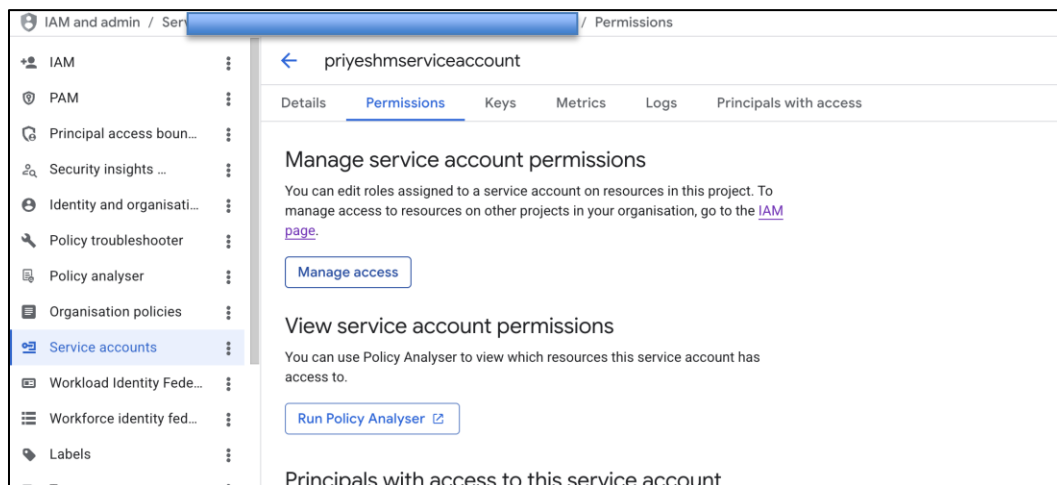
For minimum runtime access, grant Dialogflow API Client (roles/dialogflow.client). If the service account must also administer the Dialogflow CX configuration, Dialogflow API Admin (roles/dialogflow.admin) can be used instead.

Since Google is used as the speech-to-text and text-to-speech provider and in this deployment, grant a role that covers the required speech operations. In this environment, Speech Administrator (roles/speech.admin) was assigned.

Alternatively, broader roles can be used if they are already approved in your environment and they include all necessary permissions. In this setup, broader roles such as roles/dialogflow.admin, roles/editor, and roles/speech.admin were present and provided the required access.

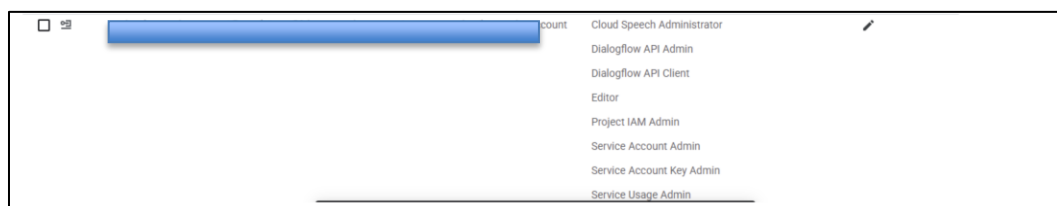
It is recommended to use least-privilege roles wherever possible. Broader project roles can work, but they grant more access than is required for a standard Dialogflow CX runtime integration.

Below is a screenshot that show the Service account created for this project.



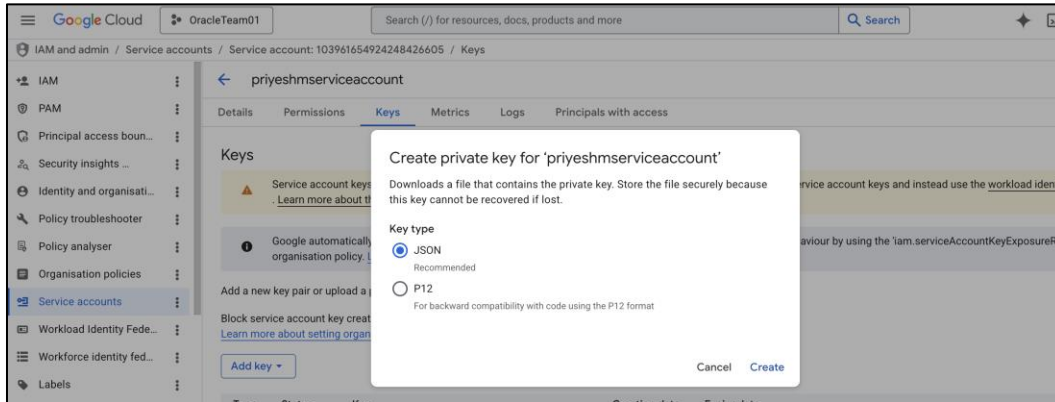
You can see administrative roles were also assigned in this project, including roles/iam.serviceAccountAdmin, roles/iam.serviceAccountKeyAdmin, roles/resourcemanager.projectIamAdmin, roles/serviceusage.serviceUsageAdmin.

These are administrative roles and are not required for a basic runtime integration.



6.1.6 Create and download the service account JSON key

Open the service account in Google Cloud Console, go to the Keys tab, and choose Add key.



Select Create new key, choose JSON as the key type and click Create. Download the key file securely to a protected location.

6.2 Create the Dialogflow CX sample bot and flows

After the Google Cloud project, APIs, service account, and JSON key are ready, create the Dialogflow CX bot and then build the conversation objects in sequence.

This sample bot acts as a Burlington retail concierge. The bot answers the caller, starts the interaction when Oracle Voice Gateway connects the call, and then transfers the conversation into the main business flow for the rest of the interaction.

The following subsections describe the recommended build sequence for the sample bot.

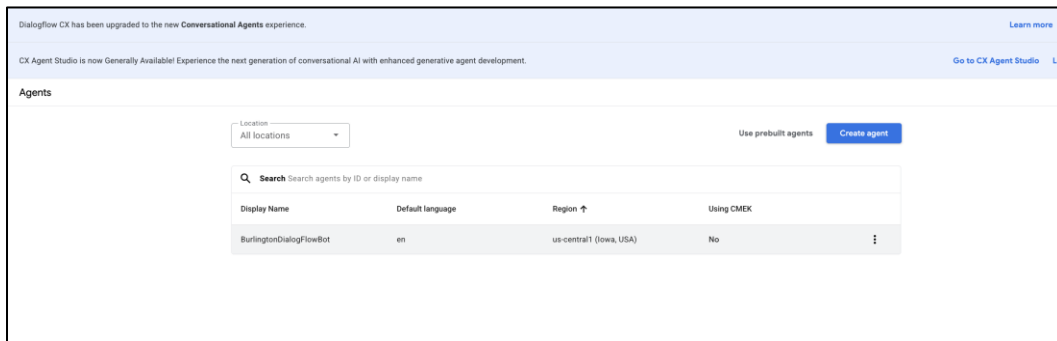
6.2.1 Create the Dialogflow CX agent

For this example, create the Dialogflow CX bot in project `oracleteam01`, region `us-central1`, with English as the default language and the required time zone for the deployment.

The bot name used in Oracle is `BurlingtonDialogFlowBot`.

Open Dialogflow CX in the selected Google Cloud project and create the agent with the planned display name, region, default language, and time zone.

At the end of this step, confirm that the agent exists in the correct project and region because the same values are required later in Oracle® Intelligent Communications Orchestration Network.



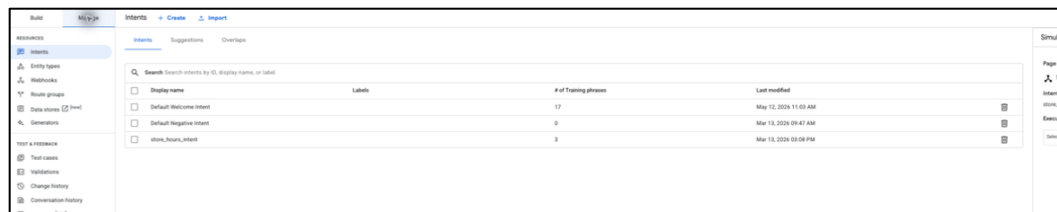
6.2.2 Create the intents

Before the flow configuration is completed, create the intents required by the BurlingtonDialogFlowBot conversation. Keep the built-in Dialogflow CX default intents that are created with the agent, including Default Welcome Intent and Default Negative Intent.

In Default Welcome Intent, add WELCOME as an additional training phrase so the initial bot greeting is explicit in the agent configuration and easy to validate in the simulator.

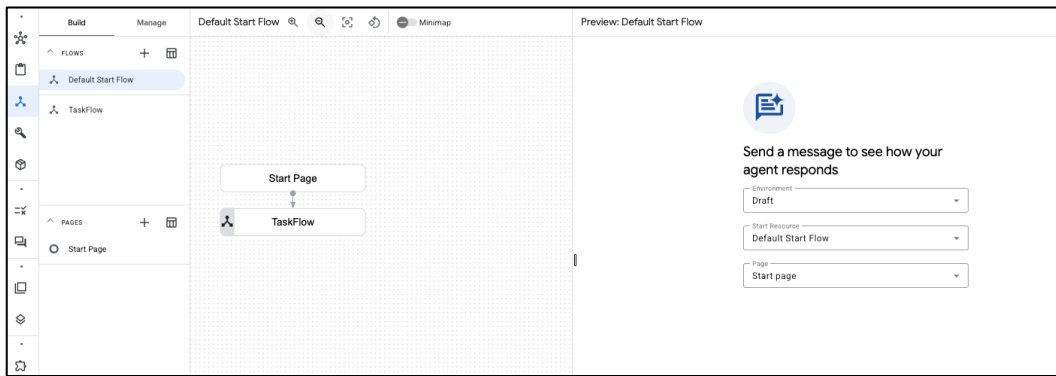
Create the custom intent store_hours_intent for the retail-hours use case and add representative phrases such as What are your store hours?, When are you open?, and Tell me the store timing.

No additional custom intents are required for this sample bot. The remaining recovery behavior can continue to use the standard no-match and no-input handling in the flow.

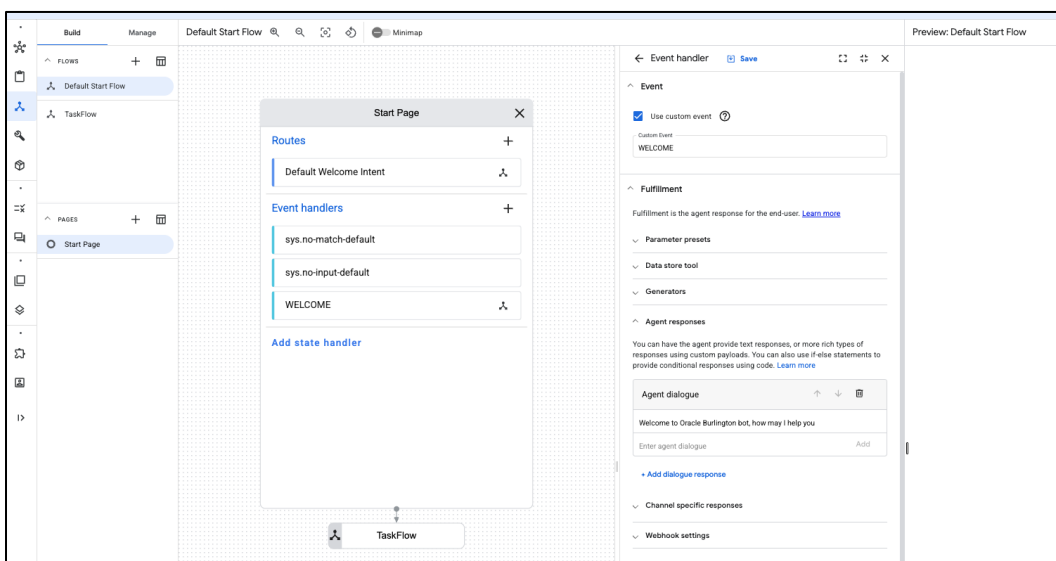


6.2.3 Configure the Default Start Flow and WELCOME event handler

1. The Default Start Flow handles the initial event sent by Oracle Voice Gateway when the call is connected to Dialogflow CX.
2. Configure WELCOME as the default event handler on the Default Start Flow and set the welcome fulfillment text to Welcome to Oracle Burlington bot, how may I help you.
3. Add a route for Default Welcome Intent with the response Hi! This is Burlington Lab Retail Concierge. Ask me about our store hours. After the greeting is played, transition the conversation to TaskFlow.
4. Keeping the WELCOME handling on the Default Start Flow and the business logic on TaskFlow makes the bot easier to understand, validate, and troubleshoot.
5. The following screen capture shows the Default Start Flow configuration.



The following screen capture shows the WELCOME event handler and welcome fulfillment.



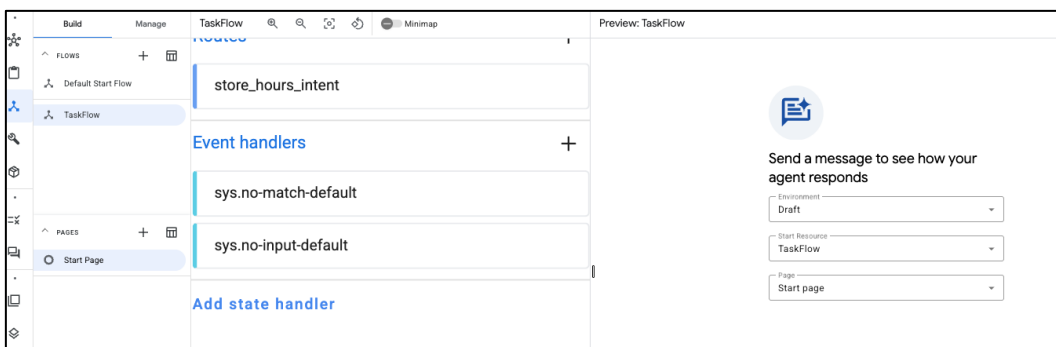
The complete list of Voice gateway supported events can be found at –

<https://docs.oracle.com/en/industries/communications/intelligent-orchestration/user/ssml-command-orientation.html>

6.2.4 Create the main flow (TaskFlow)

Create a separate main flow named TaskFlow for the Burlington retail conversation.

For this sample bot, TaskFlow starts at Start Page and keeps the business dialog separate from the startup event handling on the Default Start Flow.

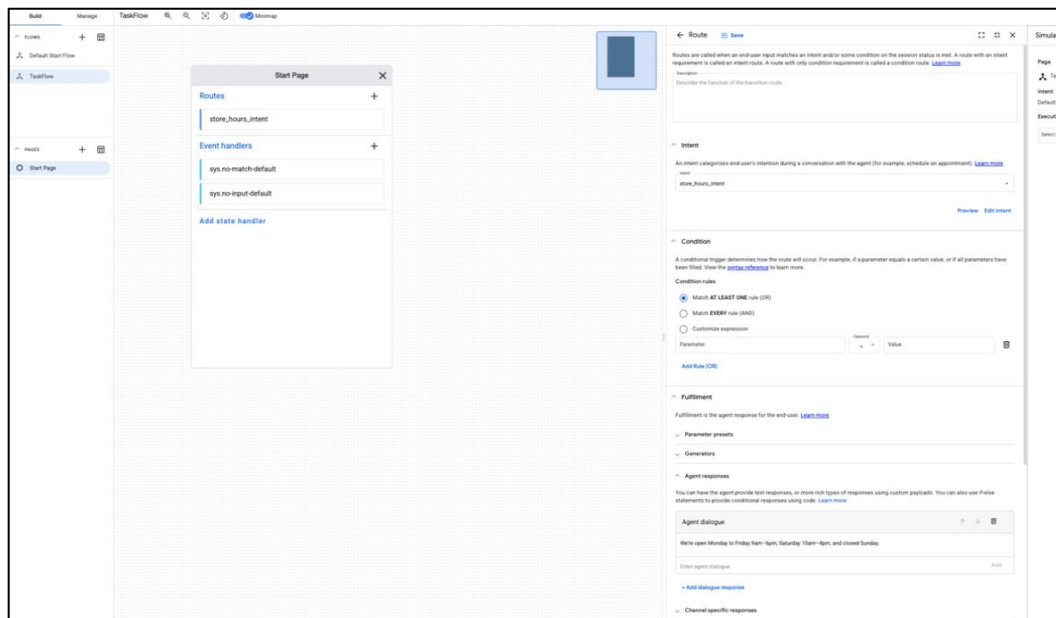


6.2.5 Add routes, prompts, and page logic

On the Start Page of TaskFlow, add the route for store_hours_intent and configure the response text as We're open Monday to Friday 9 a.m. to 6 p.m., Saturday 10 a.m. to 4 p.m., and closed Sunday.

Retain the standard sys.no-match-default and sys.no-input-default handling so the bot can recover if the caller asks for an unsupported function or does not respond.

For this sample scenario, no additional pages are required because the store-hours use case can be completed from the TaskFlow start page.

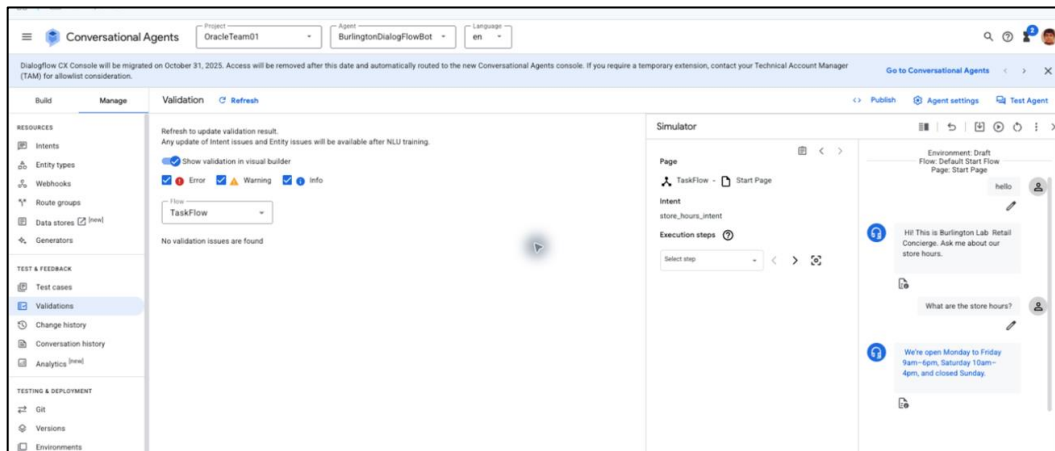


6.2.6 Test and validate the bot

After the intents, flows, routes, and prompts are configured, use the Dialogflow CX simulator to confirm that the draft agent behaves as expected.

- In this sample bot, the start event or hello should return the welcome prompt, and What are the store hours? should match store_hours_intent and return the configured store-hours response.
- Open the Validation view and confirm that no blocking issues are reported for the draft agent configuration before Oracle Voice Gateway is connected.
- As an additional runtime check, the regional detectIntent call can be used to confirm that the agent responds correctly through the us-central1 endpoint.

The following screen capture shows the validation result for the sample bot.



6.2.7 Publish the bot (optional)

For this lab example, the bot can remain in Draft while the Oracle integration is validated. Creating flow versions and deploying them to an environment is an optional later step.

If a controlled deployment is required, create versions of Default Start Flow and TaskFlow, and then promote those versions to the required Dialogflow CX environment.

At the time this document was updated, the sample bot did not require a published environment and the flow versions list was still empty.



7 Oracle® Intelligent Communications Orchestration Network Configuration

This section outlines the required steps to configure Oracle® Intelligent Communications Orchestration Network for integration with Voice Gateway for Google Dialogflow CX and carrier services. You will be guided through the configuration process, including initial setup and the essential parameters to ensure secure and reliable connectivity between voice gateway to Google Dialogflow CX and Oracle® Intelligent Communications Orchestration Network.

Note: It is assumed you have established your subscription, configured your account, and completed all required post activation tasks prior to proceeding.

7.1 Customer Account

Note: This Section is only relevant to Managed service provider customers that have a multi-tenant account. If you are an Enterprise user, you can directly start with Sector 7.1.2

7.1.1 Add Sub Account

To begin the Oracle® Intelligent Communications Orchestration Network configuration, the first step is to add a new customer account. This process establishes a secure and distinct environment for the customer’s services and resources within Oracle® Intelligent Communications Orchestration Network



Under Add Account, enter the following:

- Company Name
- Country
- Address (search or enter manually)

A screenshot of the 'Add account' form in the Oracle Intelligent Communications Orchestration Network. The form is divided into 'Account Details' and 'Company Address' sections. The 'Account Details' section includes a 'Company Name' field with 'SolutionsLab' entered. The 'Company Address' section includes fields for 'Country' (set to 'us United States'), 'Building/Level/Floor/Suite' (set to '3225'), 'Street Number' (set to '35'), 'Street Name' (set to 'Network'), 'Street Type' (set to 'Drive'), 'Street Suffix' (set to 'Avenue'), 'City/Suburb' (set to 'Burlington'), 'City/Suburb Suffix' (set to 'Avenue'), 'State/Province' (set to 'Massachusetts'), and 'Post/Zip Code' (set to '01803'). A red arrow points to the 'Add' button at the bottom right of the form.

- Click Add at the bottom. When provisioning of the account is completed, click *Refresh* at the bottom of the page.
- You should now see the customer account you just created in the list:

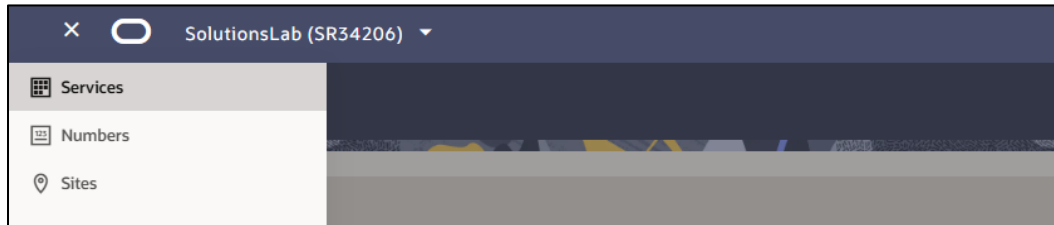
A screenshot of the Oracle Intelligent Communications Orchestration Network interface showing the list of accounts. The table has columns for Account Name, Account Number, Services, Status, and Actions. Two accounts are listed: 'Customer account' and 'SolutionsLab'. A red arrow points to the 'SolutionsLab' account.

Account Name	Account Number	Services	Status	Actions
Customer account	SR31204	3	Active	...
SolutionsLab	SR34206	0	Active	...

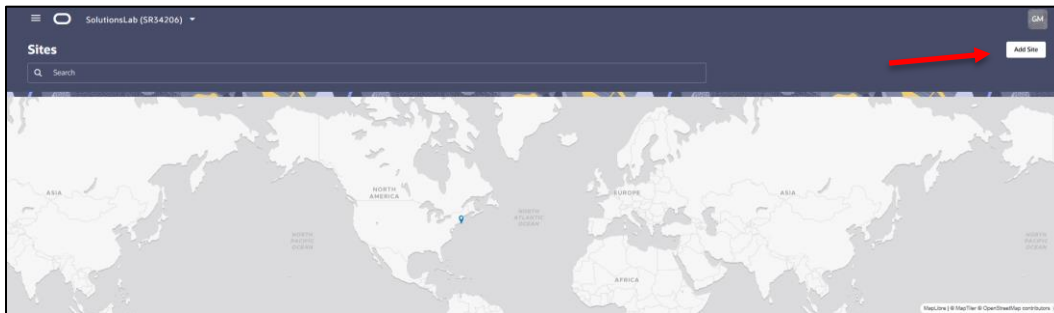
7.1.2 Add Site

A site is an object you create in Oracle Intelligent Communications Orchestration Network that contains information about the physical location using the service. The Sites page lists the sites you create and provides tools for adding and managing sites.

- Top Left Burger Menu, select sites to get to the sites page.



- Top Right, Add Site:

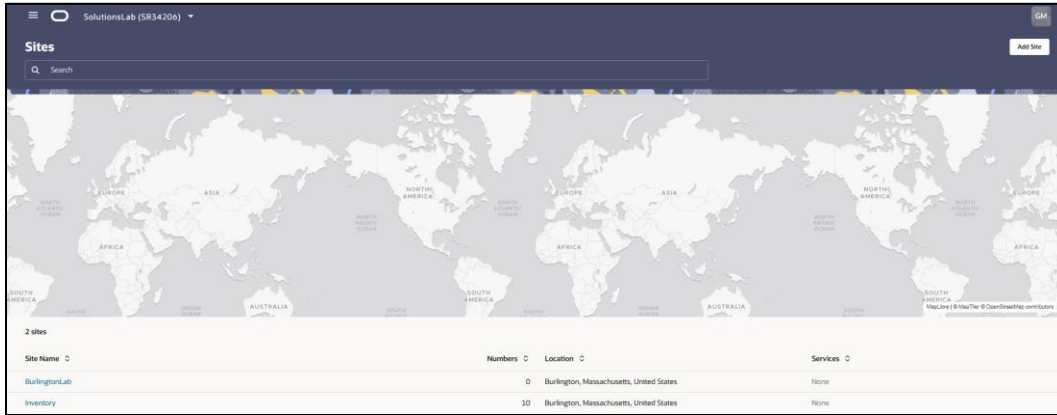


Enter the following information to add a Site:

- Unique Site Name
- Description for the site
- Select a County
- Address (search or enter manually)
- Contact Information

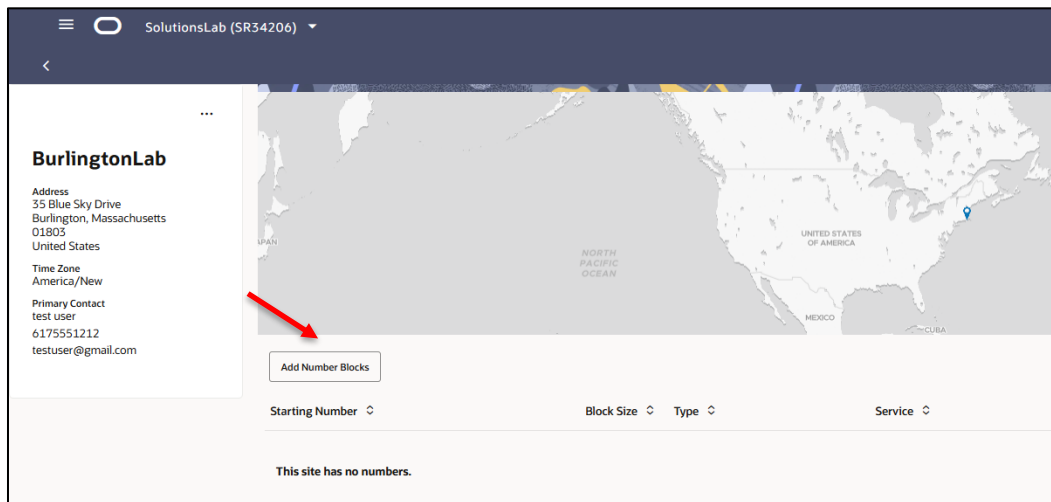
A screenshot of the Oracle Intelligent Communications Orchestration Network interface showing the 'Add Site' form. The form is titled 'Add Site' and contains several input fields for site details. A red arrow points to the 'Add' button at the bottom right of the form. The form fields include: Site Name (BurlingtonLab), Site Description (Lab Site), Country (us United States), Building Type (Office), Building Level/Unit/Suite (5225), Street Number (35), Street Name (Blue Sky), Street Type (Drive), City/Suburb (Burlington), State/Province (Massachusetts), Post/Zip Code (01805), and Time Zone (America/New_York).

- Click Add at the bottom.

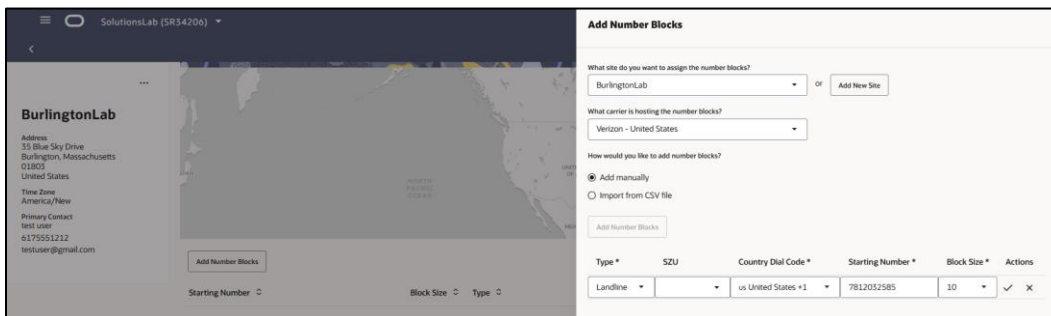


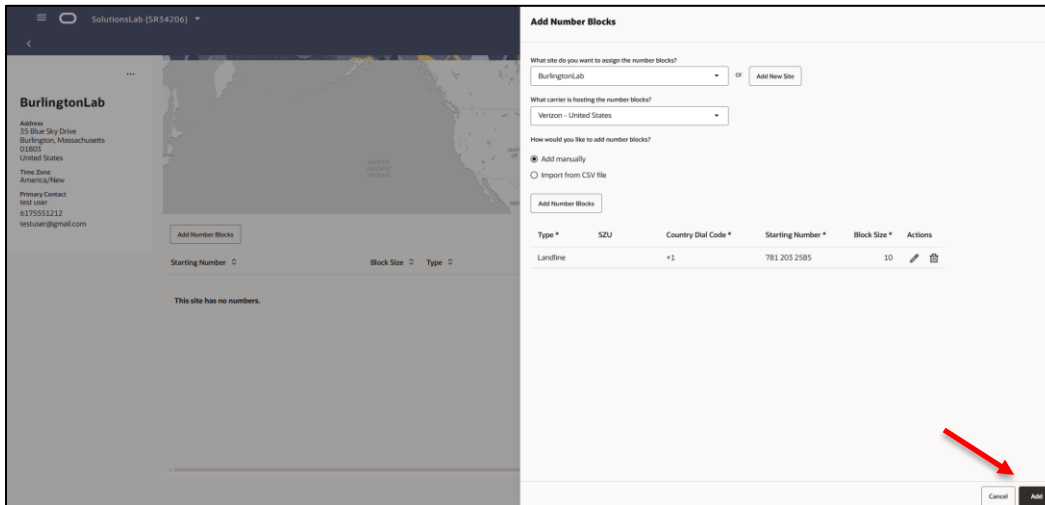
7.1.3 Add Number Blocks

After setting up accounts and sites, you can begin adding number blocks to Oracle® Intelligent Communications Orchestration Network. The Numbers Blocks page displays the **Add Number Blocks** button, a table of your number blocks, and Search capability. You can add and manage number blocks from the page.



You can add number blocks by importing a .csv file or manually. For the purposes of this example, we're adding a block of 10 numbers manually to Oracle® Intelligent Communications Orchestration Network



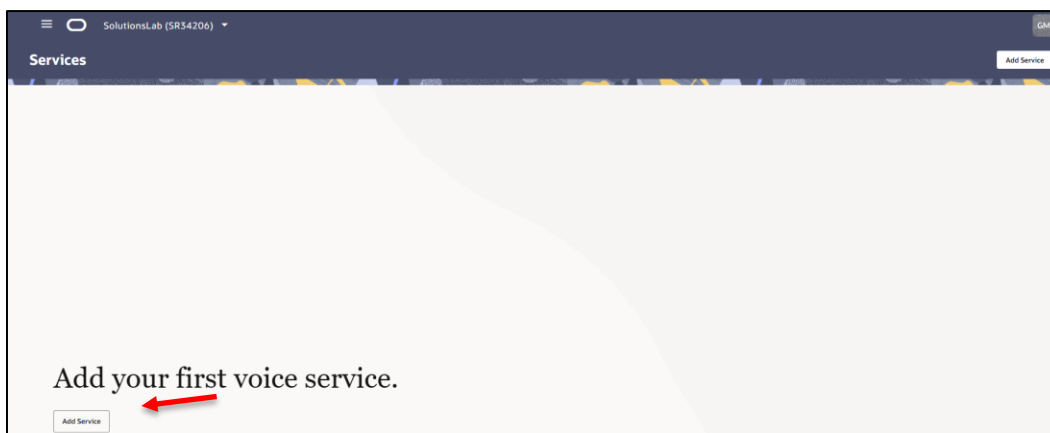
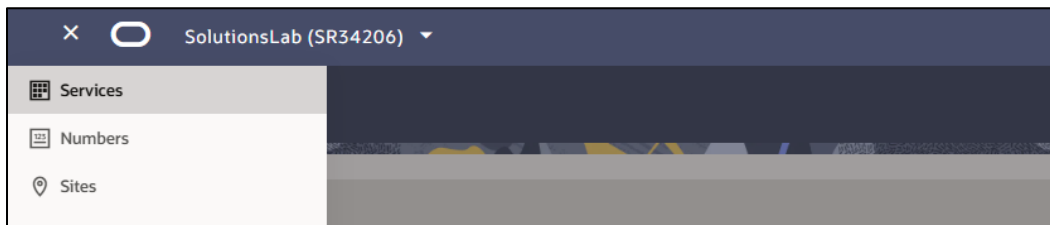


- Click add at the bottom.

7.2 Services

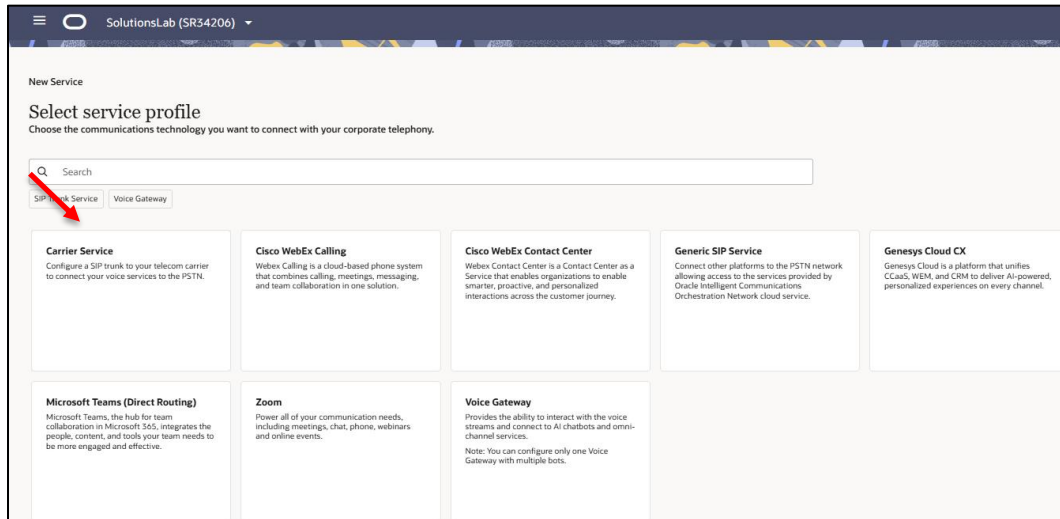
In Oracle® Intelligent Communications Orchestration Network, you configure Services as logical objects that connect carriers to the voice, video, and media streaming services you use. The Services page provides tools to configure and manage SIP Trunk connections.

Burger Menu, top left, select Services to open the services page.



7.2.1 Connect the Carrier Service

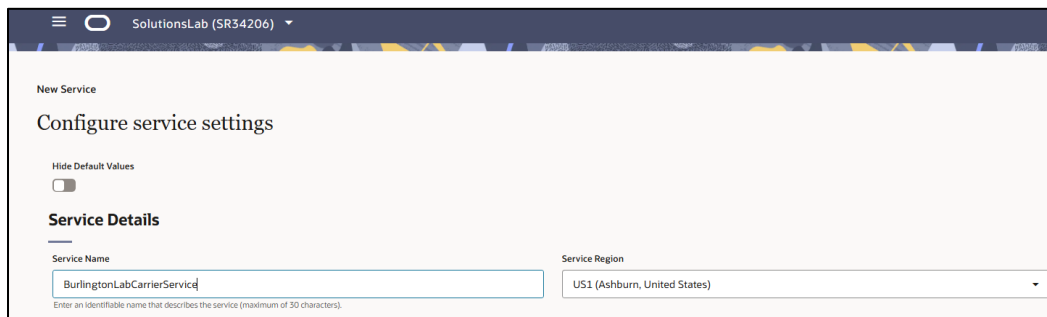
To enable calling into the Voice Gateway to Google Dialogflow CX first we'll need to configure SIP trunk to PSTN using the carrier service profile. This will allow secure and reliable voice traffic routing through Oracle® Intelligent Communications Orchestration Network between your carrier service and the Google Dialogflow CX environment. Follow the guided set up workflow. Complete the steps provided in the navigation pane to the right of the set-up pane. Each time you complete a step and click Continue, the workflow advances to the next step.



- Select Continue:

Under Service Settings in the Service Details section, enter the following information:

- Service Name: Assign a unique, descriptive name for your service.
- Service Region: Select the geographical region where the service will be hosted to ensure optimal performance and compliance.



Under SIP Details, provide the following information:

- SIP Signaling Transport Method: Select the protocol (such as TCP, UDP, or TLS) to be used for SIP signaling between Oracle® Intelligent Communications Orchestration Network and your telephony equipment.
- SIP Termination Method: Specify how SIP sessions will be routed or terminated, such as to a specific IP address, FQDN, third party registration or authentication.

SIP Details

SIP Signalling Transport Method

TLS

SIP Termination Method

IP

For the purposes of this example, we're using TLS as the transport method to secure traffic, and IP for Sip Termination Method.

Next, you need to configure ACLs for Oracle® Intelligent Communications Orchestration Network to allow traffic into the platform. Use the (+) button to set the number of ACLs to use. You should add ACLs for both signaling and media traffic.

Note: You must define the Classless Inter-Domain Routing (CIDR) using the first IP address of the network. If you use any other IP within the sub net as the base for CIDR, Oracle® Intelligent Communications Orchestration Network returns an error.

Format the CIDR with an IP address followed by the number of network address prefix bits after the slash. For example: 192.168.1.0/32.

192.168.12.0/24

instead of

192.168.12.1/24

In this example, our signaling and media IP are in the same subnet, so we'll add it to the allow list:

Select the check box next to IP Address to add it.

1 ACL

+

Delete

☐	IP Address*		
☐	138.40.101.0/24		

Inbound Server/URI

138.40.101.19

Actions

✓

✕

Also notice the Inbound Server/URI field. This is the endpoint address for incoming calls.

Configure service settings

Service Details

Service Name: Service Region:

SIP Details

SIP Signaling Transport Method: SIP Transport Method:

☐ IP Address?

Trunk Configuration

Trunk ID: Maximum Calls:

- Click submit at the bottom when completed.

SolutionsLab (SR34206)

Services

SIP Trunk Services

Service Name	Profile	Sites	Numbers	Status
BurlingtonLabCarrierService	Carrier Service	0	0	Processing

☒ Service added

Next, and this is very important:

- Click on the **Carrier Service** you just created to view its configuration details. In the **Outbound Server/URI** field, copy the provided FQDN. This needs to be provided to your Telco or PSTN Sip trunking provider, as it identifies the destination FQDN used for connecting to Oracle® Intelligent Communications Orchestration Network.
- The Outbound Server URI is automatically assigned by Oracle Intelligent Communications Orchestration Network Cloud Service.

BurlingtonLabCarrierService
Carrier Service

Service Details

Service Name: BurlingtonLabCarrierService
Service Region: US1 (Ashburn, United States)

SIP Details

SIP Signalling Transport Method: TCP
SIP Termination Method: IP

1 ACL: + Delete

IP Address*
138.40.101.0/24

Inbound Server/URI: 138.40.101.19
Outbound Server/URI: fc8cb0308422.bycs.intelligentvoice.io

Cancel Update

- This concludes the steps required to use the carrier service template in Oracle® Intelligent Communications Orchestration Network to configure a connection to your telephony provider.
- Next, we'll use the Voice Gateway service profile in Oracle® Intelligent Communications Orchestration Network to connect Google Dialogflow CX to the carrier service we just created.

7.2.2 Voice Gateway to Google Dialogflow CX Services

This section outlines the necessary requirements to configure the Voice Gateway to Google Dialogflow CX Services. If you already have a Voice Gateway configured, you can skip to Section 7.2.2.2.

7.2.2.1 Add Voice Gateway

From the **Services** landing page, click the Add Service option in the top right and choose **Voice Gateway** on the Select Services profile Page:

Select service profile
Choose the communications technology you want to connect with your corporate telephony.

Search

SIP Trunk Service Voice Gateway

Carrier Service
Configure a SIP trunk to your telephony provider and connect your telephony provider to the Oracle Intelligent Communications Orchestration Network.

Cloud Webex Calling
Webex Calling is a cloud-based phone system and collaboration tool that integrates with Oracle Intelligent Communications Orchestration Network.

Cloud Webex Contact Center
Webex Contact Center is a cloud-based contact center solution that integrates with Oracle Intelligent Communications Orchestration Network.

Generic SIP Service
Connect other providers to the Oracle Intelligent Communications Orchestration Network.

Google Cloud CX
Google Cloud CX is a cloud-based contact center solution that integrates with Oracle Intelligent Communications Orchestration Network.

Microsoft Teams (Direct Routing)
Microsoft Teams, You can use Direct Routing to connect your telephony provider to the Oracle Intelligent Communications Orchestration Network.

Zoom
Zoom is a cloud-based phone system and collaboration tool that integrates with Oracle Intelligent Communications Orchestration Network.

Voice Gateway
Configure the ability to connect with the voice gateway and connect to the telephony provider. Note: You can configure only one Voice Gateway per service profile.

Cancel Continue

- Select Continue at the bottom.

Choose a Name for your Voice gateway and enter the number of Voice Channels. Each voice channel represents concurrent call sessions to the Voice Gateway. The maximum number is 5000 Voice channels.

New Service

Configure voice gateway settings

2 | 5

Service Name

BurlingtonLabVoiceGateway

Number of Voice Channels

10

Enter the number of purchased voice channels.

Cancel Continue

Select service profile

Configure voice gateway settings

Add a voice bot

Assign number blocks

Configure voice bot settings

- Select Continue at the bottom.

7.2.2.2 Google Dialogflow CX

Choose Google Dialogflow CX from the list of available Voice Bots.

Set up a voice bot

Select voice bot

Choose the intelligent virtual agent integration to harness the capability of AI Powered Bots to deliver engaging, personalized and natural voice based Self Service Experiences.

Search

Amazon Lex

Amazon Lex is a fully-managed artificial intelligence (AI) service with advanced natural language models to design, build, test, and deploy voice and text conversational interfaces in applications.

Google Dialogflow CX

Lifelike conversational AI with state-of-the-art virtual agents.

Google Dialogflow ES

Lifelike conversational AI with state-of-the-art virtual agents.

IBM watsonx Assistant

Use IBM watsonx Assistant to build your own branded live chatbot into any device, application, or channel. Your chatbot, which is also known as an assistant, connects to the customer engagement resources you already use to deliver an engaging, unified problem-solving experience to your customers.

Microsoft Azure AI Bot Service

Azure AI Bot Service provides an integrated development environment for bot building. Its integration with Power Virtual Agents, a fully-hosted low-code platform, enables developers of all technical abilities build conversational AI bots—no code needed.

Microsoft Copilot Studio

Build your own agents, available across multiple channels, to assist employees and customers.

Oracle Digital Assistant

Delivers a complete AI platform to create conversational experiences for business applications through text, chat, and voice interfaces.

Cancel
Continue

- Click Continue at the bottom.

7.2.2.3 Assign Number Blocks

For this example, we will assign the number block created earlier in the guide to Voice Gateway Service.

New Service

Assign number blocks

Only number blocks not already assigned to a service are displayed

Search

Type
Carrier
Site Name

☒ 1 selected
Add New Numbers

Starting Number	Block Size	Carrier	Type	Site Name	Status	Date Added	Action
☒ +1 781 203 2585	10	Verizon	Landline	BurlingtonLab	Inactive	10/29/2025	

Cancel
Continue

4 | 5

Select service profile
Configure voice gateway settings
Add a voice bot
Assign number blocks
Configure voice bot settings

- Click Continue at the bottom.

7.2.2.4 Configure Voice Bot Settings

Next step is Voice Bot configuration for Google Dialogflow CX. On the Configure Voice Bot Settings page, do the following:

All of these fields are mentioned in section 6 of the document.

- **Bot Name**
Enter the name you want for identifying the connection in the Oracle Intelligent Communications Orchestration Network.
- **Provider**
The Oracle Intelligent Communications Orchestration Network automatically inserts the provider's name.
- **Email**
Enter the service account email from the JSON key file e.g : youremail.iam.gserviceaccount.com
- **Project ID**
Enter the Google Cloud project ID for the Dialogflow CX agent: oracleteam01
- **Region ID**
Enter the Dialogflow CX region where the agent is deployed: us-central1
- **Agent ID**
Enter the Dialogflow CX agent ID: <your agent ID> e.g. 2f60aaec-gf1d-4aad-94a7-1af8eeb57e2c
- **Service Account Key**

Upload or paste the downloaded Google service account JSON key file required by the Oracle UI. Use the JSON key associated with the service account email above.

1. Voice Channels
2. Set the number of channels reserved for this voice bot. Use the number required for your deployment.
 - Use Voice Bot Provider Speech-to-Text Engine
 - This option is enabled by default and is not configurable at this time.
3. Use Voice Bot Provider Text-to-Speech Engine
 - This option is enabled by default and is not configurable at this time.
 - Example values used in this guide
 - Bot Name: BurlingtonDialogFlowBot
 - Email: youremail.iam.gserviceaccount.com
 - Project ID: oracleteam01
4. Region ID: us-central1
 - Agent ID: 2f60aaec-gf1d-4aad-94a7-1af8eeb57e2c
 - JSON key file: oracleteam01-4289893b28aa.json

BurlingtonDialogFlowBot

Voice Bot

Configuration

Speech

Numbers

Bot Name

BurlingtonDialogFlowBot

Provider

Google Dialogflow CX

Email

prieshmserviceaccount@oracleteam01.iam.gservicea

Project ID

oracleteam01

Service Account Key

.....

Region ID

us-central1

Agent ID

2f60aaec-9f1d-4aad-94a7-1af8eeb57e2c

Voice Channels

10



BurlingtonDialogFlowBot

Voice Bot

Configuration **Speech** Numbers

Speech-to-Text (STT)

Which speech engine do you want the voice bot to use for speech recognition?

- ☒ Integrated Speech Engine (Google Cloud Speech To Text)
- ☐ Third Party Speech Engine

Text-to-Speech (TTS)

Which Text-to-Speech (TTS) engine do you want the voice bot to use for speech synthesis?

- ☒ Integrated Speech Engine (Google Cloud Text To Speech)
- ☐ Third Party Speech Engine

BurlingtonDialogFlowBot

Voice Bot

Configuration

Speech

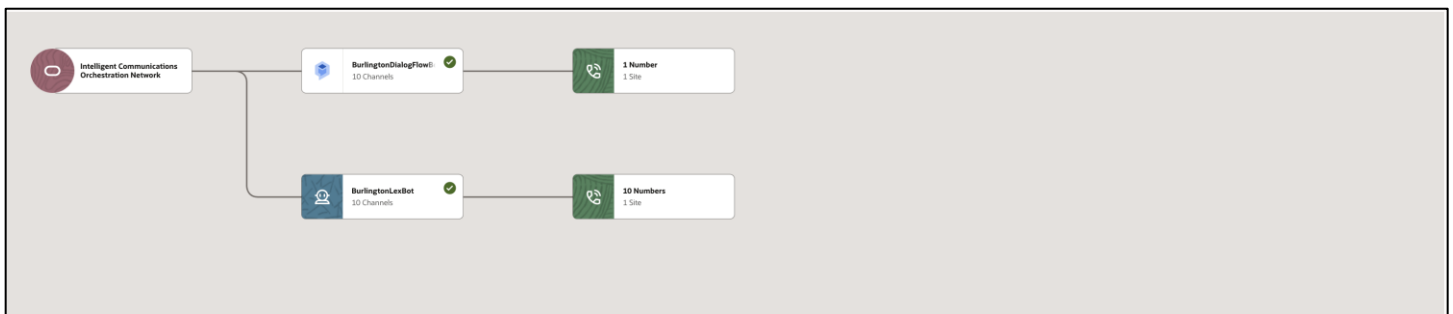
Numbers

Assign Number Block

Starting Number ↕	Block Size ↕	Carrier ↕	Type ↕	Status ↕	Actions
+1 781 746 8212	1	Twilio	Landline	Active	 

7.3 Services Page Display

Initially, the Services page was empty since no services had been configured. After adding a carrier service and Voice Gateway, the page now displays a visual map and a table listing attributes for each configured service. Below is an example showing both the carrier service and Voice Gateway to Google Dialogflow CX Bot. As you add additional components, such as media or other services, they will appear on the right, top, or bottom of your services map.





8 Making call to the Google Dialogflow CX Bot

Now that the Google Dialogflow CX bot and the Oracle® Intelligent Communications Orchestration Network Voice Gateway to Google Dialogflow CX bot are created, you can make a call to the bot by dialing the number assigned during number assignment.

The call is terminated to Oracle® Intelligent Communications Orchestration Network via the carrier we created. Oracle® Intelligent Communications Orchestration Network accepts the SIP call and then establishes the dialog with Google Dialogflow CX via Voice Gateway by converting the phone call to API interactions with the IVA and Bot Platform.



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Integrated Cloud Applications & Platform Services

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