

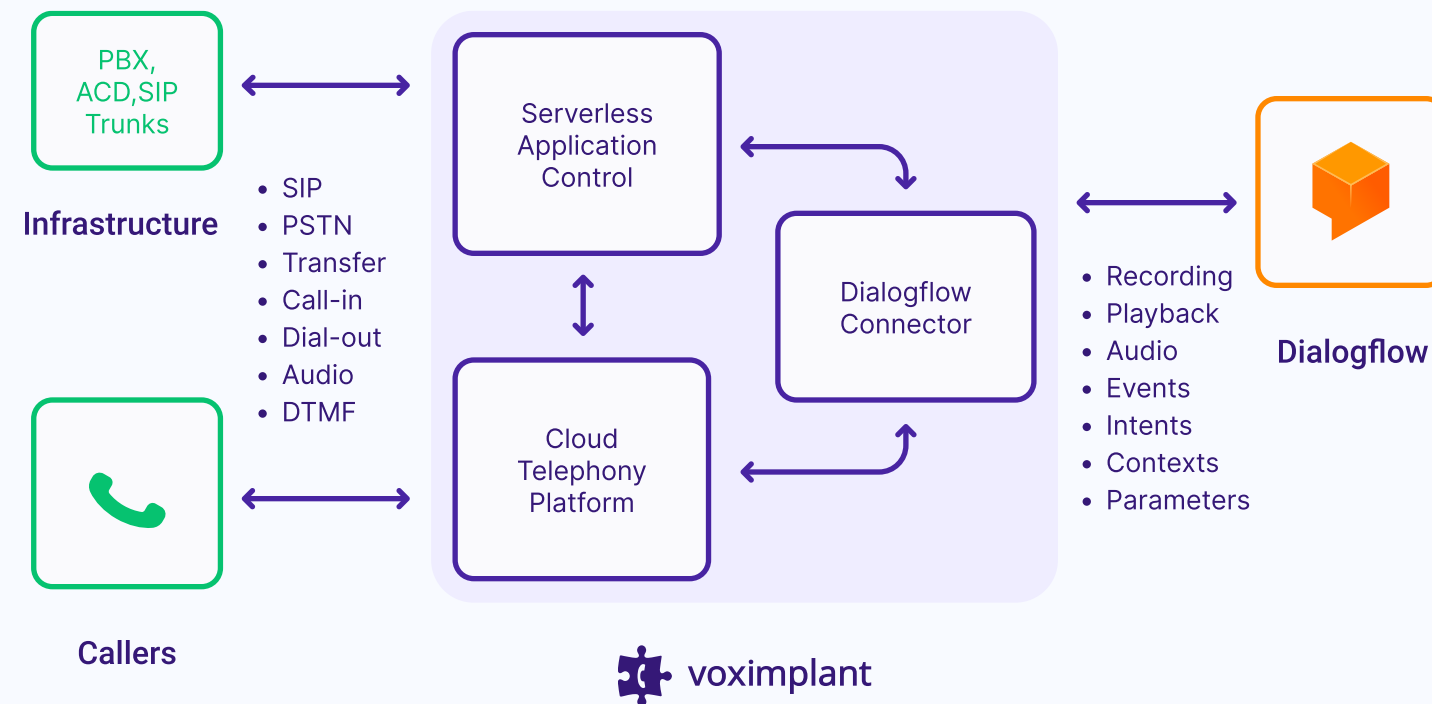


Dialogflow Telephony Connector

Customers hate navigating convoluted IVR systems only to be put in hold while waiting for an agent. Stop torturing your customers! Give them a better experience with a conversational IVR that allows them to interact by voice immediately by leveraging modern AI technology. With Google Dialogflow's state-of-the-art speech interaction technology and a Voximplant's versatile communications platform, you can quickly implement a highly-performant conversational IVR that transforms your call center experience.



Voximplant Dialogflow Telephony Connector



Use cases and applications

- Speech-based, customer self-service while in queue
- Replacing frustrating multi-layered tone-based IVRs
- Outbound reminders with the ability to naturally respond
- Adding an additional bot interaction channel for customers who prefer to use the phone

Key Benefits

- Improves customer engagement
- Increases efficiency by offloading routine agent interactions
- Cost-effective growth - serverless environment scales with usage pay only for what you use
- Easy to get started - interoperates with existing telephony systems or start an independent cloud environment

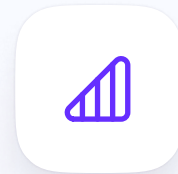
Voximplant provides a serverless communications platform for rapidly developing voice, video messaging applications. Dialogflow gives users new ways to interact with your business with a platform for building engaging voice and text-based AI-powered conversational interfaces, such as voice apps and chatbots. With Voximplant's Dialogflow Telephony Connector, in just minutes you can convert your Dialogflow voicebot into a conversational IVR accessible internationally through the telephone network at a cost of only pennies per minute.

Modern Conversational IVRs with Voximplant and Dialogflow



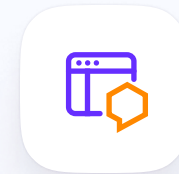
Phone connectivity in minutes

- One-click telephony interface from inside Dialogflow or easy integration from Voximplant console
- Free international test numbers for experimenting
- Connect to other numbers
- No code modifications required



Flexible Telephony Connectivity

- Phone numbers from 60+ countries
- Inbound & outbound calling
- SIP connectivity options to existing infrastructure and SIP Trunk providers



Works with the Dialogflow Interface

- Compatible with Dialogflow ES and CX
- Support CX GUI call transfer, DTMF interaction, barge-in and audio playback
- Works with all ES Telephony Tab features - transfer, synthesis, and playback



Telephony-optimized Dialogflow Agents

- DTMF API's for responding to digits
- Control speaker barge-in
- No audio input timeout signaling
- Programmatically control bot contexts, parameters and events

Voximplant vs. Dialogflow Phone Gateway

Dialogflow provides a limited phone gateway for Dialogflow ES in the US only. A third party telephony partner is required for Dialogflow CX telephony interaction. Voximplant's Dialogflow Connector provides a sophisticated, controllable telephony interface for both Dialogflow ES and Dialogflow CX. In addition, the Voximplant Dialogflow Connector supports the full range of features required for conversational IVR interactions on all Dialogflow versions. These features, combined with the capabilities of Voximplant's robust communications platform, helps you create compelling, customized communications experiences for your customers.

Voximplant Dialogflow Connector

Dialogflow Phone Gateway

for ES

for CX

Trial Edition

Essentials Edition

CX Edition

Conversational IVR interaction

One-click integration



Call Transfer



DTMF input



Barge-in



No-audio input



Audio file playback

Telephony Tab, SSML, or programmatic

Telephony Tab & SSML



Contexts, Events & Parameters



Custom speech synthesis



Custom speech recognition



Telephony Support

Inbound calling	✓	✓	✓	✓	✗
SIP	✓	✓	✓	✓	✗
Recording	✓	✓	✗	✗	✗
Supported Countries	✓	✓	✗	✗	✗
Toll-free options	✓	✓	✗	✓	✗
Pricing	Starting at \$0.0188/min+\$1/mo	\$0.05 per 10-minute session + numbers starting at \$1/mo	Free w/ limits	\$0.05/min	N/A
Pricing	50 max simultaneous call setup attempts (can be increased on request)		30 min/day, 500 min/mo, 30-days per #, ~3 concurrent calls	100 simultaneous calls ³	N/A

Learn more

Solutions page: <https://voximplant.com/solutions/dialogflow-connector>

Documentation: <https://voximplant.com/docs/search?q=Dialogflow>

Contact info@voximplant.com for more information today

¹ Connector/Gateway pricing only. See [Google Cloud](#) for Dialogflow usage pricing

² Dialogflow Connector Pricing is \$0.0042 for 15 seconds (shown on a per-minute basis for comparison). SIP connectivity costs \$0.002/min; inbound PSTN calling starts at \$0.005/min. Monthly phone number rental starts at \$1/mo. See voximplant.com/pricing for details

³ Google limits its Phone Gateway based on a phone minutes per minute metric - 3 minutes / minute for the ES Trial Edition and 100 minutes / minute for ES Essentials. See [Google Cloud](#) for details.

