



The Future Runs on Voice ^{AI}

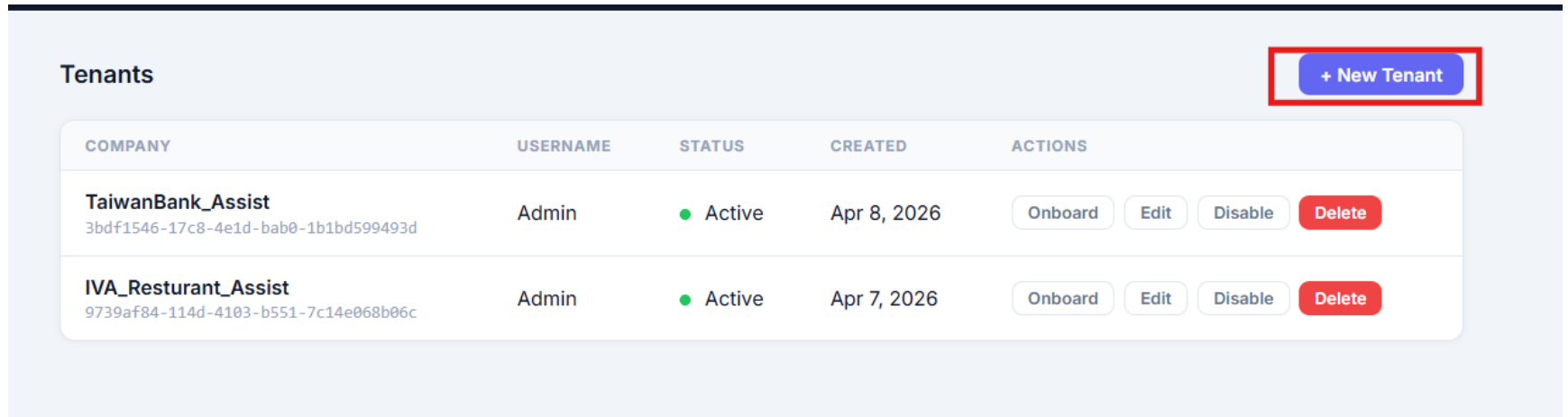
Onboarding an Agent Assist Widget for LiveHub AI Agent

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April 2026

Tenant (AI Agent) Onboarding

- Visit: <https://voca-agent-assist-saas.fly.dev/admin/>
 - Admin Key: Taiwan0314\$\$
- Click the “+ New Tenant” button.

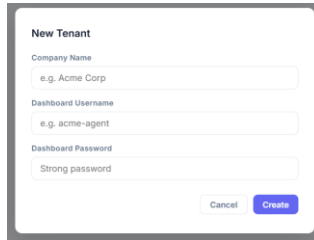


The screenshot displays the 'Tenants' management page. At the top right, there is a blue button labeled '+ New Tenant' which is highlighted with a red rectangular box. Below this is a table with the following columns: COMPANY, USERNAME, STATUS, CREATED, and ACTIONS. The table contains two rows of tenant data.

COMPANY	USERNAME	STATUS	CREATED	ACTIONS
TaiwanBank_Assist 3bdf1546-17c8-4e1d-bab0-1b1bd599493d	Admin	● Active	Apr 8, 2026	Onboard Edit Disable Delete
IVA_Resturant_Assist 9739af84-114d-4103-b551-7c14e068b06c	Admin	● Active	Apr 7, 2026	Onboard Edit Disable Delete

Tenant (AI Agent) Onboarding

- Fill in the form:
 - Company Name (any name) *
 - User name (any username) *
 - Password (any password) *
- Click the “Create” button.
- You will receive all onboarding details.



New Tenant

Company Name
e.g. Acme Corp

Dashboard Username
e.g. acme-agent

Dashboard Password
Strong password

Cancel Create

Onboarding Details

DASHBOARD URL

<https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/> Copy

Username: **Admin** Password: **Admin**

LIVEHUB WEBHOOK URLS

<https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/webhook/init> Copy

<https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/webhook/transcript> Copy

<https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/webhook/analysis> Copy

<https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/webhook/finish> Copy

Copy All Webhook URLs

VOCA FLOW PRIOR CONTEXT URL

<https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/api/prior-context?caller={ANI}> Copy

① AI VIRTUAL AGENT — NO ADVANCED TAB NEEDED

The AI Virtual Agent that handles inbound customer calls does **not** require any JSON in its Advanced tab.

Simply configure the **Post Call Analysis** webhook URL in LiveHub to the **Analysis URL** shown above.

② AI ASSIST AGENT — ADVANCED TAB JSON

In LiveHub → **AI Agents**, select the **AI Assist Agent** (the one that suggests to human agents) →

Advanced tab → paste the JSON below.

Update **trigger_words** to match the customer's business keywords.

```
{
  "webhooks": [
    {
      "events": [
        "init"
      ],
      "url": "https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/webhook/analysis",
      "auth": "none",
      "trigger_words": ""
    }
  ]
}
```

Tenant (AI Agent) Onboarding

Onboarding Details

DASHBOARD URL

`https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e868b06c/` Copy

Username: **Admin** Password: **Admin**

LIVEHUB WEBHOOK URLS

`https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e868b06c/webhook/init` Copy

`https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e868b06c/webhook/transcript` Copy

`https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e868b06c/webhook/analysis` Copy

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Copy All Webhook URLs

VOCA FLOW PRIOR CONTEXT URL

`https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e868b06c/api/prior-context?caller={ANI}` Copy

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🕒 AI ASSIST AGENT — ADVANCED TAB JSON

In LiveHub — **AI Agents**, select the **AI Assist Agent** (the one that suggests to human agents) — **Advanced** tab — paste the JSON below.

Update **trigger_words** to match the customer's business keywords.

```
{
  "webhooks": [
    {
      "events": [
        "init"
      ],
      "url": "https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e868b06c/webhook/transcript",
      "auth": "none",
      "timeout": 3000,
      "response": false
    },
    {
      "events": [
```

Copy JSON

Export as Text Close

URL for the Agent Assist window.

Webhook URLs that Livehub triggers to send events.

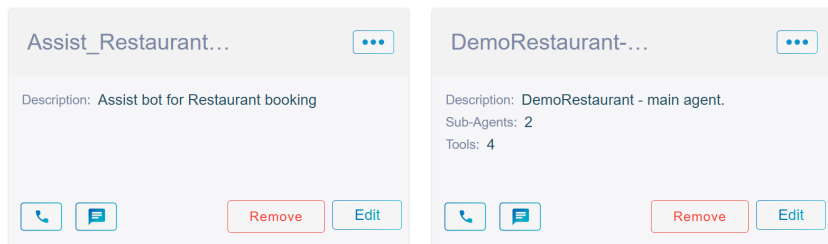
Use this URL in VOCA or a 3rd party API call to retrieve the prior AI Agent conversation context. For example, to display the AI summary on the VOCA worker-app, use this URL in an **HTTP request node** in the VOCA Flow Designer to fetch the call context.

Paste this JSON section into the "Advanced" tab of **Assist Agent** (Not the AI Agent — see slide 10)

Export all information above into a text file.

Create the Agents in the LiveHub

- AI Agent – conversational AI that handles inbound calls.
- Assist Agent – powers the Agent Assist integration.
- Post-Call Analysis – generates the AI call summary.





The image shows two agent configuration cards side-by-side. The left card is titled 'Assist_Restaurant...' and has a description 'Assist bot for Restaurant booking'. The right card is titled 'DemoRestaurant-...' and has a description 'DemoRestaurant - main agent.', 'Sub-Agents: 2', and 'Tools: 4'. Both cards have a 'Remove' button in red and an 'Edit' button in blue. Each card also has a three-dot menu icon in the top right corner and a phone and chat icon in the bottom left corner.

Agent Name	Description	Sub-Agents	Tools
Assist_Restaurant...	Assist bot for Restaurant booking		
DemoRestaurant-...	DemoRestaurant - main agent.	2	4

AI Agent and Assist Agent

Assist_Restaurant...

Description: Assist bot for Restaurant booking

  Remove Edit

DemoRestaurant-...

Description: DemoRestaurant - main agent.
Sub-Agents: 2
Tools: 4

  Remove Edit

Create a Post-Call Analysis for AI Summary

The screenshot displays the LiveHub interface with a sidebar on the left and a main grid of model cards. The sidebar includes the following items: Agents, Flows, Tools, Documents, Models, Post call analysis (highlighted with a red box), Tests, Logs, Hub+, Call history, Statistics, and Alarms. The main grid contains eight model cards, each with a title, description, type, and 'Remove'/'Edit' buttons. The 'DemoRestaurant-P...' card is highlighted with a red border. The top right of the interface shows 'Monthly usage: \$76.31 / \$400 Limit', 'Help Center', a notification bell, and a user profile icon labeled 'M' with 'ADD Audio' text.

Model Name	Description	Type	Buttons
Andy_CPF_Demo	Andy_CPF_Demo	Summarize conversation	Remove, Edit
Chat_YASAS_Demo	YSAS Demo	Summarize conversation	Remove, Edit
DemoRestaurant-P...	DemoRestaurant-PostCall	Summarize conversation	Remove, Edit
FlightNotify_Flow_...		Extract variables	Remove, Edit
HealthDemo	Demo	Extract variables	Remove, Edit
Insturance_PostCa...	Insturance_PostCall_analysis	Summarize conversation	Remove, Edit
TelcoAgent	Telco Atent	Extract variables	Remove, Edit
clone policedemo	This is a test	Summarize conversation	Remove, Edit

Create a Post-Call Analysis for AI Summary

- Name *
- Webhook URL *
 - Paste the Analysis URL from the Tenant Onboarding details
- Summary Prompt *

EDIT POST CALL ANALYSIS - DEMORESTAURANT-POSTCALL

Name *
DemoRestaurant-PostCall

Description
DemoRestaurant-PostCall

WebHook URL
https://voca-agent-assist-saas.fly.dev/t/9739af84-114d-4103-b551-7c14e068b06c/webhc

Authentication *
None

Type
Summarize conversation

Summarize prompt
Create a concisions summary of the conversation. Produce the summary in following format. Have a carriage return (new line) between sections
-Virtual Agent summary: Summary of the conversation in bullets
-Recommended next action: Based on the conversation and the information you can find, suggest the best next action
-Customer data: Any customer specific data, like names, date of birth, student ids etc.

Large language model
gpt-4o-mini

Temperature
0 0.2 0.4 0.6 0.8 1

Max tokens
1024

Cancel Update

* required

AI Agent

- Handles the customer's inbound calls.
 - Welcome message *
 - Prompt *
 - Document (if any)
 - Tools (predefined tools)
 - ❑ Transfer_call *
 - ❑ End_call *
 - ❑ Get_conversation_data *
 - Speech and telephony *
 - ❑ Enable the "Barge-in" option
 - Post Call Analysis *

* required

The image displays four screenshots of the LuvHub AI Agent configuration interface for an agent named 'DemoRestaurant-Main'.

- Agents Overview:** Shows a grid of agents including ANDY_AI_Translator, APAC-Performance..., Andy_Travel_Insur..., Assit_Flight_Notify..., Assit_Restaurant..., DemoRestaurant..., and DemoRestau... Each agent has a 'Review' and 'Edit' button.
- EDIT AGENT - DEMORESTAURANT-MAIN (GENERAL):** Shows the configuration for the 'DemoRestaurant-main' agent. The 'Welcome message' field is highlighted with a red box and contains the text: 'Bonjour! Thanks for calling Clair Restau'. Other fields include Name, Description, Conversation start, Large language model (gpt-4o-mini), and a Temperature slider.
- EDIT AGENT - DEMORESTAURANT-MAIN (TOOLS):** Shows a table of predefined tools. The 'TOOLS' tab is highlighted with a red box.
- EDIT AGENT - DEMORESTAURANT-MAIN (POST CALL ANALYSIS):** Shows the 'POST CALL ANALYSIS' configuration. A tool named 'DemoRestaurant-PostCall' is listed with a red minus sign next to it.

The 'Prompt' field in the GENERAL tab is also highlighted with a red box and contains the following text:

```
##Role
You are operating the front desk of a fine-dining French restaurant called "Clair Restaurant", responsible for scheduling a reservation for the caller. You can communicate with caller in any language that caller preferred. Your job is to ask enough questions to get the caller's name and Phone number, and INTENT (i.e. for reservation or cancel reservation) when asking caller provide the phone number.

##Tasks
When collecting customer information:
- Store the customer's name in {customer_name}
- Store their phone number in {caller_phone}
- Get the date and time for reservation or cancel reservation

##Key Guidelines
Do not ask user for any confirmation prior to sending message to other agents and do not say that you are sending the message.
- If user chooses to reservation, send a message with caller's name, phone number and INTENT to 'DemoRestaurant-schedule' agent.
- If user chooses to cancel an appointment, send a message with caller's name, phone number and INTENT to 'DemoRestaurant-cancel' agent.
//If there's cross talk, let customer speak politely say "Sorry, you go first".
- Do not ask user for additional information, but if he provided such include it in the message sent to other agent.
```

Assist Agent

- Provides real-time insights from the conversation to the human agent.

- No Welcome message needed
- No Speech service needed
- Tools: Configure only if the Assist Agent needs to trigger external APIs or workflows.
- Advanced (**IMPORTANT**)

- Paste the JSON from the Tenant Onboarding Information.

- Trigger Words Configuration:** Define specific conditions to send events to the webhook URL.

- participant: customer:** Ensures the event only triggers when the **customer** speaks the keyword.

- text:** The specific **keyword** or phrase that activates the Agent Assist event.

Note: You can define multiple trigger words in this array to cover various customer intents.

```
40 }
41 "agent_assist": {
42   "no_response_phrases": [
43     "NOTHING-TO-SAY"
44   ],
45   "trigger_words": [
46     {
47       "participant": "customer",
48       "text": "reservation"
49     },
50     {
51       "participant": "customer",
52       "text": "booking"
53     }
54   ],
55   "mode": "active"
56 }
```

The screenshot shows the 'GENERAL' configuration tab for the 'Assist_Restaurant_bot' agent. It includes fields for Name, Description, Conversation start, Welcome message, Large language model (set to gpt-4o-mini), Temperature (slider at 0.2), Max output tokens (1000), and Max utterances (50). A 'Prompt' section contains instructions for the agent's behavior, such as 'Real-time Analysis: Continuously monitor the conversation transcript' and 'Be Concise but Complete: Provide enough detail to be helpful, but avoid overwhelming the Human Agent with irrelevant text.' There are 'Cancel' and 'Update' buttons at the bottom right.

The screenshot shows the 'ADVANCED' configuration tab for the 'Assist_Restaurant_bot' agent. It displays the 'Advanced agent configuration (JSON)' with a text area containing a JSON configuration for webhooks. The configuration includes an array of webhook objects, each with fields for 'events', 'url', 'auth', 'timeout', and 'response'. A red box highlights the 'trigger_words' configuration in the previous screenshot. There are 'Cancel' and 'Update' buttons at the bottom right.

Create Assist Bot Connection to Assist Agent

The screenshot displays the LiveHub interface for managing bot connections. The top navigation bar includes the LiveHub logo, a monthly usage indicator (\$76.43 / \$400 Limit), a Help Center link, a notification bell, and an account name (M AudioCodes-Ma...). The left sidebar lists various navigation options: Dashboard, Bot connections (highlighted with a red box), Speech services, Voice channels, Routing, AI Agents, Agents, Flows, Tools, Documents, Models, Post call analysis, and Tests. A 'Launch wizard' button is visible at the bottom left.

The main content area is titled 'Bot connections' and contains the instruction: 'Click one of the buttons to add a new bot.' Below this instruction is a search bar and two buttons: 'Add new voice bot connection' and 'Add new assist bot connection' (highlighted with a red box). The interface displays a grid of eight bot connection cards, each with a bot icon, name, language, and region information, along with 'Remove' and 'Edit' buttons.









Bot Name	Language	Live Hub Region
Andy_Travel_...	English (United States) (en-US)	Asia
HotelPMS_AI...	English (United States) (en-US)	Asia
webpal	English (United States) (en-US)	Asia
Assist_Demo...	English (United States) (en-US)	Asia
FLIGHTNOTI...	English (United States) (en-US)	Asia
Eric Chinese ...	Chinese (Taiwan) (zh-TW)	Asia
doctor-main-1	English (United States) (en-US)	Europe
EU-Performe...	Chinese (Taiwan) (zh-TW)	Europe

Create Assist Bot Connection to Assist Agent

CONNECT YOUR BOT

1 Bot framework 2 Details 3 Settings

Choose your bot framework

-  | LiveHub AI Agent
-  | AudioCodes Bot API
-  | Microsoft Copilot Studio
-  | Microsoft Bot Framework
-  | RASA Pro
-  | RASA
-  | Kore.AI
-  | Amazon Lex

[Link to bot connection documentation](#)

Close Back Next

Create Assist Bot Connection to Assist Agent

CONNECT YOUR BOT



Bot framework

2

Details

3

Settings

Bot framework: LiveHub AI Agent

Bot connection name *

Assist_Bot

Agent *

Assist_Flight_Notify

To define a new agent, click [here](#).

Live Hub region *

Asia

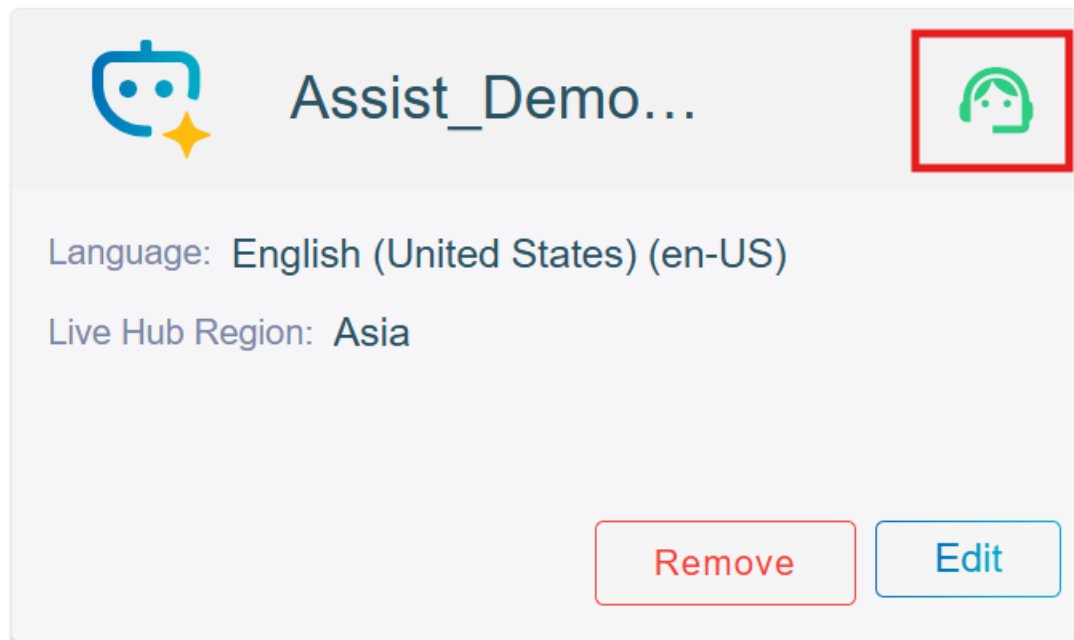
[Link to bot connection documentation](#)

Close

Back

Next

Create Assist Bot Connection to Assist Agent



The screenshot shows a card for an Assist Bot connection. On the left is a blue robot head icon with a yellow star. To its right is the text "Assist_Demo...". On the far right of the card is a green icon of a person's head with a headset, which is highlighted by a red square. Below the header, the text "Language: English (United States) (en-US)" and "Live Hub Region: Asia" is displayed. At the bottom right of the card are two buttons: "Remove" with a red border and "Edit" with a blue border.

This icon identifies the bot as an

Create a Route

- Select the LiveHub Region
 - Must match the Assist Bot Connection Region
- Configure the Call Origin and Route To
- Enable “Bot Agent Assist” and select the bot connection you created.

CREATE ROUTING RULE

Live Hub region *
Asia

Origin

Type *
Call

Call origin *
WebRTC2C

Route to

Call destination *
DemoTravelAgent-main

Conditions

Calling number
e.g. +141555551234 or +141

Called number
+8455

Services

Live Hub recording External recording

Bot agent assist Bot connection *
Assist_DemoRestaurant

Voice translation

Call initiator
Customer

Number customization

Customized calling number Customized called number Customized service number

Cancel Create



Thank You

 audiocodes