```
┌─────────────┐
│   Caller    │
│  Phone[End  │
│    User]    │
└─────────────┘
        │
        ▼
┌──────────────────┐         ┌─────────────────┐
│ Twilio Voice     │◄───────►│  Handles SIP /  │
│ Gateway          │         │ Forward to agent│
└──────────────────┘         └─────────────────┘
        │
        ▼
┌──────────────────────────────┐
│         Retell Ai            │
│ (Speech-to-text, basic intent│
│ classification, passes text  │
│ to backend via API/WebSocket)│
└──────────────────────────────┘
                │
                ▼
┌───────────────────────────────────────┐
│              API SERVER               │
│                                       │
│  • Receives requests (REST/WebSocket) │
│     • Parses, filters, and chunks info│
│       • Tracks session state/context  │
│   • Applies business logic (booking,  │
│     rules, pricing, staff, discounts, │
│     etc.)                             │
│    • Implements token chunking (<800) │
│  • Handles error & "not found"        │
│    responses                          │
│    • Calls Google Sheets API to log   │
│      calls                            │
└───────────────────────────────────────┘
                │
                │
```

Text

Parsed Structured Data
(Room Info, Pricing, Staff, Rules etc)

Session Store

Google Sheets API

(Call Summary Sheet)