

Mixing Voice and SMS

Duration: 10 minutes

Objectives

In this lab, you will learn to mix Voice and SMS in a single call. You'll build an app that will prompt you for a phone number and send a SMS containing a randomly selected quote.

Pre-requisites

This lab assumes you're familiar with Tropo Voice and SMS features, or have gone through the Voice and SMS introductory learnings labs: "Create a Voice Machine" and "Send Outbound SMS".

You'll need a Tropo account that has been enabled for Outbound SMS. If you're attending a Cisco event, reach to your instructor to get activated. If you're running this lab offline, [reach to Tropo support by email](#) and ask for the procedure to activate your Tropo account.

How to setup your own computer

This lab can be completed from any platform with an HTML5-compatible browser.

Step 1 – Create a Voice application that asks for User input

Note that these steps below are detailed in the learning lab: 'Create a Tropo Voice Machine'.

From your Tropo dashboard, log into your account and click **Create New App**.

Name your app 'Mixing Voice and SMS', select **Scripting API** under the **Type of Application**, and open the script editor by clicking the pencil icon titled **New script**.

Start with a welcome message that will be played when someone calls your application.

```
say("Thank you for calling the random message hotline);
```

Next, create a function that will choose a random message from a list:

```
function pickRandomQuote() {
  var quotes = [
    "Speech was given to man to disguise his thoughts.",
    "The adjective is the banana peel of the parts of speech."
  ];
  return quotes[Math.floor(Math.random() \* quotes.length)];
}
```

Add code that asks the caller to enter a digit number followed by the “#” sign. If successful, the code will pick a random quote, and...

```
ask("Please enter your phone number followed by the pound sign", {
  choices: "[9-12 DIGITS]",
  terminator: "#",
  mode: "dtmf",
  onChoice: function(event) {
    var quote = pickRandomQuote();

    // Filled in section 2
  }
});
```

Step 2 - Send a Message

Inside the `onChoice` method, use the `message` method to send the random quote by SMS, to the phone number the user specified via dtmf. We also play a final message stating that the quote has been successfully sent.

```
message(randomQuote, {  
  to: event.value,  
  network: "SMS"  
});  
  
say("Your message has been sent to +" + event.value);  
hangup();
```

Finally, create an `onBadChoice` method on the `ask` function that will play when a user inputs an invalid entry.

```
ask("Please enter your phone number followed by the pound sign", {  
  ...  
  onChoice: function(event) {  
    ...  
  },  
  onBadChoice: function(event) {  
    say("Sorry, your entry is not a valid number. Goodbye");  
  }  
});
```

We'll now test the Voice Machine you just created, and check you are sent SMS.

Step 3 – Test your Tropo application

Attach a phone number to your Tropo application. This phone number needs to support both Voice AND Text, as does “+1 414 999 0206” in the snapshot below.

Numbers

Phone numbers associated with your application. You can delete existing numbers or add new ones.

	Number	Country	Region	Cost (monthly)	Connection Support
➖	+1 414-999-0206	United States	Milwaukee Zone 01	\$1	Voice + Text

Wait a minute or two for your Tropo number to be provisioned and dial it.

When prompted dial your phone number in an international format, without the 00 prefix, and add the # sign. For example “1 414 999 0205 #” for a number in US, and “33 6 78 00 78 34 #” for a number in France.

If you hear that your script does not compile, reach to the end of this lab and copy/paste the provided script example.

Note that if you're running this example in a country in which Tropo proposes Voice-Only numbers, and no SMS support, an option is to attach 2 phone numbers to your application. When Tropo will be asked to send the outgoing SMS, it will automatically select a SMS-enabled phone number from the list attached to your application, and log an error if it cannot find any.

In the example below, a caller can join our Voice Machine either via the US phone number or the Italian. As the caller enter its mobile phone number, Tropo will pick the US phone number to send the SMS as it's the only Tropo number that is SMS-enabled.

Numbers

Phone numbers associated with your application. You can delete existing numbers or add new ones.

	Number	Country	Region	Cost (monthly)	Connection Support
➖	+1 414-999-0206	United States	Milwaukee Zone 01	\$1	Voice + Text
➖	+39 06 9480 2711	Italy	Roma	\$6	Voice Only

Add new number:

Italy ▼

39051 BOLOGNA (\$6) ▼

ADD

Clean up instructions

In order to preserve Tropo Development Platform resources, we will remove some resources you reserved through the lab.

Reach to your Tropo application, and delete the phone numbers attached to your application by clicking the Red sign on the left of the phone numbers.

	Number	Country
✖	+1 414-999-0206	United States
✖	+39 06 9480 2711	Italy

The complete code

Here's the finished script that mixes Voice and SMS:

```
say("Thank you for calling the random strategies hotline");
ask("Please enter your phone number followed by the pound sign", {
  choices: "[9-12 DIGITS]",
  terminator: "#",
  mode: "dtmf",
  onChoice: function(event) {
    var quote = pickRandomQuote ();
    message(quote, {
      to: event.value,
      network: "SMS"
    });
    say("Your message has been sent to +" + event.value);
    hangup();
  },
  onBadChoice: function(event) {
    say("Sorry, your entry is not a valid number. Goodbye");
  }
});
function pickRandomQuote() {
  var quotes = [
    "Speech was given to man to disguise his thoughts.",
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