Twilio Power Dialer

By Curt Bryan

What is a dialer?

- A way to automate phone calls to leads to see if the call was answered, and if so, immediately transfer to an available call center representative.

- Saves tons of time and money through people hours of doing repetitive task a machine can do more efficiently.

How did I achieve this?

Where is New Relic?

- Cannot show it here, but when put into production at our company, all our EKS clusters are ingested by new relic for alerting and reporting.

- Can also add New Relic to Twilio functions, at the very least forward the logs to our dashboards.

Why this is awesome

▶ Dialers today are usually a license-based product and proprietary to the company who created it.

▶ This will be an open-source solution anyone can use.

▶ Makes an existing tech solution available to anyone.

▶ Can be ingested by New Relic very easily, since it's all code.

▶ In a few short hours, I create a great proof of concept that can be put into production in a few weeks.

▶ Can be melded to fit other products and languages, lays out the whole process.