Steps to produce

1. Provide context to AI
2. User prompts AI
3. AI responds

Methods and needed actions

1. Use prompt engineering to give AI better understanding of the situation and to provide for a more fitting tone
2. API to convert what the user says into text to prompt the AI with
3. API to take the question and provide the response
4. API needed to take that response and read it to the user
5. Feeding AI information for pre-recorded responses to questions
6. Linguistics to understand what the user wants to receive such as closed or open ended responses
   a. Use of fuzzy searching to grab key words to differentiate between the two
   b. Examples for open ended: why, how, what, who, when, describe, tell me about…
   c. Examples for closed ended: is, does,...
7. Better responses, maybe if answer cannot be provided within 1 or 2 sentences we prompt for specificity
   a. Insert response instead of prompt
   b. Example: Please provide more context as to [ ] so that we can provide a more accurate answer.
      i. [ ] would be equivalent to a further prompt that analyzes the question and seeks additional information to make the response more efficient

Context

1. After the call keep a record of the phone number and produce a noun verb analysis so that the next time the user calls the AI can reference that record and gain a understanding of what was previously discussed

Tools and purpose

1. AWS or SQL database and maybe even excel for testing

      a. Holds information about the number called and keywords produced after noun verb analysis

2. Whisper OpenAPI
      a. Role is to create prompts using what the user says during a call

3. Deepgram API
      a. Capable of producing a human sounding tone that will repeat the result of a query to the user on the other end of the phone
      b. Female English (US) - best sounding one

4. GPT 4
      a. Given a good primer and header for the context generates a response to any question asked
          i. Header needs to provide the goal or mission the AI needs to accomplish to keep responses on point
      b. Options for predefined answers
          i. Store inside of a database and when fuzzy matching picks up words from the questions that can be answered using the already defined options one is selected and used based off of the context given
          ii. Using json format