## **CALL FEATURES**

Resources: <https://www.twilio.com/labs/twimlets>

## 

## **CALL PARK OVERVIEW**

This service allows a user to park a call at an extension that multiple users can access instead of simply transferring a call to one specific end user.

## **HOW CALL PARK WORKS**

## This service allows a user to park a call at an extension so that any member of the designated group or enterprise can retrieve it. While the call is parked, the user can make and receive other calls freely and utilize other features without limitation.

# Call Redirection via the Twilio REST API

<https://www.twilio.com/blog/2009/09/call-queueing-putting-callers-on-hold-calll-redirect-new-url-new-feature.html>

# Call Transfer

<https://stackoverflow.com/questions/42249790/twilio-how-to-transfer-a-in-progress-call-to-another-number>

# Call Warm Transfer

<https://www.twilio.com/docs/voice/tutorials/warm-transfer>

# Call Control Features

<https://www.twilio.com/docs/taskrouter/contact-center-blueprint/call-control-concepts>

* Call setup using a Conference bridge
* Putting caller on hold
* Blind Transfer (to a known person or to an unknown person in a specific queue)
* Warm Transfer (to a known person or to an unknown person in a specific queue)
* Supervisor Monitor mid-call
* Supervisor Whisper Mid-call
* Supervisor Barge-in mid-call
* Pre-call automated details whisper to agent

# Call and SMS Logs

https://support.twilio.com/hc/en-us/articles/223183588-Exporting-SMS-and-Call-Logs

# Call Queues

<https://www.twilio.com/docs/voice/queue-calls>

<https://www.twilio.com/docs/voice/twiml/enqueue>

# Call Conferencing

<https://www.twilio.com/voice/conference>

# Call Text SMS

<https://www.twilio.com/docs/sms/send-messages>

<https://support.twilio.com/hc/en-us/articles/223181788-Forwarding-SMS-Messages-to-your-Email-Inbox>

# Call Voicemail to Email

<https://support.twilio.com/hc/en-us/articles/223132287-Forwarding-Recordings-to-your-email>

# Visual Voicemail

<https://youtu.be/K9NeLdOAdY4>

<https://www.twilio.com/labs/twimlets/voicemail>

# Hunt Groups

<https://stackoverflow.com/questions/45301356/create-hunt-group-with-twilio-twiml>

<https://www.twilio.com/blog/2009/05/dialing-multiple-numbers-simultaneously-with-twilio.html>

# Dynamic Caller ID

**DYNAMIC CALLER ID OVERVIEW**

The “dynamic” aspect of this feature is the ease of switching from one outbound number to another by entering a code combination on the phone. Each user already has their own unique, custom caller ID that can be switched to any number on the account, and switch back just as easily.

**HOW DYNAMIC CALLER ID WORKS**

Once your account administrator assigns a code to the numbers on your account, users on the account can switch back and forth from number to number when making outbound calls – using just a few digits on the phone. This feature is easy to use and allows callers to switch to other numbers within their Vonage account.

<https://stackoverflow.com/questions/51294713/dynamically-set-caller-id-to-twilio-number>

<https://www.twilio.com/docs/voice/api/outgoing-caller-ids>

**Call Blocking**

<https://www.twilio.com/docs/voice/tutorials/block-spam-calls-and-robocalls-csharp>

**Video Conferencing WebRTC**

· Requirements for initial video conferencing

o Private 1 on 1 chat

o Group chat (adding in users)

o Everyone chat (all to all in the meeting will see the chat)

o Nice to haves

§ (integration into email calendar)

§ Breakout rooms like being at a conference or students working in projects

o May want to integrate<http://openmeetings.apache.org/index.html> since this will do all this today and is webrtc based and open source.