

Call Assistant – Gaia Methodology

1) Role model

Role : CallAssistant

Description : Call assistant who intercepts calls and asks the caller questions to determine whether the call should be accepted or not. Decision is made thanks to an argumentative model on the Gorgias API. Can offer an alternative to the caller if the call is declined.

Protocols and Activities : AwaitIncomingCall, AskQuestions, AwaitAnswer, GetAnswer, ConvertSpeechToText, ConvertAnswersToJSON, RequestGorgiasAPI, RespondGorgiasAPI, Accept, Reject, Postpone.

Permissions : Detect incoming call. Manage a call by asking questions and waiting for answers. Applies the decision based on the answers received from the Gorgias API.

Responsibilities :

Liveness :

CallAssistant =

AwaitIncomingCall.Questioning.RefineAnswers.GetDecision.(Accept|Reject.Postpone)

Questioning = (AskQuestions.AwaitAnswer.GetAnswer.ConvertSpeechToText)*

GetDecision = ConvertAnswersToJSON.RequestGorgiasAPI.RespondGorgiasAPI

Safety : Active internet connection