### **🗂️ Project: Voice Appointment Bot (with Twilio + Wit.ai)**

### **✅ Requirements**

1. **Python 3.8+**
2. **Ngrok** (for public access)
3. **Twilio account** (with a phone number)
4. **Wit.ai account** (with a trained app)
5. **A file named app.py** (your main Python code)
6. **Internet connection** (keep laptop awake)

### **📦 Step 1: Install Required Python Packages**

Open terminal or command prompt and run:

bash

CopyEdit

pip install flask twilio requests

### **🧠 Step 2: Add Your Tokens to app.py**

Inside app.py, replace this line:

python

CopyEdit

WIT\_AI\_TOKEN = 'YOUR\_WIT\_AI\_SERVER\_ACCESS\_TOKEN'

with your actual **Wit.ai server access token**, like:

python

CopyEdit

WIT\_AI\_TOKEN = 'PWQ3FZ3XQLXMJCX2TT2RJGMMQZX74HYL'

### **🚪 Step 3: Start Flask Server**

In terminal (in the folder with app.py):

bash

CopyEdit

python app.py

You should see something like:

nginx

CopyEdit

Running on http://127.0.0.1:5000/

### **🌍 Step 4: Start Ngrok to Make Your Server Public**

In another terminal window:

bash

CopyEdit

ngrok http 5000

Copy the https://something.ngrok-free.app link (this is your public URL).

### **☎️ Step 5: Add Ngrok URL to Twilio Console**

Go to Twilio Console > Phone Numbers

Set:

* **Voice > A call comes in** → Webhook
* **URL** → https://your-ngrok-url/voice  
   *(example: https://8ef1-139-135-59-185.ngrok-free.app/voice)*

Save changes.

### **🎤 Step 6: Test the Bot!**

* Call your Twilio number.
* Speak: "My name is Ali, I want an appointment at 3 p.m., address is ABC street."
* It will extract name, time, address using Wit.ai
* The data will be saved in appointments.csv in the project folder.

### **⚠️ Notes**

* Keep Flask and Ngrok running — **don’t close your laptop!**
* Make sure your Wit.ai app is trained to detect: name, datetime, and location.