



AI Receptionist Integration Fix Guide



Current Issues Identified

Your AI receptionist is failing because:

1. **Demo credentials** in environment variables instead of real Twilio credentials
2. **Wrong webhook URL** pointing to localhost instead of Railway deployment
3. **Twilio webhook configuration** not pointing to the correct endpoint



Step-by-Step Solution

Phase 1: Get Your Railway URL

1. Login to Railway Dashboard

- Go to railway.app (<https://railway.app>)
- Find your AI phone integration project
- Copy the deployment URL (looks like: `https://your-app-name.up.railway.app`)

2. Test if Railway App is Running

```
bash
# Replace with your actual Railway URL
python3 test_deployment.py https://your-app-name.up.railway.app
```

Phase 2: Update Railway Environment Variables

In your Railway project dashboard:

1. Go to Variables tab

2. Delete or update these variables:

```
TWILIO_ACCOUNT_SID=your_real_account_sid_from_twilio_console
TWILIO_AUTH_TOKEN=your_real_auth_token_from_twilio_console
WEBHOOK_BASE_URL=https://your-app-name.up.railway.app
OWNER_PHONE=+1234567890 # Your real phone number
```

3. Keep these as they are:

```
BUSINESS_NAME=Green Slice Lawn Care and Window Washing
CHATBOT_ID=3947607fe
ENABLE_CALL_RECORDING=true
```

Phase 3: Get Real Twilio Credentials

1. Login to Twilio Console

- Go to console.twilio.com (<https://console.twilio.com>)
- Dashboard → Account Info section

2. Copy Your Credentials:

- **Account SID:** Starts with “AC...” (about 34 characters)
- **Auth Token:** Click “Show” to reveal (about 32 characters)

Phase 4: Configure Twilio Webhook

1. Go to Phone Numbers

- Twilio Console → Phone Numbers → Manage → Active numbers
- Click on your Twilio phone number

2. Set Voice Webhook:

- **URL:** `https://your-app-name.up.railway.app/voice`
- **HTTP Method:** POST
- **Primary Handler Fails:** Leave blank or set fallback URL

3. Set Status Callback (Optional):

- **URL:** `https://your-app-name.up.railway.app/call_status`
- **HTTP Method:** POST

4. Save Configuration

Phase 5: Test the Integration

1. Test Deployment Health:

```
bash
```

```
curl https://your-app-name.up.railway.app/health
```

Should return JSON with status “healthy”

2. Test Voice Endpoint:

```
bash
```

```
curl -X POST https://your-app-name.up.railway.app/voice \
```

```
-d "From="+15551234567" \
```

```
-d "To="+15559876543" \
```

```
-d "CallSid=test123"
```

Should return TwiML XML

3. Call Your Twilio Number:

- Dial your Twilio phone number
- Should hear: “Hello! Thank you for calling Green Slice Lawn Care...”

Debugging Common Issues

Issue 1: “Webhook Error 11200 or 11205”

Cause: Twilio can’t reach your webhook URL

Solution:

- Verify Railway app is deployed and running
- Check webhook URL is exactly: `https://your-app-name.up.railway.app/voice`
- Test URL accessibility from external network

Issue 2: “Call Connects but No Voice Response”

Cause: Environment variables not set correctly

Solution:

- Check Railway environment variables are saved
- Redeploy after changing variables
- Check Railway logs for errors

Issue 3: “App Crashes on Call”

Cause: Missing dependencies or code errors

Solution:

- Check Railway deployment logs
- Ensure all packages in requirements.txt are installed
- Look for Python errors in logs

Issue 4: “Immediate Transfer to Owner Phone”

Cause: AI processing failing, triggering fallback

Solution:

- Check if OWNER_PHONE is set correctly
- Verify speech processing is working
- Check Railway logs for AI response errors



Verification Checklist

Before testing, ensure:

- [] Railway app is deployed and accessible
- [] Real Twilio credentials (not demo) are set in Railway
- [] WEBHOOK_BASE_URL points to Railway URL (not localhost)
- [] Twilio phone number webhook points to Railway /voice endpoint
- [] OWNER_PHONE is set to your real phone number
- [] Railway app health endpoint returns 200 OK



Testing Commands

Use these commands to test each component:

```
# 1. Test Railway deployment
python3 test_deployment.py https://your-app-name.up.railway.app

# 2. Test health endpoint
curl https://your-app-name.up.railway.app/health

# 3. Test TTS endpoint
curl https://your-app-name.up.railway.app/test_tts

# 4. Test voice webhook
curl -X POST https://your-app-name.up.railway.app/voice \
  -H "Content-Type: application/x-www-form-urlencoded" \
  -d "From="+15551234567&To="+15559876543&CallSid=test123"
```



If Still Not Working

1. Check Twilio Debugger:

- Go to Twilio Console → Monitor → Debugger
- Look for recent errors with your phone number
- Copy error details

2. Check Railway Logs:

- Railway Dashboard → Your Project → Deployments
- Click on latest deployment → View Logs
- Look for Python errors or HTTP request logs

3. Test with ngrok (Local Development):

```
```bash
In one terminal
cd /home/ubuntu/ai_phone_integration
python3 app.py
```

# In another terminal

```
ngrok http 5000
```

```
```
```

Use the ngrok URL temporarily in Twilio webhook to test locally

Expected Call Flow

When working correctly:

1. **Call Twilio number** → Twilio sends POST to `/voice`
2. **AI greets caller** → “Hello! Thank you for calling Green Slice...”
3. **Caller speaks** → Twilio transcribes and sends to `/process_speech`
4. **AI responds** → Intelligent response based on query
5. **Follow-up or transfer** → Continues conversation or transfers to owner

Success Indicators

- ✓ Railway health endpoint returns 200
 - ✓ Voice webhook returns valid TwiML
 - ✓ Twilio Debugger shows no errors
 - ✓ Call connects and AI speaks greeting
 - ✓ Speech recognition and AI responses work
 - ✓ Transfer to owner phone works when requested
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Need Help?

- Check Railway deployment logs for errors
- Use Twilio Debugger to see webhook request/response details
- Test each endpoint individually using the commands above