



LIVE TESTING GUIDE - Call Dentra AI & See Results in Dashboard

🎯 WHAT YOU'LL TEST

This guide walks you through **ACTUALLY CALLING** the Dentra AI system and watching the appointment appear in the dashboard in real-time.

Complete Flow:

1. You call a phone number
2. Dentra AI answers and talks to you
3. You request an appointment
4. AI books it automatically
5. You check the dashboard and SEE the appointment

Duration: 10-15 minutes for complete setup + testing

✓ PREREQUISITES CHECK

1. Backend is Running ✓

- URL: <https://dentra-backend-zlxaiu.abacusai.app>
- Test: Open <https://dentra-backend-zlxaiu.abacusai.app/health>
- Should return: `{"status": "ok"}`

2. Dashboard is Accessible ✓

- URL: <https://dentra-backend-zlxaiu.abacusai.app/dashboard/>
- Open it in your browser
- Should show the dashboard with stats

3. AI Services Configured ✓

- OpenAI API Key: Configured ✓
- Deepgram API Key: Configured ✓
- ElevenLabs API Key: Configured ✓
- Twilio Credentials: Configured ✓

4. Database Seeded ✓

- 5 Clinics created ✓
 - 20+ Services available ✓
 - Available appointment slots ✓
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STEP-BY-STEP TESTING PROCESS

STEP 1: Configure Twilio Phone Number (5 minutes)

A. Get a Twilio Phone Number

Option 1: You Already Have a Twilio Number

- If you already purchased a Twilio phone number, skip to Step B

Option 2: Purchase a New Number

1. Go to Twilio Console:

- URL: <https://console.twilio.com/>
- Log in with your Twilio account

2. Buy a Phone Number:

- Click **Phone Numbers** in left sidebar
- Click **Buy a number**
- Select:

- **Country:** United States
- **Capabilities:** Voice
- **Type:** Local or Toll-Free
- Click **Search**
- Choose a number you like
- Click **Buy** (costs ~\$1/month)

3. Note Your Number:

- Example: +1 555-123-4567
- Write it down - you'll call this number!

B. Configure the Webhook URL

This tells Twilio to send incoming calls to your Dentra backend.

1. In Twilio Console, go to your phone number:

- Click **Phone Numbers** → **Manage** → **Active Numbers**
- Click on your phone number

2. Scroll to “Voice Configuration” section

3. Configure “A Call Comes In”:

- **When a call comes in:** Webhook
- **URL:** <https://dentra-backend-zlxaiu.abacusai.app/webhook/voice>
- **HTTP Method:** POST
- **Make sure it's exactly this URL!**

4. Click “Save Configuration”

5. Verify it saved:

- The webhook URL should now show in the configuration
- If not, try again

STEP 2: Prepare for Testing (2 minutes)

A. Open the Dashboard

1. Open in a new browser tab:

- URL: <https://dentra-backend-zlxaiu.abacusai.app/dashboard/>

2. Position your screen:

- Have dashboard visible while you make the call
- You'll watch appointments appear in real-time

3. Note current stats:

- Look at "Total Calls" card - note the number
- Look at "Appointments" card - note the number
- You'll see these increase after your call!

B. Have Your Phone Ready

1. Get your mobile phone or any phone
 2. Make sure you can make calls
 3. Have the Twilio number ready to dial
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STEP 3: Make the Test Call! (3-5 minutes)

The Call Flow You'll Experience:

When you call, here's what will happen:

1. **Phone rings** (just like calling any business)
 2. **AI answers immediately:** "Thank you for calling [Clinic Name]. I'm the virtual assistant. How can I help you today?"
 3. **You speak naturally:** "Hi, I need to book a cleaning appointment for next week"
 4. **AI responds:** "I'd be happy to help you schedule a cleaning! Let me check available times. What day works best for you?"
 5. **You reply:** "Tuesday afternoon if possible"
 6. **AI checks schedule:** "I have Tuesday at 2 PM available. Does that work for you?"
 7. **You confirm:** "Yes, that's perfect"
 8. **AI asks for details:** "Great! Can I have your name please?"
 9. **You provide:** "John Smith"
 10. **AI asks for contact:** "And what's the best phone number to reach you?"
 11. **You provide:** "555-0123"
 12. **AI confirms:** "Perfect! You're all set for Tuesday at 2 PM for a dental cleaning. You'll receive a confirmation text shortly. Is there anything else I can help you with?"
 13. **You say:** "No, that's all, thank you!"
 14. **AI closes:** "You're welcome! We look forward to seeing you. Have a great day!"
 15. **Call ends**
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ACTUAL STEPS TO CALL:

Step 3.1: Dial the Twilio Number



Call: +1 [YOUR-TWILIO-NUMBER]

- Use your mobile phone
 - Dial the number you configured in Step 1
 - Wait for AI to answer (should be instant)
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Step 3.2: Have the Conversation

Example Script (feel free to adapt):

AI: "Thank you for calling SmileCare Dental. I'm the virtual assistant. How can I help you today?"

You: "Hi, I'd like to book a dental cleaning appointment"

AI: "I'd be happy to help you schedule a cleaning! What day works best for you?"

You: "Next Tuesday afternoon"

AI: "I have Tuesday, January 21st at 2:00 PM available. Does that work?"

You: "Yes, perfect"

AI: "Great! Can I have your name please?"

You: "John Smith"

AI: "Thank you, John. What's the best phone number to reach you?"

You: "555-0123"

AI: "Perfect! You're all set for Tuesday, January 21st at 2 PM for a dental cleaning. You'll receive a confirmation text. Anything else?"

You: "No, that's all. Thank you!"

AI: "You're welcome! Have a great day!"

Call ends

Step 3.3: During the Call - Watch for:

- AI voice is clear and natural** (ElevenLabs TTS)
 - AI understands you correctly** (Deepgram STT)
 - AI responds intelligently** (OpenAI LLM)
 - Conversation flows naturally**
 - AI confirms appointment details**
 - No awkward pauses or glitches**
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STEP 4: Check the Dashboard! (1 minute)

NOW THE EXCITING PART!

A. Refresh the Dashboard

1. **Go back to your browser** with the dashboard open
 2. **Refresh the page** (F5 or Ctrl+R)
 3. **Watch the magic happen!**
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B. Verify the Call Was Logged

“Total Calls” Card:

- Should now show **1** (or increased by 1)
- Description shows “1 completed, 0 failed”
- Success rate: 100%

Click on the “Calls” page:

- Navigate to: Dashboard → Calls (top navigation)
 - **You should see your call in the log!**
 - Details shown:
 - Date & Time (when you called)
 - Patient: John Smith (the name you gave)
 - Clinic: SmileCare Dental (or whichever clinic)
 - Duration: ~2-3 minutes
 - Status: Completed 
 - Outcome: Appointment Booked
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C. Verify the Appointment Was Created

“Appointments” Card:

- Should now show **51** (increased by 1 from original 50)
- Description updated

Click on “Appointments” page:

- Navigate to: Dashboard → Appointments
- **Scroll through the list**
- **Find YOUR appointment:**
 - Patient: John Smith
 - Service: Dental Cleaning
 - Date: Tuesday, January 21, 2026 2:00 PM
 - Clinic: SmileCare Dental
 - Status: Scheduled (green badge)

IT'S THERE! 

D. Check System Health

Back on Dashboard Home:

- Scroll to “System Health” section
 - **Metrics updated:**
 - CALLS (24H): 1
 - ERROR RATE: 0.0%
 - ESCALATION RATE: 0.0% (if booking was successful)
 - AVG DURATION: ~3 minutes
 - Status: Healthy 
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WHAT YOU JUST PROVED:

1.  **Twilio Integration Works** - Call was received
2.  **AI Voice Agent Works** - AI answered and conversed
3.  **Speech Recognition Works** - Deepgram understood you
4.  **LLM Processing Works** - OpenAI generated responses
5.  **Text-to-Speech Works** - ElevenLabs spoke clearly
6.  **Appointment Logic Works** - AI checked availability
7.  **Database Integration Works** - Appointment saved
8.  **Dashboard Integration Works** - Data appears in UI

THE ENTIRE SYSTEM IS WORKING END-TO-END! 



ADDITIONAL TEST SCENARIOS

Now that basic booking works, try these scenarios:

Test Scenario 2: Request Unavailable Time

Call again and say:

- “I need an appointment at 3 AM”
 - **Expected:** AI politely explains office hours and offers alternatives
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Test Scenario 3: Ask About Pricing

Call and ask:

- “How much does a root canal cost?”
 - **Expected:** AI provides pricing information or says it will have staff call back
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Test Scenario 4: Emergency Call

Call and say:

- "I have a dental emergency, my tooth is in severe pain"
 - **Expected:** AI prioritizes urgency, offers immediate options or emergency contact
 - **Check Dashboard:** Should appear in "Escalations" (requires human follow-up)
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Test Scenario 5: Cancel/Reschedule

Call and say:

- "I need to reschedule my appointment"
 - **Expected:** AI asks for appointment details and helps reschedule
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Test Scenario 6: Insurance Question

Call and ask:

- "Do you accept Blue Cross insurance?"
 - **Expected:** AI provides answer or escalates to staff
 - **Check Dashboard:** May appear in "Escalations" if complex
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TROUBLESHOOTING

Problem: AI Doesn't Answer

Possible Causes:

1. Twilio webhook URL is incorrect

- Verify: <https://dentina-backend-zlxaiu.abacusai.app/webhook/voice>
- Must be exact, no typos
- Must be POST method

1. Backend is down

- Check: <https://dentina-backend-zlxaiu.abacusai.app/health>
- Should return `{"status": "ok"}`
- If not, backend needs restart

2. Twilio phone number not configured

- Go back to Step 1 and verify webhook is saved

How to Debug:

- Check Twilio logs: <https://console.twilio.com/monitor/logs/calls>
 - Check backend logs: Ask assistant to run `fetch_server_logs`
 - Try calling again
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Problem: AI Answers but Can't Hear Me

Possible Causes:

1. Deepgram API issue

- Speech-to-text service may be down
- Check Deepgram status

1. Microphone/phone issue

- Try from a different phone
- Ensure you're speaking clearly

How to Debug:

- Call again and speak louder/clearer
 - Check backend logs for Deepgram errors
-

Problem: I Can't Hear the AI

Possible Causes:

1. ElevenLabs API issue

- Text-to-speech service may be down
- Check ElevenLabs status

1. Audio streaming issue

- Network problem between Twilio and backend

How to Debug:

- Try calling again
 - Check backend logs for ElevenLabs errors
 - Verify audio codecs in Twilio console
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Problem: AI Books Wrong Time

Possible Causes:

1. AI misunderstood the request

- LLM may have parsed incorrectly
- Time zone confusion

1. Database availability issue

- The time slot may actually not be available

How to Debug:

- Check the appointment in dashboard
 - Look at call transcript (if logged)
 - Verify available slots in database
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Problem: Appointment Doesn't Appear in Dashboard

Possible Causes:

1. Dashboard not refreshed

- Press F5 to refresh
- Clear browser cache

1. Database save failed

- Check backend logs
- Verify database connection

2. Appointment was created but in different clinic

- Check clinic selector dropdown
- Try selecting "All Clinics"

How to Debug:

- Refresh dashboard multiple times

- Check database directly via API:

<https://dentra-backend-zlxaiu.abacusai.app/api/dashboard/appointments>

- Look for your name in the response



EXPECTED RESULTS SUMMARY

After Successful Test Call:

Dashboard Home:

```
Total Calls: 1 (was 0)
Appointments: 51 (was 50)
Escalations: 0 (none needed)
Estimated Revenue: $150 (average cleaning cost)
Success Rate: 100%
```

Calls Page:

```
1 call logged:
- Patient: John Smith
- Duration: 13 minutes
- Status: Completed
- Outcome: Appointment Booked
```

Appointments Page:

```
51 appointments (1 new):
- Patient: John Smith
- Service: Dental Cleaning
- Date: Tuesday, Jan 21, 2026 2:00 PM
- Status: Scheduled
```

System Health:Status: Healthy 

Calls (24h): 1

Error Rate: 0%

Escalation Rate: 0%

Avg Duration: 3 mins



SUCCESS CRITERIA

You can mark the test as **SUCCESSFUL** if:

- [x] Twilio phone number is configured
- [x] You called the number
- [x] AI answered within 2 seconds
- [x] AI understood your request
- [x] You could hear the AI clearly
- [x] AI booked an appointment
- [x] AI confirmed details correctly
- [x] Call ended smoothly
- [x] Call appears in “Calls” page
- [x] Appointment appears in “Appointments” page
- [x] Dashboard stats updated correctly
- [x] No errors in system health

If all 12 are checked: SYSTEM IS FULLY OPERATIONAL! 



RECORDING THE TEST

For Demo/Documentation Purposes:**1. Screen Record the Dashboard**

- Use OBS, QuickTime, or built-in screen recorder
- Show dashboard before the call
- Refresh and show dashboard after the call
- Highlight the new appointment

2. Record the Phone Call (if legal in your jurisdiction)

- Note: Check local laws about call recording
- Useful for demos and training

3. Take Screenshots

- Dashboard before (0 calls, 50 appointments)
- Dashboard after (1 call, 51 appointments)

- The new appointment details
 - System health metrics
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NEXT STEPS AFTER SUCCESSFUL TEST

1. Test More Scenarios

- Try the 5 additional scenarios above
- Test edge cases (wrong info, cancellations, etc.)
- Have different people call to test various voices/accents

2. Customize the AI

- Adjust AI responses for your specific clinic
- Add custom FAQs
- Configure business hours
- Set pricing information

3. Train Your Staff

- Show them the dashboard
- Explain how to handle escalations
- Practice the morning routine
- Run through daily workflows

4. Go Live!

- Update your clinic's main number to the Twilio number
- Or forward calls to Twilio number
- Monitor for first few days
- Collect feedback from patients and staff

5. Monitor & Optimize

- Check dashboard daily
 - Review escalations
 - Track appointment show-up rates
 - Calculate ROI
 - Make improvements based on data
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📞 QUICK REFERENCE

TWILIO NUMBER: +1 [YOUR-NUMBER-HERE]

WEBHOOK URL: <https://dendra-backend-zlxaiu.abacusai.app/webhook/voice>

DASHBOARD: <https://dendra-backend-zlxaiu.abacusai.app/dashboard/>

BACKEND: <https://dendra-backend-zlxaiu.abacusai.app>

HEALTH CHECK: <https://dendra-backend-zlxaiu.abacusai.app/health>

You're now ready to ACTUALLY TEST the system end-to-end!

Make that call and watch the magic happen! 🌟📞🎉

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Dendra AI Voice Agent - Live Testing Guide