**Performance Telecom**

**Call Start**

|  |  |
| --- | --- |
| **API** | **User Interface** |
| Notification: 1. add record in db for 5Qs 🡪 action = Question for that customer (user id/CLI).  2. return session id | Questions starts |
| Get customer response 1. Update scores for Q1 | Q1 get A1 |
| Get customer response 1. Update scores for Q2 | Q2 get A2 |
| Get customer response 1. Update scores for Q3 | Q3 get A3 |
| Get customer response 1. Update scores for Q4 | Q4 get A4 |
| Get customer response 1. Update scores for Q5 | Q5 get A5 |
|  |  |
| Update record in db for that customer (user id/CLI)🡪 action = record | Prompt to record audio |
| Search ftp for audio file on **CampaignName && IconId && RandomNumber** bases.  Now update db record for audio file path | Recording starts. After 3min, audio (mp3) will save @ some FTP server & link will send to API with format eg: **[CampaignName]\_[IconId]\_[RandomNumber].mp3** most probably **RandomNumber** will be **TimeStamp**. |

## Note: Question will be max of 5.