### Phone Call Events

From what we understand, there are a variety of phone events that can be captured. Based on what is described below, *we are looking for recommendations on which events can help us* provide the experience we outline in this document.

### User stories

*Here are a list of interactions we wish to create for our users. A customer is someone who has called before, or is calling for the first time. A user is someone who works for us and is logged into this application.*

Basic calls:

* When a phone call comes in
* Given it matches the extension for the signed in user
* Then the user will be notified about the phone call in the web browser

Basic phone matches:

* When a phone call comes in
* Given it matches the extension for the signed in user
* And there is an existing customer in our database with the same number
* Then we will automatically open that profile for the user in their web browser

Create when missing:

* When a phone call comes in
* Given it matches the extension for the logged in user
* And there is no match for the customer number in the system
* Then the logged in user can either create a new customer profile
* Or assign the number to a new customer profile

Vacation forwarding:

* When a phone call comes in
* Given a user is on vacation
* And their extension has been assigned to the logged in user
* Then the signed in user will be notified of the call

### Expectations For Our System

* Match to record from database based on incoming phone calls
* Or ask for home number to populate table
* Student record (or list of match if multiple students)
* Previous interactions
* Option to create record for public inquiry or complaints

### Technical Implementation Details

* The site will be web accessible so it can receive requests from outside the local network
* The site can make requests to outside the local network
* Only authenticated users can use the website and see incoming calls
* A special endpoint will be created to handle events from the phone system converting regular HTTP requests into Websocket frames
* This endpoint will either be whitelisted for a domain for require an API key - whichever is easier

### Questions

* Can a voicemail be queued in with email? (individual voice mail and mainline voice mail)
* Multiple voicemails from 1 person can they be pooled or multiple calls with 1 voicemail?