TEKLINKS®

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Tropo Lab

- FYI - When using the Scripting API changes to your script take a few minutes to become live.

Lab 1 - Answer a Call

- Create a new app called "Answer a call"
- Choose "Scripting API" and click new Script
- Enter the following code into the script:

```
say("Thank you for calling Tech Links. Please hold for the " +
    "next available customer service representative", {"voice":"tom"});
transfer("+1<insert your 10 digit cell number here>");
```

Activate the App

- Enter answeracall.js in the Filename and click save.
- Close the script window if it is still open and scroll down to assign a local number
- Pick an area code in your area if one is available
- Assign the number and save the application

Test the App

- Call the new local number you have provisioned from another phone
- Does it get tranferred to your cell phone?
- Can you change the introductory prompt?
- Can you transfer it to another number?
- (Bonus) Can you use the Tropo API docs to change the voice?

Lab 2 - Ask for Input

- Create another new app caled "Ask for Input"
- Choose "Scripting API" and click new script
- Enter the following code into the script:

```
var result = ask("Enter your three or four digit pin. Press pound when finished.", {    // prompt for input
    "choices":"[3-4 DIGITS]",       //expect 3 or 4 digits
    "terminator":"#",
    "timeout":10.0,
    "mode":"dtmf",
    "interdigitTimeout":5,
        onChoice: function(event) {
            say("Thank you for choosing " + event.value);
        },
    onBadChoice: function(event) {
        say("Sorry, but I didn't understand.");
    }
});
```

Activate the App

- Enter askforinput.js in the Filename and click save.
- Close the script window if it is still open and scroll down to assign a local number
- Pick an area code in your area if one is available
- Assign the number and save the application

Test the App

- Call the new local number you have provisioned
- Does it ask for a pin?
- Does it read it back to you?
- Can you change the number of digits collected?
- Can you change the error message?
- (Bonus) Can you use the Tropo API docs to change it to ask for a voice response instead of DTMF?

Lab 3 - Make a Call

- Create another new app caled "Make a call"
- Choose "Scripting API" and click new script
- Enter the following code into the script:

```
call(numberToDial, {"callerID":"12053146600"});
say("Hi " + customerName + ", " + msg + "!");
```

Activate the App

- Enter askforinput.js in the Filename and click save.
- Close the script window if it is still open and scroll down to the API Keys
- On the voice API key click the "see token URL" link
- Record the full URL

Rig up Postman to Activate the Script

- In Postman open a blank tab
- Change the request type to POST
- Paste the recorded token URL into the URL box
- Click the params button and add three parameters
- Name the first "customerName" and enter a Name
- Name the second "msg" and enter a message
- Name the third "numberToDial" and enter your cell phone number in E.164 format (ie: "+12055555555")

Test the App

- Click Send
- Did you receive a call?
- Can you change the message?
- Can you change the voice?

Lab 4 - AWS S3 Prep

- This requires an AWS S3 Bucket (abbreviated instructions for S3 are below)
- Login to the AWS console aws.amazon.com
- Goto the security credentials dropdown under your name
- Add an IAM user w/ admin privileges. Record the access key and secret
- Add another IAM user w/ S3 Full access privileges. Record the access key and secret
- The following steps will be used in a later lab, but you can go ahead and set it up while you are in AWS
  - Log into AWS console w/ your IAM user console URL as the administrative user
  - Create an S3 bucket for Tropo
  - Create a bucket policy that allows anonymous read access (use the AWS policy generator)

Lab 4 - Record User Input

- Create another new app caled "Record User Input"
- Choose "Scripting API" and click new script

- Enter the following code into the script:

```
say("Welcome to the Tech Links Code Camp!");
record("Tell us how you feel in thirty seconds or less!", {
    beep:true,
    timeout:8,
    silenceTimeout:4,
    maxTime:30,
    recordURI:"<enter your AWS S3 Bucket URL here w/ the trailing />" + currentCall.callerID + "-" + timecode + ".wav",
    recordFormat: "audio/wav",
    recordMethod: "s3",
    recordPassword: "<enter your S3 IAM user secret here>",
    recordUser: "<enter your S3 IAM user access key here>",
    terminator: "#",
    transcriptionOutURI: "mailto:<enter your email here>",
    transcriptionID: currentCall.callerID,
});

message("Received more voicemail.", {
    "to":"enter your cell phone number in E.164 format",
    "network":"SMS"
});

say("text message sent successfully!");
```

Activate the App

- Enter recorduserinput.js in the Filename and click save.
- Close the script window if it is still open and scroll down to assign a local number
- Pick an area code in your area if one is available
- Assign the number and save the application

Test the App

- Call the new local number you have provisioned
- Did it record your message?
- Did the message get uploaded to your S3 bucket?
- Did you get a text message notifying you of the message?
- Did you get an email with the transcription results?

Lab 5 - Send a text

- Create another new app caled "Record User Input"
- Choose "Scripting API" and click new script
- Enter the following code into the script:

```
call("<enter your cell number in E.164 format>",{
    "network":"SMS"
});
say("Don't forget your lunch!");
```

Activate the App

- Enter sendatext.js in the Filename and click save.
- Close the script window if it is still open and scroll down to the API Keys
- On the voice API key click the "see token URL" link
- Record the full URL

Rig up Postman to Activate the Script

- In Postman open a blank tab
- Change the request type to POST
- Paste the recorded token URL into the URL box

Test the App

- Click Send
- Did you receive an SMS?
- (bonus) Modify the script to accept parameters for the destination number and message. Send the parameters to the script from Postman.

Lab 6 - Overachiever lab

- Use the tropo-asr-demo template.js script in the ./code directory of the Git repo to create another new app.
- Modify the configuration parameters appropriately w/ a Spark Room key, Bearer Token, AWS Access Key and Secret, Tropo Token URL, and AWS S3 Bucket URL.
- Tip increment the version variable if you have to test to make sure your latest version of the script is active.

Test the App

- Can you call the app and navigate by voice?
- Can you leave a message?
- Does it get posted to your S3 Bucket/Spark Room?
- Does the transcription result make it to the Spark Room?