

TEKLINKS®

*We Make IT Work for Business.*

**Tropo Intro**

# What is Tropo?

- A cloud API for voice and messaging
- Includes full ASR and TTS
- Conference
- In and outbound voice and SMS calls
- PSTN and SIP connectivity
- Supports JavaScript, Ruby, PHP, Python, Groovy as scripting languages

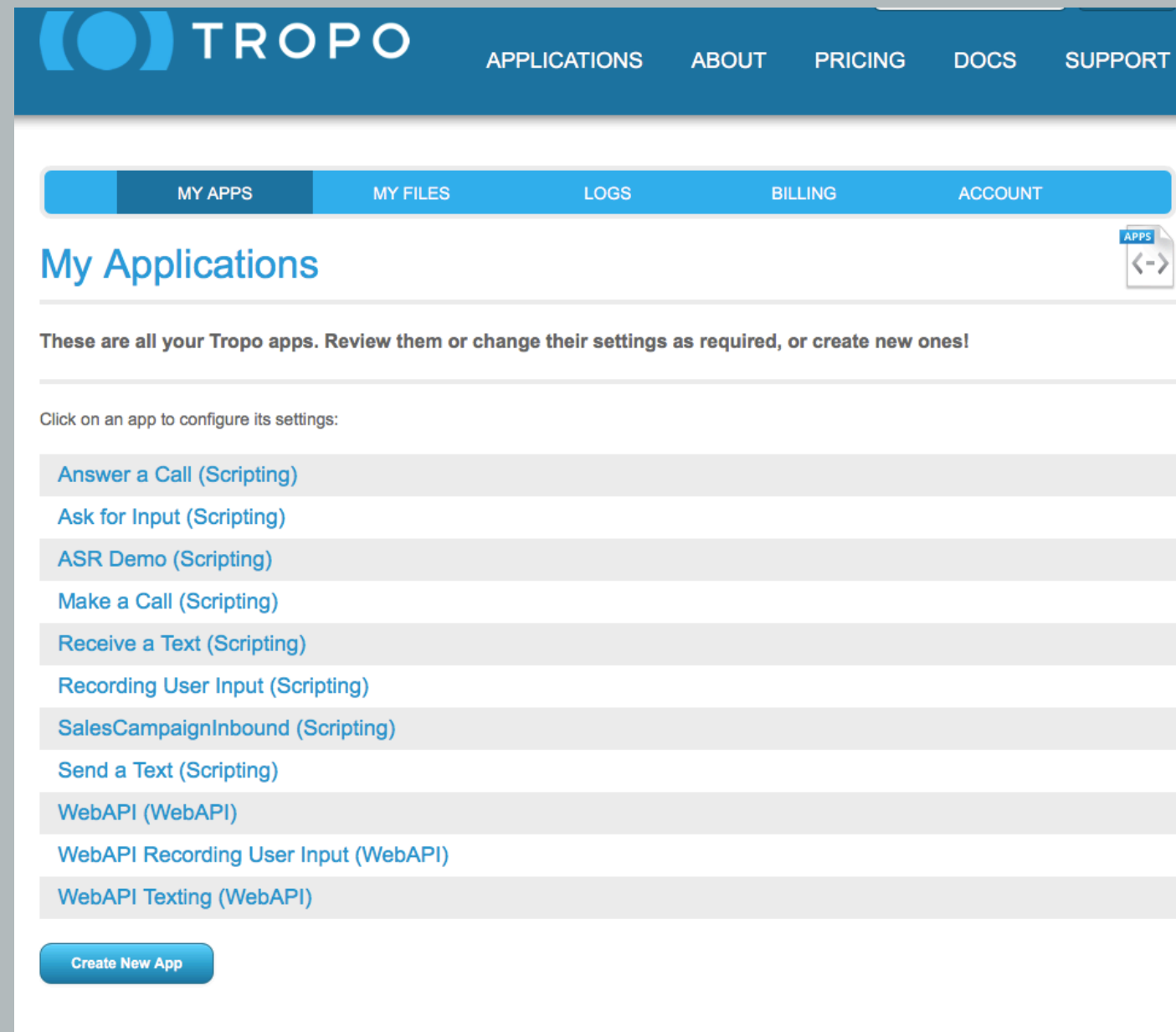
# Use cases

- Inbound IVR without costly on-prem licensing for ASR/TTS
- Ability to conference two parties (UCCX scripts can't do this)
- SMS self-service applications
  - Account status
  - Service Ticket status
  - Activate a service
- Outbound voice and sms notifications
  - Security alerts
  - Operational alerts
  - Problem resolution notification

# Cost

- Development is **FREE!**
- ISVs - pricing intended to be embedded in a product for resale
  - Voice - \$0.0075/min incoming US local, \$0.015/min outgoing US, \$0.005/min sip inbound/outbound
  - SMS - \$0.0074/SMS
- Enterprise quotes available with aggressive discounts

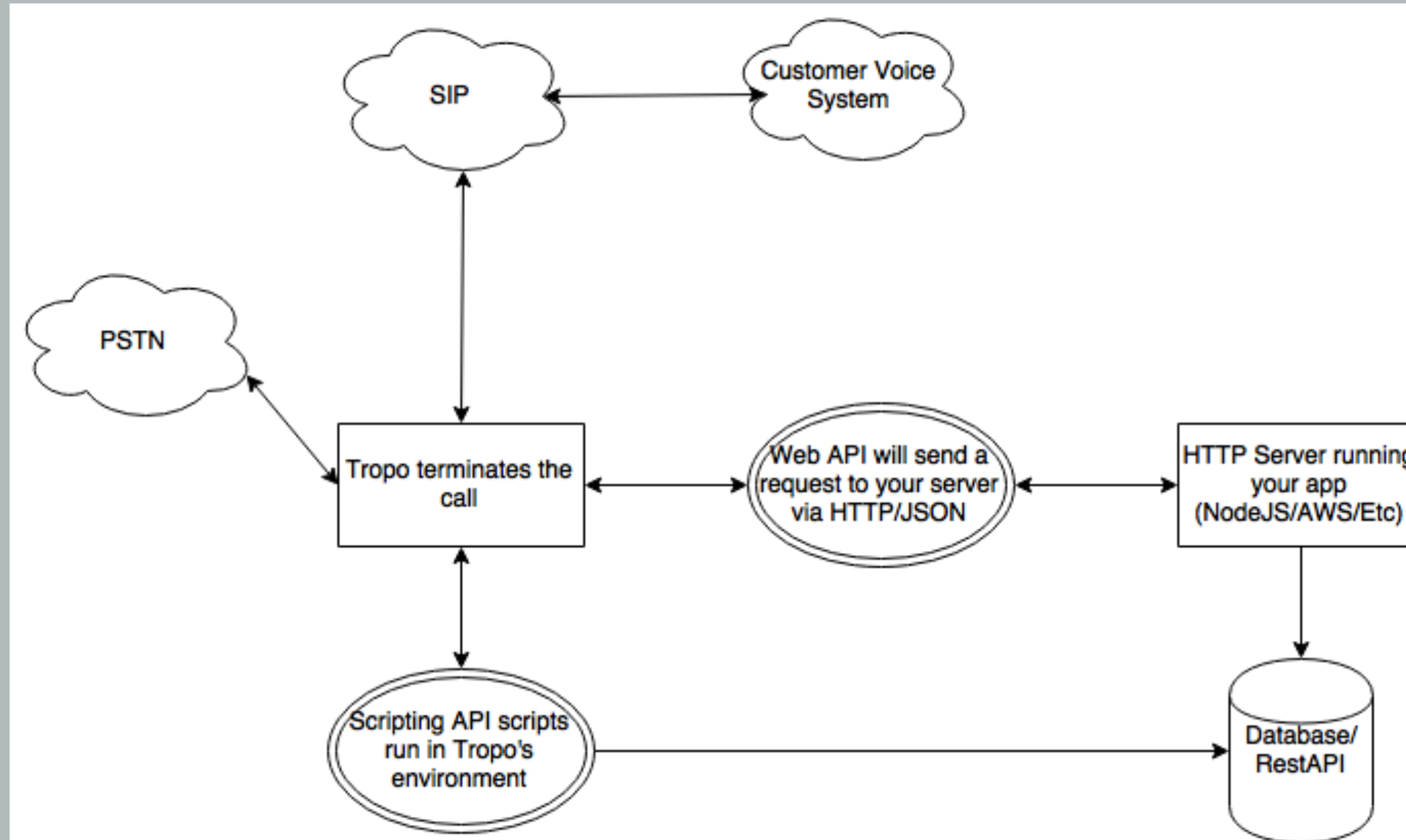
# Tropo Web Interface



# Tropo Scripting Options

- Run it on Tropo's servers: ScriptingAPI
  - JavaScript environment (Runs Rhino)
  - No ability to import other Node modules
  - Does expose core Java libraries to JavaScript
- Run it on your own servers: WebAPI
  - Tropo sends your server a JSON POST
  - You write your own logic and reply with actions via JSON

# App Architecture



# ASR Demo - Features

- TTS (Text To Speech)
- ASR (Automatic Speech Recognition)
- Logging to Spark from Tropo
- Send and Receive SMS in the same script
- Accessing the native Java libraries through Rhino



# ASR Demo - Voice

- We'll accept the call.
- Present Menu Options (new ticket or customer service)
- If new ticket, we'll take a message
- If customer service, we'll transfer the call
- The call will log to a spark room
- If a message is taken we'll have it transcribed
- The recording will also be uploaded to Amazon S3 by Tropo
- Spark will load the recording from S3 into the Spark Room

# ASR Demo - SMS

- If we receive /newticket with a problem description, we'll relay the ticket to Spark
- If we receive /custserv, we'll post a Spark message requesting a callback
- If we receive anything else, we'll reply with the instructions for the above commands

**Run ASR Demo**