

Getting Started with Voice API

Lorna Mitchell, Developer Relations

Getting Started with Voice API

Use the Voice API to make and receive calls, play audio, send and receive DTMF tones, and to record calls.

Workshop plan:

- Introduce concepts and vocabulary (mostly talking)
- Make and receive calls (hands-on)
- Interact with user input (hands-on)



NCCO

NCCO: Nexmo Call Control Object

A series of steps: e.g. text-to-speech

```
[  
  {  
    "action": "talk",  
    "text": "You are listening to a Call made with Voice API"  
  }  
]
```

You can find a full reference here:

<https://developer.nexmo.com/voice/voice-api/ncco-reference>



NCCO: Nexmo Call Control Object

Elements in an NCCO may include:

- text-to-speech
- playing audio (optionally looping)
- recording a call
- accepting DTMF input
- transferring a call (to a conversation, or a new NCCO)
- ... and much more



Calls vs Conferences

There are two types of conversation that you might use:

- A "call" is a temporary conversation that only exists for as long as the call is taking place
- A "conference" is a conversation with a name, that additional callers can be added to. This type of conversation persists and can be reused.

```
{  
  "action": "conversation",  
  "name": "nexmo-conference-standard",  
  "record": "true"  
}
```



Nexmo Voice API

Nexmo Voice API

Make an API call to:

- make an outgoing call (we'll do this in a bit)
- hang up a call
- transfer a call
- interact with an in-progress call
- get information about current and past calls



The Voice API

The Voice API is an HTTP API so you can access it in many different ways:

- Explore the API with Postman or your favorite HTTP client
- Use request(s) or whichever library you prefer in your application
- Try one of our Server SDKs: <https://developer.nexmo.com/tools> (recommended)

You will find lots of code examples and the API reference on <https://developer.nexmo.com>



NCCO + API = Many Good Things



Voice API Examples

- IVR
 - Incoming call, serve NCCO to answer it
 - Prompt user for DTMF input
 - DTMF input arrives as a webhook, return a new NCCO
- Proxy
 - Incoming call, serve NCCO to answer it
 - Put user into conference
 - API call to place outgoing call to other user, with NCCO to join same conference



Voice Webhooks

- Webhooks are events over HTTP
- Nexmo sends information about events and changes in call state as they happen
- These events are webhooks: incoming HTTP requests
- Your application needs to be able to receive requests and respond

The URL is set up in advance, as part of the application configuration



Voice Webhooks

Webhooks can be expected:

- When the call is answered, an HTTP request to the `answer_url`
- When events such as "ringing", "answered", "completed" occur, HTTP requests to the `event_url`
- Keypad digits from an `input` action are sent to the specified URL
- When a recording is completed, an HTTP request to the `recording_url`
- When a `notify` action in an NCCO is processed



Webhooks on Dev Platforms

<https://ngrok.com/> - secure tunnel to your dev platform

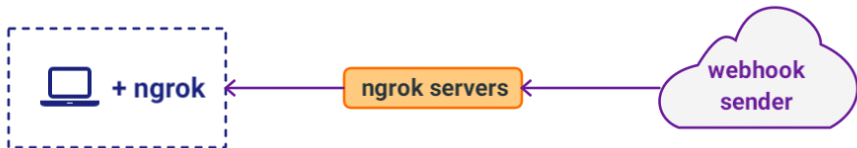
Use this tool to:

- webhook into code running locally
- inspect the request and response of the webhook
- replay requests and see the responses



Ngrok for Testing Webhooks

Start the tunnel on your laptop: receive a public URL



We have a blog post about this: <https://www.nexmo.com/blog/2017/07/04/local-development-nexmo-ngrok-tunnel-dr>

The Answer Webhook

When someone calls your Nexmo number, you get a webhook like this:

```
{  
  "from": "442079460000",  
  "to": "447700900000",  
  "uuid": "aaaaaaaa-bbbb-cccc-dddd-0123456789ab",  
  "conversation_uuid": "CON-aaaaaaaa-bbbb-cccc-dddd-0123456789ab"  
}
```

Your code must return a valid NCCO



The Event Webhook

Many different events can produce webhooks to the event_url:

- Changes in call state e.g. "ringing"/"answered"
- record and input actions can specify a URL, which may be the same as the event URL
- Errors will also be sent to the event_url

Detailed reference: <https://developer.nexmo.com/voice/voice-api/webhook-reference#event-webhook>

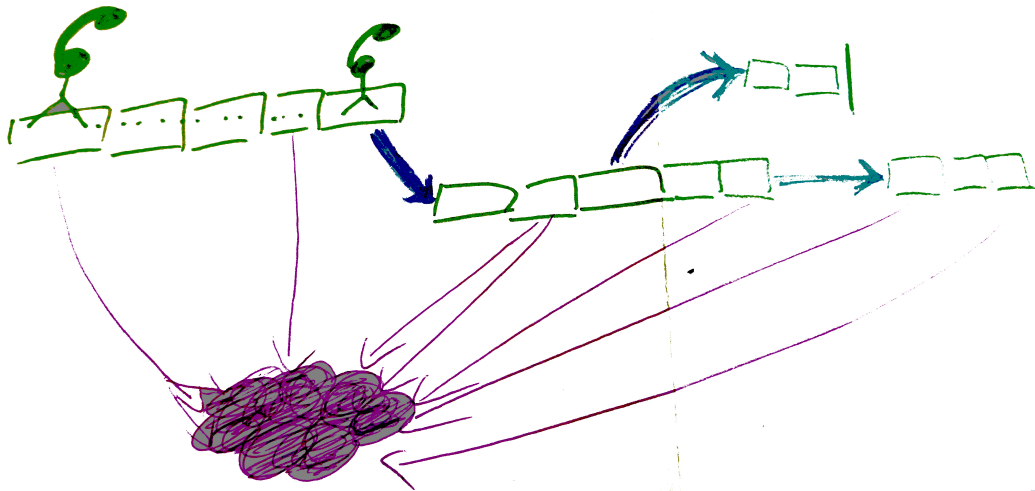
Voice Events Logger

A tool you can use to direct your `event_url` to, it just acknowledges the webhook and displays what arrived.

<https://github.com/Nexmo/voice-event-logger> - it can be run locally or deployed to Heroku



Pieces of the Voice API



Further Reading

- Exercises at <https://voice-workshop.nexmodev.com/>
- Our blog <https://nexmo.com/blog>
- Tell us what you think! @NexmoDev on twitter