

## Short Note (200–300 words)

I built a small **AI Call Center Prototype** that works like a demo call flow for customer support. The idea is to show how a call can be handled automatically before connecting to a human agent.

Here's how it works:

When someone calls the Twilio number, the system first greets them and asks for their **name**. After the caller speaks, the system saves it and then asks for their **age**. Once the age is captured, it asks for the **reason for calling**. At each step, the spoken input is processed and stored in a temporary session. Finally, after collecting these details, the call is forwarded to a human agent's number. At the end, the system also logs all the call details (name, age, reason, status, and time) into a log file.

For visibility, I also built a simple **dashboard webpage** that shows all the calls in a table format. It refreshes automatically so you can see the latest call details in real time. This is useful to track what callers are saying without opening the server logs.

What is real vs. simulated? The call flow, speech capture, and forwarding are **real** (done using Twilio + Express backend). The "AI" part is simulated — it doesn't yet analyze caller intent deeply or give smart answers, but the structure is ready for plugging in an AI model. Also, the forwarding is tested only with verified numbers because of Twilio trial limits.

In short, this prototype shows how an AI-powered call center could be built, starting from a working demo of automated call handling.

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