

Call History Diagnosis & Fix Guide

What I Found

I analyzed your database and found:

- **19 total calls** in your system
- **0 INBOUND calls**  (This is why you only see outbound)
- **19 OUTBOUND calls** 
- **ALL calls stuck at “INITIATED” status**  (This is why no recordings/transcripts)

Root Cause

Problem 1: No Inbound Calls

Your Twilio phone numbers are **not configured** to send incoming calls to your app's webhook. When someone calls your Twilio numbers, Twilio doesn't know where to send the call.

Problem 2: No Recordings/Transcripts

Your Twilio phone numbers don't have a **Status Callback URL** configured. This means:

- Twilio never tells your app when calls complete
- Your app can't fetch recordings from ElevenLabs
- Calls stay stuck at “INITIATED” forever

How to Fix (Step-by-Step)

Step 1: Configure Voice Webhook (For Inbound Calls)

1. Go to your Twilio Console: <https://console.twilio.com/us1/develop/phone-numbers/manage/incoming>
2. Click on each phone number you want to use
3. Scroll to “**Voice Configuration**”
4. Under “**A CALL COMES IN**”, set:

Webhook:	<code>https://go-high-or-show-goog-8dv76n.abacusai.app/api/twilio/voice-callback</code>
HTTP Method:	POST
5. Click **Save**

Step 2: Configure Status Callback (For Recordings)

1. On the same phone number configuration page
2. Under “**STATUS CALLBACK URL**”, set:

URL:	<code>https://go-high-or-show-goog-8dv76n.abacusai.app/api/twilio/call-status</code>
HTTP Method:	POST
3. Click **Save**
4. Repeat for ALL your Twilio numbers

What ElevenLabs Provides

Your system is already integrated with ElevenLabs to fetch:

1. Call Recordings

- **API:** GET /v1/convai/conversations/{id}/audio
- **Format:** MP3 audio file
- **Retention:** ~30 days (plan-dependent)
- **Your Access:** Via internal proxy at /api/calls/audio/[conversationId]

2. Transcripts

- **API:** GET /v1/convai/conversations/{id}
- **Format:** Array of conversation turns with timestamps
- **Structure:**

```
json
{
  "transcript": [
    {
      "role": "agent",
      "message": "Hello! How can I help you today?",
      "time_in_call_secs": 0.5
    },
    {
      "role": "user",
      "message": "I need to book an appointment",
      "time_in_call_secs": 3.2
    }
  ]
}
```

3. AI Summary

- **API:** Same endpoint as transcripts
- **Format:** JSON metadata with call insights
- **Content:** ElevenLabs-generated summary of the conversation



How to View Recordings in Messages

Once webhooks are configured, here's how it works:

In the Messages Page:

1. **Navigate to Messages** (/dashboard/messages)
2. **Select a Conversation** (contact/phone number)
3. **Click the “Call History” tab** (next to “Messages”)
4. **You'll see call cards with:**
 - Call direction icon (INBOUND/OUTBOUND)
 - Duration
 - Date/time

- Voice agent used
- Status badge

5. For each call:

- Click **Play** to listen to the recording
- Click **Show Details** to expand and see:
 - Full transcript with timestamps
 - AI-generated conversation summary

Visual Example:

Messages Page

Conversations	[Messages Call History]
> John Doe +15149928774	INBOUND • COMPLETED Duration: 3m 45s Agent: Dentist Bot Nov 23, 2025 at 2:34 PM [Play] [Details]
> Jane Smith +15149691050	OUTBOUND • COMPLETED Duration: 2m 15s Agent: Sales Bot Nov 22, 2025 at 10:15 AM [Play] [Details]

Testing After Configuration

Test 1: Inbound Call

1. Call your Twilio number from your phone
2. Talk to the AI agent for at least 30 seconds
3. Hang up
4. Wait 10 seconds
5. Go to Messages → Select the conversation → Call History tab

6. Expected Result:

- Direction: INBOUND
- Status: COMPLETED
- Duration: Shows actual time
- Play button works
- Transcript appears when expanded

Test 2: Outbound Call

1. Go to Messages page
2. Click the phone icon next to a contact

3. Talk to the AI agent for at least 30 seconds
4. Hang up
5. Wait 10 seconds
6. Refresh and check Call History tab
7. **Expected Result:** Same as above, but Direction: OUTBOUND

Troubleshooting

If Recordings Don't Appear:

Issue: "No recording available"

- **Cause:** Call was too short (< 10 seconds)

- **Solution:** Make longer test calls

Issue: Calls still show "INITIATED"

- **Cause:** Status callback not configured correctly

- **Solution:** Double-check the webhook URL and ensure it's saved

Issue: 404 error when playing recording

- **Cause:** ElevenLabs conversation ID is invalid

- **Solution:** This shouldn't happen for new calls, but you can manually backfill old calls:

```
javascript
// Open browser console on /dashboard/messages
fetch('/api/calls/fetch-recording', { method: 'GET' })
```

If Inbound Calls Don't Show:

Issue: No INBOUND calls in history

- **Cause:** Voice webhook not configured

- **Solution:** Verify the webhook URL is set for ALL numbers

- **Test:** Call your number and check server logs

Technical Details

How the System Works:

1. Call Initiated:

- Twilio → Your Voice Webhook
- System creates CallLog (status: IN_PROGRESS)
- Returns TwiML to connect to ElevenLabs WebSocket

2. Call Happens:

- ElevenLabs handles the conversation
- Records audio
- Generates transcript
- Stores conversation data

3. Call Ends:

- Twilio → Your Status Callback
- System updates CallLog (status: COMPLETED)
- **Automatically fetches** from ElevenLabs:
 - Recording URL → Stores proxy URL

- Transcript → Stores formatted text
- AI Summary → Stores conversation data

4. User Views:

- Opens Messages → Call History tab
- Clicks Play → Audio streams via proxy
- Clicks Details → Shows transcript + summary

API Endpoints:

Endpoint	Purpose	Called By
/api/twilio/voice-callback	Handle incoming calls	Twilio
/api/twilio/call-status	Update call status + fetch recordings	Twilio
/api/calls/conversation-history	Get call history for UI	Frontend
/api/calls/audio/[id]	Proxy ElevenLabs audio	Audio player
/api/calls/fetch-recording	Manual backfill (if needed)	Admin

✓ Success Checklist

After completing setup:

- [] Configured Voice Webhook for all Twilio numbers
- [] Configured Status Callback for all Twilio numbers
- [] Made test inbound call → Appears in history
- [] Made test outbound call → Appears in history
- [] Both calls show “COMPLETED” status
- [] Can play recordings with Play button
- [] Can see transcripts with Show Details
- [] Can see AI summaries
- [] Both INBOUND and OUTBOUND calls visible

🎉 What You'll Have After Setup

Once configured, your Messages page will be a complete communication hub:

Messages Tab:

- SMS/Email conversations
- Send/receive messages
- Contact search

Call History Tab:

- Complete call log (inbound + outbound)

- Playable recordings
- Full transcripts with timestamps
- AI-generated conversation summaries
- Filterable by contact/phone number

Additional Resources

- **Twilio Voice Configuration:** <https://www.twilio.com/docs/voice/tutorials/how-to-respond-to-incoming-phone-calls>
 - **ElevenLabs Conversational AI:** <https://elevenlabs.io/docs/conversational-ai/overview>
 - **Your Deployment URL:** <https://go-high-or-show-goog-8dv76n.abacusai.app>
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Important Notes

1. **ElevenLabs Account Capacity:** Your current account is at **99.99% capacity** (39,178/39,180 characters used). You'll need to upgrade or wait for the monthly reset to make new calls.
 2. **Recording Retention:** ElevenLabs keeps recordings for a limited time (usually 30 days). After that, the audio URLs expire.
 3. **Webhook Security:** Your webhooks are currently open. Consider adding Twilio signature validation for production use.
 4. **Call Duration:** For transcripts to be generated, calls should be at least 10-15 seconds long.
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Built: November 23, 2025

Status:  System Ready - Webhooks Need Configuration

Action Required: Configure Twilio webhooks in console