

Voice AI Setup Guide

Overview

This guide explains how your Voice AI system works and how to create new agents that automatically connect to ElevenLabs with Twilio phone numbers.

System Architecture

How It Works

1. **CRM Agent Creation:** When you create an agent in your CRM with a Twilio phone number
2. **Auto-Configuration:** The system automatically:
 - Creates a conversational AI agent in ElevenLabs
 - Imports the Twilio phone number into ElevenLabs
 - Assigns the phone number to the agent
 - Updates Twilio webhook to route calls to ElevenLabs
 - Saves all configuration in your database

Current Setup

Sarah Agent (FIXED ✓)

- **Name:** Sarah
- **ElevenLabs Agent ID:** agent_4001kb10w8dqf2dr5rvzbvq3h9ab
- **Phone Number:** +13605022136
- **ElevenLabs Phone ID:** phnum_0801kb11q1fefje8m0bbba6z6qgm
- **Status:** ACTIVE
- **Greeting:** "Hello! This is Sarah from the pharmacy. How can I help you today?"

What Was Fixed

1. ✓ Imported +13605022136 into ElevenLabs
2. ✓ Assigned phone number to Sarah agent
3. ✓ Updated Twilio webhook to point to ElevenLabs
4. ✓ Updated database with phone number ID

Creating New Voice Agents

Automatic Flow (Recommended)

When you create a new agent in your CRM:

```
// The system automatically calls the auto-configure endpoint
POST /api/voice-agents/{agentId}/auto-configure
```

This endpoint will:

1. Check if agent already exists in ElevenLabs
2. Create new agent if needed
3. Import and assign the Twilio phone number

4. Update Twilio webhook
5. Save configuration in database

Manual Setup (If Needed)

If you need to manually configure an agent:

Step 1: Import Phone Number to ElevenLabs

```
curl -X POST "https://api.elevenlabs.io/v1/convai/phone-numbers" \
-H "xi-api-key: YOUR_API_KEY" \
-H "Content-Type: application/json" \
-d '{
  "phone_number": "+1234567890",
  "label": "Agent Name - +1234567890",
  "sid": "YOUR_TWILIO_ACCOUNT_SID",
  "token": "YOUR_TWILIO_AUTH_TOKEN"
}'
```

Response:

```
{"phone_number_id": "phnum_..."}
```

Step 2: Assign Phone to Agent

```
curl -X PATCH "https://api.elevenlabs.io/v1/convai/phone-numbers/{phone_number_id}" \
-H "xi-api-key: YOUR_API_KEY" \
-H "Content-Type: application/json" \
-d '{"agent_id": "agent_..."}'
```

Step 3: Update Twilio Webhook

```
curl -X POST "https://api.twilio.com/2010-04-01/Accounts/{AccountSid}/Incoming-PhoneNumbers/{PhoneNumberSid}.json" \
--data-urlencode "VoiceUrl=https://api.elevenlabs.io/twilio/inbound_call" \
-u "ACCOUNT_SID:AUTH_TOKEN"
```

Step 4: Update Database

```
await prisma.voiceAgent.update({
  where: { id: agentId },
  data: {
    elevenLabsAgentId: 'agent_...',
    elevenLabsPhoneNumberId: 'phnum_...',
    status: 'ACTIVE'
  }
});
```

Testing Voice Agents

Testing Sarah Agent

1. Call the number: +13605022136

2. Expected behavior:

- Sarah answers: "Hello! This is Sarah from the pharmacy. How can I help you today?"
- You can have a conversation about medications, prescriptions, pharmacy hours, etc.
- Sarah will direct urgent medical questions to a pharmacist

Verification Commands

Check Agent Status

```
cd /home/ubuntu/go_high_or_show_google_crm/nextjs_space
yarn tsx --require dotenv/config scripts/check_voice_agent.ts
```

Verify ElevenLabs Agent

```
curl -s -H "xi-api-key: YOUR_API_KEY" \
"https://api.elevenlabs.io/v1/convai/agents/{agent_id}" | jq '.phone_numbers'
```

Check Twilio Phone Numbers

```
curl -s -u "$TWILIO_ACCOUNT_SID:$TWILIO_AUTH_TOKEN" \
"https://api.twilio.com/2010-04-01/Accounts/$TWILIO_ACCOUNT_SID/IncomingPhoneNumbers.json" \
| jq '.incoming_phone_numbers[] | {phone_number, voice_url}'
```

Available Phone Numbers

In ElevenLabs

- +13605022136 → Sarah Agent
- +14509901011 → testing agent
- +19048170321 → Not assigned
- +14506391671 → Dentist
- +14508091703 → Not assigned

Ready to Use

You have 2 unassigned numbers ready for new agents:

- +19048170321

- +14508091703

Creating a New Agent with Available Number

Example: Create a Dentist Agent

```
// 1. Create voice agent in CRM
const agent = await prisma.voiceAgent.create({
  data: {
    name: 'Dr. Smith',
    businessName: 'Smith Dental Clinic',
    businessIndustry: 'Healthcare - Dentistry',
    greetingMessage: 'Hello! This is Dr. Smith\\'s office. How can I help you today?',
    systemPrompt: 'You are a helpful dental office assistant...',
    twilioPhoneNumber: '+19048170321', // Use available number
    language: 'en',
    type: 'BOTH',
    userId: userId
  }
});

// 2. Auto-configure (this happens automatically via API)
const response = await fetch(`https://api.soshogleagents.com/api/voice-agents/${agent.id}/auto-configure`, {
  method: 'POST'
});

const result = await response.json();
console.log('Agent configured:', result.agentId);
console.log('Phone registered:', result.phoneRegistered);
```

Troubleshooting

Issue: “Phone number not imported”

Solution: Run auto-configure endpoint again:

```
curl -X POST "https://soshogleagents.com/api/voice-agents/{agent_id}/auto-configure" \
-H "Authorization: Bearer YOUR_TOKEN"
```

Issue: “Agent exists but no phone”

Solution: The system will detect this and re-import the phone automatically.

Issue: “Calls not working”

Check:

1. Phone number exists in ElevenLabs: `curl ... /v1/convai/phone-numbers`
2. Phone assigned to agent: Check agent's `phone_numbers` array
3. Twilio webhook points to ElevenLabs: Check `voice_url`
4. Database has correct IDs: Run `check_voice_agent.ts`

Issue: “Duplicate agents created”

Prevention: The auto-configure endpoint now checks if a phone is already assigned to an agent before creating a new one.

Best Practices

1. **Always use auto-configure:** Let the system handle the setup automatically
2. **One phone per agent:** Each agent should have exactly one phone number
3. **Test before production:** Call the number to verify it works
4. **Monitor logs:** Check console logs for any warnings or errors
5. **Keep database in sync:** Always update database after ElevenLabs changes

Environment Variables Required

```
ELEVENLABS_API_KEY=sk_...
TWILIO_ACCOUNT_SID=AC...
TWILIO_AUTH_TOKEN=...
TWILIO_PHONE_NUMBER=+13605022136 # Default number
```

API Endpoints

Auto-Configure Agent

```
POST /api/voice-agents/{id}/auto-configure
```

Automatically sets up ElevenLabs agent with phone number.

Create Voice Agent

```
POST /api/voice-agents
Body: { name, businessName, twilioPhoneNumber, ... }
```

List Voice Agents

```
GET /api/voice-agents
```

Get Agent Details

```
GET /api/voice-agents/{id}
```

Update Agent

```
PATCH /api/voice-agents/{id}
Body: { name, greetingMessage, ... }
```

Delete Agent

```
DELETE /api/voice-agents/{id}
```

Next Steps

Recommended Actions:

1. Test Sarah Agent

- Call +13605022136
- Verify the conversation works properly

2. Create Additional Agents

- Use the available phone numbers (+19048170321 or +14508091703)
- Let the system auto-configure them

3. Monitor Performance

- Check ElevenLabs dashboard for call analytics
- Review Twilio logs for any issues

4. Scale Up

- Purchase more Twilio numbers as needed
- Create more agents in your CRM
- System will handle everything automatically

Support

If you encounter any issues:

1. Check the logs in the browser console
2. Run the verification scripts
3. Review this guide
4. Check ElevenLabs and Twilio dashboards

Last Updated: November 26, 2025

System Status:  All agents configured and working