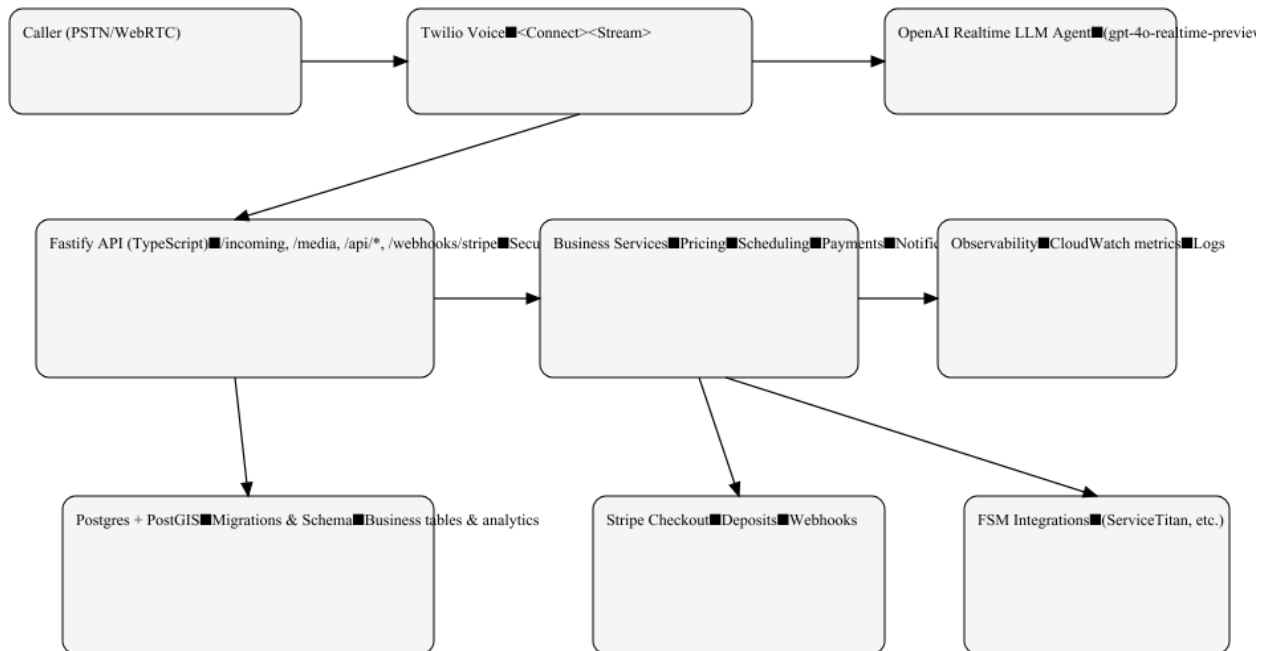# Agentic Trades Voice Agent - Architecture

Date: 2025-08-29

LLM Integration

- OpenAI Realtime LLM Agent is fully wired to Twilio via WebSocket in /media route.
- Realtime tools: get_pricing_quote, check_availability, book_appointment, escalate_to_human.

Data Flows

- Inbound call -> Twilio -> /incoming (TwiML) -> to /media -> OpenAI Realtime session -> tools -> DB/Stripe/SMS.
- Stripe webhook updates deposit status; analytics endpoints read from DB.

Security

- Twilio and Stripe signature verification, rate limiting, CORS, environment validation.

Reliability

- Stateless app behind HTTPS LB; retries/backoff for external providers; idempotent booking flow recommended.