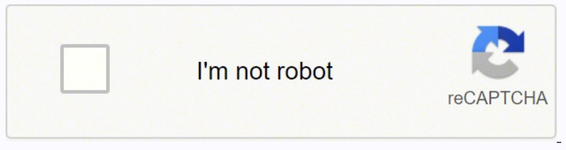
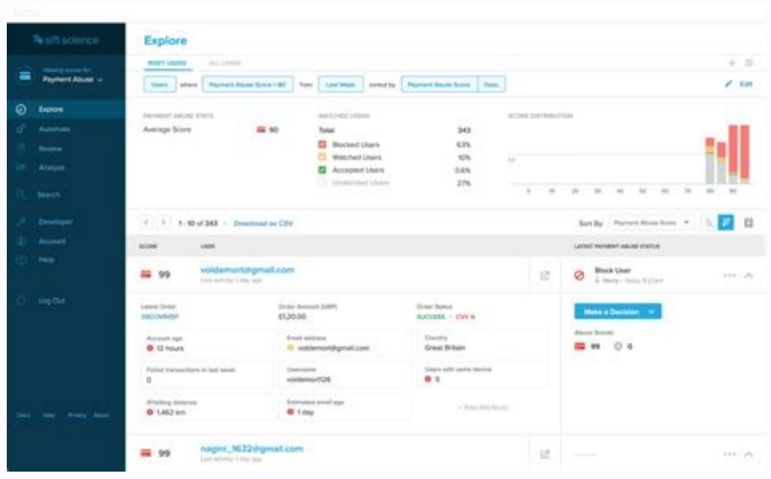
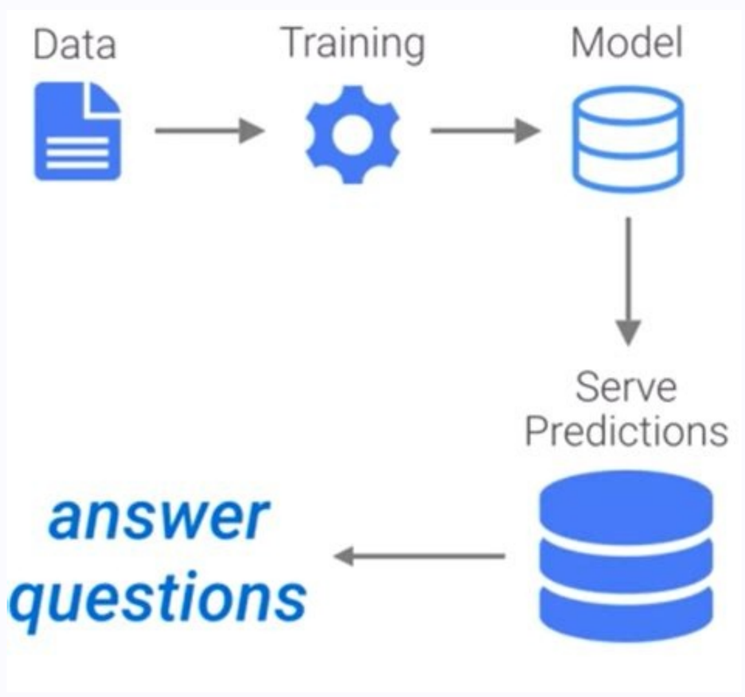


Next

Answering machine detection twilio





Twilio answering machine detection pricing. Twilio studio answering machine detection.

client.calls(req.body.CallSid) .update({twiml: `${deliveryMessage} We'll send you an SMS reminder. `}) // Send reminder via SMS .then(call => client.messages .create({body: smsReminder, from: call.from, to: call.to }) .then(message => console.log(message.sid))) .catch(err => console.log(err)) } res.sendStatus(200) }) In the above code, we're creating the /amd-callback endpoint and defining the process based on the AMD detection results received by the endpoint. We're retrieving the message." statusCallback and statusCallbackEvent statusCallback is used to track the status of the call. Copy the URL starting with https on the right side of Forwarding and paste it into the NGROK_URL variable. If set to false, Twilio will block the call from running until AMD completes. Once AMD detects that a human picked up the call, it will play the message "This is Twilio Logistics. Set up outgoing calls First, we'll import the environment variables and instantiate the dependencies. AMD is a feature provided by Programmable Voice that analyzes the speech patterns that occur in the first few seconds after a call starts. This setting allows a call to continue without silence if a human answers the call. She writes hands-on JavaScript tutorial articles in Japanese and English for Twilio Blog. The terminal will show the status of the call and "Call picked up by human". In this tutorial, we will create an endpoint named /amd-callback and set it to AsyncAmdStatusCallback. Build the delivery reminder system The next step is to build the delivery reminder system. Goodbye!". AsyncAmdStatusCallback specifies the callback URL to send the detection result to. Below are step-by-step instructions on how to get these credentials and add them to your .env file. Goal By the end of this tutorial, you will learn the basic features of AMD and have a delivery reminder system built using Node.js. You now have all the necessary files and packages for the project. Open a new window in a terminal and execute this command: If ngrok works without problems, you'll see the URL published on the web as shown below. Congratulations! You've built a delivery reminder system using Twilio's AMD and Node.js. On the other hand, in the case of an answering machine there is no pause, as the responder plays a recorded message, like "Hello, this is...". Move to amd-node-delivery-reminder and create 3 files in the root directory: make-call.js for the main project file, .env for storing environment variables, and delivery-data.json for storing dummy data. Hang up the call and stop the server in the terminal. AMD is a useful feature if you want to take different actions depending on the status of the call recipient. twiml In twiml, we define what to do while AMD is detected, using TwiML code. Happy coding! Stephenie is a JavaScript editor in the Twilio Voices team. Prepare dummy data In this delivery reminder system, we'll create and use dummy data in JSON format. The timing at which this AnsweredBy parameter is sent to the application depends on the AMD processing method you specify. Verify the program behaviour when an answer machine was detected Run node make-call.js in the terminal again. Create an endpoint to receive the call status Next, we'll create an endpoint to receive and output the call status sent from statusCallback. Next, we'll install the required dependencies. Create an amd-node-delivery-reminder directory. To enable Twilio's APIs to access the program running in the local environment, we'll use ngrok and expose localhost:3000 to the web. Test the program Verify the program behavior when a human answers the call In the terminal, run this command in the root directory of amd-node-delivery-reminder: If the program works without any problems, a call will be made to the phone number registered in delivery-data.json. Save the delivery-data.json file. DetectMessageEnd returns the result immediately after a human is detected, but if an answering machine is detected, it will delay the result of the detection until after the recorded message is finished. Among them, Answering Machine Detection or "AMD" allows you to identify the incoming caller and adjust the call flow accordingly. There are two AMD processing methods that can be specified in machineDetection: Enable and DetectMessageEnd. We'll deliver your package between ${earliestDeliveryTime} and ${latestDeliveryTime} o'clock today. Copy the value and paste it into the TWILIO_AUTH_TOKEN variable in the .env file. A Twilio phone number with the ability to make phone calls and send SMS. Paste this code between the block for global variables and the app.listen block: // Make outgoing calls const makeCall = (data) => { earliestDeliveryTime = deliveryData[0].deliveryTime.split("-")[0] latestDeliveryTime = deliveryData[0].deliveryTime.split("-")[1] console.log("Making a call to:", data.phoneNumber) client.calls .create({ machineDetection: "DetectMessageEnd", asyncAmd: true, asyncAmdStatusCallback: callBackDomain + "/amd-callback", asyncAmdStatusCallbackMethod: "POST", twiml: "This is Twilio Logistics. If you set asyncAmd to true, the call will continue regardless of whether the call is answered by a human or an answering machine. Save the .env file. Create an endpoint to configure the process after the recipient of the call has been detected The next step is to configure the behavior of the program when it detects a human or an answering machine. Goodbye!` if (callAnsweredByHuman) { // When a human answers the call console.log("Call picked up by human") // Update ongoing call and play delivery reminder message client.calls(req.body.CallSid) .update({twiml: `${deliveryMessage}`}) .catch(err => console.log(err)) } else { // When an answering machine answers the call const smsReminder = `This is Twilio Logistics. If you set asyncAmd to true, you need to also set AsyncAmdStatusCallback. asyncAmd and asyncAmdStatusCallback AMD detection can be handled asynchronously. Once the message is displayed, stop the server. Related Posts amd Programmable Voice Node.js TwiML Programmable SMS AMD recognizes this pattern and determines that a human picked up the call if there is silence for a certain period of time, or decides an answering machine picked up if there is continuous noise. Paste this code under the block for the /status-callback endpoint: // Process after AMD detection app.post("/amd-callback", function (req, res) { const callAnsweredByHuman = req.body.AnsweredBy === "human" const deliveryId = deliveryData[0].id const deliveryMessage = `This is Twilio Logistics. If the call is answered by a human (human), a delivery reminder voice message is played. This system plays a reminder message if a human answers the call, but if the call is answered by an answering machine it also sends an SMS message like so: The processing flow is as follows: Assumed technical knowledge This tutorial requires: Basic JavaScript knowledge Basic Node.js knowledge Required tools and packages Stable version of Node.js and npm. For instructions on how to get a phone number, see Get your first Twilio phone number in the Twilio Documentation. In this tutorial, we will create and specify an endpoint named /status-callback and set it to statusCallback. Save the file, open the first terminal window and run this command in the root directory of amd-node-delivery-reminder: If the server runs without any problems, you'll see the message "Example app listening on port 3000!". express: A web application server framework for Node.js. Next, we'll implement the outgoing call process. When an answering machine is detected, this SMS message will be sent to the recipient's phone number. In this tutorial, we play the audio message "This is Twilio Logistics. Now that you understand the basic functions of AMD, let's start with the basic settings for the program. For more information, see the ngrok's official website. A personal phone number with voicemail enabled to test the project. Open make-call.js and copy this code to the first line in the file: require("dotenv").config() // Set Twilio credentials and other variable data as environment variables const accountSid = process.env.TWILIO_ACCOUNT_SID const authToken = process.env.TWILIO_AUTH_TOKEN const outgoingPhoneNumber = process.env.TWILIO_PHONE_NUMBER const callBackDomain = process.env.NGROK_URL // Import dependent packages and dummy data const express = require("express") const client = require("twilio")(accountSid, authToken) const deliveryData = require("./delivery-data.json") // Create a global app object and port const app = express() const port = 3000 // Configure Express to parse received requests with JSON payload app.use(express.json()) app.use(express.urlencoded({ extended: true })) // Global variables let earliestDeliveryTime = "" let latestDeliveryTime = "" app.listen(port, () => { console.log(`Example app listening on port ${port}!`) }) At this point, let's test the server once to make sure it runs correctly. This will output one of initiated, ringing, answered, and completed each time the status changes. This tutorial will show you not only the basic features of AMD, but also how to create a delivery reminder system with it. This setting is appropriate if you want to leave a message on the answering machine. machineDetection machineDetection specifies the AMD processing method. Open a terminal and run this command in the root directory of amd-node-delivery-reminder: npm install --save dotenv express twilio The details of the installed dependencies are as follows: dotenv: Package for importing the values defined in the .env file as environment variables. If you'd like to extend this program further, you can use TwiML's verb to allow the recipient to select an option to connect to an agent using a keypad. Paste the phone number you want to specify as the recipient in E.164 format in {Your personal phone number}. twilio: Twilio Node Helper Library to make HTTP requests to Twilio APIs using Node.js. Auth Token Under the Account SID, you'll find AUTH TOKEN. When you receive the call, do not answer it this time and let your voicemail take it. When the responder is a human, it's common for the responder to say something like "Hello" in response to the call, and then go silent to wait for the caller's response. We're retrieving the message.", followed by "This is Twilio Logistics. Based on this information, you can update the call and trigger different actions after the call ends. We'll deliver your package between 9 and 11 o'clock today. Finally, paste this code below the app.listen block: // Start call makeCall(deliveryData[0]) This code starts the outgoing call. Paste this code under the makeCall function block: // Output call status app.post("/status-callback", function (req, res) { console.log(`Call status changed: ${req.body.CallStatus}`) res.sendStatus(200) }) This code creates a /status-callback endpoint that will receive the call status sent from statusCallback. Set environment variables To use the Twilio Node Helper Library, you need an Account SID, which is a unique identifier for your Twilio account, and an Auth Token, which is used to authenticate. With this setting set to Enable, the result is provided to the application as soon as possible. Otherwise, a delivery reminder voice message is left on the answering machine and a reminder message with the delivery ID is sent via SMS. We'll deliver your package ${deliveryId} between ${earliestDeliveryTime} and ${latestDeliveryTime} o'clock today.` console.log("Call picked up by machine") // Update ongoing call and leave delivery reminder message on answering machine. Save the file. With AMD, you can determine whether an outgoing call issued from a voice API was answered by a human, an answering machine, or a fax machine. In this tutorial, we'll specify an array of all possible statuses that we can receive: initiated, ringing, answered, and completed. Open delivery-data.json and paste this code: [{ "id": 123456, "name": "Customer 1", "phoneNumber": "{Your personal phone number}", "deliveryTime": "9-11" }] phoneNumber is the delivery recipient's phone number we'll call. A free or paid Twilio Account. ngrok URL This tutorial demonstrates how to run the program locally. Twilio offers a wide range of phone related features. In this tutorial, we will set asyncAmd to true. Pick up the phone and say something like "Hello". Account SID Log in to the Twilio Console and copy the value of ACCOUNT SID and paste it into the TWILIO_ACCOUNT_SID variable in the .env file . When using statusCallback, you need to specify the statuses you want to track in statusCallbackEvent. To manage these IDs securely and efficiently, we'll store them as environment variables.Open the .env file you created with a text editor, and copy and paste this code: TWILIO_ACCOUNT_SID=XXXXX TWILIO_AUTH_TOKEN=XXXXX TWILIO_PHONE_NUMBER=XXXXX NGROK_URL=XXXXX XXXXX represents a placeholder for Twilio's authentication information. When AMD detects a human call or answering machine, it will pass the result of the detection in an AnsweredBy parameter. Reach out to Stephenie at snakajima[at]twilio.com and see what she's building on Github at smwilk. The following code defines the makeCall function that sends a request to the Call resource and sets up the outgoing call. To make a call with Twilio, we send a POST request to the Call resource. In this tutorial, we will use DetectMessageEnd. We're retrieving the message.", to: data.phoneNumber, from: outgoingPhoneNumber, statusCallback: callBackDomain + "/status-callback", statusCallbackEvent: ["initiated", "ringing", "answered", "completed"], statusCallbackMethod: "POST" }) .catch(error => {console.log(error)}) } Let's go through the options passed to the client.calls.create() function in detail. This setting is appropriate if you want to take certain actions immediately, such as transferring the call when a human answers, or hanging up when a machine picked up. Ngrok with a registered account and AuthToken set up. The program is now complete! At this point, you can check the code in make_call.js so far against the code on Github. When you play the voicemail left on the answering machine, you will hear the message: "This is Twilio Logistics. Your Twilio phone number Paste your Twilio phone number into the TWILIO_PHONE_NUMBER variable in E.164 format in the .env file.

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