Motivation

Raise the bar on Automated Phone call UX

Small Businesses

Software as a Service
Who is Pam?

- A default voice assistant secretary
- Capable of scheduling appointments
- Answer general questions
Technologies Used

- Ruby
  - Sinatra - web server
  - RSpec - testing
- Twilio Programmable Speech API
  - Transcription
  - Speech-to-Text
- Google Calendar API
- Travis CI
- Docker
- Heroku
Solution Design

Diagram:
- Customer
  - Call
  - Text to Speech
- Twilio
  - Response Text
  - Transcription
- Google Calendar
  - Requests, Updates
  - Schedule
- Ruby
- Back End
Customers before Pam

Demo

Customers after Pam
Future Plans

- Database for better information storage
  - Push software as a service aspect
- Web App for businesses so they can fully customize Pam to their liking
  - Admin dashboard
- Natural Language Processing for better speech recognition
Future Plans
Future Plans
Questions?