

Team Name: Schrute Farms
Project Name: Pam
Team Lead: Jonathan Segovia

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Problem Statement

One avenue for small businesses to communicate with customers is the telephone. Customers often call in to check availability hours and set up appointments. However, a common issue in these small mom and pop shops is that there are not enough employees to always man the phone. Pam is a Virtual Assistant that will help businesses connect with their customers over the phone. She will allow workers to focus on doing their business rather than making appointments, and will be able to accept calls after hours or during holidays/weekends. There are many online and custom voice assistant appointment scheduling options; however, not all small businesses have the resources to set up such services.

Outcomes

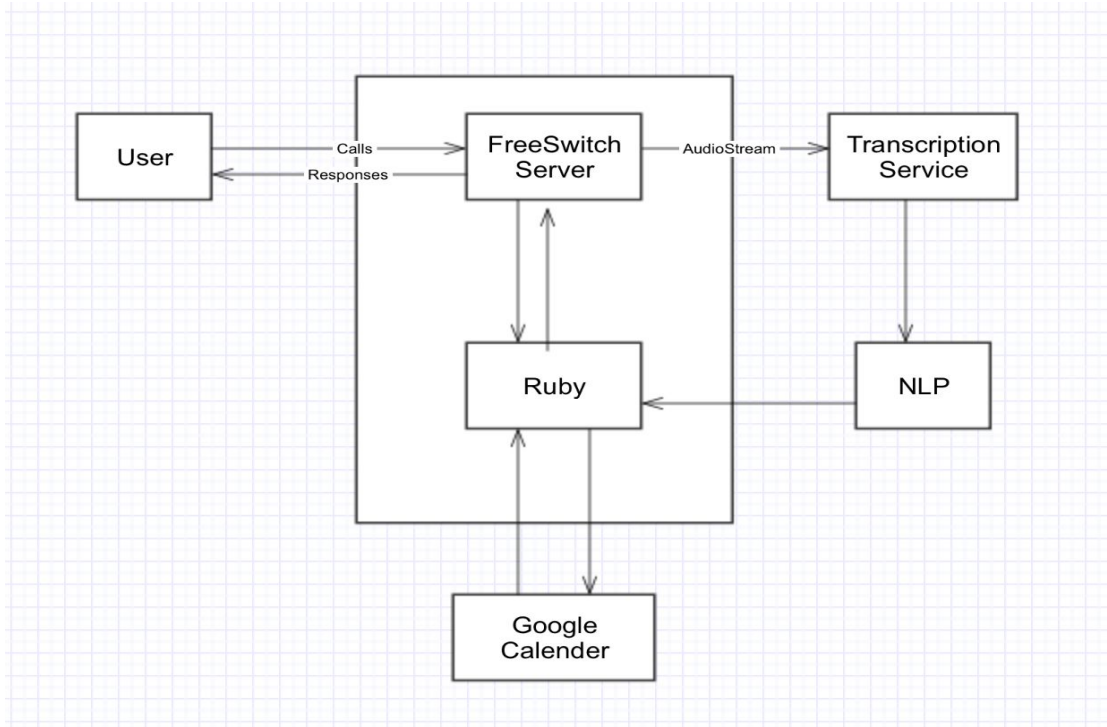
Small businesses will have an easy solution for enabling customers to connect with them through the telephone. They will be able to tailor the assistant to fit their business requirements, manageable through a webpage dashboard, and view appointments with customers in their Google Calendars.

Milestones

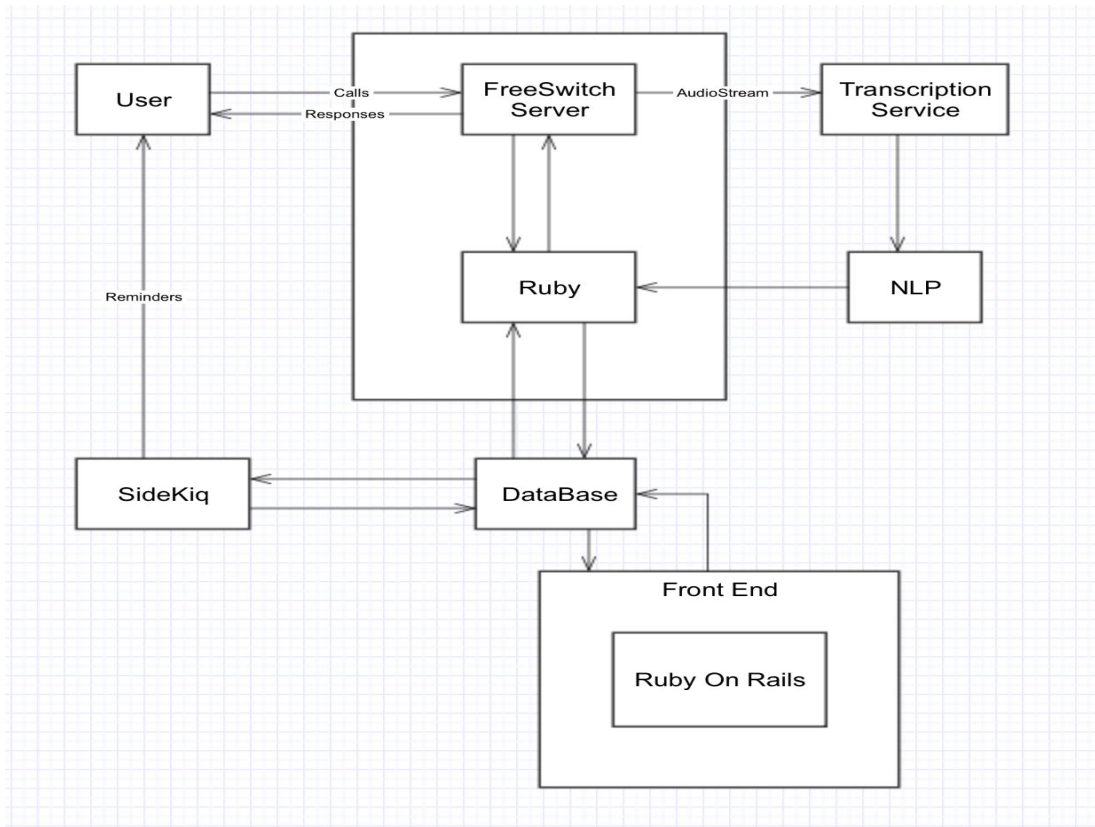
Our project will be broken down into three major milestones.

1. Setup Freeswitch server and take action on keywords; create event in Google Calendar
2. Integrate Audio to Text transcription and Natural Language Processing libraries for more natural actions and responses
3. Create Admin Dashboard Web Application for managing settings, prompts, and viewing calendar

Fall Quarter Goal:



Winter Quarter Goal:



Technologies:

- **Code Hosting:**
 - Github
 - TravisCI (continuous integration)
- **Workflow:**
 - Trello (task tracking)
 - Github (code reviews)
 - TravisCI (Deployment)
- **Infrastructure:**
 - Docker (with Docker Swarm)
 - Freeswitch : open source tool for telephony server. Allows us to point calls to the Freeswitch server.
 - Freeswitcher
 - Ruby
 - Google Calender API
 - Transcription/NLP TBD
 - Telephone App on MacOS
 - DataBase TBD
 - Ruby on Rails (FrontEnd)
 - Sidekiq (background processes; SMS reminders, emails, etc)