



WaitForMe

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Waiting on hold sucks

- People have to wait on hold
- Bad for business
- Annoying for people

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Solution

- Server that waits on hold for you
- Call one number
- Server takes care of the rest
- Server calls you back once business is on the line

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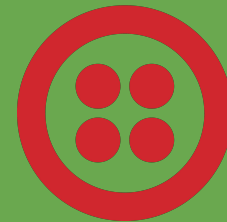
How is it different?

- One number to call any business
- Not every business has a wait system implemented
- All businesses have different customer experiences

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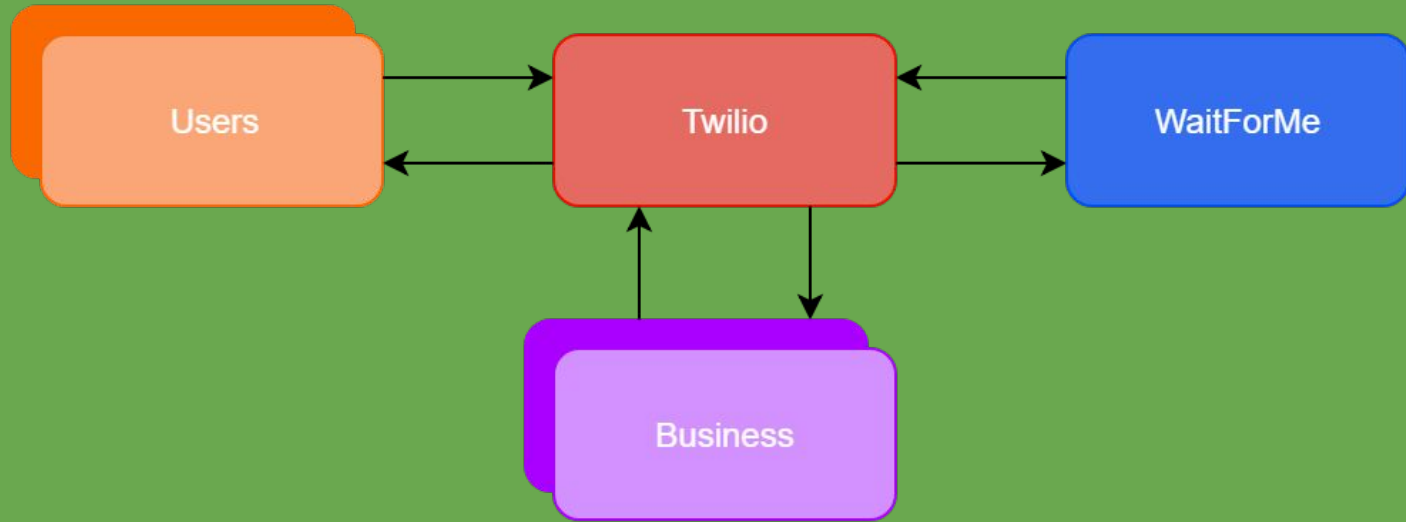
Technologies Used

- Ruby on Rails
- Google App Engine
- Twilio
- Travis CI



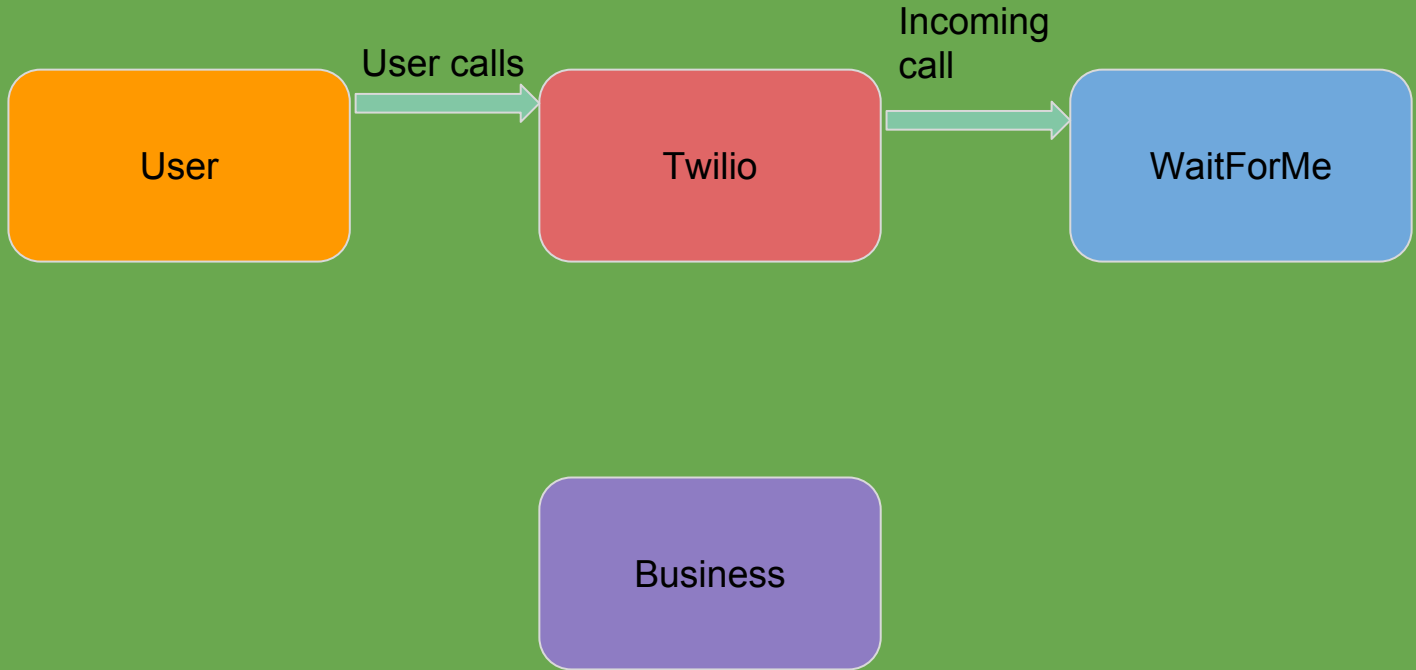
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System design



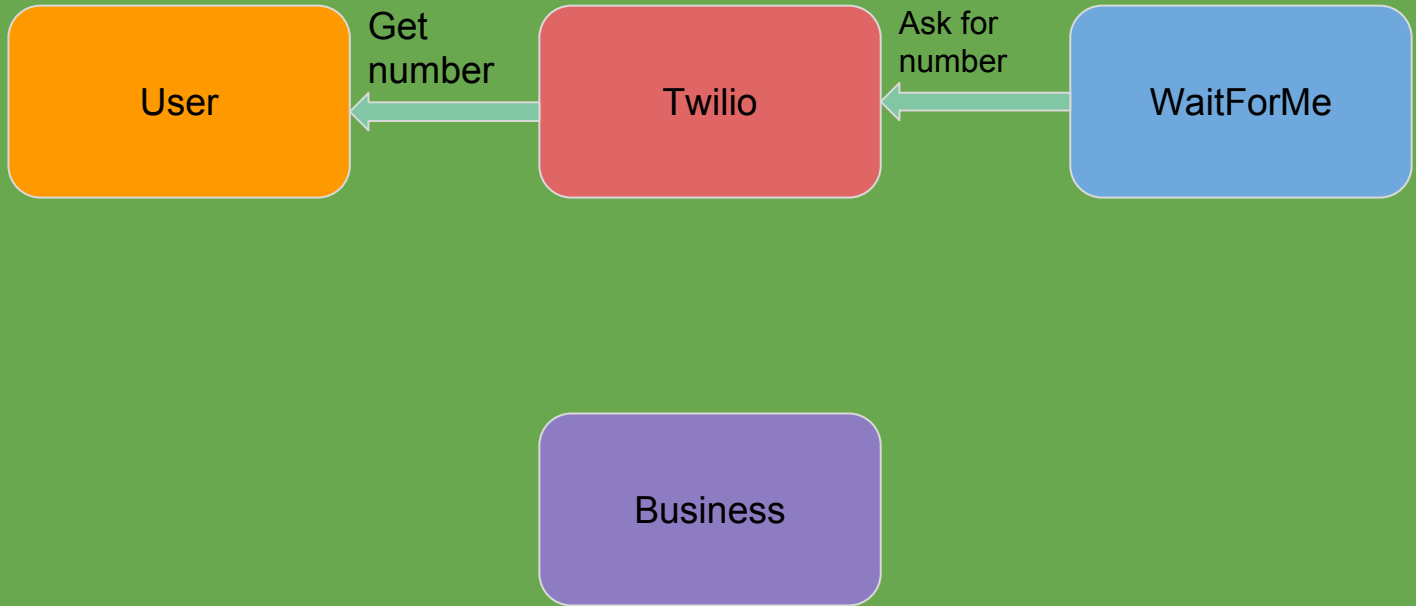
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Implementation details



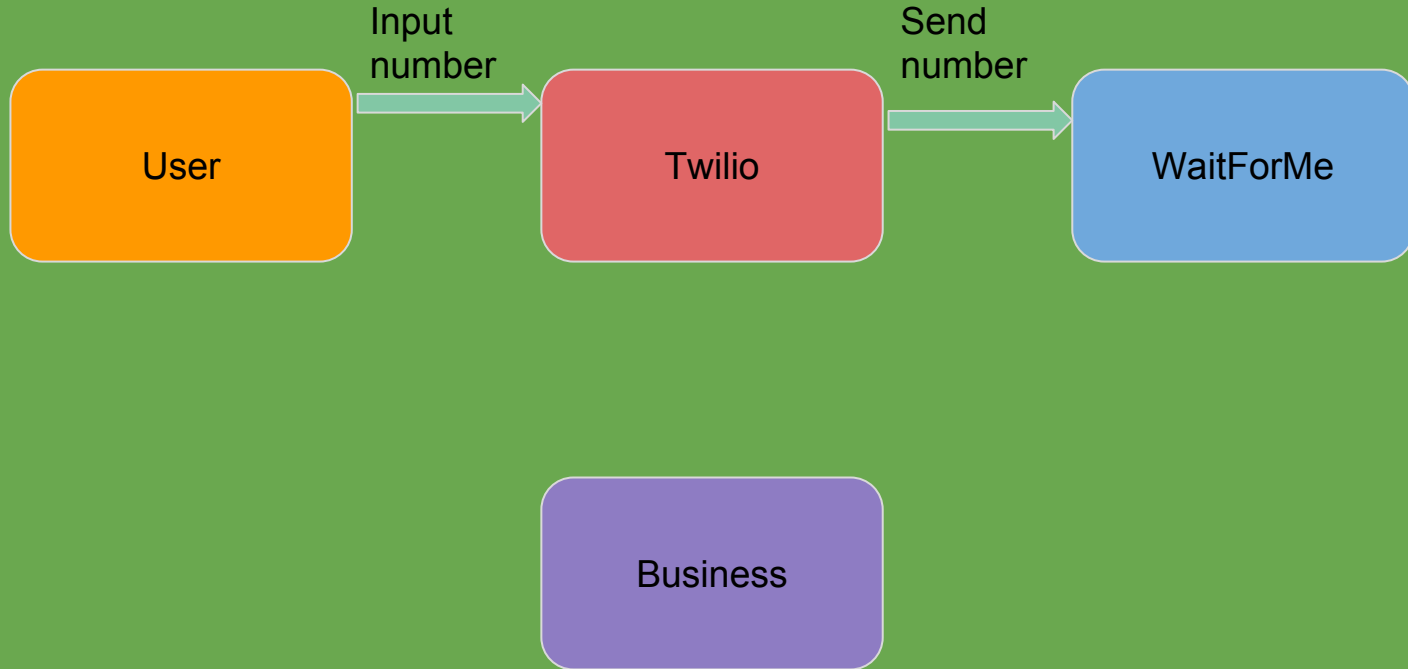
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Implementation details



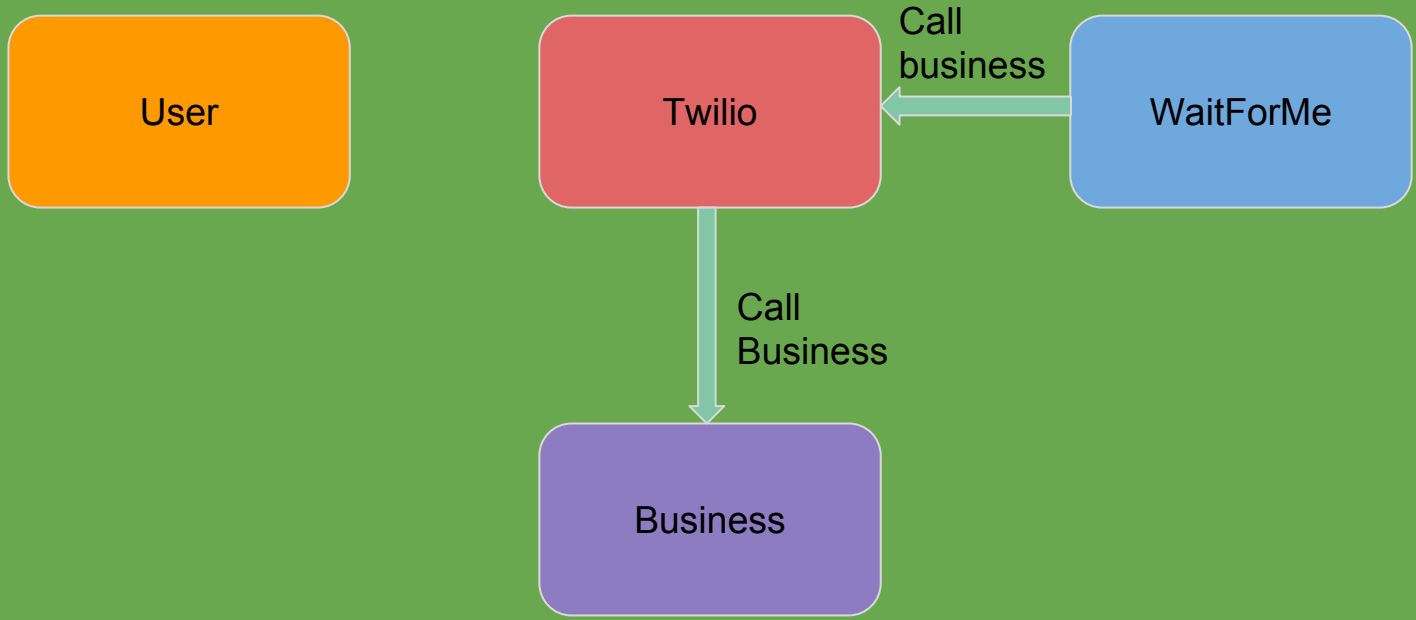
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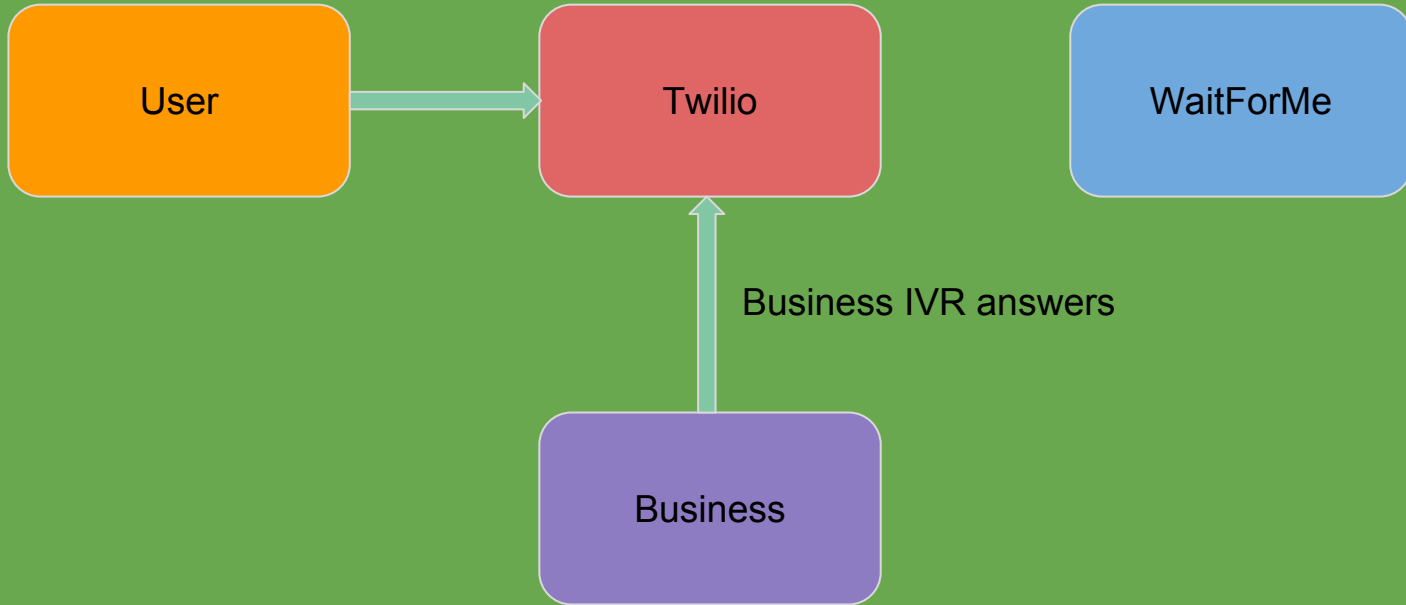
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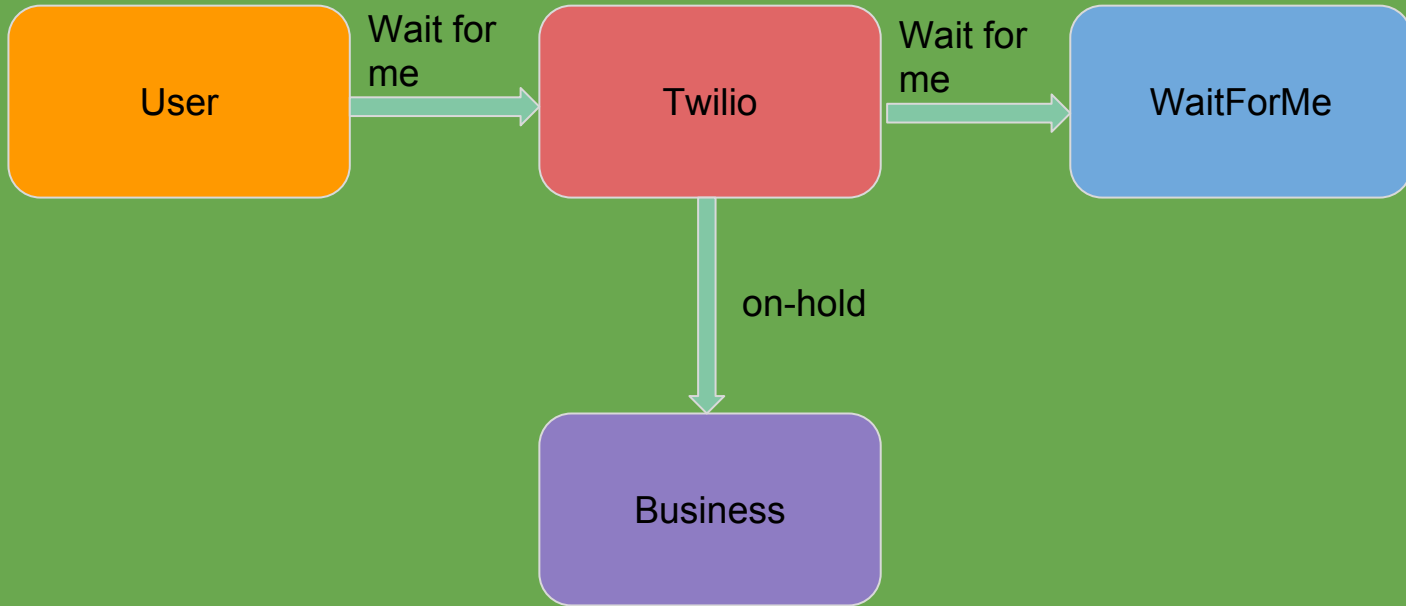
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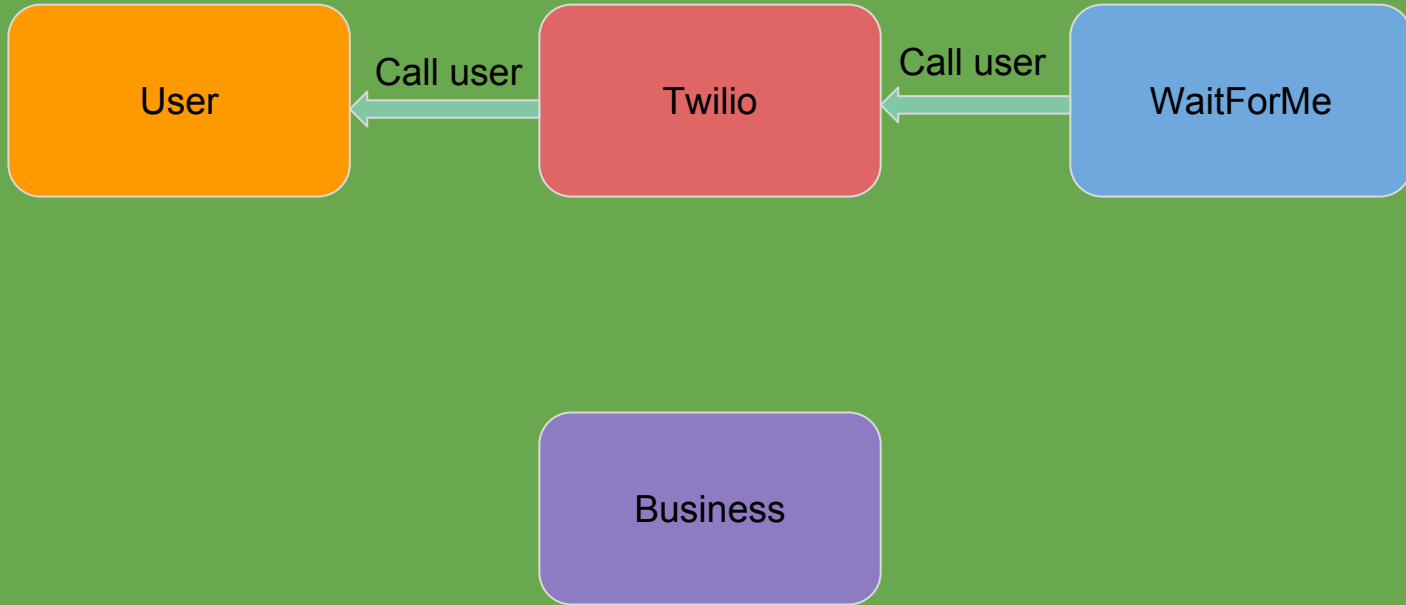
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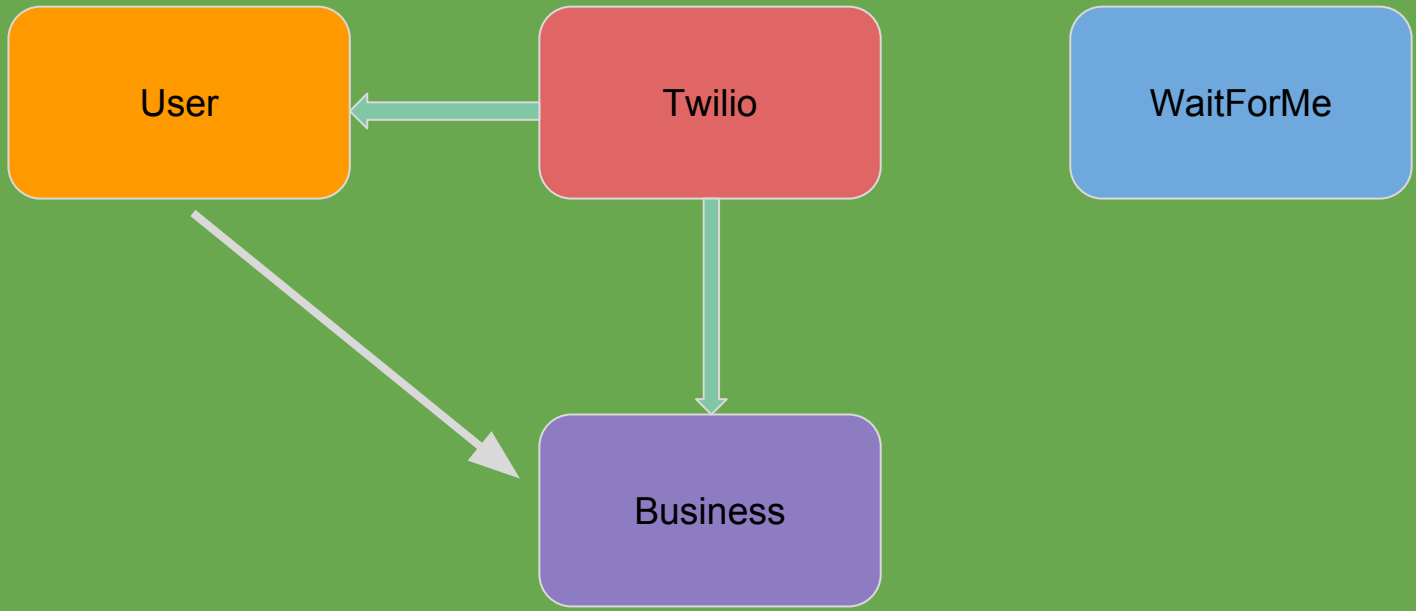
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Connecting User and Business



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Calling User Back



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Future work

- Add request for user input to tell WaitForMe when to hang up and wait on hold
- Add NLP to detect when off hold
- Add Alexa voice integration to initiate calls

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Thank You

Any Questions?

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