Alpha Presentation
Voice Transcription API

The Capstone Experience

Team RPM
Blake Garvin
Baran Manti
Karthik Kandikonda
Joel Nataren Moran
Al-Zayed Al-Hassan

Department of Computer Science and Engineering
Michigan State University
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Project Overview

• Engineers are experiencing high volume of logistics questions
• Interactive voice assistant with multilingual support
• Reduce workload and increase operational efficiency
System Architecture

Front-End
- React
- docker

Back-End
- Twilio
- A
- TURVO
- OpenAI
- Flask

Database
- Azure Tables
- RPM

Consumers
Call Logs

<table>
<thead>
<tr>
<th>Caller Number</th>
<th>Date</th>
<th>Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>+15179448993</td>
<td>2024-02-18</td>
<td>inbound</td>
</tr>
<tr>
<td>+15175059454</td>
<td>2024-02-18</td>
<td>inbound</td>
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<td>2024-02-18</td>
<td>inbound</td>
</tr>
</tbody>
</table>
Outgoing Calls

Call Logs

Outgoing Calls

- Caller Number: +12485131208, Contact Name: Blake Garvin
- Caller Number: +12487613420, Contact Name: Karthik
- Caller Number: +15174024317, Contact Name: AI-Zayed
- Caller Number: +15175068434, Contact Name: Joel Nataren
Call History

Full History of Call

Hello, I want to get the status of my shipment.

Of course, I can help you with that. In order to track the status of your shipment, could you please provide me with the Shipment ID, Purchase Order (PO) Number, Truck Number, or Location ID?

Of course. My shipment ID is 628856.

Your shipment with ID 628856 is currently...
Call Summary

Summary of the Call

Call No: +15179448993
Date: 02/18/2024
Contact: Unknown
Duration: No duration available
Reason: Unknown
Type of Call: Inbound
Description:
The user contacted the automated system to inquire about the status of their shipment, and after providing their shipment ID, they were informed that their shipment was currently in the "Tendered" stage.
What’s left to do?

• More languages
• Login
• Redirect to humansss
Questions?