The Capstone Experience

Beta Presentation
Voice Transcription API

Team RPM
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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
- docker
- React
- Consumers

Back-End
- Twilio
- Flask
- OpenAI
- TURVO

Database
- Azure Tables
- RPM

The Capstone Experience
Team RPM Beta Presentation
# Call Logs

## Call Logs

<table>
<thead>
<tr>
<th>Caller Number</th>
<th>Date</th>
<th>Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>+15179448993</td>
<td>03/27/2024</td>
<td>inbound</td>
</tr>
<tr>
<td>+12487613420</td>
<td>03/27/2024</td>
<td>inbound</td>
</tr>
<tr>
<td>+12485131208</td>
<td>03/27/2024</td>
<td>inbound</td>
</tr>
<tr>
<td>+15175059454</td>
<td>03/27/2024</td>
<td>inbound</td>
</tr>
</tbody>
</table>
Outgoing Calls

Call Logs

Outgoing Calls

Dashboard

Create Admin

joel

Logout

Outgoing Calls

<table>
<thead>
<tr>
<th>Caller Number</th>
<th>Contact Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>+12485131208</td>
<td>Blake Garvin</td>
</tr>
<tr>
<td>+12487613420</td>
<td>raj</td>
</tr>
<tr>
<td>+15174024317</td>
<td>Al-Zayed</td>
</tr>
<tr>
<td>+15175059454</td>
<td>Joel Nataren</td>
</tr>
</tbody>
</table>
Dashboard

Total Calls Per Caller

- +15174024317
- AAM - BLJFT
- 112485131208
- 1 RELIABLE TRANSPORTATION INC
- Unknown Caller

Call Logs
Outgoing Calls
Dashboard
Create Admin

joel
Logout
Create Admin

Enter a username and a password to create a new Admin Account.

Enter the username...

Enter the password...

Verify the password...

Create
What’s left to do?

• Features
  ▪ Completed

• Stretch Goals
  ▪ Completed RPM’s stretch goals
  ▪ Sentiment analysis
  ▪ Call ratings

• Other Tasks
  ▪ Bug fixing
  ▪ More unit testing
  ▪ UI fixes
  ▪ Code refactoring
Questions?