Part IV
Creating Web-Telephony Applications
Topics Covered

• System Overview
• IVR Application
• Call-back Application
• Call-blast Application
System Overview

PSTN

PRI Line

Web-Telephony Server

Sangoma Hardware

Drupal-6 Database

Freeswitch

Plivo

Web-Telephony Apps

IVR

Call-back

Call blast

Fetch

Update
IVR Application

1. Authentication
2. App Selection

Web-Telephony Server

1. Play a welcome message (<Speak>)
2. Present Initial menu (<Getdigits> and <Speak>)
3. Based on the choice, play the next menu (<Speak> or <Play>)

Dialled no: 3921900
Call-back Application

1. Authentication
2. App Selection

1. Capture the caller number
2. Hangup the call (<Hangup>)
3. Generate the outbound call to caller’s number (Call API)
4. When the call is answered, invoke relevant file (Call API’s Answer URL attribute)

Dialled no: 3921901
Call-blast Application

Web-Telephony Server

1. Authentication
2. App Selection

PVRI Line

1. Play a welcome message (<Speak>)
2. Ask the caller to record a message (<Record>)
3. Play the recorded message to caller (<Play>)

Dialled no: 3921902
Thank you