

What is Twilio?

What does it do?

- Answer calls
- Make calls
- Connect calls - transfers & conferences
- Send and receive SMS messages

Extras?

- Transcription
- Audio recording
- Text to speech
- Magic auto-scaling in the cloud

or another way...

It's all of Google Voice's features broken up into legos, for you to assemble any way you like.

Why do we care?

- Easily add telephone interactivity to existing web applications
- Build telephone apps using web technologies
- They do all the technical and political wrangling with phones
- Pay as you go pricing, cheap.

Pay as you go

- 1 cent / min - inbound calls
- 2 cents / min - outbound calls
- 2 cents / SMS - send or receive
- \$1 / month - phone number

How?

- Protocol glue: POTS --- HTTP
- Incoming to HTTP request
- Your app responds with what to do

Example applications

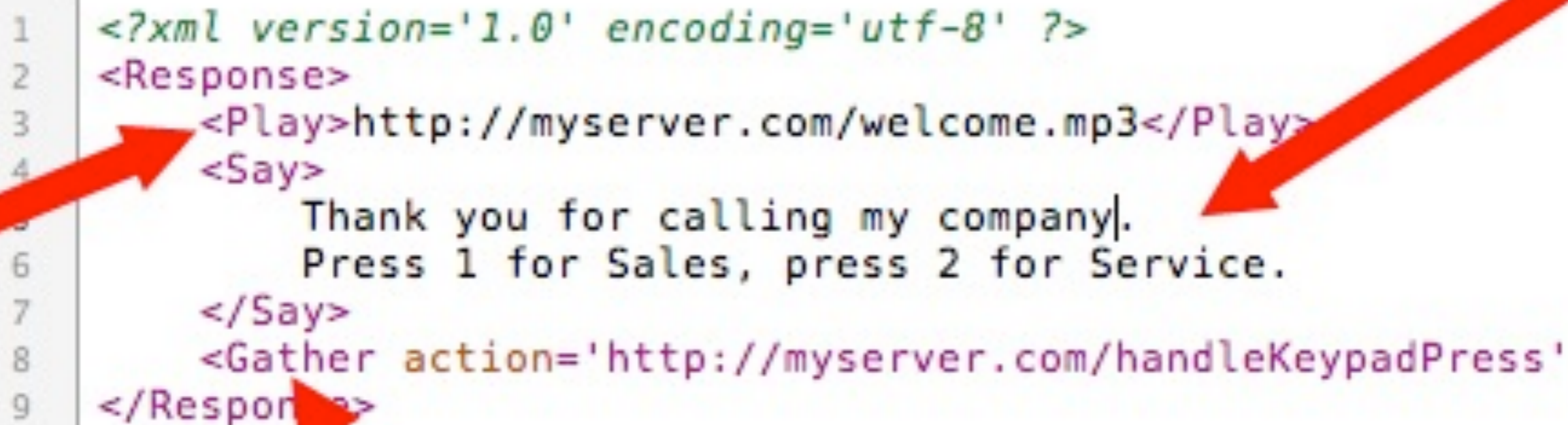
- Phone number consolidation
- Cheap international phone calls. :)
(5.5 cents a minute to Japan)
- Oh, and a free PBX...

OpenVBX

- A full business phone platform implemented using Twilio APIs
- Open source, free to install
- Requires Twilio to run

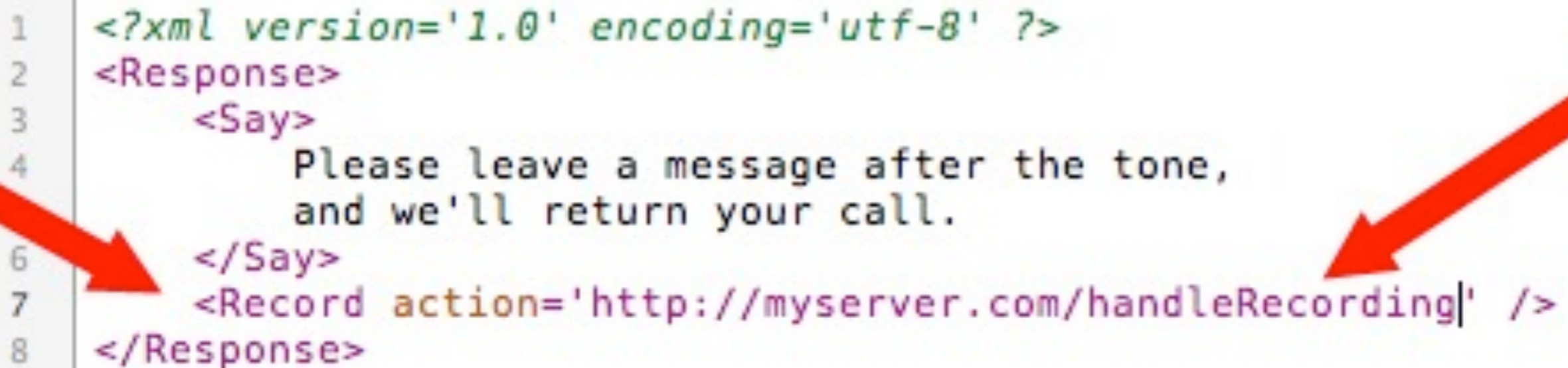
Text and Audio

```
1 <?xml version='1.0' encoding='utf-8' ?>
2 <Response>
3   <Play>http://myserver.com/welcome.mp3</Play>
4   <Say>
5     Thank you for calling my company|.
6     Press 1 for Sales, press 2 for Service.
7   </Say>
8   <Gather action='http://myserver.com/handleKeypadPress' />
9 </Response>
```




Record Audio

```
1 <?xml version='1.0' encoding='utf-8' ?>
2 <Response>
3   <Say>
4     Please leave a message after the tone,
5     and we'll return your call.
6   </Say>
7   <Record action='http://myserver.com/handleRecording|' />
8 </Response>
```



Connect calls

```
1 <?xml version='1.0' encoding='utf-8' ?>
2 <Response>
3   <Say>I'm connecting you to the Jenny Johnson now...</Say>
4   <Dial>555-867-5309</Dial>
5 </Response>
```



[http://www.livestream.com/newchannel/popoutplayer?
channel=nytechmeetup&clip=pla_8b03ead8-
b68f-4f04-9744-2e0e85274b03&time=163](http://www.livestream.com/newchannel/popoutplayer?channel=nytechmeetup&clip=pla_8b03ead8-b68f-4f04-9744-2e0e85274b03&time=163)