

MICHIGAN STATE

UNIVERSITY

Alpha Presentation

Voice Transcription API

The Capstone Experience

Team RPM

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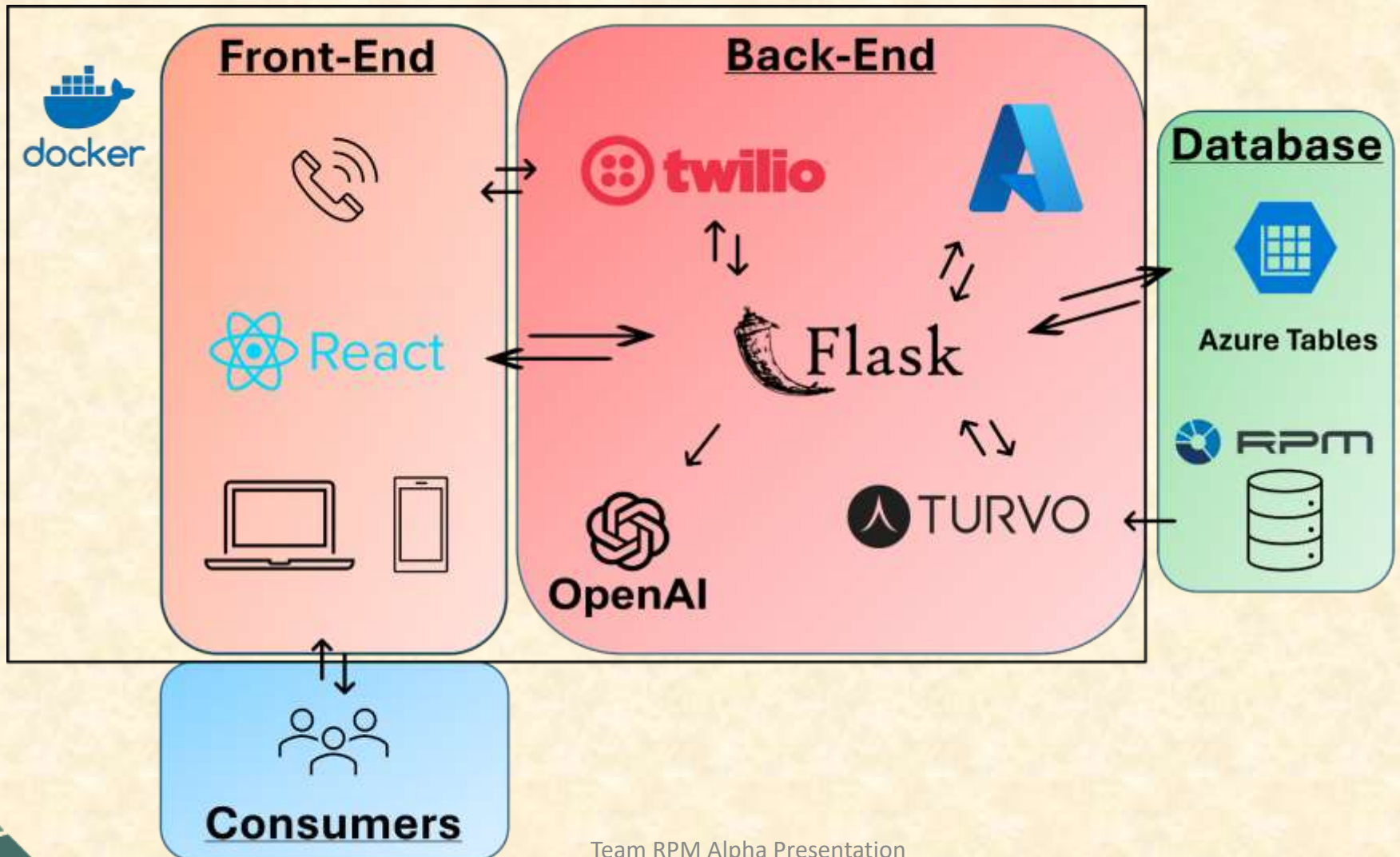


*From Students...
...to Professionals*

Project Overview

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

System Architecture



Call Logs

The screenshot displays a web application interface for 'Call Logs'. The browser address bar shows 'localhost:3000/call-logs'. The application has a sidebar with the 'RPM' logo and navigation links for 'Call Logs' and 'Outgoing Calls'. The main content area is titled 'Call Logs' and features a search bar with a 'Filter' button. Below the search bar is a table with the following data:

Caller Number	Date	Direction	Action
+15179448993	2024-02-18	inbound	View Log
+15175059454	2024-02-18	inbound	View Log
+15175059454	2024-02-18	inbound	View Log
+15175059454	2024-02-18	inbound	View Log

At the bottom of the table, there are 'Previous Page' and 'Next Page' navigation buttons.



Outgoing Calls

The screenshot displays a web application interface for managing outgoing calls. The browser address bar shows the URL `localhost:3000/outgoing`. The application has a sidebar with the RPM logo and navigation options for 'Call Logs' and 'Outgoing Calls'. The main content area is titled 'Outgoing Calls' and features a search bar with a 'Filter' button. Below the search bar is a table with two columns: 'Caller Number' and 'Contact Name'. Each row in the table includes a 'Make Call' button. The data shown in the table is as follows:

Caller Number	Contact Name
+12485131208	Blake Garvin
+12487613420	Karthik
+15174024317	Al-Zayed
+15175068434	Joel Nataren

At the bottom of the table, there are 'Previous Page' and 'Next Page' navigation buttons.



Call History

The screenshot displays a web browser window with the address bar showing `localhost:3000/chat-page`. The application interface includes a sidebar on the left with the RPM logo and navigation options for 'Call Logs' and 'Outgoing Calls'. The main content area is titled 'Full History of Call' and features a chat interface with a 'Back' button. The chat history shows a conversation where a user asks for shipment status, the RPM Bot requests tracking information, and the user provides the shipment ID 628856. Each message in the chat is accompanied by a 'Use' button.

Full History of Call

← Back

Use

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

RPM Bot

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?

Use

Of course. My shipment ID is 628856.

RPM Bot

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.

Close



What's left to do?

- More languages
- Login
- Redirect to humans



Questions?

