

## **A2019 - Virtual Call Center Agent (Twilio)**

### **README**

**Version A2019.15**

**17/1/2021**

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## **1. Introduction**

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This document contains all essential information for the user to make full use of A2019 - Virtual Call Center Agent (Twilio). It includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the A2019 - Virtual Call Center Agent (Twilio).

### **1.1 Overview**

1. This Bot help to generate automated call to one or multiple people without raising phone call .
2. This Bot helps to call people/Employees instantly.
3. The Bot can initiate single call or multiple call.
4. In each call entered text in the form will transferred to voice call to entered receiver number.
5. User can enter individual text or identical text as in input excel.
6. Only one call will initiate at a time.

### **1.2 Use cases**

The key use cases include:

1. This bot will help to save the time to call a person or multiple people.
2. Receiver get a call from with voice not of text entered by sender.
3. User can give any number of numbers to populate multiple call generation.
4. User can also create single calls for instant purpose.
5. Given text will transferred to voice. Will reduces time consuming process of voice call.

## 2. Requirements & Pre-requisites

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### 2.1 System Requirements

#### [Enterprise A2019 \(Cloud deployed\) and Community Edition device requirements.](#)

Review the machine hardware specifications, operating system versions, and browser types supported by Automation Anywhere Enterprise for creating and running bots and command packages as an Enterprise A2019 (Cloud deployed) or Community Edition user on your local machine.

### 2.2 Prerequisites

1. Automation anywhere enterprise A2019 enterprise installed.
2. Python should be installed, and path should be set.
3. Need to install Twilio python library. For installing Twilio user need to run this command (pip install twilio) in command prompt.
4. User need to setup Twilio account(Account SID,Authentication Token, FromNumber) in Twilio configuration input excel sheet.

## 3. Getting Started

### 3.1 Quick Start

#### 3.1.1 Configuration and Use

OUTPUT VARIABLES: Output Variables to be mentioned in this Table.					
Variable Name	Type	Mandatory	Purpose	Direction	Example Output
vMobileNumber	String	Yes	The input excel file with the required data of mobile number without +sign.	Input	Ex:D:\ A2019 – Virtual Call Center Agent (Twilio)\input.xlsx
vNote	String	Yes	The input excel file with the required data. Message need to be transferred as voice	Input	Ex:D:\ A2019 – Virtual Call Center Agent (Twilio)\input.xlsx
vAccountSID	String	Yes	The Twilio configuration excel file with the required data.	Input	Ex:D:\ A2019 – Virtual Call Center Agent (Twilio)\TwilioConfig.xlsx
vAuthToken	String	Yes	The Twilio configuration excel file with the required data Twilio Authentication token	Input	Ex:D:\ A2019 – Virtual Call Center Agent (Twilio)\TwilioConfig.xlsx
vFromNumber	String	Yes	The Twilio configuration excel file with the required data Twilio Call initiate from number.	Input	Ex:D:\ A2019 – Virtual Call Center Agent (Twilio)\TwilioConfig.xlsx



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*\*Sample Excel files is included in this bot (Control room files)*

Sample file names:

1. input.xlsx
2. TwilioConfig.xlsx

Note: User inputs get from excel sheet "input.xlsx". user need to enter employees number and message into input.xlsx

## 4. Support & FAQs

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### 4.1 Support

Free bots are not officially supported. You can get access to Community Support through the following channels:

- You can get access to Community Support, connecting with other Automation Anywhere customers and developers on [APeople](#) – the [Bot Building Forum](#), the [Bot Store Support Forum](#), or the [Developers Everywhere Group](#).
- Automation Anywhere also provides a [Product Documentation portal](#) which can be accessed for more information about our products and guidance on [Enterprise A2019](#).

### 4.2 FAQs

For questions relating to Enterprise A2019: See the [Enterprise A2019 FAQs](#).

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## Appendix A: Record of Changes

No.	Version Number	Date of Change	Author	Notes
1.	1.0	17/January/2020	Abhimanyu.A.A	Release Version



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## Appendix B: References

No.	Topic	Reference Link
1	Overview of Enterprise A2019	Click <a href="#">here</a>
2	Guidance: Building basic A2019 bots	Click <a href="#">here</a>
3	Guidance: Building A2019 action packages	Click <a href="#">here</a>
4	APeople Community Forum	Click <a href="#">here</a>
5	Automation Anywhere University	Click <a href="#">here</a>