



# VI - Getting Started with VoIP Innovations Programmable Telco

The purpose of this manual is to take you step-by-step through getting your first Programmable Telco app running. We will start with a simple inbound application that provides information to the customer and then we will get into more sophisticated projects.

This manual assumes that you already have a login to the VoIP Innovations Back Office and that you have a local DID in your inventory we can play with. All set? Let's do it!

Click Add-Ons >> Programmable Telco

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## Programmable Telco - Scripts

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Please use the following link to review in-depth documentation for this service: <https://vi-api.trybelabs.com/>

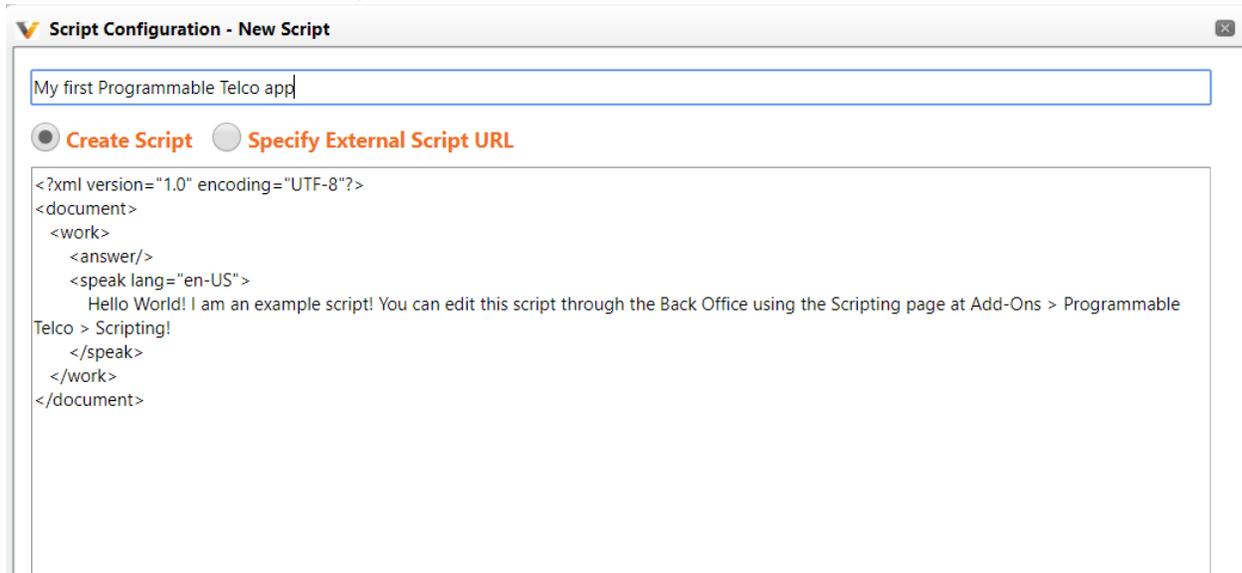
Still need assistance? Contact us at [api-support@trybelabs.com](mailto:api-support@trybelabs.com).

A screenshot of a web application interface for managing scripts. At the top, there is a table header with three columns: 'Script Name', 'apiKey', and 'URL'. Below the header, the table area is empty and contains the text 'No records to display.' At the bottom of the table area, there are navigation controls including arrows for first, previous, next, and last, a page number '1', and a 'Page size: 50' dropdown menu. To the right of these controls, it says '0 items in 1 pages'. Below the table area, there are two buttons: 'Create New Script' on the left and 'DID Programming Wizard' on the right.

That's a lot of white space isn't it? Sure is. It's your canvas. This is where we are going to turn your life-long dream of being a Programmable Telco guru into reality.

Go ahead and click 'Create New Script'.

The system will load up a sample script using the <speaK> feature of the Programmable Telco suite.

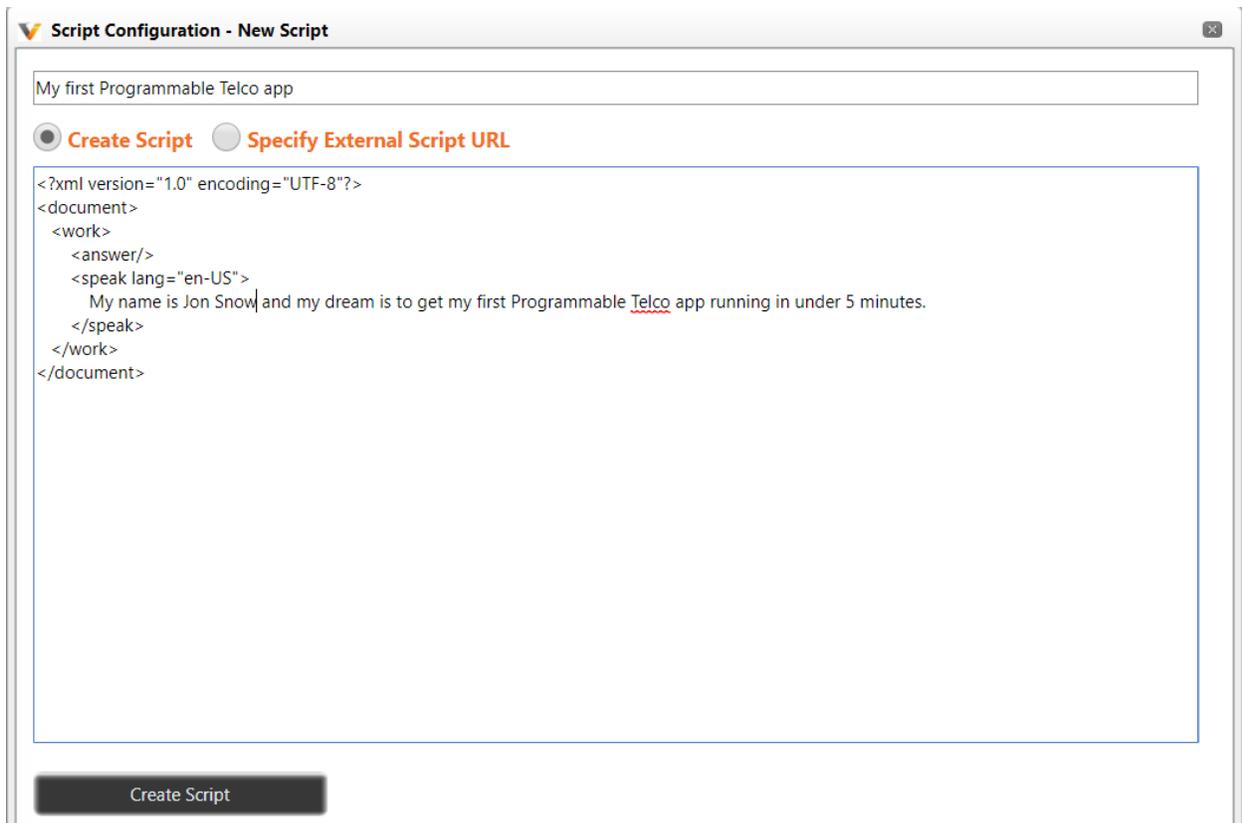


My first Programmable Telco app

Create Script  Specify External Script URL

```
<?xml version="1.0" encoding="UTF-8"?>
<document>
  <work>
    <answer/>
    <speaK lang="en-US">
      Hello World! I am an example script! You can edit this script through the Back Office using the Scripting page at Add-Ons > Programmable
      Telco > Scripting!
    </speaK>
  </work>
</document>
```

As much as we all love a “Hello World” sample project, it doesn’t really speak to your goals and dreams. Let’s go ahead and change that! See below.



My first Programmable Telco app

Create Script  Specify External Script URL

```
<?xml version="1.0" encoding="UTF-8"?>
<document>
  <work>
    <answer/>
    <speaK lang="en-US">
      My name is Jon Snow and my dream is to get my first Programmable Telco app running in under 5 minutes.
    </speaK>
  </work>
</document>
```

Create Script



When done, give it a name at the top, click 'Create Script' then close the window using the X at the top right.

Great job! We are halfway there. The only thing left is to link it to a DID. Easy right? Sure is!

Check the box on the left of your script and then click 'DID Programming Wizard' on the bottom right.

<input checked="" type="checkbox"/>	Script Name	apiKey	URL
<input checked="" type="checkbox"/>	My first Programmable Telco app	0 DIDs	0e1db934 <a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NIM.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NIM.xml</a>

Page size: 50 1 items in 1 pages



Select one of your DIDs, select your script name from the drop-down (middle-bottom) and click 'Program Selected DIDs For'. Then click the X at the top-right to close this window.

**DID Programming Wizard**

Viewing DIDs for

<input type="checkbox"/>	TN	DID Type	Endpoint Group	DID Group
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	2122571711	Local	FORWARD	
<input checked="" type="checkbox"/>	4124406987	Local	TEST01	

Page size:  2 items in 1 pages

Program Selected DIDs for:



All right, all the heavy lifting is done. The updated dashboard will show that you now have a DID associated to your script. Next step? Call the number!

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### Programmable Telco - Scripts

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<input type="checkbox"/>	Script Name	apiKey	URL	
<input type="checkbox"/>	 My first Programmable Telco app	<a href="#">1 DID</a>	<a href="#">0c1db934</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg_/NjM_.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg_/NjM_.xml</a> 

Page size: 50 1 items in 1 pages

[Create New Script](#) [Remove Selected Scripts](#) [DID Programming Wizard](#)

Ready for more? Let's try something a little more sophisticated.



## Receive Call, Speak and Forward

Our first app was pretty basic. It just provided information to the custom and hung up the call. Let's do something a little more interesting. In this example, we will provide the customer with information and then forward them onto another number.

The first thing we need to do it unprogram the test DID from your first app so we can use it on this one. Click the '1 DID' link, select the DID from the link and click 'Unprogram Selected DIDs.'

Now go ahead and Create a new script and drop this example code into it.

```
<?xml version="1.0" encoding="UTF-8"?>
<document>
  <work>
    <answer/>
    <speak lang="en-US">
      Our office is currently closed. We will forward you to our after hours support team.
    </speak>
    <dial>
      <number>18774786471</number>
    </dial>
  </work>
</document>
```

You will see your second app was created. Assign your DID to it and then call the number.

<input type="checkbox"/>	Script Name	apiKey	URL
<input type="checkbox"/>	 My first Programmable Telco app	0 DIDs <a href="#">0c1db934</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg_/NjM_.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg_/NjM_.xml</a> 
<input type="checkbox"/>	 Play Message Then Forward	1 DID <a href="#">d6ad8155</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg_/NjQ_.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg_/NjQ_.xml</a> 



## Receive Call, Playback and Forward

The previous app uses the <Speak> feature which makes use of a robotic voice generator. This app is going to replace the <Speak> using a pre-recorded WAV file that offers high quality audio. The code itself is very similar but we use <Playback> instead of <Speak>.

Now go ahead and Create a new script and drop this example code into it.

```
<?xml version="1.0" encoding="UTF-8"?>
<document>
  <work>
    <answer/>
    <playback>http://www.talkingwav.com/wp-
content/uploads/2017/10/ans_09.wav</playback>
    <dial>
      <number>18774786471</number>
    </dial>
  </work>
</document>
```

You will see your third app was created. Assign your DID to it and then call the number.

<input type="checkbox"/>	Script Name	apiKey	URL
<input type="checkbox"/>	My first Programmable Telco app	0 DIDs <a href="#">0c1db934</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjM.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjM.xml</a>
<input type="checkbox"/>	Play Message Then Forward	0 DIDs <a href="#">d6ad8155</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjQ.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjQ.xml</a>
<input type="checkbox"/>	Playback WAV Then Forward	1 DID <a href="#">354fb48d</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjU.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjU.xml</a>

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## Receive Call, Ringback and Forward

Ringback is very similar to Playback but it is asynchronous instead of synchronous. Basically, Playback has to complete playing before it executes the next command whereas Ringback runs while it executes the next command. It is a good way to keep the user listening to something pleasant while the script performs work in the background.

Now go ahead and Create a new script and drop this example code into it.

```
<?xml version="1.0" encoding="UTF-8"?>
<document>
  <work>
    <answer/>
    <ringback>http://www.talkingwav.com/wp-content/uploads/2017/10/ans_09.wav</ringback>
    <dial>
      <number>18774786471</number>
    </dial>
  </work>
</document>
```

You will see your fourth app was created. Assign your DID to it and then call the number.

<input type="checkbox"/>	Script Name	apiKey	URL
<input type="checkbox"/>	My first Programmable Telco app	0 DIDs	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjM.xml">0c1db934</a> <a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjM.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjM.xml</a>
<input type="checkbox"/>	Play Message Then Forward	0 DIDs	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjQ.xml">d6ad8155</a> <a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjQ.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjQ.xml</a>
<input type="checkbox"/>	Playback WAV Then Forward	<a href="#">1 DID</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjU.xml">354fb48d</a> <a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjU.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjU.xml</a>
<input type="checkbox"/>	Ringback WAV Then Forward	<a href="#">1 DID</a>	<a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjY.xml">fb29e780</a> <a href="https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjY.xml">https://backoffice.voipinnovations.com/ProgrammableTelco/Scripts/Vk9JUDM5MDg/NjY.xml</a>

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Create New Script Remove Selected Scripts DID Programming Wizard