

Overview:

The project involved developing a Voice Order Platform for a highly respected and well-established E-Commerce company. There is a possibility that the application cannot be accessed in remote areas or if the internet connection is slow. After analyzing the client's need, Mindfire offered to develop a voice ordering solution in PHP. This project helped the client to increase their market presence and improve their cross-sell opportunities. It enabled the client's customers to manage and update their orders via voice call.

Client details:

Name: Confidential | **Industry:** Ecommerce | **Location:** USA

Technologies:

PHP, MySQL, Redis, Twilio, Google Speech

Project Description:

This application helped the client to ensure that their customers can access their orders at any point in time with just a phone call. The primary intent was to develop a comprehensive solution with features to address the client's requirements. The application consists of five modules:

- Create New Order
- Change Delivery Time
- Add Tip
- Cancel Order
- Save credit card Details

There are two types of users who can connect through the voice platform and act upon their requirements.

Customer Section:

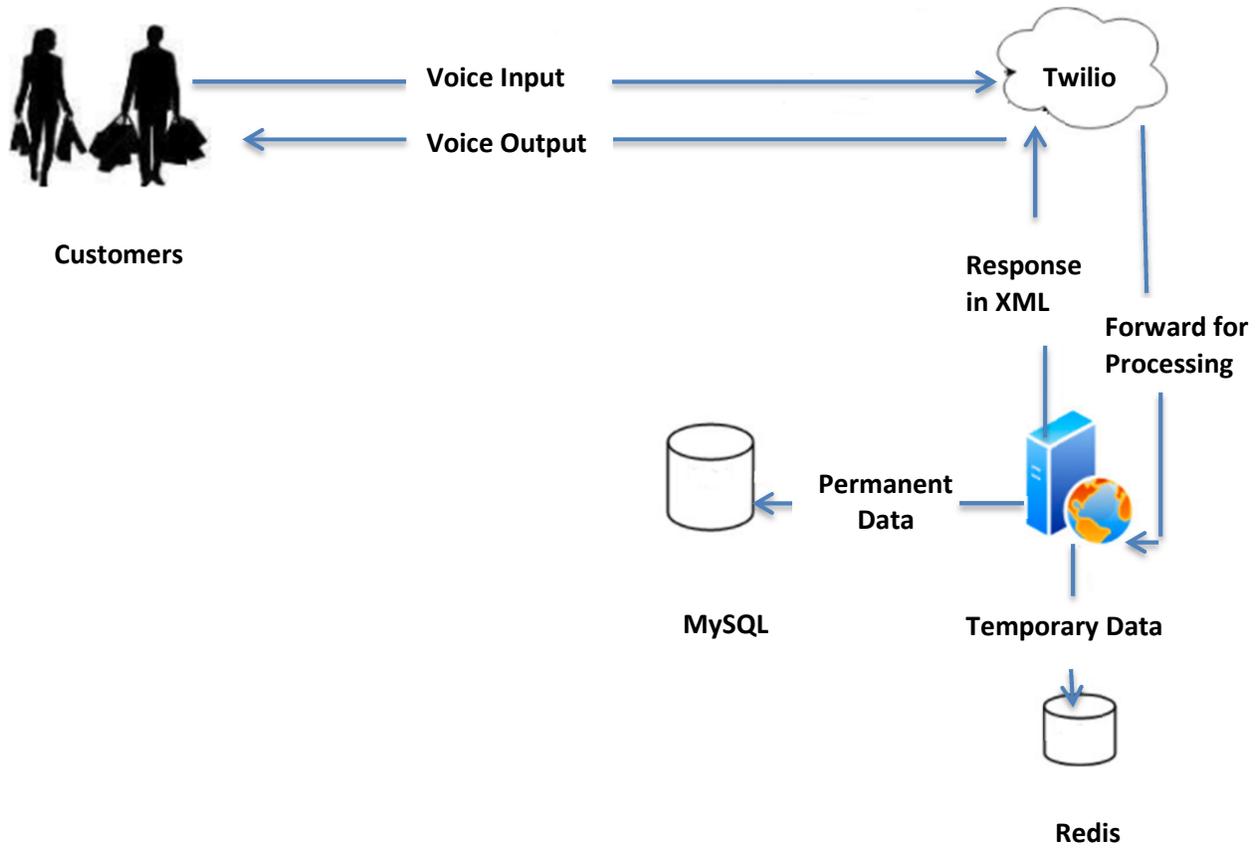
- Customers can dial a support number and manage existing orders/place a new order.
- They can save credit card details for future use.
- The user can manage existing orders by adding a tip, change delivery day/time or cancel the order.

Restaurant Section:

- The user can add tips on behalf of the customer, change delivery day/time or cancel the order.

Twilio Programmable voice was integrated for receiving incoming calls and PHP for processing the request on the server's end. Redis and MySQL were used for temporary and permanent storage of information. In some cases, it is required to store the customer's instructions and Google speech for transcription, and the same was stored in MySQL.

Architecture:



Flow Diagram:

