Combining SMS and Voice based feedback

Architectural Diagram

AWS Cloud

AWS Cognito

Amazon API Gateway

twilio

SMS

RDS

CloudFront

Amazon S3

Dynamo DB

AWS Lambda

Kinesis

Amazon Connect

VOICE

AWS Transcribe

AWS Lambda

Amazon Simple Queue Service

AWS Lambda

1. User can call or send a SMS text and will be guided through a series of questions that is intended to solicit feedback regarding a World Bank engagement

2. For a voice interaction, AWS Connect will answer and prompt the user for categories. The voice recording is saved and translated into text using AWS Transcribe and and stored in Dynamo DB.

3. Using Twilio API user is prompted via SMS messages and responses are recorded to an RDS table

4. Responses are aggregated and stored on S3 that are used with ChartJS to display summarized feedback for World Bank staff.