

Configuring a service using ChatGPT

This example is written for the **Canistracci OIL** tenant. Create the objects with a **Docs Demo** prefix, test them on non-production numbers, and then adapt the same structure for the production tenant.

You are now able to "talk" with your PBX and ask for info, recover information on the internet or trigger destinations in special case. Let's see some useful configuration. If you want to use Functions and Parameters (Variables), you need to use gpt-4-turbo with an API key connected with a paid account.

ChatGPT integration

The integration with ChatGPT is done using a custom destination named "Talk with a Generative Artificial Intelligence".

Providing information

ChatGPT is really helpful for providing information to the callers. There are mainly two big text boxes for providing the knowledge to ChatGPT. The first one, "System Content" describe how the ChatGPT must behave, if it needs to be brief, if it can provide general information based on its knowledge or only the one we are providing in the object. This is really important if you don't want your callers to ask ChatGPT questions not relevant about your business.

The other box, "User Content" allows you to upload all the information you want your ChatGPT to know. Let's see an example:

System Content:

Please answer very briefly and only with respect to the information I provide. Ignore previous general knowledge.

User Content:

At Global Horizons, we specialize in creating personalized travel experiences that cater to your dreams and budget. Whether you're planning a relaxing beach vacation, an exciting cultural tour, or a thrilling adventure expedition, our experienced team is here to guide you every step of the way.

Our Services Include:

- Custom-tailored vacation packages
- Guided tours and excursions
- Flight, hotel, and transportation bookings
- Travel insurance and visa assistance
- 24/7 customer support for any travel emergencies

Operating Hours:

- Monday to Friday: 9:00 AM – 6:00 PM
- Saturday: 10:00 AM – 4:00 PM
- Sunday: Closed

The third box available, "Assistant Content" is not really useful and is what the ChatGPT has already told you. It is usually left empty

Testing

Before going live, connecting the Custom Destination to a DID or IVR menu entry, you can test the configuration in the bottom text box, using text.

Greeting Message:

Temperature:

Max Tokens:

Speech to Text Language:

Text to Speech Language:

Speech interface engine:

Safe Word voice IVR:

Results:

```
>> hello
<< Hello! How can I assist you today?
>> when are you open?
<< Global Horizons is open from Monday to Friday, 9:00 AM – 6:00 PM, and on Saturday from 10:00 AM – 4:00 PM. The office is closed on Sundays.
>> which is the capital of paris?
<< The information provided does not include the capital of Paris.
```

Ask:

Verifying the talk

You can verify any talk your callers had with ChatGPT by checking the IA Logs from Status/Call History. If you want to get a recording of the ChatGPT conversation, you need to activate the recording by forcing it to record "early audio" or "force before answering". The call is not bridged. You can also receive the conversation by email at the end of each ChatGPT interaction. Don't forget to create the email template for it.

Putting the IA at work

Talking and giving information for the IA is an easy job, but let's put the IA to do some real work. In this case we want to use the IA to book an appointment, so when an appointment is requested, we are going to instruct the IA to ask for the weekday and the time for the appointment. This is the result of the configuration:

```
[
  {
```

```

    "name": "request_for_an_appointment",
    "description": "Request an appointment, get back the name of the assistant who will
get in touch",
    "parameters": {
      "type": "object",
      "properties": {
        "weekday": {
          "type": "string",
          "description": "Weekday for the appointment"
        },
        "time": {
          "type": "string",
          "description": "Time for the appointment"
        },
        "name": {
          "type": "string",
          "description": "Name of the person asking for the appointment"
        }
      },
      "required": [
        "weekday",
        "time",
        "name"
      ]
    }
  }
}
]

```

This configuration is made by pressing the "Function" edit icon. It is important to describe each function, so the IA can pick the correct one based on the requests from the caller. It is of the same importance to describe each of the parameters. The names of the parameters, "name", "weekday" and "time" will be available in Asterisk as variables like USR-name, USR-weekday and USR-time, so you can use them in your configuration.

Using the data

The data provided to the IA can be used, in this case an email is sent and the name of the agent getting back to the caller is recovered from a condition

Define AI Function - Global Horizon Travel - Development Tenant

Information

Name:

request_for_an_appointment

Description:

Request an appointment, get back the name of the assistant who will get in touch

Parameters:

[weekday]: Weekday for the appointment,[time]: Time for the appointment,[name]: Name of the person asking for the appointment

Edit

Destination:

Please select function destination

Email to Request for an appointment

Condition Return the name of assistant for each given weekday

Results:

[assistantname] as USR-assistantname

Edit

Save

Delete

Back

Define Custom Destination - Development Tenant

Information

Type:	Email to ▼
Name:	Request for an appointment
Email to:	ldardini@gmail.com
Sender Name:	noreply@mirtapbx.com
Sender Email:	noreply@mirtapbx.com
Subject:	\${USR-name} calling from \${CALLERID(num)} requested an appointment

Email template:

\${USR-name} has called from numer \${CALLERID(num)} and has requested an appointment preferably on \${USR-weekday}
 at \${USR-time}

Define Condition - Development Tenant

Information

Name: Return the name of assistant for each given weekday

Type: Multiple variable values

Variable: USR- weekday

Destination when matches: Please select condition destination

Monday

Set Variable USR-assistantname to Francisco

Destination when matches: Please select condition destination

Tuesday

Set Variable USR-assistantname to Mary

The result

In the AI log, you can see the current call flow, like this one.

>> are what the caller says

<< are what the AI says

QQ is when a AI Function triggers with the arguments

AA is when the data is sent back to the AI for further processing

```
>> hello
<< Hello! How can assist you today
>> I'd like to book an appointment
<< Sure, I can help you with that. Could you please provide me with the weekday and time you
prefer for the appointment, as well as your name?
>> my name is Leandro and I like the appointment on Tuesday at 11:00
QQ
{"name":"request_for_an_appointment","arguments":{"\weekday\":"Tuesday","\time\":"11:00",
```

```
\ "name\":"\Leandro\"}"} }
```

AA

```
{ "role": "function", "name": "request_for_an_appointment", "content": "{ \"assistantname\":"\Mary\"}" }
```

<< Your appointment is set for Tuesday at 11:00 AM. Mary will be in touch with you to assist further. Is there anything else I can help you with?

File not found.

Canistracci OIL example screen for Configuring a service using ChatGPT.

Validation

- Confirm the tenant selected in the top bar is Canistracci OIL before creating the example.
- Verify the created objects appear in the expected Configuration menu page.
- Place a controlled test call or run the related status check.
- Remove or disable temporary test numbers when the example is no longer needed.

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