AI ASSISTANT INTEGRATION GUIDELINES

With Volie, **The BDC Standard**

Version 1.0

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OVERVIEW

Volie enables AI assistant providers to integrate directly into the Volie communication platform to improve lead handling and call management. To be Volie Certified, *your AI assistant integration must meet our requirements* for data format, event handling, and webhook interoperability.

THIS DOCUMENT OUTLINES THE EVENT PAYLOADS, REQUIRED FIELDS, AND SUPPORTED USE CASES.

Volie accepts real-time call event notifications from AI platforms through a secure HTTPS POST endpoint. Events must be sent as JSON payloads following the standardized Volie AI Event Format.

This ensures that customer interactions, handoffs, and missed calls are automatically linked to the correct organization, campaign, and call records inside Volie.

SUPPORTED USE CASES

Volie supports the following primary AI assistant– Volie workflows:

1 Missed or Dropped Calls

Send events for any inbound calls your AI system detects but cannot connect to or complete. e.g., caller hangs up during greeting, connection failures or technical issues. Volie will log these as missed calls and assign them to the appropriate campaign and dealership for follow-up.

2 AI-to-Human Handoffs

When your AI agent determines a conversation requires live agent assistance, send a handoff event and transfer the call to the designated Volie phone number. Volie will answer the transferred call and display relevant context to the agent, including conversation transcript, AI outcome/disposition, customer information, and reason for transfer.

3 Caller Abandons

Send events when a caller voluntarily ends the call during AI interaction rather than waiting for transfer to a live agent. This captures customers who hang up after requesting human assistance but before the transfer completes.

4 AI-Handled Calls

Send events for calls your AI agent successfully completes without requiring human intervention. This includes appointment confirmations, information requests, FAQ responses, or any outcome where the AI fully resolved the customer's need. Volie will log these calls in the call register with the AI disposition, conversation summary, and any relevant customer or appointment data, giving your dealership complete visibility into AI performance alongside human agent activity.

5 Optional: Volie – AI Webhooks

For AI partners that need updates back from Volie (e.g., call status, disposition updates, or voicemail completions), Volie can send standard webhook notifications.

REQUEST HEADERS

All standard HTTP headers are accepted and recorded.

Custom headers are optional but may be included for tracking purposes.

Recommended headers:

Header	Description
X-Request-ID	Unique request identifier (for your tracking)
X-AI-Partner	Partner system name
Content-Type	Must be **application/JSON**
User-Agent	AI system name/version

Volie stores and logs headers for auditing and debugging; they are not used for routing.

REQUEST BODY SCHEMA

The JSON body must follow the **Volie AI Event Format**, containing these sections:

1   event_info

Identifies the call and caller, and ties the event to your organization.

Field	Type	Description	Required
event_type	string	One of: `hangup, warm-transfer, ai-abandon, ai-handled`	✔
event_time	string	`ISO8601 timestamp (UTC)`	✔
subscription_key	string	Partner's assigned unique key (used for org matching)	✔
ai_provider	string	Your service name (Stella, Numa, Brooke, etc)	✔
call_id	string	Partner's unique call/session ID	✔
caller_origin_phone	string	Customer's phone in `E.164 format`	✔
caller_first_name	string	Customer first name	*Recommended*
caller_last_name	string	Customer last name	*Recommended*
caller_timezone	string	Customer or AI system timezone	*Recommended*

2   event_summary

Describes what happened during the interaction.

Field	Type	Description	Required
`caller_request`	**string**	What the caller asked or intended	✔
`call_outcome`	**string**	Outcome of the AI interaction	✔
`summary`	**string/object**	Summary text describing the call before transfer or hangup	✔
`campaign_vid`	**string**	Associated Volie campaign key (UUID identifier for missed calls)	✔
`vehicle`	**object**	`{ year, make, model, mileage }` if applicable	*Optional*
`tags`	**array [string]**	Call classification (e.g. `sales, service, missed`)	*Optional*
`recording_url`	**string**	Public or signed URL for call recording	*Optional*

3 transcript

Optional array of lines showing the conversation.

```
"transcript": [
  {"line_type": "ai", "text": "Hello, this is the virtual assistant for Main Street Honda."},
  {"line_type": "customer", "text": "I want to talk to sales about a 2022 Accord."}
]
```

Field	Type	Description	Required
line_type	string	"ai" or "customer"	✔
text	string	Spoken text	✔

```
curl --location --request POST 'https://api.volie.com/api/v1/auto_assistant/ai_listener' \
--header 'Content-Type: application/json' \
--header 'X-Request-ID': <request_id> \
--header 'X-AI-Partner': <partner_system_name> \
--header 'User-Agent': <user_agent> \
--data-raw '{
  "event_info": {
      "event_type": "warm-transfer",
      "event_time": "2025-10-13T15:42:44-05:00",
      "subscription_key": "partner-org-123",
      "call_id": "71e1a396-9336-4d77-9766-c0301635e0f2",
      "caller_origin_phone": "+18005551234",
      "caller_first_name": "John",
      "caller_last_name": "Smith",
      "customer_timezone": "America/Chicago"
  },
  "event_summary": {
      "caller_request": "Interested in a 2022 Honda Accord",
      "call_outcome": "warm-transfer",
      "transfer_type": "live",
      "vehicle": {
      "year": "2022",
      "make": "Honda",
      "model": "Accord"
      },
      "summary": "Caller asked to speak with sales about inventory.",
      "tags": ["inbound", "sales"],
      "campaign_vid": "81e1a417-9336-4d77-97s6-x0012824v8g5d",
      "recording_url": "https://partner.ai/recordings/abc123"
  },
  "transcript": [
      { "line_type": "ai", "text": "Hi, this is the assistant for Main Street Honda." },
      { "line_type": "customer", "text": "I'd like to talk to someone about a 2022 Accord." }
  ]
}'
```

PROCESSING BEHAVIOR

Once received:

1   **Volie records the full request body and headers for traceability.**

2   **It decodes the event into the `AIAssistantListenerRequest` schema.**

3   **The `subscription_key` is used to identify the organization and account via plugin configuration.**

4   **The system matches or creates the customer and phone number.**

5   **Depending on the event type:**

       `warm_transfer` **–** creates or updates a live call record (if found) and notifies assigned users.

       `hangup` **–** creates a missed call record.

EXPECTED RESPONSE

Success

```
{
   "data": "ok"
}
```

HTTP Status: 200 OK

Bad Request

```
{
   "error": "missing parameter(s) -
subscription_key"
}
```

HTTP Status: 400 Bad Request

Returned when the request body is missing required fields or is not valid JSON.

Common causes include:

- **Missing** `event_info.subscription_key`

- **Invalid JSON structure**

- **Empty body**

CERTIFICATION REQUIREMENTS

To be certified as a Volie Integrated AI Provider, you must:

✓ **Conform to the JSON schema defined above.**

✓ **Include all required fields for supported event types.**

✓ **Handle Volie webhook responses gracefully (if used).**

✓ **Provide test payloads for review and validation.**

✓ **Support real-world test calls using your production endpoint.**

Volie will test your integration in a *sandbox environment* and provide feedback prior to certification approval.

WEBHOOKS FROM VOLIE

(OPTIONAL)

If your platform supports receiving webhooks from Volie, you may register an endpoint to receive events such as:

`call_completed`

`hangup_call_returned`

Each webhook will include identifiers from your original payload `(e.g., call_id)` so you can reconcile updates.

API REFERENCE & SUPPORT

INTEGRATION SUPPORT:
peter@volie.com

PUBLIC API:
Click to access the **Volie API docs**

Use the API for:
- Campaign lookups
- Customer records
- Call history retrieval
- Webhook endpoint registration

VOLIE