

Call and data flows

Voice, study order: caller, SIP, media, ASR, turn, retrieval, model, TTS, media, caller.

Emergency leaves that list. The voice platform's emergency path is the path.

Retrieval, study order: documents you may store, chunks, one embedding id, retrieve, rerank, cite or refuse, then the model.

Agent, study order: goal, schema, permission, tool result, trace, stop.

A person sits on send, pay, delete, and cutover.

Sources and go deeper

Lewis and co-authors, Retrieval-Augmented Generation for Knowledge-Intensive NLP Tasks, 2020 (paper)

last checked 2026-10

<https://arxiv.org/abs/2005.11401>

Yao and co-authors, ReAct: Synergizing Reasoning and Acting in Language Models, 2022 (paper)

last checked 2026-10

<https://arxiv.org/abs/2210.03629>

MDN Web Docs, Web Speech API (community)

last checked 2026-10

https://developer.mozilla.org/en-US/docs/Web/API/Web_Speech_API

Retrieval-augmented generation - Wikipedia (wikipedia)

last checked 2026-10

https://en.wikipedia.org/wiki/Retrieval-augmented_generation

Speech recognition - Wikipedia (wikipedia)

last checked 2026-10

https://en.wikipedia.org/wiki/Speech_recognition

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