

Call Fabric is the effort to make a horizontal scaling self-serve communication platform where users can create and arrange communication pathways on-demand. This encompasses all the features of an IP PBX, UCaaS, Soft-Switch and makes the features available as high-level primitives. In programming, a primitive are the building blocks you have to work with when creating the code. Since we are trying to reduce complexity, the primitives in Call Fabric, known as Resources, are features deconstructed to the ideal puzzle pieces that can be arranged in endless combinations. Rather than spending time programming these very, very complex concepts, APIs are just used to create and position resources.

A resource is simply something that "can be called," meaning an audio/video/text stream can be established to it.

Initial resources include:

Scripts and markup: (SWML/Laml/Relay) Create a program that can interact and control the call using logic. This is the basic building block of SignalWire V1 (before call fabric)

Rooms: A room is a multi-user conference where many callers can talk over audio or video.

Subscribers: Subscribers represent a registered user. The other end of a subscriber is a mobile app or private phone that is registered to the platform. A private line.

AI Agents: A digital employee powered by AI that can interact with the caller, transfer calls, do actions in the real world.

Callflow Builder: A visual representation of a call flow that processes calls and routes them based on logic such as time of day and other criteria.

These resources can be created and managed from the SignalWire Dash and made accessible by assigning it a phone number, web address, or SIP address, making it publicly available.

EXAMPLES

Add 2 subscribers give them both phone numbers; they can call each other via the SignalWire Network or call any valid phone number on the public telephone network. A normal mobile phone or landline can call the subscribers by dialing their number.

Create a room and give it a web address and a phone number. The subscribers can find the room and join it from the mobile app. Guests could go to the web address in the browser to reach the room, and mobile and landlines could dial the number to get to the room.

Make a call flow builder that sends calls during business hours to both of the subscribers at the same time, and when it is outside business hours, forward the calls to an AI Agent who takes a message and sends it to you. Give that call flow builder a phone number and a web address, and allow customers to dial the number or visit the web address embedded in the corporate website to place the call.