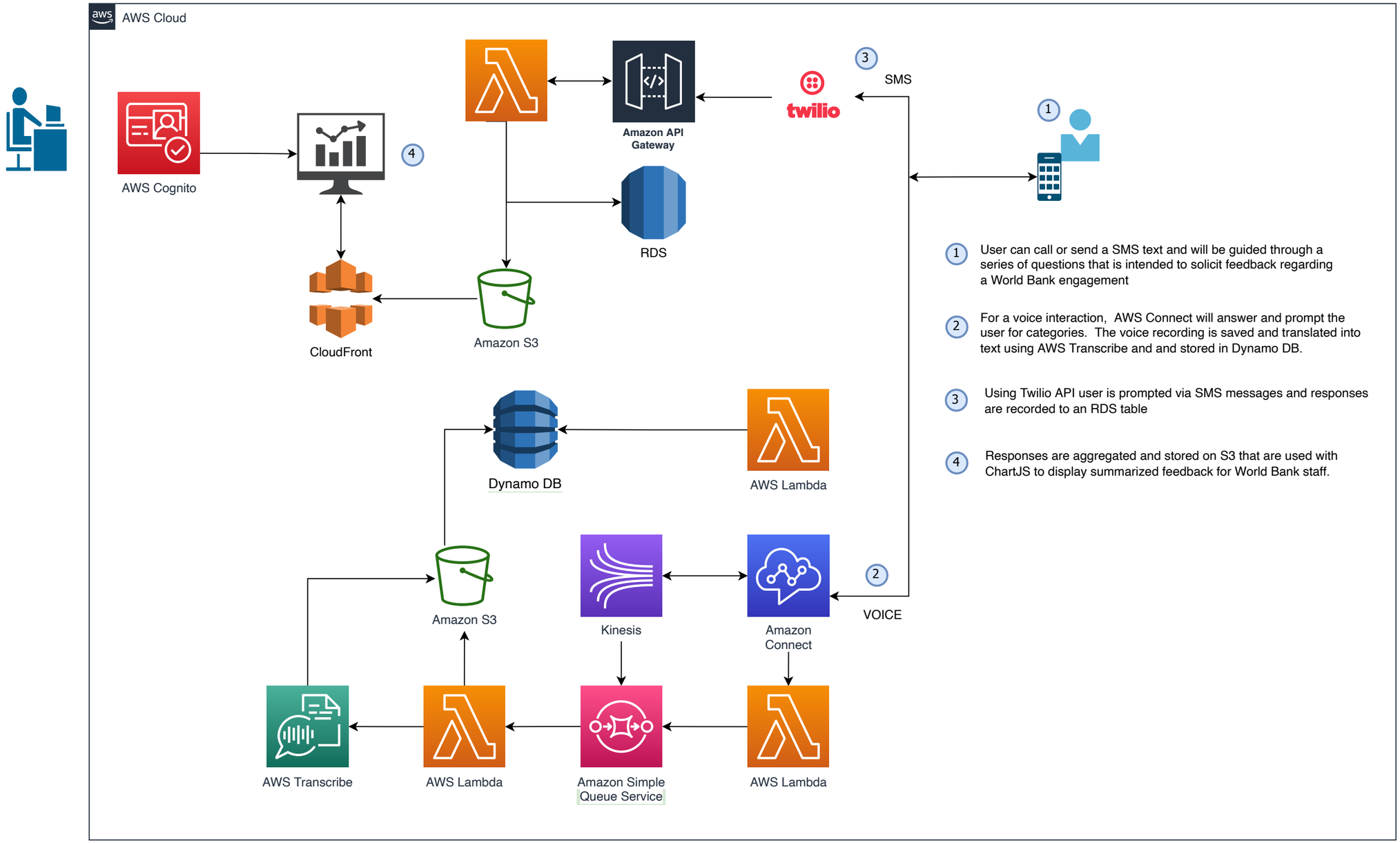
Combining SMS and Voice based feedback

Architectural Diagram



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.