#### **Advanced SIP** Communicating With Humans

Kamailio World 2019

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#### **Agenda: Communicating with Humans**



The Problem
 Face to Face
 E-Mail / Written
 Summary

## Who am I?



- Fred Posner
- North America
- @fredposner
- https://qxork.com
- Matrix!

### **The Problem**



#### **The Problem**



### **New Problem?**



### **The Problem**



## Let's talk SIP



- Try not. Do or do not. There is no try.
- 200 or 400.
  There is no 100.
- Now talking to humans....

### **Face to Face Communication**

### From SIP...



- SIP: INVITE
  - Set-up the call
  - Then send media

## **Non-Verbal Communication**



- INVITE
- Includes
  - Eye contact
  - Open Body Position
  - Fidgeting
  - Facial Expression

## **Initial Verbal Cues / SDP**

- Examine the CODEC Accent?
- NAT test

- Mutual language may not be primary CODEC
- Double Meanings

## **Sending SDP**

- People you've met
  - Hi
  - How are you?
  - Positive Remark

- New People
  - Nice to meet you, I'm
    Fred.
  - Did you travel far to get here?

### **SIP: Keep Alives**



Avoid Dropped Calls

# Inquire / Follow-up / Relate

- Inquire: Ask a sincere question
- Follow-up: Ask a followup question
- **Relate**: Share something related to their response.

- Keeps conversation going
- Requires Listening (aka the most important part of talking)

## **Open vs Closed Questions**

- What do you do?
- Why are you looking for ...?
- How did that go?
- Do / Does?

- How did you get involved in...
- What are the top two or three outcomes you'd like to see?
- What challenges does/did that process create?

## **REINVITE / NOTIFY**



- Don't be afraid to add more to the group
- It's ok to change the subject
- Pick up on Non-verbal cues

## **Negative Non-verbal cues**



- Avoiding Eye Contact
- Folding Arms
- Playing with Objects
- Forced Smile
- Too Much Nodding

## **Positive Non-verbal cues**

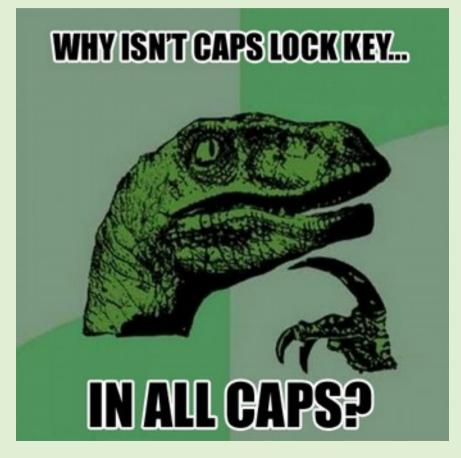


- Open Arms
- Mirroring
- Body Space
- Eye Contact
- Smiling

### Written Communication

## **Inherent Problems**

- No non-verbal cues
- Harder to express feeling



## **New Conversation?**

- Have a specific, clear reason to converse
- Keep it short

- Avoid long articles, videos
- Positive vs Negative

## **General Tips**



- Less is more
- Be Professional
- Always be kind

### Next step...

### Let's talk to someone new.

### **Thank You**

#### **Questions? Comments?**

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