

Advanced SIP

Communicating With Humans

Kamailio World 2019

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Agenda: Communicating with Humans



- 1) The Problem
- 2) Face to Face
- 3) E-Mail / Written
- 4) 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
- NAT test
- Accent?
- 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 follow-up 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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<https://qxork.com>