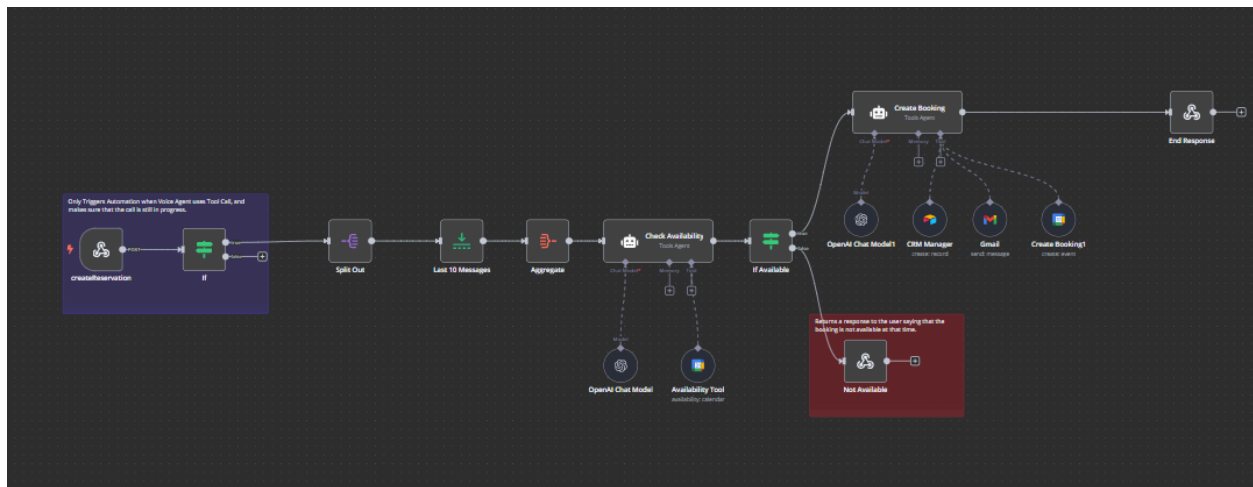


# AI Voice Booking Agent with VAPI

This workflow automates appointment bookings using **n8n**, **VAPI** and **Google Calendar**, and **OpenAI**. It ensures seamless scheduling, availability checking, and confirmations via voice AI.



## How It Works

### 1. Trigger & Data Processing:

- A **VAPI voice AI agent** handles incoming booking requests.
- A **Webhook in n8n** listens for confirmed booking details from VAPI.
- The request is filtered to ensure it is a valid tool call.
- The last 10 messages from the transcript are extracted for context.

### 2. Checking Availability:

- The AI extracts the requested date, time, and purpose of booking.
- Google Calendar is queried to check if the slot is available.

### 3. Handling Responses:

- If the slot is available:

- The AI confirms the booking.
- The event is added to **Google Calendar**.
- The user receives a confirmation email.
- The booking is recorded in a **CRM (Airtable or Google Sheets)**.
- If the slot is unavailable:
  - The AI suggests alternative time slots.
  - The process loops until a suitable time is found.

#### 4. Finalizing the Booking:

- The user receives a final confirmation via **VAPI voice AI**.
- The response is sent back to **VAPI's tool call result**, completing the interaction.

## Prerequisites

- **n8n Account** – To set up automation.
- **VAPI Account** – To handle voice AI interactions.
- **Google Calendar API Key** – For checking and adding bookings.
- **OpenAI API Key** – To enable AI-powered responses.
- **CRM (Airtable or Google Sheets)** – To store bookings.

## Step-by-Step Setup

### 1. Configure Webhook to Receive Requests from VAPI

- In n8n, create a **Webhook** node.
- Set the method to **POST** and copy the webhook URL.
- In VAPI, configure the **Create Booking** tool to send requests to this webhook.

### 2. Process the Incoming Request

- Use an **If Node** to ensure the request is a valid tool call.
- Extract the **last 10 messages** from the transcript using a **Split Out Node**.

- Aggregate the messages into a structured format for AI processing.

### 3. Check Availability in Google Calendar

- Use an **AI Node (OpenAI GPT-4o)** to extract booking details (date, time, purpose).
- Query Google Calendar using a **Google Calendar Tool Node** to check slot availability.

### 4. Confirm & Store the Booking

- If the slot is available:
  - The **AI Node** creates a confirmation message.
  - The booking is **added to Google Calendar**.
  - A confirmation email is sent using **Gmail Node**.
  - The booking is stored in a **CRM (Airtable or Google Sheets)**.
  - The response is sent back to **VAPI as a tool call result**.
- If unavailable:
  - The AI suggests available slots.
  - The process loops until a confirmed time is found.

### 5. Send the Final Response to VAPI

- A **Webhook Response Node** returns confirmation or alternative suggestions.
- VAPI's voice AI agent informs the user about the booking status.

### Why Use This Workflow?

- ✔ **Automates voice-based bookings** with AI-powered availability checks.
- ✔ **Saves time** by handling scheduling without human intervention.
- ✔ **Seamlessly integrates with VAPI, Google Calendar, and CRM.**
- ✔ **Enhances customer experience with real-time voice AI responses.**

### Customizations

- Adjust business hours for availability checks.
- Modify the AI prompt to fit specific booking needs.
- Use a different CRM for storing reservations.

This workflow ensures an efficient AI-powered booking system that handles customer requests in real-time with **VAPI voice AI and n8n automation**.