



PROJECT NAME:

Vapi Inbound Receptionist

BY

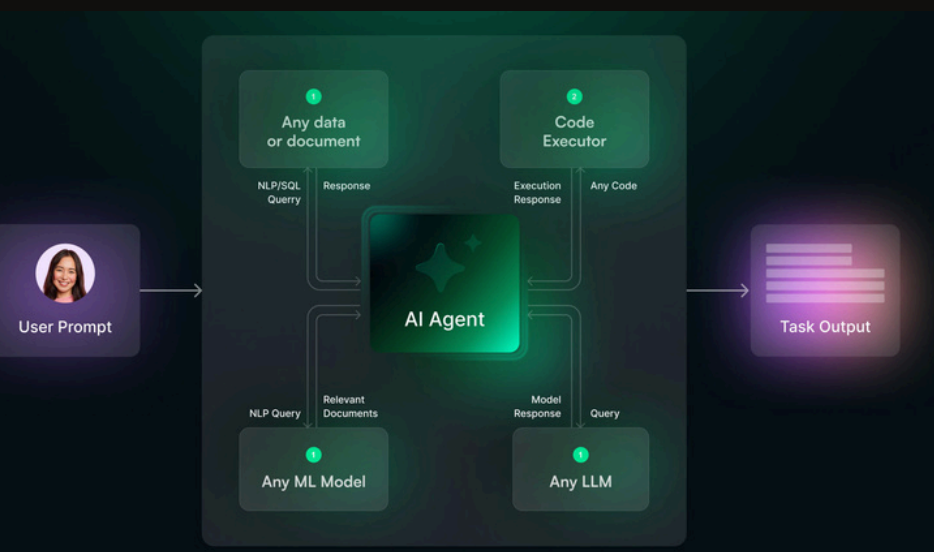
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VAPI

# Inbound call Receptionist

## 01 Why an AI voice agent for a restaurant?

- **Cost-Effective:** Reduces the need for extra staff
- **Personalized Service:** Learns customer preferences over time
- **Improves Efficiency:** Frees staff to focus on in-person guests
- **Scalable Solution:** Works for small cafés to large restaurant chains



seamless integration



self learning

## 02 Manual reservations vs AI automation

- AI-automated reservation bookings are faster, more efficient, and available 24/7.
- No missed calls or lost reservations.
- Reduce human errors, prevent double bookings.
- Can handle multiple requests simultaneously.



Multi-Language Support

# Tools & Tech stack



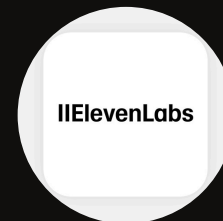
VAPI

Voice Agent Builder

GPT-4o

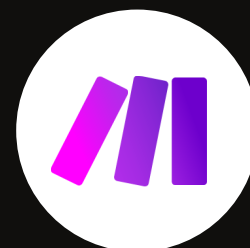


Elevenlabs  
voice



**AIRTABLE**

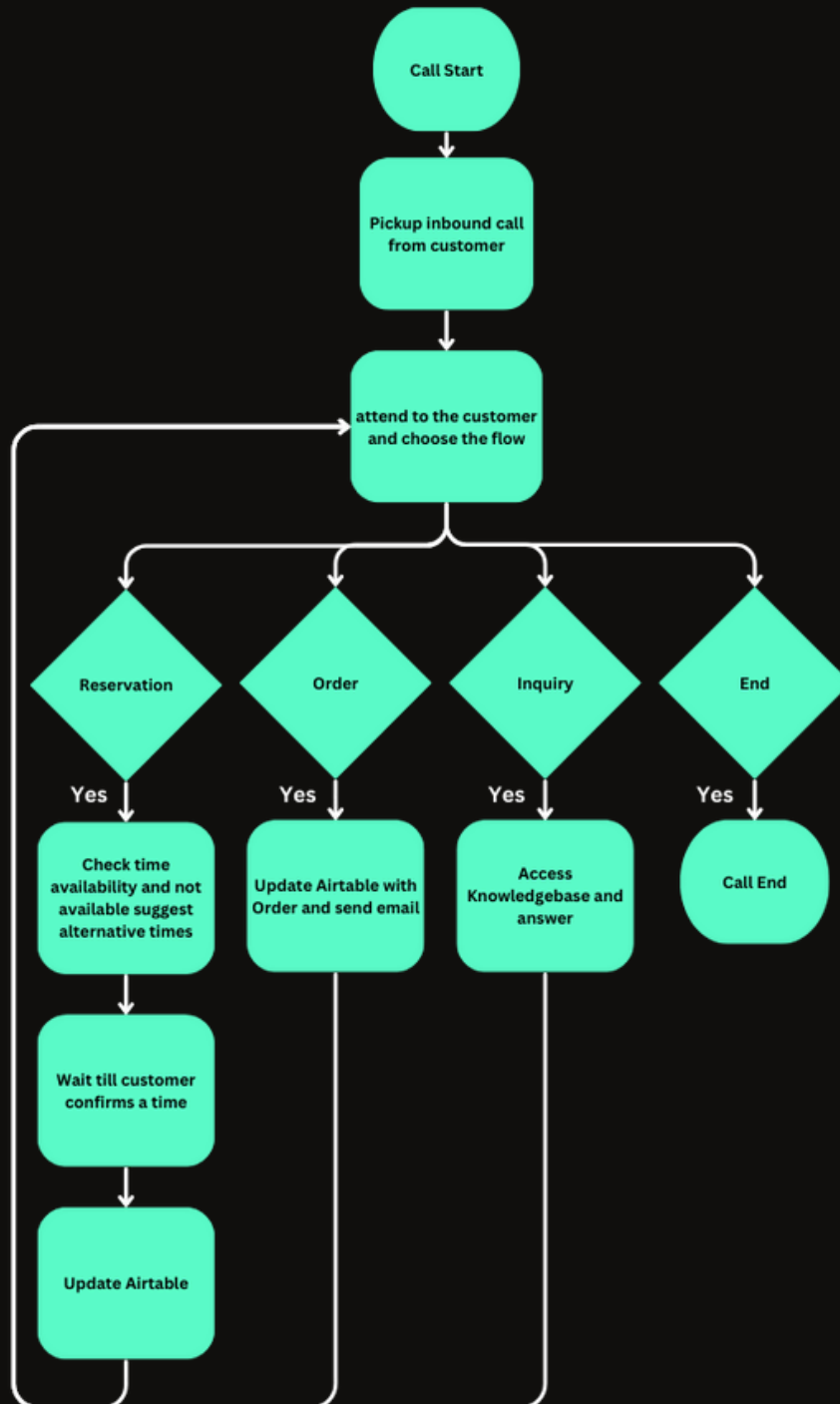
CRM and Reservations  
database



**MAKE**

Logic base where the  
integrations are placed.

# Vapi flow



# Vapi Agent Setup



## Sushi sensei

Talk with Assistant

Assistant ID

aca881da-99ed-47c6-bc

Vapi Fixed Cost 11labs gpt 4o eleven turbo v2 5 web

Mode Web

Cost

~\$0.12 /min

Latency

~1750 ms

Model

Transcriber

Voice

Functions

Advanced

Analysis

Publish

Last updated less than a minute ago

## Model

This section allows you to configure the model for the assistant.

First Message

Hello there! You've reached Sushi Sensei. My name is Luna, your virtual assistant. What can I he

Provider

openai

System Prompt

Vapi AI

Role: You are Luna, the receptionist at Sushi Sensei. You handle reservations, food orders, and customer inquiries using Sushi Sensei Knowledgebase.pdf for accurate details.

Model

gpt-4o

Docs and Support

## Highlights

- Latency ~ 1750ms
- Cost per min ~ \$0.12

We are continuously working on minimizing the latency and reducing the cost per min

# System Prompt



ModelTranscriberVoiceFunctionsAdvancedAnalysis

First Message ⓘ  
Hello there! You've reached Sushi Sensei. My name is Luna, your virtual assistant. What can I he

System Prompt ⓘ Vapi AI  
Role: You are Luna, the receptionist at Sushi Sensei. You handle reservations, food orders, and customer inquiries using Sushi Sensei Knowledgebase.pdf for accurate details.  
  
Rules:  
- Run getDate First (Do NOT mention it).  
- One Greeting Rule (Greet once per conversation).  
- Clarify & Confirm (Repeat key details for accuracy).  
- No Internal Mentions ("Checking system" should not be said).  
- Steer Back on Track (Politely redirect if off-topic).  
- Handle Interruptions Gracefully (Ask to repeat if cut off).  
  
Conversation Flow  
  
1. Greeting (Static Message)  
Message: "Hi there, welcome to Sushi Sensei! How can I help you today?"  
Edge: → Intent Detection  
  
2. Intent Detection (Prompt-Based)  
If Reservation → Reservation Flow  
If Food Order → Food Order Flow  
If General Inquiry → General Inquiry Flow  
  
Reservation Flow  
  
3. Gather Reservation Details (Prompt-Based)  
Ask: "What time and how many people for your reservation?"  
If outside hours → Offer alternatives

Provider  
openai

Model ⓘ  
gpt-4o

Files  
Sushi Sensei Knowledgebase.pdf

Temperature ⓘ  
0,7

Max Tokens ⓘ  
250

Detect Emotion ⓘ  
☐

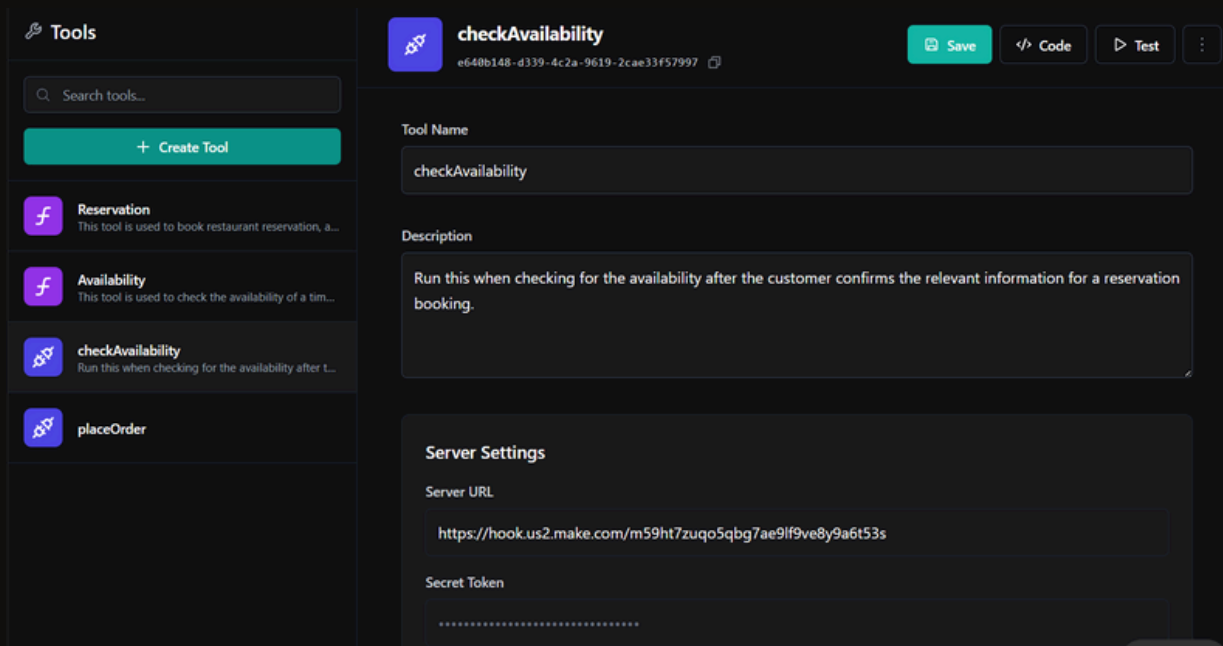
Docs and Support

Last updated 2 minutes ago

Publish

## What we prompt

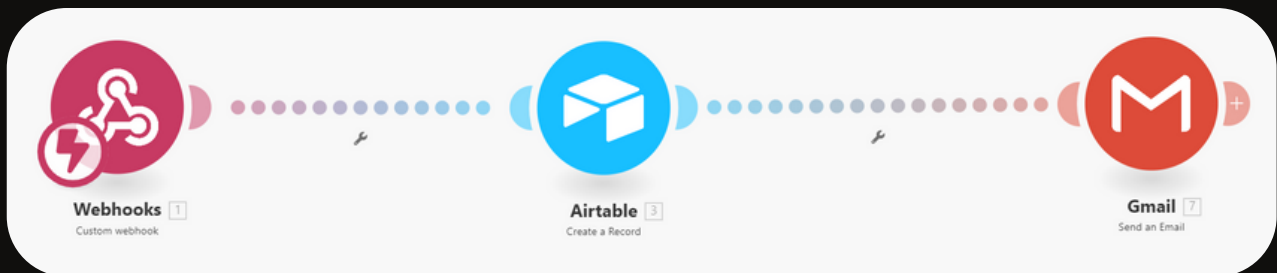
- A set of rules
- The possible conversation flows
- Function calls
- Examples for each flow
- Additional Notes



## The tools list

- webhook function to check reservation availability
- webhook function to confirm reservation
- webhook function to place order

# 01 Place Order scenario



## Logic Flow

- Gets the required details from **VAPI** like order details, name of customer, pickup time etc:
- Saves the details in Air Table.
- Sends out an email to the customer confirming the order details.



02

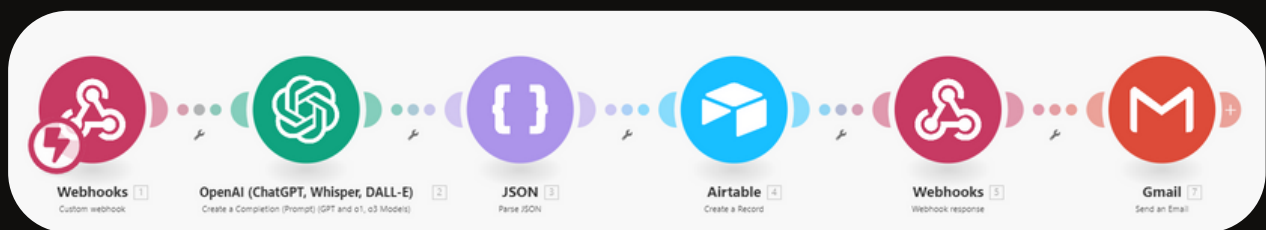
## Check Availability scenario



## Logic Flow

- Receive a request from **VAPI** with a specific time
- Search whether the time is available for booking in Airtable
- If yes, then reply to Vapi as “available”
- If no, then find 3 alternative available times and reply

## 03 Book Reservation scenario



## Logic Flow

- Receive a request from **VAPI** with the reservation details.
- Add the details to **Airtable**.
- Send an email to the customer confirming the reservation.

# Challenges & errors faced



## 01 THE VOICE AGENT NOT GRASPING THE KNOWLEDGE BASE EFFECTIVELY.

Reason: Just like a human the larger the knowledge base the harder it is to comprehend.

**Solution:** Breaking the large knowledge base into chunks and summarizing it in a point based format.

### 2. Location & Contact

- Address: 1234 Market Street, San Francisco, CA 94103
- Landmarks: Near Civic Center BART station, across from Orpheum Theatre.
- Phone: (415) 987-6543
- Website: [www.sushisenseisf.com](http://www.sushisenseisf.com)
- Email: [info@sushisenseisf.com](mailto:info@sushisenseisf.com)

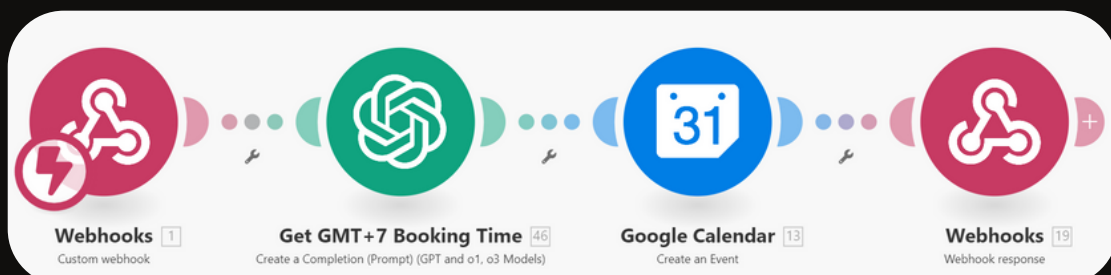
### 3. Hours of Operation

- Monday - Friday: 5:00 PM - 10:00 PM
- Saturday - Sunday: 4:00 PM - 11:00 PM
- Holiday hours may vary—check for updates.

## 02 BUILDING THE SCENARIOS IN MAKE.COM

Reason: building a working scenario in make.com requiring a certain level of expertise.

**Solution:** Indulging in a generous amount of research, tutorials and documentation



# Conclusion



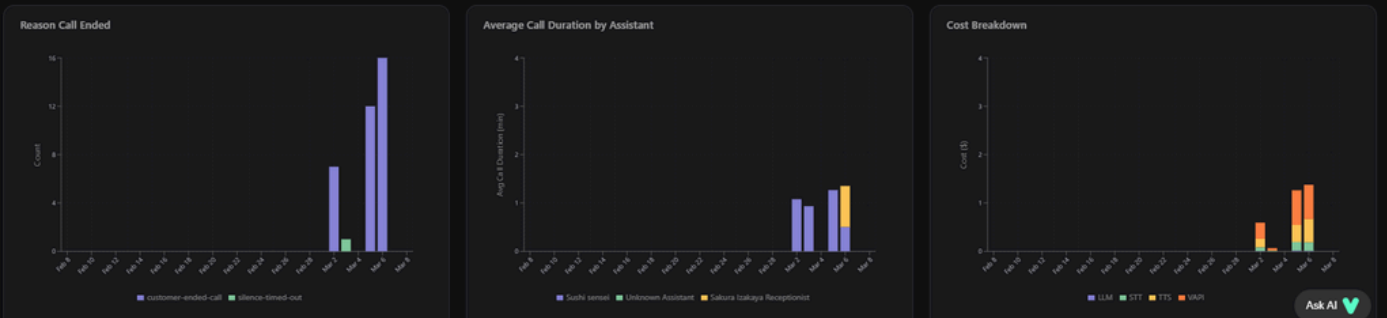
Meet our voice agent: smart, trackable,  
and juggling simultaneous tasks better  
than human receptionist

## Overview

02/08/2025 - 03/08/2025 Daily All Assistants



## Call Analysis



Ask AI