



PROJECT NAME:

Vapi Inbound Receptionist

BY

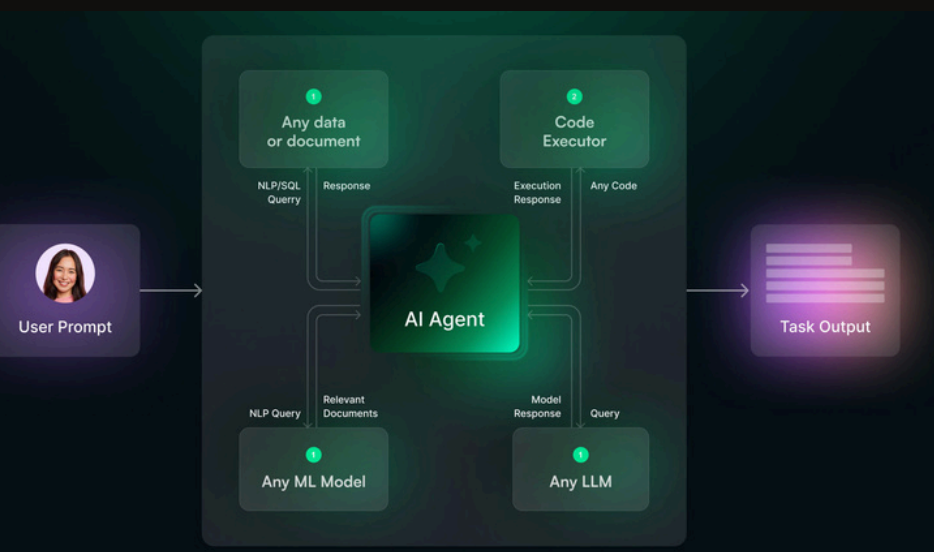
Ashan Sooriyarachchi
Seniru Minthaka

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



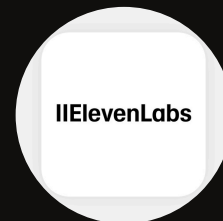
VAPI

Voice Agent Builder

GPT-4o

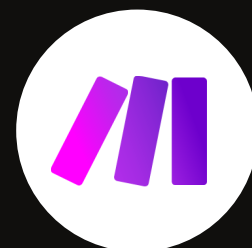


Elevenlabs
voice



AIRTABLE

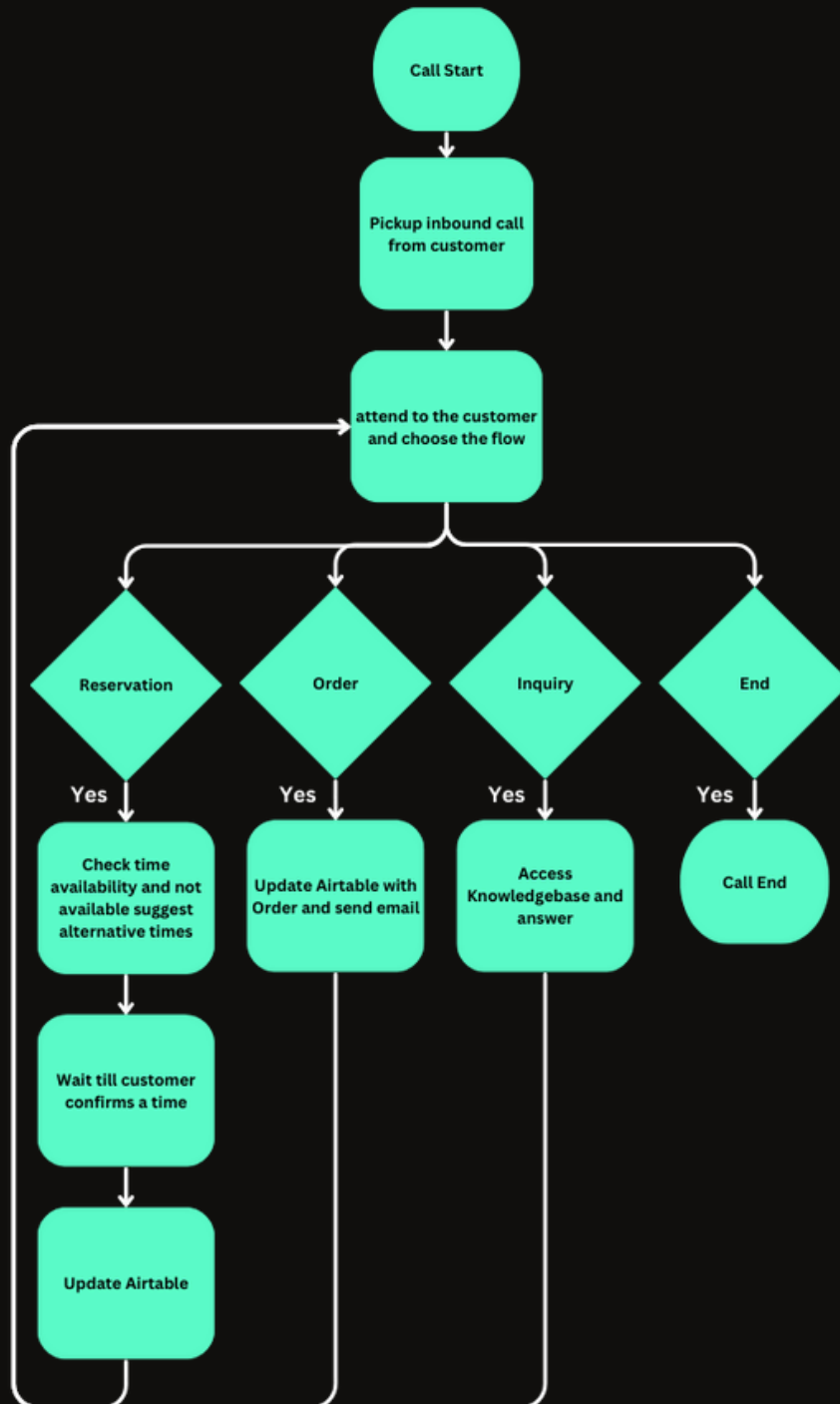
CRM and Reservations
database



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





Tools


+ Create Tool

 **Reservation**
This tool is used to book restaurant reservation, a...

 **Availability**
This tool is used to check the availability of a tim...

 **checkAvailability**
Run this when checking for the availability after t...

 **placeOrder**

 **checkAvailability**
e640b148-d339-4c2a-9619-2cae33f57997

Save Code Test

Tool Name

checkAvailability

Description

Run this when checking for the availability after the customer confirms the relevant information for a reservation booking.

Server Settings

Server URL

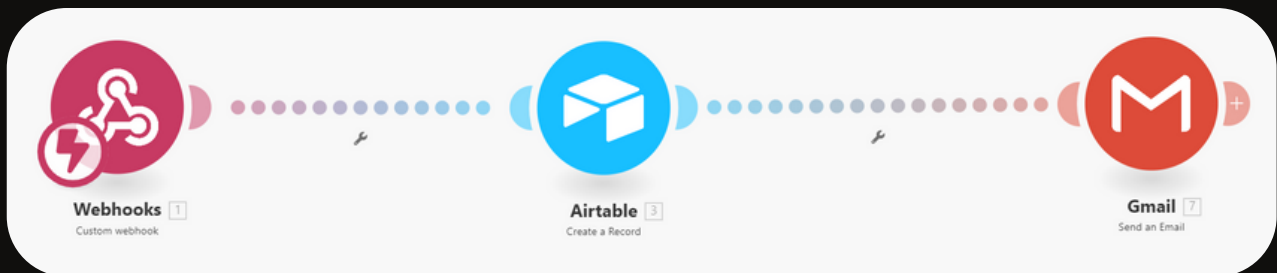
https://hook.us2.make.com/m59ht7zuqo5qbg7ae9lf9ve8y9a6t53s

Secret Token

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

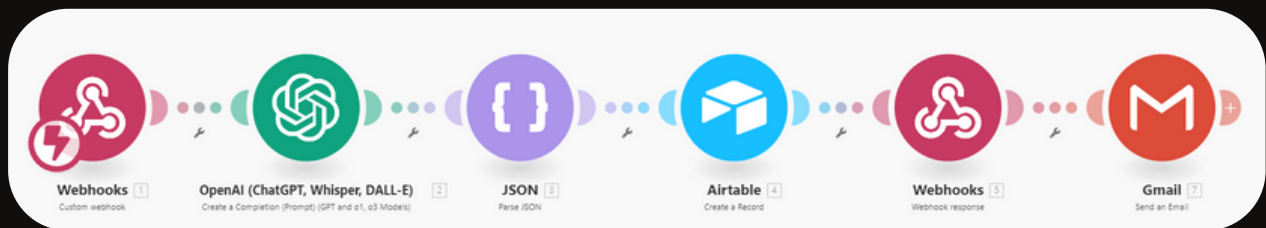
Check Availability scenario



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
- Email: info@sushisenseisf.com

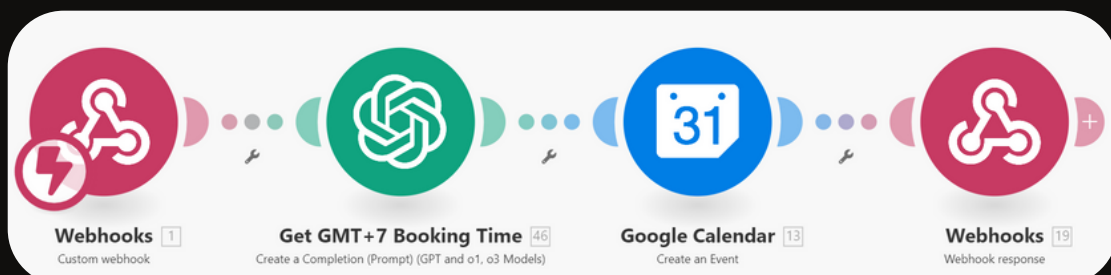
3. Hours of Operation

- 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



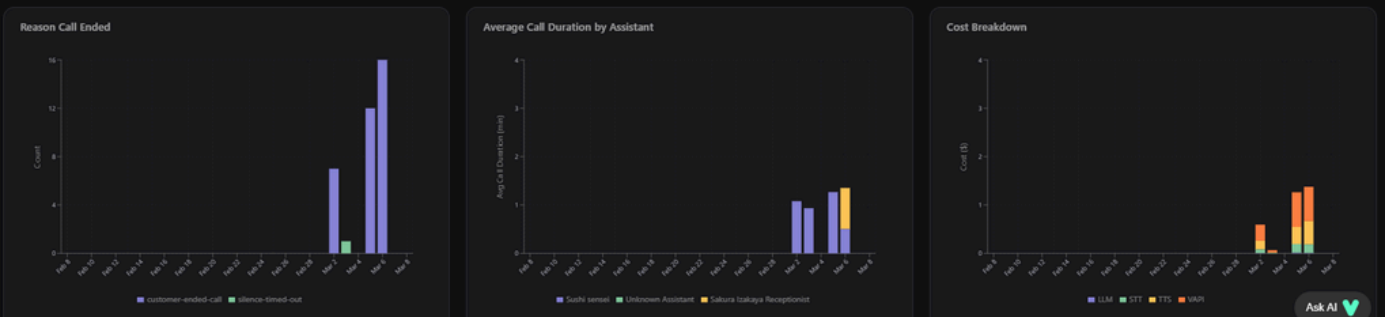
Meet our voice agent: smart, trackable,
and juggling simultaneous tasks better
than a human receptionist

Overview

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



Call Analysis



Ask AI