**Vapi calls**

* Static assistants (almost same configuration)

Phone call 🡨🡪 Vapi server (based on custom set-ups, like prompts, model configuration)

* Transient-based assistants (more flexible)

Phone call 🡨🡪 Vapi server 🡨Retrieval Assistant (server URL)🡪 Your own server (e.g. Make.com; zapier)

**Vapi cold caller scenario**

In the first scenario, customer names and phone numbers will be retrieved from Google Sheet and the first HTTP requests the assistant JSON settings. Then customer information is processed and injected into the JSON before sending request to Vapi with the second HTTP POST request.



After Vapi has made the phone call and collected information from the customer called, Vapi will send customer responses in JSON to the webhook. Then Google Sheet matches the customer by the phone number and the transcript of the found record will be forwarded to OpenAI ChatGPT to retrieve the customer responses of target questions (e.g. if will sell property; property metadata). The summarized customer responses will be processed by JSONaut that converts the responses to JSON string and finally stored back to Google Sheet.

图示

描述已自动生成

图形用户界面, 应用程序

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**Vapi knowledge base**

* Document uploaded
* totheweb web scraping information from the website and save to documents

For Transient-based assistant:

Create a POST request and place the JSON of ‘Create Call’ from Vapi in the request body. Remember to fill the phoneNumber and customer information in the JSON.

图形用户界面, 应用程序

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(Tip: Postman, a website to test API or webhook connections)

文本

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**Vapi custom functions**

Create custom functions to empower AI assistant in a call accessing external information or conduct certain actions, like check available time and scheduled meeting. Seen in the picture below, once Vapi functions are activated in the conversation with the customer, Vapi will send request to the custom logic platform (e.g. make.com) and it will carry out the action – check availability/schedule meeting- with the target applications. Finally, either successful or not, messages are going to be sent back to Vapi assistant afterwards so that customers can capture the information in the real-time call with the AI assistant.

图示

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In this case, a function named ‘ViewAgentAvailability’ that would be asked to check agent availability using the server URL, basically a webhook. Then the webhook receives the request information and continues with further actions if any, like checking agent availability via Google Calendar.

电脑屏幕的手机截图

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