**Vapi Voice Assistant Function Calls to Search Airtable Record and Sending Email**

图示

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For example, you can create a Voice assistant following the setting below:

In the model prompt message, you can prompt the assistant to collecting customer email. And upon receiving the email, ask the assistant to confirm the email with the customer by spilling it out, letter by letter. The prompt should also mention once email address received, activate the OrderStatusQuery function requesting via the webhook URL in the function.

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Functions can typically be triggered to perform specific tasks during the phone call with the assistant. Descriptions will be given to a custom function, in result the language model can make decisions to activate this function based on the scenario described in the function description. In our case, the OrderStatusQuery function contains the property ‘email’ so that the webhook in make.com will be called with the email property as its parameters returned at the same time.

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In my Airtable OrderBase, there are two tables: Order and Product. The prior stores the order details, while the latter holds the product information. Product name is the shared field of these two tables. Seen in the screenshot below:

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Following that, we can query customer order details and its associated product information by filter. Note we can use ‘Email’ as the key field to filter Order records in the Order Table.

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To link with the Product table accessing the product-related information, ‘Product’ field serves as the common field to obtain the Product details. Including Product Name, Product Price and Product Status.

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Ultimately, send the email to the customer using the email address retrieved by the webhook. In the content body, we can utilize the information from both Product and Order table, such as OrderDate, ProductName, ProductPrice, as the ‘ProductName’ associate the records. The email then can be sent to the customer.

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