**Handling Appointment Leads and Follow-up**

With Twilio, [Cal.com](http://cal.com/) and AI

What does this do?

* **SMS Trigger & Command Handling:**
  + Starts when a customer sends an SMS via Twilio.
  + Checks incoming messages for command keywords like “STOP” to cancel follow-ups.
* **Chat Session Management:**
  + Retrieves any existing chat session from Airtable using the customer’s phone number.
  + Manages and updates chat history, follow-up counts, and appointment details in Airtable.
* **AI-Powered Scheduling Assistant:**
  + Uses an AI agent (with OpenAI models) to analyze the customer's SMS and generate a helpful reply.
  + The assistant helps to answer questions and guide the customer through booking, rescheduling, or canceling appointments for PC or laptop repairs.
* **Appointment Handling via** [**Cal.com**](http://cal.com/) **API:**
  + Checks calendar availability, creates new bookings, or finds existing ones using [Cal.com](http://cal.com/)’s API.
  + Can reschedule or cancel appointments based on customer requests.
* **Automated Follow-Ups:**
  + Identifies open enquiries that haven’t resulted in a scheduled appointment.
  + Generates and sends follow-up messages (via Twilio) to re-engage customers, ensuring follow-up limits to avoid spamming.
* **Final Responses:**
  + Sends the AI-generated reply back to the customer via SMS, including confirmation messages when a customer opts out with “STOP.”