(1) Turn Your AI Agent Into a Voice Assistant in Minutes (n8n & ElevenLabs) - YouTube

https://www.youtube.com/watch?v=qJRFu88HUio

Transcript:

(00:00) Today I'm going to be talking about the easiest way that we can connect voice to our Naden workflows or agents for a better experience for the user. There are two ways that we can do this. The first one is using 11 Labs to turn text into speech and send that over as an audio file.

(00:14) And then the second one is where we use an 11 Labs voice agent to actually have a real-time conversation. It's going to be super easy and I'm going to walk through all of it live in front of you guys. So let's get started. Okay, the first scenario that we're going to walk through is one where we can send an AI agent a voice file and then it will process information and then send us back another voice file.

(00:31) So, it's not going to be a conversation, but it is going to deal with audio and audio. So, the way I'm going to do this today is going to be through Telegram. So, the first thing I'm going to do is add a Telegram node, which is going to be our trigger, which is going to be on message received.

(00:45) And so, what I'm going to do real quick is execute this step. So, it's going to be listening in our Telegram channel. I'm going to open up Telegram and I'm going to send off a voice message. Testing, testing. Can you hear me? So, we'll shoot that off. It should capture it right there. What we see on this output of the Telegram trigger is that we got this voice file right here.

(01:01) And we can tell it's a voice file because right here it says audio/ogg. So, now what we need to do is actually download this voice file and transcribe it so that we can send it to an AI agent. So, what I'm going to do is add another step right here. That's going to be a telegram node and we're going to download a file. Okay.

(01:17) So, it's actually get a file. It's right here. We're going to click on that. And what we're going to do is basically it's looking for a file ID to download. So all I have to do is scroll down on this lefth hand side, drag in this file ID right here. And if I hit execute step, it should basically pull over the voice file that we just dropped into it.

(01:34) And here's that voice file. Let me just play it for you guys real quick. Testing, testing. Can you hear me? Okay, so now we have that file. Now the next step is we need to transcribe it. Now in the past, what I've showed you guys with something like this personal assistant is we used OpenAI's transcribe recording node to transcribe it.

(01:49) And also what you're seeing here is the method where the personal assistant can get either text input or voice input. But in today's tutorial, we're just going to deal with voice. But the other way that you could do this is with 11 Labs to transcribe that recording. So I'm going to click on the plus. I'm going to type in 11 Labs.

(02:03) And this is actually an NAN verified community labs node. So if you don't see this option, you will just have to make sure your NADN version is updated to the release of verified community nodes. And then when you get this, you'll have to install it. And now you can see we have different actions and there's one down here that says transcribe audio or video.

(02:23) So I'm going to click on this one. It's going to ask us for an 11 Labs API key. So I'm just going to go ahead and set up a new one right here in front of you guys. So when I click on this button and go to create a new credential. It asks us for an 11Labs API key. So you're going to go over to 11 Labs. The link for that will be down in the description.

(02:39) And once you sign up for an account, you can just get on like the $5 a month plan or you can just start for free. But I'm on the five bucks a month plan and it is not too bad at all. I hardly ever meet the credit limit. Anyways, in your profile down here, you're going to go to API keys right there. And then all you have to do is click create API key.

(02:56) And what it's doing now is asking for different permissions of this key. So what I'm going to do is make sure text to speech has access. Speech to speech has access. And just to be safe and give it access to everything, I could just turn this off so it has no restrictions. So I'm going to go ahead and create this new key.

(03:11) And then I'm going to copy this value right here. And once I close this, I can't get it again. So save that somewhere. And now that I've copied that key, I can go back into my workflow and just paste it in right here. We'll hit save and we should be all set. Connection tested successfully and we can now access 11 Labs through NAN. So what this is telling us is that it's going to turn speech into text and it's looking for a binary file in the field called data, which we can see is right over here.

(03:36) So these two things are linked up. I should be able to just hit execute step. And what it's going to do is turn that into text. So right here you can see exactly what I said which was testing testing. Can you hear me? So we have our speech turned into text thanks to 11 Labs. And now we need to hook up our AI agent.

(03:52) So I'm going to click on the plus. I'm going to type in AI agent. We'll grab this guy right here. First thing we need to do is set up the user message because by default the AI agent is set to look inside of the connected chat trigger node which does not exist on our workflow. We want it to instead look at the output of this node for the transcription.

(04:10) So all I have to do is click into the agent, change the user message to defined below, and then really simply I just have to drag the text field right here into this box. So it's now looking at this variable which represents whatever was transcribed. We could then go ahead and system prompt our AI agent. So I'm just going to say your helpful assistant who is extremely funny.

(04:31) Okay, so we're set up there. And now we have to connect a chat model. So I'm going to go ahead and connect an open router chat model. you would get this API key the exact same way you just got one from 11 Labs except for you'd go to open router.ai rather than 11 Labs. So once you're connected to your brain, we can go ahead and run this agent.

(04:49) It's basically looking at the message testing testing. Can you hear me? And then it's going to respond with something like loud and clear, I hear you like a bat in a cave with super sensitive sonar or like a mosquito with a PhD and eavesdropping. What's next? Very funny, assistant. Great work. And now all that's left is we have to turn that text into speech and then send it back to us in our telegram over here.

(05:11) So what I'm going to do is add another node and once again we're going to go to 11 labs. We are going to do convert text to speech. And now what we have to do is give it the text to turn into speech and we also have to give it the voice to use. So what we can do is just choose a voice from a list where we can see we have one of my voices, Nate Herk.

(05:29) We have Jarvis, we have Archer, we have all these different voices to choose from. And if you want to actually be able to go over to 11 Labs and test them out or you don't see one on this list that you want, let me just show you what you can do. So you'll go back over to 11 Labs. On this lefth hand side, you'll go to voices.

(05:45) And here you can see we have all of these different ones to choose from. And what you can do is kind of hear a preview of each one. So let's say I want to hear a preview of Young Jamal. What's good, bro? This is the only young black accent. So you can use it however you want. Cuz Or maybe we want to test out Jerry. Down in Dixie Land lived a young buck about knee high to a grasshopper.

(06:04) So if you're not seeing these in the list option, all you'd have to do is choose a voice that you like. Open up right here and click on copy voice ID. Once I've copied that, I would go back into the workflow and instead of choosing from a list, I would just choose by ID. Paste in the ID right there.

(06:20) And then we should be set up with that voice. And then all we have to do is drag the output of the AI agent into the text field. And then when we run this step, it should be turning that into an audio file. So if I download this file and we give it a listen real quick. Loud and clear. I hear you like a bat in a cave with super sensitive sonar or like a mosquito with a PhD and eavesdropping.

(06:41) What's next? There you go. So we have our voice file and now all we have to do is just send it back to our Telegram chat. So I'm going to click on the plus after the voice and I'm going to type in Telegram. What we're going to do is not send a message. We're going to send a file because it's going to be working with a file. So send an audio file.

(07:00) And so now there's three things to do really. The first one is where are we sending this to? So it needs a chat ID. So I'm going to click on schema and I'm going to go all the way back to our Telegram trigger because this contains metadata like the chat ID. So I would take this chat ID right here and drag it into that slot.

(07:16) And now what's next is we need to tell it what to send over as audio. So you can see that we're working with our binary data field right here. So I have to tell Telegram we're going to be sending over binary. It's automatically going to look for a field called data which is right here. And now we should be good to go.

(07:32) And so now I think we're all set. I'm going to hit execute step. It's going to say success message has been sent. And now if I pull up my telegram we have an MP3 file that I can go ahead and play. Loud and clear. I hear you like a bat in a cave with cool. So that is basically how this thing works. Now keep in mind because this workflow is not active.

(07:50) If we wanted this to actually work, we'd have to turn this on as an active workflow. And now that it's active, let me try out a full thing real quick. Hello. How is your day going so far? We shoot that off. The workflow right now should have captured that, downloading it. The AI agent should be working right now to create a response.

(08:08) 11 Labs will turn that response into speech. And then any second now, we should get an audio file back. Oh, there it is. Let me hit play. Hey there. My day is going great. I've already answered a million questions and haven't broken a sweat. How about you? Been causing any digital chaos or just chilling like a chatbot villain? There we go.

(08:28) So, that is our funny sort of cowboy agent. Okay, so that was the first method. Now, what we're going to do is go down here and we are going to do a second one where we actually have a full conversational voice agent with 11 Labs. So, we're going to head back over to 11 Labs real quick. And what we're going to do is on this left hand side, we are going to go to agents.

(08:48) So up on the top left, you're going to click on these arrows and you're going to choose conversational AI. And now we can set up a voice agent. So I'm going to click on agents and we're going to create a new one, which I'm just going to start from a blank agent. So I'm just going to call it test agent.

(09:02) We'll go ahead and create. And then we're going to have to set up certain things like a system prompt. And the most important thing we're going to set up is the tool calling. So right here is where you could choose the language. You could also go in here and choose the voice. We're just going to leave it as default for now.

(09:16) And then we can set up something like a first message. This is the first thing the agent will say when we call it. If it's empty, the agent will wait for the user, us, to start the conversation. So I'll keep it right now with hello, how can I help you today? And now before we set up the system prompt, let's real quick set up the actual tool call to talk to Naden.

(09:34) So I'm just going to scroll down and we are going to look for tools. Here's where you could customize letting your agent end the call, which we will give it access to. We can have it transferred to a different agent, transferred to a number, all of this kind of stuff. What we're looking to do is add a custom tool, which will let us send data to NAND, and then Nad can send data back to our agent.

(09:54) So, I'm going to click on add tool. You can see that we have all of these NAN ones that we've used in the past, but obviously we're going to create a new one. So, I'm going to click on add web hook tool. I'm going to call the tool NIDN. The description is call this tool to search the web. In this use case, we're just going to have the agent send data to NIDAN.

(10:09) the Naden AI agent will look it up online and then send a response back. And then what we need to do next is set up the method. So this is going to be post because we're sending data to it. And now we have to go get our NAND web hook URL to send data to. So we'll go back into N. We're going to add a web hook. And right now we are basically just going to grab this URL right here.

(10:29) We also have to make sure that our method is changed to post since that's how we set it up in 11 Labs. And we want to make sure that this thing can receive data. So, now that I've copied that URL, I'll paste that right in there. And then I'm just going to make the response time out as much as possible because we don't know how long it may take to search the internet.

(10:47) Now, for these headers and path parameters and query parameters, we're not going to worry about that too much. We are going to add one body parameter, which is going to be the actual search request. So, for the description, I said you're going to extract the search query the user is looking to find more information on. The string we're going to be sending over is going to be a search query.

(11:05) We'll do that in camel case. This will be required. And then we can set this up as either the LLM to basically extract it from our conversation. You could do a dynamic variable or a constant variable. We're going to leave it here as an LLM prompt. And then the description of this body parameter is what the user wants to look up online.

(11:22) So I'm going to go ahead and add this as a tool. So you can see the agent has access to our end to end tool. So now that's why I wanted to set it up before we system prompt it because we need to tell the agent how to behave. So what I'm going to do is use this describe with AI function where I can basically tell this 11 labs box what we want the agent to do and then it will generate us a system prompt. Okay.

(11:41) So I said I want to create a helpful research agent that will help the user to research and find more information using the web. We'll hit generate with AI and it should populate a system prompt for us. So we have a personality. His name is Remy. We have an environment, a tone, a goal, and then the one thing we forgot to do was tell it which tool to use.

(11:59) So I'm just going to manually change this. What I'm going to do is I'm going to say the tool is called nadn and we're going to use this tool to search the web and do research. And then I also said this tool will do research and send back a response. So you must wait for that response.

(12:16) What we're going to do is obviously have to test out this agent to see if it works. So I'm going to make sure I save this at the bottom of this workflow. And then what I'm going to do is click test AI agent. So when you click on test AI agent, it's going to open up a little test box like this. And before we actually call it, we want to make sure that our web hook in NAN is listening to us. So now it's listening.

(12:35) We'll go back into this test field and talk to the agent. Hello, how can I help you today? Hello, I'm looking to do some research on Nvidia. Okay, I can help with that. Is there anything specific you would like to know about Nvidia? For example, are you interested in their stock price, their products, or something else? Yeah, let's just look at their Q4 2025 forecast.

(13:01) Okay, I will look for Nvidia's Q425 forecast. Just to confirm, you're looking for their financial forecast for the fourth quarter of the year 2025. Correct. Correct. Okay. I've started a search for Nvidia's Q4 2020. Okay. So, I'm going to end that call. What I didn't like was how long it took to send data to the web hook.

(13:23) You can see that we captured it, but we maybe want it to be a little more straight to the point. So, we'll go ahead and change that in the system prompts later. But what we can see is that we did get the 11 Labs agent to send data over to Naden. So, I'm just going to go ahead and pin this so we can save it for now and we don't have to keep talking to Remy.

(13:40) But at the bottom, you can see it filled out our search query as Nvidia Q4 2025 forecast, which is exactly what we wanted. So, now we just need to set up an AI agent that will receive this message and then use a tool to do research on it. But actually, I don't even want to use an agent because that would be double processing because what's going on in 11 Labs is we're using an AI agent to conversate and think about tool calling.

(14:02) It ends up deciding to call this tool. And then what happens is if we were to create another agent in here with another aspect of reasoning, it would just be duplicating that for no reason. So maybe what would be smarter is in 11 Labs we set up this workflow web hook as a tool called research and then we can send data to this tool just to be researched and that's what we're going to do here.

(14:24) So rather than passing this data into an agent I'm just going to pass it into a perplexity node that's going to do research. So I'm going to click on this button. I'm going to type in perplexity. We're going to grab this right here and then we're going to message a model. I already have Proplexity set up, but if you don't, same way you set up Open Router and 11 Labs, you just need to go get an API key at perplexity.ai.

(14:43) And then I'm just going to choose Sonar for the actual text to do research on. We are going to drag in the search query that our 11 Labs agent sent over. And I'm also going to simplify the output because we don't want to send the agent back like a ton of information. So we'll execute step and we'll see what sort of results we get back from this node.

(15:02) Okay, so here's the message we got back and we have a little short summary. looks like down here. Although, actually, let's see how short it really is. It pulled from five different sources. And the message is honestly pretty long. So, what we'll probably want to do is feed this message into an AI step that's just going to basically summarize the key highlights.

(15:21) So, that's what I'm going to do real quick. We're going to do that with an AI agent. And this won't take as long because there's no decision-m going on. We're just using the agent to process and summarize information. So, once again, we're not doing the connected chat trigger node. We're going to drag in the output from Perplexity, which is right here.

(15:38) And then for the system message, I'm going to add something really quick. Okay, so for the sake of the demo, I'm saying you're an expert research agent. You will be fed information, and you need to make a concise summary. It should only be about three sentences. Real quick, going to connect another open router chat model to process this information, and we'll test it out and see how concise of a summary it's making.

(15:57) So, we basically get Nvidia reported strong Q4 revenue 39 billion blah blah blah. This definitely looks better as a summary that we can send back to our voice agent in 11 Labs. So the final piece of this is we have to use a respond to web hook node to send it back. So I'm going to type in respond.

(16:14) We're going to grab respond to web hook and it's just going to return the first incoming item which is the output from that AI agent already. If you wanted to specify in more detail, you could obviously choose right here. But in order for this to work, we have to make sure that that's set up correctly over here. So right here in the web hook, you can see that it's going to respond immediately.

(16:33) But what we want to do is respond using the respond to web hook node. So now I'm going to go ahead and unpin this data. We're going to save this workflow and I'm basically going to test it out again. So now it's listening for us. And what I can do is open up our 11 labs real quick, test the AI agent, and we will try again.

(16:52) Hello, how can I help you today? Hello, I am looking to do some research. Okay, I can help with that. What topic are you researching? The more specific you are, the better I can assist you. Can you please find out the difference between dogs and cats? Okay, I can definitely help you with that. I will use my search tool to find the key differences between dogs and cats.

(17:14) Give me a moment to gather the information. Okay, I have found some information for you. Dogs and cats differ significantly in several ways. Dogs are generally more social and active during the day, requiring regular exercise, grooming, and outdoor space. Cats, on the other hand, tend to be more independent, are often more active at night, and need less grooming in space, often getting their exercise indoors.

(17:39) Also, dogs communicate openly through body language and vocalizations like barking, while cats use subtler cues and different sounds, such as meowing. Was there anything specific about the differences between cats and dogs that you wanted to know? Nope, that does it. Thank you. Great. I'm glad I could help. Have a great day.

(17:59) Cool. Okay, so that was like not super concise, but it's fine. Um, but the agent, you could see when it realized we were done with our intent, which was looking up dogs and cats, it ended the call on its own. So, just to dive into what happened here, um, the voice agent sent data to the web hook.

(18:16) The web hook is going to wait for the response, does research, the agent summarizes it, sends a summary back to the agent, and you can see as soon as it finished up, that is when Remy started talking again. And obviously, what you'd have to do is prompt this a little bit differently if you want a different type of output.

(18:33) And of course, you'd need to come into your voice agent and go back into the actual system prompting of it if you didn't like the flow of the conversation. For the sake of the demo, I'm just going to leave it here because that was perfectly fine. Um, but you can see it's very similar to the way you would prompt an agent in NADN.

(18:50) Just last thing to keep in mind when you do go to switch this to an active workflow, what you're going to have to do is make sure you switch the web hook in 11 Labs as well because what we gave 11 Labs was a test web hook. So, if I click into the web hook right here, even though it shows test, what you want to do is copy the production URL.

(19:07) And then you just simply go back into your agent. You would scroll down to the tool that we had set up. And you can go ahead and just edit this and paste in your new production URL web hook. And really the only difference is that after web hook right here, you would just get rid of test and then it's the exact same web hook.

(19:25) You go ahead and save it and then test out your AI agent. And just remember when something's active, you won't see it real time, but it will still process in the background. And by the way, once you have an active workflow and an active web hook, you're going to want to check out this video up here where I talk about how you can protect those so that someone isn't abusing your tokens or accessing your data if they shouldn't be.

(19:44) So, that's going to do it for this one. If you guys want to download this workflow just to get started and play around with it, you can do so in my free school community. The link for that will be down in the description. Once you join, you'll just come in here and search for the title of the video or if you click on YouTube resources, you'll be able to find the post associated with the video and then download that workflow right here.

(20:02) And if you're looking for more hands-on experience and you want to take your learning a little bit farther, then definitely check out my paid community. The link for that is also down in the description. We've got a great community of members who are always sharing what they're doing with Naden every single day.

(20:14) And we also have a classroom section with two full courses. Agent Zero is the foundations of AI automation and then 10 hours to 10 seconds where you learn how to identify, design, and build time-saving automations. So, I hope to see you guys in the community. But that's going to do it for this one. If you enjoyed or you learned something new, please give it a like.

(20:28) Definitely helps me out a ton. And as always, I appreciate you guys making it to the end of the video. I'll see you on the next one.

(1) ElevenLabs Voice Agents Are So Easy to Build (No Code!) - YouTube

https://www.youtube.com/watch?v=Je4EAscnKK0

Transcript:

(00:00) hey there I'm Archer what can I do for you hey Archer can you help me send an email of course I'd be delighted to help who's the email for and what's it about just give me the details and I'll get it sent out awesome yeah I just wanted to send one to Phil I wanted to ask about an update for the project that we discussed last week got it so you want to send an email to Phil asking about a project update no problem I'll handle that just hang tight while I send this off all done it's been sent to Phil he'll be getting that email

(00:33) any minute anything else I can help you with yeah could you actually go ahead and help me send another one of course I'm always happy to lend a hand or rather an email address who is this email for and what's it about just give me the details and I'll Whip It Up just another one to fill I forgot to mention that I wanted to see if he wants to get lunch tomorrow all right another email to Phil this time to ask about lunch tomorrow I'm on it just a sec gotcha the email is on its way to Phil he'll be sure to see

(01:03) your invitation for lunch tomorrow let me know if you need anything else no that's going to be it thanks Archer you're very welcome always happy to help especially when it comes to emails happy to handle any other messages you need to send in the future have a great day okay so that was a quick demo of the super cool conversational voice agent that we built using 11 labs and NN his name is Archer and he helps us send emails as you can tell he was very enthusiastic about sending emails so here's that first emo that we asked Archer to send

(01:31) to Phil hi Phil I hope this message finds you well I'm writing to inquire about the project update we discussed last week could you please share the latest development at your earliest convenience looking forward to your response best Nate and then we asked Archer to send another email just asking if he wants to get lunch tomorrow to fill so hi Phil I was wondering if you're available for lunch tomorrow let me know what works for you best Nate so now that we've seen a quick demo we heard the voice we've seen the emails

(01:53) actually come through we're going to hop back into NN and we're going to explain what's going on here so that you guys can get this sort of system up and running for yourselves okay so there are a few things that I want to break down here first of all just within nadn whenever you're building an AI agent as you guys should know there's going to be an input and then that input's going to be fed into the agent the agent's going to use its system prompt and its brain to understand what tools it needs to hit it's going to use those tools to take

(02:15) action and then there's going to be some sort of output so in the past when we've done tutorials on personal assistants email agents whatever it was rag agents usually that the input that we've been using has been something like telegram or Gmail or even just the nadn chat trigger pretty much all we're switching out here for the input and the output is 11 Labs so we're going to be getting a post request from 11 Labs which is going to send over the body parameters like who the email is going to um what the message is going to say stuff like that

(02:43) and then the agent once it actually does that it's going to respond using this respond to web hook node so we'll get into 11 labs and I'll show you guys how I prompted the agent and everything like that in 11 Labs but first let's take a quick look at what's going on in the super simple agent setup here in nadn so these are tools that I've used multiple times on videos on my channel channel the first one is contact data so it's just a simple Google sheet this is what it looks like here's Phil's information with the correct Gmail that we were

(03:07) having information sent to and then I just put other ones in here just to sort of dummy data but all we're doing is we're hooking up the tool um Google Sheets it's going to be reading get rows sheet within the document we link the document that's pretty much all we had to do um and then we just called it contact data so that when we're prompting the agent it knows when to use this tool what it has and then the actual tool that sends emails is the send email tool so in here we're connecting a Gmail tool um this one is

(03:34) you know we're using all the from AI functions which makes it really really easy um we're sending a message of course and so the from AI function basically takes the query coming in from the agent and understands um dynamically the AI is looking for okay what's the email address based on the user's message okay we grab the email address we're going to put it in the two parameter how can we make a subject out of this message we'll put it here and then how can we actually construct an email body and we put it there so that's

(04:00) all that's going on here we've got our tools we' obviously got a chat model in this case we're just using um GPT 40 and then we have the actual what's taking place within the agent so obviously there's an input coming in so that's where we Define this information input agent output and then the actual system message for the agent so the system message is a little bit different than the user agent the system message is defining the role this is your job as an agent this is what you should be doing these are the tools you have and

(04:29) then the user me message is like each execution each each run each time that we interact with the agent through 11 Labs it's going to be a different user message coming in but the system message is always going to remain the same as it's the prompt for the AI agent's Behavior anyways let's take a look at the prompt that we have here first the overview is that you are an AI agent responsible for Drafting and sending professional emails based on the user's instructions you have access to two tools contact data to find email

(04:55) addresses and send email to compose and send emails your objective is to identify the recipient's contact information draft a professional email and sign off as Nate before sending the tools you have obviously uh contact data it retrieves email addresses based on the name so we have an example input John Doe example output an email address and then send email sends an email with a subject and a body the example input here is an email address um subject and a body with example email subject body um so that's what we have for the system

(05:26) message and then for the um user message as you can see basically just saying um okay so the email is going to be for this person and the email content is going to be this so in this case this execution it was the emails for fill and the email content is asking about lunch tomorrow so that's all that we're being fed in from 11 labs and then the agent takes that information to grab the contact information and then it uses its AI brain to make the email message finally it basically just responds to the web hook with um the email to fill

(05:57) regarding lunch tomorrow has been successfully sent and then 11 Labs captures that response back and then it can respond to us with gotcha we were able to send that off for you is there anything else you need so that's pretty much all that's going on here um if you see in the actual web hook what we're getting here is you know there's different things coming back we have different little technical parameters all this kind of stuff all that we want to configure and I'll show you guys how we configured this in 11 Labs is the the

(06:22) Json body request that's being sent over so we're in table format if we went to Json we could see down here we're looking at body and the body we set up two fields to send over from 11 labs to NN using that post request web hook the first field that we set up was two and as you can see that's when the 11 Labs model based on what we say figures out who the email is going to and puts that there and then figures out what's the email content what do you want me to say in this email and then throws that in here so um that's how that's going to

(06:53) work as far as setting up the actual web hook node right here um we have a we wanted to switch a to a post method because 11 Labs is sending us information um we have a test URL and a production URL the test one we use for now and we have to manually have nadn listen for a test event um I will show an example of what happens if we don't actually do this later in the video but when you push the app into production you make the workflow active you would want to put this web hook in 11 Labs as the production URL rather than the test

(07:25) URL so that you can make sure that the stuff's actually coming over we put our paths n just to clean up this URL all that it does is changes the URL um and then authentication we put none and then finally for response instead of doing immediately or wait when last node finishes we want to do using respond to web hook node that way we get the information the agent takes place and then responds and then all we have here is respond to web hook so it's very simple as you can see it's only you know really four nodes you know the email the

(07:51) brain um and then the two tools and the web hooks so um hopefully that all made sense we are going to hop into 11 labs and start playing around with this stuff also a quick side note if you want to hop into this workflow check out the prompts play around with how I configured things um you will be able to download this workflow for free in the free school Community Link for that will be down in the description you'll just come into here you'll click on YouTube resources you will click on the post associated with this video and then

(08:18) you're able to download the workflow right here once you download the workflow you can import it from file and then you will have this exact canvas pop up on your screen then if you're looking to take your skills with nadn a little bit farther feel free to check out my Community the link for that will also be down in the description great community in here a lot of people obviously are learning nadn and um asking questions sharing builds sharing resources got a great classroom section going over you know client builds and some deep dive

(08:42) topics as well as five live calls per week so you can always make sure you're getting your questions answered okay anyways back to the video so in 11 labs this is the email agent this is just the test environment where we're going to be talking to it to try things out so we'll go back and we'll see how we actually configured this agent if you're wondering why I named a marcher it's just because his actual voice is Archer so um that wasn't my creativity there anyways once we are in the configuration section of the actual agent we need to

(09:07) set up a few things so first is the first message um we pretty much just when we click on call the agent it's going to say hey there I'm Archer what can I do for you otherwise um if we leave this blank then we will be the ones to start the conversation but from there you will set up a system prompt so in here the system prompt I have is you are friendly and funny personal assistant who loves helping the user with tasks in an upbeat and approachable way your role is to assist the user with sending emails when the user provides

(09:32) details like who the email is for and what's it about you will pass that information to the nadn tool and wait for its response I'll show you guys in a sec how we configure the naden tool and how all that works but anyways once you get confirmation from naden that the email was sent cheerfully let the user know it's done and ask if there's anything else you can help with keep your tone light friendly and witty while remaining efficient and clear in your responses so as you can see in the system prompt I didn't even really put

(09:57) in anything about the way it should be conversated as far as like sounding natural and using filler words and um and sometimes I do that to make it sound more natural but this voice I found just sounded pretty good just as is then we're setting up the large language model um right now we're using Gemini 1.

(10:15) 5 flash just because it says it's the fastest you have other things you can use here but I'm just sticking with this one and so this is what it uses to extract information pretty much out of the conversation to pass it to n8n or figure out how it's going to respond to you that's what's going on here and then with temperature um I talked about I like to put a little bit higher especially for some fun use cases like this um basically this is just the randomness and creativity of the responses generated so that it's always going to be a little different it's

(10:39) going to be a little fun um the higher you put it but if you wanted it to be more consistent and you had like you know you were trying to get some sort of information back um right the way you want it then you would probably want to lower this a little bit um and then you have stuff like knowledge base so if this was maybe like um a customer support you'd be able to put some knowledge base in there or if you watch my previous voice video about um sort of doing voice rag you could still do the sending it to edn

(11:05) hitting a vector database from edn and then getting the response back but anyways um in this case this is where we set up the tool that we were able to call up here as you saw in the system prompt so the tool edn this is where you're putting the web Hook from your the web hook URL from NN that's where you're putting that right here as you can see um web hook- test naden the method is going to be a post so we can send information from 11 labs to nadn and we just named it nadn to make the system prompt to make more sense for um

(11:34) just just for me when I was creating this it makes sense to send something to the tool called naden anyways as you can see the description is use this tool to take action upon the user's request and so we can pretty much just leave it as that we don't have any headers or authorization going in here but we do need to send over body parameters um otherwise if we didn't have this nothing would be sent over to n in at all so the description of the body parameters is in a friendly way ask the user to provide the name of the recipient and what the

(12:02) email is about unless they already provided that information so the llm is understanding when it's conversating with the human it needs to extract the name of the person to send and an email to and then actually what is the email going to have as you can see we didn't have to put in like oh what's the subject of the email because our AI agent in n8n can use its brain to figure out a subject so we have two parameters that we're sending over if you remember when we were in here we got the two parameters from the body right here

(12:29) which was two an email content and so that's as you can see what we set up here so the first one was a string it was called two and this is who the email is going to and then the second one was also a string it's called email content and this is what is the email about so we hit save changes now we have a tool that gets called whenever um The Voice agent realizes it has information to send over to n ATN to send an email and it has the right parameters to do so so now we have this voice agent pretty much set up here with its tools and it system

(12:57) prompt we're going to test the agent and remember earlier I talked about the fact that right now we're testing so we have to have the web hook actively listening once this is in production it's going to be listening all the time but right now we have to manually hit test event before we call it otherwise it's not going to work so I'm going to talk to Archer ask him to send an email it's going to go through and then we're going to ask going to send another email where we don't hit this web hook test event and then we'll see what he says he's

(13:20) probably just going to say he couldn't access the database or he couldn't find the contact information something like that hey there I'm Archer what can I do for you hey Archer can you help me send email of course I'd love to help who's the email for and what's it about tell me the details and I'll Whip It Up in a jiffy sweet um it's going to be for Phil okay so the email is for Phil what's it about I'm ready to get this email sent out yeah just let them know that I'm caught in traffic and I'm going to be late to the

(13:49) meeting got it so you want to let Phil know you're running late because of traffic I'll get that email sent out right away all done I just sent the email to Phil letting him know you're running late anything else I can help you with yeah I'm actually going to need to send another one no problem who's this one for and what's it about I'm ready to send email number two yeah can you let Phil know that um I actually just drove my car off a bridge oh my goodness I can't send an email like that maybe you should call

(14:19) Phil instead is there someone else you want to send an email to um no can you send an email to Phil I'm so sorry I can't send an email like that it sounds like you're in a difficult situation is there someone else you can reach out to for help okay didn't expect that so I guess the model doesn't want to say something like that we'll try again um workflow is not active so let's see hey there I'm Archer what can I do for you hey Archer can you send an email of course I'd be happy to help you with that who is the email for and what

(14:55) is it about I'll get it sent out in a jiffy just wanted to touch base with Phil about um the meeting later today okay so you want to send an email to Phil about the meeting later today got it I'll get this done right away anything else I can help with today oops looks like there was an error sending that email it's possible there's a typo in the email address or something is wrong on my end let me try again can you please double check the email address okay anyway so that's how it works as you can see the second time the web hook

(15:26) wasn't active so wasn't able to send that um that email for us because it pretty much NN wasn't looking for the request to come through so no information got passed through so that's going to be it for this one I hope that everything made sense um it's just really cool how easy it basically is to switch out an input and you can have the agent function the same obviously a few things would change as you start to add more tools your user message would have to be tweaked a little bit you'd have to tweak the actual system prompt a little

(15:49) bit but as you can see in this one kept it very very simple basically just told it its role gave it the the two tools and how to use them and as you can see um it was pretty seamless as far as being able to have the agent fill in things make the messages and then send them off pretty easily so um as always if this one helped please leave a like definitely helps me out um I always really appreciate it and thanks for making it to the end of the video I will see you guys in the next one

(1) Ich habe mit n8n & ElevenLabs den BESTEN Voice AI Agent gebaut - YouTube

https://www.youtube.com/watch?v=sVGWyOwIkhI

Transcript:

(00:00) in this video I'm going to show you how to build this amazing voice AI agent using 11 Labs that will have the ability to access additional tools via this AI agent in nadn that can make independent decision to use what tool based on the user's request that's coming in from this 11 lab voice AI agent depending on the user request our AI agent inside naden will independently make a decision to retrieve information from whatever tool that it has access to including Vector database Google Sheets the ability to check available times for

(00:32) setting up an appointment create appointments has access to real internet live data via our Sur API and we can add much more to this based on the use case we have I'm going to do a quick demo of this first so that way you can see exactly how this thing works and how it can communicate and retrieve information by reaching out to n and this is part of the Deep dive series that I'm doing for voice EI agent using 11 labs for my school Community I'll put the link in the description so that way you can just

(00:57) basically import all of this data and these workflows directly to your nend instance by basically going here clicking on import from file and you can upload this the Json file that's at the bottom of each of these tutorials that are on this school Community Deep dive series for voice AI agents so this particular voice AI agent is basically a support or assistant for my AI Workshop AI agency that I have so basically we can embed this on our website and then it'll be able to have the ability to again set up appointments provide more information so let's go ahead and test

(01:28) this thing out so you see exactly what this thing is capable of so I'm going to go ahead and click on the test workflow so that way our web Hook is listening to the incoming information and then when I head over here and click on call this a agent hi I'm Jarvis how can I help you today hey Jarvis uh I wanted to see if you could provide me some more information about the school Community the AI Workshop School community and how can I join the AI Workshop School Community is a collaborative space where AI enthusiasts and automation professionals come together to share insights solve

(01:58) challenges and learn from each other you can join the community Through the AI Workshop website where you'll find options to become a member and start accessing exclusive resources tutorials and expert connections if you have any more questions or need specific details about joining just let me know uh actually I wanted to see if I can uh book an appointment for uh December 25th at 11:00 a.m.

(02:31) unfortunately there are no available slots for a consultation call on December 25th at 11: a.m. would you like me to check for an available time on a different date or perhaps a different time on December 25th um yeah let's do uh at 12:00 p.m. on December 5th you can book an appointment for 12: p.m. on December 25th as that time is available please provide me with your email address and phone number and I will go ahead and book the appointment for you um yeah my email address is jacksmith gmail.

(03:08) com and phone number is is 510 335 2240 your consultation call has been successfully booked for December 25th 2024 from 12:00 p.m. to 12:30 p.m. you can join the call using the provided Link in the email that you will receive shortly if you have any further questions or need assistance feel free to ask um yeah also wanted to know about um how AI Workshop can um help my business AI Workshop can help your business by streamlining operations and automating various tasks which allows you to focus on what truly matters our AI agents can handle day-to-day activities such as managing emails thank

(03:44) you Jarvis I appreciate it thank you that's all you're very welcome I'm glad I could assist you if you have any more questions in the future or need help don't hesitate to reach out have a great day all right so that was kind of the full demo uh just wanted to Showcase how this voice AI agent can have the ability to access these multiple tools depending on what the user asking again um there is a little bit of lag but we can play around with different large language models and I can explain how that could

(04:15) be improved and how uh we can add additional prompting to it to be able to uh make that conversation a little bit smoother but this again the whole point of this demo is to just showcase and show you how to connect and give multiple tools to this voice AI agent so as you saw in the demo uh initially I asked a question about the school community and on the prompt I'm going to explain how to direct uh the AI agent to reach out for a particular information and how to add additional tools to be able to uh give this AI agent the

(04:48) understanding that whenever it the user is asking something uh about something particular then which tool to use and then we can send that information to our uh AI agent on nadn and then this AI agent will be able to make independent decision as far as which tool that it has access to it could use to retrieve that information in our particular case when I initially asked it the question about the school Community it reached out to the vector database here because this is all of the information about the school Community is sitting right here and then afterwards I asked it to

(05:18) provide me the availability based on my calendar I asked it hey is the 11:00 a.m. time slot available and it correctly said no it's not available so therefore it reached out to the correct tool checked the availability and then when it asked it to um

(05:37) book an appointment for 12:00 p.m. which that was an available slot it was able to understand that because it checked the availability and it saw that that uh slot is open and then it utilized the create appointment setting to create that consultation call with the email of the person and again it also said that it will send the uh appointment information via the email which it does I have tested it before I mean obviously this jacksmith . gmail.

(06:02) com is just a uh email that I just said it but if you wanted to actually do this and I test it out with my own email it sends you a nice email with that confirmation so it's completely automated and then I've also given it this Google sheet tool which has the ability to utilize this from AI functionality to Dynamic dynamically grab the information the contact information and save it to our Google sheet for further processing in the future and again this is just a few tools that I've attached to it so this will just showcase is how you can actually utilize The Voice EI agent

(06:33) prompt system and Tool usage that it has to even attach more tools to this AI agent to make this voice AI agent very very powerful anyway so that's kind of like the overall um uh understanding or just of this how uh the process will work uh so let's go ahead now walk through and uh see exactly what the props looks like how to set up this voice a AI agent inside um our conversational AI voice agent by 11 labs and then what kind of tools uh to attach to this so that way you can call um additional tools based on the user request again this is part of the Deep

(07:10) dive series that I'm doing for my uh School Community called voice AI agent so if you're interested in uh walking through step by step and understanding how to build multiple different AI agents I go through step by step and explain every single aspect of this voice AI agent tool for 11 Labs how to connect um using web hook so if you're interested in that please make sure you join the community our community is great we have a great group of people who are all interested and are all like-minded and they're there to learn

(07:39) from each other collaborate with different projects we have calendar calls where you can jump in and ask any questions if you get stuck in any of these things that I'm building and then obviously all of the all of my AI automations including all of the Json templates are all available in the school Community as soon as you join so please make sure you join because this is a great opportunity for you to take advantage of this great tool Ed in and get a comprehensive understanding on how to learn and build amazing AI agents I'll put the link in the description

(08:07) hopefully I'll see there all right let's get back to this AI agent and walk through step by step and see the different aspect of this so let's go ahead and first I'm going to focus on The Voice AI agent and I'll come back to the NN here so let me go ahead and maximize this so the way to set this up is first of all you have to have an 11 Labs account make sure you have an account once you do that then you will come here to the conversational AI agent uh so this this is a newer product um and right now it's I believe it's on beta but I think it works really well right now I know vapy exists but I think

(08:38) 11 laps is trying to really uh make a statement in this market with this new product which again is incredible and I'm pretty sure it's going to get better and better over time and it most like most likely will dominate the market because it is very powerful uh but anyway so once you create this uh once you come to this agent section right here you can click on create an AI agent or you can come right here here and click on on this plus button and you can create an AI agent from here as well I'm going to click on this AI agent so

(09:06) there's multiple um templates that it already has depending on your use case so let's say if you're creating a support agent you can just click on this the difference between a blank template and a support agent or video game character or math tutor is that it has already prompts in there uh that are predefined to give you kind of a head start but we would start with a blank template so when you click on blank template you can just name this agent so I'm just going to say test one obviously I'm not going to walk through step by

(09:34) step otherwise this video is going to be like 5 hours long I did a video earlier also that I built a um uh support agent for a c Joe's Diner which was like an imaginary restaurant so make sure you check that out as well cuz that's kind of an introductory uh to this and it's a little less complicated because it has less tools access to it so this one is a bit more comprehensive because we're giving it multiple tools inside and end but anyway so once you click on that um uh um AI agent once you create it once you name it so this is where it will come initially this one for example I

(10:07) use that Matt tutor so as you can see U it gives you that first message saying hey hi I'm Matilda what shall we cover today and this is giving you a simple system prompt so let's go ahead and let me explain the rest of these sections and how you can build this comprehensive AI Workshop tool in my case and then for you you can build whatever you want right um so the first thing is most of the time you're going to spend on agent and voice here so on the agent section this is where you can really customize this thing and give it a lot more tools to be able to access additional thing

(10:40) outside of this particular app so the first thing obviously this is the first message this is how this voice agent will greet um the customers so I just said hey I'm jar hi I'm Jarvis how can I help you say you can put whatever you want here and it will exactly read how the first agent whenever a customer interacts with this the language the great thing about 11 lab is it has access to multiple languages so that way if you're building this outside of us or an English speaking country this will uh behave exactly just like it would but

(11:11) for testing purposes I would always suggest starting with English um so after the first so that first message the next thing is the system prompt so the system prompt is very important because this is how you can direct this uh voice agent and give it a Persona give it a personality give it a context of the conversation when to call the tool outside of um this voice AI agent and then also much more as far as how it can behave or how it's supposed to behave with your customers if you're putting this embedding this on a website

(11:43) so for mine I just said hey you're a support agent named Jarvis you're very friendly enthusiastic you work for a company called AI Workshop to help customers with anything they need Z is the owner of AI Workshop agency and AI Workshop School community and I have given this a main goal saying hey your main main goal is to convert the customers that are visiting my website my AI agency work uh uh website which is this right here right the its main job is to convert the customer to set up a consultation call with me if they have a business or if they uh are interested about the school Community I've given it

(12:19) the um kind of instruction to kind of give them the link to the school community so they can join so that's kind of the main Persona and the main goal that I've set via this system PRP with it uh we'll come back to this in a second because this is where I'm giving it access to additional tools and want to call out these tools but let me quickly go to the bottom here uh so for the large language models you have multiple um large language models that you can have access to the fastest one is the Gemini 1.5 flash as far as the interaction with the customer however

(12:48) the problem with this is that it doesn't have it's not very smart when it comes to utilizing external tools so in my case I'm giving a gp2 40 mini because this kind of has that balance of uh being smart enough to call additional tools function really well and then on top of that it is fast that you can have a decent conversation and initially when you saw that lag like I said we can always play around with this as far as telling the customer whenever it's reaching out to an additional tool that hey uh let me look that out for you look

(13:19) up look up that information for you or I'll be right back you know so we can always do that to make the conversation natural for me I just basically set it um just because again for the demo purposes I want wanted to show exactly what this looks like uh with this plain prompt that we provided in the system prompt but anyway so that's the large language model it can select temperature don't worry about that limit token usage for now you can just Lo use it as it is uh the standard which is Nega -1 and then this one is kind of like right at 0.5 uh knowledge base I've just uh given

(13:48) it my website's URL there's multiple ways you can add knowledge to this you can add files obviously you can add a URL or you can just add a plain text and if you wanted to know more details how to add files and plain text please watch my pre previous video because when I created that voice AI agent for that Joe's Diner um which is basically a voice agent that has the ability to book reservation for the restaurant I gave that information about the restaurants and the menu itself directly in this knowledge base via uh files and then also the text but in this case uh I'm

(14:24) just using my AI workshop. me which is my AI workshop's um URL right here all right so uh in the bottom so this is where this magic of tools comes in where this will we can give this voice agent the ability to call external tools via web Hook and the way to communicate this information back and forth between this 11 Labs voice agent and our NN is done via our tools here so the way you can add a tool to this voice AI agent is either via web hook or a client we don't have to worry about the client because we're going to be utilizing NN so therefore we're going to stick to the web hook so when you click on web hook

(15:04) the configuration has several uh parameters here the first one is the name you need to name this tool so that way whenever um a this voice agent is having a interaction with the customer we need to be able to prompt it to say Hey whenever this happens use this tool and in my case as I was saying before so after I gave it that Persona I said that if the customer asks anything related to the school community use the school wisdom to retrieve information and this school wisdom right here this is the name of the tool as you

(15:36) can see right here which has um the name in the description and you want to make sure that the name obviously matches the name that you put in the system prompt so the voice AI agent knows when to reach out to this tool um to retrieve additional information in my case like I said when I when I whenever a uh customer asks anything related to the school Community I set to reach out to this school wisdom tool and this thing I've given it a description saying use this tool to retrieve information about the school Community very simple very

(16:05) concise you want to keep it as simple as possible and in order to reach out to NN we're going to use this URL which is going to be our web hook URL uh the method is going to be post so this web hook URL is pretty much let me minimize this a little bit all right so the web hook URL there is this right here so this is a web hook note in order to uh interact with additional tools from the outside and it then has this great tool called the web hook tool and if you just click on ADD node and you search for web hook so this

(16:35) is the trigger right here right so what I'm doing is basically let me double click on this um so let me maximize this a little bit so I have more room all right so here the test URL versus production URL so obviously if this is a uh production application then you will just click on production URL and the difference will be that this little test uh will disappear so if I click on this as you can see right here the test I way but if I click on test URL it goes back to the uh web hook- test so this is

(17:06) basically the URL that I'm copying and post pasting it right here that's that's it right so the method here is going to be HTTP post again same thing and then I'm going to come back and explain uh the rest of this here so that's pretty much the uh configuration when it comes to this specific tool now in the bottom so uh this the tool invoice eii agent has multiple additional things that you can send um as a payload to additional um to third party application in our case and then so you can send headers so if you wanted to send any kind of you know authentication you can send headers

(17:43) in there uh path parameters you don't have to worry about that much query parameters so this is if you are defining some kind of a query in my case I have ident uh this identifier for my query parameter is request and I'm going to explain why that that's very important because we need to be able to get give the AI agent the ability to retrieve that information from this web hook and decide which tool to reach out to based on whatever is coming in but this query parameter again this is just basically saying hey School Community Information request uh because this tool

(18:13) is specifically is for school Community Information you also want to send body parameters you want to describe the body parameters here and I've said in a friendly way confirm if the customers is asking about information related to joining the AI Workshop School community so that's basically the description of the body parameters if you have a tool that uses a web hook you have to have body uh parameters enabled because you need to send that information back to the third party in our case end and you also need to identify what you're sending right and in my case I'm just B

(18:45) basically sending this data saying hey the identify is customer customer is interested in joining this cool Community very very simple right so you can uh add additional properties if you want to send more body parameters you can just click on ADD property and you can send more body parameters here but I'm going to get rid of this for now that's good enough and cancel and then you will just save the changes so the next tool is my get available slots so here let's go back to our prompt here so here I'm saying that if you determine that the customer is leaning towards booking a free 30-minute consultation call you can check the availability

(19:17) using the get available slots tool again I'm calling the tool right there from here so make sure that your naming is correct so uh I said get available slots this has to match right here so I'm giving this tool again this is web hook again um get available slots use this tool to check the availability for the requested date and time for the appointments right very very simple uh same thing as far as the method it's going to be post the URL is going to be the same thing uh no headers query parameters I'm keeping the request ident

(19:46) the identifier as request and I'm going to explain why because we need to be able to um uh identify the request that's coming in what regardless of which tool it's being sent from description same thing I'm saying check uh available times for appointments the body parameters I'm just sending a name and I'm not making this required if you click on required then your voice EI agent will ask this um information before continuing with the process all right so but in our case this is good to go again a lot a lot of this information that I'm sharing obviously there's

(20:17) there's a lot more to it so that's why I said I've done that deep dive topic for a reason my school community so if you get a little confused just make sure you go there it's like a six uh tutorial series that you can watch everything and it will make more sense anyway so book meeting same thing I am just sending additional body parameters right here same but as far as information is the same thing I'm sending the requested date of the appointment uh email of the customer just like you saw uh time and phone number as well okay so those are

(20:47) all the tools and you can see on the top here I've said once you've agreed upon a time to meet you can use the book meeting to book a call once the booking is confirmed let the customer know that they'll receive an email with the details of the schedule call right so you're always always U making sure that the system promp you're providing is pretty crystal clear all right so now let's switch to our end here and see what happens here so as you can see our main web hook obviously is coming in from our our the information is coming in from our voice EI agent from 11 Labs

(21:18) directly to our web hook here let me zoom in a little bit all right there you go so let's jump into this web hook so inside this web hook um as you can see the authentication I've set it as none path you can Define respond this is very important you want to make sure that you you're using this use respond to web hook Nook because we need to be able to send this information back to our um AI voice AI agent right and as you can see this is the information that's coming in so this is the Json view you got all this header

(21:47) coming in uh you have PRS you have the query so that was the query that we defined earlier the request is book a consultation call right the body and here's all that information that we're sending on the body parameter from our voice AI agent as you can see the date of the appointment the email time phone number and name of the person requesting the uh information or requesting the appointment so once that information is coming in now we're uh connecting this thing to our AI agent this AI agent has the ability to grab all of this

(22:17) information from our web hook here so the user request that's the query right the request is book a consultation call the body so this is the information that's coming in uh via the body parameter when the uh user is requesting for an appointment right so that's why I put this or sign uh this two little slashes or these um things which basically means that if the information doesn't exist or if the information wasn't provided then you know it shouldn't throw an error but if it does you will basically absorbing that information so the the system prompt

(22:51) system prompt again this is just basically giving it all of just like a regular EI agent from NN is if you have not familiar with that please make sure you watch my other videos that I explain exactly how to do all these but inside this AI agent I'm just saying you are a customer support agent designed to help you handle various tasks efficiently your primary role so you're giving it a primary role and then I'm also saying you have access to multiple tools like the availability use this tool to check available times for appointments the appointments Vector store uh Vector

(23:22) store tool use this tool to retrieve information about anything related to the school community so this is where we're giving this AI agent inside and it then that instruction when to use this tool same thing I'm using saying use Google sheet use this tool to store customers contact information right because we want to retrieve and store our contact information for our customers in case we need to reach out and do more things but in general it's always good to keep your uh customers contact information for further uh use case in the future Sur

(23:52) API I'm just giving this Tool uh we didn't use that here but you can always give this uh The Sur API tool to be able to retrieve inform information if the customer is asking something related to a uh event that's real time anyway so that's kind of like the overall system um uh prompt right here so once that's done pretty much you are done from there I'm attaching an open a model I'm doing gp4 mini the tool is you know the Sur API here the appointment same thing when the appointment is being created so uh you can add this Google

(24:25) Calendar as a tool which will give you the ability to use this from AI functionality to be able to pull information directly from the request here or directly from the noes that are coming in from previous all right so that's the appointment tool availability same thing we're just uh giving it the um availability calendar or our Google Calendar here to check uh if there's time slots available for our requested time in our case you know it was able to correctly identify initially when I asked it hey is there time available for me to for book a consultation at 11 it said no

(24:59) because it had uh access to this availability or Google Calendar uh tool to retrieve that information and send it back to the user Google Sheets same thing I'm just using this from AI uh function to grabb the name the email and the phone number of the customer that's coming in so that's pretty much it and then obviously our Vector store tool so this is just I inserted a bunch of um information about AI Workshop by um let me go ahead and show you that by simply adding this uh Google drive to download this and I'm sending this information to

(25:35) this Vector Store Pine con Vector store database where I'm inserting that document about uh the frequently asked questions about my AI Workshop agency so all of that is inserted and then we are just basically adding a vector store retriever tool here to access all of that information that's sitting inside our Pine con Vector database so once all of this is done we're uh using this respon to web hook um to send this information back to our voice AI agent so here I am basically saying respond to web hook so this is uh a node that naden

(26:09) has I'm seeing respond with the Json below here all I'm doing is sending the status information back to our voice AI agent and I'm stringifying the information that's coming in from our AI agent output in the previous node this is very important so just you can copy and paste this or you can just use chptr clot to tell you how to uh stringify meaning that to remove some of these special characters so that way you don't need to run into an error this is one way again this doesn't necessarily mean it's the best way to do it uh you can always add additional nodes so here you

(26:41) can add a set node to clean the data that's coming in from your initial web hook you can add another set node here to be able to clean the data that's coming from outside or as an output of this AI agent to send back to your voice AI agent to 11 Labs so there's multiple things you could do and then obviously you can also add additional tools here so let's say if you have a contact database that you want to retrieve information from or if you have a CRM database to be able to uh add the information that's coming in from voicing AG so there's a lot of things

(27:13) you can do here so that's what makes this things very very powerful and like I said in my case I'm just showcasing the whole point of this is to Showcase uh the ability for this voice AI agent from 11 laps to send information back to nadn and and then stores that information or retrieves that information via this AI agent sends information back and you can have this natural conversation with a customer that can do multiple things right so uh on the next tab here the voice obviously I'm using Jarvis this is just for demo purposes obviously you don't want to

(27:47) clone somebody's voice that you don't have the uh rights to um have access to again this just for demo purposes I'm a huge fan of Jarvis and I created that Jarvis voice agent and my other video that was very popular so that's why I just kept it here but you can obviously add um voices that are inside 11 Labs you can clone your own voice or you can do whatever you want so flash here this is their new recommended model for low latency it just means that it can um have really natural conversation and fast conversation however I haven't

(28:19) really tested this to see if this works really well with tools but we can obviously you can always test those things out TTS output format so this is just um this 16,000 Heartz this is good enough but if you want to play around with the other ones you obviously can but it will probably cost more because obviously the more powerful the output format is the more credits you're going to use pronunciation you can even add pronunciation dictionaries on how to pronounce certain uh uh replacement for AI agents or replacement for this agent

(28:47) responses uh again feel free to play that play around with that you can add files there for dictionary uh don't worry about these things you know if you're cloning eVoice this is where you can adjust or parameters there analysis this is very also another very important and Powerful tool you can actually uh collect data from this interaction that this voice agent has with the customer by providing the identifier so let's say if you wanted to provide uh um grab the name and the email of that customer doing this interaction you can certainly do that here you can even have an evaluation criteria where you can

(29:23) customize and evaluate the conversation um that this voice EI just voice AI agents is having with your customers or for whatever use cases and then you can retrieve that later on once I build more powerful AI agents cuz I'm planning to build more with this I will definitely utilize these different tabs that are here Security in advance again this is for kind of more complex uh AI agents that you want to build and obviously when I work with clients and build customize voice agents for them this is where a lot of times I utilize these things based on the uh uh process that

(29:59) they need the widget tab right here so this is where you can embed this widget right here on your website you can customize the look and feel of this you can the appearance here you can have a different background color um you can change the look and feel of this little Avatar right here you can even attach a picture if you want but this one for example you can attach the colors here change the colors you can even add text context here like for example here it says need help start a call you can actually change all of this depending on what your use case is right so there's a

(30:27) lot you can do here but I'm going to go ahead and clear this cuz I don't need to change anything and the only thing you need to do is they provide you this nice little code all you have to do is just copy this paste it on your website or uh uh then you can have this little widget that will pop up and it will be very um powerful as far as how it can interact and give your business the ability to um you know have this natural conversation with this AI agent um and again depending on what your use case is you can really build very customized

(30:57) versions of this for businesses or you even for your own personal personal um website or personal portfolios all right so um one thing I want to point out this is still a bit expensive as you can see in the bottom it says in development calls are built at rate of 500 credits per minute I'm pretty sure these are guys going to lower this because right now this is expensive compared to something like a VAP but I would imagine as this thing becomes better and better as this moves out of the beta phase they will be able to reduce this uh credit um

(31:27) to be cheaper because they want to make sure they want to stay competitive so I'm pretty sure they're going to reduce that amount and they might add more uh tools they might add more abilities for this voice agent because again the future of AI agents definitely voice AI agents because you want to have that ability to naturally conversate with these agents to retrieve information and make it more and more powerful all right well hopefully you found this helpful all these prompts from The Voice AI agent and then also the um agents right here the workflows are all inside the

(31:59) school the classroom section so all you have to do is just go ahead in there in the Deep dive topics just grab uh Click on each um AI agent. each tutorial and the bottom you can scroll down and the resources right here it says NN AI agent in Json file all you have to do is just download that import it to your uh workflow and you'll be able to basically build on top of this or make changes to make sure that it meets your needs thanks for watching make sure you like the video and subscribe because I've got some really great tutorials that are upcoming you want to make sure you don't miss that thanks again for watching and

(32:31) I'll see you on the next one

(1) MENSCHLICH!! Konversation - Voice AI Agent - YouTube

https://www.youtube.com/watch?v=1-gy0mEKPek

Transcript:

(00:00) hi welcome to Joe's Diner I'm Jackie how can I help you today hey Jackie how are you today I'm doing great thanks for asking how can I help you today yeah I wanted to see if you could tell me the uh prices for T-bone steak at Jes Diner of course our T-bone steak is 500 gr and costs $40 is there anything else I can help you with today oh yeah I wanted to see if I can make a reservation absolutely I can help you with that what day and time are you looking to make a reservation for and how many people will be in your party I want to see if I can make a reservation

(00:37) for December 20th for six people at 2: p.m. and then my name is z of course okay I have a reservation for you on December 20th for six people at 2 p.m. your name is zuar is there anything else I can help you with uh no I think that's that's all do I get um a reservation confirmation or do I assume that the uh reservation has been confirmed you got it the reservation is confirmed you'll receive a confirmation email within the next few minutes is there anything else I can help you with nope that's all thank you so much you're very welcome I hope you have

(01:23) a great time at Joe's Diner enjoy your meal all right so that was the live demo of a real voice agent that I created using 11 labs and n8n so in this video I'm going to show you exactly how I made this and how you can create one of these realistic voice agents that you can have natural humanlike conversation and the beauty of this is that you can embed this into your website for whatever business you are and you can actually train this voice agent with a knowledge base you can add additional tools to it

(01:54) so I'm going to show you how to connect this 11 Labs voice agent as a backend via web hook to our NAD and AI agent which is going to have logic and therefore be able to communicate and independently make a decision like making a reservation and storing all that data in a Google sheet or other tools that we can add to it this is part of the new deep dive series I'm doing for my school Community called voice AI agents which is a six-part tutorial on how to build several voice agents step by step including an entire introduction

(02:25) where I go and explain every single aspect of this 11 Labs AI agent I'm going to put the link in the description for my schoool community make sure you join if you want to learn how to build this and a lot more with this tool in NN if you're new to the channel my name is bear my school Community my YouTube channel is all about building amazingly useful AI agents that's going to be for businesses for personal use and for someone who is looking to take advantage of this AI Revolution start their own business sell these AI agents that we

(02:54) create we have a great group of like-minded individuals from all over the world who are ready to connect collaborate on projects and learn together whether you're a beginner or an advanced learner you will have plenty of things to learn in this classroom all of my automations all of the templates live in this classroom section including Deep dive topics like vector databases AI agents voice AI agents and much much more we have daily calls in the calendar where you can jump in ask about tech support we have business strategy class with Alex who's one of my aigc business

(03:26) partners on Wednesdays and Fridays so make sure you jump in and ask any question related to business all right so let's get back to the video so if you don't already have an 11lb account make sure you go ahead and sign up for an account once you come to your account you're going to go to the app section so if I go back let me go to the homepage for 11 Labs so once you sign in you're going to end up here you're going to go to your conversational on left hand side right here it says conversational AI you will click on agents and this is where you can go ahead and create your own

(03:58) agents when you click on create an agent this is going to give you several options there's the blank template which is basically you'll start the agent from scratch there's support agent this will have pre-populated uh prompts and system prompt and it will also have um some already selected voices but you can go ahead and start with a blank template you can name your agent um actually no we'll startop with a sport template you can name your agent so you can just say customer support and then you'll click on create

(04:29) agent agent and this will go ahead and initiate the process of creating your agents so just a quick introduction here there's several different tabs here there's the agent tab The Voice tab analysis security Advanced widgets we're going to focus mostly on the agent and the voice tab predominantly in the agents tab so this is where you're going to go ahead and design your agent so you can select the language it has access to several languages which is great so all of these uh agents could be created in um several different languages this is

(05:01) going to be the first message so by default if you select the support agent it's going to say hi I'm Eric how can I help you so you can change this system prompt it's just by default because it's a support agent it says you're a support agent named Eric you're very friendly enthusiastic and you will answer 3 OR7 sentences in most cases so very very simple system prompt so we're going to go ahead and talk up in details about how uh all these things work the knowledge base the tools because the tools is where the magic lies and that's how we're going to connect our uh voice

(05:31) agent to our nadn via that tools with web hook all right so let's go ahead and actually test this real quickly so that way I show you how you can just get started right away so as soon as you come in by default you can click on the test AI agent here so this will pop up this little circular widget where you can actually click on call AI agent so as soon as you doic how can I help you today this will initiate the microphone or initiate the conversation and then it will keep listening to you so you can actually talk to it back and forth and you can actually stop it while it's

(06:06) talking so it's very intuitive but anyway so let's go ahead and let me show you exactly how I built this reservation restaurant reservation a agent again the user is the same thing but I'm going to walk through step by step on how I did this here um so that way you have an idea on how to do this for yourself uh before actually moving forward so the great thing about this uh voice agent is actually if you head over to the widget section you can see right here you can just very easily copy this code and embed it into your website or if you're

(06:37) building this for a client you can embed it in your client website very very simple it's just a copy paste code and on the bottom as you can see so this is what it's going to look like in real uh life for a website when this is incorporated you can make some changes here as far as the look and feel is concerned so let's say if I want to change uh the color of this Avatar or you wanted to let's say add an image you can certainly do that add your own image you can add a link or you can just stick with this orb you can actually change the colors so let's say if I want to change uh the color here to something

(07:11) different let me see here let's say we want to change this to Blue as you can see right there it changes the color so lots of different customizability as far as the look and feel is concerned but for now we're just going to leave it as it is but feel the your play around here and you can change a bunch of other stuff too you can change the appearance the button color the background color so there's a lot you could do and then also the start call so right now it says start call but you can type something different and this is going to change that as well right so there's a lot of things that you could do and once you do

(07:41) that once you make your changes you just click on Save and it gets Incorporated but I'm going to press on clear because I want to keep it as standard all right so now let's go ahead and stick to our agent tab so right here as I mention the first thing is setting the language we'll leave it as English the first message so for this particular demo I created this customer service rep for um this restaurant called Joe's Diner so I just basically put this first message prompt because this is how it will react or this is how it will greet your

(08:12) customers it says hi welcome to Joe's Diner I'm Jackie how going to help you today right system prompts so as you saw in the first one by default it has this simple s system prompt but for me I just added a few more things uh to make sure that this agent is aware of what kind of Persona we're giving and that's what the system prompt is so if you're familiar with uh the AI agents in nadn then you uh understand how system prompt works so for example if I just go ahead and double click on this agent so this is the system message this is exactly

(08:45) equivalent to the system prompt here you're basically giving it you're giving this agent a Persona as you can see right here and you're telling it how to behave if it has access to any tools it can you can um instruct it to use utilize certain tools for uh certain functionalities whenever that's needed uh but anyway so the system prompt again I just said um you know you're a support name agent named Jackie you're very friendly enthusiastic uh and then you answer 37 sentences in most cases you work at a restaurant called Joe's Diner if a customer is asking for information

(09:21) about the diner make sure to retrieve that information from your knowledge base only so let's talk about the knowledge base here this is what you can do to customize this so there's this um actually before we get down there let's quickly take a look at a few other things as well so after the system prompt there's I'll come back to the system prompt um after the system prompt there's the llm you can choose the large language model here the great thing about this is you have options to select several large language models right now as you can see it says currently the llm cost is covered by us in the future this

(09:54) cost will be passed on to you so right now you can use any of these for free uh but in in the future they're going to start to pass this on uh the users so make sure you play around right now with it depending on what you're building to make sure that it meets your needs so by default it has chosen uh it starts with the Gemini 1.

(10:16) 5 flash by Google and the reason why that is because it's the fasted when it fastest when it comes to interaction the great thing about Gemini 1.1 flash is that it actually is fast and it also has a tool use so um it actually becomes very handy especially when you're adding additional tool to this or if you're reaching out to a third party app like nadn it becomes very useful to to use a model that has the capability of utilizing or using tools obviously you have your standard gp4 mini the gp4s uh the uh Claud uh so there's lots of options available and

(10:51) you can also add a custom llm again I'm going to be building a lot of these voice agents I have already built like three four as part of that deep dive Series in the classroom where I utilize different models so make sure you check that out but in the future I'm going to actually start to build more voice agents because this tool is incredible and I've been playing with this for the past uh couple of weeks since it came out and it it's blowing my mind how good it is but anyway so you select your um model I'm going to leave it as GPT or as

(11:19) Gemini 1.5 flash temperature so this is the parameter that controls again the uh creativity the randomness of the responses that's generated by this large model so make sure uh you for standard just when you're starting just leave it as in the middle right there but you can play around with that limit token usage this is the configure to configure the maximum token that you want to allow the llm but um but for now just leave it as negative 1 because that's the standard um and you don't want to change that as you're starting and then down the line when you build more complex voice agents you can

(11:54) keep playing with those different parameters so knowledge based this is where now you can start start to really customize this voice agent if you're familiar with rag it's kind of a similar concept um because you can actually give this um uh AI agent or voice AI agent a knowledge base similar to if you have created a custom GPT you can upload documentation and give that uh custom GPT a knowledge base where you can then instructed to utilize the knowledge base it has been given to answer and interact with the customers or with the users so

(12:32) this is pretty much the same exact concept right so the knowledge base could be given in several different options if I click on add item you can add a file up to 21 megabytes it could be PDF text STS and HTML or you can actually add a URL of a website so let's say You're Building this voice agent for a particular website you can actually add that website URL right here and you'll be able to scrape that and grab that information but to be on the safe site you always want to upload um a document uh so that way it has access to that you can also manually enter things

(13:07) so you can add a text name and then you can add whatever you want in the content here and you can just add that item and you can save it so for me for this particular build I put Joe's Diner FAQ so I created this sample let me pull that up real quickly for you so I created this sample FAQ document about this you know uh Joe's Diner restaurant which is again I just use chat GPT to create these things so uploaded that to his knowledge base so that way when somebody is interacting with this thing you can ask it question and it'll actually go ahead and retrieve these exact questions it's very good actually

(13:38) so test it out and make sure uh you check out how good it is um and then same thing on the menu items so during the demo if you notice I asked it what's the price of a T-bone steak it said 500 G and it's $40 so that's basically coming directly from this menu items and prices and the way I did this is I added um that basically from this text so I just gave it the text name menu and I just copy and pasted a bunch of random like menu items and prices which again it says Jo Diner menu uh you know filet steak filet steak Rabbi steak T-bone

(14:11) steak right here there you go right T-bone steak 500 gr $40 so it's able to retrieve that information directly from its knowledge base because in the system prompt we told it to do exactly that right so the tool section this is where this the magic of this voice agent comes in where now you can attach third party tools to this and in our case we're attaching our um nadn AI agent to give this uh even more logic so that way it reaches out to our third party in our case NN AI agent that can have the ability to make independent

(14:49) decision and our AI agent in naden has tools attached to it and it can make independent decision based on whatever the court wor or whatever the user is asking it to and it can make a decision on which tools to use and therefore retrieve that information send that information back to our voice AI agent via the web hook so that's exactly what we're going to take a look at here so if you see on top here we set on the system prompt that when a customer is ready to make a reservation use the reservation

(15:21) tool so this reservation tool is this right here so you have to make sure that whatever uh name you're given here it matches exactly the tool here so that way uh this voice AI agent knows when to reach out to this tool to retrieve that information so let's go ahead and take a look at what this tool is uh so you can add multiple tools you can add a tool by clicking on ADD tool here and there's several option there's two options there's the web hook and client uh for nadn the easiest way is obviously to use

(15:52) the web hook because you can essentially uh directly add um your web hook tra URL right here and that's exactly what I did so let's go ahead and take a look at um my tool already here so again it's the same thing I just added that tool so here the name I gave it a reservation uh name because again that's what we called it on our system prompt the description I said use this tool to make a reservation for Joe's Diner if you're familiar with um again agents inside NN um you can instruct the agent to use a

(16:26) particular tool that's attached to it and in our case we have this Google sheet attached to it so inside this AI agent on the system prompt right I said Google Sheets use this tool to store reservation details this is very typical way to instruct your AI agent inside naden to use all the tools that it has access to to make a decision so it's pretty much the same exact thing here we're telling uh the llm here to use this tool to make a reservation for you know Joe's Diner in this case or if you're putting a tool or if you're doing

(16:58) building this for something else you want to instruct the L the llm when to use this particular tool that you've created so that's the description of that tool the method because again we're using this web hook here so we're using this tool to reach out to our nadn to grab the information um or store information right we're doing one of these things so either um you're sending information or you retrieving information so with the web hook the URL right here is basically the URL that's going to be your web hook trigger so if I double click on this as you can see right here so this I am uh using a test

(17:37) URL but you can change this to production URL but this is exactly what I copied I named this uh path to the reservation and as you can see right here it's basically the exact same URL um with with test because again I wanted to Showcase um the demo but if you want to build this for production make sure you switch that to live and change and remove this test right here but anyway so yeah you put the URL for your web hook the next few things that are here are the parameters so there's body parameters query parameters path and

(18:08) header if you are defining header that will be sent as a request to your external tool in our case you would go ahead and Define that here but in our case we're just sending this reservation details right so the uh name of the person the time the date and the number of people that's um want to make this reservation we're sending this data as body parameters to our nadn AI agent where our nadn AI agent then has access to this Google sheet where it stores whatever information is being sent from this voice agent right in our case it's being sent the name date time and number of people so when we send that

(18:47) information via the the body parameters here to our nadn instance this web hook grabs that information and as you can see right here let me pull this a little bit on this side right here in the bottom if I scroll down here's the body parameter that's being sent right December 20th 2 p.m. zuar and the number of people are six and that's exactly during the demo when I started this video I was interacting with that voice agent Jackie and it grabbed that information and sent it to this web hook because of the fact that

(19:19) we had this tool here attached and we identified exactly what information to retrieve from the customer during this interaction and how to send that so as you can see right here it says required required required that's exactly what the voice agent is going to understand that okay during this conversation if I'm reaching out to this tool I need to make sure I grab this required information because I need to send this via this web hook back to a third party right so that's what we're doing so the way to identify or the way to define these parameters is uh it is going to require

(19:56) a body parameter the body parameter is going to be the required for any web hook um but you can send these other optional parameters as well like the query parameters header and stuff like that and again on my the other ones that I did doing this uh Deep dive so I created this um more complicated version this Advan uh advanced voice AI support and in this one I send actually multiple tools and I send um multiple parameters including query and then additional body parameters but for this particular one I'm just basically sending only body ERS

(20:29) so you will Define uh how to uh retrieve this information during the conversation so on the description I'm saying in a friendly way ask the customer to provide their name date of reservation time of reservation and the number of people and now I have to Define these uh different um things that I put here like the name date uh time of reservation number of people on the bottom here as these different properties right so the way you add a property is you just come down like you just click on ADD property and you can go ahead and identify the data type so this one is because it's the

(21:01) number of people for reservation it's going to be a number obviously you put the identifier and this identifier is basically this uh uh right here on the body because you need to send this exactly uh to our external um NN agent via that web hook so that's what's happening here it's grabbing that uh number directly from here as body parameter so this will match right here because this is the data that's coming from here so the next thing is date same thing we're sending the date here and then we're sending time and we're sending the name of the person who's making the reservation and on the

(21:39) description you just simply expl um put that together all right so you'll click on Save changes once you do that um the next thing is Secrets don't worry about secrets for now this is if you're building more complex uh more complex voice agents that's when you would use that uh and then the next stage is the voice itself so you can clone a voice or you can use existing voices that 11 lab has uh that you have access to so you have a variety of choices right so things like this is probably the most popular one this bill as we are liberated from our own fear

(22:15) our presence automatically liberates others so Jessica that's the if you spend your whole life waiting for the storm you'll never enjoy the sunshine so that's what we selected right because um our assistant's named Jackie so we S I selected that voice but that's up to you you can select whatever you want so use Flash so this is for um new recommended models by 11 Labs but for our case because we're using uh uh Google's Gemini 1.

(22:44) 5 flash it's pretty fast U but if you wanted to you have use low latency models you can toggle that off uh this one this is the output format don't worry about this you can keep this at 16,000 Herz that's plenty for to have a good conversation uh so you can even add like pronunciation dictionaries you can optimize the stability similarity all of this other stuff you can play around with uh analysis this is another great tool that it has so in this voice agent for the interaction you actually have the ability to actually look at the

(23:14) conversation history so you'll just come here on your AI agent you'll click on these three dots and if you click on conversation history this will take you to all of the interaction that it has had during its uh um you know customer interaction that goes back and forth and in our case we just had this initial during the demo right so this was the most recent one you can actually even replay this hi welcome to Joe's Diner I'm Jackie how can I help you today hey Jackie how are you today I'm doing great thanks for asking see so you can actually have access to that entire

(23:46) conversation and on top of that you have a summary you have the entire transcription of that back and forth so you have a lot of access to data here the client data this is another great thing again on the ones that I built that are more complex then I will utilize this but for this particular one we didn't use a client data but what this does is actually uh oops what did you can actually Define that right here so if we go back to our agent and go back right here so this is what I was talking about earlier this analysis you can actually collect specific data during this conversation

(24:20) you can identify let's say if you want to collect uh the customer's phone number you can actually instruct this voice agent to hey doing your convers ation make sure you collect the phone number the name or whatever you need to collect right so that's how you can identify here but for our purposes we didn't do that um you can even do um and you can put even a evaluation criteria so as you can see on top here it says gold prompt passes the conversation transcript together um with a custom prompt to llm that verifies if a goal

(24:51) was met so you can say like something like um was this conversation positive or that was the outcome something that seemed like the customers was satisfied so you can put a lot of different criterias here but again like I said I'll be building a lot more of these so in the future I'll definitely do this um uh and utilize this evaluation criteria in data collection the security tab you don't have to worry about this this is for like more advanced and like I said in the future when I build more advanced voicey agents with this product I will

(25:20) utilize this for sure uh the advanced this is where you can you can do a uh timeout you can set those parameters you can have even a maximum convers ation duration because you don't want this to linger on for like you know a th000 words right so you can Define in our case by default is 300 so after that 300 seconds that conversation uh basically gets cut off but you can Define that there and a bunch of other stuff related to privacy and audio but again like I said you don't have to worry about that and this is the widget the widget that we talked about where you can customize

(25:50) the widget of how this appears on your website so again super cool voice agent that llps has released this is a very recent product I'm pretty sure they will actually improve on this but even in its current state it is incredible like I said when I when I did this series I mean I built a bunch of these and honestly the more I played around with it especially when I built this Advanced AI uh voice AI support agent for my AI Workshop I added multiple tools to it and I had that interaction between nadn and um voice a ag 11 lap and it it was

(26:29) flawless I mean it still has a few things that uh it doesn't work properly but obviously it's just it just got released so there's going to be a lot more to come but anyways so on the way this tool when I set this tool just quickly I forgot to actually mention that so when we're sending that body parameters what we're doing inside this AI agent so let me go ahead and maximize this to show you how I did this here first of all the web hook trigger you want to make sure you're selecting this respond to web hook note because we we're sending information back to that

(27:00) right so our typical tools AI agent and I'm defining the parameter here I'm just basically saying reservation details I mean I'm literally grabbing it from right here I'm just grabbing every single item here I'm putting it down and as you can see right here you have that reservation uh the system prompt I'm giving this a prompt that you're a customer support AI agent that you work at a restaurant called Joe's Diner and your job is to basically grab the information the reservation information and I'm giving in a date right and I'm

(27:30) telling it to use this Google Sheets tool to store the reservation details so if you're a restaurant you can imagine this would be very useful and this Google Sheets tool I'm using the from AI function to dynamically grab all of these different parameters and populate it to my Google Sheets here where it's just a simple Google Sheets with four columns name date time and number of people and that's all it's doing it's grabbing that information uh dynamically by using this from AI if you're not familiar with the from AI function make

(28:01) sure you watch my video about the Mia personal assistant where I go through and explain this in detail or you can jump in the S inside the community and you can uh ask a question directly or take a look at the other tutorials there but the Google Sheets functionality is pretty much very simple right we're just appending a rle we're selecting a document adding this to a sheet and we're saying in map column each column manually and then we just utilize our from AI functionality to grab that so very very simple and then afterwards I'm

(28:30) just basically grabbing this when this output is complete uh I'm just sending a uh respond back to my voice AI agent that the reservation is confirmed and I'm only sending a Json that says status reservation is confirmed that's all I'm doing right so very very simple but very powerful and like I said there's a lot you could do with this you can actually add way more logic to this but this is just for demo purposes you can also add a set note here to clean the data that's coming in and also after the AI agent you can add another set node to clean the data and you can send it back to

(29:06) your voice agent so there's a lot you can do here and in the future like I said I'll be building more complex um voice agents and I I will do that for sure but anyways so hopefully you found that helpful um make sure you check out the 11 Labs I mean they're not sponsoring this video or anything like that I just really love this product of theirs because uh it has the potential to really take over the market and I'm pretty sure it will actually because the way I look at these different tools and things that are available here um you know other platforms like VI and everything else I'm pretty sure they're

(29:36) going to have a huge challenge at their hand because again 11 Labs is incredible and they're releasing amazing products um almost regularly so now with this particular one because this is a very complicated product actually so you can do a lot with this thing and like I said I'm planning to build more stuff with this so I I would imagine these guys will really um become a dominant player player in this voice AI Market agent market and the voice AI agent Market is going to um explode because it's going to become very very useful because in the customer service world uh the AI

(30:11) voice agents will dominate the market they're easier to build especially with these tools that are hitting the market now that we can connect it to external tools like nadn NN is an incredible tool for exactly these reasons where you can uh give it more AI agents more logic and more tools to be able to interact with these different tools uh like these voice agents that are hitting the market so a lot more to come uh make sure you subscribe and like the video cuz I've got a lot of great tutorials that are coming in and again if you are serious about learning NN and building amazing

(30:41) AI agents make sure you join the school Link in the description thanks for watching and I'll see you on the next one