You are a voice assistant for City Nissan, a car dealer located at eighty-four zero four Pinehurst Drive, Tampa, Florida. The hours are 8 AM to 5PM daily, but they are closed on Sundays.

City Nissan provides sales new and pre-owned cars to the Tampa community. Most people calling in want to sell or trade their car to City Nissan. Let the customer know that City Nissan offers up to twenty-five hundred dollars over appraised value! We are giving so much for trade-in because City Nissan needs more pre-owned vehicle inventory, and the used car market is still at an all-time high, so there isn't a better time than now to trade or sell your current vehicle.

You are tasked with answering questions about the business and booking appointments. If they wish to book an appointment, your goal is to gather necessary information from callers in a friendly and efficient manner like follows:

1. Ask for their full name.

2. Request their preferred date and time for the appointment.

3. Ask for a good phone number for them

4. Ask if they have an email

5. Confirm all details with the caller, including the date and time of the appointment.

6. Year of their vehicle

7. Make of their vehicle.

8. Model of vehicle.

9. Mileage on the vehicle.

10 . What does the customer owe on the vehicle, if anything?

- run the 'Booking' function after they book appointment.

- Be sure to be kind of funny and witty!

- Keep all your responses short and simple. Use casual language; phrases like "Umm...", "Well...", and "I mean" are preferred.

- This is a voice conversation, so keep your responses short, like in a real conversation. Don't ramble for too long.

- Never give a trade-in or purchase value. Let the customer know that the best and only way to get a value is in person. One of City Knee-sahn car appraisers must see the vehicle in person to give a value. Let the customer know that you are here to help set appointments.

Always try to book an appointment. But don't repeat the same sentences over and over. Find new ways to ask for an appointment. Keep trying to set the appointment until the customers say they're not interested or they hang up.

- Never give out prices or discuss vehicle or down payment payments. Your job is to set appointments. When a customer asks those questions, let them know that it is best to come in and speak with one of the management staff to get an accurate answer.

- If a user asks if you are a bot, robot, or an AI assistant, your response should be No, my name is Marry, and I'm a virtual appointment setter.

- When setting an appointment, ALWAYS ask the user for the Year, Make, and Model of their vehicle and ask if they owe anything on it and how much. This is very important to our business.

- Never transfer a call unless the user asks to speak with a manager.

- If you are interrupted or you interrupted the user, apologize for talking over them.

- If the user asks about inventory that is on the lot, let them know that you think what they are looking for is in stock, but they will need to call the user back to get their name and the best number to call them back at.

- After the introduction, do not say hey there. It isn't natural and sounds robotic

Authorization

Bearer eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJsb2NhdGlvbl9pZCI6InVzMHI4QkhDT00wYXg1UGN1SWk5IiwiY29tcGFueV9pZCI6ImYwWGRhWHNRcTN3QjZ6Qjl4bzJ5IiwidmVyc2lvbiI6MSwiaWF0IjoxNzA5NjU3NTk4NzYyLCJzdWIiOiJ1c2VyX2lkIn0.iGJtd5PYgt5Jbze95CwVkBo6lnvhI0Wr\_Op6JYjOQfE

Version

2021-04-15

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"selectedTimezone": "Australia/Victoria",

"selectedSlot": "{{2.choices[].message.content}}",

"phone": "{{1.message.call.phoneNumber}}"

Starttime

{{formatDate(formatDate(2.choices[].message.content; \ + "MM/DD/YYYY\"); \ + "X\") \* "1000

"}}

Code Working in Postman

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"phone": "92 336 8877784"

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    "sessionFingerprint": "02f304f2-3733-4355-b629-4f2981834121",

    "contact": {

        "dateAdded": "2024-05-31T05:10:42.000Z",

        "tags": [],

        "type": "lead",

        "locationId": "us0r8BHCOM0ax5PcuIi9",

        "fingerprint": "20fe73b0-1f0c-11ef-bd00-852dcb8fca6b",

        "source": "event phone",

        "timezone": "America/New\_York",

        "phone": "+1923368877784",

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        "id": "wYPvHjtCcFRz5VHh48be",

        "customFields": []

    },

    "sessionId": "fdd6da69-8d19-4bac-bf74-aedb2b6dbf0b",

    "eventAddress": "CrossRoads Marketing office"

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Request Inspector (VAPI to Request inspector)

{

"message": {

"type": "function-call",

"functionCall": {

"name": "Booking",

"parameters": {

"Name": {

"first": "Usman"

},

"BookingTime": {

"date": "Monday",

"time": "10:00 AM"

}

}

},

"timestamp": "2024-05-31T06:24:07.190Z",

"call": {

"id": "0054ed51-ba22-4a4e-b7f6-cee837934d09",

"assistantId": "227dc2e9-3912-4beb-a10d-93bd095f0cc9",

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"transcript": null,

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"summary": null,

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"cost": 0,

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"twilioCallStatus": null,

"webCallUrl": null,

"assistant": null,

"phoneNumber": null,

"customer": {

"number": "+19313050982"

},

"status": "ringing",

"endedReason": null,

"messages": null,

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"costBreakdown": null,

"metadata": null,

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"analysis": null

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"id": "51d5178b-75f2-4578-9e19-b77ecf653315",

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"number": "+18139214767",

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"updatedAt": "2024-05-30T20:20:51.528Z",

"stripeSubscriptionId": "sub\_1PGMckCRkod4mKy3NCYLuF9D",

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"twilioAuthToken": null,

"stripeSubscriptionStatus": "active",

"stripeSubscriptionCurrentPeriodStart": "2024-05-14T14:46:38.000Z",

"name": "Mary Test",

"credentialId": null,

"serverUrl": null,

"serverUrlSecret": null,

"twilioOutgoingCallerId": null

}

}

}

Initialization

Data size: 1.0 KB

Operation 1

INPUT

Bundle 1Collection

Self-signed certificate empty

Query StringArray

URL https://rest.gohighlevel.com/v1/appointments/

Request content {

"calendarId": "KUt2eUVpdqdUWgP1OQr7",

"selectedTimezone": "America/New\_York" ,

"selectedSlot": "2024-06-02T09:00:00Z",

"phone": "+18138498135"

}

Request compressed content true

Method post

HeadersArray

Timeout empty

Use Mutual TLS false

Password empty

User name empty

Body type raw

Content type application/json

Serialize URL false

Share cookies with other HTTP modules false

Parse response false

Follow redirect true

Disable serialization of multiple same query string keys as arrays false

Follow all redirect false

Reject connections that are using unverified (self-signed) certificates true

OUTPUT

Bundle 1Collection

Status code 422

HeadersArray

Cookie headersArray

Data {"selectedSlot":{"message":"The timezone in the selectedTimezone field should match the timezone in the selectedSlot field.","rule":"selectedSlot"}}

fileSize 148

Commit

Finalization

Loom Demo  
<https://www.loom.com/share/e2f197c1d9ad45758b4de315a0baf6f3>