

AI Voice Appointment Booking & Patient Intake System

Brightline Dental Studio - AI voice front desk for appointment coordination, caller intake, and post-call staff follow-up.

Primary Goal Reduce manual front-desk work while keeping staff involved when human attention is needed.	Channels Voice AI, Google Calendar, Slack	Core Stack Vapi, n8n, OpenAI, PostgreSQL
---	---	--

Business Need

Brightline Dental Studio needs a front-desk workflow that can handle routine appointment conversations without forcing every caller into a manual receptionist queue. The system must remain conversational, verify real calendar availability, and avoid making unconfirmed appointment changes.

Project Objectives

- Let callers check appointment availability in real time.
- Book, reschedule, and cancel appointments safely through validated workflows.
- Capture caller details naturally and normalize phone/email transcription errors.
- Recognize when a caller wants human help and collect a usable callback request.
- Create a post-call operational record and notify clinic staff only when follow-up is needed.

Expected Client Experience

Routine call	Caller checks availability or completes a booking/reschedule/cancellation through the voice agent; confirmed actions are reflected in Google Calendar.
Human follow-up	If the caller requests staff assistance, the agent captures full name, best callback number, and reason. After the call, WF05 analyzes the transcript, stores the result, and alerts the clinic in Slack.

Success Criteria

- ✓ No appointment is confirmed until the connected workflow returns success.
- ✓ Rescheduling and cancellation operate on the correct existing calendar event.
- ✓ Caller details are retained and corrected without restarting the conversation.
- ✓ Post-call records capture intent, action, outcome, summary, and follow-up status.
- ✓ Follow-up alerts contain actionable caller context for clinic staff.

Implementation Notes

- Calendar:** Brightline Dental Studio - Appointments
- Timezone:** Asia/Manila
- Appointment duration:** 30 minutes in current test configuration
- Human-in-the-loop:** Slack channel for calls requiring clinic review
- Data layer:** PostgreSQL call-result history with transcript, recording reference, AI analysis, and callback details

Client Value A practical AI front desk that automates repetitive appointment coordination while preserving safe handoff to clinic staff whenever the caller needs human attention.