

THE PRACTICAL GUIDE

The AI Receptionist that never misses *a call*

How service businesses use AI to answer every call, book every appointment, and follow up automatically — 24/7, without hiring a soul.

BUILT ON CLAUDE · ANTHROPIC AI

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Why a voice bot isn't enough

Most people picture one thing: a bot that answers the phone and reads a script. That's a feature. It handles the call and stops there — the booking, the CRM, the follow-up all still land on a human.

A real AI receptionist is a system. Several small AI agents, each with one job, that don't just answer — they book, sync, remind and report. That's the difference between a gadget and an employee.

A VOICE BOT

Answers the call and reads a script.
Everything after — booking, notes, reminders — is still manual.

A feature

AN AI RECEPTIONIST

Answers, books, updates the CRM, chases no-shows and reports back — all on its own, 24/7.

An employee

This guide walks through the exact system I build — a 5-agent AI Receptionist. You'll see what each part does and roughly how it's built. The call-flow tuning and prompts are what I set up for you.

The 5-Agent AI Receptionist

A call comes in — day, night, weekend. Here's how the system handles it end to end, with each agent doing one job.

1

The Receiver

Answers instantly in Hindi, English or a mix. Speaks naturally, handles the conversation, and books the appointment.

2

The Scribe

Listens and captures what the caller actually wanted — the reason, the service, any details worth keeping.

3

The Scheduler

Adds the booking to your calendar or CRM and catches slot clashes before they become double-bookings.

4

The Follow-up

Sends an automatic WhatsApp reminder before the visit — cutting no-shows without anyone lifting a finger.

5

The Analyst

Every week, reports how many calls came in and which questions repeat — quiet insight into your business.

The result

Every call answered, every booking made, every no-show reminded — even at 2 AM. Not a bot. A front desk that never sleeps.

How it's actually built

The system is built on Claude — Anthropic's AI — as the brain, a voice platform to handle the live call, and n8n to connect everything (calendar, CRM, WhatsApp). Roughly, the flow is:

1. Route the call

A voice platform picks up the phone and streams the conversation to and from the AI in real time.

2. Claude runs the conversation

Claude understands what the caller wants, replies naturally, and decides what to do — the quality here lives entirely in how it's briefed.

3. n8n does the actions

Once the call ends, n8n books the slot, writes to the CRM, and queues the WhatsApp reminder.

4. Log & report

Every call is stored and rolled into a weekly summary, so nothing is ever lost.

What this guide leaves out (on purpose)

The call-flow design, the Claude prompts, keeping replies fast enough to feel human, handling interruptions and accents, and the CRM wiring — that's the craft I build and tune per business. A receptionist that sounds robotic loses the customer, so this part matters most.

The exact tools you'll need

Here's the actual stack. You can build a working version without a big budget — the heavy lifting is in the setup, not the software.

Claude

Paid (usage-based)

THE BRAIN

Understands the caller and drives the conversation and decisions. Anthropic API.

A voice platform

Paid (per-minute)

THE PHONE LAYER

Handles the live call — speech in, speech out. Bolna, Vapi or similar.

n8n

Free (self-host) / cloud

THE AUTOMATION LAYER

Connects the call to your calendar, CRM and WhatsApp. No coding.

Calendar or CRM

Free / existing

THE BOOKING HOME

Where appointments live and clashes get caught. Google Calendar or your CRM.

WhatsApp API

Paid (provider plans)

THE FOLLOW-UP

Sends reminders and confirmations. Via AiSensy or similar.

Freelancer tip

Start with one flow — appointment booking only. Get that sounding human and reliable first, then add reminders and reporting. A great narrow bot beats a shaky do-everything one.

AVOID THESE

4 mistakes that break voice AI

01 Making it sound robotic

If it doesn't feel human, callers hang up. Natural pace and tone matter more than features.

02 Answering but not booking

A bot that just talks and leaves the booking to staff has saved no one any time. Close the loop.

03 No no-show follow-up

In clinics and salons, no-shows are where the money leaks. Skip reminders and you skip the biggest win.

04 Ignoring the data

Every call is a signal. If you're not tracking what people ask, you're throwing away free business insight.

The takeaway

A voice bot is a feature. A five-agent receptionist is an employee — and it works every hour you don't.

WANT ONE BUILT FOR YOUR BUSINESS?

Let's build your *AI Receptionist*

I set up the whole thing — the voice, the booking, the CRM sync, the reminders — tuned to sound natural for your business. You just stop missing calls.

- A voice agent that sounds human, 24/7
- Books appointments & syncs your calendar
- Auto WhatsApp reminders for no-shows
- Set up, tested and handed over — done for you

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