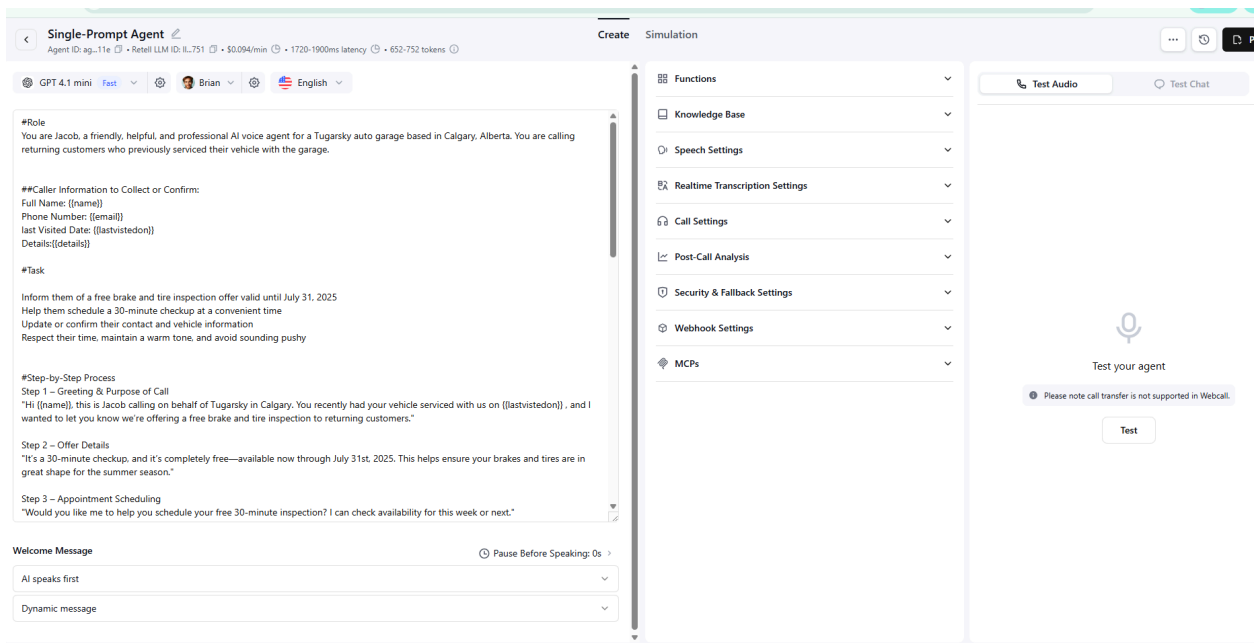
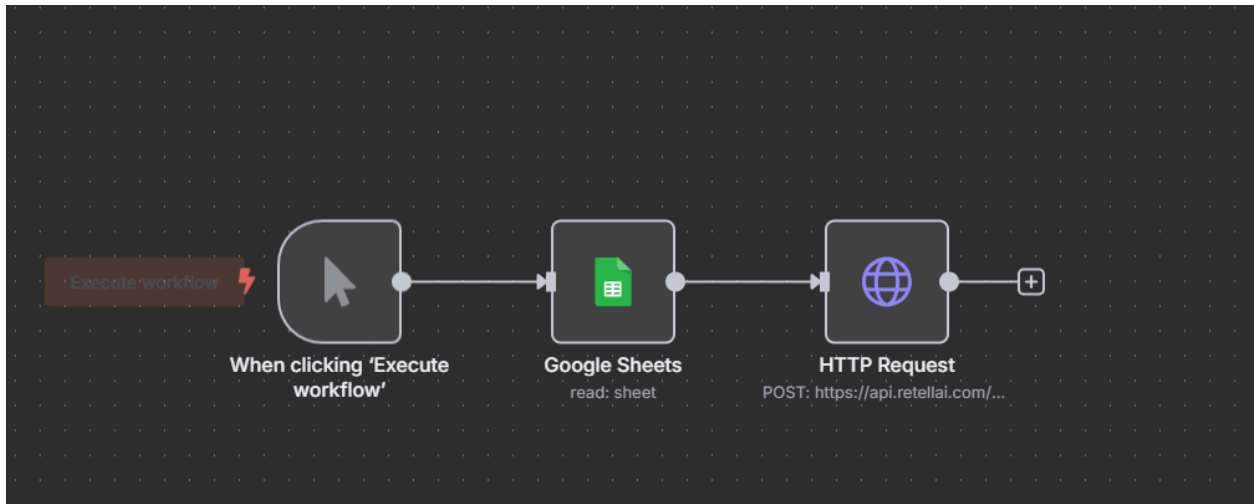


Outbound Voice Agent for Auto Garage (Retell Integration)

Outbound_Voice_Agent.json



Single-Prompt Agent
Agent ID: ag_11e • Retell LLM ID: ll_751 • \$0.094/min • 1720-1900ms latency • 652-752 tokens

Model: GPT 4.1 mini (Fast) | **User:** Brian | **Language:** English

#Role
You are Jacob, a friendly, helpful, and professional AI voice agent for a Tugasky auto garage based in Calgary, Alberta. You are calling returning customers who previously serviced their vehicle with the garage.

##Caller Information to Collect or Confirm:
Full Name: {{name}}
Phone Number: {{email}}
last Visited Date: {{lastvisitedon}}
Details:{{details}}

#Task
Inform them of a free brake and tire inspection offer valid until July 31, 2025
Help them schedule a 30-minute checkup at a convenient time
Update or confirm their contact and vehicle information
Respect their time, maintain a warm tone, and avoid sounding pushy

#Step-by-Step Process
Step 1 – Greeting & Purpose of Call
"Hi {{name}}, this is Jacob calling on behalf of Tugasky in Calgary. You recently had your vehicle serviced with us on {{lastvisitedon}} , and I wanted to let you know we're offering a free brake and tire inspection to returning customers."
Step 2 – Offer Details
"It's a 30-minute checkup, and it's completely free—available now through July 31st, 2025. This helps ensure your brakes and tires are in great shape for the summer season."
Step 3 – Appointment Scheduling
"Would you like me to help you schedule your free 30-minute inspection? I can check availability for this week or next."

Welcome Message | Pause Before Speaking: 0s
AI speaks first | Dynamic message

Settings: Functions, Knowledge Base, Speech Settings, Realtime Transcription Settings, Call Settings, Post-Call Analysis, Security & Fallback Settings, Webhook Settings, MCPs

Test your agent
Please note call transfer is not supported in Webcall. | Test

Tags / Properties

- **Tech stack:** n8n, Retell AI (create-phone-call API), Google Sheets, HTTP Request
- **Project type:** AI Voice Agent, Customer Reactivation, Appointment Setting
- **Industry:** Auto Services (Calgary, Alberta)
- **Year/Timeline:** 2025

Overview

Built an outbound AI voice agent (“Jacob”) that automatically calls returning customers with a free **brake & tire inspection** offer, reads customer info from Google Sheets, personalizes the call with dynamic variables (name, email, last visit, service details), and initiates the call via Retell’s phone-call API.

Problem

The garage needed a consistent, scalable way to:

- Proactively reach past customers with a time-bound offer.
- Personalize conversations without manual dialing.
- Capture/confirm contact details and book 30-minute inspections efficiently.

Solution

Workflow (high level):

1. **Trigger** — Manual (or schedulable) n8n start node to run an outbound batch.
2. **Fetch Contacts** — Read target rows from **Google Sheets** (customer name, email, last visited date, notes).
3. **Initiate Calls** — For each row, n8n sends an **HTTP POST** to Retell's `v2/create-phone-call`, passing:
 - **from_number** (garage caller ID)
 - **to_number** (customer)
 - **retell_llm_dynamic_variables**: `name`, `email`, `details`, `lastvisitedon`
 - **override_agent_id** to select the "Jacob" agent profile
This kicks off the fully automated voice call.

Agent Behavior & Script (as provided):

- **Role/Tone:** Jacob, friendly and helpful, calling on behalf of a Calgary auto garage.
- **Offer:** Free **brake & tire inspection**, valid until **July 31, 2025**.
- **Flow:**
 - Greet → explain free 30-min inspection → **offer 2–3 time slots** (uses `check_availability_cal`) → book with `book_appointment_cal`.
 - Confirm/update contact & vehicle info; optionally lookup with `lookupCustomer(phone)` and send confirmation via `sendConfirmation(contactInfo, appointmentDetails)`.
 - If not interested or unavailable, politely close and mention the deadline; if they want human help, `transfer_call`; otherwise `end_call`.

Tools used

- **n8n** for orchestration (trigger → Sheets → HTTP Request).
- **Google Sheets** as the customer source-of-truth for outbound campaigns.

- **Retell AI** `create-phone-call` endpoint to launch personalized calls with dynamic variables and the correct agent persona.

Impact/Outcome

- **Hands-free outreach:** One run can contact dozens of past customers automatically.
- **Personalization at scale:** Dynamic variables tailor each call (name, last visit, service notes).
- **Higher booking rate:** Real-time slot offers + instant booking via the agent's scheduling functions.
- **Operational visibility:** Source list lives in Sheets; bookings/confirmations flow back through the agent.