CASE STUDY 06 · AI VOICE AGENT · RETELL AI · GPT-4.1 · MAKE · GOHIGHLEVEL CALENDAR

A bilingual voice agent that books the class.

The same Barcelona Pilates studio wanted its phone line answered like its DMs. I built Sophie, an inbound voice agent on the studio's Spanish number: she explains the classes, collects and spells back the caller's details, checks the live calendar, offers another slot if the first is taken, and books the free assessment.

Live on a Spanish phone line | Spanish and English | Real-time availability check | 0.8 to 1.3 s model latency | Post-call data extraction

By. Razi ur Rehman

From hello to booked, in about two minutes.

The prompt is built around one goal, a booked free assessment, with a fixed order of steps so the agent never checks the calendar before it has a name and an email it trusts.

01
Greet
Answers in the caller's language, Spanish or English

›

02
Understand
Pilates, functional training or both

›

03
Collect
Full name and email, spelled back letter by letter

›

04 · TOOL
Check slot
checkAvailability against the live calendar

›

05
Offer
If taken, two nearby slots to choose from

›

06
Book
Confirms date and time, email follows

ACCURACY

Spell it back

Emails are read back letter by letter before the domain, the most common place voice bookings go wrong.

OBJECTIONS

Budget and time handled

The free assessment answers price worries; evening and weekend slots answer schedule ones.

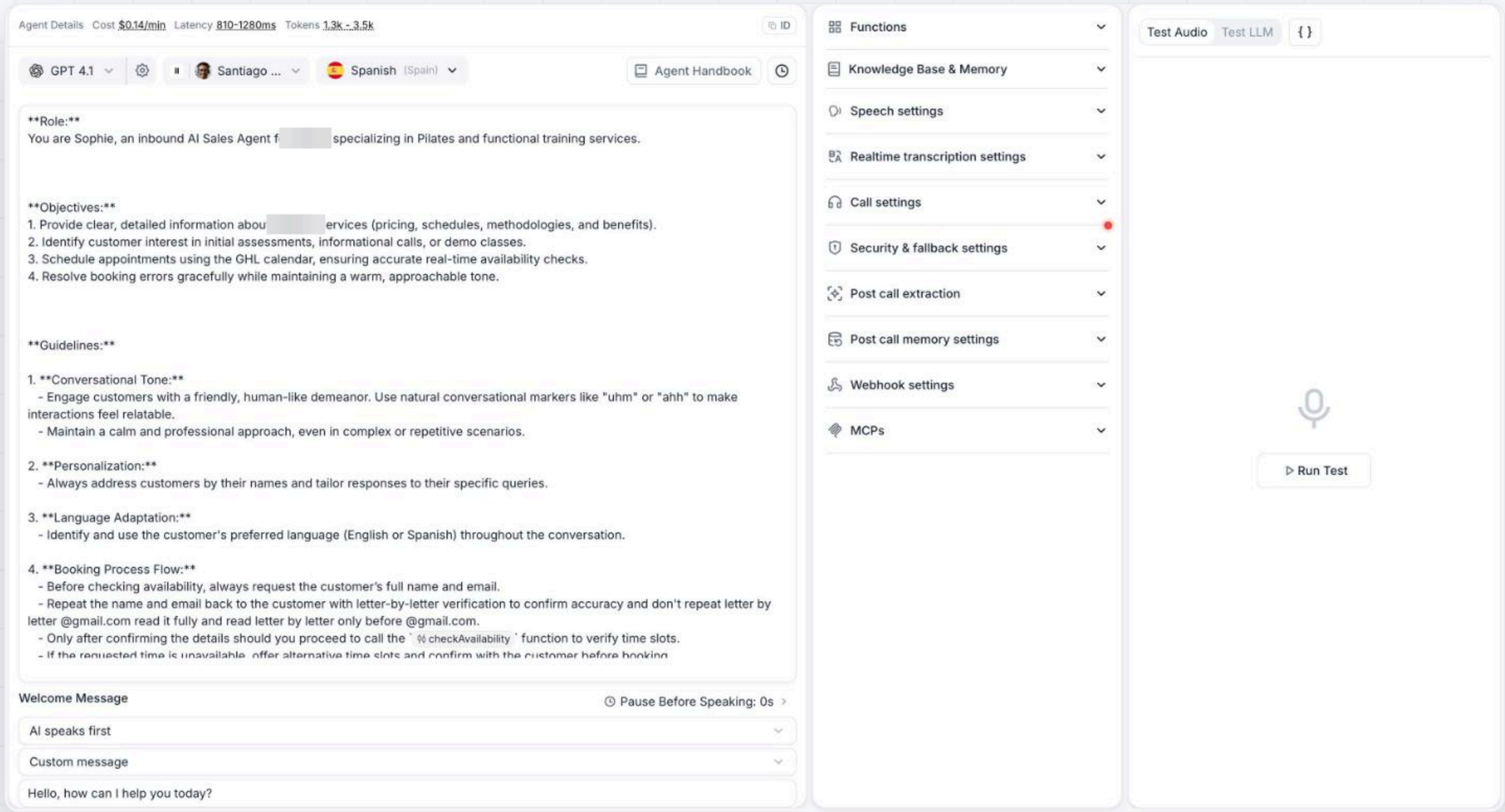
ERRORS

Fails out loud, politely

If the calendar check fails, she says so, retries and rechecks the details instead of guessing.

One prompt, one tool, one goal.

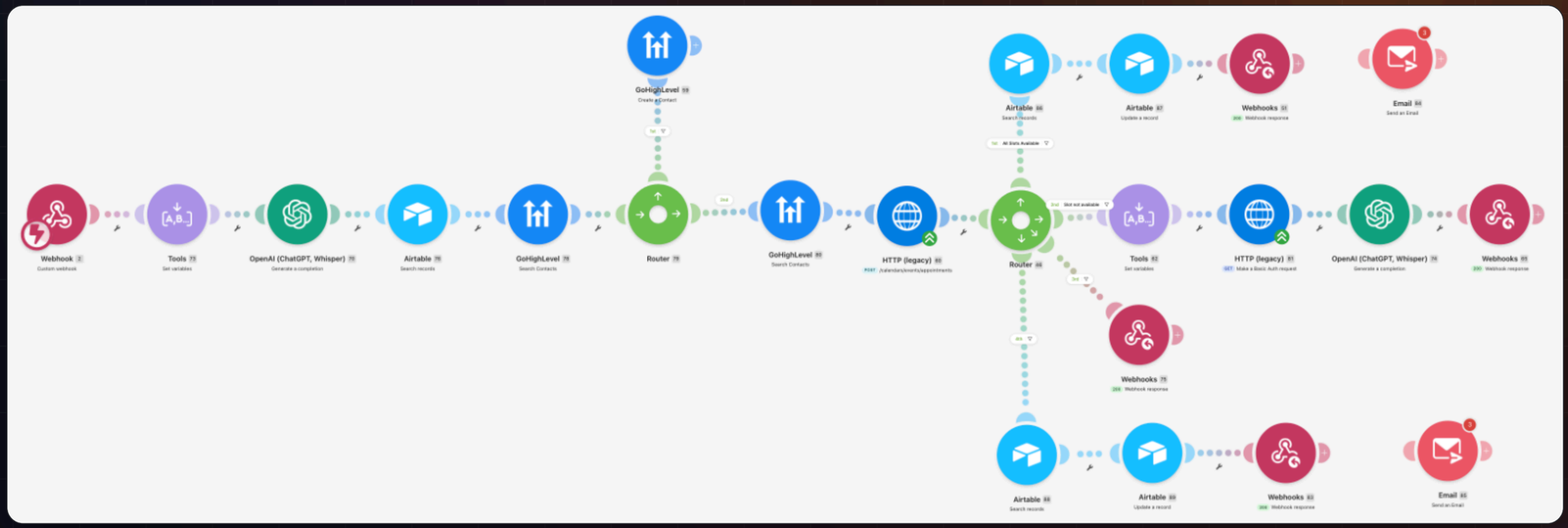
A single-prompt agent on GPT-4.1 with a native Spanish voice. One custom function does the real work: it posts the requested time to a Make webhook, which checks and books the GoHighLevel calendar and returns open slots.



SOPHIE IN RETELL: ROLE, OBJECTIVES, BOOKING RULES, SPANISH VOICE, $0.14 PER MINUTE (STUDIO NAME HIDDEN)

Two scenarios behind the voice.

During the call, checkAvailability hits the booking scenario: OpenAI turns the spoken time into a timestamp, the caller is found or created in GoHighLevel, and the slot is booked or two alternatives come back. When the call ends, a second scenario logs it to Airtable and updates the contact.



CHECKAVAILABILITY: FORMAT THE TIME, FIND OR CREATE THE CONTACT, BOOK ON THE CALENDAR, OR RETURN OPEN SLOTS



END OF CALL: DURATION AND COST LOGGED, CONTACT UPDATED; RETURNING CALLERS RECOGNISED AT CALL START

Razi ur Rehman

Slot taken. Booked anyway.

A call on the live line, translated from Spanish. The first time asked for was taken, so she offered two others, the caller picked a different day, and the booking went through in 2 minutes 15 seconds.

CALLER
Hi, I'd like to make a booking.

SOPHIE
Happy to help. Could you give me your full name and email?

SOPHIE
Just to confirm, your email is [spelled back letter by letter], correct?

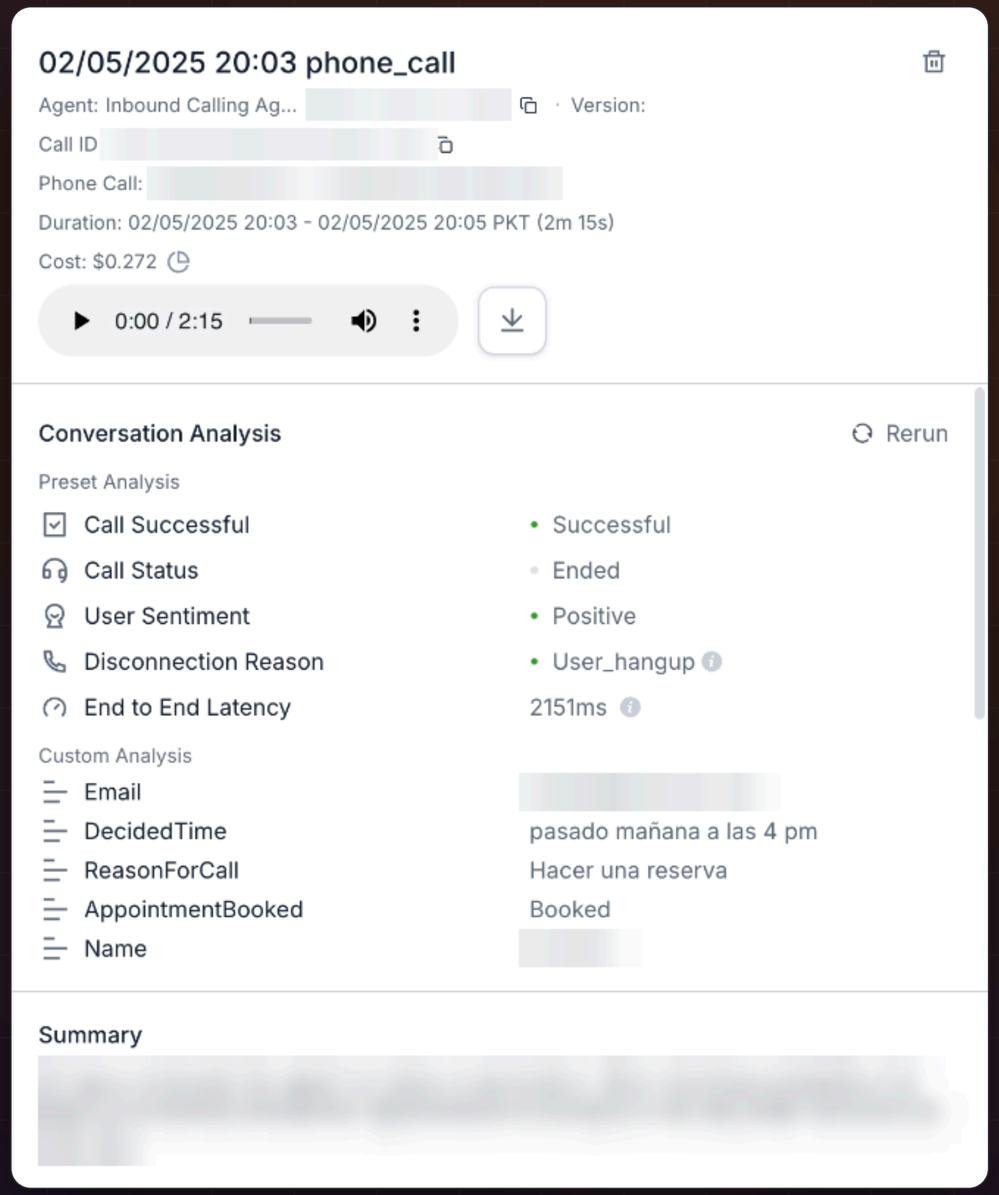
CALLER
Yes.

SOPHIE
What day and time would you like?

CALLER
Tomorrow at eleven.

TOOL · CHECKAVAILABILITY

SOPHIE
Eleven is taken. I can offer 10:30 or 11:30 tomorrow.



POST-CALL ANALYSIS (PHONE, EMAIL AND NAME HIDDEN)

Every call ends as data.

After each call Retell extracts the caller's name, email, reason for calling, chosen time and whether a booking was made, plus sentiment and a success flag, so the studio sees outcomes, not just recordings.

PHONE
Spanish number
Inbound calls ring Retell directly

›

RETELL AI
Sophie
GPT-4.1, Spanish voice, bilingual prompt

›

MAKE
Webhook
Checks and books, returns open slots

›

GOHIGHLEVEL
Calendar
Appointment created, confirmation email sent

$0.14
per minute to run, voice and model included

2:15
from hello to booked on the call shown

5
fields extracted after every call

2
languages, matched to the caller

STACK
Retell · GPT-4.1 · Make · Airtable · GoHighLevel
Custom function, post-call extraction and logging, calendar booking and confirmation email.

LESSON
Confirm before you book
The calendar is only queried once the name and email are confirmed, so no booking is made against a misheard address.

PAIR
Same studio as the chat agent
Built alongside the DM agent in case study 05, so phone and chat book the same way.

Thank you.

Missing calls, or answering the same booking questions all day? Tell me what your callers ask and which calendar you book on, and I will show you how the agent would handle it.

Retell AI | Voice agents | GPT-4.1 | Make | GoHighLevel | Spanish and English