

AI Booking Assistant powered by Assist-Me™



24/7 Booking Automation for chat or voice

Let customers book and manage their appointments or reservations with ease with an **AI Booking Assistant**

- Available for web based **chat or voice** over the phone
- **Answer questions** based on your company data and information
- **Escalates calls** to a phone number or hunt group
- **Transfers calls** to departments or individuals
- **Out-of-hours service** captures caller details and sends email for follow-up

Intelligent Booking Automation for SMEs

The AI Bookings Assistant is a voice and chat-enabled AI assistant that enables small and mid-sized businesses to manage customer bookings effortlessly, without the cost or complexity of enterprise scheduling platforms.

- **24/7 Booking assistance** schedule appointments in Outlook/Google calendar* via the phone or using Web Chat.
- **Automatic Scheduling** based on live calendar availability for Sales demos, calls, field-service home visits or support call-backs.
- **Answers customer questions** and captures enquiries or escalates to a phone number if bookings cannot be completed.
- **Human hand-off or transfers** to a team member when required.
- **Eliminates wait times** and prevents customers from queuing.
- **Uses natural language** no more frustrating IVR menus.

Automating bookings frees-up your front-desk or admin team to help more customers and work on more valuable tasks. You'll also avoid peak-time staffing as your AI Bookings assistant can easily handle multiple calls simultaneously.

Who Uses AI Booking Assistant

- SME businesses in any industry offering 24/7 availability
- Contact centre and customer service teams with limited resources
- Public services teams, healthcare and field service providers
- Box office operations and ticketing teams
- Front of house teams for restaurants, sports & entertainment venues

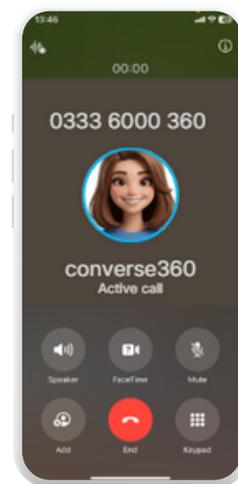
*PLUS Option required for 3rd party integration for appointment scheduling

AI-Voice Automation for Bookings

Enables self-service scheduling in Outlook/Google Calendar via webchat, phone and digital voice.

- Understands booking requests using Natural Language e.g. "Which days do you have good availability"
- Provides real-time availability via calendar lookup
- Offers next best available options if preferred time is unavailable
- Includes email and phone number validation
- Captures user details out-of-hours if booking unsuccessful and sends message to inbox or Teams space

The AI Bookings Assistant can also answer relevant questions and transfers to human advisor if required - and it's easy to deploy and manage with no-code set-up via the Assist-Me platform.



Easily automate customer bookings over the phone

AI Booking Assistant functional components and upgrades



Books Appointments



Answers Questions



Captures Callbacks



Escalates Enquiries

AI Booking Assistant for voice automates bookings, answers questions, captures data and escalates to a phone number if required.

AI Bookings Assistant for chat requires a upgrade connection to either **Live Chat** or a **Contact Centre** for escalation.

AI Voice or Chat/Messaging

Technical Features



Automate customer bookings and free-up your team to focus on more valuable customer tasks.

- Generative AI and Scripted AI options.
- Supports both Voice and Webchat channels.
- Utilises Outlook/O365 Graph API and Google Calendar API.
- Editable meeting types and durations, add optional guests or meeting notes.
- Define your opening times and days of the week.
- Automatic set-up of Microsoft Teams meetings.
- Integrates with existing telephony systems via PSTN or SIP.
- Knowledge retrieval leverages Retrieval-Augmented Generation (RAG) to minimise hallucination.
- Set guardrails and guidelines within the Assist-Me admin portal.
- GDPR & data privacy compliant.

Optional Add-ons

- Multi-lingual Bookings Assistant.
- connect to 3rd Party scheduling systems (requires PLUS upgrade)
- Enhanced Support (price depends on package/license)