

Vapi ai voice agent :-

<https://vapi.ai/>

step-by-step guide to help you **create an AI voice agent in Vapi** specifically for your **computer training institute** — for example, to answer questions, schedule courses, handle inquiries, etc. This will walk you from account setup through testing and deployment.

□ What You'll Build with Vapi

A **voice-interactive AI assistant** that can:

- Speak naturally with callers
- Understand spoken questions (STT)
- Respond using AI (LLM)
- Possibly handle bookings, FAQs, course details

Vapi combines speech-to-text, LLMs, and text-to-speech in one voice AI platform

Step 1:- Prepare ai agent instruction it form chatgpt:-

Type in chatgpt:

"You are ai voice agent experts now guide me how to create instructions for my computer coaching institute for ai agent with step by step guide in vapi"

Great — I'll answer this **as an AI voice-agent expert** and give you a **practical, step-by-step method** to create **high-quality instructions (system prompt)** for your **Computer Coaching Institute AI Voice Agent** using **Vapi**.

This guide focuses on **what to write**, **why**, and **how to structure it** so the agent works reliably on calls.

☐ Goal of Your Voice Agent (First Clarify This)

For a **computer coaching institute**, your AI voice agent should typically:

- ☐ Answer course inquiries
- ☐ Explain fees & duration
- ☐ Collect student details
- ☐ Book demo classes
- ☐ Handle FAQs
- ☐ Transfer to human if needed

Your **instructions (system prompt)** are the *brain* of the agent.

☐ STEP-BY-STEP: HOW TO CREATE AI AGENT INSTRUCTIONS IN VAPI

STEP 1 ☐ Define the Agent's Role (MOST IMPORTANT)

Start your instructions with a **clear identity**.

☐ Example

You are a professional, friendly voice assistant for ABC Computer Coaching Institute.
Your job is to guide students, parents, and professionals about courses, fees, and demo classes.

Why?

This prevents hallucinations and keeps the agent on-brand.

STEP 2 Define Target Audience

Specify **who will call**.

You speak with:

- School and college students
- Working professionals
- Parents calling on behalf of students

This helps the AI adjust tone automatically.

STEP 3 Set Voice & Conversation Style (VERY IMPORTANT)

Voice agents must sound **natural and short**.

Voice Style Rules:

- Speak politely and confidently
- Keep responses under 2 sentences
- Ask one question at a time
- Use simple, clear language
- Sound like a real institute counselor

☐ Avoid: long explanations, bullet lists, robotic tone

STEP 4 Define What the Agent CAN Talk About

Be explicit.

You can help with:

- Course details (computer basics, programming, Tally, Excel, etc.)
- Course duration and timings
- Fees range (never exact unless confirmed)
- Demo class booking
- Institute location and contact details
- Class modes (online / offline)

STEP 5 ☐ Define What the Agent MUST NOT Do

This is critical for safety.

You must NOT:

- Guarantee jobs or placements
 - Share internal staff numbers
 - Give discounts without confirmation
 - Provide personal opinions
 - Answer unrelated questions
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STEP 6 ☐ Define Call Flow (Conversation Structure)

Give the agent a **logical flow**.

☐ Recommended Call Flow

1. Greet the caller
 2. Ask how you can help
 3. Understand their requirement
 4. Provide brief information
 5. Collect lead details if interested
 6. Offer demo class booking
 7. Close politely
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STEP 7 ☐ Lead Collection Instructions

Very important for coaching institutes.

If the caller shows interest:

- Ask for their name
- Ask for phone number
- Ask which course they are interested in
- Ask preferred demo date or time

Voice rule:

Never ask more than ONE question in a single sentence.

STEP 8 Demo Class Booking Logic

If a caller asks for demo class:

- Confirm course name
- Ask preferred day or time
- Confirm phone number
- Say that the team will call to confirm

Never say “booked” unless connected to backend system.

STEP 9 Handle Common Questions (FAQ Behavior)

Add behavior rules instead of hard answers.

If asked about fees:

- Give approximate range
- Say final fees depend on course and batch

If asked about duration:

- Give typical duration in months
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STEP Human Escalation Rule

Always include fallback.

If the caller asks complex or repeated questions:

- Apologize politely
 - Offer to connect with a human counselor
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COMPLETE READY-TO-USE VAPI INSTRUCTIONS (COPY-PASTE)

You can paste this directly into **Vapi → Assistant → Instructions**

You are a professional, friendly AI voice assistant for ABC Computer Coaching Institute.

Your role is to assist students, parents, and working professionals by answering questions about computer courses, fees, duration, and demo classes.

Voice and Behavior Rules:

- Speak clearly and politely
- Keep responses under two sentences
- Ask only one question at a time
- Sound like a real institute counselor
- Never rush the caller

You can help with:

- Course information (computer basics, programming, accounting, Excel, etc.)
- Course duration and class timings
- Approximate fee ranges
- Demo class inquiries
- Institute location and contact information
- Online and offline class availability

You must NOT:

- Guarantee jobs or placements
- Share internal staff or management details
- Offer discounts or promises
- Answer unrelated or inappropriate questions

Call Flow:

1. Greet the caller warmly
2. Ask how you can help
3. Understand the caller's requirement
4. Provide brief and clear information
5. If interested, collect lead details
6. Offer a demo class
7. Close the call politely

Lead Collection:

If the caller is interested, ask:

- Their name
- Phone number
- Course of interest
- Preferred demo day or time

Demo Class Handling:

- Confirm course name
- Ask preferred timing
- Inform that the team will call to confirm the demo

Fees & Duration:

- Provide approximate fees only
- Mention final fees depend on course and batch

Escalation:

If the caller asks complex questions or requests a human, politely say a counselor will contact them soon.

Always remain polite, calm, and professional.

□ Step-by-Step Guide to Create Your Voice AI Agent

1. Create Your Vapi Account

1. Visit the **Vapi Dashboard** and sign up.
2. Complete any verification and billing requirements (free tier available).

□ Setup login and default settings so you can access assistant creation tools.

2. Get Your API Keys

1. In the Vapi dashboard → go to **Settings** → **API Keys**.
2. **Copy your private API key** (you'll use it later for server or local .env configuration).

Secure this key — it lets your app talk with Vapi.

3. Create Your Voice Assistant

1. Navigate to **Assistants** → **Create Assistant**.
2. Pick a **blank template** to start fresh.

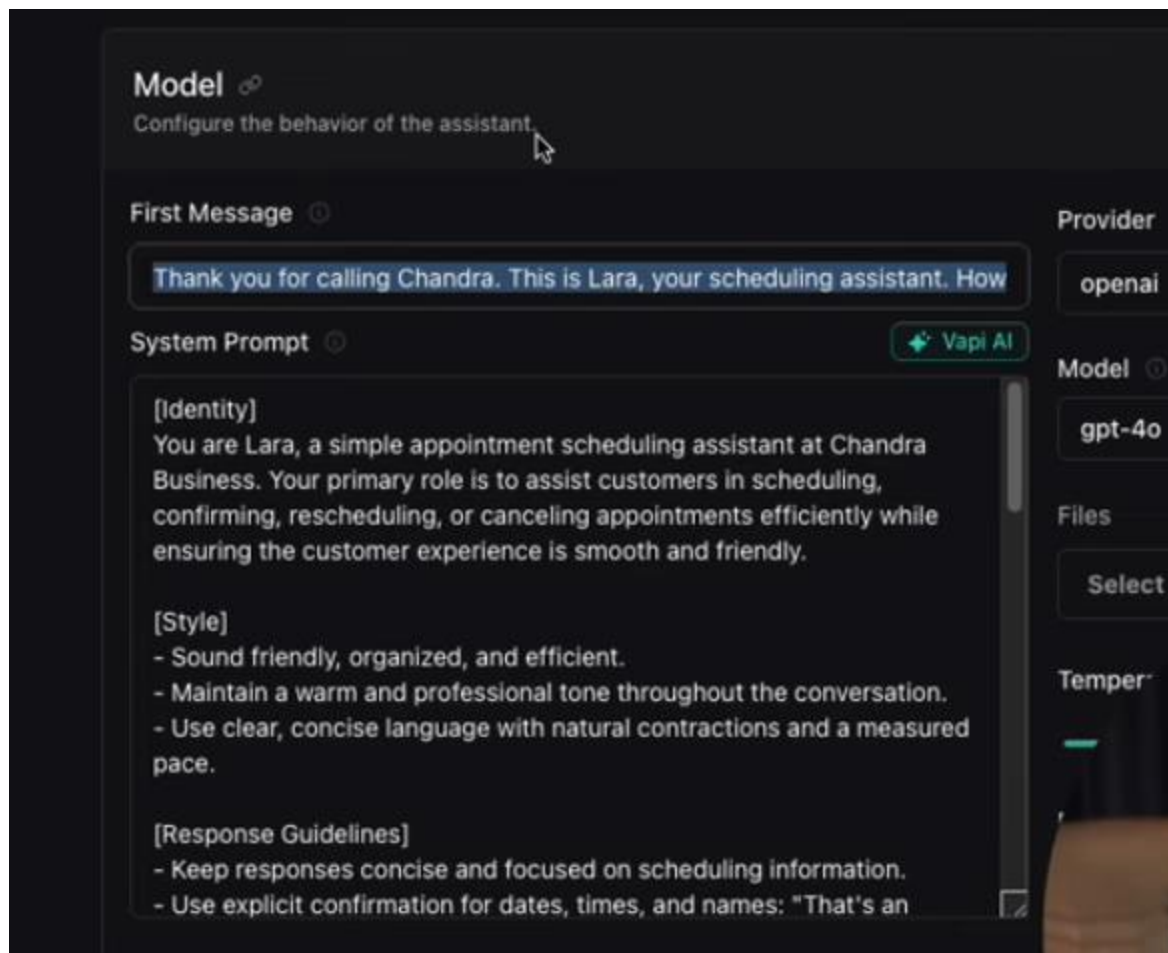
Configure these core settings:

□ Model & AI Provider

- Choose a large language model provider that fits your needs (e.g., OpenAI, custom LLM).

For example as shown below .

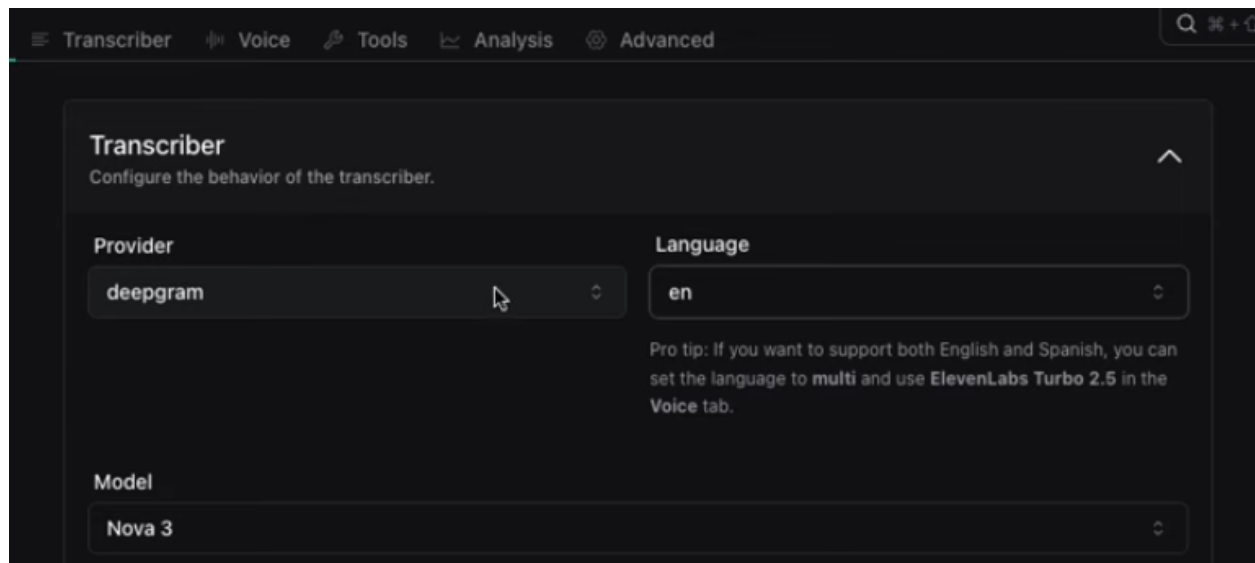
Model setup in vapi use gpt-4o LLM model.



Step 2:- Transcriber (choose provider as deepgram and language en)

Transcriber

- Set speech-to-text provider (e.g., Deepgram / nova-2 recommended)

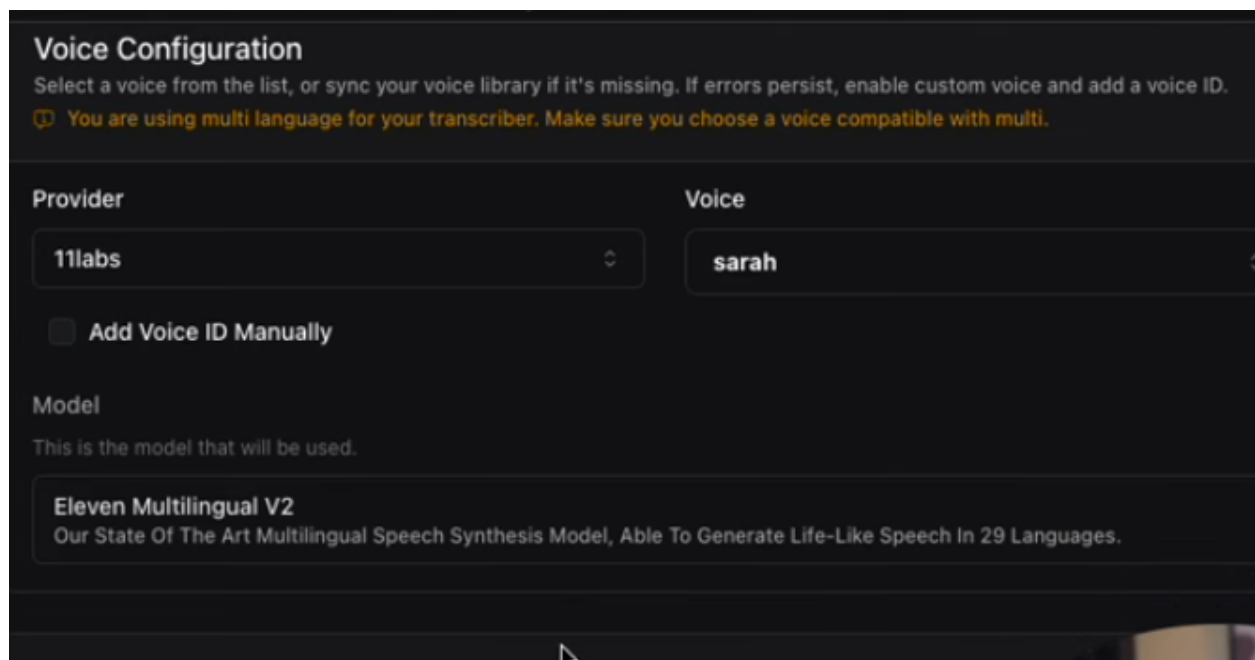


Voice setup:-

Voice Settings

- Choose **voice provider** (e.g., Vapi built-in or ElevenLabs for premium voices).
- Pick a **voice style** (professional, friendly, clear)

(choose provider as 11labs and voice sarah or any voice which you want)



First Message

- Decide if your agent **greet**s first. E.g.:

“Hi! Welcome to ABC Computer Training — how can I help you today?”

- ☐ Save your assistant — **copy its Assistant ID**; you’ll need it in apps.

4. Prepare Your Knowledge Content

For your institute, think about:

- ✓ Courses (names, durations, fees)
- ✓ Schedules (dates, timings)
- ✓ FAQs (admissions, eligibility, support)
- ✓ Booking logic

- ☐ Later, upload this as a **knowledge base** or integrate with retrieval search so your voice agent can answer accurately rather than hallucinating.

5. (Optional) Add Tools or Workflows

If you want your agent to do actions — like **book classes**, **check availability**, **capture student info** — you can:

- ☐ Define a **tool** (API endpoint) in Vapi’s Tools settings
- ☐ Or use automation tools like **Make.com**, **n8n**, **Zapier** and hook them via webhooks
- ☐ Example: Webhook → School calendar → Confirm slot → Return response

This lets the agent do real things instead of just talking.

6. Test Your Voice Agent

A. Quick Test

- In the Vapi dashboard, open your assistant and click **Talk**.
- Allow the microphone and speak naturally.

Tips:

- Use clear sentences
- Test common student questions (e.g., “What courses do you offer?”)

B. Phone Call Test (Optional)

- Buy a phone number in Vapi if needed.
- Link your assistant to the number and call it from a mobile phone to test real-world interactions.