

If you want to build a **voice-based AI agent** that listens to your commands and sends **WhatsApp messages or emails** using a **no-code/low-code tool** like [Vapi.ai](https://vapi.ai), here's a **step-by-step Guide — without any coding.**

□ What is Vapi.ai?

[Vapi.ai](https://vapi.ai) is a tool that lets you create AI voice agents using natural language, phone calls, and other voice interfaces. It can connect with GPT models and external APIs to perform actions — all using voice.

You can use it to:

- Build a voice assistant
 - Handle conversations via browser or phone
 - Call APIs like Twilio or email services based on what you say
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□ Your Goal

You want to:

1. **Speak a voice command**
 2. Have the AI understand if it's a WhatsApp or email task
 3. Use external APIs to **send a WhatsApp message or email**
 4. Get a **voice confirmation** from the agent
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□ Tools You'll Use

Tool	Purpose
Vapi.ai	Voice interface and AI assistant logic
Twilio	Send WhatsApp messages
Make.com (or Zapier)	Automate sending email or integrate with Gmail
GPT-4 / OpenAI	Understand natural language commands
Webhook/API endpoints	Trigger actions like send message

□ Step-by-Step: Build It with Vapi.ai

Step 1: Create a Vapi Account

- Go to vapi.ai and create an account
 - Create a new **Voice Agent**
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Step 2: Set Up Agent Personality

- Give it a name like "Voice Assistant"
- Set its purpose, e.g.:

“You are a helpful voice assistant. When the user gives a command, determine if they want to send a WhatsApp or email. Then call the correct webhook.”

Step 3: Add Language Understanding (GPT)

- Vapi uses GPT by default.
- Use prompt engineering to help the agent detect if the command is about WhatsApp or email.

Example instruction:

“When user gives a voice command, respond clearly with either 'send_whatsapp' or 'send_email' along with contact and message details in a structured format.”

Step 4: Create Webhook for Sending Actions

Use Make.com (or Zapier) to create two automations:

A. WhatsApp Webhook (via Twilio)

- Connect Twilio with Make/Zapier
- Set up a webhook that:
 - Takes phone number and message as input
 - Sends the WhatsApp message using Twilio

B. Email Webhook (via Gmail or SendGrid)

- Connect Gmail or another email service
- Set up a webhook that:
 - Takes email address, subject, and body
 - Sends the email

Each webhook will have a unique URL (endpoint) that Vapi can call.

Step 5: Link Vapi Agent to Webhooks

In Vapi:

- Use the **API Action or Webhook plugin**
- Based on AI output (e.g. if the user said “send WhatsApp...”), call the right webhook

Example flow:

1. User says: "Send WhatsApp to +1234567890 saying I'm on my way."
2. Vapi understands it's a WhatsApp message.
3. It sends the data to your Twilio webhook.
4. The message is sent.
5. Vapi says: “WhatsApp message sent successfully.”

Set Up Action Triggering

Now link the structured JSON returned by GPT to trigger the right action.

1. Go to the **“Functions”** tab in Vapi
2. Create a new function and define logic like:
 - If action == "send_whatsapp" → trigger WhatsApp webhook
 - If action == "send_email" → trigger Email webhook

This tells the assistant to perform the right task based on what GPT returns.

Step 6: Test It

- Run your Vapi agent in the browser or over the phone
- Say:

"Send email to john@example.com subject Meeting body Let's reschedule to 5 PM."

- See if the right webhook gets triggered

- The message should be sent, and you'll hear a voice confirmation

☐ Optional Enhancements

- **Add voice confirmation:** Vapi can say back what it's doing
- **Connect with your contacts database**
- **Log messages in Google Sheets or Notion**

☐ Final Experience

You Say (Voice)	Assistant Does
“Send WhatsApp to Mom saying I’ll be home soon.”	Sends message via Twilio, confirms out loud
“Send email to boss@example.com subject Leave body I’m sick”	Sends email via Gmail, confirms via voice

Here's a detailed guide to **Step 4: Create Webhooks for Sending WhatsApp and Email Actions** using **Make.com** (formerly Integromat) and **Twilio** for WhatsApp, plus Gmail for email sending.

□ **Step 4 A: Create a WhatsApp Webhook Using Twilio and Make.com**

□ **What You Need:**

- Twilio account (with WhatsApp Sandbox enabled)
 - Make.com account
 - A phone number (from your Twilio sandbox)
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□ **Detailed Steps (WhatsApp)**

1. Set Up Twilio Sandbox for WhatsApp

- Go to Twilio Console
 - Enable the **WhatsApp Sandbox**
 - Save:
 - Your **Twilio number** (+14155238886)
 - Your **Sandbox keyword** (used for linking your personal WhatsApp)
 - Your **Account SID** and **Auth Token**
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2. Create a New Scenario in Make.com

- Log in to [Make.com](https://www.make.com)
- Click "**Create a new scenario**"
- Click the + to add a module → Search for **Webhooks** → Select "**Custom Webhook**"
- Click "**Add**" → Name it `send_whatsapp` → Save

Make will generate a **Webhook URL** (copy it, you'll need it in Vapi later)

3. Add Twilio Module

- Click the next + in the scenario
- Search for **Twilio** → Choose "**Send a WhatsApp Message**"

- Connect your Twilio account (using Account SID & Auth Token)
 - Set up the message:
 - **From:** your sandbox number (e.g., whatsapp:+14155238886)
 - **To:** map this from the webhook (e.g., whatsapp:+919999999999)
 - **Message Body:** also map from the webhook input
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4. Test It

- Click **Run Once** to start listening
- Use a tool like Postman or Vapi to send test data:

```
json
CopyEdit
{
  "to": "+919999999999",
  "message": "Hello from Vapi!"
}
```

- Confirm you receive the message in WhatsApp
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5. Save & Activate

- Turn on the scenario in Make
 - Save the webhook URL for Vapi.ai (you'll need it in Step 5)
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☐ Step 4 B: Create an Email Webhook Using Gmail and Make.com

☐ What You Need:

- Gmail account
 - Make.com account
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☐ Detailed Steps (Email)

1. Create Another Scenario in Make

- In Make.com, create another new scenario
 - Add a "**Custom Webhook**" module
 - Name it `send_email` → Save
 - Copy the new **Webhook URL**
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2. Add Gmail Module

- Click the next + in the scenario
 - Search for **Gmail** → Choose "**Send an Email**"
 - Connect your Gmail account (use Google OAuth login)
 - Fill in:
 - **To:** map from webhook (e.g., `email`)
 - **Subject:** map from webhook (e.g., `subject`)
 - **Body:** map from webhook (e.g., `body`)
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3. Test It

- Click **Run Once**
- Send test data like:

```
json
CopyEdit
{
  "email": "test@example.com",
  "subject": "Hello",
  "body": "This is a test email from my voice assistant"
}
```

- Check that the email is sent
-

4. Save & Activate

- Activate the scenario
 - Copy the webhook URL for Vapi.ai use
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☐ What You Have Now

You now have:

Action	Trigger URL (Webhook)	Tool Used
Send WhatsApp	https://hook.make.com/abc123...	Twilio + Make
Send Email	https://hook.make.com/xyz456...	Gmail + Make

These webhooks will accept simple JSON data like:

```
json
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{
  "to": "+919999999999",
  "message": "Hello there!"
}
```

or

```
json
CopyEdit
{
  "email": "person@example.com",
  "subject": "Meeting Update",
  "body": "The meeting is rescheduled to 4 PM."
}
```