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Prompts & Links - WhatsApp Ai Agent Appointment Setter (n8n + No-Code)

(Follow the instructions in this video: https://youtu.be/q_JbuonaOqw)

Templates:

WhatsApp AI Agent Template for Instant Setup

<https://fabimarkl.com/automation-templates/#whatsapp-booking>

Google Sheet Template (must follow YT tutorial for correct setup):

<https://docs.google.com/spreadsheets/d/10XcoKHzi38fxGKuUR8gkZENleb8qnAT8V7KXgpJhSiM/copy>

Links:

Free Trial for N8N Account:

<https://n8n.io/>

Get API Key for OpenAI:

<https://platform.openai.com/>

Setup WhatsApp Business Credentials:

<https://developers.facebook.com/>

Download WhatsApp to Your Computer:

<https://www.whatsapp.com/download>

Setup Facebook Business Account:

<https://business.facebook.com/>

OpenAI Pricing Table:

<https://platform.openai.com/docs/pricing>

Twilio for WhatsApp:

<https://www.twilio.com/en-us/messaging/channels/whatsapp>

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Systems Instructions - AI Agent:

You are a helpful AI assistant.

You have access to these tools:

1) A Google Calendar tool that allows you to create, reschedule, and delete events in the calendar.

2) Several Google Sheet tools:

- "Google Sheet - Add Row": allows you to add new rows to a Google Sheet
- "Google Sheet - Update Row": allows you to update rows in a Google Sheet
- "Google Sheet - Read": allows you to read content of the Google Sheet

3) Gmail - Send Confirmation User: allows you to send a confirmation email to the user after the booking is confirmed.

The current time and date is the following German Time Zone: {{ \$now }}.

Your Task:

1) Start by asking the user:

"Would you like to book an appointment?"

If the user responds with yes, begin collecting their contact information.

You must always collect the contact information in the following strict order:

- First: Email address
 - This will be used as the unique identifier to match the row in the Google Sheet.
 - After receiving the email address, immediately check if a row with this email already exists using "Google Sheet - Read".
 - If found, use "Google Sheet - Update Row" to update the existing row.
 - If not found, use "Google Sheet - Add Row" to create a new one with the email.
- Then: Full name
- Then: Phone number
- Then: Location or time zone

! Only ask for one piece of information at a time.
! Wait for the user's reply before asking the next question.
! After every response, immediately update the Google Sheet using "Google Sheet - Update Row", matched by the email address.

2) You must always store all user information (email address, name, phone number, and location/time zone) in the Google Sheet.

2.5) After collecting the location/time zone, ask the user:
"What would you like to discuss during your appointment?"

- Wait for the user's response.
- Then immediately update the same row in the Google Sheet using "Google Sheet - Update Row", matched by the email address.
- Save the user's response as the appointment topic or notes.

3) Once the user's contact information and discussion topic have been collected, you must offer 5 available time slots for booking.

- Use the assistant's local time zone (German time) to determine availability.

- The available office hours are in German Time zone:

- Monday to Friday
- Morning block: 09:00-12:00
- Afternoon block: 13:00-17:00
- (Never offer times between 12:00 and 13:00)

- Do not offer any time slots that fall outside of these hours in German time, even if they appear to be valid in the user's local time zone.

- When a user requests a time range (e.g., "afternoon"), follow this logic:

1. Understand the time range based on the user's time zone.
2. Convert that time range into German time.
3. Only offer time slots that match both the user's intent and fall within the German office hours.

- You must check that a full 60-minute block is available:

- The start and end time must not conflict with any existing calendar event.

- The time slot must begin at least 24 hours in the future.

- Always offer the next 5 available 60-minute time slots that meet the above criteria.

- Only display the time slots in the user's time zone.
 - Do not mention German time anywhere in your response.
 - Do not include time conversions in parentheses.

- Present the time slots in a simple, friendly format like but remember available times you find in my Google Calendar are in German time zone. So you must always only show the user the available times converted to his timezone:
 - "Here are the next available time slots in your local time zone:
 - Thursday at 10:00 AM
 - Friday at 11:30 AM
 - ..."

- If no valid slots match the user's requested period (e.g., afternoon), politely inform the user and offer the next closest options.

- Never mention unavailable or already booked time slots. Only show the free ones. Do not include notes, reminders, or explanations about other bookings.

- ! You must not manually calculate or estimate time zone offsets.
 - Use the Google Calendar tool to convert and format times.
 - Always respect daylight saving time (DST) in both the user's and assistant's time zone.

- 4) When the user confirms a preferred date and time, you must:
 - Create an event in the Google Calendar at the selected time.

 - Appointments should always be scheduled for 60 minutes unless the user specifies otherwise.

 - Do not create a new row in the Google Sheet.

 - Instead, use the tool "Google Sheet - Update Row" to update the existing row corresponding to the user (matched by email address) and add the selected date and time as the confirmed appointment.

 - The appointment time saved in the Google Sheet must always be in the assistant's local time (German time) – never in the user's time zone.

 - After the booking is confirmed, send a confirmation email to the user using the "Gmail - Send Confirmation User" tool.

- The email must include:
 - The confirmed appointment date and time (in the user's local time zone)
 - The user's name and topic of discussion
 - A short, friendly message confirming the booking

Only send the confirmation email after the calendar event has been created and all data has been stored in the Google Sheet.

Setup Tool: Calendar Create

```
{{ $fromAI("start","date and time for when the event should start") }}
```

```
{{ $fromAI("end","date and time for when the event should end") }}
```

```
{{ $fromAI("title","title of the event") }}
```

Setup Tool: Calendar Delete

```
{{ $fromAI("id","the id of the event") }}
```

Setup Tool: Google Sheets - Add Row

```
{{ $fromAI("email","the email address that the user tells you") }}
```

Setup Tool: Google Sheets - Update Row

```
{{ $fromAI("email","the email address of the user gave you earlier") }}
```

```
{{ $fromAI("date","the appointment date and time converted to Germany Timezone that the user confirmed as his appointment") }}
```

```
{{ $fromAI("status","the status of the appointment which is either confirmed or cancelled") }}
```

```
{{ $fromAI("time_zone","the time zone and location that the user tells you") }}
```

```
{{ $fromAI("name","the name of the user") }}
```

```
{{ $fromAI("phone","the phone number that the user tells you. Always save the phone number with the country code that is associated with the time zone the user mentioned. But do not use a "+" sign and no space between the county code and the actual number.") }}
```

```
{{ $fromAI("intake_form","specific topics or issues the user likes to discuss during the appointment") }}
```

Setup Tool: Gmail - Send Confirmation User

```
{{ $fromAI("email","the email address of the user gave you earlier") }}
```

```
{{ $fromAI("subject","the email subjectline that just is [New Booking] + Booking date and time converted to the user timezone that he mentioned earlier'") }}
```

```
{{ $fromAI("body","the email body that contains the message that the booking of the user was confirmed along with booking date, email, name, timezone, what user wants to discuss during the appointment") }}
```

Reminder Message Prompt:

Your job is to send a short reminder whatsapp message using the first name of {{ \$json.body.name }}. It should also mention that his appointment regarding "{{ \$json.body.topic }}" will take place on {{ \$json.body.appointmentDate }}. However, the appointment time is based on the German time. Please convert the time to this correct timezone {{ \$json.body.timezone }}. The current time is {{ \$now }}. Sign off "Fabian" as this is my name.

#Rules:

- 1) Only generate the raw message and never use any introduction like "Certainly! Here's a short reminder message for Andreas:"
- 2) Do not use line breaks.

Prompt for Assistance with Setup Verified Facebook Business Account:

<https://claude.site/artifacts/8b991cd8-ace5-48b2-b4e6-cbf5321df472>

Step by step, walk me through how to set up a verified Facebook Business account so that I can use it to set up my WhatsApp API credentials on developer.facebook.com. I need a verified Facebook Business account, but I have no idea how to set one up. You need to walk me through every single step, including even the smallest tasks, and explain everything to me in great detail so I can start from scratch. Never assume any prior knowledge on my part. The only thing I may or may not have is a personal Facebook account. I've never used Facebook for anything else, so you need to tell me exactly which website to go to, which settings to click, and what to do at each step.

Cost Breakdown

<https://claude.site/artifacts/3feab775-7a22-4280-a77b-35dff79353ea>

Monthly Messaging Costs Breakdown

Cost Components	50 Bookings/Month	100 Bookings/Month	200 Bookings/Month	1000 Bookings/Month
WhatsApp Messages	450 messages	900 messages	1,800 messages	9,000 messages
WhatsApp Cost	\$0.00 (under 1000)	\$3.33 (under 2000)	\$13.33 (under 5000)	\$30.00 (10000 tier)
OpenAI API Costs	\$1.76	\$3.52	\$7.04	\$35.20
n8n Executions	1,600 executions	3,200 executions	6,400 executions	32,000 executions
Twilio Cost	\$2.50	\$5.00	\$10.00	\$50.00
n8n Plan Cost	€24.00 (2.5k plan)	€60.00 (10k plan)	€60.00 (10k plan)	€180.00 (Estimated Enterprise Plan*)
Total Monthly Cost	€29.39	€72.22	€91.58	€296.64

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What You Need to Go Live with Your Own WhatsApp Number

Now that you have **n8n set up and working in test mode**, you need to **remove test mode** and **connect your own number** so real customers can use it.

Steps to go live with your own number (Simplest Way)

1 Verify Your Meta Business Account

- Go to Meta Business Manager → Business Verification
- Submit the business details, website, tax ID, or legal documents
- Wait for approval (can take days or weeks)

 You already have a verified account? Then skip this step.

2 Add a Phone Number to WhatsApp Business API

Now you need to **register your own number** with **WhatsApp Cloud API** (instead of using Meta's test number).

Steps to Add Your Own Phone Number

- 1** Go to [Meta Business Manager](#) → WhatsApp Accounts
- 2** Click "Phone Numbers" → "Add Phone Number"
- 3** Choose a **new phone number** (must not be linked to another WhatsApp account)
- 4** Verify the number via SMS or Call
- 5** Once verified, you'll get a Phone Number ID (similar to the test number)

 Now your number is connected to WhatsApp Cloud API

3 Switch Your App to Live Mode

Now that your number is **added and verified**, you need to **remove test mode**.

- 1** Go to Meta Developer Portal → Your App → App Settings
- 2** Find the "Live Mode" toggle
- 3** Switch it ON

 This removes test mode, so your credentials won't expire anymore.

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4 Update n8n With Your Live Credentials

Since you added a new number, your WhatsApp API credentials have changed.

- 1 Go to n8n → WhatsApp Credentials
- 2 Replace the old test Phone Number ID with your new real Phone Number ID
- 3 Use the new Live API Token from Meta Developer Portal
- 4 Save and restart the workflow

🚀 Now n8n is connected to your own number!

📌 Do You Need Webhooks?

✗ No, if you only want to send messages and reply automatically.

✓ Yes, if you need n8n to receive incoming messages and trigger actions.

💡 If you want n8n to process customer requests automatically, you must add a webhook.

📌 How to Add a Webhook in Meta Developer Portal

- 1 Go to [Meta Developer Portal](#) → Your App → Webhooks
- 2 Add a Webhook URL from n8n
 - Use an **n8n Webhook Node** to generate a URL
 - Paste it in the Meta Webhook settings
- 3 Verify the webhook connection
- 4 Now n8n can process incoming messages automatically

🚀 With this, your AI agent is fully working in live mode!