MOBILECOMM

AI Appointment Scheduling | GoHighLevel Manager Setup Guide

How to let the Mobilecomm AI Rep schedule customers through the centralized inbox and keep store calendars organized.

1 | Recommended calendar structure

Use **one centralized HighLevel appointment system** with separate calendars for each Mobilecomm store. The AI identifies the customer's preferred store, checks that calendar's availability and offers only available slots.

Store calendar	Suggested color	Purpose
Seneca	Green	Repair bookings
13th	Blue	Repair bookings
Maize	Orange	Repair bookings
Harry / Oliver	Purple	Repair bookings
Woodlawn	Red	Repair bookings

Calendar colors are suggestions; verify the color options available in your HighLevel calendar view.

2 | Customer booking experience

- Customer asks for a repair price; AI identifies exact device and repair.
- AI quotes only approved pricing from the Mobilecomm knowledge base.
- AI asks which Mobilecomm location is most convenient.
- AI checks the selected store calendar and offers available appointment times.
- Customer confirms a time; AI books it and sends confirmation.

Example: "Which Mobilecomm location works best for you?" → "Woodlawn." → "Would you prefer today or tomorrow?" → AI checks availability and confirms an actual open time.

3 | Manager configuration checklist

- In **Calendars** → **Calendar Settings**, create a calendar for each store. Set hours, appointment duration, buffers, capacity and assigned staff.
- In **AI Agents** → **Conversation AI**, open the Mobilecomm AI Rep.
- Under **Bot Goals** → **Appointment Booking**, configure booking and select multiple store calendars if available for the chosen agent type.
- Write clear calendar descriptions so the AI routes each customer to the correct store.
- Require the AI to confirm store preference before selecting a calendar.

- Test availability lookup, new bookings, rescheduling, cancellation, confirmation messages and human handoff.

HighLevel menu names and multi-calendar capabilities can vary by account, agent type and product updates. Verify in your GHL account before rollout.

4 | Information to capture on each appointment

- Customer name and phone number
- Device make/model and requested service
- Approved quoted price, when available
- Selected store, appointment date and time
- Relevant notes and lead source

5 | Automations after booking

- Send SMS confirmation with date, time and store address.
- Notify the selected store and central management.
- Send an appointment reminder.
- Update CRM pipeline stage to **Appointment Scheduled**.
- Display the booking on the correct store calendar.

6 | Confirmed appointment vs. expected walk-in

Confirmed appointment: The AI checks real availability and reserves a slot. Use when technician capacity or a specific start time must be protected.

Expected walk-in: The AI records the customer's planned visit and alerts the store without guaranteeing technician availability. Use for common walk-in repairs where flexibility is valuable.

Recommendation: Use expected walk-ins for most standard repair inquiries, and confirmed appointments for complex or longer services. Keep these clearly labeled in the CRM so customers are not promised unavailable capacity.

7 | External calendar synchronization

Keep **GoHighLevel as the master booking system**. Sync with Google Calendar or Outlook only where staff needs it, and test for conflicts, duplicate events and whether external busy times block HighLevel booking slots.

8 | Go-live acceptance tests

- Customer can select each store and receive valid available times.
- AI cannot double-book beyond configured capacity.
- Confirmation includes correct location and time zone.
- Appointment details reach the store and CRM.
- Reschedule/cancel behavior works as intended.
- Walk-in language does not imply a guaranteed technician appointment.
- Escalation works if the AI cannot verify availability.

Implementation decision

Management should approve whether each service category uses a **confirmed appointment** or an **expected walk-in** before enabling automatic booking.