

# Did the appointment reach the diary?

Supplier / system: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewer: \_\_\_\_\_

Use an agreed isolated test environment. These are buyer acceptance checks, not claimed live VoiceFleet test results. Do not create real customer bookings, payments or messages during testing.

| Test                                               | Evidence to request                                                   | Result / notes                                                                                                                                   |
|----------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Ask what times are available, then decline         | No appointment created merely by checking availability                | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |
| Choose an available service and time               | A saved diary record with matching service, date, duration and staff  | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |
| Request an unavailable stylist or time             | No conflicting reservation; an accurate alternative or staff handover | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |
| Change your mind before confirmation               | The final choice read back accurately; no unwanted extra appointment  | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |
| Disconnect during the save step                    | A check for an existing record before any retry                       | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |
| Require a deposit                                  | The relevant payment status and the salon's rule for confirmation     | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |
| Provide a contact address and request confirmation | Correct destination plus delivery evidence where available            | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |
| Booking system unavailable                         | A clear request-for-callback record and an identified staff owner     | <div><input type="checkbox"/> Shown</div> <div><input type="checkbox"/> Not shown</div> <div><input type="checkbox"/> N/A</div> <div>_____</div> |

## If the result is uncertain

Keep the request pending, assign a staff owner and check for an existing appointment before retrying. Do not promise a confirmed booking without the required evidence.

Follow-up owner and outstanding checks: \_\_\_\_\_

Original workflow analysis based on Google Calendar event-creation documentation and Phorest online-booking documentation, reviewed 28 September 2026. Provider capabilities are not evidence of a VoiceFleet integration.

Full method and limits: <https://voicefleet.ai/ie/blog/ai-receptionist-salons-ireland-booking-call-flow-blueprint>