A 10-Minute Window

Minute 2



A customer calls about a loose heel.

Minute 5



Another caller wants to know whether a pair of boots is ready.

Minute 8

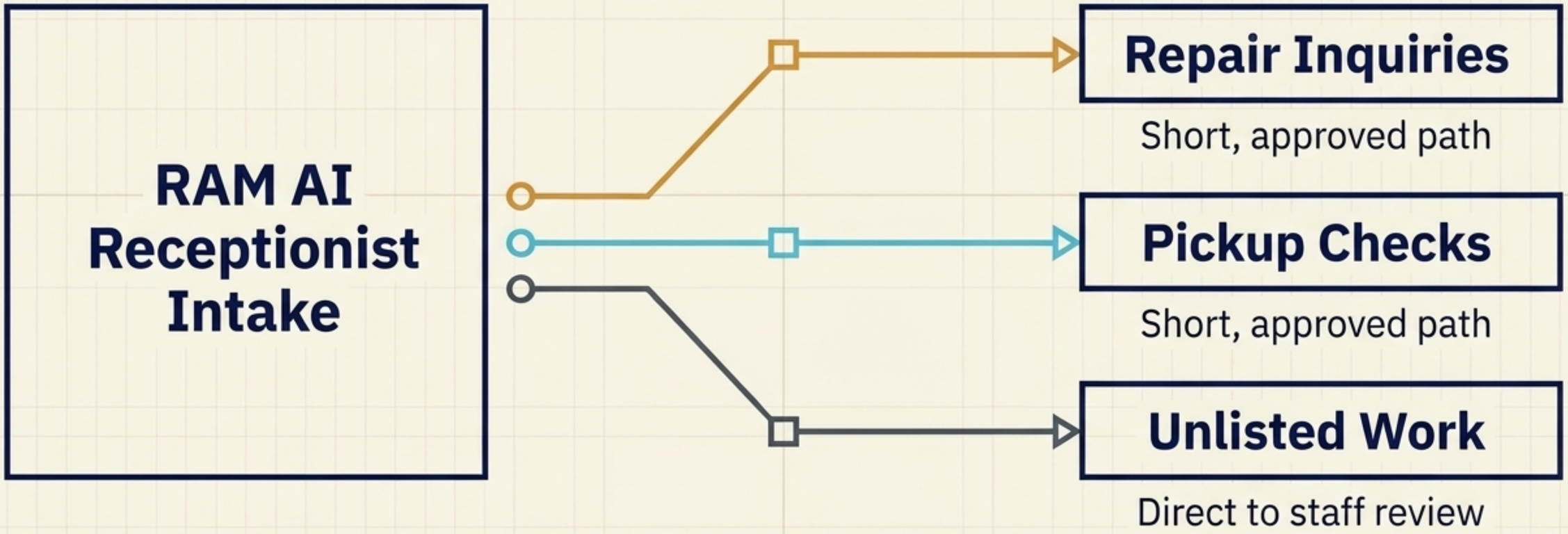


A third asks whether the shop handles handbag straps.

These calls need different answers, even when they arrive within the same ten minutes.

Gemini Notebook

The useful starting point is a short, approved path for each request and a clear handoff to the shop.



Note: The workflow below is a proposed configuration, not a customer case study or a promise of faster repairs.

Gemini Notebook

Give repair inquiries a useful first step. The receptionist preserves the description for staff instead of turning it into a diagnosis of the repair.



Gemini Notebook

Services Allowed in Call Flow

- ✓ Heel replacement
- ✓ Sole work
- ✓ Cleaning
- ✓ Leather-item repairs

Only included when the business actually offers them.

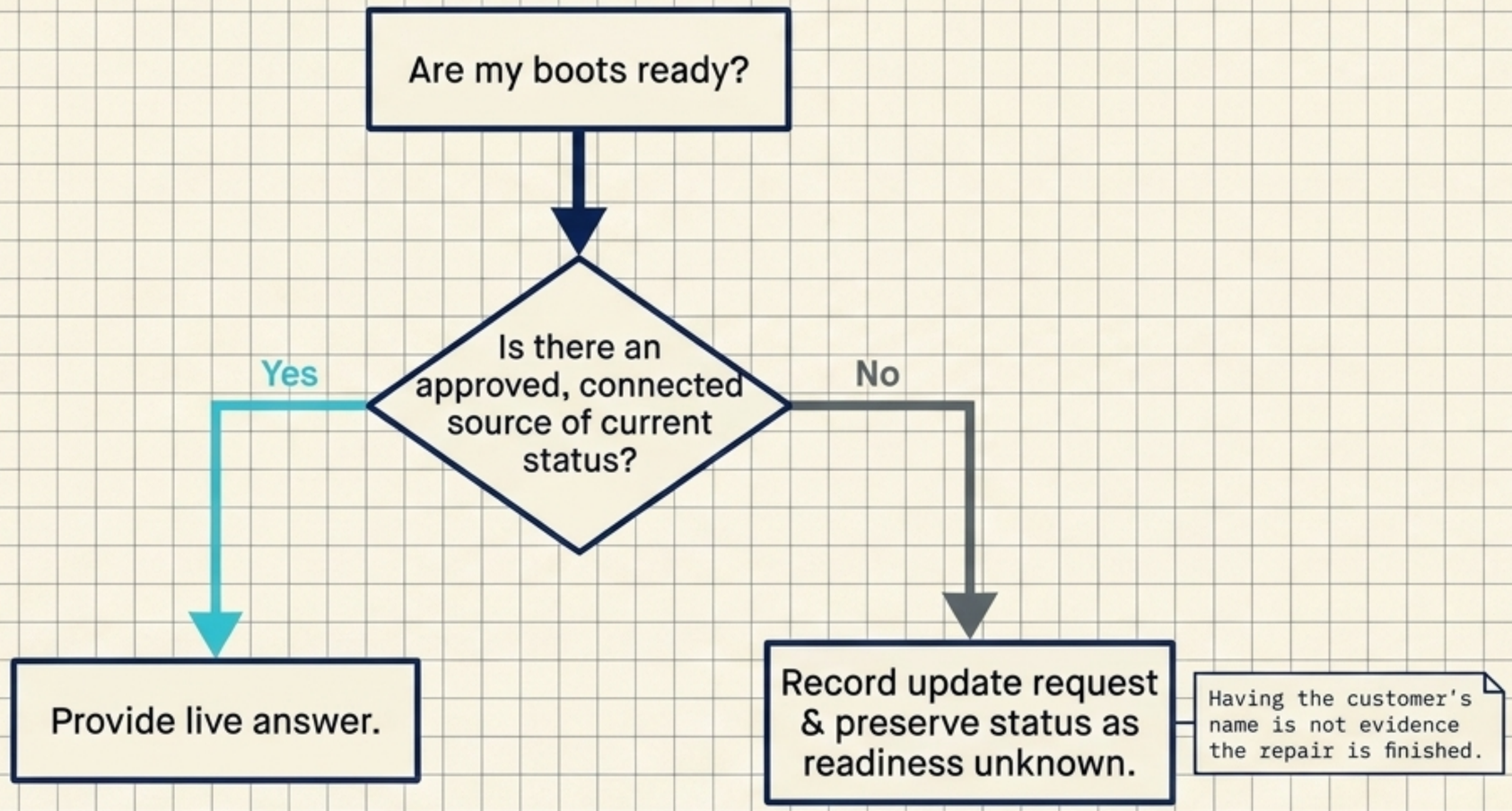
Strictly Prohibited for AI

- ✗ Do not invent a price
- ✗ Do not promise a material can be repaired
- ✗ Do not say an item will be ready for an upcoming event

A repair quote still needs the shop’s judgment.

Gemini Notebook

Keep pickup checks separate from new work. Status questions should not become fresh sales inquiries.



Opening Hours

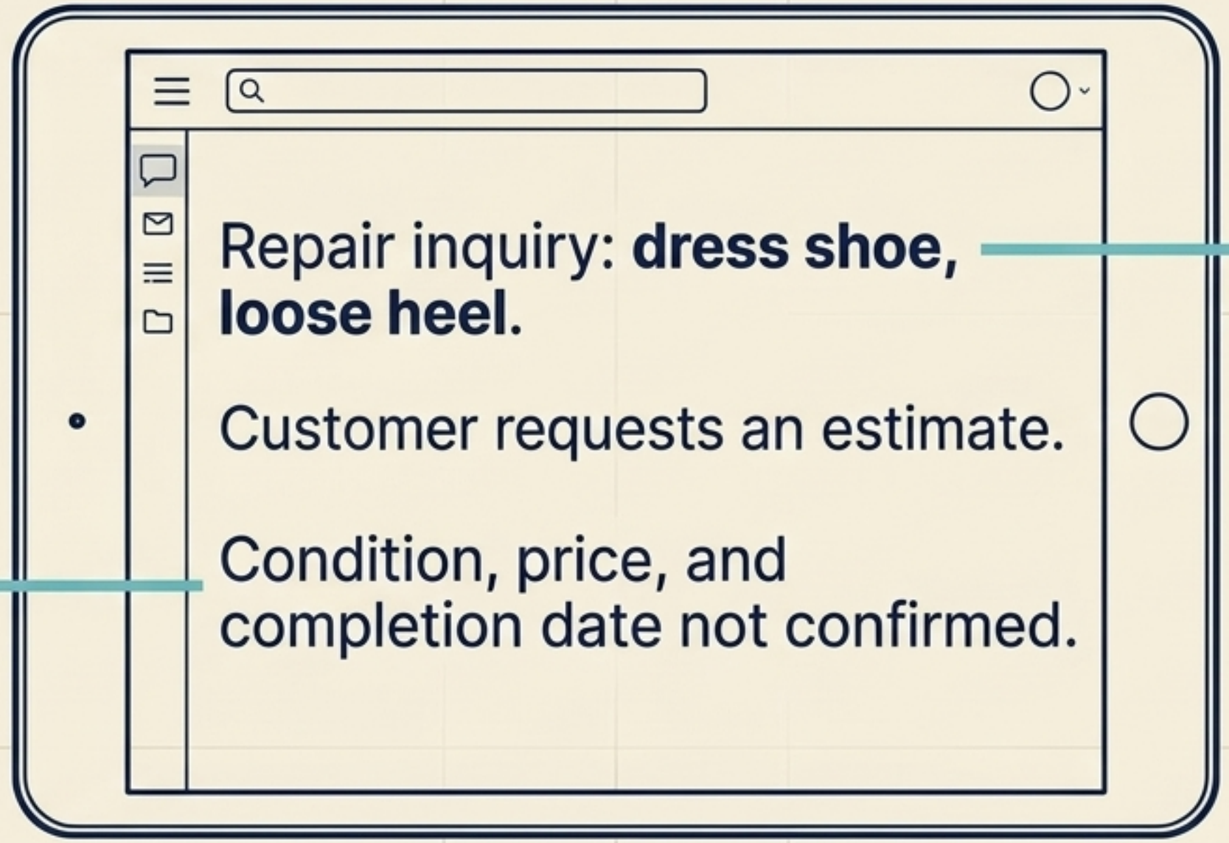
Approved hours answer general questions; holiday exceptions or special pick-up arrangements require the shop's current rules.

Gemini Notebook

	Repair Inquiries	Pickup Checks
Goal	Useful first step	Status update
Data Collected	Caller words, item, number	Normal shop reference
Rules & Limits	No invented prices or diagnosis	Requires connected data source
Handoff Destination	General staff review	Person responsible for completed work

Gemini Notebook

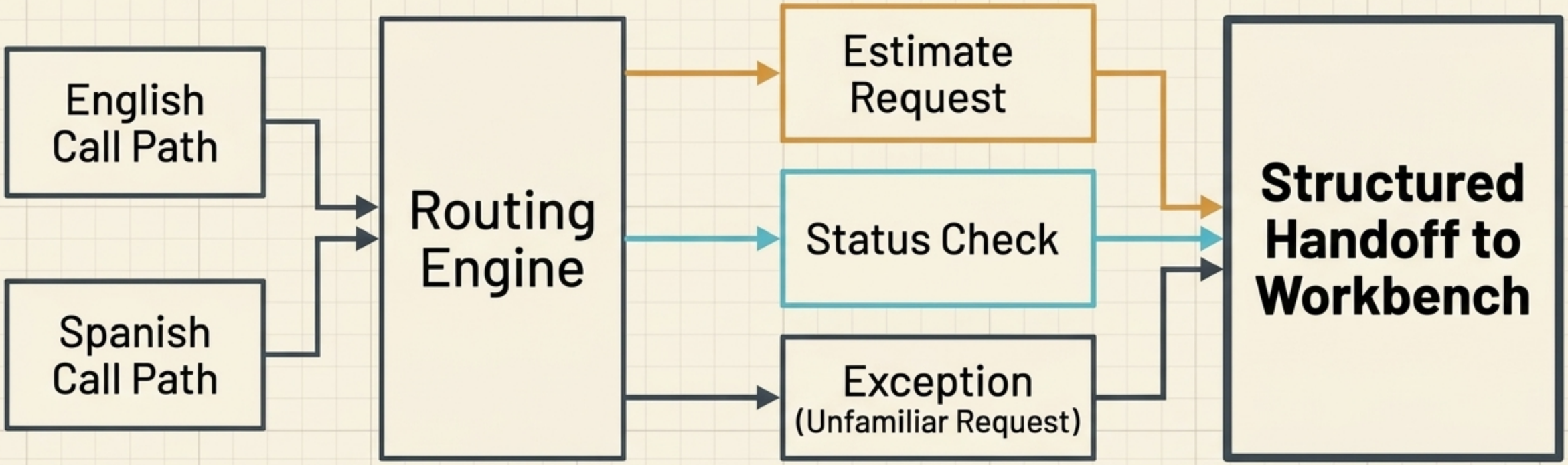
Easier to act on than an unlabeled Please call back.



This is a workflow design goal, not a measured result from an existing RAM AI client.

Gemini Notebook

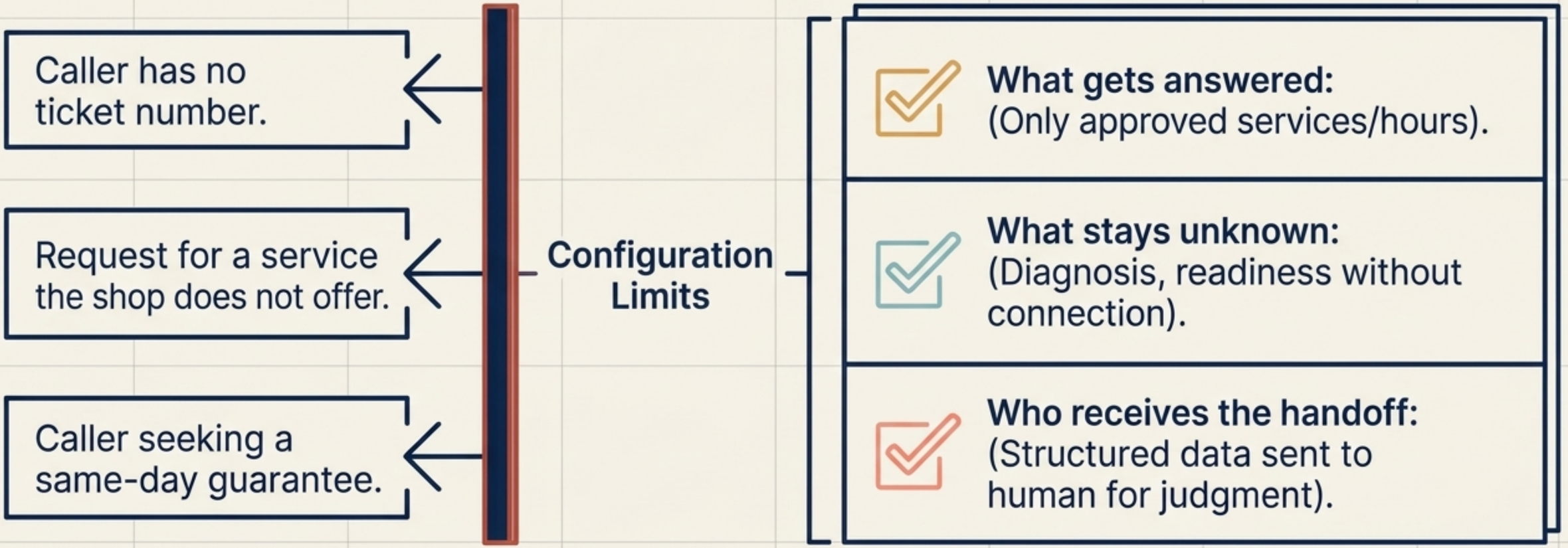
The Configured Workflow



Connections to calendars, CRM systems, and messaging tools depend on the agreed configuration and available integrations.

Gemini Notebook

Test the awkward calls before launch.



Gemini Notebook

Bring your actual call examples to RAM AI.

A shop does not need a long menu of automated answers to start. Bring three examples to expose the important distinctions:

- [ ] One repair-estimate call
- [ ] One pickup-status call
- [ ] One unfamiliar request

Request a RAM AI Automations demo at ramaiautomations.com/contact and bring one repair-estimate call and one pickup-status call from your shop’s workflow.

Gemini Notebook