

Loopwrk Scheduling

The weekly operator loop, in five steps.

- 1.: Collect the booking channels into one intake. Web form, phone (call -> text-back link), walk-ins asking "can you squeeze me in?", and Google Business messages all forward to bookings@<business>.com so every ask for a time lives in the same thread.
- 2.: Read the calendar + service matrix at the top of each hour. Pull tomorrow's free slots from Google Calendar, slot length per service from the operator's matrix, blackout new-asks for buffer time (10 minutes default). Anything the AI can't place drops into the operator queue with the request attached.
- 3.: Offer three options back to the customer. Reply template: "I have 10:30 Tuesday, 2:00 Wednesday, or 4:15 Thursday which works?" Loopwrk tone-matches the operator's voice; one-tap "book it" from the customer confirms.
- 4.: Confirm, write the event, send the invite. On confirm, create the booking in Google Calendar, fire the email invite, and queue the SMS reminder for 24 hours before the appointment. No-shows get a one-tap waitlist ping from the same window.
- 5.: Run the morning-of reminder + post-visit follow-up. At 8:00 the morning of the appointment, a reminder goes out by SMS; two hours after the booking ends, a tone-matched follow-up ("how did it go anything we should know?") lands in the customer's preferred channel. Friday digest tallies bookings, no-shows, and re-book rate.

One workflow at a time, for small business operators. Scoped AI implementations for the long tail of Main Street.