

How Bonnie AI Eliminated Manual Appointment Management for a Spanish Aesthetic Clinic

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Staff Hours Wasted
per Week

24/7

Availability
(vs 8h/day)

< 60s

Avg Booking
Time

100%

Appointments
Auto-Logged

THE CHALLENGE

Elite Aesthetics, a growing aesthetic clinic in Galicia, Spain, was losing patients due to missed calls and slow response times. The receptionist spent over 15 hours per week manually managing bookings via WhatsApp — typing confirmations, checking the calendar, sending reminders, and processing cancellations. Outside business hours, inquiries went unanswered, and potential clients booked with competitors.

THE SOLUTION

- **Instant WhatsApp Response**

Bonnie replies to patient inquiries in seconds, 24/7, collecting name, procedure, phone, and pr...

- **Automated Availability Check**

Bonnie queries Google Calendar in real time and only confirms slots that are free.

- **Full Booking Flow**

Upon patient confirmation, Bonnie creates the calendar event, saves data to the CRM, and emails...