

InBox AI Pro - More Product Information

Capture more leads, book more appointments, and engage customers by voice or chat 24/7.



InBox AI Pro is your always-on voice and messaging assistant, built to connect across phone calls, emails, chat, SMS, WhatsApp, and more. It captures leads, books appointments, and responds instantly, so no opportunity is missed.

Capture more leads, book more appointments, and engage customers 24/7



Engage every lead instantly with AI voice and chat



Expand AI chat & voice capabilities with any API



Never miss a lead with multichannel communication

Engage Every Lead Instantly with AI Voice and Cha

11:48 pm · via Web Chat

Caller: Janet Roberts

Request: Janet is wondering about store holiday hours on Tuesday and if there are any specialty items in stock.

0:00 / 2:30

[View call transcript](#)

AI Receptionist via Web Chat · 11:49 pm

Hi there, thank you so much for your interest in our store! Our Holiday hours on Tuesday will be 10am-5pm.

Currently we don't display our specialty products online. However, someone from our team would be happy to discuss this with you in more detail.

Inbox AI Pro responds the moment a lead reaches out—by voice or chat across SMS, WhatsApp, and more. Available 24/7 in multiple languages, it can answer questions, schedule appointments, and guide conversations using your customized knowledge base.

Deliver fast, consistent responses that build trust, keep leads engaged, and turn interest into action.

Supercharge Your AI with Custom Capabilities

← Configure chat receptionist



Name ⓘ

Chat receptionist

Goals and instructions

Primary goal

- ☒ **Capture lead information**
The AI will prioritize getting your customers name and contact information, creates a contact and notifies you. [Learn more](#)
- ☒ **Book calendar events**
When selected, users will be guided through booking a calendar event during the conversations. We'll collect their preferred ime and show real-time availability. [Learn more](#)

Capabilities

Appointment booking

The AI can check availability of meeting slots against the selected calendar, and allow users to book.



Additional Instructions

User specific goal for the AI Employee



[+ Add a capability](#)

Inbox AI Pro goes beyond conversation—it takes action. With Custom Capabilities, you can combine tailored prompts and external APIs to create intelligent skills, such as checking inventory, booking appointments, or retrieving order status.

Once configured, **Inbox AI Pro** gathers the right information, calls the API, and delivers real-time, accurate responses.

Centralize Every Conversation—and Capture Every Lead



Bring phone calls, SMS, WhatsApp, web chat, Facebook, Instagram, and email into one shared inbox. **Inbox AI Pro** engages leads instantly across channels and seamlessly hands them off to your team when human support is needed.

With complete visibility into every interaction, your team can collaborate more effectively, respond faster, and convert more leads.

Build a Smarter Customer Record with Every Interaction

Business App

Home

Inbox

Executive Report

CRM

- Contacts
- Companies
- Activity feed
- Opportunities
- Tasks
- Lists
- Leaderboard
- Forms
- My Meetings

AI

My products

Contact Ignite Agency

Opportunities

Create opportunity

Filters

Sales pipelineSort

Opportunity created \$27,100.0010	Quote requested \$6,800.003	Appointment scheduled \$7,010.003	Job Complete - Paid \$6,500.002
Deck Assessment and Build Lucia Fernández Last activity: Today Technician assigned: Dale Hiskins \$12,500.00	Kitchen Cabinet Refinishing Jessica Turner Last activity: Today Technician assigned: Dale Hiskins \$3,200.00	Vent Cleaning Tyler Fisher Last activity: Yesterday Technician assigned: Brian Peterson \$500.00	

Hi Lucía, this is Mr. Handy Helper confirming your appointment for Saturday at 4:00 PM. If you have any questions or need to reschedule, feel free to reply to this message.

Thank you so much! Excited to get started on the deck project.

Every call, message, and chat is automatically logged by **Inbox AI Pro**—including contact details, conversation history, and lead context. Your team has a full, searchable view of every relationship, even as staff changes.

Follow up with context, provide consistent service, and grow a reliable, fully owned customer database with **Inbox AI Pro**.

- ✓ Answer phone calls, chats, texts, and WhatsApp messages with AI so you never miss a lead.
- ✓ Enables an AI Receptionist to book appointments, answer questions, and collect lead info even after business hours
- ✓ Send a text when a call is missed to help recover lost sales opportunities.
- ✓ Teach the AI about your business so it can give accurate answers and take actions like booking or checking availability.
- ✓ See all customer conversations in one inbox, including phone, SMS, chat, WhatsApp, Facebook, Instagram, and email.
- ✓ Keep full history of every conversation so your team always has the context they need.
- ✓ AI can reply in multiple languages with fast, consistent answers to build trust with every lead.
- ✓ Use the CRM to tag, assign, and comment on conversations so your team can follow up quickly and work together.

▼ How Does Inbox AI Pro Respond to Customer Inquiries?

Inbox AI Pro by **Rocket Driver** uses advanced chat and voice AI to respond instantly across channels. It draws from your custom business knowledge—like hours, services, and FAQs—to deliver fast, accurate, and personalized answers every time.

▼ Can Inbox AI Pro Understand Different Languages or Regional Accents?

Yes! **Inbox AI Pro** supports **multilingual conversations** and is trained to understand a wide range of **regional accents**, making it easy to connect with a diverse customer base—no matter where they're from or how they speak.

▼ What Countries Can Use SMS Messaging in Inbox AI Pro?

Currently, **SMS messaging in Inbox AI Pro** is available to businesses located in the **United States and Canada**.

Businesses in other countries can still take full advantage of **web chat, email, Facebook chat, and Instagram chat** to engage with customers across multiple channels.

▼ How Is a Business Assigned a Number in Inbox AI Pro?

When you start using **Inbox AI Pro Messaging** for the first time, your business is automatically assigned an **SMS number**. The system will attempt to secure a **local number** based on your business profile address. If a local number isn't available, a number from a **nearby region within your country** will be assigned instead.

▼ What If My Client Didn't Receive a Local Number?

If no local numbers are available, **Inbox AI Pro** can assign a **toll-free (800) number** instead. To request this, simply **contact Rocket Driver support**, and we'll help get your client set up with the best available option.

▼ How Will Users Know If Their Business Has Received a Text?

When a new message comes in, it **automatically appears live** in **Inbox AI Pro** for any user who has the Business App open—no need to refresh the page.

Users can also opt to receive **instant notification emails** for new messages or a **daily digest email** summarizing activity.

▼ What Kinds of Websites Are Supported by Web Chat?

Inbox AI Pro's web chat can be installed on **any website** that allows you to add custom code to the <head> or body of the site.

For WordPress users, a dedicated **WordPress plugin** is available to make installation fast and easy—no coding required.

▼ How Much Does the Chatbot Know About the Business? Can It Answer Questions?

The **AI-powered web chat in Inbox AI Pro** is designed to do more than just collect leads—it can also answer questions intelligently.

By default, it knows key details from the business profile, such as **location, hours of operation, and services offered**. It can thank visitors for their inquiries, **capture names and phone numbers**, and **log contacts directly into the CRM** within the Business App. All conversations appear in the shared Inbox, so your client's team can follow up with ease.

To expand the chatbot's capabilities, you can **upload custom information**, including:

- Frequently asked questions (FAQs)
- Pricing details
- Specific services the business offers—or doesn't offer
- Appointment booking instructions
- Any other helpful context about the business

With this custom knowledge, **Inbox AI Pro** becomes even more effective—automatically answering more questions, saving time, and helping small businesses convert more leads without lifting a finger.