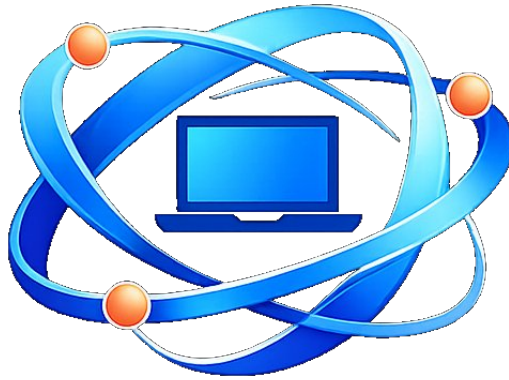




MFE-IT

Reference: YAS/EN/VIA

Creation of Voice AI Agents Training Course

with Vapi, n8n and ElevenLabs

Duration: 3 Days | Hours: 18 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

This training course guides you step by step through the creation of a complete intelligent voice agent solution, combining synthetic speech, conversational AI and action automation. Through a progressive approach, you will learn how to design a voice agent from start to finish, integrating both voice AI tools and language models. You will then discover how to connect this agent to other business tools (messaging, CRM, telephony, etc.) via automated connectors.

LEARNING OBJECTIVES

By the end of this training course, participants will be able to:

- Generate a natural synthetic voice using Azure Speech, ElevenLabs or other voice AI services
- Understand user intentions using language models (LLMs) such as ChatGPT
- Design dynamic dialogues with conversational design tools (Botpress, Voiceflow, Dialogflow)
- Connect the agent to business systems: telephony, voice assistants, websites and internal applications
- Automate concrete actions: sending emails, creating support tickets, without human intervention

PREREQUISITES

- Familiarity with web and cloud tools, particularly API usage and authentication mechanisms
- Basic knowledge of automation logic through platforms such as Zapier, Make or n8n
- No development skills strictly required. A curious and 'maker' mindset is recommended

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

- Developers and makers curious to explore the possibilities of AI voice agents
- No-code/low-code professionals wishing to enhance their applications with voice and AI
- Business teams interested in digitising customer or user interactions

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Introduction to Voice AI Agents

- Overview of use cases: intelligent voice standard, customer service agent, personal assistant
- Typical architecture of a voice AI agent (listening, understanding, action, response)
- Key technologies and ecosystem overview

Module 2 – Discovering and Configuring Vapi

- Introduction to the Vapi API: creating an agent, managing voice flow
- Integrating OpenAI/GPT for conversational logic
- Testing a first voice agent locally or online

Module 3 – Advanced Speech Synthesis with ElevenLabs

- Creation of customised natural voices
- Adjustments to tone, style and expressiveness
- Connection with Vapi for smooth and natural voice feedback
- Examples of professional voices for different use cases

Module 4 – Automating Intelligence with n8n

- Using n8n to trigger actions (emails, data sending, database updates)
- Advanced automation scenarios with contextual response
- Webhook connection between Vapi and n8n
- Building complete automated workflows

Module 5 – Deployment, Testing and Real-Time Interactions

- Launch of a Voice AI Agent accessible by telephone or browser
- User testing, workflow adjustments, conditional logic
- Monitoring and analysis of exchanges

Module 6 – Ethics and Best Practices

- Consent, transparency and user control
- Structuring a responsible agent
- GDPR compliance and data protection considerations

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts