IntelePeer®
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IntelePeer SmartAgent AI Receptionist

Always on. Always accurate. Always caring.

Learn more

As patient expectations rise and staffing pressure intensifies, healthcare organizations need a reliable, intelligent front door that ensures every call is answered, every need is understood, and every workflow is executed consistently. SmartAgent™ AI Receptionist delivers 24/7 automated call handling with human-like precision, reducing leakage, improving access, and freeing staff to focus on higher-value care.

With advanced intent detection, secure patient authentication, and seamless scheduling and routing, SmartAgent AI Receptionist transforms the way practices manage inbound demand while elevating the patient and employee experience.

KEY BENEFITS

24/7 availability
Always-on AI ensures every patient reaches the right resource without voicemail or delays.

Operational efficiency
Automate routine scheduling and FAQs, reducing front-desk workload up to 60%.

High-quality patient experience
Deliver fast, accurate empathetic responses with intent understanding and seamless escalation.

Lower no-shows and missed calls
Sends automated reminders and re-engages patients to prevent missed calls and lost revenue.

60%
of patients hang up if waiting >1 minute[1]

34%
of patient calls go unanswered during business hours[2]

7%
is the abdandonment rate on 2,000 daily calls = 140 calls lost per day[3]

AI automation can reduce front desk workload by up to

80%[4]

1. DialogHealth, Latest Healthcare Call Center Statistics: Must-Know for 2025
2. MGMA, Telephone Management in Medical Practices
3. DialogHealth, Latest Healthcare Call Center Statistics
4. Voiceoc, "How Voiceoc Cuts 80% of Front Desk Workload in Clinics & Hospitals?"

CORE USE CASES

Intelligent intent detection (HMIHY)

Instantly understand why a patient is calling — scheduling, billing, directions, insurance, FAQs — and resolve or route with precision.

Secure patient authentication

Verify identity through a low-friction, HIPAA-aligned process before accessing sensitive information or appointment data.

FAQ and practice information

Provide instant answers to common questions such as hours, parking, insurance accepted, and provider details.

Intelligent transfer and escalation

Recognize when human assistance is needed, handle errors gracefully, and transfer with full context to ensure urgent or complex issues receive appropriate attention.

Co-pilot mode

When an inquiry falls outside automation, the AI captures full context — including reasons for contact, details, and intent — so staff receives everything they need for fast, accurate follow-up.

Intelligent work queue

The system automatically builds a prioritized work queue and routes tasks based on urgency, while real-time omnichannel alerts notify staff of time-sensitive events, so openings can be filled quickly.

AI RECEPTIONIST ACROSS THE PATIENT JOURNEY

Every inbound call generates signals that influence access, satisfaction, and revenue. SmartAgent AI Receptionist ensures these moments are handled consistently and efficiently, strengthening the patient experience from first contact to follow-up.

Pre-visit

SmartAgent AI Receptionist eliminates missed calls and long hold-times, enabling patients to schedule or modify appointments instantly. Practices reduce no-shows through automated confirmations and frictionless rescheduling.

Office visit

By handling FAQs, directions, intake questions, and last-minute changes, SmartAgent AI Receptionist reduces front-desk congestion and ensures patients arrive informed and prepared.
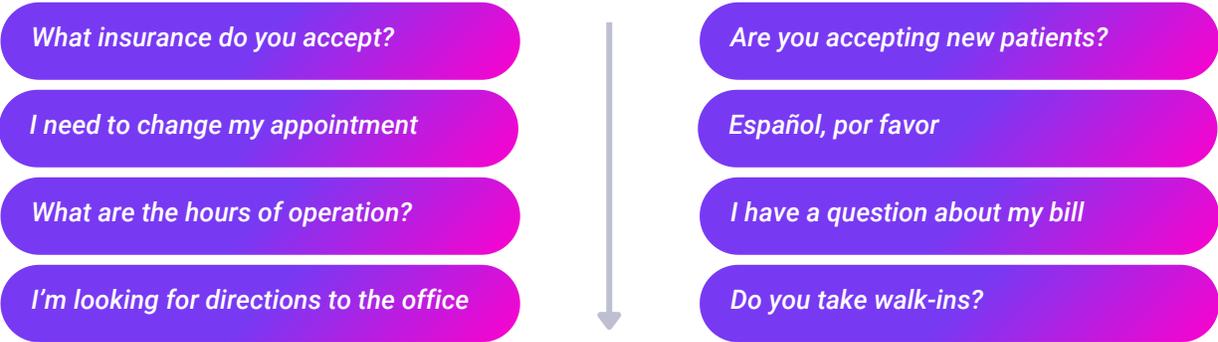
Post-visit

SmartAgent AI Receptionist supports follow-up scheduling, billing inquiries, and clarification questions — reducing repeat calls and improving satisfaction. When paired with SmartAnalytics, organizations gain visibility into post-visit patterns that drive better workflows.

Why it matters

SmartAgent AI Receptionist provides the access layer organizations need to ensure every patient reaches the right care, at the right time, without overwhelming staff. It reduces leakage, improves operational efficiency, and creates a more predictable, scalable patient experience. Combined with SmartAnalytics™, it becomes part of a unified, data-driven foundation for future AI-enabled healthcare operations.

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> *In just 45 days, we automated 67% of our primary use cases; a major milestone made possible by IntelePeer's SmartAgent and SmartAnalytics solutions. Their flexibility and partnership approach, enable us to use technology to strengthen the fundamentals and drive better outcomes for both our patients and our organization.*
>
> **— Geoff Wayne, CEO, Jefferson Dental & Orthodontics**

What insurance do you accept?

I need to change my appointment

What are the hours of operation?

I'm looking for directions to the office

Are you accepting new patients?

Español, por favor

I have a question about my bill

Do you take walk-ins?

Sample intent category	%	Potential use case
Appointment scheduling	50%	Calendar look-up and book appointment
Reschedule / cancel appointment	10%	Reschedule appointment
Office hours, directions, procedures	20%	General FAQs
Billing and payments	12%	FAQ/payment processing
Medical records access	8%	EMR look-up, patient validation

*IntelePeer understanding from intent analysis conducted across multiple large healthcare organizations

See how AI Receptionist eliminates missed calls and boosts access.

Connect with us

Attend a Weekly Live Demo.

ABOUT INTELEPEER

IntelePeer streamlines customer interactions, enabling businesses to lower costs, improve customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's conversational AI solutions deliver speed, observability, visibility, and flexibility — all built on top of a global, secure communications network. Producing human-like interactions, IntelePeer solutions automate voice and digital customer service capabilities, work seamlessly with existing enterprise software and infrastructure, have easy-to-use tools that can be utilized by anyone, and provide industry-leading time-to-value. For more information, visit intelepeer.ai.

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