



# AI Voice

An AI agent that answers your phones around the clock, books appointments, and fields patient questions. New to the category? Ask Mola — our assistant at [search.dentaltechhub.com](https://search.dentaltechhub.com) — to shortlist vendors for you first.

VENDOR	DEMO DATE	WHO YOU SPOKE WITH
<input type="text"/>	<input type="text"/>	<input type="text"/>

WHAT TO ASK ON A DEMO

TICK WHAT THEY SAY · NOTE · N/A

01 **Voice only, or text and chat too?** Doesn't apply

Some agents answer calls only; others also handle SMS and web chat.

Voice only NOTES

Voice + text

02 **Does it book straight into my PMS?** Doesn't apply

Full write-back books the slot; partial just flags it for staff.

Books into PMS NOTES

Partial

Standalone

03 **Which PMS systems does it write to?** Doesn't apply

Confirm yours is supported — depth ranges from 1 to 15+ systems.

Dentrix NOTES

Eaglesoft

Open Dental

15+ systems

04 **Was it built for dental, or any business?**

Doesn't apply

Generalist receptionists miss dental nuance like insurance and recall.

- Dental-specific
- Generalist

NOTES



05 **Can it answer insurance questions on the call?**

Doesn't apply

"Do you take my plan?" is a top inbound ask; not all agents handle it.

- Handles insurance
- Booking only

NOTES



06 **Does it hand off to a person mid-call?**

Doesn't apply

A clean handoff matters when the AI hits a question it can't answer.

- Live handoff
- Voicemail only

NOTES



07 **Does it make outbound recall calls too?**

Doesn't apply

Some only answer inbound; others chase overdue and unscheduled patients.

- Inbound + outbound
- Inbound only

NOTES



08 **Can it speak Spanish or another language?**

Doesn't apply

Most agents are bilingual now — confirm before assuming coverage.

- Bilingual
- English only

NOTES



09 **What does it cost per month?**

Doesn't apply

Most land in \$200–500; a few reach \$1,500 — ask where this one sits.

- Under \$200
- \$200–500
- \$500–1,500

NOTES