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IntelePeer Partners with Dental Robot

A leading automation solutions provider for the dental industry to use IntelePeer's AI-driven Communications Automation Platform to improve patient experience

Dania Beach, FL, October 26, 2023 – IntelePeer, a leading provider of AI-powered communications automation solutions, has partnered with Dental Robot, the first intelligent automation platform designed for dental support organizations (DSO) to transform the $30B DSO marketplace where most calls and communications have changed very little in the last 20 years. Created initially to automate the insurance verification process, Dental Robot will now implement IntelePeer's communications automation platform (CAP) to deliver an omni-channel, self-serve environment to its customers' patients in order to improve data integrity within RCM (Revenue Cycle Management). To kick off the partnership, the two companies will be presenting at Becker's Healthcare Future of Dentistry Roundtable.

"We're excited to introduce the power of generative AI to the Dental Robot platform, taking the patient experience to the next level through the use of AI and automation," commented Frank Fawzi, CEO at IntelePeer. "Working together, IntelePeer and Dental Robot solve two major pain points for the industry – insurance processing and the ability for patients to effectively self-serve without the need of costly human intervention. By using our communications automation platform, dental practices will be able to reduce labor costs, deliver personalized communications across channels, and see a return on their investment in a matter of weeks."

Powered by AI, IntelePeer's platform automates communications in a low-code and seamless manner. The platform leverages Azure's OpenAI to enable users to build communications-enabled workflows that integrate seamlessly with existing processes. Moreover, users can create intelligent AI voice and messaging bots based on customer interactions, CRM information, and other data sources to enrich the patient experience. IntelePeer's communications automation platform functionalities available to Dentist Robot customers include:

- True omnichannel experience automating messaging, chat, and email interactions.
- Virtual assistants harnessing built-in natural language processing and generative AI.
- Automated appointment scheduling, confirmation reminders, and rescheduling capabilities for both new and existing patients.
- Easy integration to CRM and other business applications.
- Self-serve data gathering capabilities and automated bill payment.
- Practice-specific Q&A database along with generative AI used to enable robust responses to thousands of questions.

"By partnering with IntelePeer, we'll continue to improve both front- and back-office experiences for dental practices nationwide," said Manuel Barroso, Chief Executive Officer, Dental Robot. "Together, we're enabling practices to decrease manual processes, increase staff productivity, and save hundreds of hours a week by tapping into the power of AI and automation."

As part of the partnership, IntelePeer will join forces with Dental Robot to present at industry events across the country. The first event, Becker's Healthcare Future of Dentistry Roundtable, will feature Manuel Barroso and IntelePeer executives, Joe Galinanes and Corbin Fields, discussing how AI and automation can positively impact the patient experience in a session titled: Streamlining Customer Service and RCM with AI Automation. The presentation takes place on October 26, 2023, at 3:30 pm.

For information about IntelePeer products and services, visit:intelepeer.ai.

About IntelePeer
IntelePeer simplifies communications automation through advanced AI-powered solutions, helping businesses and contact centers reduce costs, enrich the customer experience, and accelerate ROI. Its AI-driven Communications Automation Platform works seamlessly within existing business software and infrastructure, enabling brands to automate complex processes quickly and effortlessly. Built for business users, IntelePeer's vendor-neutral platform leverages world-class generative AI and analytics, empowering businesses to proactively resolve potential pain points and maintain context across channels and throughout the orchestrated customer journey.

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