Marquette University School of Dentistry Taps IntelePeer to Enhance Patient Care and Satisfaction

Dania Beach, FL, February 11, 2025– IntelePeer, a leading conversational AI platform provider, has partnered with Marquette University School of Dentistry, Wisconsin's only dental school, to deploy IntelePeer's SmartOffice solution. Powered by the latest in Generative AI technology, SmartOffice will automate and offer self-serve options for inbound and outbound patient calls, giving patients peace of mind knowing their inquiries will be handled and resolved quickly and efficiently while ensuring maximum operatory occupancy which is critical for student practice in a patient-centered environment.

"A recent Google study found that medical staff spends 34 hours a week on administrative tasks, with approximately 30% of that time focused on communications," commented Frank Fawzi, CEO at IntelePeer. "IntelePeer's mission is to simplify and automate our customers' communications, enabling organizations to deliver personalized interactions through the latest cutting-edge technology. By tapping into the power of AI, our SmartOffice solution allows healthcare organizations and dental practices to elevate patient-centric experiences, while reducing labor costs, and realizing a return on investment in a matter of weeks."

By using SmartOffice, Marquette School of Dentistry will be able to alleviate the administrative workload giving students and staff more time to focus on in-office patient-centric care. The solution's ability to proactively send out appointment reminders and handle any rescheduling needs will reduce patient no-show rates. By integrating with its Practice Management System, the school will also be able to fully manage the end-to-end patient lifecycle including pre-, intra-, and post-treatment. Patients will be able to interact with the school on their preferred communications channel and use self-serve automation for faster resolution of their query.

"The vision for the Marquette School of Dentistry is to be recognized as one of the most innovative community-focused academic oral health centers in the country," said Dr. Elsbeth Kalenderian, dean of Marquette's dental school. "Our on-campus clinics receive over 50,000 patient visits annually. For this institution to be successful, it's imperative that we keep the volume of no-shows to a minimum. Using SmartOffice to automate such tasks as scheduling and payment requests ensures that our highly skilled students and faculty will spend more time focused on patient-centric dental care."

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

About Marquette University School of Dentistry

Founded in 1894, Marquette University School of Dentistry has been a significant provider of oral health care to patients and excellent clinically based dental education to dental students and recently celebrated 130 years of providing dental education and community service. Programs are guided by dedicated faculty and practicing professionals who uphold Marquette's vision to train highly skilled oral health care practitioners to bring top-quality dental care to urban and rural communities across the country and around the world.

About IntelePeer

IntelePeer streamlines customer interactions, enabling businesses and contact centers to lower costs, enhance the customer experience, and accelerate return on investment. Our comprehensive conversational AI platform integrates effortlessly with existing business software and infrastructure, automating complex processes with ease and delivering engaging, human-like interactions that foster valuable outcomes and insights. With a vendor-neutral approach, IntelePeer harnesses cutting-edge AI and analytics, equipping businesses to proactively address potential challenges while ensuring contextual continuity across all channels throughout the customer journey.

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