IntelePeer Launches SmartAgent Agentic AI for DSOs

Latest Agentic AI Technology Rapidly Delivers Best-in-Class Patient Experiences

Dania Beach, FL, August 6, 2025 — IntelePeer, the leading end-to-end conversational AI provider, with its long history in serving Dental Service Organizations (DSOs), today announced the launch of SmartAgent™ for DSOs, a next generation agentic AI automation solution that improves operational efficiency, reduces costs, and delivers consistent, high-quality patient experiences across multi-location practices.

Built on years of experience serving thousands of dental clinics and supporting tens of millions of patient interactions, the SmartAgent enhancements enable DSOs to deploy AI-powered automation faster—without sacrificing personalization or performance. Enhancements to SmartAgent include a suite of templatized agentic modules that are standard for the dental industry and support high-value workflows like appointment scheduling, reminders, billing inquiries, waitlist management, and more. These modules are designed for rapid deployment with prebuilt integrations, allowing DSOs to quickly deliver consistent, high-quality patient experiences across all practice locations—while alleviating staffing constraints and boosting revenue cycle efficiency.

"Working with dental organizations for years now — with our dental business growing three-fold over the past year alone — SmartAgent for DSOs is a culmination of our deep expertise in the space," said Frank Fawzi, CEO of IntelePeer. "We've taken everything we've learned about the industry to create a solution that's fast to deploy, easy to customize, and tailored to the workflows that matter most. The solution is a practical and powerful way to scale without losing the personal touch and a game-changer for those practices looking to grow without compromising service quality."

SmartAgent for DSOs seamlessly integrates with leading telephony, CCaaS, and practice management systems. The product also features SmartAnalytics for real-time, end-to-end visibility into every patient interaction, across both AI agents and live representatives, while continuously tracking key performance indicators and ensuring compliance to drive operational excellence and continuous improvement.

"As dental service organizations grow and add more locations, the pressure is on to keep operations running smoothly without losing their personal touch," commented Ian Jacobs, Vice President and Lead Analyst, Opus Research. "Solutions like IntelePeer's SmartAgent helps DSOs tackle that challenge head-on, using AI to automate key workflows like scheduling and billing while still keeping patients highly engaged. It's a practical way to scale without adding complexity."

Key Features and Benefits:

- **24/7 AI Voice & Digital Agents:** Automate inbound and outbound patient interactions across voice, SMS, and chat.
- **Revenue Optimization:** Reduce no-shows, improve recall rates, accelerate collections, and fill last-minute cancellations with proactive outreach.
- **SmartAnalytics:** Real-time insights and custom KPI tracking provide comprehensive visibility into operational performance and patient experience.
- **Rapid Deployment:** Pre-built modules, integrations, templatized use cases and managed services ensure faster implementations.
- **Centralized Control, Local Flexibility:** Maintain brand standards while adapting workflows and customization to local practice needs.

"Using agentic AI to accelerate time-to-value, we designed SmartAgent specifically for the unique needs of DSOs. It's not just about automation—it's about intelligent, human-like engagement that builds loyalty, boosts patient lifetime value, improves business outcomes, and delivers measurable ROI from day one," concluded Fawzi.

Learn more about SmartAgent for DSOs here.

About IntelePeer
IntelePeer streamlines customer interactions, enabling businesses and contact centers to lower costs, improve customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's Conversational AI Platform delivers speed, observability, visibility, and flexibility — all built on top of a global, secure communications network. Producing human-like interactions, the platform automates voice and digital customer service capabilities and provides industry-leading time-to-value with solutions that work seamlessly with existing enterprise software and infrastructure, and easy-to-use tools that can be utilized by anyone.
