IntelePeer Agentic AI Trend Report Cites Trust, Day-One Value, Integration, and Analytics as Critical Success Factors in Healthcare Deployments

2026 Outlook: automated Agentic AI workflows will rapidly emerge as business imperatives to meet patient expectations while driving profitability and resilience

Dania Beach, FL, December 22, 2025 — IntelePeer today released a new executive outlook report that offers actionable insights for healthcare organizations to consider in successfully implementing Agentic AI into their workflows in 2026. It suggests that secure, compliant Agentic AI automation solutions will become critical requirements to ensure profitability and resilience in the face of staffing shortages, rising costs, and patient expectations for digital engagement.

Titled "The Agentic Advantage: Transforming Healthcare and the Enterprise with Safe, Scalable AI", the report found market leaders adopting AI are focused less on technology than on solutions that can deliver immediate, measurable improvements in patient satisfaction and operational results. It suggests Agentic AI solutions must integrate with existing infrastructure and provide intuitive analytics for continuous optimization to work best and found companies lagging in adoption of such solutions will fall behind those that do.

"For the C-suite, clear outcomes, compliance and trust should be non-negotiable requirements for implementing AI," said Frank Fawzi, CEO, IntelePeer. "Healthcare leaders cannot afford to invest time or capital in complex systems or narrowly focused point solutions. They need proven AI-powered solutions that work with existing infrastructure, streamline business processes, and quickly deliver the transformative results in financial performance and patient engagement that they expect."

Agentic AI Expectations in 2026

- Trust-first architecture: Safety by design with HIPAA/PHI/PCI readiness, governed models, strict guardrails, and human escalation for clinical risk.
- Day-one value: Rapid deployment that avoids pilot purgatory and demonstrates ROI in ≤90 days across high-volume, rules-based workflows.
- Integration-first: Instead of "rip-and-replace," expect straightforward integration with existing EHR, PMS, and contact center ecosystems for a smooth and rapid deployment that unlocks value immediately.
- Analytics as the intelligence layer: Intuitive analytics that examine transcripts, sentiment, outcome tracking, workflow performance, and analysis agents make AI auditable and actionable.
- Interoperability for the next decade: Invest in solutions using standards that coordinate data, AI models, and workflows securely across systems rather than those that increase complexity or introduce compliance risks.

Customer Perspectives

Leading healthcare organizations are already seeing measurable results with IntelePeer's trusted AI solutions:

"Working with IntelePeer over the past few months has helped us focus on what matters most – building full schedules and ensuring patients show up for their appointments," commented Geoff Wayne, CEO, Jefferson Dental & Orthodontics. "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."

"The potential of IntelePeer's AI solutions are clear – organizations can keep schedules full, streamline referral management, and even triage cases to route patients faster," said Clay Dorenkamp, Orthopedic Surgeon, Michigan Orthopedic Center. "The ability to prompt rescheduling in the moment is a game-changer. Looking ahead, the biggest win will be unlocking the value of unstructured data in EMR silos and deliver actionable insights that transform care."

"At Navia, our priority is making every interaction easier and more meaningful for our customers," said Erin Dewey, Chief Operating Officer at Navia Benefit Solutions. "We are partnering with IntelePeer to design intelligent solutions that streamline routine tasks, reduce wait times, and empower our service teams to focus on what matters most: listening and responding with care. Their proven solutions will enable us to deliver personalized support and achieve a measurable impact quickly."

"Our partnership with IntelePeer is focused on transforming the patient experience while driving operational efficiency as a critical value lever," said Clayton Lawrence, Chief Operating Officer of Unio Health Partners. "With IntelePeer's SmartOffice and SmartEngage solutions, we have reduced our no-show rate to just over 3% and fully automated waitlist management, resulting in a 10% improvement in overall schedule utilization. Looking ahead to 2026, AI-assisted workflows will handle the majority of patient appointment scheduling requests, assess call sentiment, and enable continuous, around-the-clock engagement with callers. These enhancements deliver meaningful value to our patients."

Proven Performance: IntelePeer's Ability to Deliver

In Q3 2025, the company achieved 57% growth in contracted subscription annual recurring revenue (cARR), with AI-related

cARR increasing by 134%.

IntelePeer automated approximately 206M interactions, with its SmartAgent Agentic AI solution handling almost 90% of total interactions. During the quarter, the company surpassed one billion total automated engagements across workflows while maintaining industry-leading compliance and trust standards.

IntelePeer reinforces trust with its enterprise-grade architecture and certifications that safeguard sensitive data and support compliant operations.

“The fastest path to meaningful business outcomes is building on the capabilities you already have,” said Brandon Nott, Chief Product Officer, IntelePeer. “Bolstering your systems with Agentic AI that is safe, auditable, and deeply integrated provides new ways to interact with patients and unlocks value quickly without disrupting core operations.”

Download the executive report and learn how to operationalize trusted AI in healthcare: https://bit.ly/4oXPJml.

Discover how IntelePeer’s SmartAnalytics Starter Pack lets you begin using AI quickly, here: https://bit.ly/3KFhe6m.

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: www.intelepeer.ai.

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