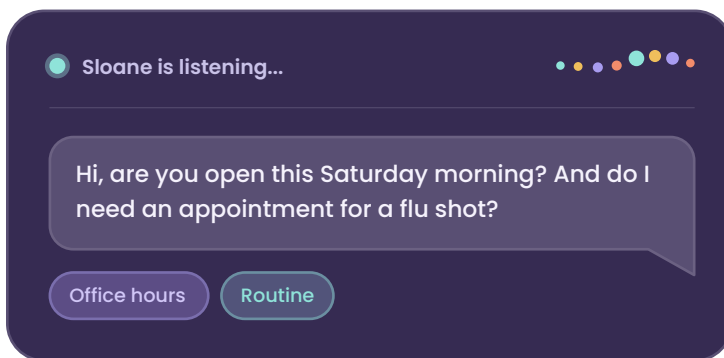


Every caller understood. Every provider protected. Every outcome documented.



Every after-hours call carries risk: a caller guessing their own urgency, a language barrier that stalls the conversation, a provider paged for something that could have waited.

Intelligent Answering closes that gap. Featuring **conversational AI agent Sloane**, it's built on PerfectServe's 30 years of clinical communication expertise and runs on a platform practices already trust.

This isn't an AI experiment bolted onto a phone line. And unlike per-minute answering models that cost more as you grow, Intelligent Answering scales with your practice, not against it.

70+%

of routine calls handled
without staff intervention

100%

of engaged calls
documented

99+%

of calls routed accurately

40%

faster call handling

WHAT YOU GET

A Front Door that Understands Every Caller

Intelligent Answering is designed to improve your patients' call experience from start to finish. Your **AI agent Sloane**:

- Understands what callers mean, not what they press or think is urgent. The caller no longer needs to self-diagnose their own urgency.
- Speaks with callers in their own language and knows the practice details they don't. A forgotten provider name or location will never stall a call.

An Engine that Protects Every Provider

Intelligent Answering is built to protect provider time, ensuring only clinically urgent calls are routed to the provider on call.

Your **AI agent Sloane**:

- Follows the urgency rules your clinical team defines, not what the caller presses based on their own instinct. Providers are only reached when it's truly urgent, and real emergencies are directed to 911.
- Handles routine requests about hours, directions, and insurance before they ever reach a provider or staff member. Sloane knows all of your practice's workflows in a way that no menu or operator can replicate.

A Record that Holds Itself Accountable

Intelligent Answering does more than just handle calls. It's built to give your practice deep insight into how calls are being handled:

- Every call is transcribed, classified, and dispositioned automatically, so nothing is left to reconstruct after the fact.
- You get full routing rationale for every call so nobody has to guess what happened.

30k+

practices served
nationwide

1M+

users on the platform

30

years of healthcare
communication
expertise



From hello to handled.

Every conversation starts with a voice that understands the next step.

Schedule a demo to see Intelligent Answering in action.