



Identical Smiles

Identical Smiles eliminates missed calls & increases new patients by 50% with Adit’s AI Front Desk Agent

Challenges

- **Missed after-hours calls** caused loss of potential patients.
- **Front desk** staff lost valuable time answering routine questions.
- **Voicemails** piled up during busy days, delaying follow-ups.
- Needed to improve responsiveness without **additional staff**.
- Wanted greater visibility into **call quality** and **team performance**.

Solutions

- **AI Front Desk** Agent answers calls when staff is away/busy.
- **AI Scheduling** books appointments and updates EHR/PMS.
- **AI Follow-Up Tasks** are sent to staff for unresolved requests.
- **Call Tracking** monitors inbound calls and staff performance.
- **Call Recording** supports coaching and quality assurance.
- **Call Summary & Analysis** recaps conversations and identifies patient sentiment and satisfaction.
- **Multilingual AI** assists callers in 30+ languages.

Results

24/7

Achieved call coverage, ensuring every patient inquiry receives a prompt response

50%

Increased monthly new patients, growing from 40 to 60 new patients per month

70%

Contributed overall practice production growth alongside other operational improvements

Reduced front desk phone interruptions through AI-powered scheduling and routine call handling

Improved patient experience with multilingual support and human-like conversations.



The AI System has been helping us a lot. It’s a game-changer for our practice. A lot of things are automated now, and we’re recovering the time that we were previously wasting.

Dr. Carlos Copello



Dental



Oak Lawn, Illinois