



AI Voice

AI voice agents that answer and make front-desk calls — booking, rescheduling, recall, reminders, after-hours, and FAQ.

VENDOR	DEMO DATE	WHO YOU SPOKE WITH
<input type="text"/>	<input type="text"/>	<input type="text"/>

WHAT TO ASK ON A DEMO

TICK WHAT THEY SAY · NOTE · N/A

01 Does the AI write bookings directly into your live schedule respecting provider, operatory, and duration rules? Doesn't apply

A shallow integration blocks any open slot; a real one prevents schedule chaos from day one.

<input type="checkbox"/> Full write-back	NOTES <input type="text"/> <input type="text"/>
<input type="checkbox"/> Basic slot-blocking	
<input type="checkbox"/> Partial, staff confirms	
<input type="checkbox"/> Standalone	

02 How does it handle calls it can't resolve, and what happens during after-hours dental emergencies? Doesn't apply

Voicemail-only fallback for after-hours emergencies is a liability for the practice.

<input type="checkbox"/> Transfer + after-hours SMS	NOTES <input type="text"/> <input type="text"/>
<input type="checkbox"/> Live transfer only	
<input type="checkbox"/> Voicemail only	
<input type="checkbox"/> Other	

03 Does it make outbound calls — recall, reminders, reactivation — or only answer inbound? Doesn't apply

Inbound and outbound are different value propositions at different price points; conflating them leads to overpaying.

<input type="checkbox"/> Inbound + outbound	NOTES <input type="text"/>
<input type="checkbox"/> Reminders only	
<input type="checkbox"/> Inbound only	

04 Can it answer live patient questions — insurance participation, hours, new-patient process? Doesn't apply

Deflecting insurance questions back to staff erases much of the value of AI answering the phone.

<input type="checkbox"/> FAQ + insurance + scheduling	NOTES <input type="text"/>
<input type="checkbox"/> FAQ + scheduling	
<input type="checkbox"/> Scheduling only	

05 **What does it cost, how is it priced, and what is the contract and cancellation policy?**

Doesn't apply

The cheapest headline number is often not the all-in cost, and contract length changes the risk profile.

- Flat, month-to-month
- Flat, annual
- Usage-based, month-to-month
- Usage-based, annual

NOTES

06 **How do you train it on our scripts, tone, FAQs, and provider names — and how long until we're live?**

Doesn't apply

Vendor-led onboarding in under two weeks vs. a DIY knowledge base means weeks of lost calls.

- Vendor-led, <2 weeks
- Vendor-led, 2–4 weeks
- Self-serve

NOTES

07 **Are call recordings, transcripts, and booking analytics available, and is there a signed BAA?**

Doesn't apply

Without transcripts and call-capture rate you can't measure ROI; a BAA is non-negotiable for HIPAA.

- Full dashboard + BAA
- Basic reporting + BAA
- BAA only
- BAA unclear

NOTES

08 **Can you port your existing phone number, or do patients have to dial a new one?**

Doesn't apply

Making patients dial a new number means reprinting materials and confusing existing patients.

- Port existing number
- Forward existing number
- New number only

NOTES

09 **Can you share a verified booking or call-capture rate from a comparable dental practice with a reference?**

Doesn't apply

A verifiable metric from a real practice is the only honest basis for ROI comparison across vendors.

- Metric + reference call
- Metric, no reference
- Case study only
- Declined

NOTES

YOU'VE EXPLORED 1 OF 24 CATEGORIES

Imagine the rest of your practice running this clearly.

You sized up one category today. The other 23 — staffing, no-shows, insurance, slow collections — are already sorted, each vendor **classified by the problem it solves**.

EVERY PROBLEM IN YOUR PRACTICE, ALREADY SORTED

Clinical AI	Imaging	Practice Mgmt	Patient Comms	Insurance	Revenue Cycle
Payments	Membership	Credentialing	Scheduling	Marketing	Analytics
AI Scribe	Teledentistry	Phone / VoIP	Virtual Assts	Staffing	HR & Training
Treatment Plan	Engagement	Supplies	Lab	Hardware	Compliance

500+ vendors · sorted by the problem, vetted by our editors



Not sure what to fix next? Tell Mola what's slowing you down — it points you to the right shortlist.
dentaltechhub.com/mola

Get the next call right the first time.

dentaltechhub.com