



VoIP & Phone Systems

Cloud phone service for dental front desks — call routing, PMS screen-pop, texting, recording, and multi-location support.

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 **Which PMS does the screen-pop work with natively, and what opens on an inbound call?** Doesn't apply

You need the chart, appointment, and balance to open automatically — not just a name match.

Full chart auto-opens
 Name match only
 No screen-pop

NOTES
- 02 **What is the all-in monthly cost and first-year total including hardware and porting?** Doesn't apply

Per-seat pricing looks low until you add phones, porting fees, and onboarding charges.

Under \$250/mo
 \$250–500/mo
 \$500+/mo

NOTES
- 03 **What is the contract term and early-cancellation cost?** Doesn't apply

A multi-year contract with a steep buyout is a common trap — know your exit before signing.

Month-to-month
 Annual, no penalty
 Multi-year with ETF

NOTES
- 04 **How long does number porting take, and is there a gap when calls fail?** Doesn't apply

Any inbound call gap during cutover directly costs new-patient appointments.

Under 2 weeks, seamless
 2–4 weeks, bridged
 No bridging plan

NOTES
- 05 **What happens to calls if your internet goes down?** Doesn't apply

Cloud VoIP dies with your connection — automatic failover to a backup line is essential.

Auto failover
 Manual failover
 Calls drop

NOTES

06 **Is two-way texting from the practice number included and PMS-linked?**

Doesn't apply

Texting from a separate app number confuses patients and misses appointment record updates.

- Included, PMS-linked
- Included, not linked
- Paid add-on
- Not offered

NOTES

07 **Does it support multiple locations with shared visibility and a single admin portal?**

Doesn't apply

Shared call queues and inter-office transfer are essential for any multi-location practice.

- Full multi-location
- Separate accounts
- Single location only

NOTES

08 **Are calls recorded, transcribed, and tagged for missed-call conversion tracking?**

Doesn't apply

Missed-call conversion tracking is the most actionable front-desk metric — storage must be HIPAA-compliant.

- Recording + transcription + analytics
- Recording only
- Neither

NOTES

09 **Does a BAA cover calls, recordings, and texts, and is e911 registered per location?**

Doesn't apply

Stored recordings and texts are PHI; e911 must map to a physical address to dispatch correctly.

- Full BAA + e911 per location
- BAA, limited scope
- No BAA

NOTES

10 **Who supports you post-go-live, what is the SLA for a downed system, and are dental references available?**

Doesn't apply

A phone outage during office hours is an emergency requiring a named contact and sub-4-hour response.

- Dedicated + sub-4-hr SLA + refs
- Standard, no SLA
- Self-serve only

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



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Get the next call right the first time.

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