AI Phone Agents

- Introduction to Simbo AI Products and Services
- SimboConnect vs SimboVara: which one is right for you?
- SimboPAS vs SimboDIYAS: Which one is right for you?
- How to Create Natural Voices on AI Agents - Technicalities
- How to Get Started on Simbo Products - Quick Links

Introduction to Simbo AI Products and Services

Choosing the right AI phone agent becomes simple when you match your daily reality with the strengths of each product. This guide explains the four Simbo AI phone agents in depth. You will learn what each product does, how it works, who it is for, what the rollout looks like, and how to pick the right one with confidence.

The short answer

Answer these three questions to narrow your choice.

1. **Do you need outbound calls or deep EHR-aware automation today**

   Choose **SimboConnect**.
2. **Is your main pain after-hours on-call coverage and reliable escalation**

   Choose **SimboPAS** for an enterprise rollout, or **SimboDIYAS, a DIY Answering Service** if you prefer a fast self-serve start. Click here to get started now on SimboDIYAS:

   https://diyas.simboconnect.com/
3. **Do you want a fast inbound-only agent without a long project**

   Choose **SimboVara**. Click here to get started now on SimboDIYAS:

   https://vara.simboconnect.com/

https://www.youtube.com/embed/ATR48uoCjyQ?si=6MvyImXUMOPNByM4

What all four products share

- **HIPAA compliance** with encryption and privacy safeguards. The platform is built for healthcare and advertises HIPAA compliance across products.
- **Unified CRM AI dashboard** to view calls and tasks in one place, assign owners, follow up, and analyze results with 360-degree communication history.
- **AI messaging** so staff can chat inside the web portal while patients reply over text, and the system parses photos to extract details.
- **Mobile access** via native apps so clinicians and staff can triage and act from anywhere.
- **Multi-lingual** patient interactions with SimboConnect, SimboVara, and SimboPAS. SimboDIYAS only supports English.
- **Scales to high call volume** with quick answer times, which is called out across Simbo materials.

Quick comparison

Capability	SimboConnect	SimboPAS	SimboVara	SimboDIYAS
Inbound calls automation	✔	✔	✔	✔
Outbound calls automation	✔	—	—	—
After-hours on-call workflows	✔	✔	✔	✔
EHR integration	✔	Not typical	—	—
Deployment model	Enterprise, consultative	Enterprise, consultative	Self-managed, optional help	Self-managed, optional help
Typical go-live time	4 to 6 weeks	2 to 3 weeks	2 to 5 days	1 to 2 days
Dedicated AI engineer	✔ (build, test, tune, improve)	✔ (on-call design and tuning)	—	—

Notes

- All four products include the same core platform, AI voice engine, secure dashboard, analytics, and HIPAA compliance.
- “Self-managed” means your team controls setup and changes in an easy dashboard. Simbo can help with initial setup for a small fee if you prefer.

Now let us go deep on each product.

1. SimboConnect: Enterprise AI phone co-pilot for inbound and outbound calls

What it does

SimboConnect is an multi-lingual AI front-office co-pilot made for healthcare. It automates front-desk phone workflows and offers both incoming and outgoing call automation. It aims to reduce front-desk costs with a 360-degree dashboard for tracking every patient interaction.

Typical **inbound** tasks:

- Book, reschedule, or cancel appointments
- Take and route refill requests and product orders
- Intake referrals and records requests
- Route to clinician or billing when needed

Typical **outbound** tasks:

- Pre-visit, post-visit, and post-procedure check-ins
- Chronic care check-ins
- Order status updates
- Appointment confirmations with on-the-fly rescheduling

https://www.youtube.com/embed/B72Vhvs-10U?si=uKwGdVEoi4a_tefQ

How it works

- **Workflow design and customization.** SimboConnect mirrors your workflows rather than forcing a rigid IVR. You define what “good” looks like, and the agent follows it. The product literature stresses customizable workflows and analytics, with the dashboard giving a full view of patient communications.
- **High concurrency.** Designed to handle large volumes with very fast pickup, so fewer patients wait on hold.
- **EHR and calendar integration.** Simbo materials describe AI agents that connect to scheduling platforms and EHRs for real-time availability, updates, and fewer double bookings. Treat this as the target pattern for enterprise rollouts.
- **Security and compliance.** Marketing content highlights HIPAA compliance and secure operations.

What you get on day one

- **360-degree dashboard** with tasks, search, filters, and analytics
- **Unified communications** view across phone and text
- **Audit trail** with audio, transcript, and AI summary for each call
- **Admin controls** for users, locations, on-call schedules, holidays, and coverage rules
- **Mobile apps** so on-call doctors and staff can work from anywhere

Enterprise delivery model

SimboConnect is a consultative rollout. A dedicated AI engineer partners with your team to map workflows, build them, test them across thousands of scenarios, place guardrails, and then continue to optimize with data after go-live. This is why the typical timeline is **4 to 6 weeks** including heavy automated testing and a measured release.

When to choose SimboConnect

- You want measurable call offload with both inbound and outbound programs
- You want EHR-aware automation and controlled change management
- You want a partner to design, test, and continually improve

Learn more: product overview and features.

Click here to book your free consultation: https://www.simbo.ai/schedule-connect

2. SimboPAS: Enterprise after-hours physician answering service

What it does

SimboPAS is built for after-hours on-call workflows. It pre-screens callers, classifies urgency, and routes to the right on-call provider based on your schedule and rules. Many Simbo articles position SimboPAS as a smarter, faster, and more affordable answer to traditional answering services.

Core capabilities

- **Triage and bifurcation.** Distinguish urgent from routine, and capture reason for call
- **Hospital nurse calls.** Capture hospital, department, or floor when relevant
- **AI scheduling and alerts.** Multi-level schedules and notifications by text, email, and call, with time-based escalation if no response
- **Next-day workflows.** Routine items park in the dashboard for staff follow-up in the morning
- **Cost profile.** Simbo's posts often compare AI answering services with traditional services and cite significant cost reductions in many regions.

Operations controls

- Vacation and holiday schedules
- Backup and escalation paths
- Doctors can manage requests over text, mobile app, or web dashboard

Delivery model and timeline

This is a consultative rollout with design, testing, and tuning focused on after-hours. Typical time to go live is **2 to 3 weeks**.

When to choose SimboPAS

- You need dependable after-hours coverage and clear escalation rules
- You want an enterprise rollout with help from a dedicated team

Click here to book your free consultation: https://www.simbo.ai/schedule-connect

3. SimboVara: Self-serve inbound AI phone agent

What it does

SimboVara is the self-managed version of the multi-lingual front-office co-pilot. It focuses on inbound call automation and rapid time to value. The SimboVara portal highlights HIPAA compliance, customizable workflows, unified communications, analytics, and access to the mobile app and web dashboard.

Important notes for expectations:

- **Inbound-first.** Use SimboVara to automate incoming calls like scheduling, refills, orders, FAQs, and routing.
- **Outbound in SimboVara is limited.** The pricing page shows outbound minutes primarily to support necessary call-backs from your dashboard, not to run complex outbound programs. For proactive campaigns or large-scale outbound workflows, use SimboConnect.
- **No enterprise EHR build.** SimboVara does not include the consultative EHR integration work that comes with SimboConnect.

https://www.youtube.com/embed/_yKq8TZy9Jo?si=A-5yl5ayErVNZaSI

Setup and speed

You or your staff configure workflows in the dashboard. You can go live in **a few days** after you forward calls to the assigned AI number and test your flows.

What you get

- **Workflow builder** with scheduling, refills, orders, FAQs, and more
- **After-hours options** if you want basic on-call triage in the same portal
- **Analytics and compliance controls**
- **Mobile and desktop access** for tasking and follow up

Pricing snapshot

The SimboVara portal lists self-serve plans with included call volumes, one dedicated number, unlimited inbound minutes per plan, and mobile app access. The Enterprise tier is available when you outgrow self-serve.

When to choose SimboVara

- You want a quick, inbound-focused start without a long project
- You do not need EHR integration right now
- You prefer to self-manage setup and changes
- You want the option to upgrade later

Click here and see current plan details: https://vara.simboconnect.com/#pricing

Click here to signup now on SimboVara: https://vara.simboconnect.com/#get_started_now

Click here to view step by step registration guide for SimboVara: https://api1.simboconnect.com/helpb/books/simbovara-ai-phone-agent-for-medical-practices/page/get-started-with-simbovara-step-by-step-registration

4. SimboDIYAS: Self-serve, after-hours answering service for small and mid-size practices

What it does

SimboDIYAS is the self-managed (or DIY) version of SimboPAS. It gives you HIPAA-compliant after-hours coverage with AI screening and multi-level alerting that you control. The public page lists fast pickup, cost reduction claims, and clear dashboards for next-day follow up.

Core capabilities

- **Patient and hospital calls.** Turn modules on or off depending on your reality
- **AI triage.** Distinguish urgent from routine so doctors are not called for non-urgent items at night
- **AI scheduling with multi-level alerts.** Configure text, email, and voice alert sequences and escalation timing
- **Dashboard for the morning.** Staff can see all overnight tasks in one place and close them out efficiently

Setup and speed

You forward your after-hours calls to the AI number SimboDIYAS provides. You can go live very quickly once your alerting rules and on-call schedules are set in the portal. The page positions SimboDIYAS as quick to implement for immediate coverage.

Pricing snapshot

SimboDIYAS offers tiers including a free entry plan with limited calls, and paid plans with more call volume, reporting, and live SMS chat with patients. An Enterprise option is available for advanced controls.

When to choose SimboDIYAS

- You want full control of after-hours without a consultative project

- You are a small or mid-size practice that needs to move fast
- You want to save on answering service costs and still improve coverage and response times

Click here to to see pricing and plan details: https://diyas.simboconnect.com/#pricing

Click here to get started on SimboDIYAS: https://diyas.simboconnect.com/#get_started_now

Click here to view step by step registration guide for SimboDIYAS: https://api1.simboconnect.com/helpb/books/simbodiyas-after-hours-on-call-ai-agent/page/get-started-with-simbodiyas-step-by-step-registration

5. Custom AI agents - automate any admin task

You can extend the dashboard with additional AI agents to automate everyday admin tasks.

Examples include:

- **Live translation** on phone or at the front desk so staff and patients can speak in their own languages, with staff seeing English translations in real time.
- **Fax automation** that extracts data from referral faxes, files it to the EHR, and triggers a patient outreach workflow to book the appointment.
- **Referral coordination** and **scheduling helpers** that reduce manual work and speed up access to care.
- **Front desk translator** for walk-ins who speak other languages.
- **Letter drafting** on your letterhead by voice prompt.
- **e-Fax automation** for referrals, including EHR filing and patient outreach
- **Email automation**
- **SimboGPT**, a HIPAA-compliant assistant for staff and clinicians
- And many more

Ask your account manager which agents are already packaged and which require a short setup.

Common powerful AI dashboard across all products

CRM Dashboard

- Unified inbox for calls and messages
- Assign, reassign, mark in-progress, and close tasks
- Instant AI summaries of calls, with jump-to-moment playback

- Caller history and spam marking
- Click to call back the patient from the browser
- Receive calls in the dashboard when you choose

AI Messaging

- Staff chats inside the web portal
- Patients reply over text message
- Patients can send photos, and AI extracts the details
- Templates, assisted writing, and the same task workflow as calls

Admin and Analytics

- Organization settings, locations, users, roles, and MFA
- On-call schedules, off-hours, holidays, and coverage rules
- Workflow builder and version history
- Reports and live analytics for volumes, handle time, containment rate, and outcomes

Mobile access

- Native iOS and Android apps for on-the-go triage and tasking

Multi-lingual

- Simbo's AI agents are multi-lingual and can support most of the languages spoken on this planet. However the dashboard and all interactions are translated in English. However, there is an option to refer to actual conversation in native language if required.

Security and compliance

- HIPAA compliant across all tools
- Proprietary, patented AI voice engine behind every call
- Multi-Factor Authentication

Implementation and go-live

All four products follow the same high-level go-live pattern:

1. **Phone Numbers**. The platform provisions one or more AI agent phone numbers for your locations or use cases.
2. **Forwarding**. You set forwarding rules from your existing number to the AI number by time of day or by location.
3. **Dashboard and tuning**. You watch incoming calls and tasks in the dashboard, make small adjustments, and measure results.

Enterprise timelines

- **SimboConnect**: usually **4 to 6 weeks** because of discovery, workflow design, heavy automated testing, and a measured rollout
- **SimboPAS**: usually **2 to 3 weeks** for after-hours workflow design, schedules, alerting, and tuning

Self-serve timelines

- **SimboVara**: **2 to 7 days** depending on how much you want to iterate on your workflows
- **SimboDIYAS**: **1 to 2 days** if your on-call schedule is ready

Multi-location administration

- If you operate many sites, you can link locations so a super-admin views all in one login. You can control which users see which locations.

What the Analytics and Dashboard make easy

- **Every call is captured** with audio, transcript, and a short AI summary so staff can understand the task in seconds
- **Assignment and alerts** so tasks never fall through the cracks
- **Filters and saved views** by call type, status, or urgency
- **Compliance and audits** with call capture and clear logs
- **Mobile access** for clinicians and staff who need to triage on the move

EHR and scheduling integrations

For enterprise rollout, the AI agent can connect to calendars and EHR systems to book, confirm, and reschedule in real time. Simbo content describes agents that read live schedules, update immediately, and reduce double bookings, which is the right pattern for high-reliability scheduling.

Security and compliance

Simbo all products are **HIPAA-compliant**, with encryption and privacy safeguards across offerings. This includes the self-serve options as well as the enterprise products.

Which product is right for you

Choose **SimboConnect** if you want an enterprise program with inbound and outbound automation, EHR-aware workflows, customizable logic, and ongoing optimization.

Choose **SimboPAS** if after-hours reliability, hospital nurse calls, and multi-level escalation are your top priorities and you want a guided enterprise rollout.

Choose **SimboVara** if you want a self-serve, inbound-focused agent with quick time to value and without an EHR project today.

Choose **SimboDIYAS** if you want a self-serve after-hours answering service with AI screening and multi-level alerts that you control, and you want to roll out in a day or two.

Next steps

- **Enterprise consultative products**
  SimboConnect and SimboPAS: book a free consultative meeting:

  https://www.simbo.ai/schedule-connect
- **Self-serve products**

  SimboVara sign-up portal: https://vara.simboconnect.com/

  SimboDIYAS sign-up portal: https://diyas.simboconnect.com/

Examples of real-world benefits

- Front desk receives fewer routine calls because the agent books, reschedules, and confirms appointments.
- On-call doctors receive fewer non-urgent interruptions due to better pre-screening and routing.
- Teams handle morning catch-up faster with a single dashboard for routine after-hours tasks.
- Leadership gets clear analytics on call volumes, outcomes, and where to improve workflows.

SimboConnect vs SimboVara: which one is right for you?

Choosing between SimboConnect and SimboVara becomes simple when you match your day-to-day needs with what each product does best. Both sit on the Simbo platform and both handle a large share of front-desk phone work. The difference is in scope, setup style, and depth of automation.

The short answer

- **Pick SimboConnect** if you want enterprise-grade automation for **both inbound and outbound** calls, deeper EHR-aware workflows, and a **consultative rollout** with a dedicated AI team. You can also **book a demo** from the product page.
- **Pick SimboVara** if you want a **fast, self-serve** start that focuses on **inbound** calls and gives your team a simple dashboard to configure workflows. **Get started now** to create an account in minutes. Click here for step by step guide on how to register on SimboVara.

https://www.youtube.com/embed/Ew5aGjA9uj8?si=JUIAtFVLpHlsEQe1

What both products share

Because both products run on Simbo's core platform, you get a common foundation:

- **Security and privacy for healthcare**.
- **Unified dashboard** to view calls, messages, tasks, assignments, and analytics.
- **AI messaging / SMS** for patient communication. Staff can chat in the web portal while patients reply by SMS.
- **Multi-lingual interactions**.
- **Mobile and web access** for clinicians and staff.

Quick comparison

Capability	SimboConnect	SimboVara
Inbound call automation	Yes	Yes
Outbound call automation	Yes	Limited to basic call-backs from dashboard
EHR-aware integrations	Yes	Not included in self-serve tiers
Deployment model	Enterprise, consultative	Self-serve setup
Typical go-live	4–6 weeks (consultative)	2–5 days (self-serve)
Pricing	Custom via demo	Transparent plans in SimboVara pricing

https://www.youtube.com/embed/ztOZTcvCqxs?si=2k1oVexH4wxhS5-x

What makes SimboConnect different

1) End-to-end phone automation

SimboConnect covers both inbound and outbound programs. Typical outbound examples include pre-visit, post-visit, post-procedure, chronic care check-ins, status updates, and smart confirmations that can reschedule on the fly.

2) Deeper integrations and customization

Enterprise rollouts target EHR-aware workflows and calendar integration so the agent can operate with live availability and fewer double bookings. Workflows are tailored to your rules rather than a rigid IVR.

3) Enterprise rollout with a dedicated team

You get a dedicated AI engineer to map workflows, build and test thousands of scenarios, place guardrails, and keep improving after go-live. This consultative model is why rollouts usually take 4–6 weeks.

4) Scale and reliability

Built for high call volumes with quick response, and protected by healthcare-grade security using encryption, audit trails, and role-based access.

Choose SimboConnect if: you want measurable offload across inbound and outbound, need EHR-aware automation, and prefer a guided enterprise rollout.

What makes SimboVara different

1) Inbound-first, self-serve

SimboVara focuses on inbound automation for scheduling, refills, records, FAQs, routing, and after-hours. You can **Get started** and configure flows in the web portal.

2) Fast start and simple pricing

See all tiers in **SimboVara pricing**, including included calls, minutes, and features per plan. Do not forgot to see more details on the plans for an exhaustive list of features.

3) Clear scope for outbound

In SimboVara, outbound minutes exist mainly to support necessary call-backs from your dashboard. If you want proactive campaigns or complex outbound programs, the guide recommends SimboConnect.

Choose SimboVara if: you want a quick inbound-focused start, do not need EHR integration on day one, and prefer to self-manage setup and changes.

Typical use cases and how to decide

Pick SimboConnect when:

- You plan to run **proactive outbound** programs like post-procedure or chronic care check-ins at scale.
- You want **EHR-aware automation** now.
- You want a **partnered rollout** and ongoing optimization.

Pick SimboVara when:

- You need **fast relief** for inbound calls with a simple admin setup.
- You want a **transparent plan** with included usage and a clear upgrade path later.

What the shared dashboard makes easy

Across both products, staff get a 360-degree view of calls and messages, filters and search, assignments, analytics, and a mobile app. **Unified communication:** One dashboard for calls, texts, and tasks. Your team can see conversation history, assign follow-ups, search and filter, and reply from web or mobile in one place.

Security and compliance

Both products use healthcare-grade safeguards with encryption, role-based access, and audit logs. They run on the Simbo platform, which uses a Symbolic RAG approach and strict controls to protect patient data and support compliant workflows.

How to get started

- **SimboConnect:** plan **4–6 weeks** for enterprise design, testing, and rollout coordinated through **Book a demo**.
- **SimboVara:** get started in few minutes and plan **a few days** for self-serve setup from **Get started**. Many practices go live quickly once flows are configured. Click here for step by step guide on how to register on SimboVara.

Pricing snapshot

- **SimboVara:** see current tiers and inclusions on **SimboVara pricing**. Self-serve plans with included call volumes, a dedicated number per plan, analytics, and mobile access
- **SimboConnect:** enterprise pricing is typically handled through consultation, since scope depends on integrations and outbound programs. **Book a demo** to discuss integrations and outbound programs.

Upgrade path

Most practices start with **SimboVara** to quickly offload inbound calls and get up to 25 to 30% increase in staff efficiency. When they need deeper EHR-aware automation or large outbound

programs, they move to **SimboConnect**.

A simple checklist

1. **Do you need outbound automation or deep EHR workflows right now**
   • If yes, choose **SimboConnect**.
2. **Is speed to value and self-serve setup your top priority**
   • If yes, choose **SimboVara**.
3. **Do you want to start small and upgrade later**
   • If yes, start with **SimboVara** and plan for **SimboConnect** when ready.

FAQs with links

1. Does SimboVara support multiple languages

Yes. See “English and Spanish Language Support” in **SimboVara features and pricing**.

2. Can my staff use mobile apps

Yes. See “Access to Mobile App (iOS, Android)” in **SimboVara pricing** and the unified communication description on **SimboConnect**.

3. How do I sign up for SimboVara

You can **Get started now** and get going within minutes.

4. Where can I learn about the core platform

Visit the **Simbo home page** for an overview of the Gen AI platform and Symbolic RAG.

Resources

- SimboVara portal for features and pricing.
- SimboConnect product page for enterprise features, FAQs, and demos.
- Simbo home for platform overview and product links.
- Click here for step by step guide on how to register on SimboVara.

SimboPAS vs SimboDIYAS: Which one is right for you?

Choosing between SimboPAS and SimboDIYAS becomes easy when you look at your day-to-day needs. Both solve after-hours coverage, both run on the same Simbo platform, and both plug into the same secure dashboard. The difference is **how** you want to run your after-hours operations and **how quickly** you want to go live.

The short answer

- **Pick SimboPAS** if you want a **fully managed, enterprise rollout** for after-hours coverage with a dedicated team helping you design on-call rules, alerts, and escalation. Typical go-live is **2 to 3 weeks**.

  Book a consultation: https://www.simbo.ai/schedule-connect
- **Pick SimboDIYAS** if you want a **self-serve, fast start** for after-hours coverage that you control from the dashboard. Typical go-live is **1 to 2 days** once your on-call schedule and alert groups are set. Plans include a **free entry tier**.
  - See plans: https://diyas.simboconnect.com/#pricing
  - Get started: https://diyas.simboconnect.com/#get_started_now
  - Step-by-step setup guide: https://api1.simboconnect.com/helpb/books/simbodiyas-after-hours-on-call-ai-agent/page/get-started-with-simbodiyas-step-by-step-registration

https://www.youtube.com/embed/kV6RrwLxygI?si=d9YQKyozpi76sG19

What both products share

You get the same core platform in both products:

- **HIPAA-compliant** voice AI with encryption and privacy safeguards.
- A **unified CRM-style dashboard** to review calls and tasks, assign owners, search, filter, and analyze.
- **AI messaging** so staff can chat in the portal while patients reply by SMS, with photo parsing.

- **Native mobile apps** so on-call clinicians can triage from anywhere.
- **Scales to heavy call volume** with quick pickup times.

These shared foundations mean you can switch or upgrade later without starting over.

Side-by-side comparison

Decision point	SimboPAS	SimboDIYAS
Who it is for	Groups that want an **enterprise, consultative** rollout of after-hours on-call workflows	Small and mid-size practices that want a **DIY, self-serve** rollout with control in the dashboard
Go-live speed	**2–3 weeks**	**1–2 days (Includes registration and configurations)**
Setup model	Simbo dedicates an **AI engineer** to design, test, tune, and roll out your after-hours flows	**You configure** schedules, alert groups, and messages in the admin panel; Simbo help is optional
Hospital and ER calls	Supported, with capture of hospital, department, or floor	Supported via configurable modules you can enable
Triage and escalation	Multi-level on-call schedules, time-based escalation, text/email/voice alerts	Multi-level alerts you configure, with dashboards for next-day follow up
Languages	Multi-lingual patient interactions	**English** for patient interactions
Pricing approach	Enterprise engagement	Self-serve plans including a **free entry tier.** Option for setup and training available for a small fee.
Best for	Dependable coverage, strict escalation rules, and change management	Fast coverage now, cost control, and hands-on configuration

Details on timelines, triage, hospital workflows, alerts, and language support are documented in the product guide.

https://www.youtube.com/embed/7S7--N3uW4k?si=DDNGIdHuk6dkDGFw

How each one works in practice

SimboPAS: Enterprise after-hours physician answering service

- **What it does:** Pre-screens callers, classifies urgency, and routes to the right on-call provider based on your rules.
- **Core capabilities:**
  - Triage urgent vs routine, capture reason for call
  - Hospital nurse calls with hospital/department/floor capture
  - AI scheduling and multi-level alerts by text, email, and call, with escalation if no response
  - Next-day workflows in the dashboard for routine items
- **Rollout:** Consultative, with design, testing, and tuning focused on after-hours. Typical go-live is **2–3 weeks**.

  Book a consultation: https://www.simbo.ai/schedule-connect

SimboDIYAS: Self-serve after-hours answering service

- **What it does:** Gives you HIPAA-compliant after-hours coverage with AI screening and multi-level alerting that **you** control.
- **Core capabilities:**
  - Modules for patient and hospital calls that you can turn on or off
  - AI triage to reduce wake-ups for non-urgent cases
  - Alert sequences by text, email, and voice, with custom escalation timing
  - A clear morning dashboard for staff to close out tasks
- **Getting live:** Forward your after-hours calls to the SimboDIYAS number, set on-call schedules and alert groups, and go live in **1–2 days**. Plans include a **free entry tier**.
  - See plans: https://diyas.simboconnect.com/#pricing
  - Start now: https://diyas.simboconnect.com/#get_started_now
  - Step-by-step setup: https://api1.simboconnect.com/helpb/books/simbodiyas-after-hours-on-call-ai-agent/page/get-started-with-simbodiyas-step-by-step-registration

Common platform features that matter after hours

- **CRM Dashboard:** Unified inbox, assign and reassign, set status, instant AI summaries with jump-to-moment audio, caller history, spam marking, and click-to-call from the browser.

- **AI Messaging:** Staff chat in the portal, patients reply by SMS, photos are parsed for details, with templates and assisted writing.
- **Admin and Analytics:** Organization, locations, roles, MFA, on-call schedules, holidays, coverage rules, workflow versioning, reports for volume, handle time, containment rate, and outcomes.
- **Mobile access:** iOS and Android apps for on-the-go triage and tasking.
- **Security:** HIPAA compliant across offerings, with a proprietary voice AI engine and MFA.

Pricing and licensing snapshot

- **SimboDIYAS:** Self-serve plans, one dedicated number per plan, unlimited inbound minutes on plan, and a **free entry tier** for quick trials. See current details: https://diyas.simboconnect.com/#pricing.
- **SimboPAS:** Enterprise engagement. Speak with the team to scope your rollout and pricing: https://www.simbo.ai/schedule-connect.

Real-world scenarios

- **Hospital calls at 2:00 AM with strict escalations:** Choose **SimboPAS** for consultative design of escalation ladders, hospital capture, and reliability requirements.
- **Small clinic needs coverage this weekend with tight budget:** Choose **SimboDIYAS** , set on-call schedules and alert groups today, and forward your line after hours.
- **Group practice wants to start DIY, then standardize later:** Start on **SimboDIYAS**. Because the platform and dashboard are shared, you can move to **SimboPAS** later without losing your history or retraining staff.

Decision checklist

Answer each item with Yes or No.

1. Do you want Simbo to **design and test** your after-hours rules and escalations for you?
   - Yes → **SimboPAS**
   - No → **SimboDIYAS**

2. Do you need to be live in **1–2 days** with in-house configuration?
   - Yes → **SimboDIYAS**
   - No → **SimboPAS** is fine

3. Are **hospital and ER calls** part of your daily reality?

- Both PAS and DIYAS support hospital workflows. Choose based on the setup model you prefer.

4. Do you require **multi-lingual** patient interactions after hours?
   - **SimboPAS** supports multi-lingual interactions
   - **SimboDIYAS** supports **English** at this time

Getting started

- **SimboPAS**

  Speak with the team: https://www.simbo.ai/schedule-connect
- **SimboDIYAS**

  Plans: https://diyas.simboconnect.com/#pricing

  Start now: https://diyas.simboconnect.com/#get_started_now

  Step-by-step guide: https://api1.simboconnect.com/helpb/books/simbodiyas-after-hours-on-call-ai-agent/page/get-started-with-simbodiyas-step-by-step-registration

How to Create Natural Voices on AI Agents - Technicalities

Natural speech from an AI agent is not a single feature. It is the product of a full stack that spans text understanding, prosody control, acoustic rendering, conversation timing, and channel delivery. This article explains the moving parts, why a simple voice clone is not enough, and what you must tune to achieve human-like naturalness.

What “natural” means in practice

A natural voice satisfies multiple layers at once:

1. **Segment level fidelity**: Stable timbre, correct pitch contour (F0), and clean formants without buzzy or metallic artifacts.
2. **Prosody and rhythm**: Human-like phrasing, appropriate pauses, emphatic stress on key tokens, and late-rise intonation for questions.
3. **Discourse coherence**: Wording and sentence length that match the dialog act, for example confirm, request, empathize, instruct.
4. **Turn-taking behavior**: Low latency barge-in handling, timely backchannels, and correct endpointing so the agent does not talk over the caller.
5. **Channel match**: Speech rendered for the right bandwidth and loudness target for telephony, mobile, or web.

You must address all five layers. A cloned voice solves only the timbre component in layer 1.

The synthesis stack at a glance

A production voice agent uses a pipeline like this:

1. **Text normalization**: Expand numbers, times, and abbreviations. Map punctuation to prosodic hints. Output normalized tokens.
2. **Grapheme-to-phoneme (G2P)**: Convert tokens to phonemes with stress marks and syllable boundaries. Fall back to a lexicon for domain terms.
3. **Linguistic feature extraction**: Part-of-speech tags, prosodic phrase boundaries, dialog act labels, and punctuation features.
4. **Prosody prediction**: Estimate phoneme durations, F0 contour, energy, and break indices. May use style tokens or emotion embeddings.
5. **Acoustic model**: Map linguistic and prosody features to a spectrogram or to discrete codec tokens. Common families include FastPitch, VITS, Tacotron 2, and diffusion or neural codec models.

6. **Vocoder**: Render waveform from the acoustic representation. Typical choices include HiFi-GAN, WaveRNN, WaveGlow, UnivNet, and codec decoders.
7. **Streaming and audio I/O**: Chunking, lookahead, crossfade at word or sub-word boundaries, and jitter buffering for real-time delivery.

Each stage exposes levers that affect naturalness.

Speaker identity is not enough

A voice clone provides a **speaker embedding** that captures timbre. Techniques include d-vectors, x-vectors, ECAPA-TDNN, and reference encoders for zero-shot cloning. This is necessary for identity, but it does not encode:

- Prosodic range for different dialog acts.
- Pacing preferences across sentence types.
- How the speaker handles hesitation, backchannels, or empathy.
- Pronunciation rules for domain lexicon.

You must supply these through style control, data, and downstream tuning.

Data specification for naturalness

Quality of data dominates model quality. Use a small but clean recipe before you scale.

- **Microphone and room**: 16 kHz or higher sample rate. Constant mic distance. Low HVAC noise. Avoid heavy processing like strong AGC or noise gates.
- **Phonetic coverage**: Include diverse phoneme sequences. Cover numbers, addresses, dates, and brand names that callers say.
- **Style coverage**: Record prompts that elicit confirm, request, empathize, instruct, and close. Include short and long sentences.
- **Punctuation diversity**: Periods, commas, lists, questions, and parentheticals so the model learns phrase breaks.
- **Non-verbal events**: Light laughter, on-breath starts, and natural micro-pauses if your product allows them. Keep them subtle.
- **Channel match**: If output goes to narrowband telephony, monitor using an 8 kHz low-pass so you hear what callers hear.

Training on only read sentences produces a pleasant narrator that often fails in real dialog. Add conversational material.

Prosody and style control

Prosody is the primary lever for naturalness.

- **Global style tokens and reference encoders**: Provide coarse control over speaking style. Useful for quick style transfer.
- **Explicit prosody features**: Predict or control phoneme durations, F0, and energy. Techniques include FastPitch-style duration models and variance adapters.
- **Dialog act aware prosody**: Condition on labels such as QUESTION, CONFIRM, EMPATHY. Map each label to characteristic intonation patterns.
- **Disfluency policy**: Whether to allow light fillers or backchannels. If allowed, constrain placement to sentence boundaries.
- **Boundary insertion**: Explicit break indices at commas and clause boundaries to avoid run-on delivery.

SSML example for controllable delivery

```
<speak>
  <p>Thank you. <break time="200ms"/> What is your date of birth?</p>
  <p><prosody rate="-6%">I understand.</prosody> <break strength="medium"/>
     Would you like to keep the appointment or reschedule?</p>
</speak>
```

Use SSML or an equivalent prosody API to set rate, pitch, volume, and breaks at phrase boundaries. Keep changes small and consistent.

Pronunciation and lexicon management

Even the best G2P will miss domain terms. Provide a lexicon that contains phoneme sequences for medical brands, doctor names, and local streets. Use stress marks and syllabification so the prosody model can place correct emphasis. Keep a per-deployment lexicon so updates do not regress other customers.

Real?time conversation mechanics

Human-like agents must sound natural in time, not only in timbre.

- **Latency budget**: Measure time from user endpoint to first audio frame. Aim for a small and steady budget. Use server-side streaming and low lookahead in the vocoder.
- **Endpointing and VAD**: Detect end of user turn reliably. Use adaptive hangover so the agent does not interrupt trailing syllables.
- **Barge-in**: Allow the caller to interrupt. Crossfade or hard stop the audio safely to avoid clicks.
- **Backchannel timing**: Insert short acknowledgments between user clauses, never inside a word. Drive with punctuation or VAD gap length.
- **Chunking strategy**: Synthesize at clause boundaries. Crossfade on phoneme or frame boundaries to avoid prosody resets.

Acoustic modeling choices and trade?offs

- **Autoregressive models** like Tacotron 2 produce smooth prosody but are sensitive to alignment errors. Use location-sensitive attention or monotonic alignment search.
- **Non-autoregressive models** like FastSpeech or VITS offer stable latency and easy control over durations and F0.
- **Diffusion and neural codec models** generate high fidelity at the cost of higher compute or specialized decoders.
- **Vocoder selection** balances quality and speed. HiFi-GAN variants are common for low latency. Neural codec decoders match codec token front ends.

Monitor artifacts such as phasey high frequencies, hiss, aliasing, and pitch quantization. Adjust training data, loss terms, or post-filters accordingly.

Channel rendering and loudness

- **Bandwidth**: Telephony often uses 8 kHz or 16 kHz bandwidth. Render and monitor in the target band.
- **Loudness normalization**: Keep integrated loudness within a stable target so the agent is not too quiet or too loud relative to humans.
- **Dynamic range**: Use light dynamic range control only if the channel applies additional compression.
- **Comfort noise and DTMF**: Ensure TTS output does not mask tones or VAD.

Evaluation and diagnostics

Combine subjective and objective measurements.

- **MOS and CMOS**: Human ratings for naturalness, intelligibility, and speaker similarity. CMOS A/B is sensitive for small changes.
- **Objective metrics**: F0 RMSE and V/UV error for pitch, MCD for spectral distance, PESQ or STOI for intelligibility in noisy channels, jitter and shimmer for stability.
- **Prosody coverage dashboards**: Duration and F0 histograms by dialog act. Detect monotony or excessive speed.
- **Live call analytics**: Interruption rate, over-talk rate, time-to-first-frame, and average user latency. These correlate with perceived naturalness.

Tuning checklist

1. Pick a base voice that fits the brand. Set a preset style close to the target.
2. Define a style brief that covers filler policy, backchannel strategy, pacing, and empathy rules.
3. Add domain lexicon entries for proper names and brands.

4. Calibrate SSML or prosody controls using 10 canonical scripts that match real calls.
5. Set streaming chunk size, lookahead, and crossfade points. Verify barge-in.
6. Run a small A/B with CMOS and live metrics. Adjust durations and F0 variance before touching timbre.
7. Iterate on dialog act mapping so confirmations, requests, and questions receive distinct contours.

Common failure modes and fixes

- **Robot-like monotone**: Increase F0 variance and widen duration distribution per dialog act. Add commas and clause breaks in text output.
- **Run-on delivery**: Insert explicit break indices at punctuation. Reduce maximum sentence length from the NLG stage.
- **Over-cheerful tone in serious moments**: Condition on context features that down-weight upbeat style for clinical flows.
- **Mispronounced names**: Extend the lexicon with phoneme entries. Include stress marks.
- **Talks over the caller**: Increase endpoint hangover and enable barge-in attenuation.

Why a clone alone does not equal naturalness

Recording your own voice and building a speaker embedding does not provide:

- The prosodic grammar that maps dialog acts to intonation and rhythm.
- The timing behavior required for real-time turn-taking.
- The domain lexicon and abbreviation rules.
- The channel conditioning for the actual delivery path.
- The interaction between NLU, NLG, and TTS that shapes sentence length and phrase boundaries.

Naturalness emerges when you coordinate all of these layers.

Implementation blueprint

Phase 1: Baseline

- Select base TTS stack. Set one preset style. Add telemetry for latency and endpointing.

Phase 2: Prosody control

- Enable duration and F0 control. Add dialog act conditioning. Build the lexicon.

Phase 3: Streaming polish

- Tune chunking, crossfades, and barge-in. Set loudness target. Validate telephony path.

Phase 4: Evaluation and rollout

- Run MOS and CMOS on curated scripts. A/B in production with guardrails. Document settings.

Bottom line: Natural voice is a system property. You need clean data, prosody control, dialog act awareness, tight real-time engineering, and careful evaluation. A voice clone makes the agent sound like someone. The rest of the stack makes the agent sound human.

How to Get Started on Simbo Products - Quick Links

For **SimboConnect**, our enterprise AI Phone Copilot for inbound and outbound phone call automation - please set up a free consultation call: https://www.simbo.ai/schedule-connect

For **SimboPAS**, our enterprise AI Phone Copilot for after-hours workflow automation - please set up a free consultation call: https://www.simbo.ai/schedule-connect

For **custom AI Agents** - please set up a free consultation call: https://www.simbo.ai/schedule-connect

For **SimboVara**, our self-serve AI Phone Copilot for inbound phone call automation - please get started now: https://vara.simboconnect.com/

For **SimboDIYAS**, our self-serve AI Phone Copilot for after-hours on-call workflows - please get started now: https://diyas.simboconnect.com/

Confused about which product is right for you? See more details here: https://api1.simboconnect.com/helpb/books/ai-phone-agents/page/introduction-to-simbo-ai-products-and-services

https://www.youtube.com/embed/ATR48uoCjyQ?si=6MvyImXUMOPNByM4

A detailed video for **SimboConnect**, our enterprise AI Phone Copilot for inbound and outbound phone call automation:

https://www.youtube.com/embed/B72Vhvs-10U?si=_pRkHNM2UAoIZwt9

A detailed video for **SimboVara**, our self-serve AI Phone Copilot for inbound phone call automation:

https://www.youtube.com/embed/_yKq8TZy9Jo?si=lsarM0ULl6-R_r5n

A short video on **SimboConnect** vs **SimboVara**:

https://www.youtube.com/embed/Ew5aGjA9uj8?si=3v6bjVdcqX7q6tCU

A detailed video on **SimboConnect** vs **SimboVara**:

https://www.youtube.com/embed/ztOZTcvCqxs?si=CffwupWTeL0GxQD9

A short video on **SimboPAS** vs **SimboDIYAS**:

https://www.youtube.com/embed/kV6RrwLxygI?si=EY96TsNthlvhmz0v

A detailed video on **SimboPAS** vs **SimboDIYAS**:

https://www.youtube.com/embed/7S7--N3uW4k?si=gMjms4iClB8mk0kK