

# 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://dijas.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=6MvylmXUMOPNByM4>

## 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](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](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](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 see pricing and plan details: <https://dijas.simboconnect.com/#pricing>

Click here to get started on SimboDIYAS: [https://dijas.simboconnect.com/#get\\_started\\_now](https://dijas.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.

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