

Custom AI Agents in SimboConnect: Overview and Use Cases

Purpose: Explain what custom AI agents are, why they are useful for front office teams, and how to open them from the Phone Copilot app.

What are custom AI agents

Custom AI agents in Phone Copilot automate repetitive front office tasks. They are designed for HIPAA compliance inside your Simbo AI environment. From the top bar, open **HIPAA Compliant AI Agents** to see available tools such as language translation, SimboGPT, and custom letter creation.

Why this helps your practice

- Reduce time on routine work such as letters and translations.
- Improve patient experience with quick language help at the desk or on calls.
- Keep Protected Health Information inside SimboConnect, which is designed for HIPAA compliance.

Where to find the agents

1. Sign in to Phone Copilot.
2. Look at the top bar and select **HIPAA Compliant AI Agents**.
3. Choose an agent from the dropdown. e.g. **AI Language Translator**, **SimboGPT**, and many more.

Common examples

- Use **AI Language Translator** to speak with a walk-in patient who speaks another language.
- Use **SimboGPT** to ask HIPAA compliant questions, draft short messages, or generate simple checklists.
- Use **Custom Letters** to dictate a letter on your practice letterhead in a few seconds.
- Use **Translator on a Call** to bridge two people who speak different languages during a phone call.

Access and roles

- Access to agents may depend on your practice settings. If you do not see an agent, ask your administrator.

Tips and good practices

- Start with small tasks while your team learns the tools.
- Keep your prompts short and clear. Include patient ID or appointment details only when needed.
- Review the output before you share or print it.
- Use the built-in tools instead of public AI sites to keep data inside Phone Copilot.

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