

SimboConnect: Enterprise AI Phone Co-Pilot for Healthcare

SimboConnect is a multilingual AI front-office phone co-pilot designed for healthcare organizations. It answers every call within two seconds, and it scales to thousands of simultaneous calls. It automates front-desk phone workflows for both inbound and outbound use cases, reduces front-desk costs, and gives teams a 360-degree dashboard to track and manage every patient interaction.

1) Product Overview

What SimboConnect is:

An enterprise AI phone co-pilot that mirrors your real front-desk workflows rather than forcing a rigid IVR. It speaks naturally in many languages, understands context, and connects to your systems so it can complete tasks the way trained staff would.

What it focuses on:

- Answer every call quickly with high concurrency
- Automate common front-desk tasks for inbound and outbound calls
- Give leaders visibility with analytics, search, and full audit trails
- Respect patient safety with a controlled, hybrid AI design

<https://www.youtube.com/embed/B72Vhvs-10U?si=M0gmqU8C0IAJMrpe>

2) Core Capabilities at a Glance

- **Multilingual, human-like conversations:** Natural, context-aware dialogue that feels like a trained staff member.
- **High concurrency and fast pickup:** Handles thousands of parallel calls and answers in about two seconds.
- **Workflow mirroring:** You define what “good” looks like. The agent follows your exact workflows.
- **EHR and calendar integration:** Real-time availability, updates, and fewer double bookings.

- **Intelligent call routing:** Sends calls to the right person or queue based on intent and rules.
- **Security and compliance:** Designed for HIPAA compliant operations and secure handling of PHI.
- **360-degree dashboard:** Tasks, search, filters, analytics, and a unified view of phone plus text.
- **Complete audit trail:** Audio, transcript, and AI summary for every call.
- **Administrative controls:** Users, locations, on-call schedules, holidays, and coverage rules.
- **Mobile access:** Apps for on-call doctors and staff to work from anywhere.

3) Inbound and Outbound Use Cases

Inbound call automation

- Book, reschedule, or cancel appointments
- Confirm appointment times for patients who forgot
- Take refill requests and orders
- Intake referrals and records requests
- Answer office FAQs such as hours, next opening time, directions, parking, public transport, accepted insurances, and provider information
- Detect patient emotion and route the call to staff when needed
- Intelligent call routing to the right team or person

“The copilot can memorize your website content to answer office questions. It does not give medical advice.

Outbound call automation

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

4) Architecture and Operating Model

Human-like front end with a strong automation back end

On the front end, SimboConnect talks like a person in many languages. On the back end, it is an automation engine that knows your practice, your staff, and your workflows. It connects to your EHR and scheduling systems, so it can answer questions and complete requests like a trained agent.

Multi-agent system with seamless handoffs

The system uses specialized agents, similar to a call center with appointment experts and orders experts. Handoffs between agents happen in milliseconds, and callers do not notice the switch. This design supports complex flows, such as after-hours protocols or multi-step refill processing, in addition to natural conversation.

Workflow design and customization

You define the outcomes and rules. SimboConnect mirrors your current process rather than making you redesign around an IVR tree. The dashboard exposes analytics and end-to-end communications so you can measure and improve over time.

EHR and calendar integration

Agents connect to scheduling platforms and EHRs to see live availability, write back updates, and reduce duplicate or conflicting appointments. This is the target pattern for enterprise rollouts.

High concurrency and speed

The platform is engineered for very high call volumes with rapid pickup. Fewer patients wait on hold, and call spikes are handled without extra staffing.

Security and compliance

Operations are built for HIPAA compliance and secure handling of patient information.

5) Day-One Deliverables

- **360-degree dashboard:** Tasks, search, filters, and analytics in a unified workspace
- **Unified communications:** A single view that covers phone and text
- **Full audit trail:** Audio, transcript, and AI summary attached to every call
- **Admin controls:** Manage users, locations, on-call schedules, holidays, and coverage rules
- **Mobile apps:** On-call doctors and staff can handle work from anywhere

6) Conversational Experience and Personalization

Voice, tone, and personality

Choose how your copilot sounds and behaves. Options include professional, casual, very friendly, or very conversational. You can select from a few dozen voices, or clone your own voice.

Emotion awareness and escalation

The copilot detects caller emotion. If a caller is agitated or angry, it acknowledges the concern and follows your escalation workflow. For example, it can forward the call to a live agent or a designated group after acknowledgment to protect patient experience and brand reputation.

7) What Happens During a Call

SimboConnect follows your rules to decide among three outcomes.

1. **End-to-end automated resolution**

The copilot completes the request without human involvement. Examples include booking, rescheduling, or canceling appointments, confirming appointment times, or answering office FAQs such as hours, directions, parking, accepted insurance, and provider details.

2. **Asynchronous human follow-up**

The copilot determines that a human is needed later, not right now. It collects all required details, creates a task on the dashboard, assigns it to the right staff member, and can follow up to ensure timely completion. Examples include complex refill scenarios or sending physical records.

3. **Immediate live transfer**

The copilot recognizes that a live human is needed now and transfers the call. Examples include a patient who is late for an appointment so front office can register check-in, an agitated caller who should speak with staff, or calls from referral offices that merit direct handling by a specialist.

You control the mix. Which calls fall into each bucket is fully configurable. Some clients choose to transfer about 40 percent of calls to staff. Others choose to transfer about 70 percent. The thresholds are your workflow decision, not the system's.

8) Detailed Task Coverage

- **Appointments:** Book, reschedule, cancel, and confirm times
- **Refills, records, referrals, and orders:** Intake details and trigger the right back-office flow
- **Billing and general office questions:** Fees, office hours, next opening time, directions, parking, public transport, accepted insurance, and provider listings
- **After-hours workflows:** Execute complex after-hours rules and notifications without exposing callers to long waits

9) Patient Safety Model and Use of AI

Patient safety is the top priority

Now, patient safety is the most important principle for us. SimboConnect is not a ChatGPT wrapper, an agent that simply forwards every patient to ChatGPT or similar technologies and lets them handle everything. We do not do that. We are a hybrid, multi-agent system that uses several

specialized agents which we control end to end.

Where large language models are used

We do use large language models, which are the technology behind ChatGPT, but only for specific complex tasks where they add clear value. A common example is natural appointment time negotiation, where patients speak freely and the system needs to negotiate times in natural language. Even in these cases, the model operates inside strict guardrails. Patients are not placed directly into open-ended model sessions.

Why we avoid open-ended use of general models

This is important because the underlying technology is still experimental and it can make mistakes.

Examples of risks we explicitly design against:

- There have been public incidents where open-ended models gave unsafe guidance to vulnerable individuals. Even if such events are rare, for example 1 in 100K cases, we will not take that chance with patient interactions.
- Open-ended models can hallucinate. In our experience, if you keep the conversation very open, you can see wrong answers as often as 1 out of 10 cases. For a front office, a wrong address, wrong clinic hours, or wrong information taken from a website is unacceptable.

Our control strategy

To prevent these failure modes, we built a hybrid model with strict answer control. SimboConnect uses our own technology stack to control each and every answer that the agent gives to a patient. If a question falls outside approved sources or workflows, the system prefers to not answer immediately rather than risk giving a wrong answer. In practice, that can mean collecting details and creating a task for staff, or escalating the call according to your rules.

Patented core technology

The foundation of this approach is our Brain Inspired Spoken Language Understanding technology. We hold four patents on this technology. It powers intent detection, dialog control, and safe execution of workflows so that answers are consistent, traceable, and aligned with policy.

10) Outcomes for Operations and Patients

- **Shorter waits:** Calls are answered in about two seconds with capacity for surges
- **Lower front-desk load and cost:** Automation handles routine work, and staff focus on the exceptions
- **Consistent caller experience:** Multilingual, human-like conversations that align with your policies
- **Accountability and follow-through:** Tasks are assigned to the right person with automated follow-ups

- **Visibility and quality:** A full audit trail with audio, transcripts, and AI summaries supports training and compliance
- **Flexibility for staff:** Mobile apps and a unified phone plus text view help teams work from anywhere

11) Control, Governance, and Rollout

- **You set the rules:** You decide which calls resolve automatically, which are queued for follow-up, and which must be transferred live
- **Fine-grained routing:** Coverage rules, on-call schedules, and holiday handling are all configurable
- **Enterprise integration pattern:** EHR and calendar integration provide a reliable target pattern to avoid double bookings and maintain real-time accuracy
- **Continuous improvement:** Analytics, search, and filters in the dashboard help you refine workflows and track outcomes

12) Summary

SimboConnect is a multilingual AI phone co-pilot that answers every call quickly, speaks like a trained staff member, and runs powerful automation behind the scenes. It mirrors your workflows, integrates with your EHR and calendar, and keeps patients safe with a hybrid multi-agent design. From day one you receive a 360-degree dashboard, unified phone plus text, a complete audit trail, and administrative controls. You choose the personality and voice, you define escalation rules, and you govern which calls resolve automatically, which are assigned for follow-up, and which transfer to staff immediately. The result is faster service for patients, lower operational cost, and full visibility into every interaction.

Want to know more? Book a free consultation session with our experts: <https://simbo.ai/schedule-connect>

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