

North Calgary Orthodontist

Healthcare · Dental | Inbound Voice Agent + Booking Automation

20 hours saved every week and 69% more new-patient bookings

THE CHALLENGE

Front desk missed 30% of new-patient calls. Consults slipped to competitors and staff were buried in admin.

OUR APPROACH

- AI audit identified 22 hrs/week of repeatable phone + intake work
- Deployed 24/7 inbound voice agent trained on clinic FAQs
- Integrated directly with practice management calendar
- Automated insurance pre-check and consult confirmation

BEFORE

Calls answered	68%
New-patient bookings / mo	42
Staff hours on phones / wk	28
Avg response time	6h 40m

AFTER SCALIX

Calls answered	100%
New-patient bookings / mo	71
Staff hours on phones / wk	8
Avg response time	9 sec

“

The front desk finally gets to focus on the patient in the chair. Our voice agent handles the rest — day, night, weekends.

— Practice Manager, North Calgary Orthodontist