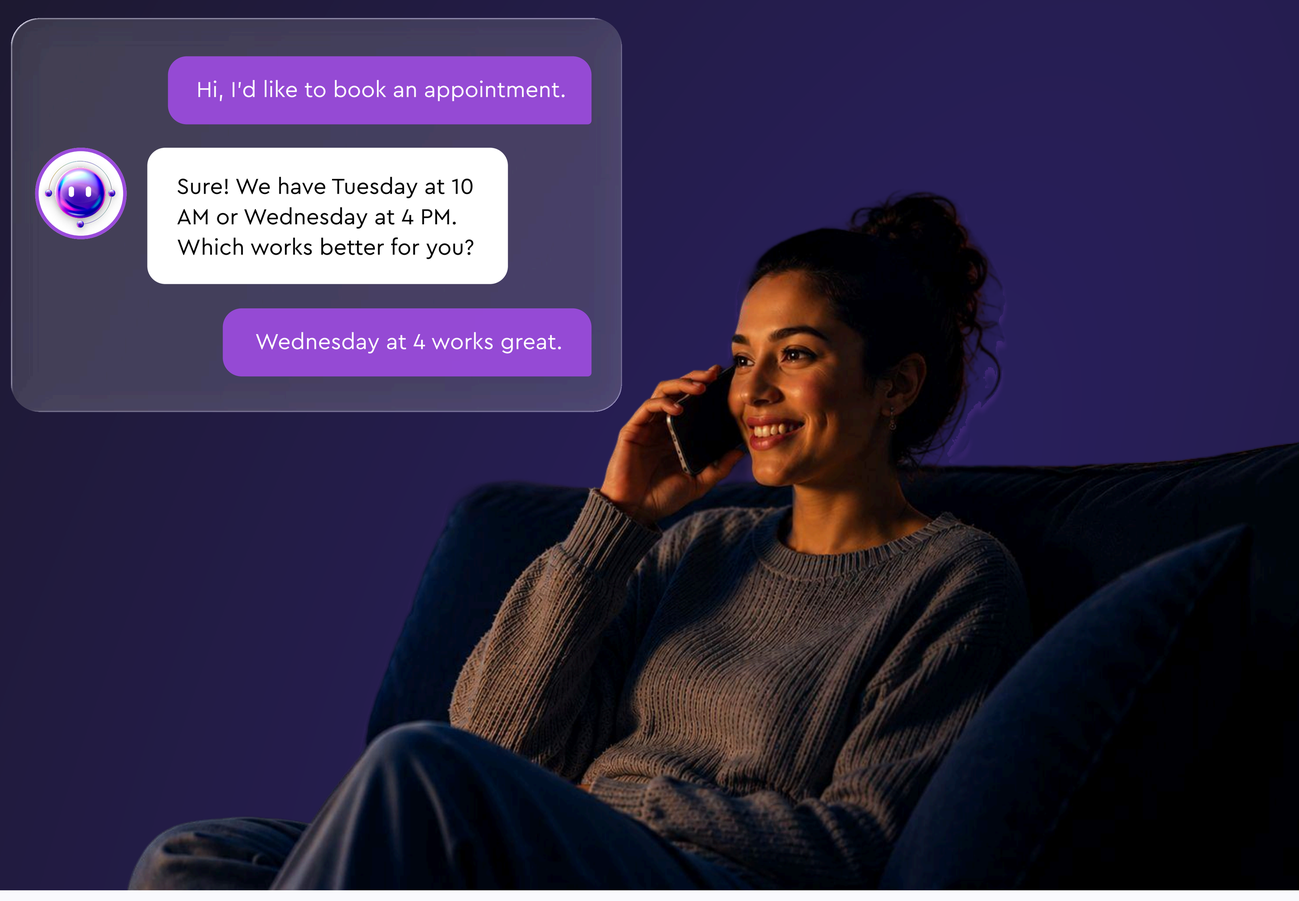
Stop losing patients to missed calls.

Say *Hello* to PbN AI Receptionist!

Missed calls quietly cost practices thousands every month. PbN AI Receptionist answers every call, books the appointment, and supports your front desk around the clock.



CATEGORY	FEATURE	WHAT IT DOES
Call Handling & Coverage	24/7 After-Hours & Overflow Answering	Answers calls the front desk can't, nights, lunch, holidays, or when every line is busy.
Call Handling & Coverage	Full-Time Inbound Call Handling	Answers every inbound call, all day, not just after-hours or overflow.
Call Handling & Coverage	Voicemail Handling & Transcription	Detects when voicemail is the right move and transcribes it automatically.
Call Handling & Coverage	Barge-In (Natural Interruptions)	Patients can interrupt AIR mid-sentence, just like a real conversation.
Call Handling & Coverage	Custom Bot Name & Greeting	Each practice can name its AI receptionist and customize the greeting.
Call Handling & Coverage	Warm Transfer & Live Handoff	Connects patients to your team with a private briefing first, so staff can accept the call or let AI handle the follow-up.
Call Handling & Coverage	Multilingual Call Handling	Answers in 6 languages in addition to English, maintaining the same booking, eligibility, and safety rules in every language.
Scheduling & Booking	New & Existing Patient Booking	Books new and returning patients directly, matching the right visit type from the conversation.
Scheduling & Booking	Rescheduling & Cancellation (with Save)	Handles reschedule and cancellation requests, disclosing cancellation fees before confirming.
Scheduling & Booking	Appointment Confirmation	Confirms upcoming visits and updates status in real time.
Scheduling & Booking	Emergency Scheduling	Recognizes urgent symptoms (e.g., tooth pain) and prioritizes same-day availability.
Scheduling & Booking	Direct PMS Write-Back	Books straight into Dentrix, Eaglesoft, or Open Dental, no manual re-entry.
Scheduling & Booking	Provider & Visit-Type Matching	Matches the right provider, operatory, and appointment type automatically from PMS data.
Scheduling & Booking	Complete PMS Write-Back (Full Sync)	Deeper two-way sync covering the full range of appointment types and edge cases.
Patient Communication	Two-Way SMS Conversations	Full back-and-forth texting, including booking directly over SMS.
Patient Communication	Knowledge Base Q&A	Instantly answers hours, location, and practice-specific questions from a knowledge base practice staff can edit themselves.
Security & Compliance	OTP Patient Verification	A one-time passcode confirms patient identity before any protected health information is shared.
Security & Compliance	HIPAA Compliance & BAA	Full HIPAA-compliant handling, backed by a signed Business Associate Agreement.
Security & Compliance	Call Recording & Transcripts	Every call is recorded and transcribed automatically.
Integrations & Platform	Native PbN Integration	Runs inside the PbN platform the practice already uses, no new login, no separate vendor.
Integrations & Platform	Multi-PMS Support	Direct integrations with Dentrix, Eaglesoft, and Open Dental, with more added regularly.
Analytics & Visibility	Staff Notifications	Automatic email/SMS/dashboard alerts for escalations, voicemails, and pending tasks.
Analytics & Visibility	Call & Booking Analytics Dashboard	Tracks bookings, reschedules, cancellations, and call outcomes inside the PbN dashboard.

Talk To Our AI Receptionist

Call now and experience a live conversation with PbN's AI Receptionist, just like one of your patients would. Try booking a new-patient appointment or asking about office hours.

Book a Demo

Hear it live: +1-425-295-2309