



**\$199**

**A MONTH**



**Streamline  
booking now.**

# AI OFFICE ASSISTANT

Dental practices streamline booking to improve patient acquisition.

Make booking dental appointments as frictionless as possible by using an AI powered office assistant. With an AI Assistant dental offices can: schedule appointments, verify insurance, and collect payments online or over the phone. An AI Office Assistant supports practices 24/7/365 without increasing staff. Never miss an opportunity to acquire a new patient.

For \$199 a month you can leverage the SICURA® QuickStart platform to build an AI Office Assistant. It takes a few hours to have your own live AI Office Assistant ready.


## BENEFITS

- Increase Patient Acquisition
- Never Miss a Call
- Quicker Onboarding
- Connect to Practice Management Software
- Capture Metrics
- 24/7 Availability
- Average 636% ROI
- 2-3 Hour Build
- Multilingual

## OMNICHANNEL

Meeting patients on their preferred channel. AI Office Assistants live in the cloud, which means they can be leveraged across channels, at any time, from anywhere.

- Telephone
- Social Media
- Online
- And More...
- Practice Management System (PMS)
- Email

← BACK

↻ RESTART

Welcome! I am an AI Assistant that can answer questions and schedule appointments.

Are you a new or returning patient?

New

Would you like to schedule a consultation?

Yes

Here are our earliest available appointments:

Monday, June 15 at 10:00 AM with Dr. Williams  
 Tuesday, June 16 at 3:00 PM with Dr. Patel  
 Thursday, June 18 at 11:30 AM with Dr. Williams

Which appointment works best for you?

Tuesday with Dr. Patel.

Excellent! First, can I have your first and last name?

Emily Carter

...

SUBMIT

Powered by NOHOLD

## FEATURES

### AI-based Natural Language Processor & Inference Engine

Multi-turn, context aware, conversational interface

### Generative AI

Leveraging the most accurate frontier Large Language Model (LLM)

### Analytics

Systematically capture actionable customer behavior metrics

### Application Programming Interface (API)

Integrates & connects with back-office systems

### NOHOLD AI Alliance

Connect to other AI Assistants

### Omnichannel

Can be launched via Phone system, Webchat, App, Smart Speaker, Social Media

### Scalable

Handles millions of conversations per month

### Multilingual

Live in 15 languages

### Deployment

Available on both cloud and on premise

### Compliant and Secure

HIPAA, PCI, SOC2 - Type 2

## BEST PRACTICES

- Customize with Practice Branding
- Integrate with PMS Platform
- Collect Payments
- Personalize the Experience
- Leverage on All Web Pages
- Provide Escalation Options
- Leverage Existing Knowledge
- Upsell Premium Services
- Share Alerts & Promotions

“

**One of my goals is to guide my patients using the most innovative technology. The Virtual Assistant allows us to reach more patients by automating our new and returning patient onboarding process. Tasks that were repetitive, and time-consuming for my staff are now gone!**

Dr. Aimee Eyvazzadeh



## KEY PERFORMANCE INDICATOR (KPIs)

For the past 27 years NOHOLD has developed AI driven technology to engage and support our clients' customers. Here are some of the things we have accomplished:

**\$199**

**A MONTH**



**Streamline  
booking now.**

Performance Measure	With NOHOLD	Remarks
<b>Sales Conversion Rate</b>	3x industry average	Increased sales conversions without human intervention.
<b>Voice of the Customer</b>	Improved understanding of top requests	Quickly identify trends in customer shopping preferences, questions being asked, product issues, etc. With this knowledge, action can be taken to improve content online, processes, marketing and products.
<b>NPS</b>	Increased 1 – 2 points	Maintain the same NPS or better with AI Assistants that are available 24/7/365.
<b>Calls Answered</b>	100% of calls	The AI Assistant can answer your phone. Help people make appointments and find answers without needing to contact a live agent or wait on hold.
<b>CSAT</b>	AI Assistant achieved the same CSAT as live agents	Maintain the same CSAT or better through the AI Assistant that can answer questions, guide end users through processes and complete tasks.
<b>ROI</b>	636% average	Across all NOHOLD clients the AI Assistant quickly pays for itself.