

## Fully Managed Communications Solution especially customized for the Medical/Dental Industry

Enhance customer loyalty by having a caller's key contact details "at-the-ready", integrated with Practice Management System including Dentrix, Open Dental, and Eaglesoft



Connect callers quickly to the right person, without long hold times, with call flows you can easily configure and continually adapt to fit your business

Protect your business reputation by directly identifying and effectively resolving any customer-related issues in real-time with AI-based Sentiment Analysis

Build stronger customer relationships by enhancing sales staff effectiveness with AI-based Whisper Coaching suggestions, delivered in real-time

Improve the customer experience by monitoring team performance with a Visual Performance Dashboard displaying intelligent call handling metrics

*Unified Office has an extremely flexible, innovative voice communications platform. The reliability and quality of their platform is outstanding. Their integration with our practice management system coupled with the ability to easily change our workflows when needed has really helped our practice work better. Their voice and texting integrations with our practice management system are extremely important. Their support is outstanding-they are always available to help us when needed, always responding in a timely fashion. Every dental practice should use Unified Office."*

Dr Mark Hanna  
Grace Dental Care

**Reconnect with your customer!**

**To learn more or schedule a demo call 1-877-589-3700 today!**



# In a world where every second counts, Unified Office ensures your practice never skips a beat

## Total Connect Now<sup>SM</sup>

Never miss a call or revenue opportunity with our highly reliable, patented communication platform

## Call Flow Builder

Connect callers quickly to the right person, without queues and Music-on-Hold, with call flows you can easily configure and adapt to fit your business

## Internal Call Center

Enhance the customer service experience and your brand reputation with an efficient employee-staffed call center

## Visual Performance Suite<sup>TM</sup>

Optimize team performance to improve the caller experience, by showing active calls, time-to-answer, hold times, and other KPIs, with the Visual Performance Suite

## Sentiment Analysis

Improve service and protect your brand by identifying and proactively responding to potential customer service issues in real time

## Privacy Protection

Protect your customers and your business reputation by preventing sensitive data such as credit card information from being recorded

## Whisper Coaching

Build stronger customer relationships by enhancing sales staff effectiveness with AI-based Whisper Coaching suggestions, delivered in real-time

## IoT Alerts via Alexa

Reduce business risk by receiving "Mission Critical" IoT notifications by all modes of communications, whether it's by voice, text, email or even Alexa

## Spoken Word Analytics

Gain valuable business insights about customer behaviors, in the context of spoken words (voice communications), using AI to scan all recorded calls to identify issues, interests, and uncover market trends

## PMS Integration

Enhance customer loyalty by having a caller's key contact details "at-the-ready" when your sales and service staff pick up the phone

## IoT Integration

Avoid costly business shutdowns due to equipment failure, with IoT monitoring of key equipment to collect trend data and pre-emptively trigger alerts in the event of out-of-spec conditions

## Fully Managed

Focus on your business, knowing that you'll enjoy our unsurpassed 24/7 managed support as well as our continuous innovation!