

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

Reduce no-shows with industry compliant text communications for reminders, confirmations, and follow-ups

Meet patient expectations and booking goals with AI that automatically scores staff phone engagement - customized to your practice's own rules of engagement

"Unified Office's innovative voice communications platform is highly reliable and integrates seamlessly with our practice management system, allowing easy workflow changes. Their support is outstanding, always responding promptly. 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

Text Messaging

Reduce no-shows with secure, reliable text communications for reminders, confirmations, and follow-ups - delivered with high message deliverability and full regulatory compliance

Remote Office Management

Ensure seamless communication during emergencies, holidays, or staffing changes by empowering dental professionals to remotely manage their office's open or closed status with just a few clicks

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

Privacy Protection

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

Total Connect NowSM

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

Visual Performance SuiteTM

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

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

Call Classifier

Capture more revenue by identifying missed opportunities and routing follow-ups - powered by AI that automatically categorizes inbound calls to help teams respond faster and convert more patients

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

Sentiment Analysis

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

Staff Engagement Scoring

Meet patient expectations and booking goals with AI that automatically scores staff phone engagement - customized to your practice's own rules of engagement

Fully Managed

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