



SENTIMENT DETECTION



GET AI-POWERED ALERTS OF POTENTIALLY DISSATISFIED OR UPSET PATIENT CALLERS

Sentiment Detection uses artificial intelligence to analyze a caller's **tone of speech, cadence, rhythm, and volume**. If Call Box identifies a potentially dissatisfied patient, we'll send an alert to the appropriate individual.

Sentiment Detection allows providers to:

- ✓ Interpret a patient's tonal highs and lows throughout the call.
- ✓ Proactively reach out to patients who have a poor phone experience.
- ✓ Salvage appointments and patient relationships.
- ✓ Gain insight into each staff member's phone performance to provide more immediate feedback.

Sentiment Detection gives providers the necessary tools to react quickly to a poor phone experience and proactively improve staff phone skills. The outcome: more booked appointments, more patients returning to the practice, and ultimately more revenue.



LEARN MORE ABOUT SENTIMENT DETECTION AND OTHER AI-POWERED FEATURES!