AI CALLING AGENT WITH ADMIN DASHBOARD FOR DOCTORS

Link

INTRODUCTION

- The AI Calling Agent is an intelligent system that automates doctor-patient communication using AI-driven voice interaction.

- It performs automated appointment reminders, feedback collection, and call-based patient interactions, all while being monitored and managed via a powerful Admin Dashboard.

Key Components:
- AI Voice Bot (handles inbound calls)
- Admin Dashboard
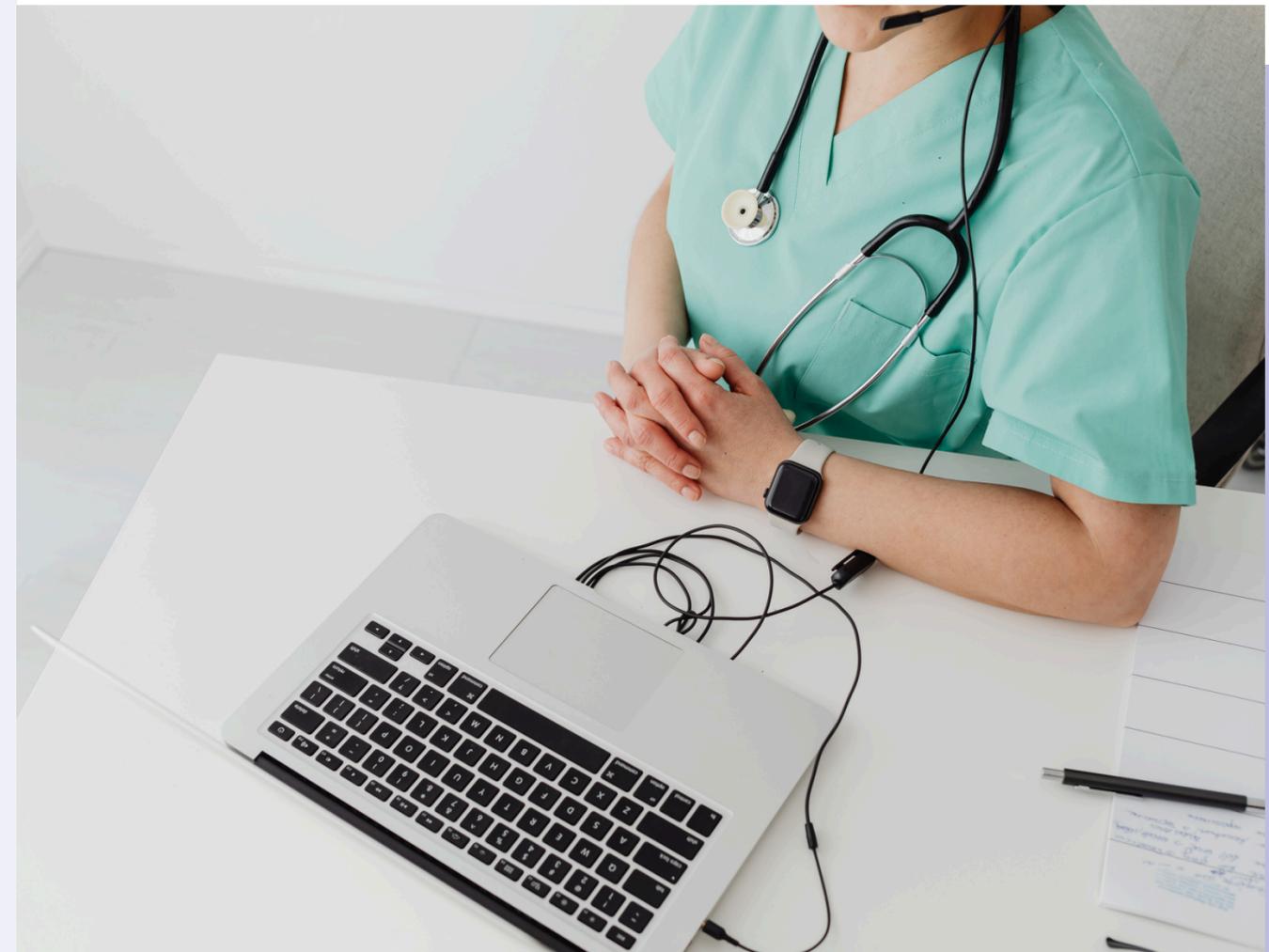- Real-time call analytics
- Appointment management tools

MoonSys

Manual call operations in healthcare are:

01 **Costly:** *Requires large human call centers*

02 **Error-prone:** *Human inconsistencies affect patient experience*

03 **Time-consuming:** *Staff spend hours confirming appointments*

04 **Unscalable:** *Difficult to manage large patient bases*

05 **Opaque**: *No real-time visibility into performance metrics*

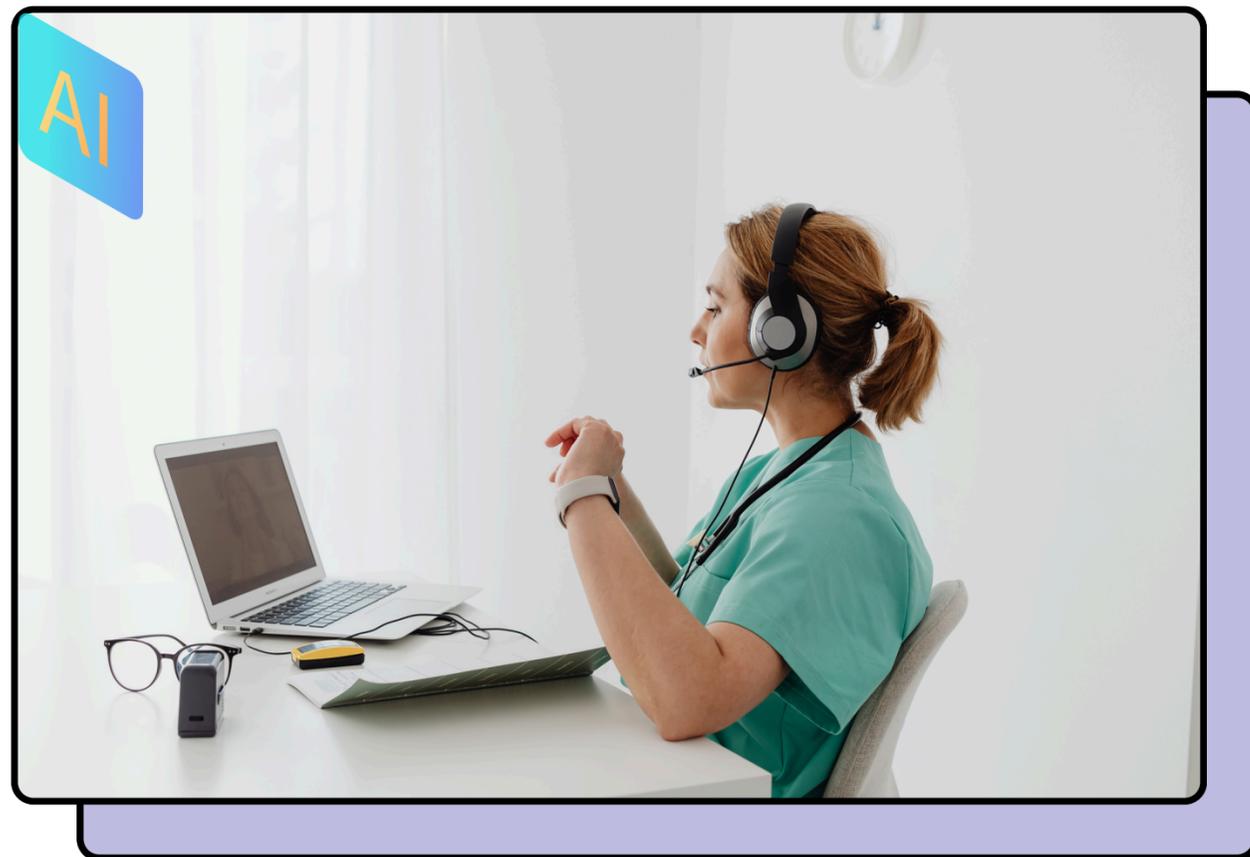*These challenges limit efficiency and patient satisfaction in healthcare operations.*

CHALLENGES FACED

OUR SOLUTION

The AI Calling Agent + Dashboard automates and centralizes the entire calling workflow.

01 AI handles inbound calls

02 *Natural language conversations with patients (using NLP)*

03 *Patient data upload & management system*

04 *Real-time performance analytics*

05 *Voice transcription*

Result:
Doctors and clinics can scale operations, reduce manual workload, and improve patient communication.

HOW IT WORKS

1 **Patient Data Creation**
Clinics add patient records manually or its generated by AI, including call purpose and contact details.

2 **Appointment Time Scheduling**
Each patient's appointment time is set, and the system uses it to determine when the AI will initiate the call.

3 **AI Voice Interaction:**
AI bot calls patients using Twilio Media Streams, interacts using NLP, and records responses.

4 **Dashboard Monitoring:**
Real-time metrics like call status, duration, success rate, and sentiment are displayed.
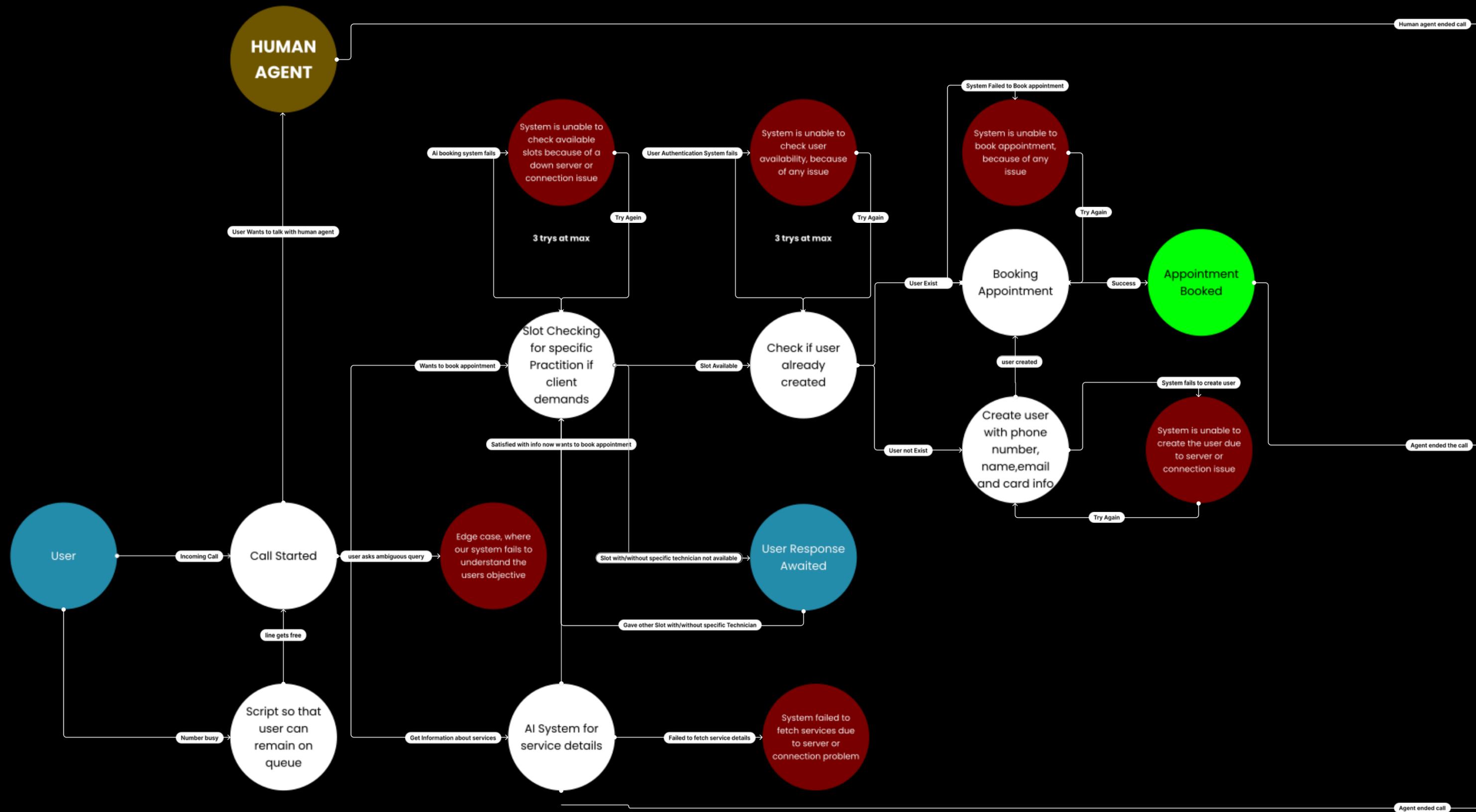
5 **Analytics & Reporting:**
Clinics view performance insights, track outcomes, and optimize future campaigns.

UI Workflow of call agent (For Developers)

Workflow Overview

01 High-level flow of how the AI handles calls, retries, and fallback to human agents.

02 Shows key decision points: slot check → user check → booking → success or fail.

04 Helps developers understand where AI logic, APIs, and dashboard events interact.

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1 Appointments 🔄

Day | **Week**   Add Note   **Dec 1 - Dec 7** ⌄

	1st Dec	2nd Dec	3rd Dec	4th Dec	5th Dec	6th Dec	7th Dec
9:00 AM		Tameer Malik					
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							

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1Appointments

Week | Add Note | Dec 1 - Dec 7 ∨

	1st Dec			6th Dec	7th Dec
9:00 AM					
10:00 AM					
11:00 AM					
12:00 PM					
1:00 PM					
2:00 PM					
3:00 PM					
4:00 PM					
5:00 PM					

Add Appointment

✕

2nd December 2025	10:00 AM – 11:00 AM

Patient Name

Contact Number	Contact Email

Visit Details

Service ▼	Select Practitioner ▼

Price $

Payment Status

○ Paid   ● Unpaid

Add Appointment

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Our Services

+ Add New Service

Consultation [1]

📝 Service Details

Regular Price **300**
Promo Price **200**

Edit Service

Remove Service

Appointment [1]

📝 Service Details

Regular Price **200**
Promo Price **150**

Edit Service

Remove Service

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Dashboard

Day **Week** **Dec 1 - Dec 7** ⌄

Key Metrics

Appointments	New Patients	Practitioner	Revenue
2	2	2	$ 155

Calling Agents Metrics

See Logs ▸

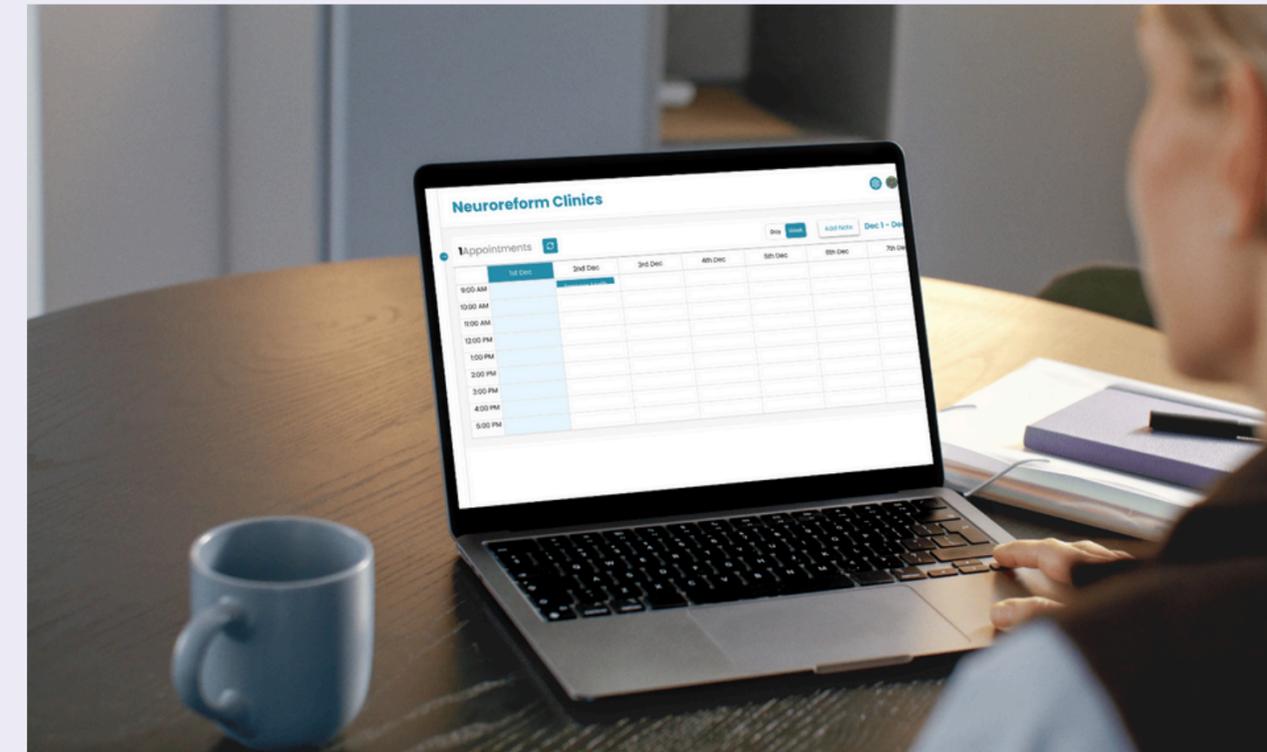| Calls Recieved	Appointments Booked	Service Details	Route To Human Agent	AI Hang Ups
2	2	2	2	2

KEY FEATURES

✓ ***AI-Powered Inbound Call Handling:*** *AI answers incoming calls instantly, collects patient details, verifies information, and processes requests without human involvement.*

✓ ***AI-to-Human Handover :*** *If the AI cannot understand or resolve a caller's query, the call is automatically transferred to a human agent.*

✓ ***Real-Time Analytics:*** Track call success rate, answered/unanswered calls, and response metrics.

✓ ***Live Monitoring:*** View ongoing calls, transcripts, and AI responses in real-time.

✓ ***Role-Based Access:*** Admin, Supervisor, and Agent-level permissions.

✓ ***Secure Authentication:*** JWT-based token system for privacy and HIPAA compliance readiness.

KEY BENEFITS FOR CLIENTS

Operational Efficiency
- Automates 65% of manual calls
- Cuts staff load & costs

Enhanced Patient Experience
- Consistent, professional AI calls
- Fewer missed appointments

Real-Time Insights
- Analytics & sentiment tracking

Scalability
- Cloud-based for any clinic size
- Handles thousands of calls

Integration-Ready
- Works with CRM, EMR, & booking tools
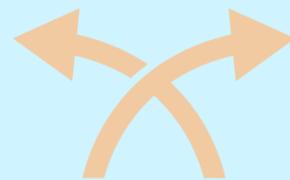- API-enabled for easy integration

BUSINESS IMPACT

65% reduction in manual workload for healthcare teams.

40% improvement in appointment adherence.

Improved consistency in patient communication quality.

Data-driven decision-making via dashboard analytics.

Increased ROI for clinics due to automated operations and reduced human error.

SECURITY & COMPLIANCE

Data Protection: End-to-end encryption for calls and data transfers.

Authentication: Secure JWT tokens for users.

Access Control: Multi-role system (Admin, Supervisor, Agent).

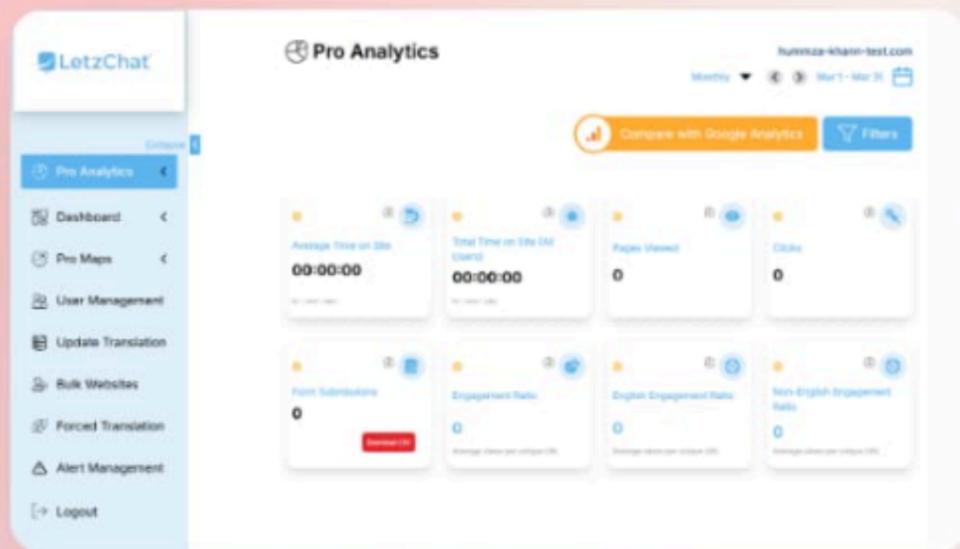**HIPAA Readiness:** Built following healthcare data privacy standards.

WHY CHOOSE THIS SYSTEM

- **Customizable:** *Adaptable to any clinic's workflow.*

- **Scalable:** *Handles thousands of concurrent calls.*

- **Cost-effective:** *Lower operational costs compared to call centers.*

- **Future-ready:** *Built with AI/NLP foundation for continuous improvement.*

- **Proven Impact:** *Demonstrated efficiency gains and user satisfaction.*

WHY CHOOSE MOONSYS

In-house team skilled in AI, NLP, and cloud systems

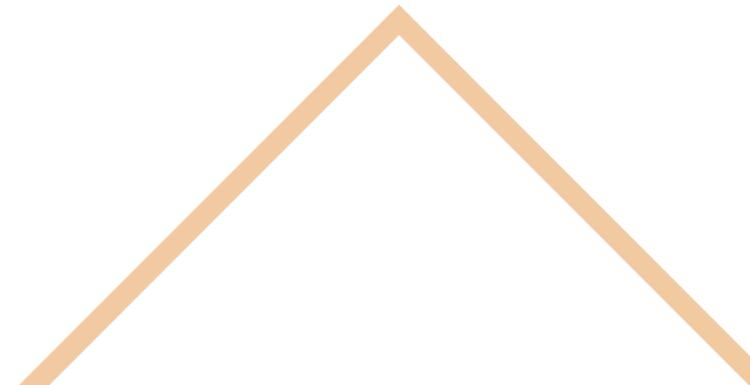Expertise in media accessibility & workflow automation

Proven experience in AI-powered translation systems

Dedicated to scalable, secure, and user-friendly solutions

Trusted by creators & businesses worldwide

MoonSys

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Connect with us.

+1 307-278-4480

www.moonsys.co

admin@moonsys.co