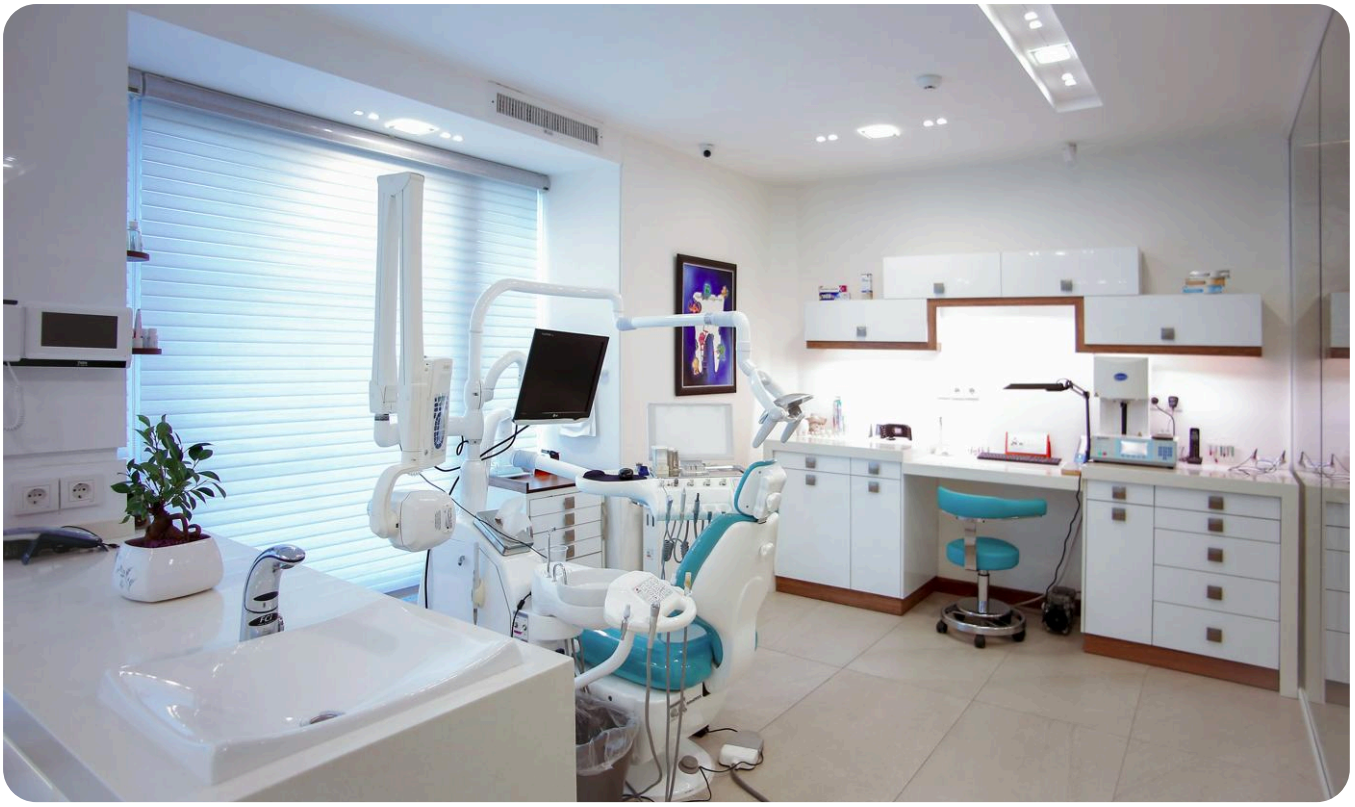


Industry demo · Service guide

Dental

A calm, capable front desk for dental practices.

New patients can be booked, cancellations filled from your waitlist and overdue patients reminded, so your team spends less time on the phone.

Call + Message

How it works	Phone call, followed by a text message
Best for	Dental
You stay in control	Give clinical advice or recommend medication
First step	A short call with no obligation

How this helps

What it means for your business

Your front desk cannot answer the phone while looking after patients.

Customers who call get an answer, your team is interrupted less, and the details reach the right person. You decide which calls it handles and when a person takes over.

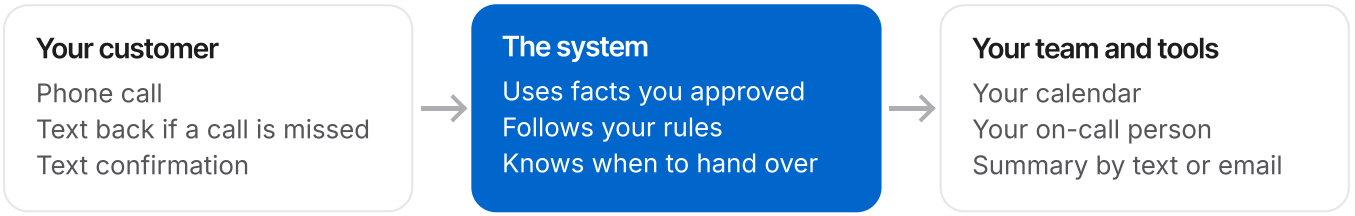
What you get

- New patient calls with intake and an appointment request
- Reschedules and cancellations, with open slots offered to the waitlist
- Urgent pain, swelling or broken teeth flagged for same-day care
- Six-month recall and unscheduled treatment follow-up
- Review requests after visits

What changes day to day

	Common today	With this service
When the phone rings	Answered if someone is free	Answered on the schedule you choose
Customer details	Written down when there is time	Collected the same way on every call
Booking	Callbacks and phone tag	Booked into your calendar, or sent to your staff to confirm
Urgent needs	May wait for a callback	Sent to the person you choose, using your rules
After the call	Notes depend on who answered	A short summary by text or email

How it fits with your business



How it works

From start to finish

Starts with
A customer calls

→ Step 1
Answers right away

→ Step 2
Understands the need

→ Step 3
Collects the details

→ Step 4
Books or connects

→ Result
Booked, routed or summarised for you

Step 1
Answers right away
The assistant picks up in your business name, even when your team is busy.

Step 2
Understands the need
It listens and asks one question at a time.

Step 3
Collects the details
It takes what your team needs, such as the name, number or address.

Step 4
Books or connects
It books the visit, or puts urgent callers through to a person.

Example · Call scene

A new patient calls to book a cleaning while your front desk is with someone in the practice.

Phone call, followed by a text message

What happens next

Your team sees the new patient details and insurance provider, ready to confirm the visit.

Text message
Thanks Priya. We have your request and will confirm your cleaning shortly.

Assistant
Good morning, Cedar Dental, this is Chloe, the virtual assistant. How can I help?

Caller
Hi, I'm new to the area, and I'd like to book a cleaning, please.

Assistant
Welcome to the neighborhood! I'd be happy to help. Can I start with your full name and a good number?

Caller
It's Priya Shah, and my number is five five five, zero one four two.

Assistant
Thanks, Priya. Do you have dental insurance? If you tell me the provider, our team can check your cover before you come in.

Caller
Yes, through my work. I'll bring the card with me.

Shortened. Hear the full call in the online demo.

How easy it is

We do the heavy lifting

Most of the work happens on our side. You make the decisions, and we tell you exactly what we need.

What we handle

- Write the greeting and call script with you
- Set up call forwarding on your current number
- Connect your calendar and alerts where supported
- Run test calls before anything goes live
- Review calls after launch and adjust the script

What you do

- Share your hours, services and rules
- Approve the script
- Listen to the test calls
- Tell us what to change

Service levels

Start simple, go further when you are ready

Level 1

Start

After-hours or overflow calls, answered in your business name, with a summary after each call.

Level 2

Core

The calls you choose, calendar booking, urgent routing and text confirmations.

Level 3

Advanced

Your CRM or job software where supported, lead follow-up, recall campaigns and reporting.

The right level is confirmed during discovery, based on your business and the tools you use.

What we need from you

- Your hours, services and service area
- The prices and policies you are happy to share
- How you book today, and access to your calendar
- Who should get urgent calls, and their numbers

How we get started

1. A short call about your business
2. A clear plan and scope
3. Setup and testing with you
4. Go live with your approval

Why Calvyrn

Why businesses choose to work with us

Built for your business
Your rules, your wording and your tools. Not a one-size template.

You approve first
Nothing goes live until you have seen it and said yes.

Start small
Begin with one service or one first version, then add more if it helps.

One team
AI systems, automations, websites and web applications in one place.

Plain language
You always know what is being built, why, and what comes next.

Honest limits
We tell you what a system cannot do and where a person should stay involved.

What it will never do

- Give clinical advice or recommend medication
- Confirm what insurance will cover
- Put health details in a text message
- Keep a caller with severe swelling or trouble breathing on the line: they are told to call 911

Questions you may have

Will callers know it is an AI?
Yes. It introduces itself as a virtual assistant, sounds natural, and can pass the call to a person at any time.

What about HIPAA?
For US healthcare clients, we choose vendors that offer a Business Associate Agreement, collect the minimum details, and keep health information out of text messages. We confirm the setup with you before launch.

Our practice software will not connect.
We start with appointment requests your team confirms in one step. Direct integration can follow.

Important notes

- Examples in this guide use fictional businesses, names and details.
- Results depend on your business, tools, customers and how the service is set up. We do not guarantee revenue, bookings or search rankings.
- AI can make mistakes. That is why approvals, clear limits and human hand-off are part of the setup.
- Features depend on your plan and on the tools you use. The final scope is confirmed during discovery and in your proposal.
- This guide is not legal, medical, tax or financial advice.

See how it would work for you
Tell us about your business. There is no obligation.

calvyrn.com/contact.html
info@calvyrn.com