# RoboReception

**Thanks to our real-time AI solution, Focus CX, RoboReception Ltd. now has the tech that keeps them in touch with their patients and delivers exceptional customer experiences.**

## The project

Trusted by over 1,500 dentists and managers to grow a more profitable practice, RoboReception Ltd. was created with the purpose of changing front-desk bottleneck services into a seamless, 24/7 lead flow engine that lets dental practices operate on the next level.

Before the project, the key issues they faced were:

- Their AI couldn't be integrated into the existing telephony platform
- Did not have the technical know-how to connect their AI engine to a real-time text-to-speech and voice bot system
- Calls were still being handled by human agents, preventing expansion and scaling

## The solution

Built on our brand new and enhanced platform, Focus CX, our tech team implemented a fully integrated, AI-driven telephony workflow that could support the services RoboReception AI sought.

Ultimately, Focus CX would provide: live call transcription (via XBS inside Focus CX), voice bot functionality, and an integration layer for external AI systems.

Focus CX would perform live transcriptions of the caller's speech and instantly deliver transcripts to RoboReception AI's engine. From there, the AI generates a response and returns a text output, converted to text-to-speech through Focus CX. Finally, the Focus CX voice bot delivers the AI-generated reply back to the caller.

To ensure implementation and processes ran smoothly, we ensured there was continuous communication and collaboration between our Focus CX engineers and RoboReception Ltd.

## The result

Focus CX has processed over 70k calls, with a whopping 96% in autonomous resolution. Now, RoboReception Ltd. has acquired 500+ patients and got 2.7k+ staff hours reinvested, all with 0 missed patient calls!

Thanks to Focus CX's success, RoboReception Ltd. has expanded and now has the ability to deliver exceptional services in multiple countries, including Ireland, Australia, and South Africa.

"This project is a brilliant example of what happens when cutting-edge AI meets specialist engineering and a shared vision for better customer experience. RoboReception AI is redefining how healthcare businesses communicate, and we're proud that Focus CX is the platform helping power that transformation."

**Dr Grant McAree – Director, RoboReception Ltd.**