

AI VOICE AGENT · FOR HEALTH SYSTEM PATIENT ACCESS & IT LEADERSHIP

We've been powering healthcare communications long before AI. Now we're making them smarter.

For **30+ years**, Continuant has run the unified-communications infrastructure inside hundreds of hospitals nationwide. ConnectAI is an AI layer on the same operational backbone we've run at 2am during go-lives, outages, and EHR cutovers. **We're not another AI startup pitching a pilot. We're already in the building.**

30+ yrs

SUPPORTING UC INSIDE
HOSPITALS NATIONWIDE

100s

HOSPITALS RUNNING ON OUR
INFRASTRUCTURE TODAY

99.99999%

CONNECT CPAAS PLATFORM
UPTIME

2-4 wks

TYPICAL TIME TO
DEPLOYMENT

Built to support — not just built to demo.

Every other vendor in this category is **an AI company that added healthcare as a market**. Continuant is **a healthcare communications company that added AI as a capability**. We've spent three decades as the team hospitals call when the phones go down at 4:47pm on a Friday — not the team that hands you a support-ticket queue. ConnectAI inherits that discipline: a named implementation team, infrastructure we operate ourselves, and a support relationship that doesn't end at go-live.

Three Layers. One Solution. One Accountable Partner.

Most vendors license their telephony and platform management. We build, connect, and manage all three — directly.

01

Capability

THE AI VOICE AGENT

Answers every call in natural conversation — 24/7 scheduling, FAQ, routing, overflow, and after-hours. No phone trees, no hold queues, no patients lost during peak hours.

02

Infrastructure

CONNECT CPAAS — THE LAYER WE
OPERATE

Carrier-grade PSTN we run ourselves, with a 99.99999% uptime SLA. UCaaS-agnostic — runs across Zoom, Teams, Webex, or your legacy PBX. An AI layer on what you already have, no rip-and-replace.

03

Accountability

MANAGED & TESTED DAILY

We don't just deploy the agent — we test it every day. Automated daily validation of conversational flows, routing, and escalation, with real-time alerts the moment quality drops below threshold.

One team accountable for the whole stack.

Not an AI company renting a carrier, an LLM, and a support queue from three vendors — and leaving you to figure out who to call when it breaks.

Continuant Technology Services
ConnectAI — Enterprise Voice AI

HOW CONNECTAI COMPARES

VENDOR	OPERATES ITS OWN TELEPHONY	PUBLISHED PRICING	YEARS IN HEALTHCARE	TYPICAL DEPLOYMENT
ConnectAI / Continuant	✓ Yes — operated	✓ Yes, per bed	30+	2–4 weeks
Hyro	— Third-party	— Quote only	8	2–6 weeks
Assort Health	— Third-party	— Quote only	5	4–8 weeks
Other enterprise platforms	— Third-party	— Quote only	Varies	Quote only

When a competitor’s telephony is licensed from a third party, a scaled outage means calling multiple vendors to find out why. We operate the layer that carries the call — so accountability sits with one team.

FEATURES INCLUDED WITH EVERY TIER

- ✓ **24/7 AI voice agent** — scheduling, FAQ & call routing
 - ✓ **Full EHR / EMR integration** with real-time scheduling write-back
 - ✓ **HIPAA-compliant** call handling with PII protection
 - ✓ **Business Associate Agreement** executed at signing
 - ✓ **Daily automated agent testing** with real-time alerting
- ✓ **Connect CPaaS** — operated PSTN, 99.99999% uptime SLA
 - ✓ **UCaaS-agnostic** — runs on Zoom, Teams, Webex or legacy PBX
 - ✓ **SOC 1 & SOC 2** audited security & controls
 - ✓ **Named implementation team** — not a ticket queue
 - ✓ **Monthly reporting** & quarterly business reviews

COMPLIANCE BUILT IN, NOT BOLTED ON

HIPAA
COMPLIANT

SOC 1
AUDITED

SOC 2
AUDITED

Encrypted call handling, PII protection, and a BAA with every deployment — so security review clears the path instead of blocking it.

TRANSPARENT, PREDICTABLE PRICING

Priced by the bed.
50 beds or 500 — you know exactly what it costs before you sign. Mapped to your scale, no quote-only games, no surprise overages.

Ready to see ConnectAI in your environment?

Tell us your bed count and we’ll walk you through exactly what a deployment looks like for your organization — and what missed calls are costing you today.

Let’s Talk ConnectAI →

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