

Gain real-time visibility into patient access metrics, from scheduling to call performance and much more. Turn insights into confident decisions that improve operations and the patient experience.

## Clarity Across Every Patient Interaction

### The Power of a Unified View

Siloed reports and delayed spreadsheets hide the reality of patient access. Dash IQ analytics is a centralized dashboard that unifies patient access, scheduler performance, provider scheduling insights, and more in one view, giving leaders clarity to make confident, real-time decisions.

#### VISIBILITY INTO CALL CENTER DEMAND

## Call Center Performance

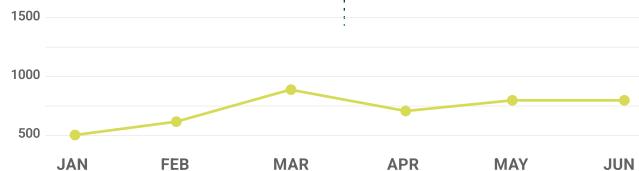
Scheduling and access data come together in one view, giving you the ability to answer critical questions such as:

- How many appointments are scheduled and how does daily call volume trend?
- Where is provider capacity underused?
- How are agentic AI interactions tracked alongside staff calls?
- What insights can you gain about patient experience from AI-handled calls?

Reveal hidden gaps in access and revenue

#### Dash Central Dashboard

##### No-shows and Cancellations



Prove the efficiency and ROI of Agentic AI

#### Dash Central Dashboard

##### Resolution Split



#### Appointment Volume

##### Appointment Value



Demonstrate balance across resources

## Voice AI Transparency

Automation builds confidence when leaders can see exactly how it performs. The Voice AI dashboard surfaces transcripts, outcomes, and patient feedback in Dash®, making the agentic AI transparent and accountable.

LifewellClinic

Home Dash Central Voice AI Dash Self

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Insights Center

Review AI and chat transcripts in context

Analytics Insights

Thanks for walking me through that. Would you like me to read your result

Track outcomes for every interaction

Analytics Insights

Reschedule (50%)

Cancel (30%)

Running Late (20%)

Warm Transfer: Give staff context when the AI transfers a call

Brenda Smith

Patient Notes

Reason for call: requesting refill for lisinopril. Eligibility requires staff review

188 hours Time saved

1.65 minutes Average call duration

6.45K Autonomous handled calls

## Transparency in Action



See AI and chat transcripts in Dash®



View post-call surveys scores to capture feedback



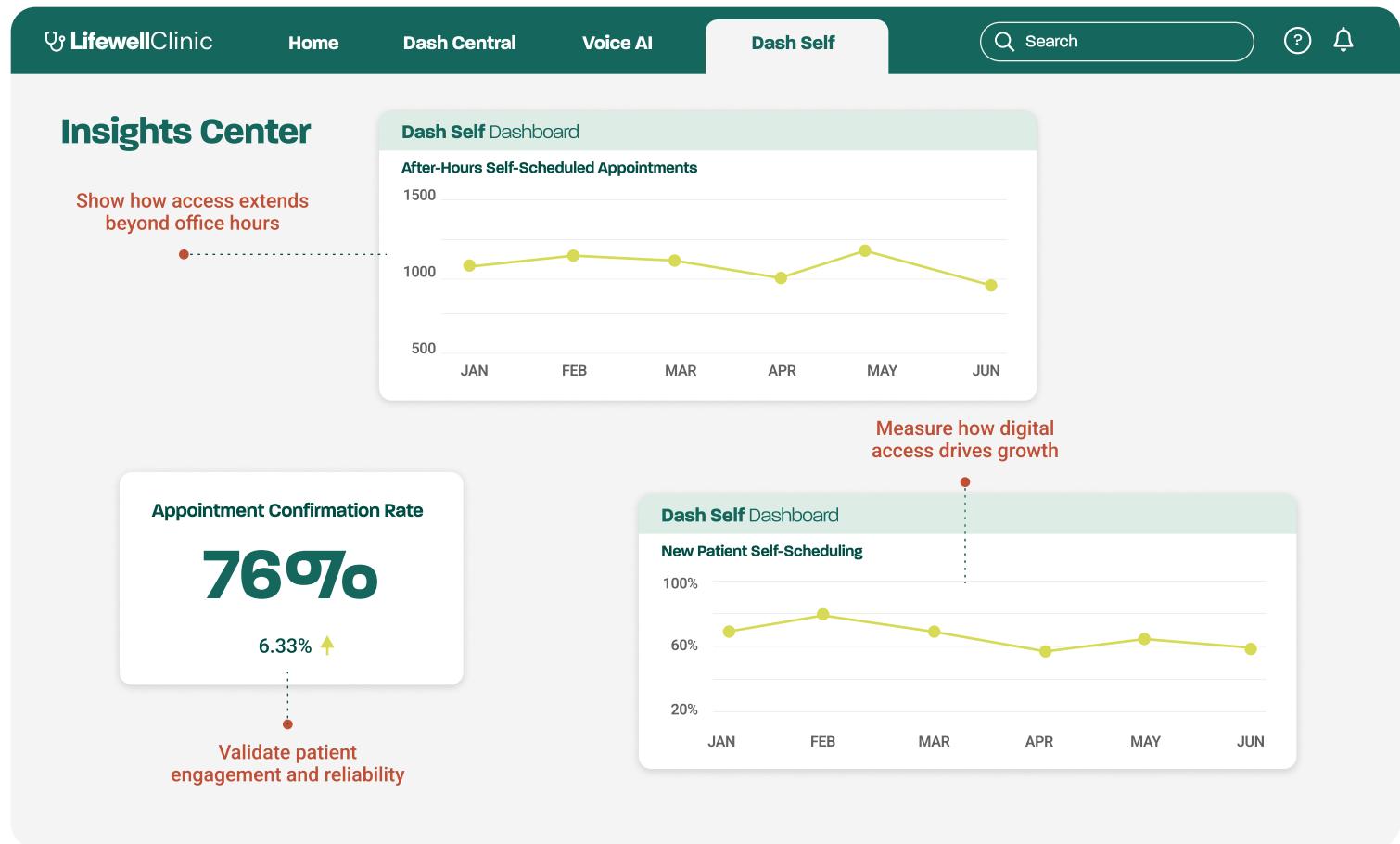
Link interactions directly to patient records



Track call reasons and outcomes for accountability

## Patient Experience That Goes Beyond the Visit

See how patients engage with self-service tools, appointment confirmations, and scheduling behavior. Insights provide a real-time view into adoption, convenience, and responsiveness that define the modern patient experience.



## Turn Access Data into Action



Unify performance across specialties & locations



Track KPIs that matter most to leaders



Benchmark access with specialty-specific industry data



Monitor key data in real-time