

AI EXCELLENCE | TECHNICAL SPECS & RESOURCES

The AI Assistant is far more than a simple answering machine. It is a sophisticated infrastructure combining professional telecommunications, generative artificial intelligence, and real-time data synchronization.

The Intelligence Engine

- **Proprietary Language Models:** Utilization of neural networks specifically trained for business vocabulary (appointment triggers, emergencies, industry-specific terminology).
- **Ultra-Low Latency:** Response processing on high-performance GPU servers to guarantee conversational fluidity under 1.5 seconds (essential to avoid a "robotic" feel).
- **Intent Recognition:** The AI goes beyond simple keywords; it understands context

Telecom & Network Resources

- **Dedicated Phone Number:** Acquisition and maintenance of a professional VoIP line (Local or National) dedicated exclusively to your practice.
- **Simultaneous Reception Channels:** Ability to handle multiple calls concurrently. Your line never rings busy, even if three patients call at the exact same second.
- **Intelligent Routing:** Automatic failover system to your personal mobile device, triggered only for urgent requests or unlisted queries.

Interoperability & Security

- Real-Time API Synchronization: Secure connection with your calendar (Google Calendar, Outlook, or compatible professional software via gateways).
- Availability Check: The AI queries your calendar in 200ms before proposing a time slot.
- Compliance & Confidentiality: Full encryption of all interactions and strict adherence to professional discretion standards.

No recordings are stored beyond the transcription necessary for the appointment booking.

Maintenance Package Details

- Included Voice Plan: 60 minutes of AI communication per month (amply sufficient for approximately 40 to 60 complete appointment bookings).
- Overage: Per-second billing (€0.40/min) to ensure you only pay for actual consumption.
- "Brain" Updates: Weekly optimization of the response script based on your practice's specific needs and evolution.
- Priority Technical Support: 24/7 monitoring of the AI-to-Calendar synchronization integrity.

Profitability Analysis

Type	Cost	Disponibility
Traditional Receptionist:	~1 300 € excl. VAT / month	35h/week
IA Excellence	99 € excl. VAT / month	168h/week (24/7)

Realized Annual Savings: 14 000 €

Web Infrastructure & Performance

- High-Availability Hosting: Servers optimized for the healthcare sector (fast loading times under 2 seconds).
- Critical Security: SSL Certificate (HTTPS), brute-force attack protection, and daily external backups.
- Application Maintenance: Weekly updates of site components (plugins, themes) to prevent any security vulnerabilities.
- Medical UX Design: Patient-centric interface (mobile accessibility, prominent call-to-action buttons, clear information hierarchy).

Local Visibility Strategy – SEO

- GMB Optimization (Google Business Profile): Advanced configuration of your profile to appear in the "Local Top 3" search results.
- Reputation Audit: Management of non-constructive feedback and a strategy for gathering positive reviews to build trust with new clients.
- Semantic SEO: Targeting specialty-specific keywords to attract a qualified client base (e.g., "Sports Physiotherapist London").

The Connected Ecosystem

- WhatsApp Intelligence: Automation of text-based responses for repetitive questions (opening hours, directions, required documents).
- Voice/Web Synergy: Your website and AI Voice Assistant share the same unified knowledge base for total brand consistency.

Ready to automate your practice? www.sl-excellence.com

