Dental AI Receptionist Call-Test Worksheet

Use fictional information only. Test a narrow, approved administrative workflow before a practice forwards real calls. A completed worksheet records what you observed; it does not approve a patient workflow, notification, booking, or staff follow-up.

Practice / tester	_____	Date / version	_____
Workflow tested	_____	Expected staff view	_____
Connected tools enabled?	_____	Workflow owner	_____

Test record

Scenario	Expected result	Observed result / evidence	Pass / fail / not tested
Approved office FAQ	Answer matches the practice-approved source.		
Callback request	Fictional name, number, preferred time and non-clinical reason are captured as configured.		
Staff retrieval	Intended staff role can find the request and associated conversation.		
Scheduling boundary	A request or failed action is described accurately; no unconfirmed booking is promised.		
After-hours call	Approved answers, escalation path and staff-review expectation match the practice plan.		
Clinical or patient-specific question	Question follows the approved human handoff and information boundary.		
Changed / corrected number	Final value is confirmed before saving, or the limitation and next step are stated accurately.		
Notification, if configured	Actual recipient/destination is checked; do not infer delivery from a saved request.		

Launch decision

Before forwarding real calls	Owner / date
Approved answers have a named maintainer.	
Practice has set the allowed information boundary.	
Staff knows where requests appear and who reviews them.	
Any required alert was actually received in the agreed test destination.	
Scheduling language matches the verified destination result.	
Failures and out-of-scope calls have a tested human next step.	
Change log and repeat-test trigger are documented.	

Important: Wirevox does not currently offer a BAA. Do not process PHI through the platform until an appropriate agreement and reviewed workflow are in place. Keep clinical advice, diagnosis, treatment recommendations and patient-specific questions with the appropriate staff path.

Companion resource: wirevoxai.com/blog/ai-receptionist-for-dentists-buyer-guide