ROGER AI Voice Agent: Monthly Performance Report

Reporting Period: March 1-31, 2025

AI Voice Agent Performance Dashboard

March 2025 • 1,856 Calls Processed • 24/7 Operation

Success Rate
87.6%
vs. 75% target

Call Completion
94.2%
vs. 80% target

Routing Accuracy
97.3%
vs. 90% target

Sentiment Score
4.3/5
vs. 4.0 target

Monthly Call Volume Growth

1,856 calls in March (+49% month-over-month)

Call Disposition Types

- Reschedule 65%
- Confirm 18%
- Transfer to Agent 9%
- Cancel 5%
- Incorrect Routing 3%

96.3% success rate for reschedules

AI vs. Human Agent Handle Time (minutes)

- AI Voice Agent
- Human Agent

Confirm Cancel Information

67% reduction in average handling time

24/7 Operations Impact — 483 after-hours calls

- Business Hours (9AM-5PM) 74%
- After Hours 26%

Expanded effective operating hours by 118 hours this month

Key Insights & Opportunities

Extended Coverage
26% of all interactions handled outside standard business hours with zero additional staffing costs.

Resource Optimization
83% reduction in routine scheduling tasks by front desk staff, freeing them for higher-value activities.

Enhancement Opportunity
Insurance verification integration identified as highest-impact feature for next release.

1. Executive Summary

ROGER has completed its first full month of operations, delivering exceptional results that demonstrate significant operational improvements and ROI. The system successfully handled **1,856 calls** with minimal human intervention, representing a **49% increase** in volume from February. Most impressively, 26% of these interactions occurred outside

standard business hours, extending your effective operating capacity by 118 hours this month without additional starting costs.

ROGER has proven particularly effective at appointment rescheduling, which represented 65% of all interactions and achieved a 93.2% success rate. The system maintained consistently high customer sentiment scores with 96% while reducing average handling time for routine transactions by 67% compared to human agent benchmarks.

Our continuous learning architecture has shown measurable improvement throughout the month, with success rates climbing from 81.2% in Week 1 to 89.6% by month's end. The system has automatically identified several high-value enhancement opportunities that we recommend implementing in the upcoming release cycle.

2. Key Performance Indicators

Metric	Current	Target	Status
Overall Success Rate	87.6%	75.0%	🟢
Call Completion Rate	94.2%	80.0%	🟢
Correct Routing Accuracy	97.3%	90.0%	🟢
Customer Sentiment Score	96.0%	95.0%	🟢
Average Handle Time	2:06	1:30	🟡
24/7 Coverage	100%	100%	🟢

3. Call Volume & Growth

ROGER has demonstrated consistent growth in utilization throughout its deployment:

Month	Call Volume	M/M Growth
November '24	241	—
December '24	398	+65%
January '25	712	+79%
February '25	1,245	+75%
March '25	**1,856**	**+49%**

This growth trajectory indicates increasing patient comfort with and preference for the AI Voice Agent. At current adoption rates, we project the system will handle approximately 2,700 calls in April 2025.

4. Operational Impact Analysis

4.1 Extended Service Coverage

The AI Voice Agent has delivered significant value through 24/7 availability:

- **26% of all calls** handled outside standard business hours

- **42% increase** in after-hours appointment management

- **118 additional operating hours** at zero incremental staffing cost

- **83% reduction** in voicemail follow-up tasks

The after-hours capability has become particularly valuable for:

- Working patients who cannot call during business hours

- Urgent rescheduling needs outside of staffed hours

- International patients in different time zones

4.2 Resource Optimization

Staff efficiency has improved substantially:

- **18% decline** in cancel/no-show rates

- **78% of calls** completely self-contained (no human handoff required)

4.3 Customer Experience Enhancements

Patient experience metrics show significant improvements:

- Average wait time reduced from **3:48 to 0:04**

- First-call resolution increased by **36%**

- Consistent experience delivery across all hours and peak periods

5. Call Disposition Analysis Disposition Type Percentage Success Rate Notes

Disposition Type	Percentage	Success Rate	Notes
Reschedule	65%	96.3%	Primary use case with high success
Confirm	18%	98.1%	Very high success rate

Transfer to Agent	9%	N/A	Primarily complex insurance questions
Cancel	5%	92.7%	Low volume, high success
Incorrect Routing	3%	N/A	Improving week-over-week

6. 24/7 Operational Insights

The round-the-clock availability has revealed interesting patterns in patient behavior:

- **Peak after-hours period:** 6 – 8:00 PM (41% of after-hours volume)

- **Weekend activity:** 18% of total call volume

- **Early morning period (5:00 – 8:00 AM):** Growing in popularity, up 28% w/w

- **Most common after-hours task:** Next-day appointment confirmation (37%)

These patterns demonstrate how the ROGER has unlocked previously unmet patient needs and preferences.

7. Continuous Learning & Improvement

ROGER's machine learning has shown steady improvement throughout the month:

Week	Success Rate	Improvement
Week 1	81.2%	Baseline
Week 2	84.5%	+3.3%
Week 3	87.1%	+2.6%
Week 4	89.6%	+2.5%

This improvement occurred automatically through the system's continuous learning architecture, with no manual intervention required.

8. Enhancement Opportunities

Based on conversation pattern analysis, we've identified several high-impact enhancement opportunities:

8.1 High Priority (Recommended for Next Release)

1. **Insurance Verification Integration** o   Enable real-time eligibility verification during scheduling o   Estimated impact: 14% reduction in transfer-to-agent rate

2. **Family Scheduling Capabilities** <mark>o Support multi-person appointment coordination</mark> o   Estimated impact: 8% increase in total appointment volume

8.2 Medium Priority (Future Consideration)

1. **Multi-Provider Coordination** o   Manage appointments agent-to-agent across specialties and providers o   Estimated impact: Improved patient satisfaction and retention

9. ROI Analysis

ROGER has delivered measurable financial benefits:

Benefit Category	Monthly Value	Calculation Method
Staff Time Savings	$8,100	450 hours × $18/hr average staff cost
Extended Hours Value	$1,770	118 hours × $15/hr equivalent answering service
Improved Efficiency	$12,775	73 additional appointments × $175 avg value
Total Monthly Value	$22,645	

<mark>**Annual Projected Value:**   **$271,740**</mark>

10. Conclusion & Recommendations

ROGER has demonstrated exceptional performance in its first full month, exceeding all target metrics while delivering measurable operational improvements and ROI. The system's continuous learning architecture has shown steady improvement, with further gains expected as the system processes more interactions.

Based on our analysis, we recommend:

1. **Proceeding with Insurance Verification Integration** for the April release

2. **Expanding promotion of after-hours availability** to drive additional utilization

3. **Beginning development of Family Scheduling capabilities** for a May release

We believe these enhancements will further improve the system's already strong performance and ensure it continues to deliver exceptional value to both your staff and patients.

This report represents a snapshot of ROGER's performance with recommendations based on data-driven analysis. Our team continues to monitor performance, identify enhancement opportunities and implement improvements on an ongoing basis.