

HEALTHCARE-READY · AGENTIC AI CALL SUITE

AI Call Agents

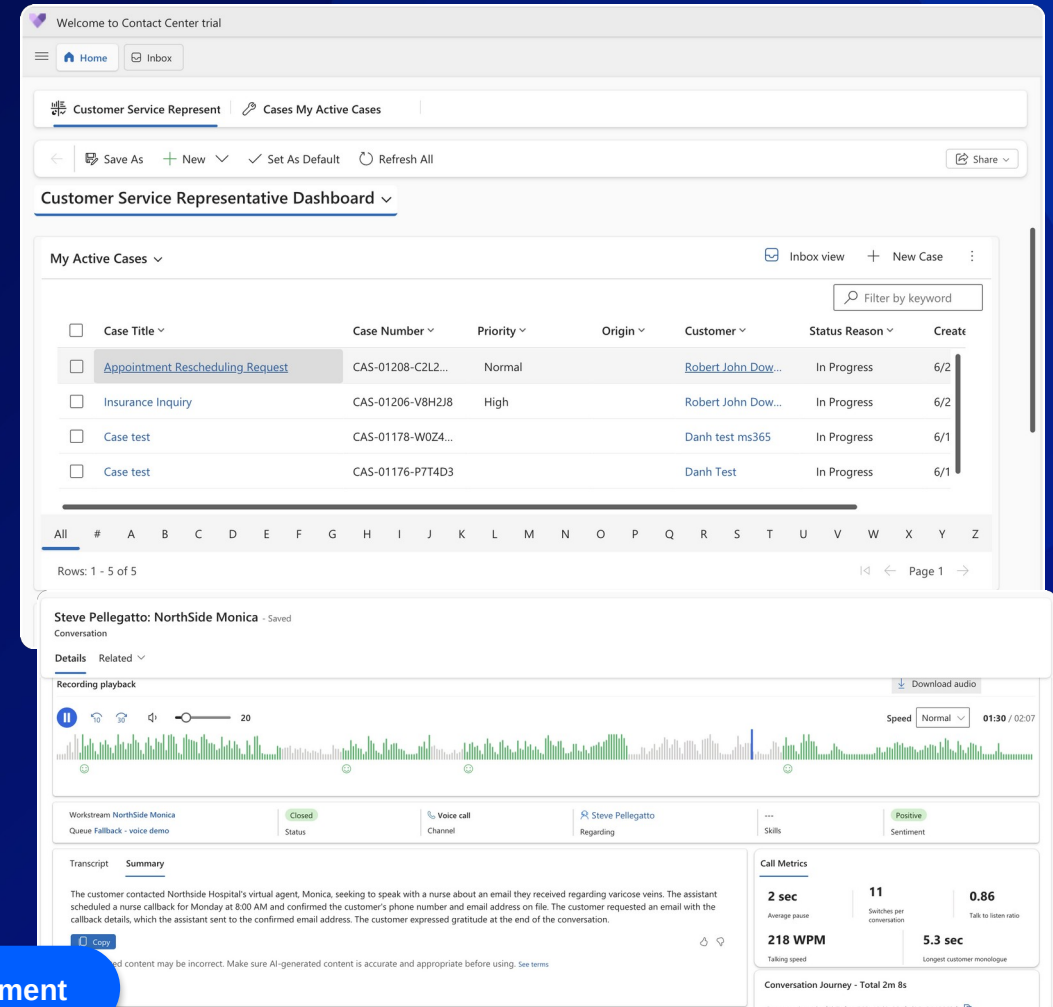
Full Function Suite

Agentic AI built on Microsoft Copilot Studio and Dynamics 365 Contact Center — a healthcare-ready solution that **answers, documents, and follows up on every patient call.**

24/7 Answering

Transcribe & Summarize

Auto Case Management



Welcome to Contact Center trial

Home Inbox

Customer Service Represent Cases My Active Cases

Save As New Set As Default Refresh All Share

Customer Service Representative Dashboard

My Active Cases Inbox view + New Case

Filter by keyword

☐	Case Title	Case Number	Priority	Origin	Customer	Status Reason	Create
☐	Appointment Rescheduling Request	CAS-01208-C2L2...	Normal		Robert John Dow...	In Progress	6/2
☐	Insurance Inquiry	CAS-01206-V8H2J8	High		Robert John Dow...	In Progress	6/2
☐	Case test	CAS-01178-W0Z4...			Danh test ms365	In Progress	6/1
☐	Case test	CAS-01176-P7T4D3			Danh Test	In Progress	6/1

Rows: 1 - 5 of 5

Steve Pellegatto: NorthSide Monica - Saved

Conversation

Details Related

Recording playback Download audio

Speed Normal 01:30 / 02:07

Workstream NorthSide Monica Closed Voice call Steve Pellegatto Positive

Quint Fallback - voice demo Status Channel Regarding Skills Sentiment

Transcript Summary

The customer contacted Northside Hospital's virtual agent, Monica, seeking to speak with a nurse about an email they received regarding varicose veins. The assistant scheduled a nurse callback for Monday at 8:00 AM and confirmed the customer's phone number and email address on file. The customer requested an email with the callback details, which the assistant sent to the confirmed email address. The customer expressed gratitude at the end of the conversation.

Copy

Call Metrics

2 sec Average pause 11 Switches per conversation 0.86 Talk to listen ratio

218 WPM Taking speed 5.3 sec Longest customer monologue

Conversation Journey - Total 2m 8s

Agentic AI Call Suite

FPT provides the services to make Microsoft Copilot Studio and Dynamics 365 work in the healthcare setting — a solution suite covering everything a modern hospital call operation needs. Every call is answered, documented, and followed up **automatically**.

REAL RELIEF FOR CARE TEAMS — WHAT THE SUITE TAKES OFF THEIR PLATES



24/7

Every call answered instantly — no hold time, after-hours and overflow included.



100%

Of calls transcribed, summarized and logged in Dynamics 365 automatically.



100% Remote

Nurses handle calls from anywhere, on any device — no on-site phone line needed.

Built on Microsoft. Tailored by FPT — deployed on your Dynamics 365 and Copilot Studio tenant.

Everything a hospital call operation needs

1

24/7 Call Answering

Every call picked up instantly with nurse triage and smart routing.

2

Transcription & Recording

Calls auto-transcribed and recorded with full call metrics.

3

AI Conversation Summaries

Concise summaries written into the record automatically.

4

Patient Recognition

Repeat callers recognised — history and context on screen.

5

Scheduled Callbacks & Email

Callbacks pre-scheduled; confirmations send autonomously.

6

Automated Case Management

Cases created and updated in Dynamics 365 with audit trail.

7

Knowledge Base Grounding

Answers from your documents, directories and referral data.

8

Agent Analytics & Sentiment

Sentiment, talk metrics and resolution rates, live.

24/7 Call Answering & Triage

Every call picked up instantly — day, night, after-hours

■ Instant Pickup

Every call answered in seconds, with no hold time. After-hours and overflow calls are covered too.

■ Guided Intake

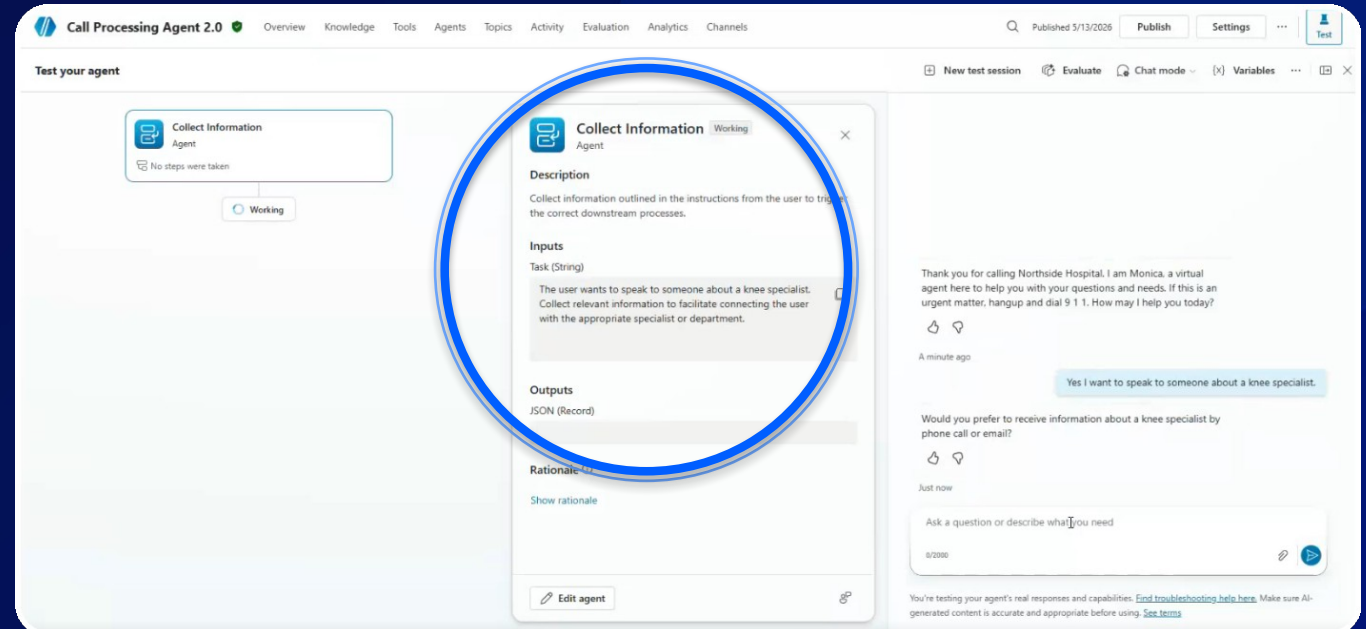
The agent greets the caller, verifies identity and collects the reason for the call with structured prompts.

■ Smart Triage & Routing

Routine matters are handled autonomously; urgent cases are escalated to the right nurse or team.

■ Natural Conversation

Copilot Studio NLP understands free speech and replies in a natural, empathetic voice.



Transcription & Call Recording

Every conversation captured, word for word

Full Transcription

Every call is transcribed in real time with speaker separation you can read back instantly.

Audio Recording

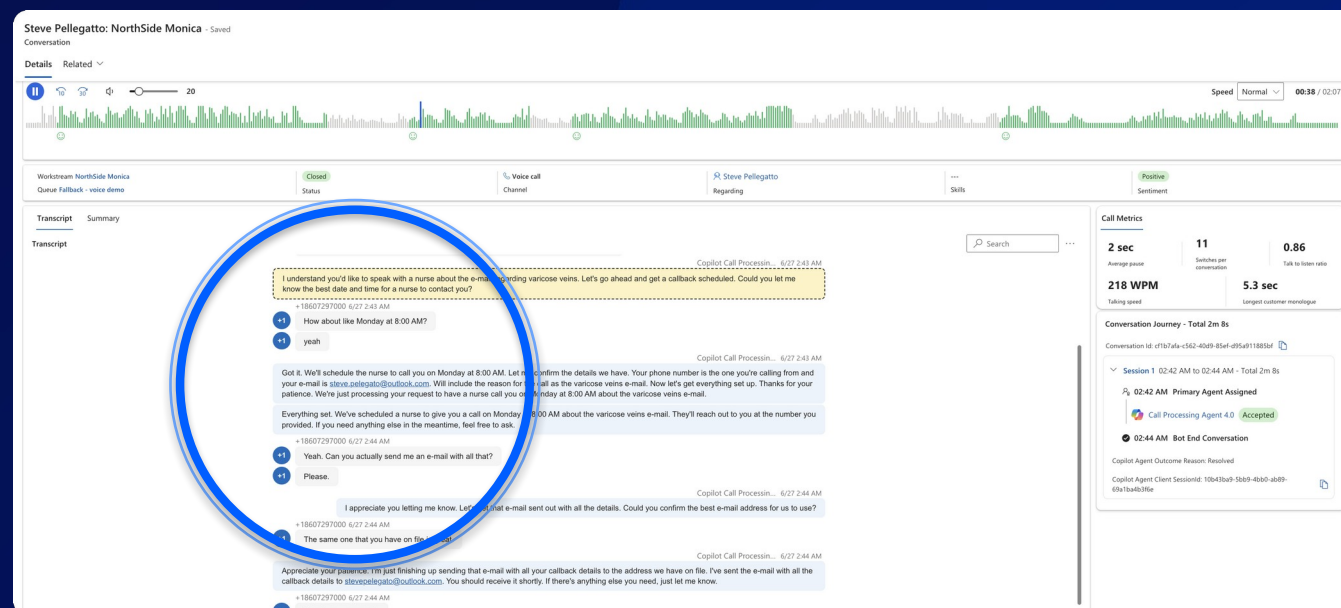
The complete call is recorded and stored against the case for playback and audit.

Call Metrics

Talk speed, duration and journey timeline are captured automatically — e.g. words-per-minute and response times.

Compliance-Ready

Records are retained with a full audit trail for quality and regulatory review.



Recording, transcript & call metrics (Dynamics 365)

AI Conversation Summaries

Key points, actions and outcomes — written for you

■ Instant Summary

Copilot writes a concise summary of every call the moment it ends.

■ Action Capture

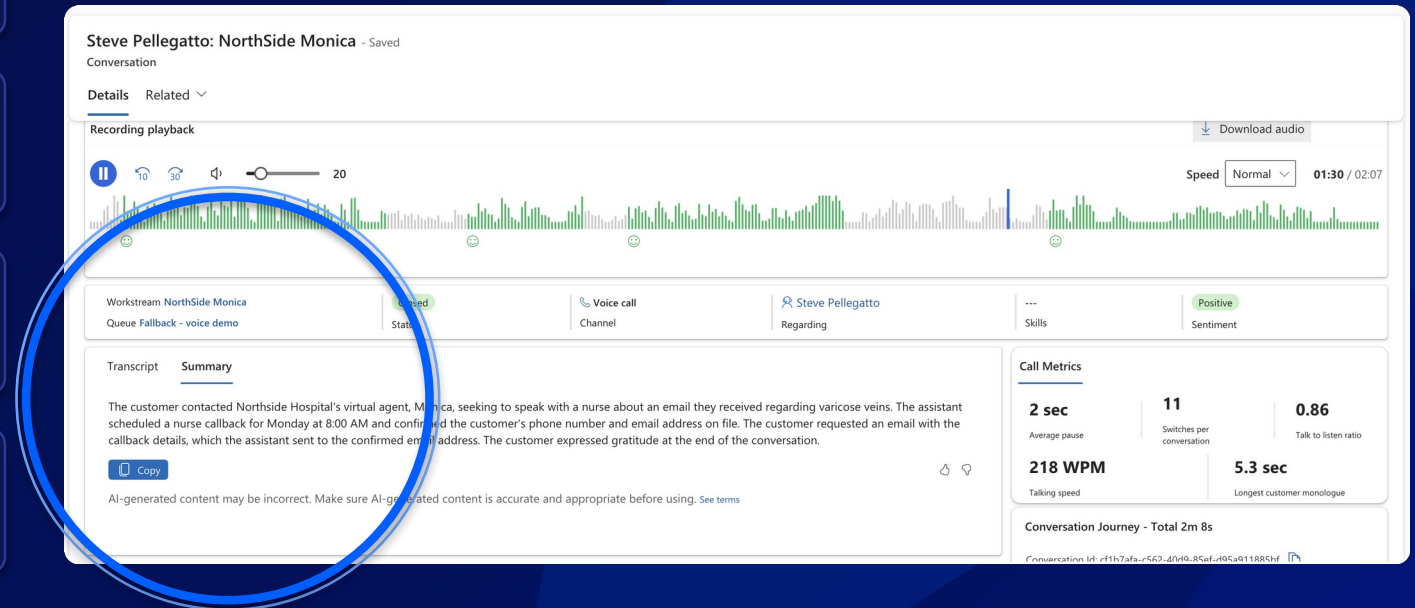
Callbacks scheduled, addresses confirmed and next steps are surfaced automatically.

■ Written to the Record

Summaries are logged in Dynamics 365 alongside the full transcript.

■ Less Admin

Nurses skip manual note-taking and stay focused on patients.



Steve Pellegatto: NorthSide Monica - Saved
Conversation

Details Related ▾

Recording playback Download audio

Speed Normal 01:30 / 02:07

Workstream NorthSide Monica
Queue Fallback - voice demo

Voice call
Channel

Steve Pellegatto
Regarding

Skills

Positive
Sentiment

Transcript **Summary**

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[Copy](#)

AI-generated content may be incorrect. Make sure AI-generated content is accurate and appropriate before using. See terms

Call Metrics

2 sec Average pause	11 Switches per conversation	0.86 Talk to listen ratio
218 WPM Talking speed	5.3 sec Longest customer monologue	

Conversation Journey - Total 2m 8s

Conversation id: e11b7afa-c662-4040-8caf-d05a911885d4

AI conversation summary — Transcript & Summary view

Patient Recognition & Dashboard

Repeat callers recognised, full context on screen

Caller Recognition

Returning patients are matched to their record automatically as the call connects.

History at a Glance

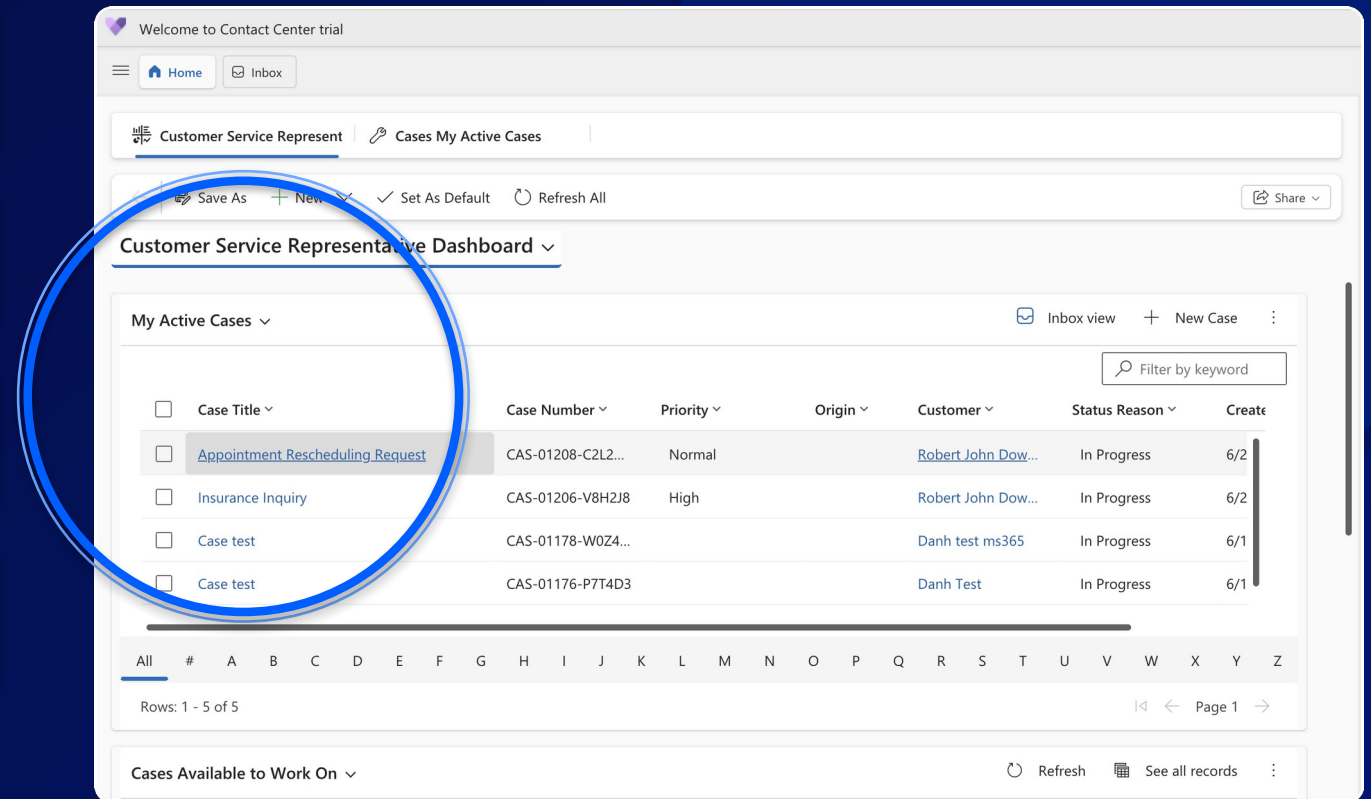
Active cases, priority, origin and status surface instantly for the nurse.

Unified Workspace

One Customer Service Representative dashboard for every active case.

Faster Resolution

Context-rich screen-pops cut handling time and repeated questions.



Welcome to Contact Center trial

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Customer Service Representative Cases My Active Cases

Save As New Set As Default Refresh All Share

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All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Rows: 1 - 5 of 5

Cases Available to Work On Refresh See all records

Customer Service Representative Dashboard (Dynamics 365)

Scheduled Callbacks & Autonomous Email

Follow-ups that send themselves

■ Pre-Scheduled Callbacks

Callback lists are built for nurses with the right time and full context.

■ Autonomous Email

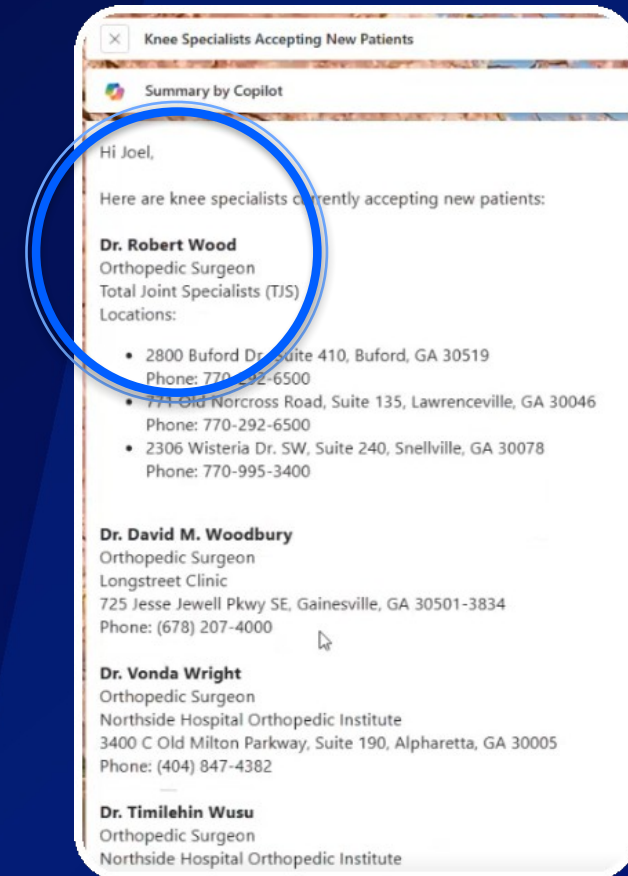
Confirmations and follow-up information — like specialist lists — send automatically.

■ Personalised Content

Emails are drafted by Copilot from hospital knowledge and the patient's request.

■ Closed-Loop Follow-Up

Every promise made on a call is tracked through to completion.



Autonomous follow-up email drafted by Copilot

Automated Case Management

Cases created and updated — no manual entry

Auto Case Creation

A case is opened in Dynamics 365 for every interaction, by phone or by email.

Live Updates

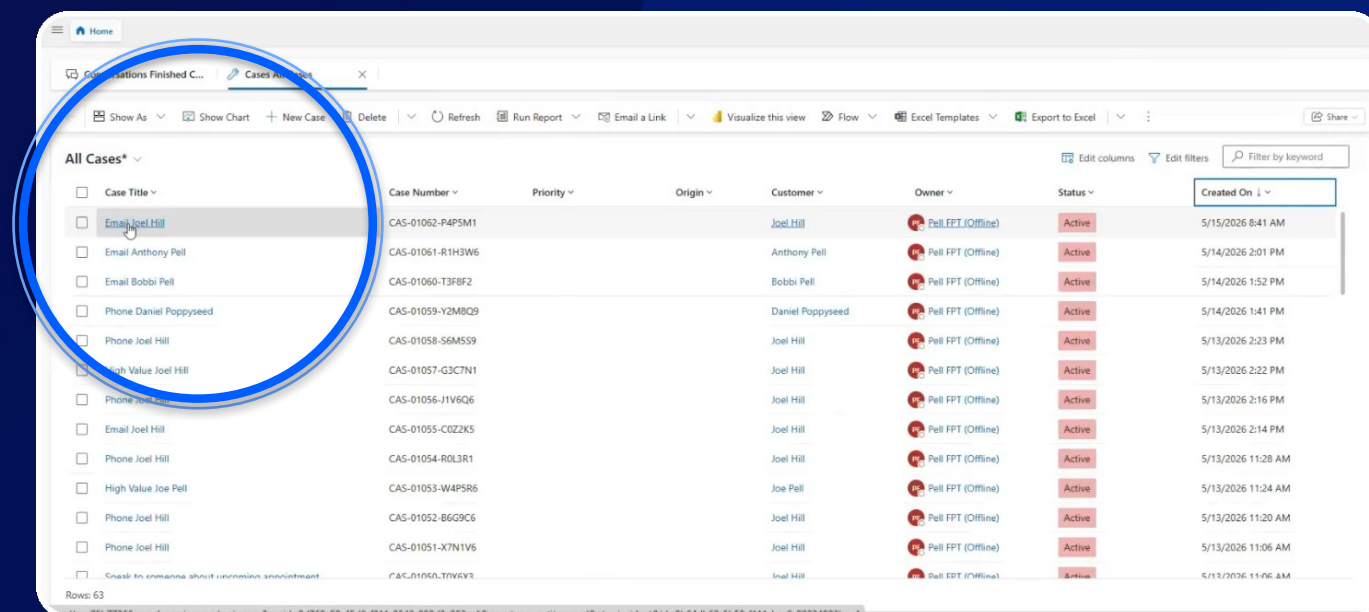
Status, priority, owner and origin update as the case progresses.

Full Audit Trail

Every touch is logged for a complete, defensible history.

Queue Visibility

Teams see all active cases in one filterable, sortable list.



The screenshot shows the Dynamics 365 'Cases' list view. The table contains the following data:

Case Title	Case Number	Priority	Origin	Customer	Owner	Status	Created On
Email Joel Hill	CAS-01062-PAP5M1			Joel Hill	Pell, FFT (Offline)	Active	5/15/2026 8:41 AM
Email Anthony Pell	CAS-01061-R1H3W6			Anthony Pell	Pell, FFT (Offline)	Active	5/14/2026 2:01 PM
Email Bobbi Pell	CAS-01060-T3F8F2			Bobbi Pell	Pell, FFT (Offline)	Active	5/14/2026 1:52 PM
Phone Daniel Poppyseed	CAS-01059-Y2M8Q9			Daniel Poppyseed	Pell, FFT (Offline)	Active	5/14/2026 1:41 PM
Phone Joel Hill	CAS-01058-S6M5S9			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 2:23 PM
High Value Joel Hill	CAS-01057-G3C7N1			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 2:22 PM
Phone Joel Hill	CAS-01056-J1V6Q6			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 2:16 PM
Email Joel Hill	CAS-01055-C0Z2K5			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 2:14 PM
Phone Joel Hill	CAS-01054-R0L3R1			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 11:28 AM
High Value Joe Pell	CAS-01053-W4P5R6			Joe Pell	Pell, FFT (Offline)	Active	5/13/2026 11:24 AM
Phone Joel Hill	CAS-01052-B6G9C6			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 11:20 AM
Phone Joel Hill	CAS-01051-X7N1V6			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 11:06 AM
Send to customer about connection specialist	CAS-01050-T1W6V3			Joel Hill	Pell, FFT (Offline)	Active	5/13/2026 11:06 AM

Cases auto-created and tracked in Dynamics 365

Knowledge Base Grounding

Answers grounded in your hospital's own documents

■ Your Sources

Contact directories, referral databases and hospital overviews power every answer.

■ Always Current

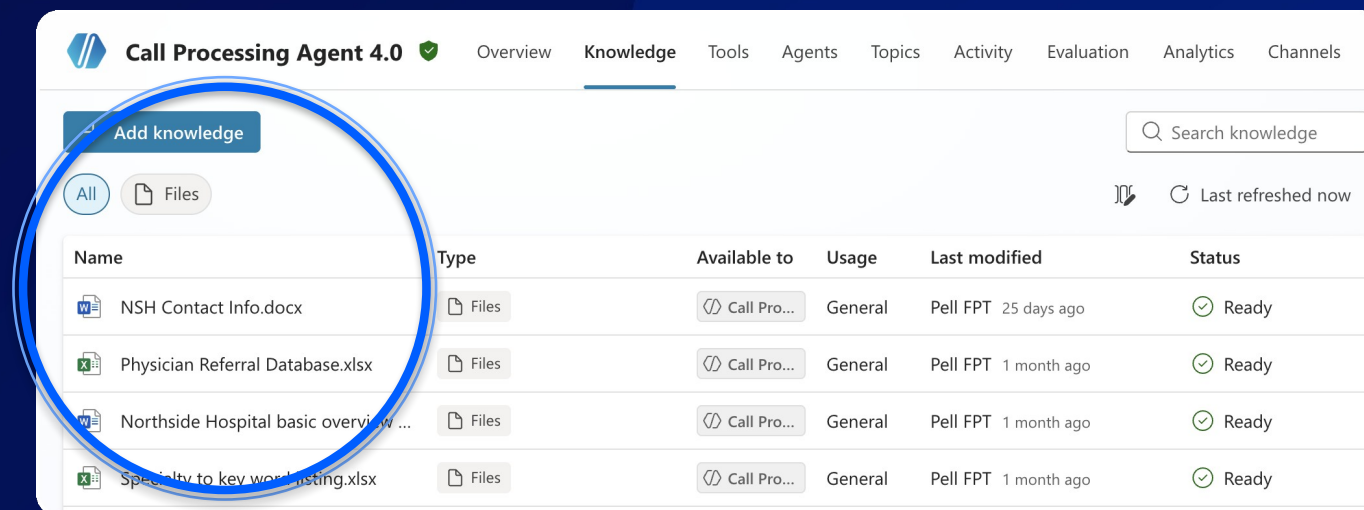
Knowledge refreshes automatically and shows a Ready status you can trust.

■ No Hallucinations

Responses are grounded in approved files — not guesswork.

■ Easy to Manage

Add or update knowledge with a click: docx, xlsx and more.



Call Processing Agent 4.0 ✓ Overview **Knowledge** Tools Agents Topics Activity Evaluation Analytics Channels

[Add knowledge](#)

[All](#) [Files](#) 🔄 Last refreshed now

Name	Type	Available to	Usage	Last modified	Status
NSH Contact Info.docx	Files	Call Pro...	General	Pell FPT 25 days ago	✓ Ready
Physician Referral Database.xlsx	Files	Call Pro...	General	Pell FPT 1 month ago	✓ Ready
Northside Hospital basic overview ...	Files	Call Pro...	General	Pell FPT 1 month ago	✓ Ready
Specialty to key word listing.xlsx	Files	Call Pro...	General	Pell FPT 1 month ago	✓ Ready

Knowledge management — Call Processing Agent (Copilot Studio)

Agent Analytics & Sentiment

Performance and caller sentiment, live

Resolution Tracking

Resolved, escalated, abandoned and unengaged calls trended over time.

Sentiment Analysis

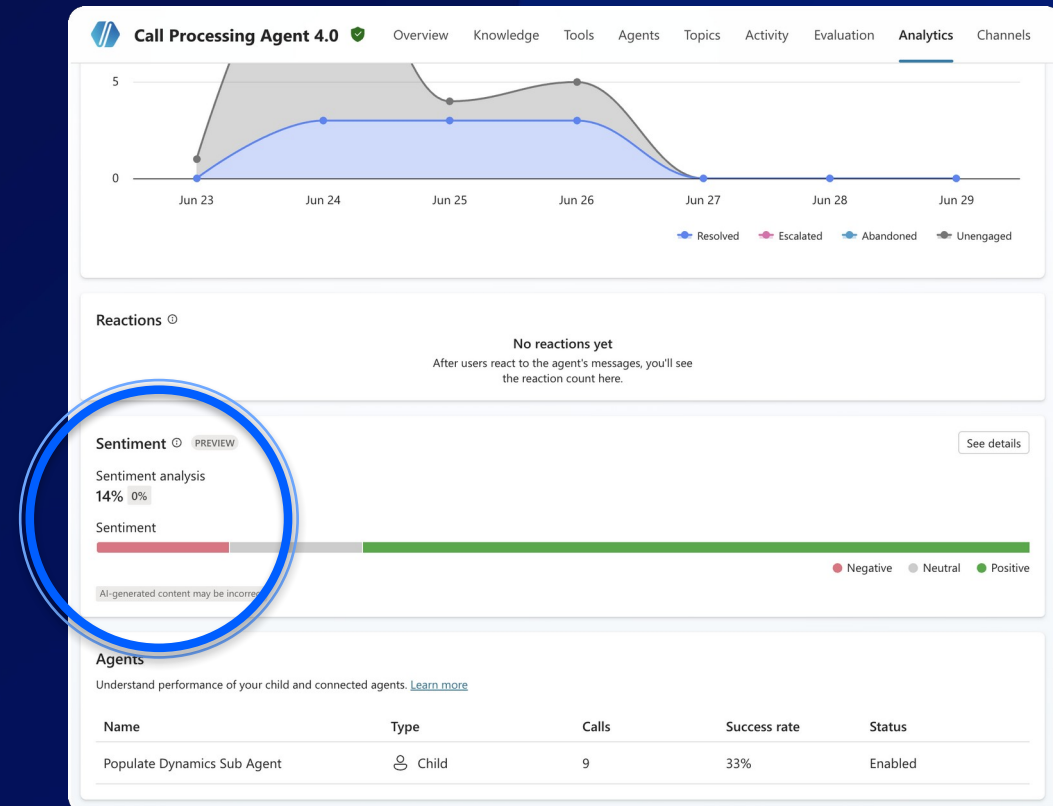
Every conversation is scored for caller sentiment.

Agent Performance

Calls handled, success rate and status per connected agent.

Continuous Improvement

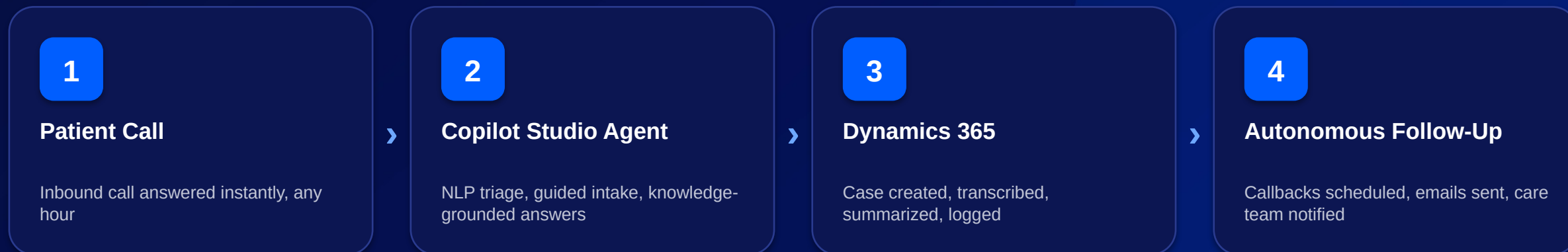
Insights feed tuning of prompts, routing and knowledge.



Agent analytics & sentiment (Copilot Studio)

Built on Microsoft. Tailored by FPT.

One agentic pipeline connects every function — from the moment a patient calls to the follow-up email, all on your Microsoft tenant.



POWERED BY



Flexible EMR & Dynamics 365 integration · remote access from any device.



APPENDIX

Where it applies

Healthcare conversational-AI use cases

Hospitals deploy conversational AI across clinical, operational, administrative and patient-engagement functions. The Call Suite is the foundation — here is the broader landscape it extends into.

Healthcare conversational-AI use cases



Patient Access & Scheduling

- Appointment booking, reschedule & cancel
- Specialist matching & reminders
- Waitlist and openings management
- Intake, registration & eligibility
- Consent capture & pre-visit forms



Symptom & Triage

- Symptom assessment & care navigation
- Emergency / urgent / primary / telehealth routing
- Evidence-based guidance
- Nurse triage for non-emergency calls
- Reduced call-center workload



Clinical Support

- Medication reminders & refills
- Adherence & interaction education
- Chronic disease check-ins (diabetes, COPD, HF)
- Ambient clinical documentation
- Encounter summarization & EHR notes



Patient Engagement

- Post-discharge follow-up & recovery
- Readmission-risk monitoring
- Preventive-care & screening outreach
- Vaccination & wellness reminders
- Personalised patient education



Hospital Operations

- Call-center virtual agent (hours, parking, billing)
- Medical-records requests
- Billing & financial-assistance support
- Insurance & prior-authorization
- Staff help desk (HR, payroll, IT)



Coordination & GenAI

- Care-management & referral tracking
- Social-determinants screening
- Bed management & discharge coordination
- Family communication (with consent)
- Physician & revenue-cycle copilots

FPT × MICROSOFT

Every call answered, documented, and followed up — **automatically.**

Built on Microsoft Copilot Studio and Dynamics 365 Contact Center. Tailored by FPT for healthcare.

Scope a pilot for your hospital

Contact richardk@fpt.com

