



NEWS RELEASE

Weave Unveils Enterprise-Grade, Omnichannel AI Receptionist Built with Google Cloud's Gemini Enterprise Agent Platform to Transform Healthcare Front Offices

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LEHI, Utah--(BUSINESS WIRE)-- [Weave \(NYSE: WEAV\)](#), a leading AI-powered patient communications and payments platform purpose-built for healthcare practices, today announced the advancement of its AI capabilities with Google Cloud's Gemini Enterprise Agent Platform. By combining Weave's deep expertise in healthcare front-office workflows with state-of-the-art AI from Google Cloud, Weave has launched an enterprise-grade Omnichannel AI Receptionist that modernizes the front office and delivers seamless patient experiences across voice and text. Weave's Omnichannel AI Receptionist preserves context across channels, intelligently routes conversations, and enables seamless transitions from AI to staff inside one unified front-office workflow.

"Our collaboration with Weave demonstrates the power of Gemini's multimodal capabilities to solve real-world challenges in healthcare," said Chris Sakalosky, Vice President, Strategic Industries, Google Cloud. "By automating high-frequency, manual tasks in the front office, Weave is using enterprise-grade AI to create a more human-centered experience for providers and patients."

The front office is where the patient experience begins, yet it is often where operational friction—such as missed calls, disconnected conversations, and manual follow-ups—create unnecessary burden for staff and frustration for patients. For growing practices and multi-location organizations, managing these interactions at scale is increasingly difficult, resulting in broken continuity across conversations, channels, and teams.

"At Weave, we believe the future of the front office is a unified, intelligent workflow that helps practices respond faster, operate more efficiently, and deliver a better patient experience from the very first interaction," said Abhi Sharma, Chief Technology Officer at Weave. "By leveraging Google Gemini, our Omnichannel AI Receptionist delivers more natural and personalized conversations across voice and text, preserves context across every touchpoint, configures how AI fits into practice workflows, and transitions patients seamlessly from AI to staff when human support is needed most."

Weave embeds AI into the broader front-office experience so every conversation can move fluidly

between channels and people. Key benefits of the Omnichannel AI Receptionist for healthcare practices include:

- **Embedded in the workflows practices already rely on:** Weave's AI Receptionist is an integrated part of the broader platform, enabling practices to connect AI interactions with the workflows that already power the front office. This integration helps teams reduce swivel-chair work, coordinate follow-up more effectively, and make AI part of everyday operations rather than a separate silo.
- **Enterprise-grade security, reliability, and scale:** Trust and continuity are mission-critical in healthcare, which is why Weave's platform is designed for secure, reliable operation that protects patient data and supports HIPAA compliance. Weave's broader engineering and platform posture is built around highly available, compliant services operating at web scale across public cloud infrastructure, making AI a dependable part of front-office operations rather than a fragile point solution.
- **A seamless 24/7 patient experience across every channel:** Patients want fast, accurate help wherever and whenever they reach out. A patient can start a conversation by phone, continue it via SMS, and interact with staff without ever needing to repeat themselves. Context is preserved across channels, sessions, and conversations, so the interaction feels continuous rather than fragmented. That continuity helps practices capture more after-hours opportunities, reduce friction for patients, and create a more modern front-office experience.
- **Configurable routing and deployment on your terms:** Flexible routing and configuration built directly into the front-office experience. Practices can choose exactly when and where to introduce the AI Receptionist, whether on a primary line, a secondary path, for after-hours coverage, for overflow, or for specific call types. Teams can configure one or multiple call paths, define where calls should escalate, and control how emergency or high-priority scenarios are handled.
- **Seamless AI-to-human escalation:** Built on knowledge from billions of patient interactions, the AI Receptionist knows exactly when to bring in a human. Because the conversation stays connected, staff receive the context they need to pick up where the AI agent left off. That means fewer dead ends, smoother escalations, and a better experience for both patients and teams.
- **Complete end-to-end conversation intelligence:** Capture every interaction in a unified thread with end-to-end call transcription, recording, sentiment analysis, and analytics. Teams can review conversations across voice and text in one place, understand patient intent, monitor performance, and turn every interaction into actionable operational insight. This gives practices full visibility into what happened before, during, and after the handoff between AI and staff.

Weave's Omnichannel AI Receptionist gives practices a single connected system for conversations, routing, staff handoff, and insight across the front office.

To learn how Weave's Omnichannel AI Receptionist helps keep healthcare human, visit getweave.com.

About Weave

Weave is a leading vertical SaaS company delivering an AI-powered patient communications and payments platform purpose-built for modern healthcare practices. More than software, Weave is an always-on teammate—handling patient interactions across voice and text and operating at the center of the patient journey. Through agentic AI workflows and authorized integrations with practice management systems, Weave ensures critical tasks like scheduling, insurance verification, and

payments happen seamlessly, so nothing falls between the cracks. By embedding AI directly into daily operations, Weave reduces administrative workload, frees up staff to focus on human-centered care, and delivers real-time insights that help practices run smarter and grow with confidence. Serving over 40,000 customer locations, Weave was named a 2026 Best Software Awards winner for healthcare software products by G2. To learn more, visit getweave.com/newsroom.

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