

DIAL3D is the best AI admissions assistant we tested.

190 first-time participants from UserTesting's panel played the same prospective patient with DIAL3D, RVKai and Further*†, by chat and by phone, and rated every conversation.

* Why isn't Anonymous Health here?

We would have liked to include it too, but it has no public demo of its voice or chat assistant, which is unusual for a voice and chat AI company.

VOICE

4.64 / 5

Ease rating for DIAL3D's phone agent, the highest in the study. Its lead on ease, naturalness and trust is statistically significant against both competitors.

RVKai 3.70 • Further 3.69

VOICE

96%

of DIAL3D calls clearly explained what happens next, so callers left knowing the next step.

RVKai 40% • Further 58%

CHAT

4.49 / 5

Ease rating for DIAL3D's chat, the highest of the three, with the most clear answers on insurance (82%). Statistically tied with RVKai and far ahead of Further.

Insurance: RVKai 70% • Further 8%

RELIABILITY

98%

of calls reached DIAL3D. During the study RVKai gated, then locked, its demo, and Further switched off its demo line.

Calls reached: RVKai 37% • Further 61%

Phone calls: average rating, 1–5

DIAL3D significantly ahead of both



■ DIAL3D ■ RVKai ■ Further

Chat: average rating, 1–5

DIAL3D highest; statistically tied with RVKai



How we kept it fair

Same patient, same script

Every participant played the same fictional 34-year-old seeking help for drinking, and asked each assistant the same questions about insurance, timing, cost and a callback.

Rotated order, neutral labels

Assistants were called Blue, Green and Orange and tested in rotating order. Each person's ratings are compared with their own ratings of the others.

First-time participants only

Only each participant's first session counts, so every rating comes from someone meeting the assistants for the first time. Results hold when repeat participants are included.

Study designed and sponsored by DIAL3D; participants were recruited and paid by UserTesting and had no tie to any of the companies. † DIAL3D is not affiliated with, endorsed by, or associated with Further, RVKai or Anonymous Health. All company and product names are trademarks of their respective owners and are used here only to identify the products tested. Public demos tested Oct 19–23, 2026. Voice: 50 participants used all three assistants (ratings count only calls that connected). Chat: 50 participants used all three. "Significant" means $p < 0.05$ on paired tests corrected for multiple comparisons. Chat differences between DIAL3D and RVKai were not statistically significant.

Full methodology, every question asked and complete results are in the DIAL3D Admissions Benchmark report.