



ENTERPRISE

— REPORTING SUITE —

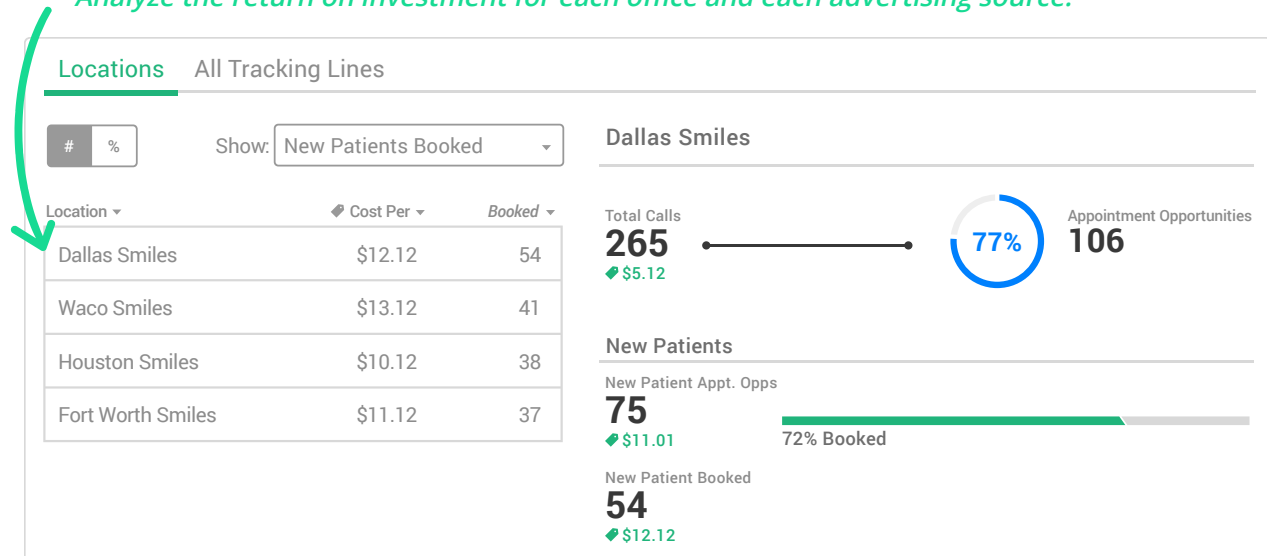
Whether your group has two offices, or 100, Call Box's enterprise reporting suite can help you be in all offices at once. Quickly identify who are your top performers, and who needs more attention to grow.



MARKETING TRENDS

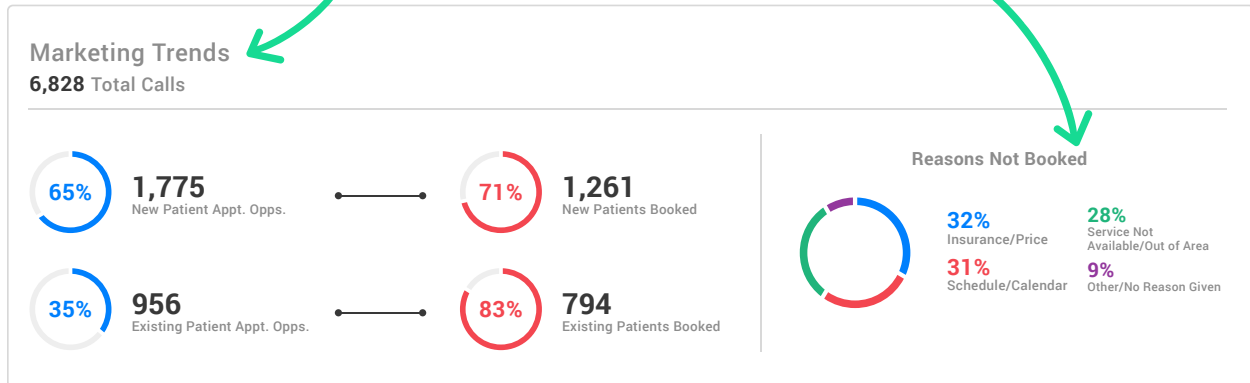
Make informed decisions on whether you're getting a return on investment from the appointment opportunities your marketing efforts are generating.

Analyze the return on investment for each office and each advertising source.



See how many appointment opportunities were driven to all of your offices.

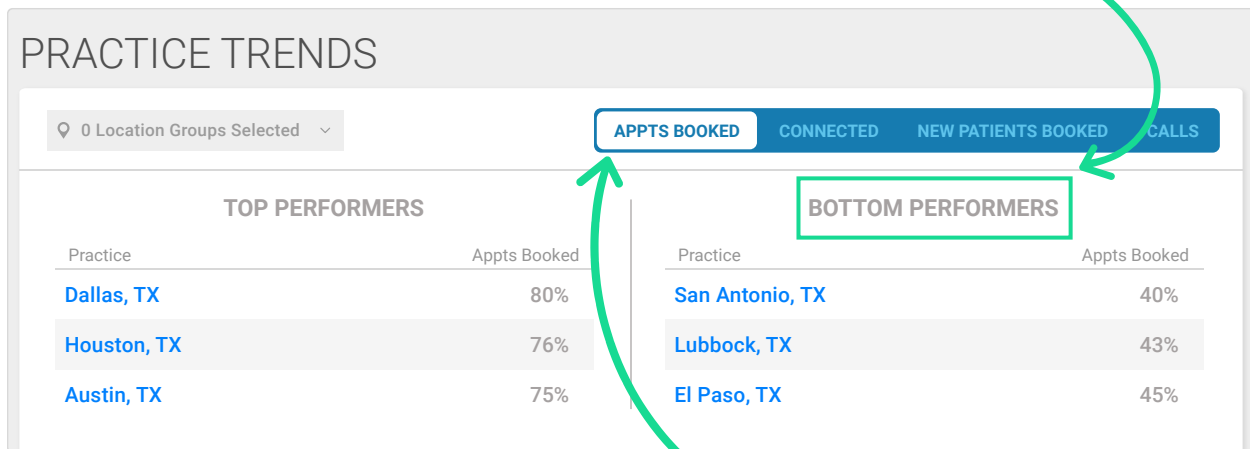
Gain insight into why appointment leads aren't converting.



PRACTICE TRENDS

Understand which offices need improvement and where so you can get them operating at maximum efficiency.

Know which offices need your attention!




See exactly where you have the greatest opportunity to boost revenue.

ANSWERING TRENDS

See how well each office is at connecting patients to someone who can actually help them and track month-over-month progress.

Connection Performance

 Export

CONNECTION PERFORMANCE						
▼ Practice	▼ Oct	▼ Nov	▼ Dec	▼ Jan	▼ Feb	▼ Mar
Fort Worth	71	71	72	75	76	80
Houston	73	74	76	78	77	79
Allen	81	83	82	82	84	85
Dallas	81	84	85	87	86	86
Waco	64	66	67	66	70	72
Lubbock	75	74	74	75	77	80

See which offices are improving and catch the ones that are trending downwards!

BOOKING TRENDS

We'll highlight offices that are falling below the standard 60% booking rate and do so in a format that encourages increased performance over time.

Spend additional time with the staff at Fort Worth to book more patients!

Booking Performance

 Export

BOOKING PERFORMANCE						
▼ Practice	▼ Nov	▼ Dec	▼ Jan	▼ Feb	▼ Mar	▼ Apr
Fort Worth	45	47	50	51	54	61
Houston	51	53	54	56	60	63
Allen	53	56	60	61	63	66
Dallas	65	65	67	68	70	73
Waco	70	71	73	73	77	80
Lubbock	55	58	50	60	63	65

STAFF PERFORMANCE

Gain insight into every staff member's appointment conversion rate so you can determine who might need additional phone skills training.




Break out reporting for clinic and call center staff.

Staff Performance

- ✓ All Staff
- Clinic Staff
- Call Center Staff

Filter by Clinic

New Orleans – 1st St.

Handler	Booked	Not Booked	Total Opps	Conv. %
 Patricia Stewart	22	5	27	81%
 Tiffany Greene	24	6	30	80%
 Tom Stewart	20	15	35	57%
TOTALS	66	26	92	72%

Tom needs some additional training!