



**Call Box**

## INTELLIGENT TOOLS FOR SUPERIOR PHONE PERFORMANCE

Most of the practices we work with come to us lacking sufficient insight into their phone calls. These practices are leaving valuable patient opportunities left and right without knowing why.

**Call Box provides comprehensive phone solutions that simplify communication, increase desired call outcomes, and optimize caller experience.**

The features listed below provide a glimpse of how Call Box can assist your practice in gaining in-depth insight and transforming overall phone performance:

FEATURE	DESCRIPTION
<b>CALL RECORDING &amp; REVIEW</b>	Gain complete visibility into 100% of your calls with our unique combination of human review and artificial intelligence analysis.
<b>CLOUD-BASED PHONE SYSTEM</b>	Replace your outdated phone system with our reliable and flexible cloud-based communications solution.
<b>CALL CENTER SOFTWARE</b>	Effectively oversee call center operations with our call center management tool and communication dashboard.
<b>VOICE RECOGNITION</b>	Enhance accountability among your team by displaying each call's phone handler and his or her performance on the call based on vocal analysis.
<b>SENTIMENT DETECTION</b>	Identify potentially dissatisfied or upset callers and receive alerts to provide proactive outreach and resolution.
<b>KEYWORD SEARCH</b>	Search for specific words spoken during any transcribed and connected call handled by your staff.

**CUSTOMIZED CALLER EXPERIENCE**

Provide an optimal caller experience through custom call routing, specified time conditions, custom auto attendants, personalized voicemail greetings and more.

**INTELLIGENT ROUTING & QUEUING**

Connect patients to the right place as quickly as possible based on previous interactions, predicted agent success, and advanced call routing.

**MISSED OPPORTUNITY ALERTS**

Receive customizable text or email alerts when callers do not connect with your team or convert into a scheduled appointment.

**STAFF-LEVEL REPORTING & INSIGHT**

Determine individual staff performance to pinpoint who is excelling on the phone and who may require additional training.

**ENTERPRISE REPORTING & MARKETING PLATFORM**

Arm management with group-wide enterprise and marketing data to aid with organizational decisions.

**DETAILED MARKETING ANALYSIS**

Pinpoint which marketing sources are not only driving phone calls, but also true appointment opportunities.

**CALL HANDLING SUPPORT**

Receive call center assistance to recapture patients and respond to missed opportunities on your behalf.

**SPAM CALL PREVENTION**

Intelligently detect and prevent spam calls from reaching your staff to remain focused on the calls that truly matter.

**DISCOVER HOW CALL BOX HELPS TOP HEALTHCARE PRACTICES OPTIMIZE THEIR PHONE PROCESSES, CAPTURE MORE APPOINTMENTS, AND IMPROVE CALLER EXPERIENCE.**