



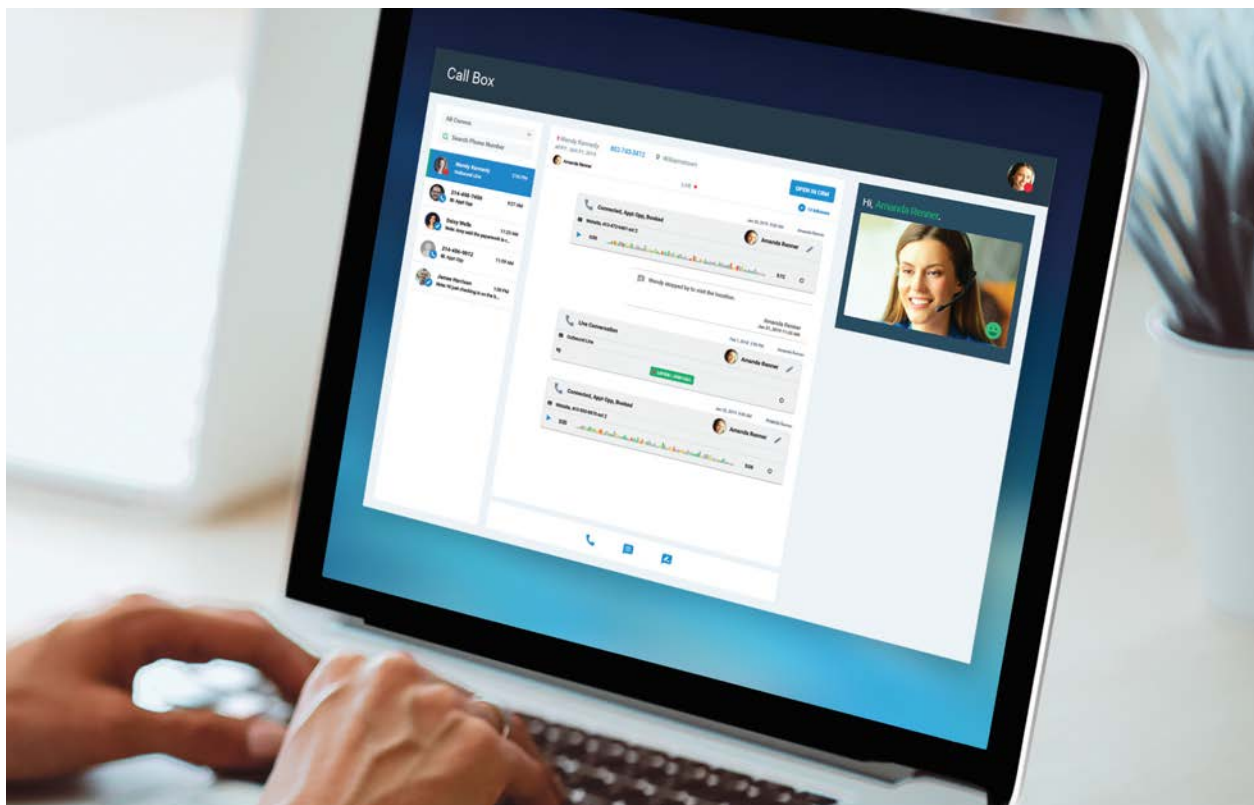
# OWN THE PHONE

WITH CALL BOX

Call Box is the ultimate communication dashboard for expertly handling calls as they're happening. Optimize your workflow with real-time performance analytics, information from integrated patient management systems, caller history, and live call coaching capabilities.

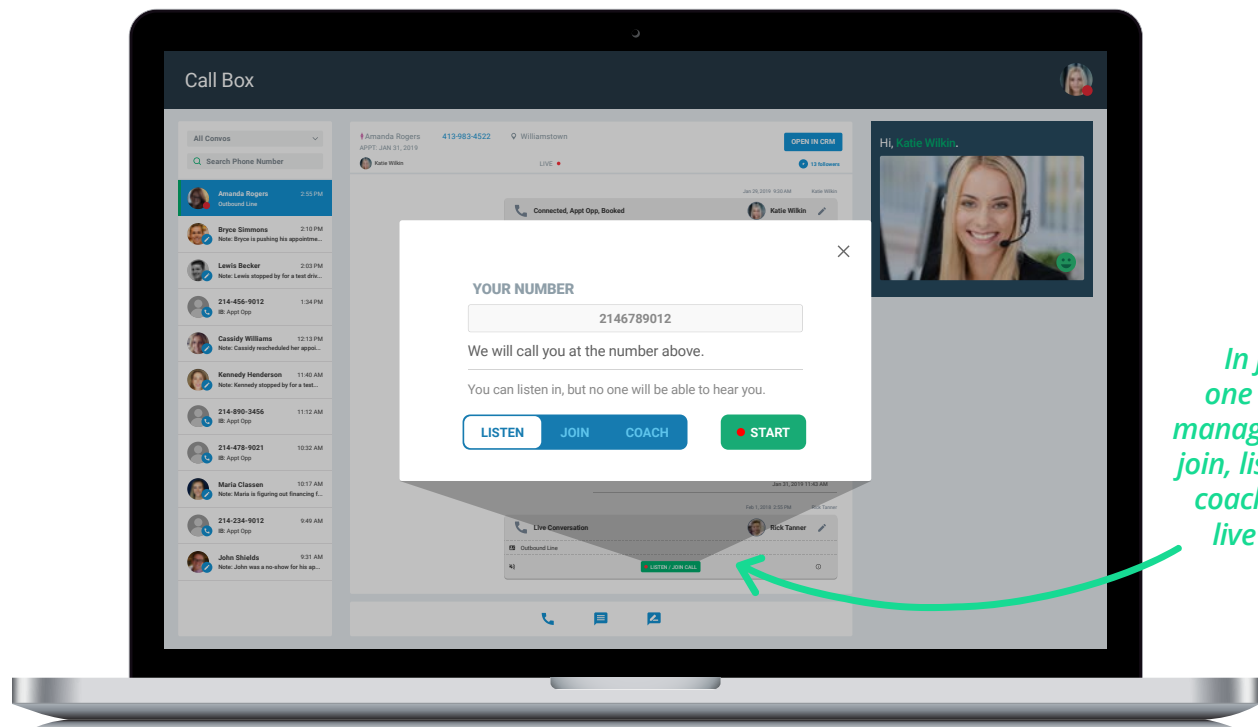
## EVERY LIVE CALL PROVIDES:

- ✓ Relevant patient information
- ✓ Ability to listen, join or coach on live agent calls
- ✓ Deep link into integrated patient management systems
- ✓ Previous call thread with call outcomes
- ✓ Reminder to monitor facial expression and smile while speaking



## THERE'S A BETTER WAY TO OPERATE

The real-time dashboard with live call monitoring and the ability to listen, join, or coach on live calls enables managers to track agents' activities and execute on patient conversations across multiple locations or teams.



*In just one click, managers can join, listen, or coach on a live call!*



### IMPROVE ACCOUNTABILITY

Know exactly how agents are performing on calls by monitoring team's call activities in real time. With one click, listen undetected by the agent and caller on a **live phone conversation**.



### SEAMLESSLY JOIN THE CONVERSATION

Assist or take over on a call when an agent requests your attention. **Call outcomes, staff notes, and upcoming appointment details** allow you to quickly assess the situation and jump right in.



### PROACTIVELY MANAGE CALL OUTCOMES

**Coach and assist agents during live calls** without disturbing the patient. Give feedback that is only audible to the agent to guide the conversation in the right direction and improve the caller experience.

## SMART TOOLS FOR PHONE SUCCESS

Powerful tools empower your team to better handle calls as they happen and access patient conversations all in one place. As a call rings in — and during the active call — agents are equipped with all the information needed to expertly and quickly handle the conversation.

*Relevant patient information and conversation history displayed as soon as the call connects!*



### EXPERTLY EXECUTE ON EVERY CALL

See relevant **patient information pulled from Call Box reporting or integrated PMS systems** as soon as the call is connected. Uncover who previously handled the call, what was discussed, and the call source.



### HELP PATIENTS QUICKER

Easily read a **conversation thread of previous calls, call outcomes, and staff notes**. Quickly follow up directly from the dashboard with a variety of response choices.



### GIVE LIVE FEEDBACK WITH FACIAL MONITORING

Operate with the highest level of customer service with **automatic feedback and real-time facial monitoring**. Performance reporting creates the necessary feedback loop for continuous improvement.

A grayscale photograph of a woman with dark hair, wearing a light-colored scrub top, smiling as she talks on a black corded telephone. She is in a medical office setting, with a desk in front of her holding a keyboard and a pen. In the background, there are shelves with binders and a calendar. The overall tone is professional and positive.

## CALL BOX

Intelligently designed tools ensure your patients receive an optimal calling experience that results in booked appointments and stronger patient relationships.

**READY TO TAKE PATIENT MANAGEMENT TO THE NEXT LEVEL?**

866-514-6827  
[www.callbox.com](http://www.callbox.com)