



STOP LOSING POTENTIAL PATIENTS - FIX THE PHONES

For many practices, the ability to improve phone handling and book more appointments over the phone is a total mystery.

By listening to every inbound and outbound phone call for your practice, Call Box gives complete insight into what's happening on the phones.



REVAMP MARKETING ROI

See what each marketing source is driving in terms of call amount and booked appointments, broken down by new and existing patients.

Ads & Lead Sources

199

Total Calls

170

Unique

159

Connected

120

Appt Opps

90
New
30
Existing

110

Unique Opps

85

Appt Booked

60
New
25
Existing

Tracking Lines

Tracking Line	Unique Texts	Calls	Unique	Connected	Appt Opps (New Existing)	Unique Opps	Appt Booked (New Existing)	Avg Duration	Minutes
Main Line (214-555-1000)	9	15	10	9	4 3	7	3 3	9:25	152
Google Listing (214-555-2000)	17	9	5	4	2 2	4	1 2	7:23	112
Facebook (214-555-3000)	0	13	7	6	5 1	6	4 1	3:05	65


[Full List >](#)





CAPITALIZE ON EVERY OPPORTUNITY


When a patient isn't connected to someone who can help, isn't booked for an appointment, or has a poor phone experience, we'll quickly alert you so you can salvage the relationship and appointment.

Call this patient back!



Online Listings 469-555-1000 (ext. 3)
New Patient, Appt Opp, Appt Requested, Not Booked - Calendar

Molly Snyder

 Customer Data ▾


Customer Number: 214-555-1000
Event Status: Open Lead


CUSTOMER INFO



OPEN IN CRM

Campaign: Pediatric Appointments (Similar Audience Bids Only)
Keyword: same day appts Dallas

Ad Group: Dallas Urgent Care
Type: Call from website

 0:00



6:14  






IMPROVE THE PATIENT EXPERIENCE

Hold agents accountable with agent-level performance data that pinpoints problem areas on the phone before they grow.

STAFF PERFORMANCE

#

	INBOUND				OUTBOUND		
Agent	Total Calls Handled	Appt Opps (New Existing)	Appt Request (New Existing)	Appt Booked (New Existing)	Total Calls (Outbound)	Live Convs	Appt Booked
 Jennifer Martin	16	5 11	3 10	2 7	30	21	9
 Tyler Enid	9	3 6	1 6	1 4	17	15	5
 Ali Cooper	27	5 21	8 16	4 11	30	26	15
TOTALS	52	13 38	12 32	8 22	77	62	29