



## Call Box

## WANT TO HOLD STAFF ACCOUNTABLE TO THE PATIENT EXPERIENCE?

# IMPROVE THE PHONES

In the veterinary industry, maintaining a top-notch patient experience is critical to ensure every animal gets helped. Each patient's experience on that first phone call can either make or break your hospital's reputation and appointments.








Call Box listens to and analyzes every call to help you best serve your patients over the phone. We'll help your staff consistently perform well on the phone so your hospital can:



## ACHIEVE EXEMPLARY PHONE PERFORMANCE

As a busy manager, it's difficult to hold staff accountable to the patient experience on each call. We'll help you turn staff into confident phone experts who increase appointment volume and give callers confidence in the exceptional care your hospital offers.

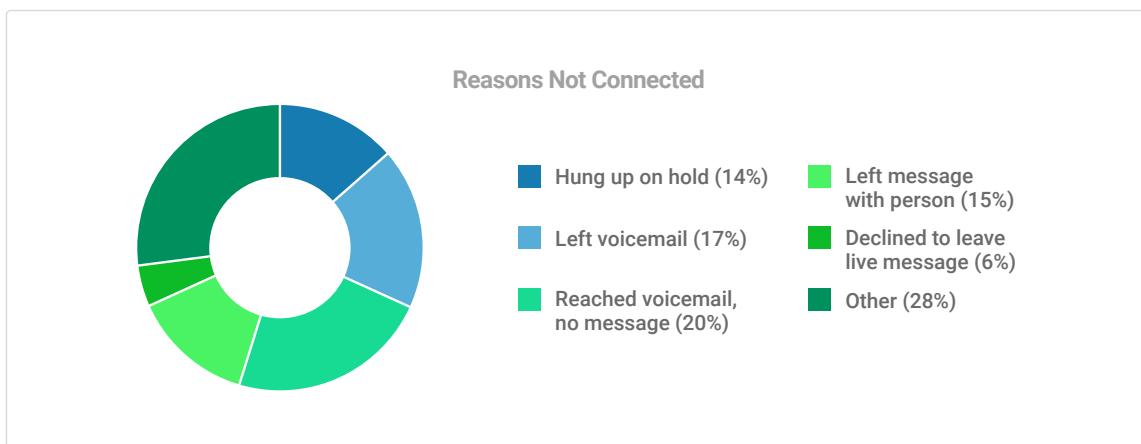
## STAFF PERFORMANCE

<div> <div>#</div> <div>INBOUND</div> <div>OUTBOUND</div> </div>							
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	4   16	4   11	30	26	15
 Mike Ventura	30	7   23	6   20	4   18	35	32	22
 Ruth Williams	32	12   20	9   16	6   12	40	35	18
 Sam Wilson	18	6   12	3   11	2   7	22	20	9
 Tim Cleever	21	4   17	4   9	3   5	11	9	8
TOTALS	153	42   110	30   88	22   64	185	158	86



## IMPROVE PATIENT EXPERIENCE

Quickly identify when a caller doesn't connect with someone who can help him or her at the practice. Call Box can help you optimize impressions of your hospital with insight into every patient call.



## CAPTURE MORE APPOINTMENTS

When a patient calling to book an appointment isn't helped, we'll alert a staff member or manager to call that patient back, fully equipped with personalized call details. Call Box will send you Missed Opportunity Alerts within a few hours so you can have a chance to get patients back whom you normally wouldn't hear from again.

Main Line 469-555-1000

New Patient, Appt opp, Appt requested, Not Booked - Price

Molly Snyder

Customer Data

Customer Number: 214-555-0000

CUSTOMER INFO

OPEN IN CRM

0:00

6:14

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*"I used Call Box for 6 months and it had a great effect on our staff. It was a wonderful training tool (and helpful when you want to listen to a difficult call). Good reports, easy to set up, worth it!"*

**Michelle Wright**, Practice Manager, Pismo Beach Veterinary Clinic

**ENHANCE PATIENT EXPERIENCE. EFFECTIVELY MANAGE THE PHONES.**

[www.callbox.com/veterinary](http://www.callbox.com/veterinary) | 833-219-7311