

BARKS N BUBBLES TURNS MISSED CALLS INTO MORE REVENUE WITH WEAWE

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CHALLENGE

Dropped and missed calls meant Barks N Bubbles was missing out on hundreds of dollars of revenue per day.

When pet owners take their furry family member to Barks N Bubbles, they know they're getting luxury treatment. Barks N Bubbles' professional, client-oriented groomers put some science behind their washing and grooming to keep every pet that comes through their business in top form.

But Barks N Bubbles had a problem: because they were so invested in making sure each animal received the best care possible, they often weren't able to answer every call. During their busiest season, they were missing 25-30 calls per day - which translated into \$400-\$500 in missed revenue! Even worse, their landline provider was dropping another 20-30 calls per day.

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RESULTS

\$250+ New Revenue Per Day

NEW APPOINTMENTS FROM CALLS
FOLLOWED UP WITH BY TEXT

More Effective Customer Communication

SET APPOINTMENTS, CONFIRM APPOINTMENTS, AND GIVE UPDATES ALL THROUGH TEXTING

20+ More Calls Answered Per Day

WITH THE WEAWE MOBILE APP,
INCOMING CALLS GO STRAIGHT TO A
TEAM MEMBER'S SMARTPHONE

Remote Customer Communication

CALL AND TEXT CUSTOMERS TO GET THEM SCHEDULED, REMIND THEM ABOUT APPOINTMENTS, AND SEND UPDATES FROM THEIR OFFICE NUMBER, ALL THROUGH THE WEAWE MOBILE APP

“ We are scheduling five extra appointments per day just by automatically sending a text to missed callers and having them text us back to set up an appointment. ”

SHELLY MACK + Owner

“ With the Weave app, I’ve been able to answer anyone who calls, no matter where I am. I’m able to keep booking new customers even when I’m not in the office. ”

SHELLY MACK + Owner

FROM MISSED CALLS TO MORE REVENUE

In the pet grooming business, missing a call is practically the same thing as missing an appointment. New customers usually give their business to whomever happens to pick up the phone first. And Barks N Bubbles was missing 25-30 calls during their busy season.

Then they started using Weave. Now, whenever they miss a call, the caller immediately gets an automatic missed call text. The text message invites them to text the number they just called to start scheduling an appointment. From there, one of Barks N Bubbles’ team members can text them back from the Weave desktop

or mobile app, and get them on the schedule. All without even taking a call! Today, they’re scheduling five additional appointments per day (at an average cost of ~\$50 per appointment).

Even better, Barks N Bubbles is actually missing fewer calls than ever because they can take incoming calls on the Weave mobile app. No matter where a team member is, they’re able to answer calls to their office number and text customers (also from their office number), all from their smartphone. Now they’re able to book new customers from anywhere!