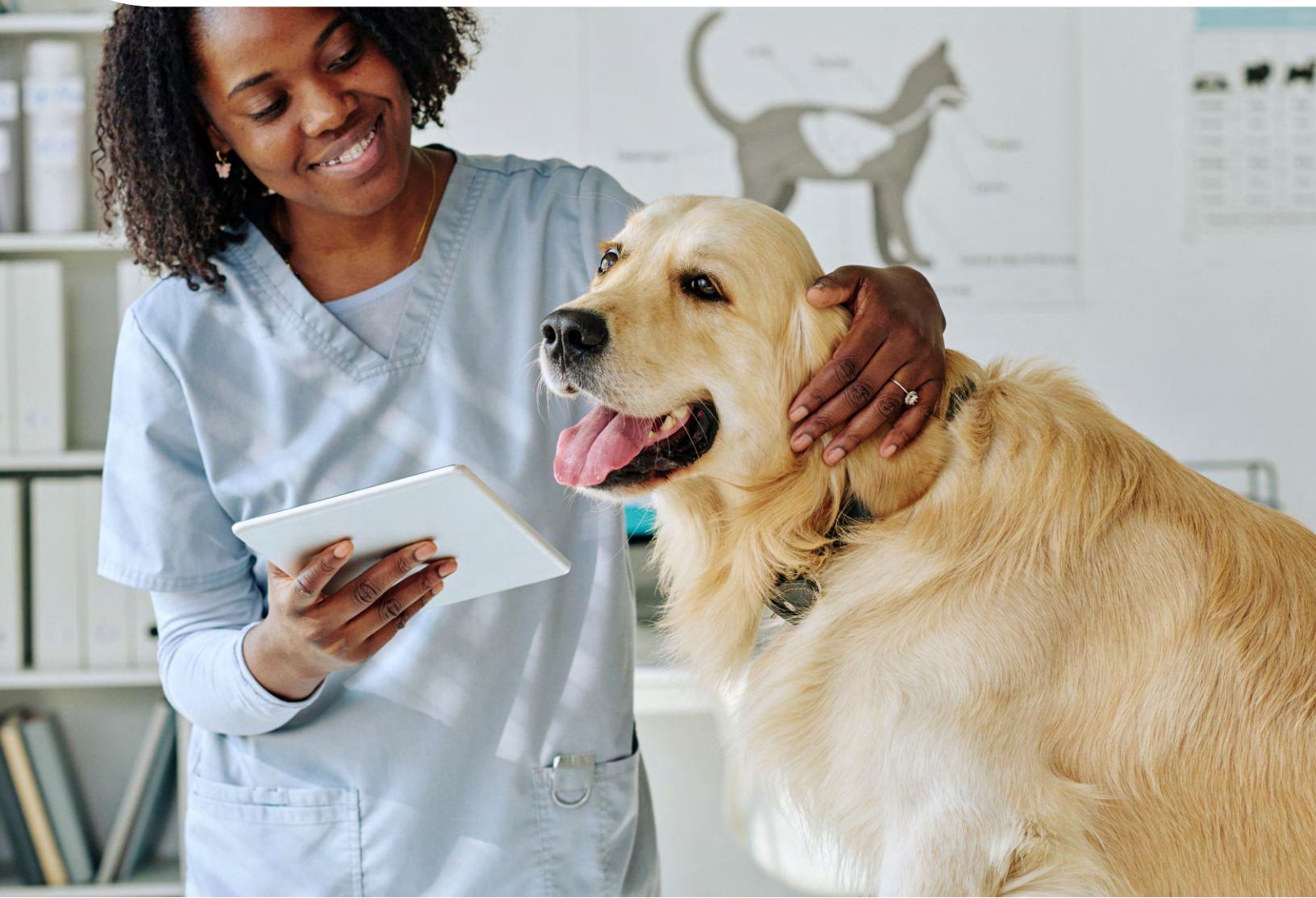


How Florida Veterinary Rehabilitation saves calls and hours every day with Weave.



Results



Reduced missed calls

20+ reduced missed calls per day with Weave's phone system



Saved time every day

2+ hours saved each day by switching to texting appointment reminders

Wasting time on the phone

With only one phone line, Florida Veterinary Rehabilitation's team found it difficult to help all of their clients as they were calling in to make appointments or to ask questions. In addition to all of the incoming calls, they were spending over two hours making reminder phone calls every single day. With the clinic's staff spending that much time managing the phones, it left little time to focus on other important tasks, like providing an excellent client experience.

Smart phone system and texting

Implementing Weave enabled Florida Veterinary Rehabilitation to significantly improve their ability to com-

municate with clients. With the [Weave phone system](#), the staff was able to save 2-3 hours per day by texting their clients about upcoming appointments to confirm versus calling each one individually. The text messaging feature has been a useful addition to the practice because now they have an additional touchpoint of communication that pet owners have really come to appreciate. Additionally, they were able to answer 20+ more phone calls per day with unlimited rollover lines and call queues, to manage high call volume and prevent callers from hitting their voicemail.

As an added bonus, Practice Manager Carrie McCord, can even listen to call recordings to help her client care team be better and help

train how to help with specific cases. She also loves that she can change the clinic's phone tree, hold music, and recordings very easily.

Saved time and improved client experience

Weave helped Florida Veterinary Rehabilitation save valuable time each day, while providing an enhanced experience for their clients in the process.

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We go above and beyond by providing a red carpet experience for the pet and their owner. Now that we have Weave, it really helps us foster more connection with our clients and I think it has helped them feel like a member of our family.

Carrie McCord—Practice Manager

