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Let's Go Dental Maximizes Efficiency and Patient Conversions with Weave Call Intelligence

Introduction

Let's Go Dental, a 16 location dental group based in El Paso, TX, needed a more efficient way to track and analyze phone calls. Using Weave Call Intelligence, they streamlined call tracking, boosted patient engagement, and enhanced operational efficiency. This has led to fewer missed calls, better patient follow-ups, and more time saved for their team.

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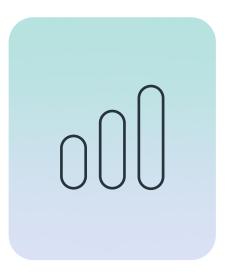
About Let's Go Dental

Let's Go Dental operates 16 locations under multiple brands, including **East El Paso Dental** and **Keep Smiling El Paso**. Their focus on personalized service means that every call and every interaction is a critical opportunity to create a great patient experience.

Challenge: Inefficient Call Monitoring & Missed Opportunities

Before adding Call Intelligence, Let's Go Dental used CallRail. But it didn't give them call sentiment analysis, efficient ways to review calls, or any deeper insights into the calls their offices were taking. As they put it, "We tried CallRail for a little bit, mostly for call tracking and advertising numbers. Other than that, we manually listened to phone calls on Weave, randomly reviewing at least two to three calls per location each week."

Their team was manually reviewing calls one by one, with a missed call rate as high as 25-35%. This not only made it difficult to attract new patients but also created challenges in maintaining a positive patient experience.

Solution: Implementing Call Intelligence for Smarter Call Tracking

Call Intelligence completely revolutionized the way Let's Go Dental connected with and engaged patients on the phone. It gave them critical insights into calls including:

- **New Patient Filtering** to quickly filter calls for new patient inquiries and unscheduled appointments.
- **Sentiment Analysis** to identify unhappy callers quickly and proactively resolve issues.
- **AI-Generated Summaries** to eliminate the need to manually listen to calls, making call reviews 5-10x faster.

Let's Go Dental now uses Weave Call Intelligence at least three to five times per week. It's become an essential tool for their operations team.

Better Efficiency. More Time Saved.

By automating call tracking and call sentiment analysis, Let's Go Dental has saved their team 5-10 hours per week that was previously spent manually reviewing calls. Instead of listening to hundreds of calls, they can quickly scan summaries and pinpoint key conversations effortlessly.

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Impact on Business Success

When asked how Call Intelligence affected their business in ways other tools didn't, Let's Go Dental stated, "The AI-driven insights and sentiment analysis are key differentiators. We can quickly identify unhappy calls, address customer concerns, and track the success of our marketing efforts in real-time."

And the numbers speak for themselves:

Let's Go Dental reduced their missed call rate by **91%.**

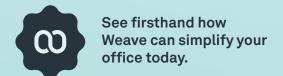Saved **5 to 10 hours per week** in manual call review time.

Helped convert **1-3 additional patients per week**, resulting in an impactful **increase in annual revenue**.

Final Thoughts

Call intelligence is a must-havel for multi-location dental practices looking to streamline call tracking, improve patient engagement, and enhance operational efficiency. Automating call summaries and insights allows teams to focus on serving the patients in front of them rather than wasting hours manually reviewing calls.

To learn more about how Call Intelligence can enhance your practice, visit getweave.com/demo/campaign/call-intelligence/ or contact us today!

See firsthand how Weave can simplify your office today.

Schedule a demo