Missed Call Text Back



Strategic Success. Delivered.

Turning unanswered calls into booked appointments

www.dentalwealthbuilder.com

The Hope of a New Patient

It can disappear in three unanswered rings.

Some callers simply ring the next practice.

How It Works

A call goes unanswered.

The caller gets a friendly text within moments.

A named person picks up the reply.

Keep the First Text Helpful

- Say who you are and apologise
- Offer a reply or a call back
- Leave offers and promotions out

Promotional content turns a service message into direct marketing (ICO guidance under PECR)

Give Replies an Owner

- A named Lead Champion
- A reply within the hour
- Two appointment options on the call back
- Pain calls: listen, triage, book

A Follow-Up Rhythm

- Day 0: instant response
- Day 1: a light, helpful message
- Days 3 and 7: further contact
- Then monthly, with the right consent

Measure the Calls You Miss

- Unanswered calls, by time of day
- Texts sent and replies received
- Appointments booked and attended
- Lunchtime gaps may need a rota, not software

Let's Find Your Leaks



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Book a call with us: form.typeform.com/to/sEwUUhsp

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