



Call Evaluation Report

Agent Name: Claudia

Agent ID: 12

Practice Name: Texas Vision

Practice ID: 445

Call Status: Booked

Call Reason: Doctor Referral

Call Topic: LASIK Consultation

Call Sentiment: Positive

Call Date/Time: 2024-01-07 10:37 AM ET

Call Duration: 07:43

Total Score: 98/100 - Eagle Eye

Overall Performance

Claudia demonstrated exceptional professionalism and thoroughness throughout the call, effectively gathering all necessary information while maintaining a patient-centric approach. Her systematic information collection and clear communication style ensured a smooth booking process.

Strengths:

- Excellent information gathering, including detailed contact information and medical history
- Strong attention to detail in verifying and repeating information for accuracy
- Professional handling of scheduling preferences and location confirmation
- Thorough collection of referral information and vision history

Weaknesses:

Please note, this call review feedback is based on your call handling skills only and does not currently include profile specific and/or technical aspects of the call.



- Could have provided more details about what to expect during the consultation
- Missed opportunity to mention pricing or financing options

Focus Area: Enhance consultation value proposition by including more details about what the patient can expect during their visit.

Detailed Score Breakdown:

1. Logical Progression and Information Gathering: 30/30

- Perfect flow following prescribed sequence
- Thorough collection of contact information
- Clear verification of all details
- Professional handling of referral source

2. Consultation Scheduling: 18/20

- Successfully scheduled appointment
- Confirmed location and doctor
- Provided arrival instructions
- (-2) Could have explained more about consultation process

3. Caller Engagement and Pre-qualification: 15/15

- Thorough exploration of vision history
- Detailed inquiry about medical conditions
- Appropriate age verification

4. Objection Handling and Validation: 15/15

- Effectively handled scheduling preferences
- Professional response to time availability question

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- Demonstrated flexibility with appointment options

5. Pricing and Financing Information: 10/10

- Not discussed as it wasn't raised by caller
- Appropriate for initial consultation booking

6. Follow-up and Recap: 10/10

- Clear recap of appointment details
- Provided email confirmation information
- Gave instructions for early arrival
- Offered additional assistance

Bonus Points: +5

- Made personal connection regarding college schedule (+2)
- Showed extra attention to detail with email instructions (+2)
- Professional handling of mother-son dynamics (+1)

Final Score: 98/100 - Eagle Eye

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Sentiment|Date|Time|Duration|Score|Performance Tier|

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|Claudia|12|Texas Vision|445|Booked|Doctor Referral|LASIK
Consultation|Positive|2024-01-07|10:37 AM ET|07:43|98|Eagle Eye|

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