

# CALL TRACKING EXCELLENCE

TURN MORE CALLS INTO CUSTOMERS

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## **YOU WILL KNOW WHAT YOUR TEAM ARE SAYING ON THE CALLS**

Using Call Tracking Excellence will allow you to know exactly what your team are saying on the calls being answered in your dental office and where your team need to improve to be able to convert more calls to appointments and handle cancellation calls.

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## **YOU WILL NOT HAVE TO DO ANYTHING**

You will now know how many calls are being received, what exactly is said on each call, missed calls, the duration of calls, when calls are received each day and the referral sources of the calls.

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## **YOUR TEAM WILL IMPROVE & START GETTING RESULTS STRAIGHT AWAY**

Call Tracking Excellence will provide you with regular ongoing consistent support and training to ensure your team develop the skills they need to convert more calls to appointments and increase production for you in your practice.

By the Creator of  
*Dental Phone Excellence,*  
**Jayne Bandy**



There's only one thing separating good dental practices like yours, from those dentists who are consistently bringing home six figures a month, and more. But this one thing is absolutely critical!

**And that's having GREAT people, with GREAT skills and confidences working on the front desk of those Dental practices.**

You see, the most successful dentists have definitely managed to “differentiate” themselves from their competition by the way their phones are consistently answered. They know, if your phone is answered poorly then your practice is really no different from anyone else's. And as you know, this has NO upside.

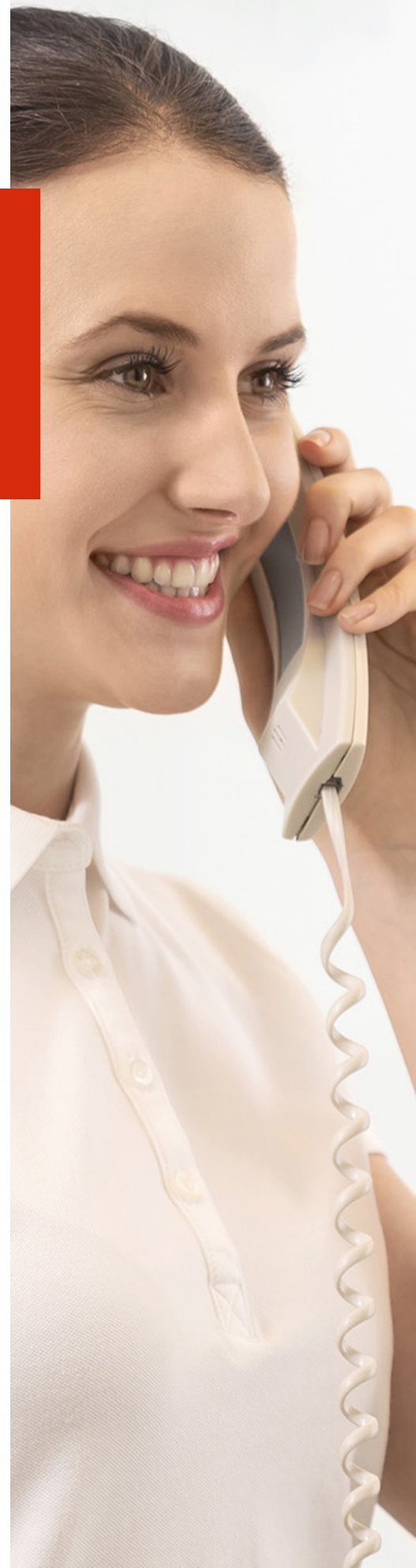


**“Creating a serious differential for your dental practice phone is much easier than you think.”**

Jayne Bandy is a highly-respected international dental team coach with clients concentrated in Australia, UK, Europe and North America. And now Jayne and her team can help your Front Office Team Members learn all the skills they need to be better on your office phones.

With Call Tracking Excellence, your team will receive regular Zoom calls to review your office phone calls and improve your phone techniques.

Better phone techniques equals more patients!



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## With Call Tracking Excellence...

Your team will learn the **SAME** systems and processes Jayne used to:

- ✓ Dramatically improve new patient call-in conversions to booked appointments.
- ✓ Retain a higher percentage of existing patient appointments.
- ✓ Prevent ongoing losses from cancellations.

And as you know, these 3 things, alone, **Eliminate the biggest sources of lost dollars** your dental practice is currently experiencing.





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## With Call Tracking Excellence, Your Team Will Also Learn:

- ✓ The **4 most important metrics** your office should be measuring, to ensure maximum telephone profitability.
- ✓ The **3 most critical and costly mistakes** dental practices are making when answering the phones, and how to easily fix them.
- ✓ A **proven way** of turning those price related “How much do you charge for...” phone calls, into a consistent stream of new customer appointments.

Plus loads more...

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## REGISTRATION FOR CALL TRACKING EXCELLENCE

### MONTHLY PACKAGE

- ✓ Your own individual phone tracking number
- ✓ Unlimited inbound call minutes
- ✓ Instant Missed call notifications
- ✓ Your choice of daily, weekly or monthly reports on calls
- ✓ Audio recordings of your tracked calls
- ✓ Online access to your Practice Dashboard on the Call Tracking Excellence Portal
- ✓ Analysis and evaluation of your calls received
- ✓ Two x 30-minute Practice Team Training Calls each month
- ✓ One x 1-hour group training call each month
- ✓ Secret Facebook private group to discuss patient calls

**\$3,000.00 + GST/MONTHLY**

**FOR 15 MONTHS**

### ANNUAL SAVING

- ✓ Your own individual phone tracking number
- ✓ Unlimited inbound call minutes
- ✓ Instant Missed call notifications
- ✓ Your choice of daily, weekly or monthly reports on calls
- ✓ Audio recordings of your tracked calls
- ✓ Online access to your Practice Dashboard on the Call Tracking Excellence Portal
- ✓ Analysis and evaluation of your calls received
- ✓ Two x 30-minute Practice Team Training Calls each month
- ✓ One x 1-hour group training call each month
- ✓ Secret Facebook private group to discuss patient calls

**\$36,000.00 + GST**

**ONE OFF PAYMENT FOR 15 MONTHS**



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## REGISTRATION FOR CALL TRACKING EXCELLENCE

### SELECT YOUR PACKAGE BELOW:

(Then fill out the order form on the next page)



#### **Monthly Package:**

\$3,000.00\* / month  
for 15 months



#### **Saving Package:**

\$36,000.00\*

\*all packages are subject to 10% GST

## FOR PAYMENTS VIA CREDIT CARD

Please make payment via Visa / Mastercard / Amex

I hereby authorise the payment of  against the credit card below:

<b>First Name</b>	<input type="text"/>	<b>Last Name</b>	<input type="text"/>
<b>Email</b>	<input type="text"/>	<b>Phone #</b>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
<b>Practice Name</b>	<input type="text"/>		
<b>Practice Website</b>	<input type="text"/>		
<b>Practice Address</b>	<input type="text"/>		
<b>Card Type</b>	<input type="text"/>		
<b>Card Number</b>	<input type="text"/>		
<b>Name on Card</b>	<input type="text"/>		
<b>Card Expiry</b>	<input type="text"/>	<b>CVC Number</b>	<input type="text"/>
<b>Signature</b>	<input type="text"/>		

I acknowledge it is my responsibility and my team members' responsibility to maximise our results based on the information and advice covered in the Call Tracking Excellence Coaching.



**Jayne Bandy**  
**BEd Dip Teach**

Communication Expert and Educator  
Call Tracking Excellence  
Dental Phone Excellence



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