

Agent Name: Andee Smith

Practice Name: The Eye Place

Call Status: Still Researching

Reason Not Booked: Need Time to Think

Call Topic: LASIK Pricing Inquiry

Timestamp: 02/27/24 at 8:56pm ET

Call Duration: 07:36

Total Score: 92/100 - Eagle Eye

Overall Performance

Andee demonstrated excellent professionalism and knowledge throughout the call, effectively gathering information and addressing the caller's questions about LASIK. She maintained a patient-centric approach while clearly explaining pricing, financing options, and screening procedures.

Performance Highlights

- Thoroughly gathered and verified patient information from the inquiry form
- Provided comprehensive pricing information, including financing options and post-operative care details
- Offered multiple consultation options (in-person screening and virtual consult) to accommodate the caller's schedule

Opportunities for Growth

- Could have emphasized the value proposition more when discussing pricing
- Missed opportunity to create urgency around scheduling the consultation

Focus Area

- Work on transitioning price discussions into value propositions that emphasize the benefits of proceeding with treatment



Detailed Score Breakdown

Progression (30 points): 93%

Systematically gathered information and verified details from the inquiry form. Maintained logical flow throughout the conversation.

Scheduling (22 points): 85%

Offered multiple consultation options and clearly explained the screening process, though could have pushed harder for immediate scheduling.

Engagement (13 points): 100%

Maintained professional demeanor and showed active listening throughout the call.

Objection Handling (15 points): 90%

Effectively addressed pricing questions and timing concerns, offering alternative consultation options.

Pricing (10 points): 95%

Provided clear pricing information, including financing options and what's included in the package.

Recap (10 points): 90%

Concluded with clear next steps and offered to send additional information.

Bonus Points: 5

Outstanding handling of radio promotion inquiry and offering multiple consultation options.

Penalty Points: 0

Total Score: 92 - Eagle Eye