

Dental Patient Survey



The **Dental Patient Survey** campaign and **Q&A** scripted prompting are sub-modules of the **Dental Assistant™** that;



Interactively survey's new or existing patients on all dental matters, such as; establishing conditions of natural teeth or dentures, use of dental products, experiences with current or past dental procedures, frequency of dental visits, and much more.

Compiles recorded voice and scoring information responses.

Transfers callers to live personnel for further questions or concerns regarding the survey (with call queing capability)

Gives patients the option to call in and take the survey at their convenience using the 24hr Automated Survey feature.

When the caller answers the call, the **Dental Patient Survey** campaign will commence playing the pre-recorded survey script chosen by the administrator as soon as the system identifies a positive voice (after the caller says "hello").

Depending on the script selected by the administrator, the caller will have a number of options he/she can choose from as prompted by the system, which includes; performing the survey at that time, transferring to a live consultant regarding questions or concerns or guiding them on how to use the 24hr Automated Survey feature.



Example: "Hi, this is (dental office name) calling to inform (candidate's name) that they have been randomly chosen to take part in a brief survey. Upon completion of the survey, (candidate's name) will receive a free gift in the mail which includes (gift details)."

Press 1 now if you are (candidate's name) and wish to take a few minutes to complete the survey now (after pressing 1, the system will transfer the candidate to the **Q&A** Scripted Prompting module where he/she will be asked to either respond to questions by voice or by pressing a digit on their keypad). (Once the survey is completed, the system will confirm that survey was successful) *Your responses have been accepted. Thank you for participating in the survey. Your (gift details) will be sent to you by mail.*

Press 2 if you are (candidate's name) and wish to participate in the survey at a more convenient time (the system will inform the caller that they can call in at his/her own convenience and take the survey using the 24hr Automated Survey System)

Press 3 if you are not (candidate's name) and wish to take a message (the system will inform the caller that the candidate can call in at his/her own convenience and take the survey using the 24hr Automated Survey System)

The **Dental Assistant™** system will list a detailed report based on the status of each option chosen for every call, which the dental administrator can retrieve at anytime. The responses from surveys are stored and can be retrieved at anytime though the **Q&A**

console, plus a copy of the voice responses can be sent in a WAV file to an email address.



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<http://www.tastecinc.com/dental.html>