REACHIFY®

Revive Uncovers $12k+ Additional Monthly Revenue by Automating Missed Calls Using Reachify

Revive is in the top 0.01% of medical spas in the nation and is recognized for innovation and professional excellence.

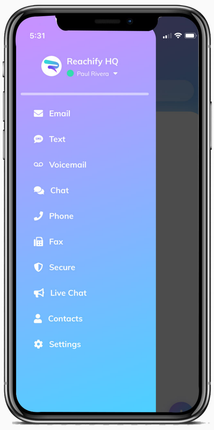
Practice Size: 2 Offices

Specialty: Medical Spa

Location: San Diego, CA

"We've seen amazing results with Reachify..... the operations are much smoother, and the morale is definitely high. I don't know what I did before having Reachify."

- Christina Contizano, Manager, Revive Spa and Salon



Challenge

A crucial part of Revive's business strategy involves customer communication. Being an elite service provider, attending every call is very important for the business. Although the office has a dedicated team of 2 to 8 spa coordinators, a fairly high percentage of its phone calls were going unanswered. Revive experienced substantial revenue leakage due to these unanswered or missed calls, and it needed a solution to capitalize on these missed revenue opportunities.

Solution

Revive used Reachify to enable missed call automation. Reachify engaged these missed callers into conversations to generate new bookings. The feature-rich communication automation software gave Revive a strong advantage for recouping what would otherwise be lost revenue.

Results

After only a month of implementing missed call automation, Reachify showed incredible results.

- 227 missed callers identified
- 52 conversations engaged
- 27 bookings closed

What the Results Meant for Revive

23%
hot leads generated

52%
conversions made

$12k+
additional monthly revenue generated*

*The average spend for a MedSpa customer is $465/visit. Data taken from here.