



SECRET SHOPPER

LEADS TEST

PRACTICE NAME	Reston Dermatology
WEBSITE - WHERE LEAD IS ENTERED	https://bodylab.restondermatology.com/coolsculpting/
SERVICE TESTED	CoolSculpting

DATE	7/23/2021	TIME	8:25am MST		
NAME	Rose Delaney	EMAIL	rose.delaney33@gmail.com	PHONE	816-367-4777

WELCOME EMAIL RECEIVED	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
LEAD CONTACTED - PHONE	<input type="checkbox"/> YES (1ST CALL RECEIVED) DATE: 7/23/21 9:22am MST <input type="checkbox"/> YES (2ND CALL RECEIVED) DATE: 7/27/21 @ 8:37am MST <input type="checkbox"/> YES (3RD CALL RECEIVED) DATE: 8/27/21 @ 8:31am MST & 9/9/21 @2:56pm MST & 9/23/21 @ 2:48pm MST <input type="checkbox"/> VOICEMAIL(S) LEFT <input type="checkbox"/> NO
LEAD CONTACTED - TEXT	<input type="checkbox"/> YES (WELCOME TEXT RECEIVED) DATE: 7/23/21 @ 8:25am MST <input type="checkbox"/> YES (2ND TEXT RECEIVED) DATE: 7/27/21 @ 8:37am MST <input type="checkbox"/> YES (3RD TEXT RECEIVED) DATE: 9/23/21 @ 2:49 MST <input type="checkbox"/> REPLIED TO LEAD'S QUESTIONS <input type="checkbox"/> NO
LEAD ENGAGEMENT VIA TEXT	<input type="checkbox"/> ASK LEAD'S NAME & CONTACT INFO <input type="checkbox"/> QUESTIONS ANSWERED EXPERTLY <input checked="" type="checkbox"/> REPLIES CAME AT TIMELY MANNER <input checked="" type="checkbox"/> GUIDED TOWARDS MAKING AN APPT <input checked="" type="checkbox"/> FINANCING, SALES, PROMOTIONS, PACKAGES, PRICE MENTIONED



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	<input type="checkbox"/> PERSONAL EXPERIENCE SHARED
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**RECOMMENDED
ACTIONS**

Please schedule a time with us to review setting up automatic email as this is a great way to streamline communication and open the third point of contact with the potential lead. The only email that was received was a personal email from Linda more than six weeks after the lead was submitted.

SCHEDULE HERE: <http://calendly.com/Vania-medstar/front-desk>
