

Customer Success Story

Welch Dental Group



Company Profile

Founded over 20 years ago, Welch Dental Group provides family and cosmetic dental care to patients in and around Katy, Texas. The practice offers cosmetic, preventative and restorative dentistry services.

Business Requirement

Welch needed a call recording system that worked with their new phone system, Comcast Business VoiceEdge, to review calls for customer service, quality control and dispute resolution.

Solution

The dental group selected Oreka TR (Total Recording) to record its 16 administrative team members. When disputes or customer service discrepancies arise, they review the calls to hear what occurred.

Company: Welch Dental Group

PBX: Comcast Business VoiceEdge

Solution: Oreka TR (Total Recording)

Team: 16

Use Case: Quality control and dispute resolution

“We switched our phone system to Comcast Business VoiceEdge, and OrecX was the only recorder that worked with Comcast. Now that we’ve had it for 3+ years, we love OrecX! It never takes a break.”

Barbara Reeves, Practice Administrator

Solution (cont'd...)

“We really record calls to protect our patients and ourselves. If a patient calls in and says, ‘You didn’t tell me I had to pay for that crown,’ I can review past calls to see if in fact we did not,” said Barbara Ames, Practice Administrator for Welch Dental Group. “If that’s the case, we can then alleviate the patient of additional financial responsibility.

She continued, “Our goal is to treat each patient as if they were our own family, regardless of one’s insurance.”

“The people skills that Welch Dental Group provides are outstanding, and I wholeheartedly believe that this will be my new dental office from now on! They 100% made a very big impact on me with their customer service and treatment. They’ve earned a client for life in me and my family.”

Tim F., Pearland, TX



Success

“I would never work for an office without call recording. I love call recording, and I love OrecX! The system always works. We’ve never had to contact OrecX for customer support. Never.”

“OrecX helps us really know what happened on patient calls. Sometimes an employee might indicate the patient was rude, but after reviewing the call, I can tell it was just his/her misperception, because I didn’t hear it in the patient’s voice. Perhaps the employee just wasn’t having a good day. Either way, I can review the call with the individual and offer additional training if it’s needed.”

“Overall, OrecX is very good at dispute resolution and making sure our employees are providing very the best service.”

