

Sen Dental Care

Salt Lake, Kolkata · dental clinic

Missed-call conversation

Example · Jobcatch summary

THE CALL

Time	11:04 am, Tuesday
Caller	New number, not in contacts
Reason missed	Doctor with a patient; receptionist on lunch
First reply	6 seconds after the call ended

THE CONVERSATION (WHATSAPP)

Time	From	Message
11:04	Clinic	Hello, this is Sen Dental Care. Sorry we missed your call. How can we help?
11:05	Caller	Tooth pain since yesterday, want to show today if possible
11:05	Clinic	Sorry to hear that. Dr Sen has 4:30 pm or 6:15 pm today. Which suits you?
11:06	Caller	4:30
11:06	Clinic	Booked: today 4:30 pm with Dr Sen. May I have your name for the register?
11:06	Caller	Arindam
11:07	Clinic	Thank you, Arindam. See you at 4:30. Reply STOP to opt out of messages.

WHAT THE CLINIC RECEIVED

Alert	New booking · today 4:30 pm · Dr Sen
Need	Tooth pain since yesterday
Calendar	Added to Google Calendar
Follow-up	Reminder to the patient at 3:30 pm

RULES THE ASSISTANT FOLLOWED

- Named the clinic in the first line and said it is an assistant when asked.
- Offered only the windows the clinic had set; quoted no price.
- Asked one question at a time; no message longer than three lines.
- Would have alerted the owner immediately for words such as "bleeding" or "accident".