

Call Details: Call Bifurcation - Admin Panel

Purpose: Explain why people are calling your practice.

Reading the panel

- Each category shows its share of total calls in the period.
- Examples include refills, records, condition related questions, appointments, and other reasons defined for your practice.

Actions to take

- Prepare scripts and workflows for the top reasons.
- Update your IVR greeting to direct common requests to the right team.
- Add self-service steps where appropriate.

Tips and good practices

- Review this monthly to keep scripts current.
- If a low-value category is high, look for a self-service option to reduce agent effort.

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