

Q3 Customer Review

Molarbook × Dentavale

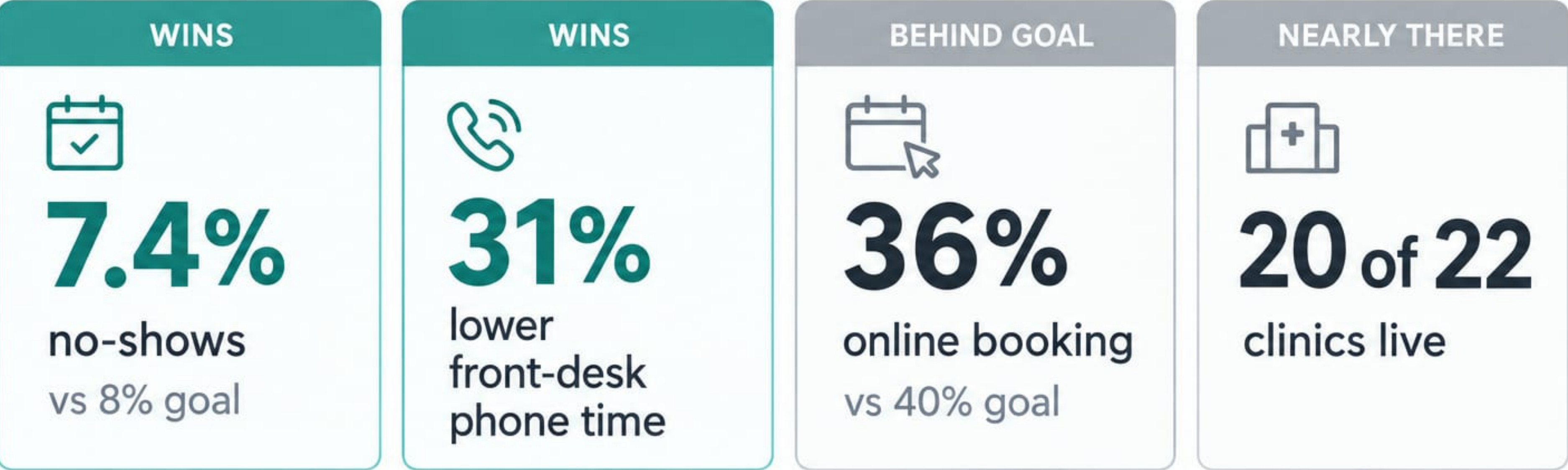
No-shows

7.4%

No-shows, beating the 8% goal.



Q3 improved attendance and reduced phone workload



Two operating wins this quarter; adoption goals remain unfinished.

Q3 goals focused on attendance, digital booking, and rollout



GOAL 1

Reduce no-shows
from 11% to 8%



GOAL 2

Online booking
reaches 40% of
appointments



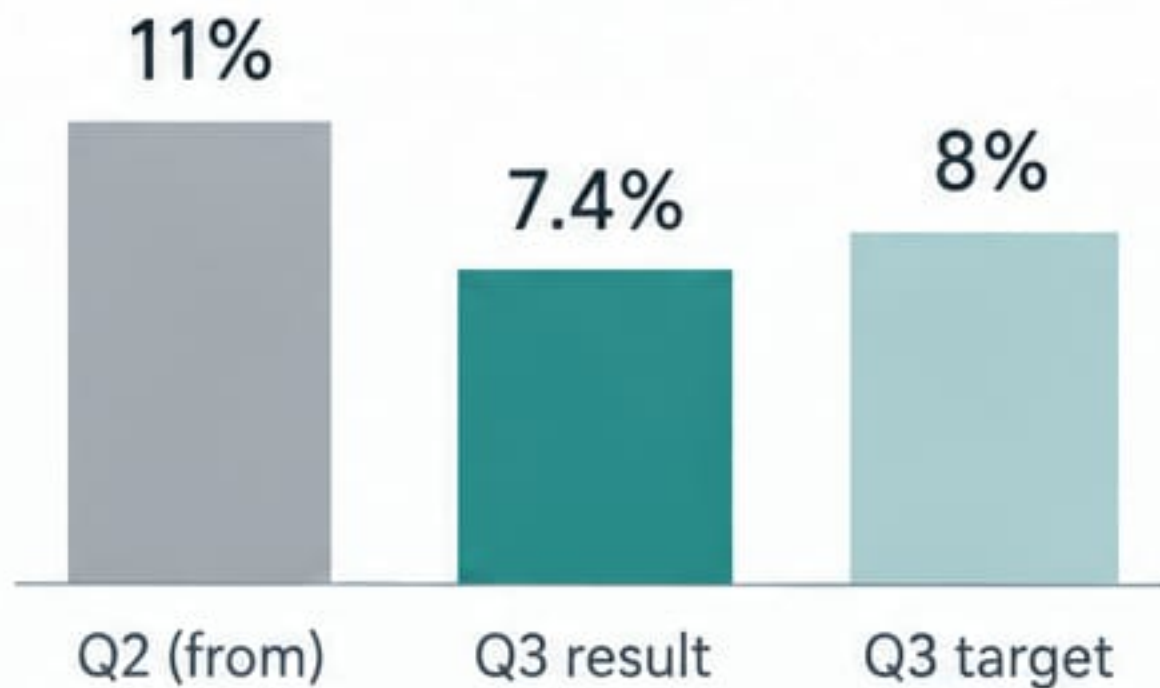
GOAL 3

All 22 clinics live.

Attendance beat target, while booking and rollout narrowly missed

NO-SHOWS

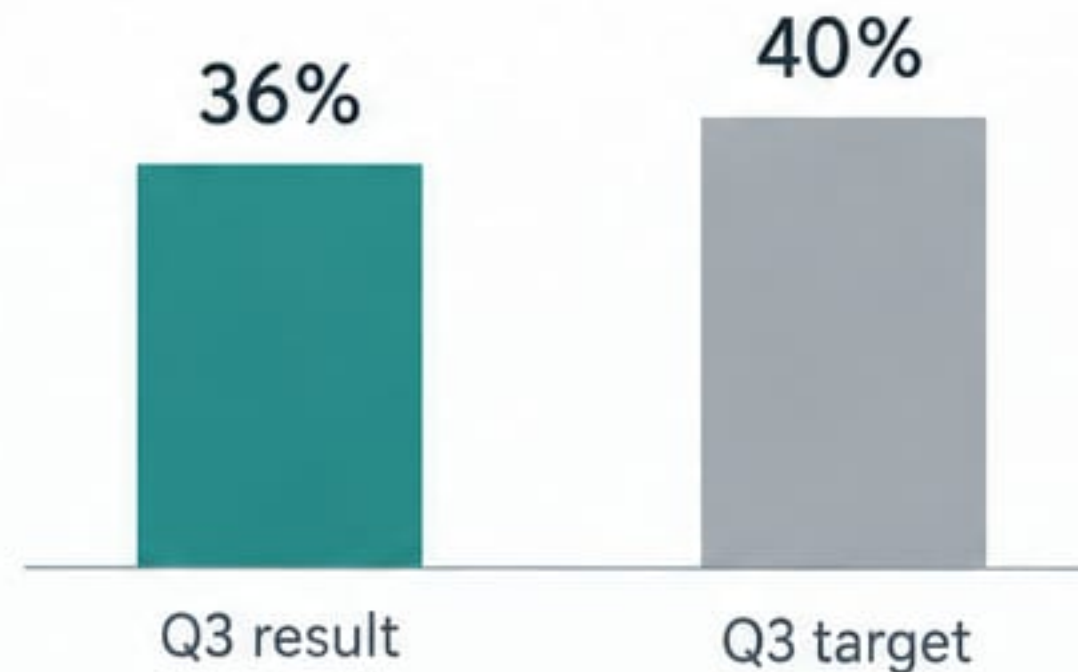
7.4% result vs 8% target,
from 11%



BEAT TARGET

ONLINE BOOKING

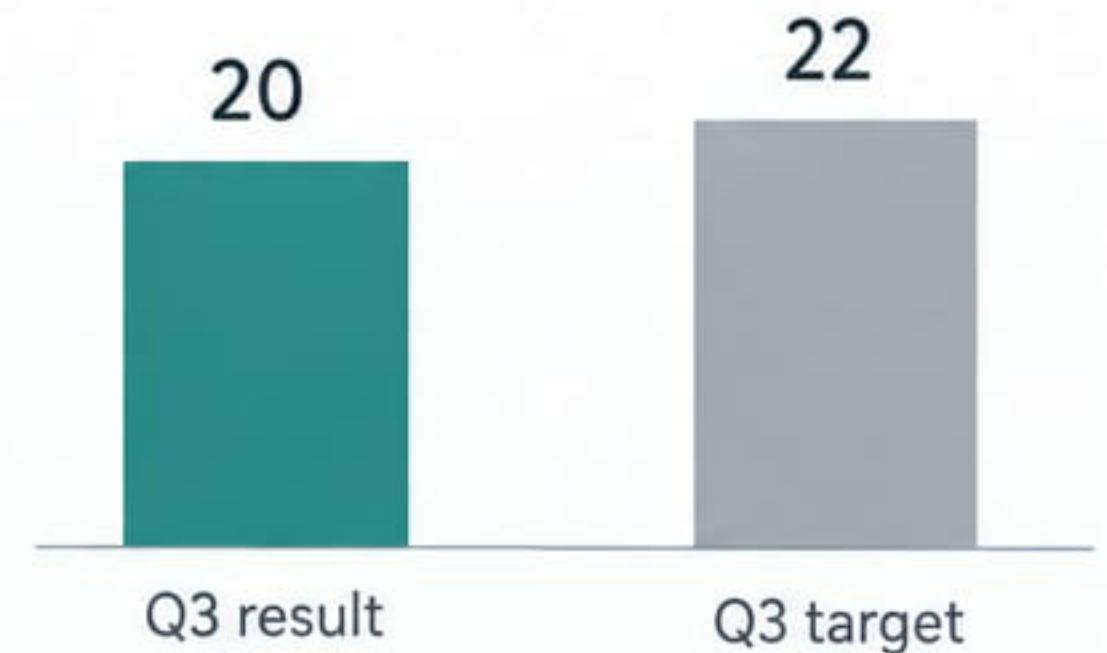
36% result vs 40% target



NARROW MISS

CLINICS LIVE

20 result vs 22 target



NARROW MISS

Twenty of 22 clinics are live



20 live



2 pending

Support handled 18 tickets with a 42-minute median first reply



18

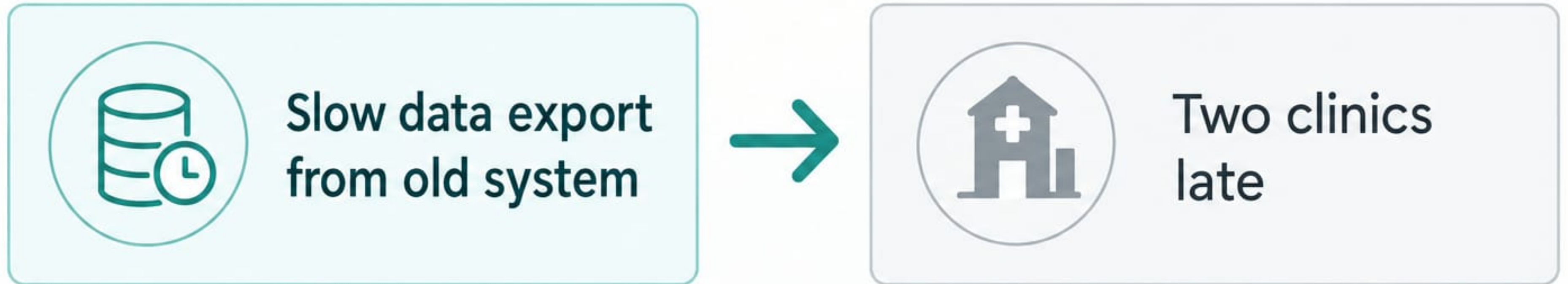
support tickets
in Q3



42

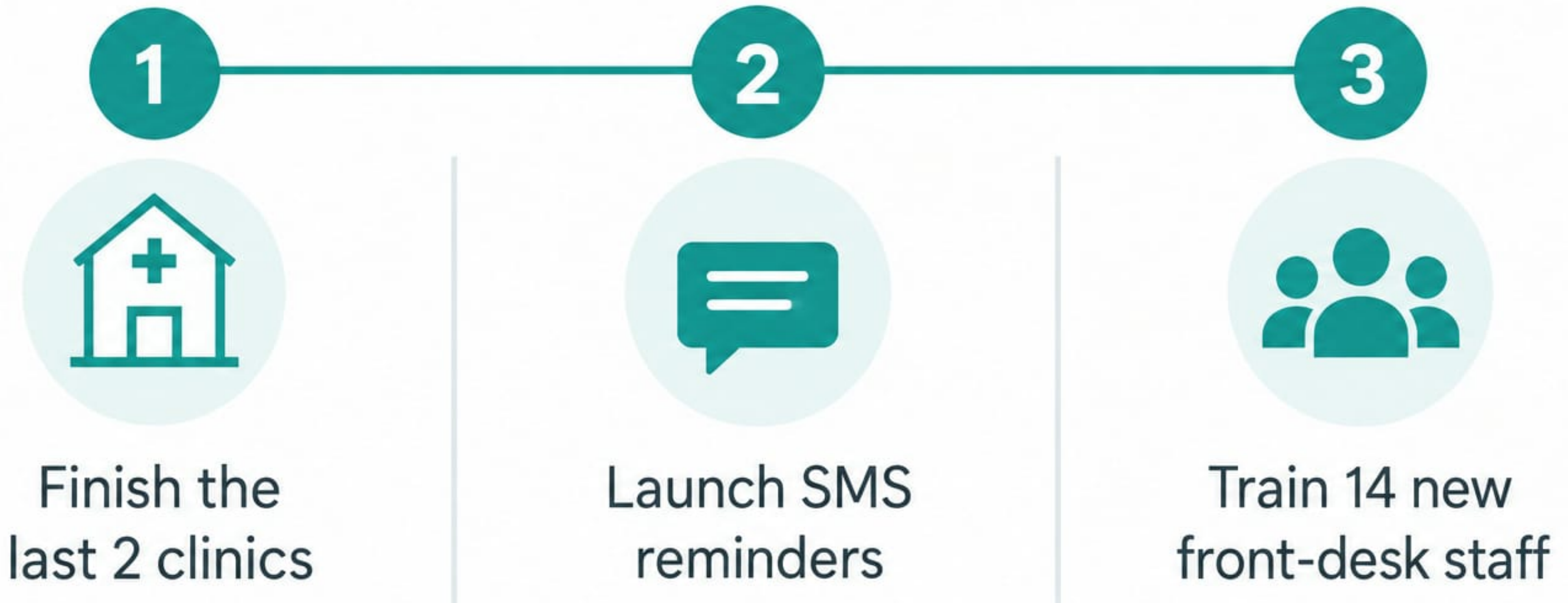
minutes
median first reply

Slow legacy data exports delayed two clinics



The rollout miss was concentrated
in these two migrations.

Q4 closes rollout and builds front-desk readiness



Approve the recall campaign add-on to unlock the next step



Decision needed:

**Approve the recall
campaign add-on.**

Q4 action recap

- ✓ Finish 2 clinics
- ✓ Launch SMS reminders
- ✓ Train 14 staff



Approval enables launch in early Q4.