

EST

2008



35K+
Customers

180K+
Monthly users



Phones. Texting. Payments. Forms. Reminders. Reviews. AI.

From first phone call to last payment collected



Why offices choose Weave

Improve client
experience



Maximize
practice efficiency



Attract new
customers



Ease of use
for staff



What we see and hear:



3+ Hours

Number of hours dental staff spends on the phone every day.



15%

Average no-show rate for a dental office.



\$116,000

Average outstanding A/R per provider.



41%

Average patient retention rate

A phone system built into your workflow

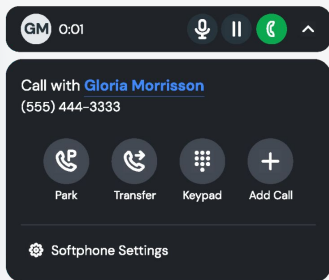


Communication Tools

- Unlimited local, long distance and texting
- Unlimited lines
- Softphones
- Mobile app
- Paging/intercom
- Click to call or text
- Voicemail transcription
- On hold music/marketing messages

Call Management

- Visual call routing
- Phone tree/IVR
- Call routes for after hours
- Call queue monitoring
- Call transfer
- Call recording
- Call analytics and insights
- Schedule overrides
- Call groups





Hardware



Yealink T54W Desk Phone



Yealink Cordless Phone



Wireless Terminal

Get started today?

Reviews

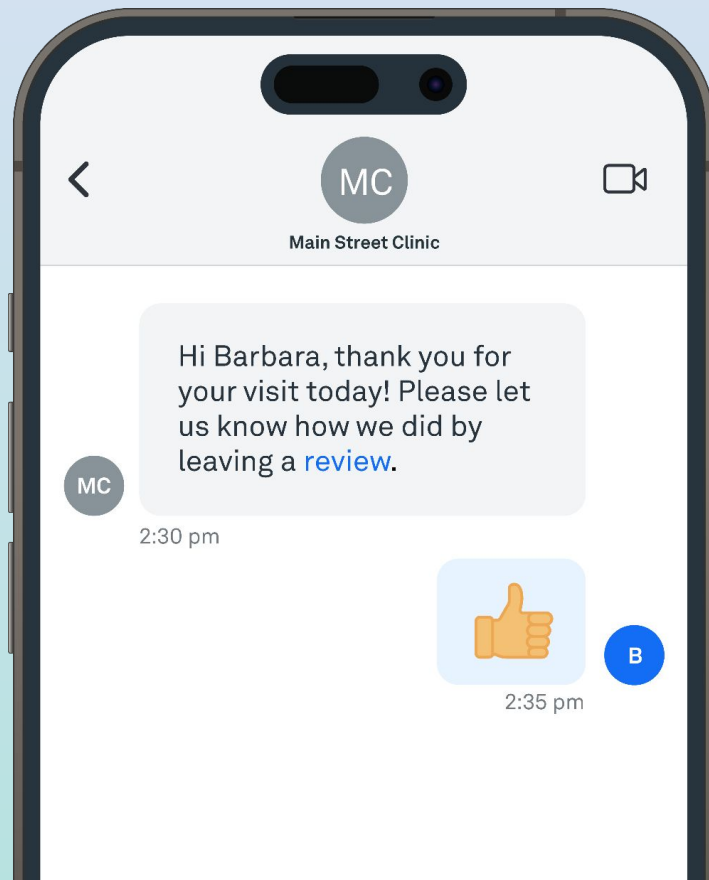
+42

Average new online reviews per year
by using automated review requests

500 to 1000

Number of additional reviews Amelia Dental Group
received in the first 8 months.

[Read the case study](#)



Call Pop

8 in 10

Number of customers who wait on hold while staff look up their accounts leading to longer calls, impersonal interactions and more missed opportunities.

Call to Main Street Clinic Lehi

Gloria Morrison
(555) 444-3333

Ignore Keypad Answer



Gloria Morrison

 Birthday Aug 23  Overdue \$2,354.88  Next Appointment Aug 12, 2024

Household

 Sheila  Julio  Gladys  Shane

Contact Information

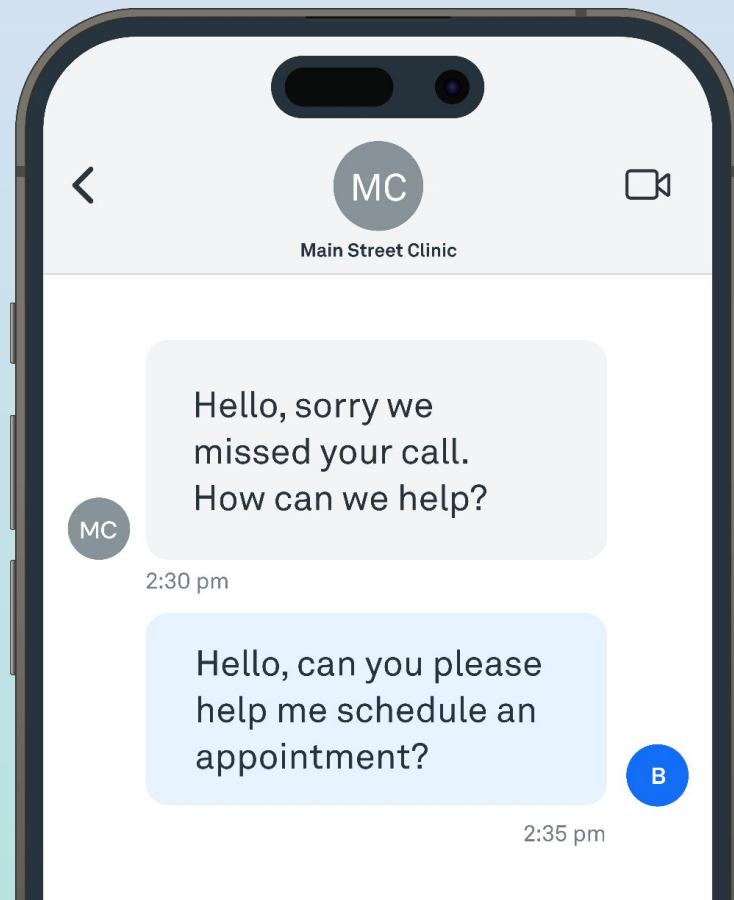
D.O.B 04/03/1998 Mobile Number (888) 451-9807 Location  South Jordan

Home Number (888) 451-9807 Email Address gloriamorrison@gmail.com

Missed Call/Text Text

50-100

Average number of calls an office misses each month.



Online Scheduling

33%

of appointments are booked
outside of business hours

[Demo Site](#)

 Main Street Clinic

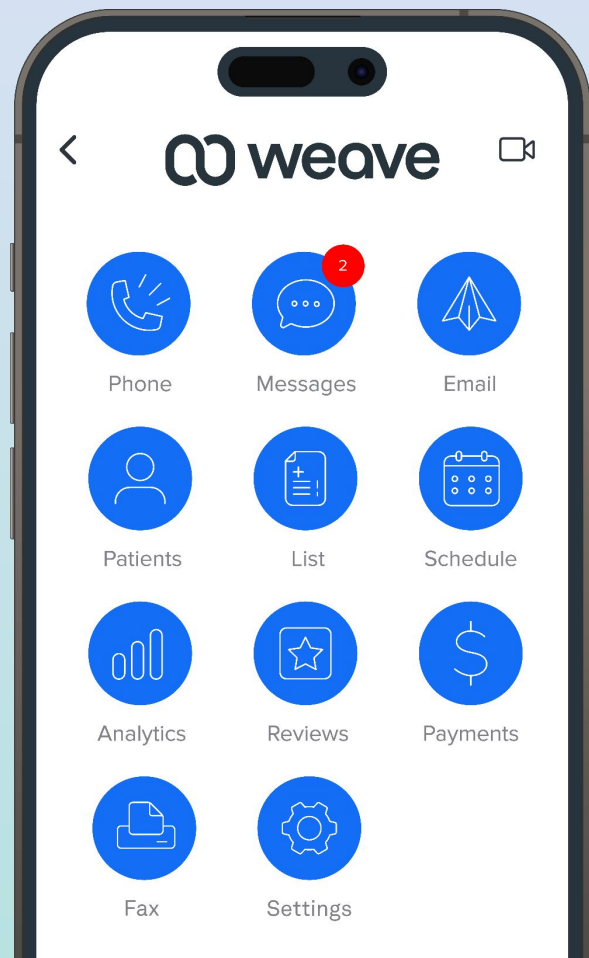
Request an appointment

Preferred time of day*	Preferred Dates*
Anytime of day	Any day
First name*	Last name*
James	Pierce
Date of birth*	Phone number*
3/16/1983	(801) 000 - 0000
Email*	
Anytime of the day	
Reason for visit*	
General consultation	

Mobile App

20+

More calls answered per day by using the Mobile app.



Automated reminders and confirmations

10%*

Average no-show rate reduction after offices
implement Weave.

* Estimated, on average, as reported by Weave customers

Hi Eve, your
appointment is
May 6 at 11:15 am.



I'll be there.

Digital Forms

87%

Of Weave customers say that digital forms has saved them at least 1 hour per week.

44%

Increase in on-time appointments

The screenshot displays the Weave digital forms interface. On the left is a sidebar with navigation options: Forms, Submissions, My Forms, Kiosk Mode, Templates, Builder, and Settings. The main area is titled 'My Forms' and contains a list of forms, all labeled 'Dental History Form' or 'Dental History Packet', each associated with 'Happy Smiles De...' and 'Created 2 days ago'. To the right, a patient information form is shown with fields for Patient's First Name (Tom), Patient's Last Name (Butler), Phone Number ((555) 555-1234), City, Street Address 1, Street Address 2, and State. A 'Send' button is visible in the top right corner of the form area.

Insurance Verification

20+ hrs

saved per week by reducing the insurance verification process for each patient from 1-4 hours to 2-3 minutes.

[Read the case study](#)

Verify Insurance

*Company / Payer Name

Group Name

Group Number

*Member ID

*Patient Name

*Patient Date of Birth

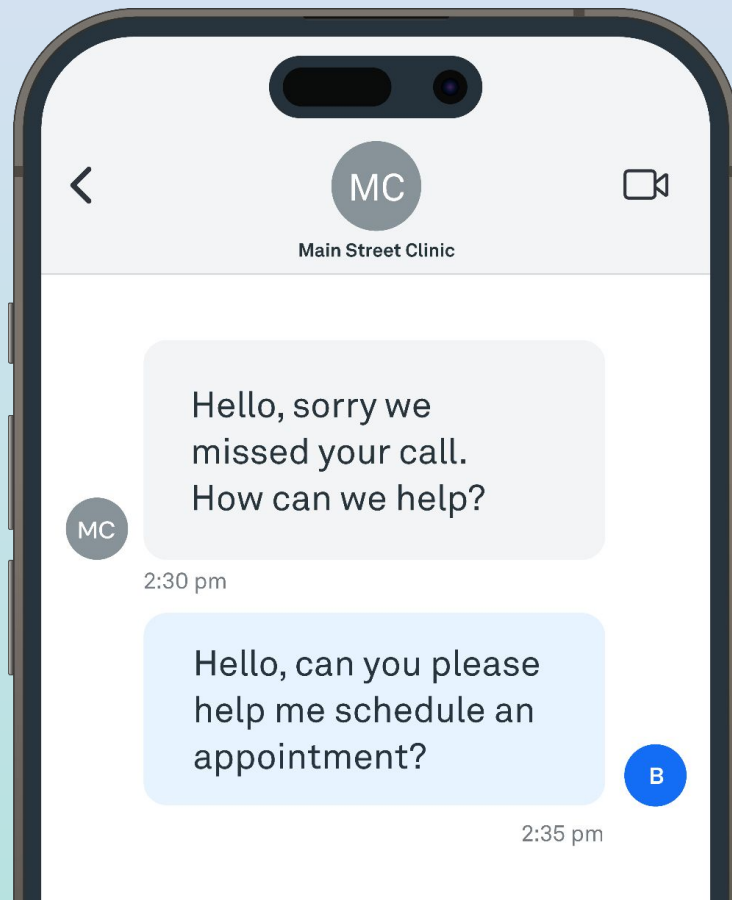
Verify

Two-Way Texting

70%

Customer cut down their average phone time from 7-10 hours a week to 2-3 hours a week.

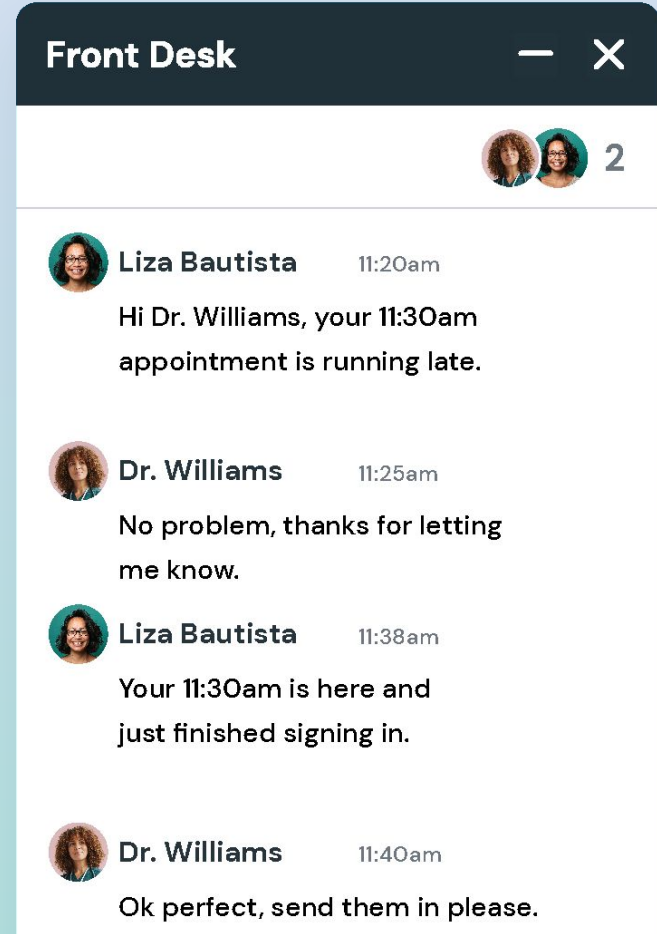
[Read the case study](#)



Team Chat

39%

of employees believe that people in their organization don't collaborate enough according to a Queens University study



Fax

~80%

Percentage of dental offices that have switched to digital faxes.

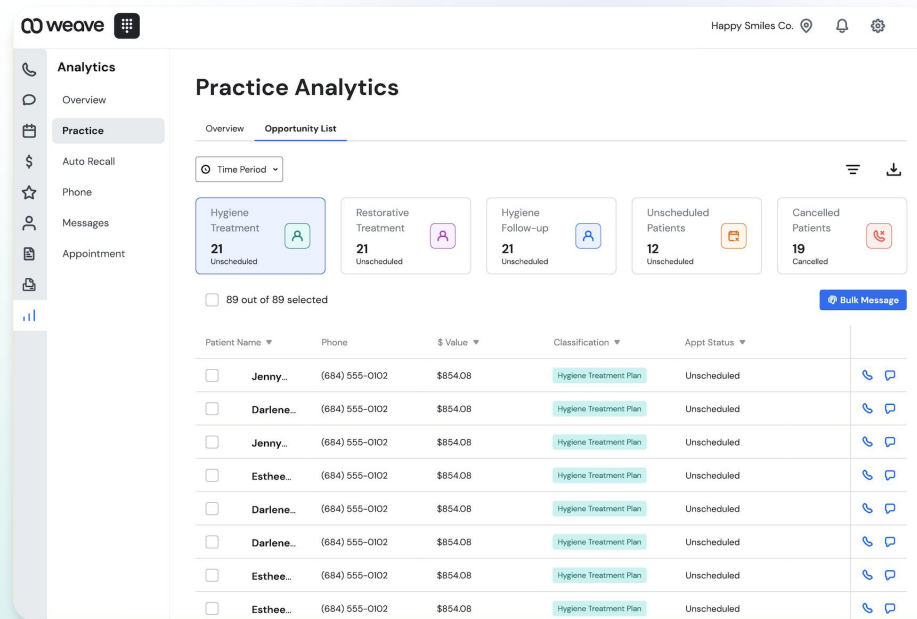
The screenshot displays a digital fax creation interface. At the top, a progress bar shows four steps: 1. New Fax (checked), 2. Cover Sheet (active), 3. Add Documents, and 4. Finalize. Below the progress bar is a toolbar with icons for undo, redo, font selection (DM Sans), font size (16 px), paragraph style (Paragraph), bold (B), italic (I), underline (U), text color (black), bulleted list, numbered list, and a Dynamic Field icon. The main content area is a form titled "Fax Cover Sheet" with the following fields:

- To: Recipient Fax Number
- From:
 - Name: Practice Name
 - Phone: Practice Phone Number
- Sent on: Date

Practice Analytics

\$234K

Average additional yearly revenue generated by securing just 3 extra restorative treatments per week

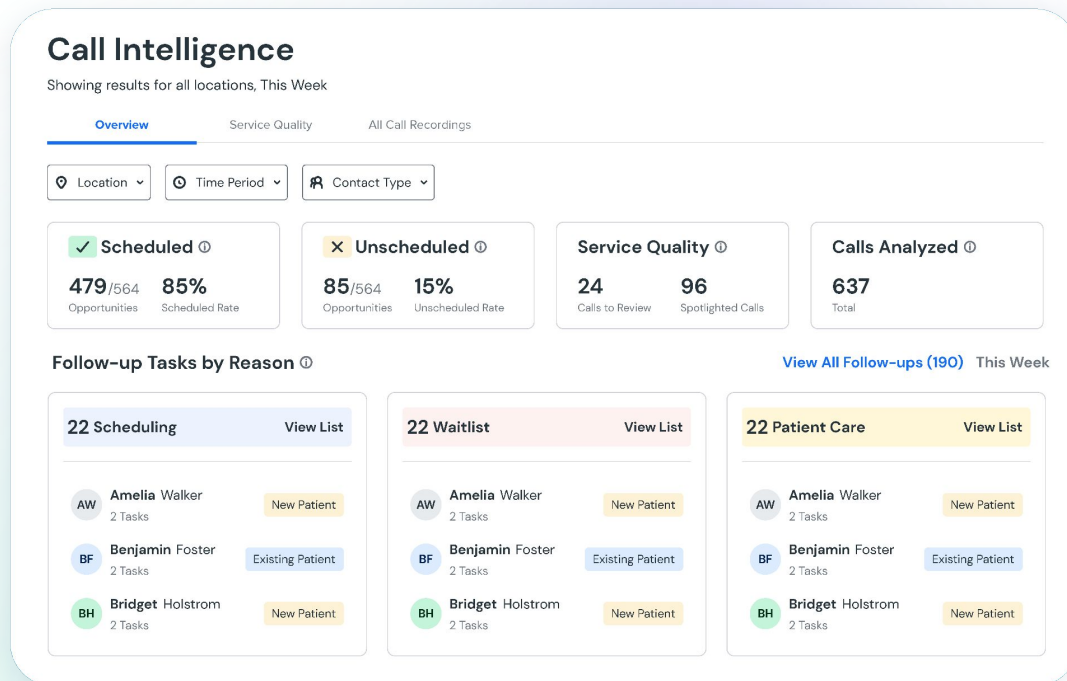


Call Intelligence

\$78k

Average additional revenue generated by securing just 5 extra appointments per week.

[Read the case study](#)

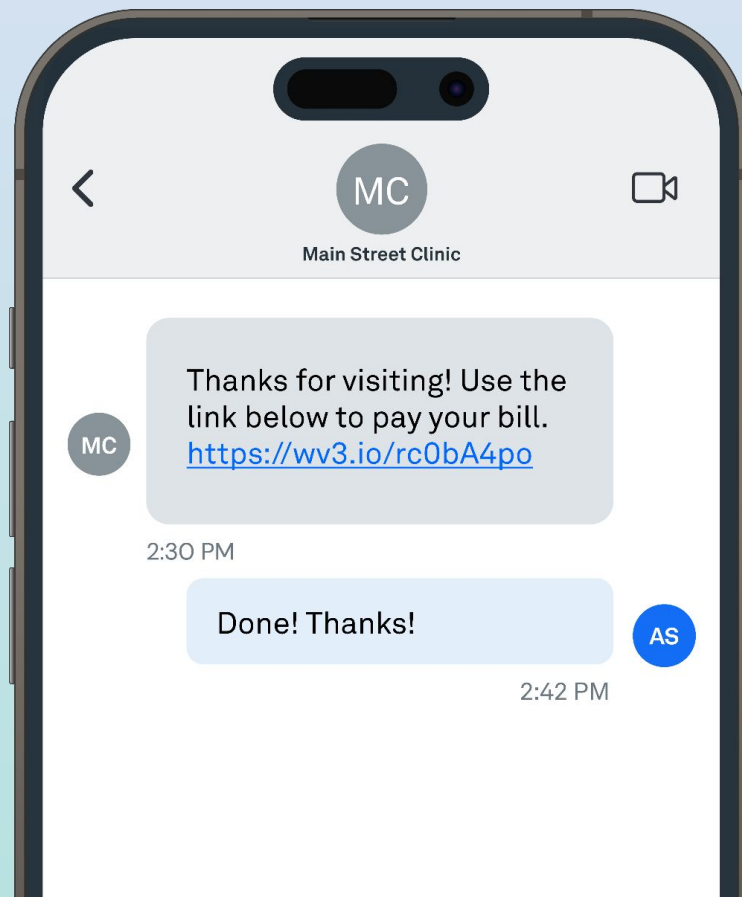


Payments

83%

Of Weave Payments customers report that they collect payment faster than before.

[Watch case study](#)





Payments

Reduce outstanding Accounts Receivable by incorporating payments directly into your workflow

- ✓ Wireless Terminal
- ✓ Text to Pay and Online Bill Pay
- ✓ Payment Plans, Affirm, and Sunbit
- ✓ Manual Card Entry
- ✓ Card on File

More than

\$110K

average outstanding accounts receivable
per provider



of Text to Pay requests are
collected on the first try



Payments



40%

of practice revenue is the patient responsibility in Dental, and must be collected after the patient leaves.

Patient responsibility is **40%** for Opto and over **85%** for Vet.



18%

The average dental office has 18% accounts receivable over 90 days past due, and past due accounts lose 7% of their value after 90 days. [\[source\]](#)



85%

of consumers say they prefer an electronic payment method for their medical bills. [\[source\]](#)



71%

of consumers say multiple billing and payment options increase their satisfaction.

Recall/Reactivation

\$70,000

Amount that a Weave customer made in his first year using recall, reactivation reminders.

[Read the case study](#)



Jenny Gonzalez

Active 32 yrs Female

Appointment Status

Last appointment

May 20, 2023

Due

May 20, 2024

Next appointment

Unconfirmed

Email Marketing

2,900%

Return on investment for email marketing campaigns to existing patients about practice offers.



Email Assistant

Greetings, Raymond!

Let's generate an email that stands out.

Help me build an email campaign for our
new care program

Cancel

Next

Bulk Texting

98%

Email open rates average just 20%, while SMS boasts an impressive 98% open rate*

Watch the case study

Bulk Messaging

November Blast

Select Locations to Send From

📍 Location Text 📍 Location Text 📍 Location Text

Select When to Send Your Campaign

11/31/2024 at 12:30pm

Text Message Content

Brighten your smile with expert care at Radiant Smiles Dental Clinic! Enjoy 20% off your first visit as our dedicated team ensures your oral health is always at its best.

Build Audience

Create an audience based on who you are targeting with your message

Create Audience

Create Campaign

Save as Draft

Thank
you