

Hand & Stone Tyler, TX, **converts 35% of missed calls** into appointments managed by SmartBot



Hand & Stone Tyler, TX, is a part of the award-winning Hand & Stone chain of franchised spas specializing in affordable, relaxing massage and facial services.



CHALLENGES

- Missed call management
- Freeing up staff time during peak hours
- Ensuring unhindered guest experience

MONTHLY IMPACT

100+ Total Appointments Managed

Converted missed calls into appointments managed

30 Reception Hours Saved

Leveraging Natural Language Processing

SOLUTION

SmartBot from Simplified.io is the perfect solution as it:

- Reduces average call time spent handling appointment-related guest queries by 80%
- Manages missed calls 24/7
- Wows guests with a combination of options to book via SMS and leave a voicemail

CUSTOMER SPEAK

"SmartBot is like a breath of fresh air for our business. The fact that it automatically sends out a text when a customer call is missed or gives the option to leave a voicemail wows our guests. Today, **35% of our missed calls convert into appointments managed by SmartBot.**"

Mike Petree, Owner