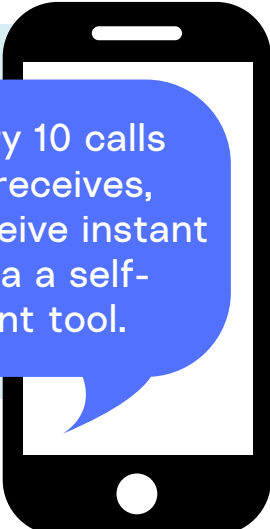


WORKSHEET

YOUR POTENTIAL TIME SAVINGS



Out of every 10 calls your clinic receives, 7 could receive instant response via a self-service client tool.

On average, call times across clinics of all sizes averaged 4 minutes and 29 seconds.*
For simplicity, we'll round down to 4 minutes.

1. Multiply 4 minutes x The number of incoming phone calls your clinic receives on an average day.

Example: If you receive about 100 phone calls/day, multiply $4 \times 100 = 400$

$$4 \times \underline{\quad} = \underline{\quad}$$

2. Take the number from Line 1 and multiply x 70% that will be directed to self-service.

Example: $400 \text{ minutes} \times 0.7 = 280 \text{ minutes}$

$$\underline{\quad} \times 0.7 = \underline{\quad}$$

3. Multiply the number in Line 2 by the number of days your clinic is open each week. Then divide that number by 60 to convert into hours.

Example: $280 \times 6 = 1680 \text{ minutes} / 60 = 28 \text{ hours}$ each week

$$\underline{\quad} \times \underline{\quad} = \underline{\quad}$$

$$\underline{\quad} / 60 = \underline{\quad}$$

4. To figure out your annual time savings, multiply the number in Line 3 by the total number of weeks you are open throughout the year.

Example: $28 \times 50 = 1,400 \text{ HOURS SAVED!}$

$$\underline{\quad} \times \underline{\quad} = \underline{\quad}$$

TeleVet[®]