



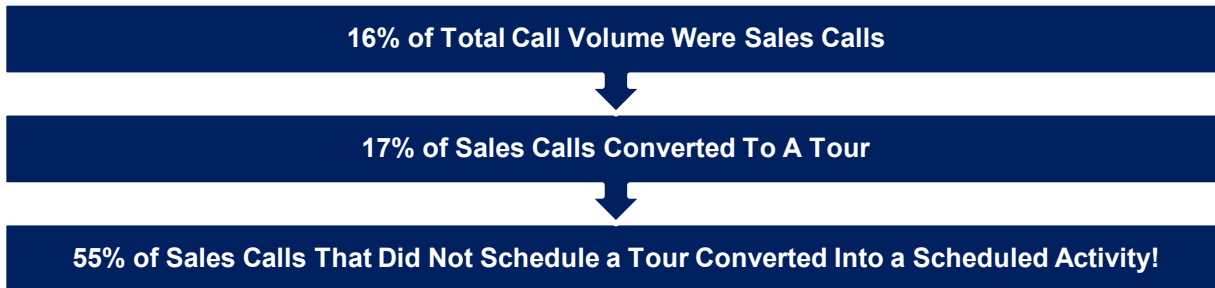
**BILD**X  
SALES TECHNOLOGY

# 2024 BILD X Contact Center Case Study

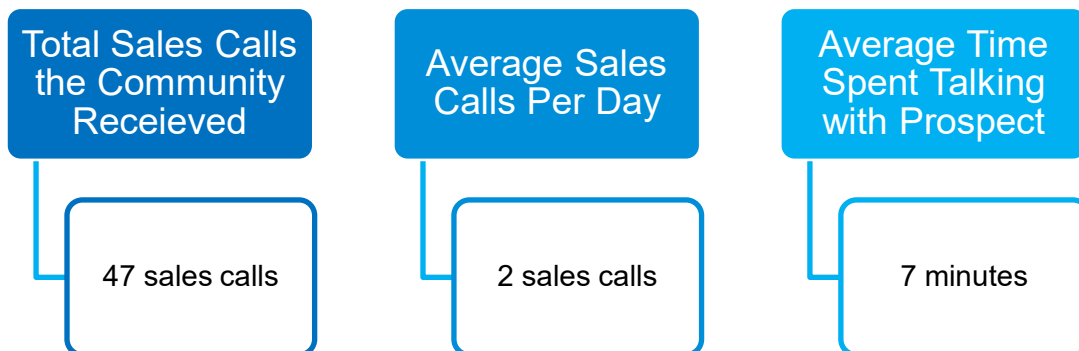
**April 18, 2024**

In this case study, BILDx implemented their contact center services at one senior living community. This report reflects the contact center's impact in the first 30 days.

Before the BILDx contact center was implemented, 61.5% of sales calls to the community were not answered. After the execution of BILDx, the community saw 100% of their sales calls being answered.



An average of 91% of calls have less than 30 seconds wait time. The average wait time for a prospect to speak with BILDx is 8 seconds. This senior living community saw the highest call volume between 10 AM – 12 PM and 12 PM – 2 PM.



### Phone Call Results:

- **25%** of new leads became *lost leads*.
- **90%** of sales calls result in a **scheduled activity or tour**.
- **100%** of the sales calls receive a **meaningful discovery** that was used to hand off to the sales team to provide exceptional customer service when they tour.
- **100%** of the calls that do not result in a tour remain in a **nurturing cycle** to ensure that they are not forgotten about or missed.
- **0%** of sales calls required a transfer because our focus is on **First Call Resolution** and solving the customer's senior living needs on the first call.