

Case studies

Coaching

REVA
DENTAL IMPLANT CENTER

100+ calls a day, zero manual scorecards—AskElephant gave RevaSmiles real-time sales coaching at scale

Challenge

RevaSmiles faced challenges in evaluating sales performance due to manual scorecard processes, which led to inconsistent coaching and delayed rep performance reviews. The sales team struggled with visibility into daily call performance across over 100 calls per day.

AskElephant solution

RevaSmiles implemented AskElephant's automated workflows to create detailed scorecard reports for each sales call. They utilized the platform to track call metrics such as tone, value statements, and talk time, enabling real-time feedback and coaching. Director of Sales, Taylor Sloan, shared that the process involved looping prompts to score calls individually and organizing scores while ignoring non-productive calls.

AskElephant result

The automation of scorecard reporting streamlined performance reviews, allowing for targeted coaching and improving rep effectiveness. This change led to more efficient use of sales data, enhanced coaching opportunities, and improved team performance with minimal manual intervention.