DON CLIENTE FOR

Discreet administrative support and follow-up.

Reception · Reactivation · Reputation

Channels, availability and handover agreed with your team.



Modo Don

Illustrative scene · configured for each business

CLINICS & HEALTH CENTRES

Your working day.
Three moments we can help.

During a consultation

Handle administrative questions about hours and appointments while staff look after patients.

An appointment confirmed

Collect the request and remind the patient. Clinical decisions and sensitive questions remain with the healthcare team.

Careful follow-up

Agree which details are needed and who should receive them. Request feedback and hand over cases that need a personal reply.

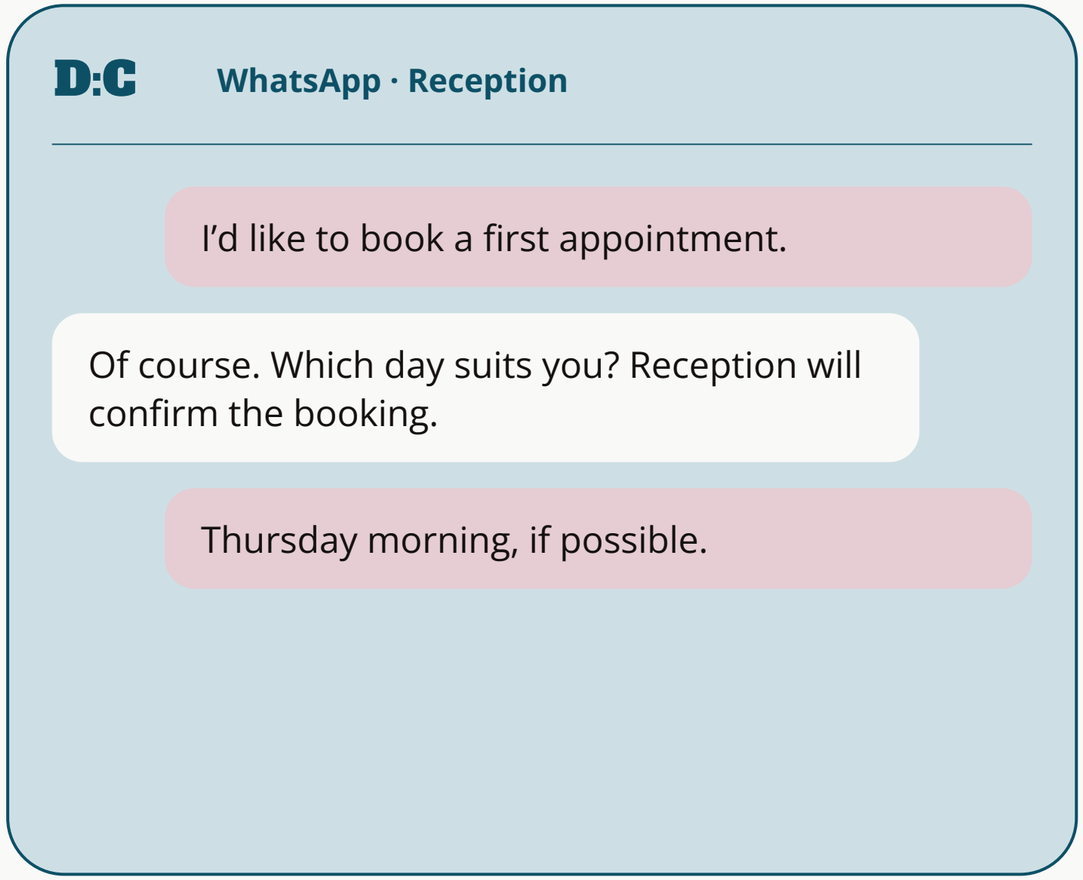
Channels, availability and handover agreed with your team.

01 / RECEPTION

The question has an answer.

While you look after people, the conversation continues.

- Diary and administrative questions
- Administrative enquiries. Clinical decisions and urgent situations are handed to the healthcare team.
- Everything in Core, phone answering, transcriptions and transfers.



Example conversation · sample availability and details

CORE Messaging · WhatsApp, Instagram and web.

PRO Messaging + calls · Everything in Core, phone answering, transcriptions and transfers.

02 / REACTIVATION

A reason to come back.

Follow-up arrives when it makes sense.

Your business sets the rhythm.

6–12 months



Visit **Follow-up** **Next visit**

Illustrative rhythm · agreed with your team.

CORE WhatsApp · Campaigns and simple follow-ups.

D:C **WhatsApp · Reactivation**

Good morning, Laura. Shall we review the follow-up date agreed with your team?

Yes. Could someone call me to arrange it?

We'll pass your request to reception.

Example conversation · sample availability and details

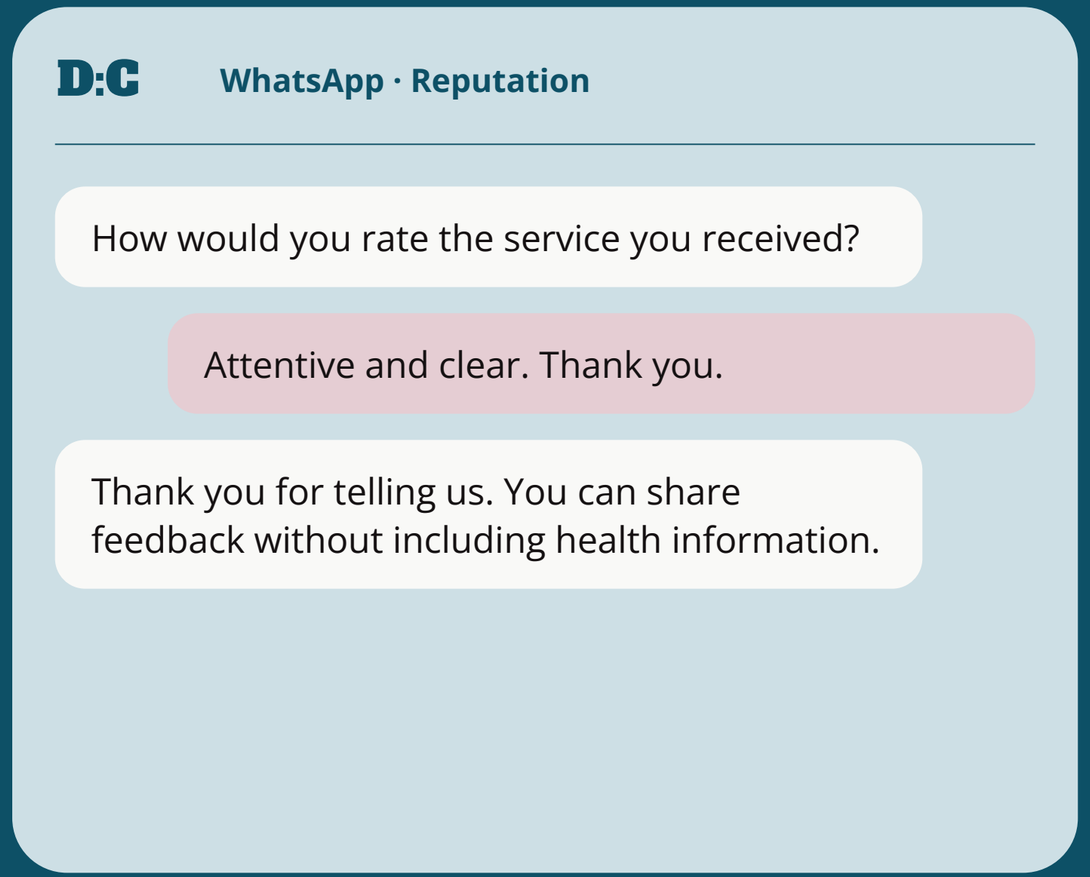
PRO Multichannel · Everything in Core, email and SMS, message testing and expanded analytics.

03 / REPUTATION

An experience worth sharing.

Ask for a review. Look after the reply. Make recommendations easy.

- Feedback and privacy
- Replies that respect confidentiality.
- A direct contact for people who need information.



Example conversation · sample availability and details

CORE Reviews · Requests, reminders and negative-feedback alerts.

PRO Referrals + responses · Everything in Core, referral campaigns, drafts and priority for sensitive cases.

A SPECIALIST NEARBY

Technology behind it. People beside you.

Someone learns how you work, prepares the setup and stays with you after launch. Ask about the support options available in your area.



A launch that fits the way you work.

HOW WE GET STARTED

From first contact to everyday care.



01

Listen

Review the customer journey and choose what to address first.

02

Configure

Agree the channels, information, diary and when your team steps in.

03

Try it

Review conversations and train the people who will use it.

04

Stay close

Keep adjusting messages, follow-up and support with your team.

A launch that fits the way you work.

A SETUP THAT FITS

Start with what you need.

Explore your setup ›

MODULE	CORE	PRO
Reception	299	399
Reactivation	199	299
Reputation	99	199

€ / month

Initial setup

0 €

Activation and setup included with 3 months or more.

2 modules −10% · 3 modules −20%

Prepayment: 6 months extra −10% · 12 months extra −20%

Sequential discounts; rounded monthly fee. VAT, limits and external costs are itemised before payment.

FREE DIAGNOSTIC · NO OBLIGATION

Your business first. The proposal follows.

We review three concrete signals with you before recommending a module.

01 **What goes unanswered**

Diary and administrative questions

02 **Who could come back**

Follow-ups agreed by the team

03 **What customers say**

Feedback and privacy



If we see no room for improvement, we say so.

THE NEXT STEP

Every customer, treated like a Don.



Let’s talk about answering, reconnecting with and looking after the customers in your business.

Request a free diagnostic ›

Talk on WhatsApp ›

See how it works ›

+34 603 083 888