

CCC

CLIENT CARE CENTER

YOUR FRONT DESK, FULLY MANAGED

The DapperTails Client Care Center gives franchise owners a live, U.S.-based client support system built specifically for mobile grooming. It is managed by real people who know how to speak grooming with pet parents and support the kind of premium experience DapperTails is known for. Services can include call answering, appointment booking, voicemail follow-up, text communication, client confirmations, review requests, and reactivation support.

The CCC is offered on a monthly, per-van subscription and is designed to scale with the business. Owners choose the service level that fits their current stage, then adjust as their operation grows. The system is optional, but strategically powerful, especially early on when every missed call can mean lost revenue and every delayed response can slow the ramp to a full calendar. The strongest early launches often begin with fuller support because speed, consistency, and follow-through matter most at the beginning. Your team can always bring more communication in house later as the business matures.

This is not about replacing the owner or groomer. It is about making sure no opportunity slips through while your team stays focused on delivering a premium experience in the van.

CCC FEATURES

- In-house, U.S.-based
- Missed call recovery
- SMS communication
- Review requests
- Client reactivation
- Appointment booking
- Client confirmations

HOW IT WORKS

1. Choose your service level
2. Align on tone and scripts
3. Go live within days

**Managed by humans
who know grooming**



BUILT TO CAPTURE EVERY OPPORTUNITY

The **Client Care Center** is structured around three service levels, each designed to support a different stage of growth. **Capture** is built for locations that want to ensure every call is answered and no opportunity is missed. **Convert** is designed for locations that want to actively grow and maintain a full, consistent schedule. **Maximize** is for locations ready to operate at a high level with full backend support. This tiered structure allows owners to choose the level of help that fits their operation today, then scale into more support as the business grows.

This system matters because one missed call can mean immediate lost revenue, while consistent communication creates predictable booking patterns, stronger client trust, and higher retention over time.

**Schedule a Discovery
Call to learn more**



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CCC	Capture	Convert	Maximize
	\$550* per Mo.	\$800* per Mo.	\$1,100* per Mo.
Overflow call handling			
Basic appointment booking			
Text and message responses			
Voicemail follow ups			
Follow up abandoned bookings			
Rebooking reminders			
Client confirmations			
Structured communication			
Post appointment follow ups			
Advanced Scheduling support			
Route optimization			
VIP client handling			
Retention and review requests			
Strategic schedule adjustments			
Increased dedicated support hours			

***Additional Vans:** For each Grooming Van beyond the first, add \$400 per month per van at all service levels.