

BENEFITS

- ❑ Improves organizational productivity by minimizing miscommunication and scheduling errors.
- ❑ Maintains easy-to-access online database of clients
- ❑ Convenience for your customers, results in increased customer satisfaction.
- ❑ Increases earnings through better resource utilization and improved scheduling.
- ❑ Generates reports and other vital information for analysis.
- ❑ Online booking reduces the waterfall of appointment phone calls and e-mail messages.

Scheduling and Appointment Reminder

Automated, speech enabled appointment reminder software

OVERVIEW

Scheduling and Appointment Reminder (SetItUp!) is a user friendly speech enabled, VoiceXML based application for automating mundane tasks of scheduling, re-scheduling, canceling, or reminding clients about routine appointments. This application reduces staffing requirements and allows personnel to focus more on actual client servicing.

FEATURES

- ❑ Provides appointment confirmation and call status report.
- ❑ Contact management keeps track of customer contact data.
- ❑ Allows data import/export from most commercial scheduling software programs(e.g., AppointmentsPROTM, ScheduleVIEWTM).
- ❑ Web interface allows online appointment booking.
- ❑ Prevents false notifications by tightly coupling the notification process with the database.
- ❑ Makes upto 83 calls per hour, seven days a week, from 9 am to 9 pm.
- ❑ Detects Answering Devices: Leaves a message after the "Beep" or redials them at a later time.

COMPONENTS

- ❑ **GUI:** A web client that takes care of employee administration tasks, appointment scheduling and re-scheduling, etc.
- ❑ **VUI:** An IVR that automates the appointment bookings. It comprises of:
 - An Inbound IVR application that supports automated scheduling, changing, or canceling of appointments.
 - An Outbound IVR application that calls the designated contacts (clients), reminds them of future appointments, and receives confirmation from them.
 - A second Outbound IVR application that calls designated contacts to re-schedule appointments when required.

ABOUT RSI

Real Soft, Inc., (RSI) is a global provider of Software Solutions & Services with corporate headquarters located in the USA and offshore centers-of-excellence in India. Since 1991, RSI has been a vendor of choice for several companies. RSI's quality processes are ISO 9001:2000 and SEI-CMM Level 4 compliant.



SetItUp!

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