

# UNIVERGE SV8100 Appointment Reminder



## At a Glance

- Reminds clients of appointments which results in increased efficiency and revenues
- Reduces missed appointments and last minute cancellations
- Provides an easy-to-use graphical user interface for scheduling, editing and updating messages
- Customizable for any office and for a diverse range of uses
- Increases customer satisfaction

## Overview

Time and resource management are easy when reminders and messages are provided to us. When appointments are missed or due dates have passed, it can result in scheduling inefficiencies and lost revenue.

Reminders are like alarm clocks that ensure we take care of all of the things that matter in our lives; they can confirm that we get to appointments, ensure our maintenance is performed on schedule and make sure our bills are paid punctually. In the same way, messages can give us a “heads up” to pay attention to important information, news or data.

With NEC's UNIVERGE SV8100 Appointment Reminder, you can provide valuable reminders and messages to your customers. This can yield significant benefits for everyone involved by reducing missed appointments and improving scheduling efficiency which results in increased revenue and customer satisfaction.

## Solution

### Reminds Customers of Appointments which Increases Efficiency and Revenues

Appointment Reminder provides your clients reminders about their previously scheduled appointments. It reduces missed appointments and last minute cancellations by instructing the phone system to automatically call clients and remind them of their upcoming appointments. When customers receive Appointment Reminder calls, they are provided options to confirm their appointments, cancel, or to speak with a customer service representative.

### How Appointment Reminder Works

#### Out Bound Call - New Call

- **If call is answered:**
  - Main greeting plays: Hello this is an appointment reminder from (name of your business). Your appointment with (person name) is scheduled for (Time and Date). To confirm this appointment press “1”, to replay this message press “2”, to re-schedule this appointment or speak to someone in the office press “3”.

- If your customer presses:
  - “1”, it is annotated in your database that the customer has confirmed the appointment
  - “2”, the message will be replayed
  - “3”, the call will be transferred to a predefined number (The number can be an internal extension or external number)
  - Anything other than “1, 2, or 3”, the called party will be prompted to retry three times
    - If the called party continues to press the wrong digit, after three attempts, the database is annotated with “invalid selection” and the call is disconnected
- If the call is unanswered:
  - If a new call goes unanswered (after one minute) the call is marked as “NO ANSWER” in the database and the call is ended at that time.
  - The Appointment reminder has a configurable retry setting that will continue to attempt to deliver reminder messages based on your requirements

## How to Configure Appointment Reminder

Appointment Reminder has a built in web server that provides a graphical user interface for configuration. The Graphical User Interface (GUI) allows you to schedule appointment reminders simply by editing the existing schedules and update the existing messages that are played to the party when they answer the call. These new voice messages are loaded in the reminder server through the GUI.

While most appointment reminders are often used in medical, dental and veterinary offices, any office can benefit from this solution. This solution may be configured to support various offices.

## Configurable to Support Specific Business Needs

The Appointment Reminder can serve as a multifaceted solution that supports more than just outbound reminder service calls. This solution may also be used as a promotional or advertisement tool to reach new or potential clients and broadcast notifications that supply current and up to the minute information. See the table below for all the different ways to take advantage of this solution.

Organization Type	Possible Applications
<b>Healthcare</b>	<ul style="list-style-type: none"> <li>Remind patients about:               <ul style="list-style-type: none"> <li>- Upcoming appointments</li> <li>- Annual check-ups</li> <li>- School vaccination requirements</li> <li>- Flu shot availability</li> <li>- Upcoming visit instructions</li> <li>- Prescription refills</li> <li>- Required account payments</li> </ul> </li> <li>Inform patient lab results are ready</li> <li>Send personalized patient messages</li> <li>Required payments</li> <li>Perform insurance inquiries</li> <li>Perform billing inquiries</li> <li>Send patients birthday greetings</li> </ul>
<b>K-12 Schools</b>	<ul style="list-style-type: none"> <li>Notify parents of:               <ul style="list-style-type: none"> <li>- Absence/truancy</li> <li>- Report card issuance</li> <li>- Area predators</li> <li>- Grade drop criteria</li> </ul> </li> <li>Provide reminders about:               <ul style="list-style-type: none"> <li>- Homework</li> <li>- Paperwork</li> <li>- Fund raising</li> <li>- Report cards</li> </ul> </li> </ul>
<b>Higher Education</b>	<ul style="list-style-type: none"> <li>Notify staff and students of:               <ul style="list-style-type: none"> <li>- Emergency situation</li> <li>- On and off-campus events</li> <li>- Information on registration</li> </ul> </li> <li>Request missing information from prospective students' applications</li> <li>Inform about available career services</li> </ul>

Organization Type	Possible Applications
<b>Government</b>	<ul style="list-style-type: none"> <li>Notify constituents of:               <ul style="list-style-type: none"> <li>- Emergencies</li> <li>- Town meetings</li> <li>- Voting locations</li> <li>- Council meetings</li> <li>- Amber alerts</li> <li>- Missing persons reports</li> <li>- Upcoming elections</li> </ul> </li> <li>Provide reminders regarding:               <ul style="list-style-type: none"> <li>- City dump/recycling day</li> <li>- Street/sanitation work</li> <li>- Street closures for special events</li> </ul> </li> </ul>
<b>Hospitality and Retail</b>	<ul style="list-style-type: none"> <li>Inform customers of:               <ul style="list-style-type: none"> <li>- Promotions and special offers</li> <li>- Membership, subscription or service renewals</li> <li>- New products or services</li> <li>- Product upgrades</li> </ul> </li> <li>Send event invitations</li> <li>Send reminders about reservations</li> <li>Remind customers of warranty expiration</li> </ul>

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