

Appointment Reminders Reduce Missed Appointments

Life moves fast and people are busier than ever. Schedules are constantly changing and people can easily overlook an appointment. Missed appointments can alter the schedule of the day and cause delays that keep business professionals running behind.

But people are forgetful and busy, so missed appointments are a fact of life. The Appointment Reminder application from Sitel Interactive, mitigates the problem with a solution by proactively reminding people of the time, date and location of their appointment so that they can be on time, or reschedule to do to previously unforeseen events.

The Appointment Reminder solution employs a voice-rich outbound calling application. This solution will provide a proactive reminder call to your customer with the time, date, and location of their previously scheduled appointment. During this call, the customer has the opportunity to confirm that they will be at the appointment. If the customer needs to reschedule, they have the option of transferring to an operator/agent to arrange another appointment time.

Appointment Reminders bring immediate value to all professionals and their customers by minimizing missed appointments and reducing the associated costs and inconveniences of callbacks — a problem that costs several professionals time and money, not to mention the ability to efficiently treat as many customers as they can in a day. The Sitel Interactive application interacts with your scheduling management platform to place calls to customers with pending appointments so that those appointments can be confirmed to specific times of day. The calls can also offer customers the ability to connect to an operator to reschedule their appointment for another time.



Facts at a Glance

Features and Benefits

- Avoids costly rescheduling and missed appointments
- Ensures customer availability and satisfaction through voice communication
- Simple batch processing is used for call scheduling
- Hunt group feature ensures customers are reached via their preferred telephone numbers
- Automated calls will reduce the number of live support calls
- Application allow agents/ secretaries to be focus on higher-value functions
- Optional agent/secretary transfers can be provisioned with Computer Telephony Interface (CTI) screen pop or cost-effective “whisper greet” feature, optimizing agent/secretary time
- Intuitive Web-based tools make it easy to edit program features and access comprehensive, real-time reports on attempts, contacts and results
- Reports available both via Web and secured interface

Appointment Verification

Reduce No-show Truck Rolls

Most company's executive management is challenging their departments to look for ways to automate existing processes, improve customer service and reduce operating costs. If your company is manually contacting each Field Technician individually and providing them with updates on the location and purpose of their next appointment, Sitel Interactive has a cost effective solution for your company.

Missed service calls are one of the most expensive elements of a customer service cycle. Idle technicians and their resources cost companies thousands of dollars every day. The Appointment Verification application from Sitel Interactive mitigates the problem at a cost lower than having dispatchers or customer service representatives contacting the customer directly. Sitel Interactive will help you get the right technician to the right job at the right time in response to a delivery, install order, upgrade or trouble ticket.

Solution

The Sitel Interactive will provide you with our Appointment Verification solution suite. This solution will provide your Company the ability to proactively reach out to your customers via Interactive Voice Response (IVR) to verify that the scheduled appointment time still works with the customer's schedule. Customers respond to the IVR using our Advanced Speech Recognition technologies or traditional key press functionality.

Customers are contacted 48 and 24 hours prior to their scheduled appointment and have the ability to verify, cancel, and even dynamically reschedule over the phone, all without ever speaking to an agent. A Day-of-Appointment call and Estimated Time of Arrival (ETA) call can also be made to further accommodate the customer. ETA calling gives the customer a precise time when the Field Technician will be to their home, thus replacing the uncertainty of traditional appointment time windows.

The Appointment Verification solution employs a voice-rich outbound calling application that offers our clients' customers a choice of several pre-selected service call times, allowing them to accept a proposed time or request alternate times. Once the choice is made, it is sent back to dispatch and reminder calls can be scheduled accordingly. From the enterprise side, the application is flexible and feature-rich. Call activity is integrated with your billing and dispatch operation processes. All call parameters can be modified by service managers. Real-time Web-based application reporting tools allow dispatchers to monitor call activity and appointment status on the fly. Appointment Verification saves you money while increasing your customer satisfaction.

Appointment Verification brings immediate value to telecommunications providers, broadband operators, home delivery services and many other corporations and their customers by minimizing no-show field service appointments and reducing the associated costs of callbacks for missed appointments — a costly problem that plagues consumer service companies nationwide. The Sitel Interactive application interacts with your workforce/service management platform to place calls to customers with pending appointments so that those appointments can be confirmed to specific times of day rather than traditional "morning or afternoon" timeframes. Customers can also receive updates about delayed appointments and proactively request rescheduling.

If you would like to verify your customer satisfaction scores, Sitel Interactive Survey also provides post-appointment customer satisfaction surveys. Post surveys monitor customer satisfaction and help maintain a customer focus allowing you to reach out to 100% of your customer base with the survey and include a "hot transfer" to agents for dissatisfied customers.



Features and Benefits

- Avoids costly rescheduling and missed calls
- Ensures customer availability and satisfaction through voice communication
- Secure interface with customer management systems provides real-time status queries and transaction processing
- Hunt group feature ensures customers are reached via their preferred contact method
- Automated calls will reduce the number of live support calls
- Application allows agents to be reassigned to higher-value functions
- Optional agent transfers can be provisioned with Computer Telephony
- Interface (CTI) screen pop or cost-effective "whisper greet" feature, optimizing agent time
- Intuitive Web-based tools make it easy to edit program features and access comprehensive, real-time reports on attempts, contacts and results
- Reports available both via Web and secured interface