

Remind ME

The ultimate way to ensure appointments are kept with planned notifications and reminders



Remind ME uses a system of planned notifications and reminders to maximise the number of appointments that are kept. The **Remind ME** application will allow you to define the timing and frequency of reminders, which can be delivered to clients by SMS, email or voice.

Quick returns on your investment

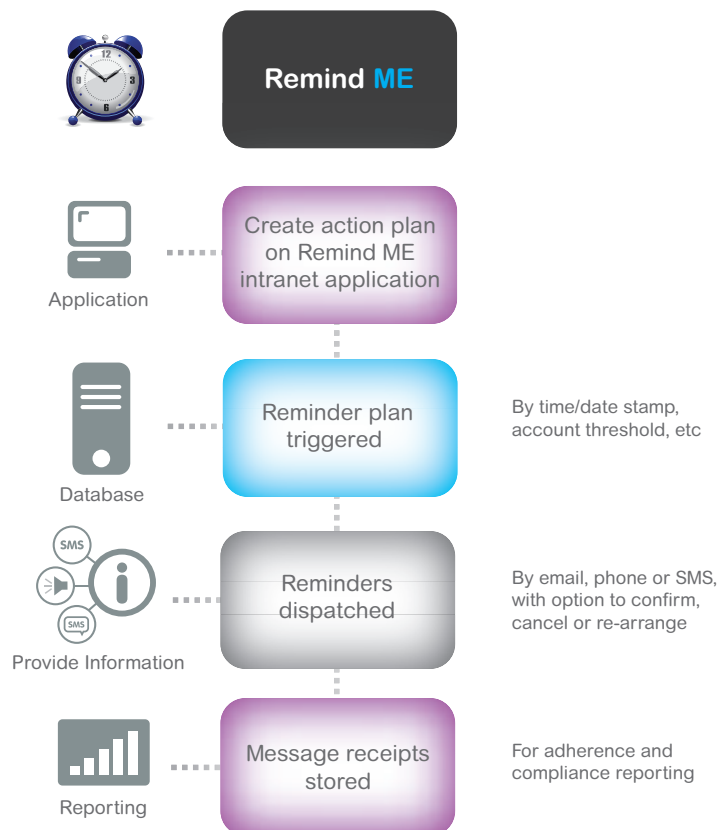
By utilising the latest in Integrated Voice Response (IVR), the **Remind ME** application can

- Eliminate or reduce repetitive outbound calls and staff costs
- Generate revenue through subscription services
- Reduce debtor days with overdue payment reminders
- Enhance customer satisfaction with value-added service reminders
- Increase revenues with sales-prompt reminders for repeat purchases

“We send nightly feeds from our centralised appointments schedule to “Remind ME” which has reduced missed outpatient appointments by over 20%”

NHS Trust Hospital

The Remind ME call flow process



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Remind ME features & benefits

- **Remind ME** allows you to provide customers and staff with prompts and reminders.
- **Remind ME's** intranet portal allows users to design and maintain their own reminder plans.
- **Remind ME** notifications can be provided using SMS, text-to-speech, pre-recorded voice clips, email or fax.
- For appointment booking services, **Remind ME** will reduce the number of no-shows.
- **Remind ME** services can be provided on a subscription basis: for example anniversary reminders, account thresholds other premium services.
- **Remind ME** is completely scalable, from a few messages per day to many thousands.

Remind ME tailored to your needs

The following options can be configured with the **Remind ME** application

- Deliver your reminders using SMS, text-to-speech or pre-recorded voice clips.
- Reminders triggered as a result of diary entries, email, or other events.
- Design and maintain your own reminders plan using the application portal.
- Can set "working hours" to avoid sending reminders at inappropriate times.
- Can be configured to use all available resources (SMS and IVR) so a large number of people can be contacted very quickly.
- Include ads and corporate messaging in subscription-based reminders.
- Standard reports available in many formats, including web browser, PDF and Excel.
- Can be combined with **Pay ME**, so when you remind a customer of an outstanding balance, you offer them the opportunity to pay it.

A Flexible Approach

Remind ME is a key application module within our packaged diary management suite. It can be integrated seamlessly into your existing environment, either as a standalone module or along with other **ME** application modules. These packaged solutions are available either on-premises or as hosted deployments providing reliable, flexible and scalable on-demand services.

About ME

ME is a set of pre-built voice and media enabled applications designed to help organisations improve productivity, extend self-service and empower their workforce.

ME utilises CTI, IVR and SMS to deliver twelve standard applications, ranging from **Pay ME**, which takes secure card payments from customers, to **Schedule ME**, which enables organisations to automate appointment requests.

Each application can be deployed individually to address a specific issue, or applications can be combined to address even the most complex of requirements.

Further information:

If you would like further information on the **Remind ME** solution or any other of the **ME** applications please:

Call us: **+44 (0)800 082 6282**

Email us: **info@ctilabs.com**

Visit: **www.ctilabs.com**



Pay ME



Tell ME



Send ME



Alert ME



Ask ME



Q4 ME



ID ME



Remind ME



Schedule ME



Connect ME



Conference ME



Fax ME

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