

# Schedule ME

The ultimate way to allow customers to create and schedule routine appointments

**Schedule ME** provides a voice-enabled interface directly into your existing appointment-management system, making it quick and easy for callers to schedule their appointments by following a set of automated prompts.

## Quick returns on your investment

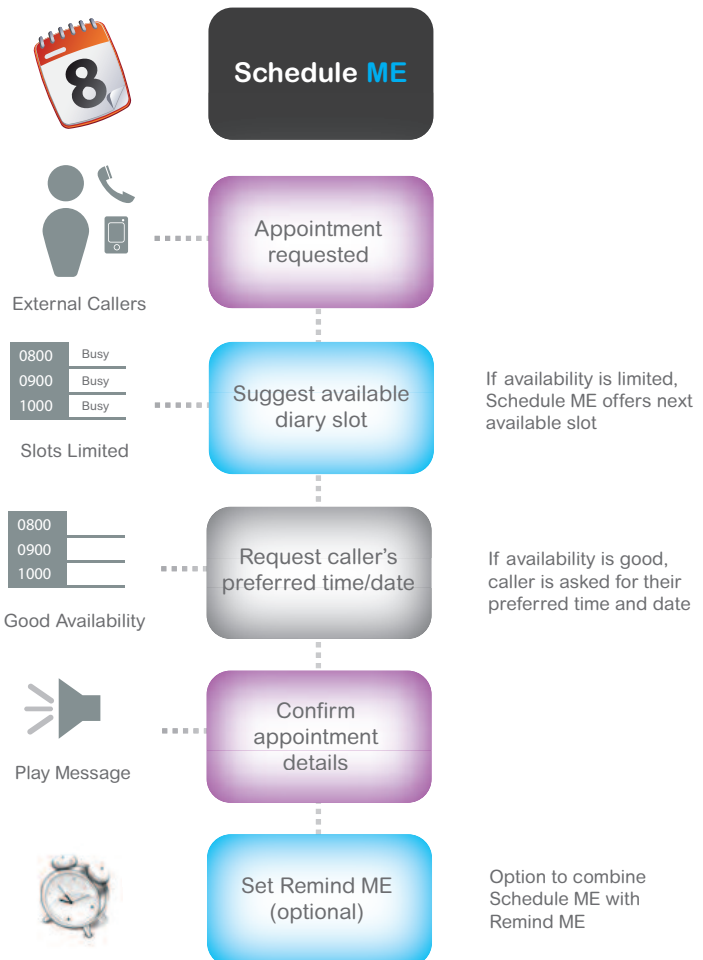
By utilising the latest in Integrated Voice Response (IVR), the **Schedule ME** application can

- Reduce non-essential calls to agent queues
- Automate the arrangement of appointment times
- Increase availability of service to your customers to 24 hours a day, 7 days a week
- Reduce time wasted through missed appointments
- Increase slot-utilisation efficiencies

**“With Schedule ME, my customers are given the option to book a taxi for any time during the next 7 days”**

UK Taxi Fleet

### The Schedule ME call flow process



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## Schedule ME features & benefits

- **Schedule ME** will reduce agent/operator workload by automating trivial repetitive tasks.
- **Schedule ME's** intranet portal allows users to design and maintain their own booking rules.
- **Schedule ME** allows your customers the freedom to set, modify or (subject to rules) cancel appointments at their convenience.
- **Schedule ME** can let callers nominate their own appointments if the diary is free. If the diary is busy, **Schedule ME** will offer the callers a choice from the next available slots.
- **Schedule ME** services can be provided on a subscription basis, or as a service to premium clients.
- **Schedule ME** is completely scalable, from a few appointments per day to many thousands.

## Schedule ME tailored to your needs

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

- If the diary is mainly free, the caller can state their preferred date and time.
- If several appointments have already been made, the caller can be given a list of times to choose from.
- If the diary is mainly full, the caller can be offered the next available appointment.
- The look-ahead period can be configured (e.g., next 24 hours or next 7 days).
- Can be combined with **Remind ME** to send a reminder of an upcoming appointment, and give the option to confirm, cancel or rearrange it.
- Include ads and corporate messaging in schedule announcements.
- Standard reports available in many formats, including web browser, PDF and Excel.
- Can be deployed using either speech recognition or DTMF.

## A Flexible Approach

**Schedule 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 **Schedule 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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