



How to better connect with customers from anywhere: **Assistant Anywhere**



uksales@acftechnologies.com

Contact Us Today!



What are your goals?

Your facility is buzzing with business and you constantly have people coming and going... at least you did before social distancing went into effect. Now, and in the future, your facility requires a new way to operate. One that allows for your customers or patients to meet with you when they need, but without the requirement of waiting inside your building for their name to be called. A run-of-the-mill appointment scheduling solution can help your customers/patients book time using an online platform, but you need more than just appointment scheduling assistance.

You need an all-in-one platform that's customized to fit your needs.

But first, you need to understand your goals.



Goals checklist

Which accommodations are most important to your business?



I need a way for my customers/patients to **schedule** appointments online.



I need a virtual way to **interact** with customers/patients before an appointment.



I need the option to **meet** with customers/patients virtually.



I need a notification **system to tell** customers/patients when I'm ready to meet them.



I need a secure, **live video chat to meet** with my customers/patients from anywhere.



I need a platform that gives me an overview of **who is waiting** and for how long.



I need a platform that **generates data** I can use to improve the user/patient experience.



I need a **no-contact way** to conduct business the same way I would in-person.



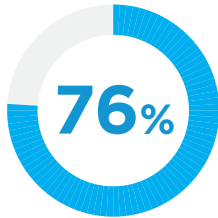
I need a way to **remind** customers/patients of information discussed in the appointment.



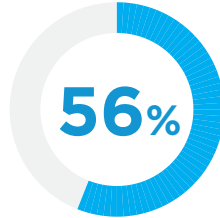
I need a way to **limit the number** of people who visit my facility without sacrificing their business.



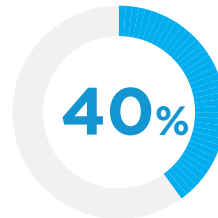
Why you need a virtual appointment scheduling solution



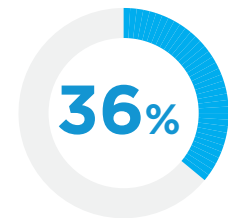
76%
of clients use mobile devices to book appointments.
FinancesOnline



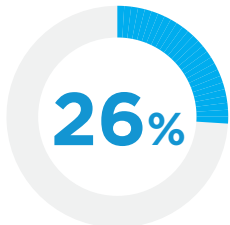
56%
of respondents are frustrated with waiting on hold and inconvenient office hours.
GetApp



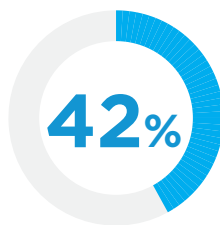
40%
of appointments booked occur after hours.
LSAInsider



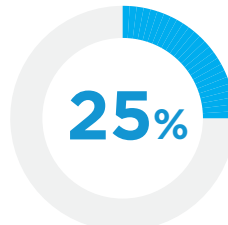
36%
of no-shows simply forgot about their appointment.
SAGE



26%
of appointments scheduled were for same-day or next-day slots.
SmallBiz Trends



42%
of patients say they prefer to book an appointment online.
FinancesOnline



25%
People who received notifications for an appointment were 25% less likely to be no-shows.
NCBI



North America is the leader in appointments made online, followed closely by Europe.
Allied Market Research



Online booking has been found to reduce staff labor.
NCBI



How to solve appointment scheduling pain points

Based on the statistics, customers/patients face three pain points that are preventing them from giving you their business. These include:

1

Convenience

All trends point towards customers/patients wanting an online appointment scheduling option — with millennials leading the pack. SmallBiz Trends found that 42% of patients wanted to schedule an appointment online, but didn't have the means to. By providing your customers/patients a convenient way to book appointments to see you, you're increasing your business opportunities. And that extends to new patients as well — with some sources citing 6% of online appointments were made by new prospects.

2

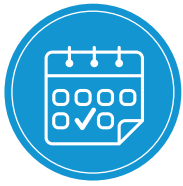
Flexibility

People are busy — they have jobs, kids, hobbies, work, and loved ones keeping their minds occupied. The last thing your customers/patients want to do is arrange their entire day around calling your office to schedule an appointment. That's why so many appointments are made after hours — either before your facility is open or after you've closed. And, some sources report Sunday being the most common day for people to book appointments. By providing a way to schedule appointments after hours you're improving the customer/patient experience by letting them book on their schedule.

3

Engagement

Even if your customers/patients schedule an appointment, it doesn't mean that they will show up. Some businesses have implemented a no-show policy in an attempt to scare customers/patients into not cancelling last minute or being no-shows. But these policies aren't helping anyone. In some cases, they're scaring away your customers/patients and punishing those who legitimately forget. By implementing a notification system, you can engage with customers/patients between appointments and send reminders to reduce the number of no-shows.



6 things to look for in your perfect-fit appointment scheduling solution

1

Convenient Scheduling

At a minimum, you need an appointment scheduling solution that allows for convenient scheduling. This should include calendar management so that customers/patients can see which days and times are available and pick one that works best with their schedule.

2

Data Management

What purpose is an appointment scheduling solution without the data to give you insight into the scheduling habits of your customers/patients? With data management, you can identify unpopular appointment hours and gain insight into when customers/patients are booking appointments. This data is valuable when creating your marketing strategy.

3

Notification System

Since NCBI proved no-shows are reduced with reminders, your appointment scheduling system must allow you to send messages — either by email or SMS text messages — to your customers/patients. Notifications can also be used to communicate important information in between appointments. This may include links to documents needing to be signed, pertinent medical information, important announcements — such as changes to hours — and more.





6 things to look for in your perfect-fit appointment scheduling solution

4

Process Improvements

Perhaps one of the most important aspects of your appointment scheduling solution should be how it impacts your customer/patient journey. By making it easier to book an appointment and meet with your team, you improve their experience and reduce inefficiencies in the process. Booking online frees up your staff's time to focus on other tasks — including providing attention to the customers/patients that are in-house. By gaining a platform that gives you a better overview of the day-to-day, you can identify those gaps and fix them.

5

Scalability

If 2020 has shown us anything, it's that our environment can change in a moment. You need an appointment scheduling system that can scale with your needs and help you provide services virtually when you can't meet with customers/patients in-person. Ideally, this will include virtual queuing capabilities and live video chats. Whether it's a pandemic causing social distancing or a busted pipe that has your building shut down for the day — you should be able to continue seeing patients no matter if it's virtually or in-person.

6

Tools for the What-Ifs

When meeting with a customer/patient, you may need to escalate their problem, involve someone else in the conversation, or redirect them to a different department. A robust appointment scheduling solution takes into consideration all the what-ifs involved in the scheduling process and provides tools you can use either during the meeting or before the appointment. This helps eliminate problems before they occur and eases the customer/patient experience.



Introducing Assistant Anywhere

Assistant Anywhere is a platform that allows businesses to connect with their customers and patients from anywhere. Whether you need to limit the number of people within your facility or communicate with them virtually, this software streamlines the appointment experience. Assistant Anywhere is a package that includes three different solutions: Wait Anywhere, Check-in Anywhere, and Assistant Anywhere. Together, these tools make it easier for customers and patients to schedule and attend appointments — while limiting the need for physical contact. This all-in-one appointment scheduling platform checks all the boxes in usability, scalability, and process-enhancing features.



How ACF Technologies can help

Since 2003, we've been providing the latest innovative and custom software solutions to help streamline the way you work and interact with customers, patients, and clients. **Our services help you take back control of your interactions** while providing a solution that is both flexible and scalable. Whether you're looking to enhance the customer or patient experience, we know that every interaction matters. That's why we customize a software solution that works for your needs. For more information about Assistant Anywhere or how ACF can help empower your team with the latest appointment scheduling technology solutions, **contact us or visit us online!**

uksales@acftechnologies.com 

+44 (0) 333 600 8090 

