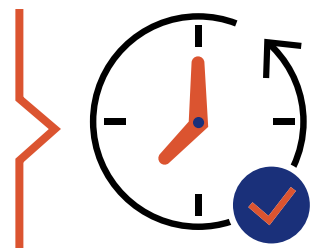




Appointment Management by phone

Appointment Management is a key asset for appointmentsbased businesses as in the health, finance, retail, maintenance, logistics businesses.



VocaPack **AM**

Appointment management require interactions with customers or patients, to verify their identify, book new appointments and to remind, cancel or reschedule them.

This personalized service includes from simple to complex transactions, which have been essentially performed by human agents in both small and large businesses.

These interactions subsequently most often happens over the phone, at either company or customer initiative. Automation trials have been limited so far to non-interactive appointment reminders by SMS or emails.

Reduce operations cost & revenue losses while improving customer satisfaction & loyalty

Appointment Management is hence dramatically human resources intensive, with a quite uneven time distribution of calls to be handled. Agents are continuously solicited for routine tasks that prevent them to focus on their key value-adding assignments.

Organizations which are trying to cut down the subsequent significant cost of operations are facing major customer satisfaction issues, such as long wait times to get the right

competence on the line, usually not compensated by alternatives like automated call-back. Moreover, as human service is unfortunately available on business hours only, customers or patients cannot reach businesses at the most appropriate time for them. In addition, reminding campaigns by SMS do not provide any feedback about the actual intention of the customer.



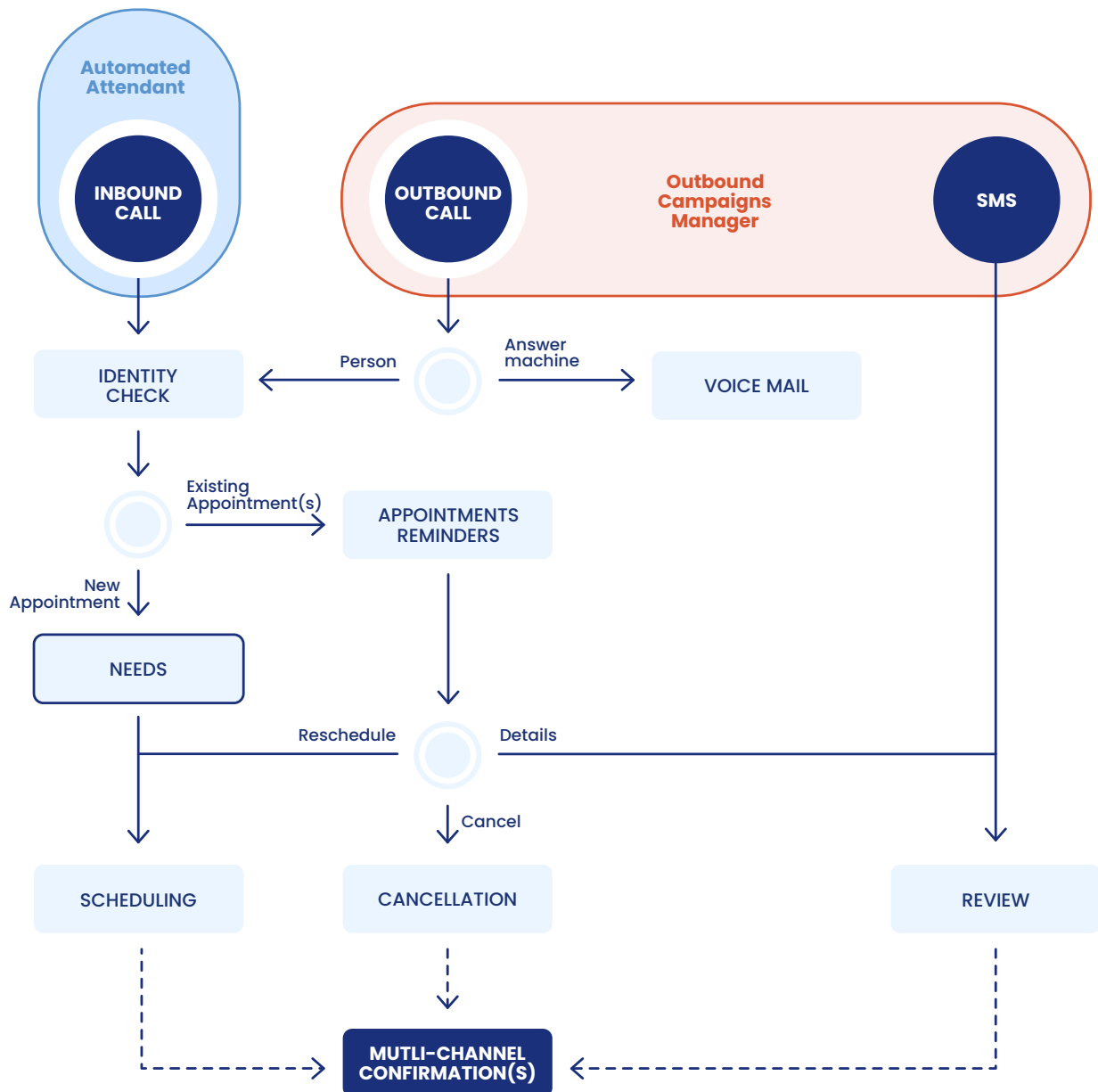
VocaPack Appointment Management (AM)

VocaPack AM enables to optimize the challenge between cost & customer loyalty by leveraging the most recent development of cloud-based speech technologies and natural language to offer automated self-service appointment management transactions service over the phone.

Based on market technology standards, it is offered as a SaaS solution hosted in the cloud, that easily integrates with the company telephony and contact center existing solutions. This enables each organization to adopt the appropriate blending of automated and assisted services to manage appointments by phone.

VocaPack AM can be interfaced with a standard agenda or a business specific agenda. It is designed to be easily configured by business users in record time and provides comprehensive historical reporting.

Vocapack AM can be integrated with vocapacks, Vocapack AA to manage inbound calls, and OCM (Outbound campaign Manager) for outbound calls. A detailed description of these modules can be found in related leaflets or on www.vocabase.com



FEATURES

- Inbound and outbound calls and SMS support
- Customer identify verification
- Reminders of existing appointments
- Cancellation or rescheduling of existing appointments
- Booking of new appointments
- Call transfer to agent wherever required
- Statistical reports

PLATFORM

- Integrated with standard business agendas
- Integrated with telephony & contact centers
- High availability platform
- Cloud based offering in SaaS model

About us

VocaBase SA/NV is a leading provider of self-service customer relationship solutions over the phone. The VocaBase foundation enables personalized design & execution of speech-enabled customer interactions. VocaPacks is a suite of packaged focused applications, developed with and running on VocaBase, to be seamlessly implemented and operated by business end-users.



VocaBase



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