vivocha
covisian group

VIVOCHA APPOINTMENT SCHEDULER
ONLINE APPOINTMENT SCHEDULING APP FOR CONTACT CENTER

Appointment management is a key component to the modern businesses that find and implement the latest technology to solidify connections with customers.

The Vivocha Appointment Scheduler allows customers to manage the process of booking, cancelling and changing their appointments with customer service operators, all of this with a simple and intuitive interface. Regardless of how big or small your business might be, a smart scheduler will be a useful and efficient solution.

In this time it is a priority to ensure customers the fastest, best contact possible, both with chat, video chat or call. With ubiquity of devices, it is easier than ever to stay in close contact with clients, who demand an increasingly efficient service.

Why use an appointment Schedule?

What is the purpose of an appointment scheduler system? It helps to retain customers: they will find it easy to schedule appointments for your services and thus enjoy a better experience. They can schedule an appointment anytime, anywhere and don't need to wait for the online presence of an agent. Thus, appointment scheduling software can help to market services more

effectively, attract new customers and retain existing ones.
It also enhances revenue, because an appointment scheduler automates the scheduling work, helping employees to concentrate on generating more revenue by servicing more customers each day.

It boosts staff efficiency: the software helps with easy scheduling and rescheduling, and your employees can just confirm appointments with customers to ensure they don't waste time.
Finally the scheduler tracks incoming appointments and automatically sends reminders to customers about them.

When it is useful to posticipate an interaction

Today, businesses overwhelm us and every little waste of time can become a serious problem. There are some circumstances where having the possibility to schedule an appointment can become very useful; for example in B2B business or with products that require a long decisional process. If there isn't a one shot sale, an appointment scheduler can encourage the decisional process, so the customer can gain time to better evaluate a purchase.

In the advisory or utilities area it could be really helpful to book an appointment because of the large amount of documents and information that could be requested which may not be readily on hand.

More complex situations, such as high level financial advice, online banking or informatics technical support, are equally emblematic because they require time, organisation and maybe specific documents to be handled properly.

Business benefits

- *Better Agent time allocation*

- *Keep the customer engaged*

- *Cost-effective by reducing staffing needs*

- *Improved customer satisfaction and loyalty*

- *Increase conversion rates and sales volume*

- *Optimised experience on desktop, mobile and tablets*

- *On-line channels stickiness*

- *Customers can access your website 24/7*

Functional Description

Vivocha Appointment Scheduler is a fully integrated module to manage appointments with online visitors. They will be offered the possibility to book a meeting with a CSR through Vivocha's platform. The Calendar will be served either in the engagement widget (e.g. overlay side tab or a pop-up) with zero impact on pre-existing infrastructure, or as a component of a web page; furthermore customers will be able to pick a date and time and the appointment will be entered in the Vivocha Appointment Scheduler. Widgets are fully responsive, so as to provide an optimised experience on Mobile devices and tablets.

The platform administrator will be able to set availability slots and agents' load. Vivocha users (CSR) will be free to use their standard calendar application (we support Office 365 Calendar, Outlook Calendar, Google Calendar, iCloud Calendar) and the Vivocha Appointment Scheduler will automatically set availability slots accordingly. Data is updated in Real-Time in order to avoid conflicts.

Moreover, the scheduled activities are logged and made available for download (in xls and CSV formats). Vivocha Appointment Scheduler will take care to automatically send reminders to the end user, providing a unique link to start the Video Chat with the Customer Service Representative.

At the appointed time, the Client landing on the meeting page will be requested to enter the e-mail used to set up the meeting. The meeting will be validated only X mins before the scheduled time/date.

Video Chat will be a choice on all the WebRTC compliant browsers (almost all browsers support it today), while Chat will always be available. It is possible to include a test page in the email reminder.

The customer (end user) will be free to reschedule or cancel the meeting at any time. It is possible to create different scheduling services associated to different Vivocha groups. Vivocha Appointment Scheduler provides the option to display "pooled availability", allowing the end user to select a slot that includes multiple agents.

The back end offers great flexibility in setting up availability intervals or agent's load parameters.

Advantages of multi-device appointment scheduler:

- Customers demand 24/7 access to support services with a scheduling software, anyone can see availabilities and schedule an appointment on the spot.

- With on-the-go access to support services, scheduler clients and customers can quickly decide when and how to get in contact with an agent that is ready to help or support them.

- With calendar scheduling software accessible on their mobile device, appointments are made at a moment's notice and your team is always ready to respond to prospects.

- Customers have the possibility to fix an appointment and later change or delete it, always setting it at the time they prefer.

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Use Cases

Online Banking
- On-boarding of new accounts
- Support and servicing

Insurance
- Plan research and comparison
- Claims processing
- Car/life insurance policy

Utilities
- Plan research and comparison

Travel/Transportation
- Reservations
- Business travel

eCommerce
- Plan research and comparison
- Shopping support
- Returns process

Technical Support
- Reporting technical issues

Chat booking widget

Vivocha sustains its clients necessities by delivering highly customised widgets and specific functionalities; for example, if an insurance company needs to offer a remote assistance service, Vivocha provides scheduling capabilities, which allows customers to schedule a chat session with a dedicated agent. The customer will set up their new insurance policy directly on the company website: they choose the date and time that fits better for them, then provides some personal information and just like that, the session is set. Furthermore, this application, offered by Vivocha, allows for the opportunity to cancel the appointment and modify the date and time; it also notifies the customer about the scheduled appointments and sends alerts in case they may be early or late for the session. Vivocha appointment scheduler, like all its other widgets, is totally responsive and can be fully used with every device.