

iSMS® Scheduler

Book IT

Instant Business Results with BookIT iSMS® Cloud Services



Automate scheduling and confirmations with BookIT's iSMS® Scheduler. Benefits are numerous:

- Improve operating efficiency and profitability by minimizing no-shows
- Minimize calls to free up valuable staff time
- Fill vacant appointments in minutes
- Avoid interrupting busy work and personal schedules; Customers read and respond to text messages when it is convenient for THEM
- Make scheduling quick, easy, and satisfying for your valuable customers and clients

Here is how iSMS® Scheduler works:

- Customer provides mobile phone number and agrees to receive text messages for appointment scheduling and confirmations
- Instead of calling, staff simply sends an iSMS® message and waits for the customer to reply
- Customer receives timely text messages regarding appointments
- Customer confirms, reschedules, or cancels appointment by simply replying to the text message with a one letter, multiple choice response

Send Reminders

iSMS® Scheduler has an easy-to-use web interface that enables you to remind your customers of an important meeting – such as an upcoming meeting or appointment. Multiple choice options allow your customers to confirm the appointment by replying with just one letter (e.g. Reply A to Confirm). With the approval, the customer commits to the schedule. The customer or client is therefore more likely to arrive on time – and more likely to cancel the appointment if needed, which has proven to drastically reduce no-shows.

Fill in free time on your calendar

When you have spare time in your calendar – for example due to last-minute cancellations – how do you fill in that spot? Certainly not by sending mail or e-mail. The traditional way is to seek a few potential customers by calling them. This occupies your staff's valuable time and you can place only one call at the time. All persons are probably not available and cannot answer your call. With iSMS® Scheduler - you can send a poll to ten clients and ask who could meet you e.g. in two hours time. iSMS® Scheduler service receives all the answers and accepts the first one. All the others will receive a message politely informing them that the appointment slot has been filled. It simply couldn't be any easier.

Key Advantages

Works in every mobile phone, with every operator, even if the customer is travelling abroad

- Reliable – 95% Read Rate
- Easy to use – customer replies with just one letter
- Unique solution that every mobile phone user is capable to understand
- Free of complicated keywords
- Accurate – identifies users correctly every time
- Quick replies – typically users answer immediately upon receiving
- Convenient – unlike phone calls, customers can answer text messages almost anywhere and anytime and when it is suitable for them; in a meeting, on a bus, while waiting in line, etc.

Book IT

BookIT is a software and services company specialized in technologies that enable easy-to-use mobile business services and applications. The focus is on transaction based services with interactive dialogues between mobile users and business systems.

BookIT's goal, together with it's partners, is to shape the future of mobile business transaction market by continuously developing intelligent technologies, services and applications.

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