Appointment Assistant

Overview

For businesses that serve customers on an appointment basis – such as medical providers or real estate agents – providing an easy way to track or reschedule appointments is critical to ongoing operations and customer satisfaction. Manual appointment reminders and management can tax even the most well-staffed organizations. For businesses with limited staff, the process can be all but impossible.

We developed the TTEC Digital Appointment Assistant to alleviate the challenges associated with customer appointment reminders and reschedules. TTEC Digital Appointment Assistant makes it easy to provide your customers with an exceptional experience, without devoting countless man hours.

Simplify Appointment Confirmation and Management

Appointment Confirmation
TTEC Digital Appointment Assistant delivers automated customer appointment reminders via SMS or voice. As part of the text interaction, your customers can choose to confirm the appointment, or elect the option to reschedule their booking directly through the very same SMS or voice.

Enhance Customer Experience
Reminding your customers of an upcoming appointment and offering them an easy way to reschedule can help improve their overall perception of your brand. Helping your customers avoid unnecessary frustration associated with a missed appointment or a complex rescheduling process will lead to lasting relationships.

Appointment Calendar Updates
If customers are allowed to reschedule appointments without any live assistance, it can easily disrupt your master calendar. TTEC Digital Appointment Assistant automatically updates your agent's internal appointment calendar to reflect the changed appointment, ensuring your system accurately reflects bookings and openings.

Simplified Appointment Rescheduling
Customers who elect to reschedule their standing appointment can view and select a new appointment option through SMS or voice interaction. Alternatively, your organization can set a custom trigger that passes the interaction seamlessly to a live agent if the customer chooses to reschedule.