



UNIVERGE BLUE® ENGAGE DYNAMIC NOTIFICATION – APPOINTMENT REMINDERS

MISSED APPOINTMENTS...

What is the Cost to YOUR BUSINESS? A Solution that Pays for Itself

Time is Money! Especially when you are in the Services Industry impacted by the recent COVID-19 pandemic. You must rigorously manage your occupancy performance to protect your revenue stream.

Whether you are in Retail, Services, Automotive, Healthcare, Personal Care (Hair Salons, Spas, etc.), Education, Financial/Accounting, Legal, Hospitality, Entertainment, Restaurants...or other service oriented industry, Proactive Outbound Notifications (i.e. Appointment Reminders, Directions, COVID or Appointment Prerequisite Instructions, etc.) via Phone, Email and SMS through UNIVERGE BLUE ENGAGE helps you maximize your revenue potential and ensures a customer/patient experience that generates future referrals.

- › Incorporate a cadence (interval, messaging frequency and message content) that leverages Phone, Email and SMS to reduce 'No Shows'

- › Provide option to easily 'Confirm' or 'Cancel' the appointment
 - If 'Confirmed' – you know your customer plans to keep the appointment
 - If 'Cancelled' – Redirect them to an agent to reschedule right then to prevent loss of revenue
- › Backfill 'Cancelled' appointments to maintain and/or increase revenue
- › Reduce downtime and cost associated with idle staff

WHAT IS THE POTENTIAL REVENUE LOSS OF 'NO SHOWS'?

Let's say, that one (1) 'No Show' per day costs your business \$200. Not being able to backfill that vacancy means that \$200 is lost forever.



UNIVERGE BLUE® ENGAGE

DYNAMIC NOTIFICATION - APPOINTMENT REMINDERS



If you are unable to reschedule that 'No Show', that is another \$200 in future potential revenue that is lost. So, your business is impacted by the initial \$200, and possibly \$400 if the original appointment is not rebooked. The following table further represents potential revenue losses based on one (1) 'No Show' per day average:

	WEEKLY	MONTHLY	YEARLY
# of 'NO SHOWS'	5	20	260
x	x	x	x
Lost Revenue per 'NO SHOW'	\$200	\$200	\$200
Total Lost 'NO SHOWS' Revenue	\$1,000	\$4,000	\$52,000
	+	+	+
# of 'NO SHOWS'	5	20	260
x	x	x	x
Lost Revenue if NOT rebooked	\$200	\$200	\$200
Total Lost Revenue for Failure to Rebook	\$1,000	\$4,000	\$52,000
TOTAL POTENTIAL REVENUE LOSSES	\$2,000	\$8,000	\$104,000

WHAT REVENUE ARE YOU MISSING OUT ON BY NOT USING AN AUTOMATED APPOINTMENT REMINDER?

Just look at the "Total Potential Revenue Losses" in the previous table. And, this is CONSERVATIVE!

THE AVERAGE IS 2 TO 4 MISSED APPOINTMENTS PER DAY.

By utilizing an automated appointment reminder, you have the potential opportunity to reduce your 'No Show' revenue losses significantly and to recapture revenue by rebooking appointments at the time of cancellation. You are also notified

of the cancellation ahead of time which provides you with the opportunity to backfill the canceled appointment.

With NEC's UNIVERGE BLUE ENGAGE Dynamic Notification appointment reminder capabilities, it enables you to send outbound voice, SMS, or email notifications. Contact your customers using their preferred method of communication – or choose the most appropriate one.

Setup is simple and provides you with customizable options. Some top features include:

- Supports Voice, SMS, and Email Messages
- Customizable and data-driven (easy to use)
- Phrase Manager – Buildable library of message templates
- Highly scalable
- Tightly integrated with ENGAGE Contact Center features
- Live Dashboard reporting on campaign status
- Ability to export reporting on completed calls
- Text-to-Speech voice notifications in multiple 'voice' options and dialects

Typical business drivers for adding UNIVERGE BLUE ENGAGE Dynamic Notification appointment reminders include:

- Offloads routine or trivial tasks of your staff
- Maximizes revenue opportunities
- Reduces the cost per outbound call (no staff involved)
- Increases staff productivity (eliminates mundane reminder calls from staff)
- Enhances overall scheduling performance

Take control of your 'No Show' revenue losses with UNIVERGE BLUE ENGAGE Dynamic Notification appointment reminders. You will not only decrease your 'No Show' occurrences, but also potentially increase your revenue.

A Solution that Pays for Itself!

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Americas (U.S., Canada, Latin America)
NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or:



ServiceMark Telecom
4243 NE Port Drive Lee's Summit
MO 64064
Email: support@servicemark.net
Phone: 816.478.2000
www.servicemark.net