



Appointment 365

Member-generated, web-based appointment scheduling



BUSINESS VALUE

- Enhance Service
- Improve Operations

COMPATIBILITY

- Episys®
- CruiseNet®

Appointment 365, a solution powered by More Global, Inc., enables individuals to book appointments with your employees by phone or computer. It provides a single consolidated calendar to manage individual's appointments, by using the credit union's existing calendar solution.

IT WORKS LIKE THIS

Individual's visit an attractive, simple scheduling page that shows available appointment times at nearby branch locations. Once the individual has selected a time and place, Appointment 365 manages the process, communicating with the individual and your staff.

Some outstanding features:

- Unlike competing products, Appointment 365 uses an annual fee model, not per-meeting charges that create unpredictable costs.
- It easily handles multiple branches and varying staff work hours, and even helps load balancing among branches.
- It can automatically schedule available staff according to skills or other rankings that you determine.
- As a hosted service, no additional hardware is required, nor do you need to make software updates.
- Includes built-in Microsoft Exchange integration.

WHAT IT DOES:

- Enables individuals to book appointments with your staff
- Integrates with your existing calendar system
- Sends reminders and updates to both parties
- Handles multiple branches
- Selects employees for meetings based on your own criteria
- Can send both texts and emails

WHAT IT DOES FOR YOU:

- Simplifies appointment making
- Empowers individuals with a self-service option
- Offers quick adoption and requires no special training
- Improves communication and reduces administrative time
- Reduces no-shows and increases member satisfaction