



GET IN **CONTROL** OF YOUR **APPOINTMENTS AND PHONE CALLS!**

BENEFITS

- Reduce your no-shows
- Substantially reduces wasted office hours
- Frees your staff of repetitive work and allows them to focus on more important duties
- Cut your cost of making an appointment reminder call
- Free your staff to take on other office responsibilities

Polty's **Business Assistant** is TAPI compliant application that helps you automatically remind Customers of their business appointments, call Customers whose calls were lost and also the ones that business staff needs to speak to directly, and automatically record all call conversations.

It also provides detailed call log and optionally informs your Customers over phone call/ SMS/ Email that a prerecorded message is ready to be listen. Customers can call in afterwards and listen to the recorded message.

CONVENIENT SUPERVISOR OPERATIONS

- Set up business appointments.
- Manage business staff.
- Take care of Customers to be called.
- Administrate lost call list.
- View and analyze call activity log.

AUTOMATED NOTIFICATION

The system notifies the predefined Customers about their appointments.

The Customers are reminded based on predefined schedules.

The appointments are gathered from CSV file exported from a 3rd-party contact database.

CUSTOMERS DATABASE

If a 3rd-party contact database is available for the system to gather Customer information from, integration will be provided as a custom development.

Otherwise, the Customers list must be exported to a CSV file and then imported in the system's database.

LOST CALLS MANAGEMENT

The system automatically detects the lost calls and queues them for calling back.

When business staff is available for taking calls, the system will automatically dial from the Lost Call List.

Also, Customers to be called can be manually added to the Call Lost List.



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KEY FEATURES

- Compatible with any TAPI PBX
- Remind Customers about their appointments
- Automatically call patients whose calls were lost and those that doctor needs to speak to directly
- Automated Call Recording
- Call log for all inbound and outbound calls with in-depth details
- Optionally, send notifications to Customers about their pre-recorded message availability, over phone calls/ SMS/ Emails. Customers may call in afterwards and listen to the pre-recorded message

CALL LOG MANAGEMENT

Call log presents in-depth details including Call Result that represents the automatic call status that helps for call log analysis.

AUTOMATIC MESSAGE DELIVERY

Optionally, the system sends notifications to Customers about their pre-recorded message availability, over phone calls/ SMS/ Emails.

Customers may call in the system afterwards and listen to the Supervisor's pre-recorded message.

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