

Scheduler

features

Web Based

Scheduler utilizes a web-based interface allowing all users including staff members, managers and system administrators to access the system by using username and password combinations from any system connected to the network.

Self-serve Options

Scheduler has the option to offer public users access to the self-serve section via the Internet instead of contacting a call-center to make or change appointments.

Flexibility

Scheduler will operate as a standalone system or integrated with other applications. Easy integration with third party software and databases is completed using standard data exchange protocols. This allows querying of existing customer database information automatically populating information fields.

Reporting

Full reporting features include viewed daily, weekly and monthly appointment calendars based on location, user or resource. Many other system and ad hoc reports are also available.

Centralized Management

All system configurations and settings are handled through easy-to-use interfaces by administrators and managers from any computer connected to the network.

Resource Management

Scheduler includes an unlimited quantity, type and location of resources. Valid resources can include a person, room, test station, vehicle or any other item used to complete a transaction.

Configurability

Time allocation for each appointment type can be configured independently based on the time slot required for each appointment type.

Security

Security features include username and password/PIN combinations. Access levels are based on username and password combinations and can be authenticated through alternate means such as Active Directory.

Data Collection

Scheduler has the ability to collect demographic information for each user. The required information collected is configurable for each specific application and these fields are automatically populated each time the user accesses the system for review or update. The information collected can be approved by a staff member prior to complete acceptance into the main database.

Additional Features

Search Tools

Scheduler provides the ability to search for resources based on any criteria such as date, location, name or type.

Printable Confirmation

Scheduler provides a printable confirmation page that can be printed by online customers or sent via alternate means such as fax, email or post.

Auto Reminder

Based on defined criteria *Scheduler* will send reminders to a customer at a pre-set time, prior to their appointment, via means such as email, text or fax.

Rescheduling

Scheduler can automatically reschedule for you if a resource becomes unavailable. If resources do not exist to fully reschedule all conflicts, the system will create a listing of all "orphaned" appointments. From there, your staff may step in to reschedule assets.

Prerequisites

Scheduler has the ability to configure prerequisites for each particular appointment type, which can include items such as age limits, other required resources or successfully completed tests.

Open Control Interface

Solutions Thru Software's Open Control Interface (OCI) provides a comprehensive suite, which makes it easy to connect to other systems and interface with other modules and third party software.