

Enterprise Level Appointment Scheduling

Customer expectations are continuously evolving, now more than ever. Keep up with an always on, always available enterprise level appointment scheduling solution that ensures customers and prospects can book revenue generating meetings with your staff when they're interested and in the method they'd prefer.

Drive Your Digital Transformation With Coconut's Engagement Platform

You've been pushed to digitally transform your operations almost overnight. To support virtual and on-location engagements, you need a seamless way of creating touchpoints with your prospects and customers. You're probably worried about:

01

IMPROVING MEETING CONVERSIONS

02

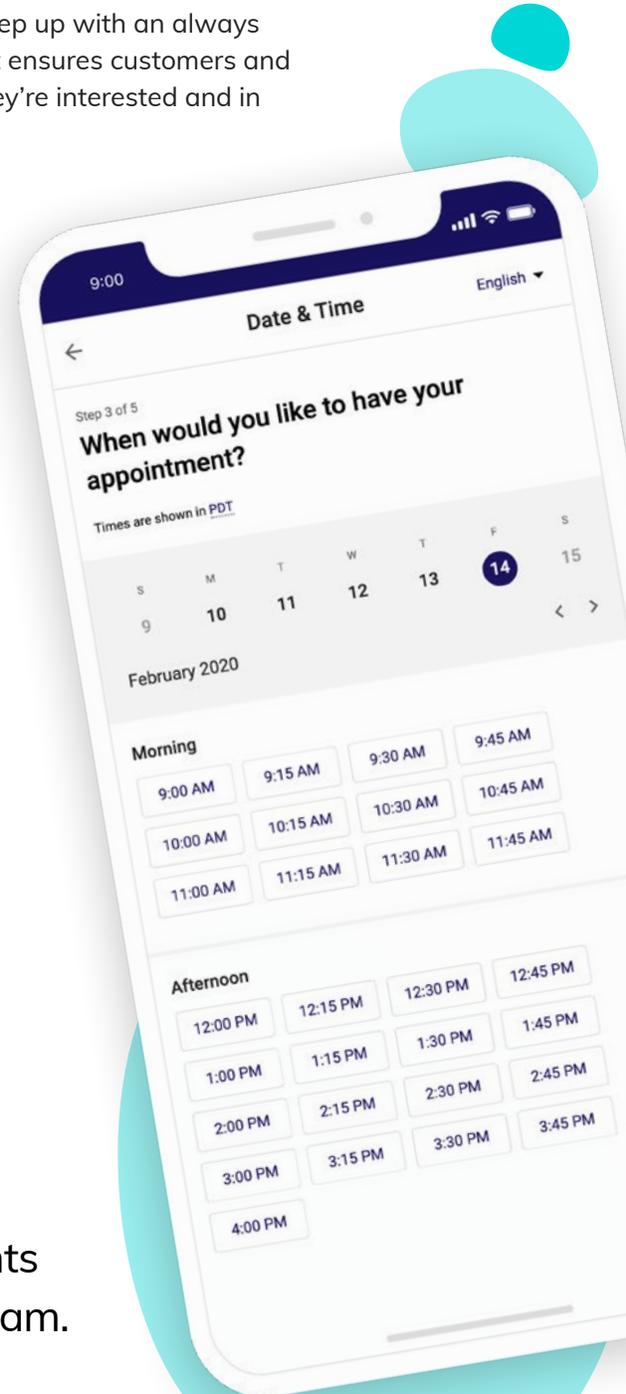
MOVING FROM FACE TO FACE TO DIGITAL

03

UNDERSTANDING WHAT DRIVES THE MOST REVENUE GENERATING ACTIVITIES

41%

of Coconut customer appointments are booked between 9 pm and 5 am.



01

IMPROVING MEETING CONVERSIONS

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Our booking journey helps your customers and prospects select the service they're interested in, a convenient time, and their preferred contact method. Our simple to use, brandable solution results in quick engagements through easy meeting scheduling. Eliminate schedule coordinating email tag and embrace Coconut's seamless calendar integrations, reducing friction and saving time.

Eliminate appointment confusion and reduce no-shows with automated confirmation and reminder emails and SMS messages.

Improve communication and decrease lobby wait time by allowing customers to check in via SMS when they've arrived (or if they're running late).



40% of
no shows rebook
an appointment when
they're sent missed
notifications.

45% of
appointments
booked are new
customers

“Don't wait to implement appointment scheduling - do it immediately! You can miss out on valuable appointments if your customers have to wait until working hours to call and book in. Whether the business is ready or not, your customers are ready to start booking appointments online.”

Jackson Hewitt[®]
TAX SERVICE

02

MOVING FROM FACE TO FACE TO DIGITAL

After you've determined which of your services can be moved digital, we can help facilitate the booking of those phone and video meetings with seamless integration to a number of conference platforms such as Zoom, Cisco Webex, Skype and Microsoft Teams.

Can't move all your services to video or the phone? Our system helps you manage in person meetings as well, and synchronizes with Microsoft Exchange and Google calendars to reduce the chances of a double booking to zero.

By centralizing the appointment scheduling management of your teams in an easy to use and simple to navigate platform, you can manage multiple locations, staff, and services all from one place. You'll also gain real-time line of sight into performance, adoption of phone and video meeting methods, and where more training of customers and staff is needed to move to digital.

“Coconut Software has provided a member centric, easy-to-use solution for our members to schedule appointments with our sales and service teams. Since implementing Coconut we have been able to improve our member experience by ensuring that the right sales and service team member is available at the right time and the right place to meet our members’ needs. I recommend Coconut to any business with frontline sales and service scheduling needs.”



Coconut customers typically experience a **3x higher close ratio** on pre booked appointments compared to walk-ins.

68% of bookings for Coconut customers are for **advice based services**, generally the highest value appointments

03

UNDERSTANDING WHAT DRIVES THE MOST REVENUE GENERATING ACTIVITIES

Omnichannel integration means that however you drive customers and prospects to book meetings - whether it's through QR codes on advertisements, email campaigns through Hubspot, your contact center representatives, or a link in your mobile app - you'll understand the buyer journey, the drop off points, and which methods are resulting in the best return on your marketing dollars.

APPOINTMENT SCHEDULING FEATURES

- ✓ Centralized Appointment Management Platform
- ✓ Digital Channels: Website, Chatbot & Apps
- ✓ Flexible Work Scheduling
- ✓ Real Time Availability
- ✓ No Double Bookings
- ✓ Reserve with Google
- ✓ Instant Booking Shortcuts
- ✓ Client SMS & Email Reminder Notifications
- ✓ Reporting: Cancellation Reasons
- ✓ Cross Domain Tracking
- ✓ Google Analytics
- ✓ UTM Parameters
- ✓ Advanced Time Tracking
- ✓ Staff Capacity
- ✓ Staff Utilization
- ✓ Appointments by Location, Service, Staff & Method
- ✓ EN/FR/ES
- ✓ SSO: Single Sign On
- ✓ Self-Serve System Administration
- ✓ Dev/API library
- ✓ Vanity URLs
- ✓ Best in Class Emergency Support Model
- ✓ Comprehensive Help Center
- ✓ U.S. Hosting
- ✓ Canadian Hosting
- ✓ Data Encryption: Amazon RDS Using AES-256
- ✓ SOC 2, CASL & GDPR Compliant
- ✓ MS Exchange/Outlook.com/Office 365/Google Calendar
- ✓ Incremental Back UPS Every 5 Minutes & Nightly Full Backups
- ✓ Custom Branding: Logos, Colours, Imagery & Typeface

Get up and running in as little as two weeks.

COCONUTSOFTWARE.COM

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SCHEDULE A CONSULTATION

About Coconut Software

Our cloud-based, enterprise level appointment scheduling and visitor management platform combines your on-location and digital channels, providing self-service booking and curbside pickup, online and physical queuing, wait time tracking, callback requests and virtual meeting support as well as contact center integration.