

# Integrate with Reserve with Google

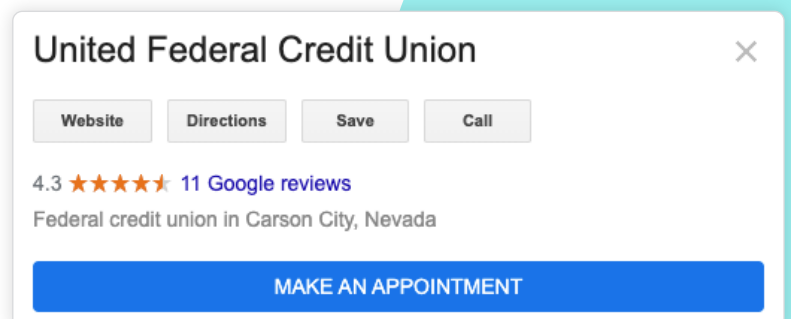
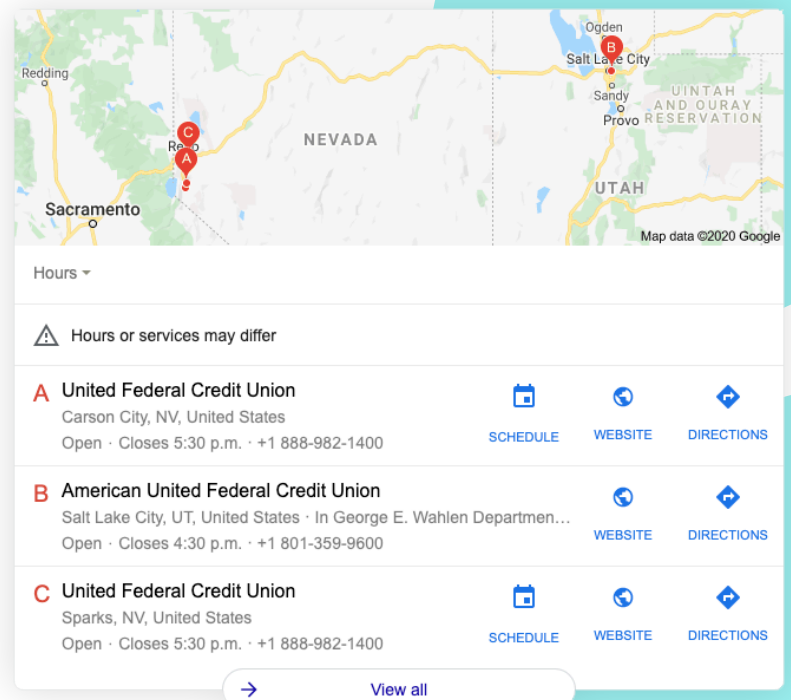
U.S. Coconut clients are able to leverage the power of Google.

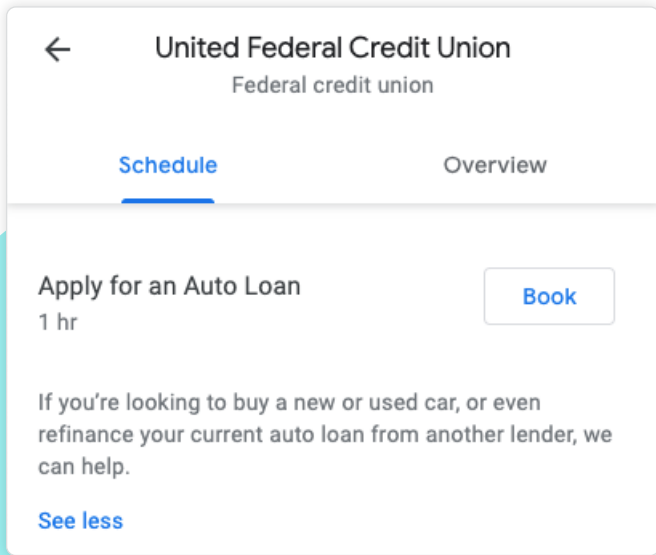
**We've partnered with Google to help your organization drive increased engagements through search.**

Reserve with Google is an innovative feature that allows users to book appointments with a business directly through Google Search, Google Maps, or Google Assistant.

Research has shown that nearly [one-third](#) of all mobile searches are related to location, with 55% of searches resulting in a visit [within 1 hour](#). Through this integration, your users are able to view branch specific services and availability then book a meeting directly within Google search results, eliminating friction from the customer journey and convert even casual browsers into confirmed appointments.

By adding Reserve with Google to your existing engagement paths, you'll have more options than ever to bring convenience to your customers, and maximize efficiency in your own internal operations.

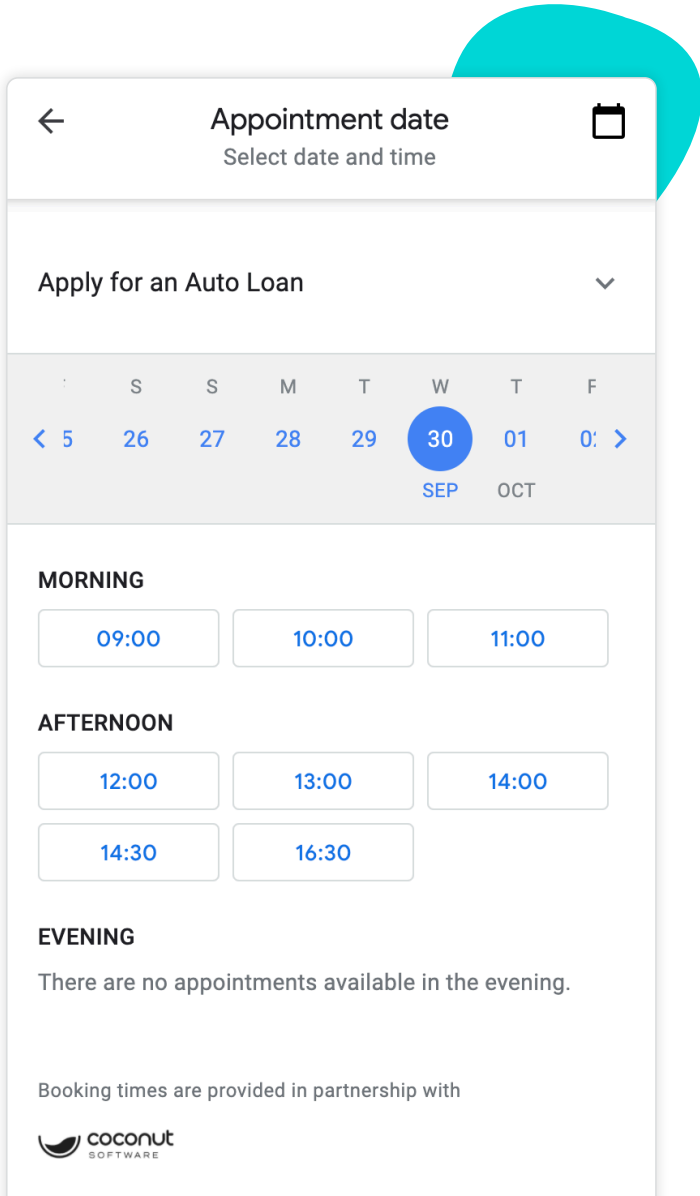




## IMPROVE CUSTOMER SATISFACTION & ACQUISITION

Eliminate friction & improve conversion rates by reducing the amount of steps it takes for a customer to book with your business. More appointments booked, more sales, more satisfied customers.

**80%** of American consumers point to speed, convenience, knowledgeable help, and friendly service as the most important elements of positive customer experience. (PWC)



## A COMPETITIVE ADVANTAGE IN A COMPETITIVE INDUSTRY

Reserve with Google isn't available directly to businesses - our partnership gives you a lead by making it easier for customers to book with you, ahead of your competition. We're one of the very few customer engagement platforms that have access to this technology.

One of our clients, and one of the largest retail banks in the United States, has **30% of their booked appointments originating from Reserve with Google. They experienced a 19.5% lift in appointments in their first two weeks**, thanks to Coconut and Reserve with Google.

## STREAMLINE YOUR INTERNAL OPERATIONS

Direct self-serve convenience from Google search results improves your operations workflow even more by providing low-effort interactions and reducing costs through lower incoming calls, walk-ins and accidental over/under staffing.

Costs decline. Low-effort experiences reduce costs by **decreasing up to 40% of repeat calls, 50% of escalations and 54% of channel switching**. Overall, a low-effort interaction **costs 37% less** than a high-effort interaction. ([Gartner](#))

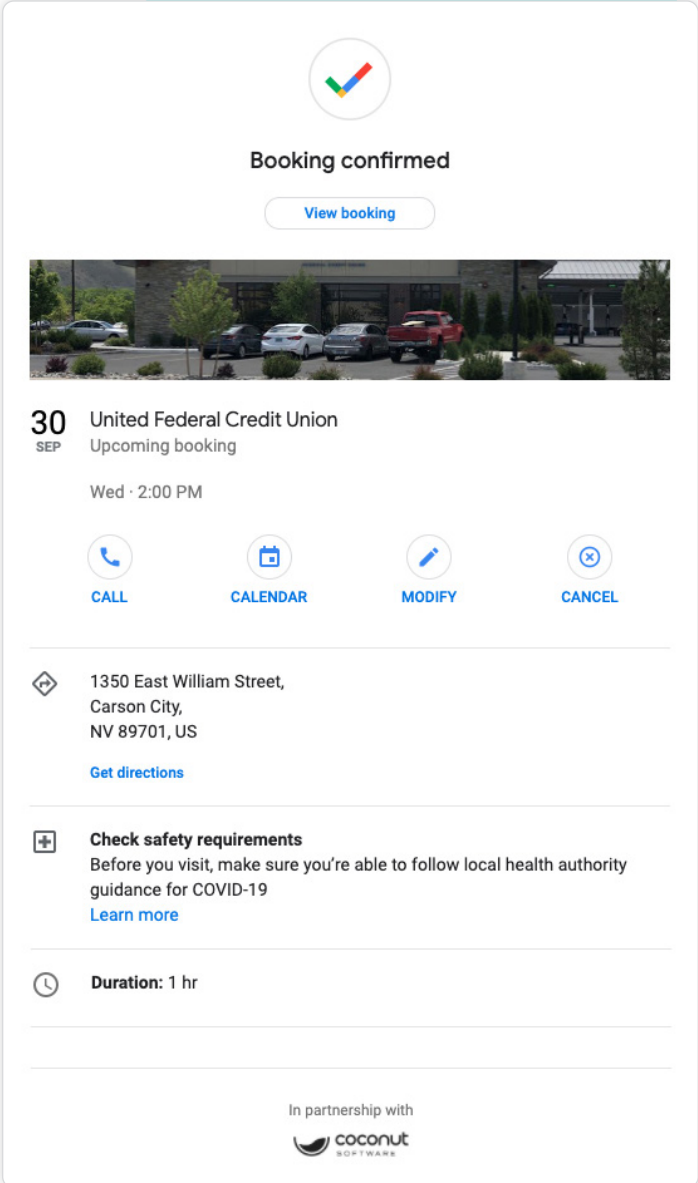
Your customers and prospects appreciate the convenience of quickly booking an appointment when they are searching online - help them engage that much faster by implementing Reserve with Google.

# Schedule a demo to see Reserve with Google in action

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SCHEDULE A CONSULTATION



The screenshot shows a mobile interface for a confirmed booking. At the top, there is a checkmark icon and the text "Booking confirmed" with a "View booking" button. Below this is a photo of a building. The booking details include the date "30 SEP", the business name "United Federal Credit Union", and the time "Wed · 2:00 PM". There are four action buttons: "CALL", "CALENDAR", "MODIFY", and "CANCEL". The address is "1350 East William Street, Carson City, NV 89701, US" with a "Get directions" link. A "Check safety requirements" section provides COVID-19 guidance with a "Learn more" link. The duration is listed as "1 hr". At the bottom, it says "In partnership with coconut SOFTWARE".

### 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.