How do we make sure that customers remember their appointment?

Introduction

Customers arriving late, or even don't show, that can disrupt your planning in your bodyshop. It is therefore important that your customers respect the appointment that you have given them.
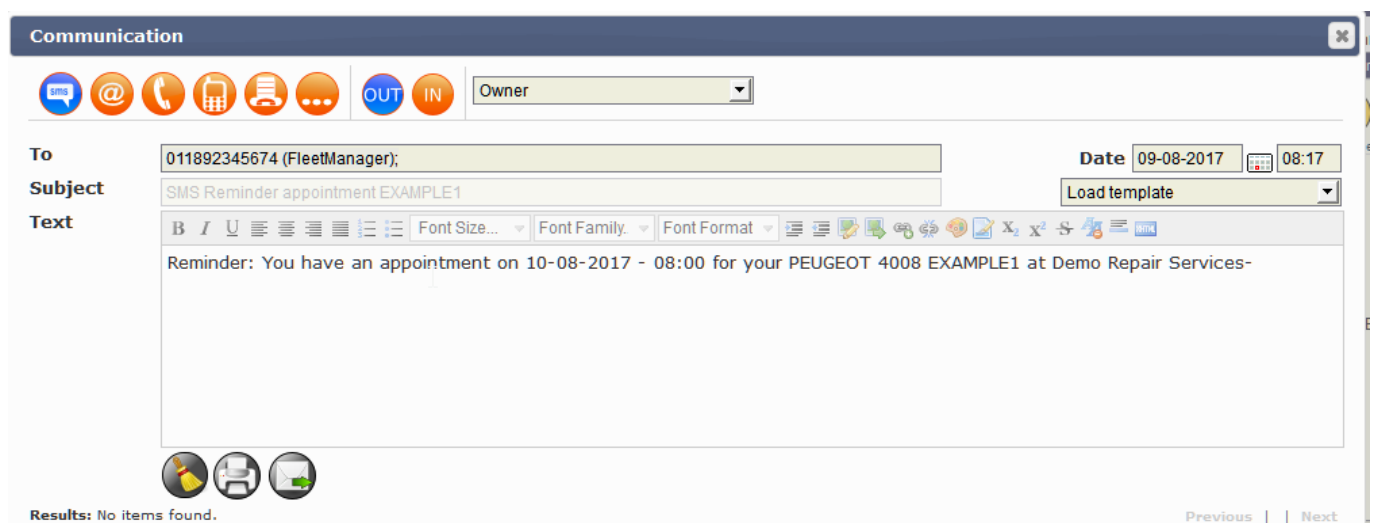
PlanManager can help you there by automatically sending an appointment reminder by SMS.

Date of appointment

When you specify (or change) the date of appointment in PlanManager, the program will ask you this question:
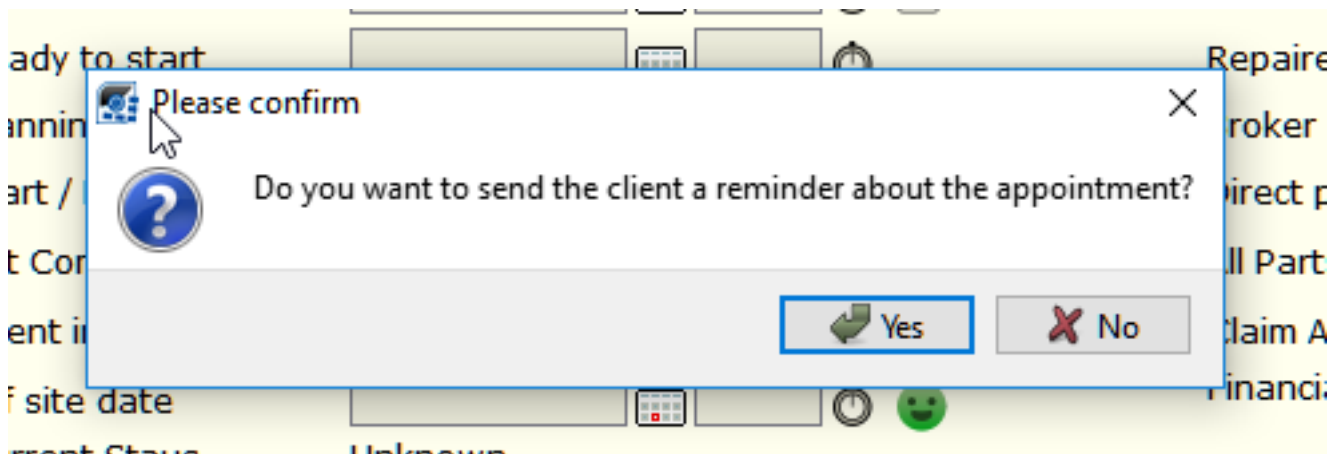
If you answer "yes", a communication page will open automatically with a standard SMS template.

You'll see that PlanManager automatically entered one day before the appointment

into the date field. This SMS will, on weekdays, never be delivered before 8 am, and on a week-end, never before 10 am.

If you wish, you can change the standard message.

Once your message is ready, click the button.

Settings

You can set options for automatic sms to 3 different settings in the "System" tab - "Options"

SEND_REMINDER_SMS: This defines the reaction PlanManager when you add a date of appointment. There are 3 possibilities:

ask: This tells PlanManager to bring up a message asking if you want to send a reminder.

always: This tells PlanManager always send a reminder. So it will directly bring up the communication screen

never: This tells PlanManager never to send a reminder.

SEND_REMINDER_SMS_BEFOREDAYS: Here you can specify the number of days before the program sends ringback. The default value is 1.

SEND_REMINDER_SMS_TEMPLATE: Here you can specify which template you want to use. The default template is the template that has been created for you at the beginning: "reminder SMS appointment". You can select another template if you wish, or edit the existing template.

Multiple languages

By default templates will always send in the language that was introduced in the customer's data.

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