

SEF step: Appointment

What should be the outcome of the solution:

The customer honors the appointment.

KPI: Lead Time

What do you need (tools): Appointment tool that can send reminder messages to the customer.

Who do you need: Service Manager, Receptionist

How to:

Step 1: Make sure that all appointments are recorded in the DMS.

Step 2: Make sure that the customer's mobile number and consent are recorded.

Step 3: Programme the appointment tool so that it automatically sends a reminder to the customer at least one day before their appointment.