

**Reduce** Program Costs.

**Automate** Appointment  
Scheduling & Award Inquiries.

**Eliminate** Status Calls.

**Improve** Customer Service.

CommunityAppointments is a fully-integrated and customizable system that delivers a 24/7 automated solution for assistance program scheduling and administration.

Community Assistance Program Agencies and Utilities use CommunityAppointments to automate routine pre-qualification, appointment creation, confirmation, rescheduling and cancellations. Plus, application and award status inquiries can be handled with no direct customer interaction saving staff time to serve more recipients.

CommunityAppointments is simple to set up and easy to manage. Workflow can be customized by you for you, drastically reducing typical startup costs and delivering a tailored experience for your community.

A full suite of integrated reports and data extracts provide access to applicant activity, call statistics, staff utilization and program performance. Designed to serve the unique needs of community assistance programs, CommunityAppointments is a purpose-built solution that simplifies program administration.

With no software to install or maintain, CommunityAppointments frees you and your staff to focus on the activities that really matter to make your programs truly successful.



Fully customized by you for your programs



Eliminate staff telephone time for routine scheduling tasks or status inquiries.



Serve more applicants in less time and reduce scheduling/reporting costs by 60% or more.



Create appointment schedules by location, capacity, availability, and other variables.



Print, download and share staff schedules, reports and more.



Built to best practice approaches and certified protocols.

# Key System Features

## AGENCY/APPLICANT BENEFITS

- 24/7 phone-based appointment scheduling, cancellation and immediate confirmation of set appointments
- Automated pre-qualification process
- Automated application or award status checks
- Reduced no-shows with pre-appointment reminder calls

## APPOINTMENT SCHEDULING

- Centralized application manages appointment schedules for all Reps across multiple locations
- One-on-one or group appointments by location automatically filled by clients through the phone
- Appointment time durations can be customized in 5 minute increments
- Duplicate or past appointment prescreening process before new appointments can be scheduled
- Crisis appointments can be created for manual or phone appointment setting
- Existing appointments easily modified (reassigned, cancelled, rescheduled, different appointment type, etc.)

## APPOINTMENT VIEWING

- Instant access to at-a-glance calendar views of all appointments by location and date
- View or print daily appointments by Rep
- One-click access from calendar view to appointment details and client record

## ADMINISTERING MULTIPLE ASSISTANCE PROGRAMS

- Create program-specific appointment schedules
- Track and report multiple program awards for individual clients

## CENTRALIZED CLIENT DATABASE

- New or updated client data is captured from initial IVR interactions and/or staff input to produce a complete record of program activity
- Prior or existing client data can be imported into the LSM for client and administrative efficiency
- Records include standard individual data fields, client records and key program information:
  - Associated household members
  - Existing or past appointments
  - Application and award dates and amounts

## REPORTING CAPABILITIES

- Run common reports with a click of a button to view or download:
  - Scheduled appointments by type and location (date range function)
  - Incoming call statistics (date range function)
  - Denied applications
- Entire client database can be filtered and sorted by attributes for viewing or downloading
- Download all program data for use in other software or systems
- Custom reporting is available upon request

## ADMINISTRATIVE FEATURES

- Customize and manage key program features and schedules:
  - Assign appointment types to one or more locations
  - Adjust appointment time durations
  - Define assistance program types
  - Set appointment hours and capacity per location
  - Assign reps to specific locations
  - Manage number of open appointments to offer by day, week or month
  - Manage key IVR settings and greetings

## CommunityAppointments Pays for Itself

CommunityAppointments provides significant savings for the organizations using it. If you employ just one full-time employee earning \$15 per hour, Community Appointments can reduce your current costs by as much as 60%. CommunityAppointments automates:

- Explanation of program requirements
- Pre-qualification of recipients
- Setting or modifying appointments
- Preparing program reports

### TO LEARN MORE, VISIT

[www.communityappointments.com](http://www.communityappointments.com)

### David Smith

tel: 866-204-8151

[dr.smith@activetelesource.com](mailto:dr.smith@activetelesource.com)