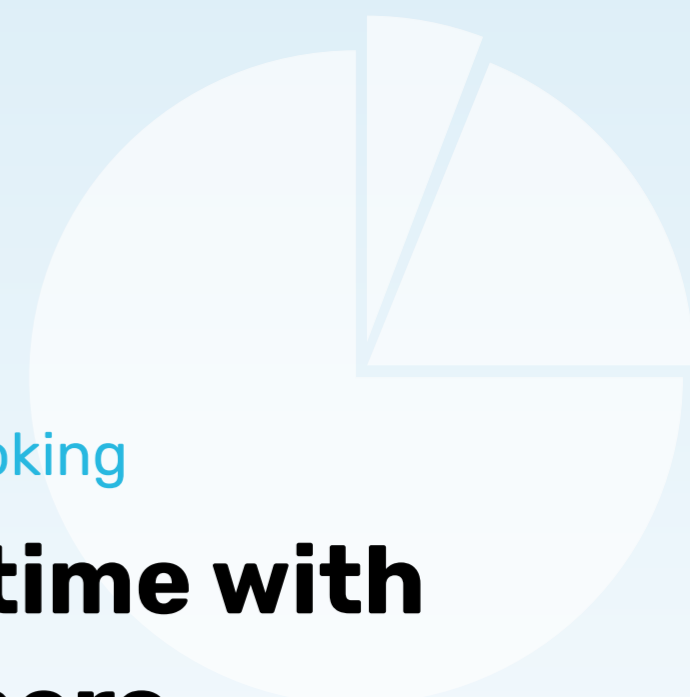




Linistry Appointment Booking

## Spend quality time with quality customers

Invite high-value customers to book appointments with you, prepare for visits using booking process information, and deliver profitable meetings with Linistry Appointment Booking.



## Ad-hoc Customer Journeys Lead to Unhappy Customers and Missed Opportunities

Service providers' branch networks as well as retail stores suffer from several challenges in the sales process leading to churn, stagnating revenues and frustrating customers:

- Decreasing headcount in branches and stores leads to less attention for customers.
- Customers visit branches/stores for low-value transactions, leaving trained staff underutilized and revenue potential lower than desired.
- Providers cannot collect and use customer information to formulate their next best offer and lose revenue.
- Consultants are often unprepared, and there is insufficient time and environment for genuine consultation.
- Overbooking or delays can frustrate clients (and employees) and affect their overall experience.

## Linistry Appointment Booking - A Highly Customizable Booking System for Consultative, Sales-focused Meetings

Linistry provides an enterprise-grade appointment booking platform as a quickly deployable, out-of-the-box SaaS solution. It offers a tailored, omnichannel booking process for in-person and virtual meetings. Linistry Appointment Booking can be deeply integrated into your bespoke environment.



## Key Features



### Integrated booking

Integrate the booking system into your CRM, M365, mobile apps, and any back-end systems using API.



### AI-assisted booking

Use our chatbot or integrate Linistry behind your chatbot via API to implement chat- or voice-based booking processes.



### Multiple languages and time zones

Designed to support multinational companies and customers present in multi-language environments.



### Channel redirection

Direct customers towards the best channel based on their characteristics and the service they choose.



### Communication platform

Provide sales offers throughout the booking journey. Content can be defined based on the service the customer has chosen or can even be personalized to specific customers.



### ML-based capacity planning

Identify resource bottlenecks and surpluses as input for staff optimization in your network.



### Omnichannel availability

Make booking available from all platforms: web, chat, app, contact center, in-person, e-mail, social and more.



### Customer journey tracking

Track the data from the customers' appointment scheduling process and report conversion and abandonment rates.



### Book for the right consultant

Let customers book directly to their consultants or assign bookings to consultants with the necessary skills and competencies.



### Payment integration

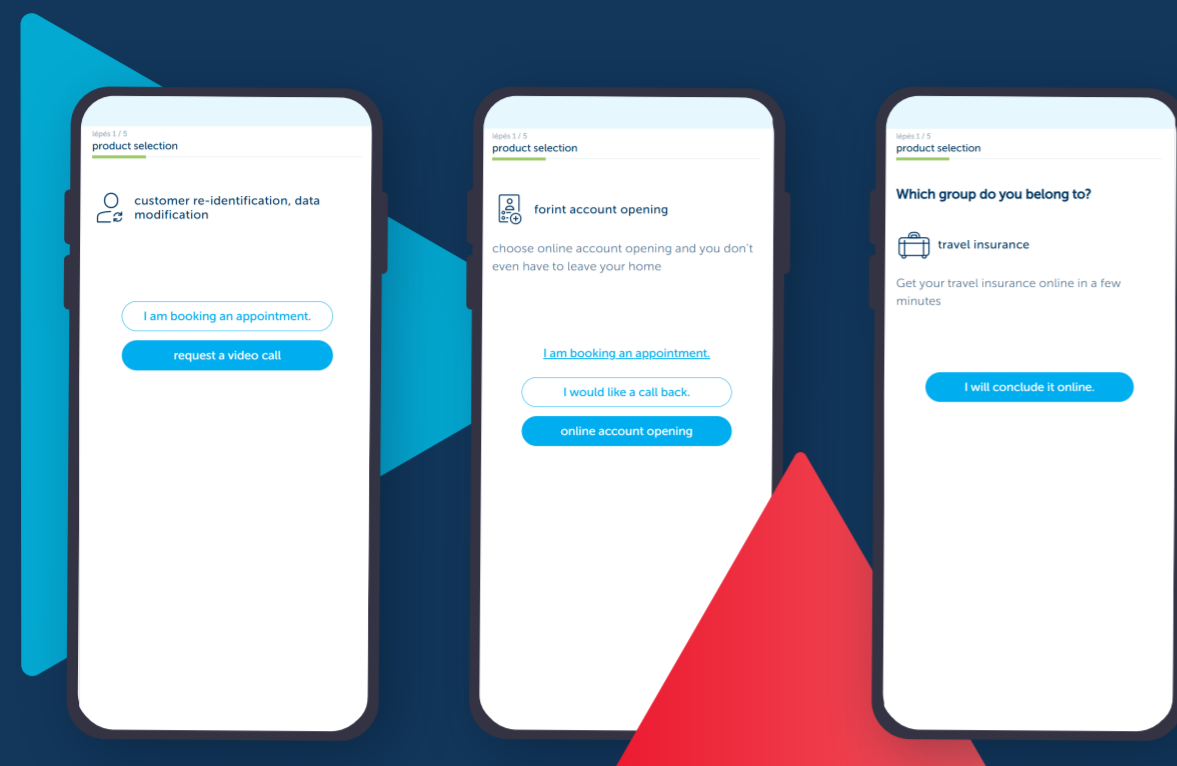
Linistry can integrate online payment into the booking process, thus making it an optimal platform for paid services.



### Wallet integration

Never miss a meeting! Let customers save bookings to Google or Apple Wallet for automatic reminders with vibrations.

# Why choose Linistry Appointment Booking

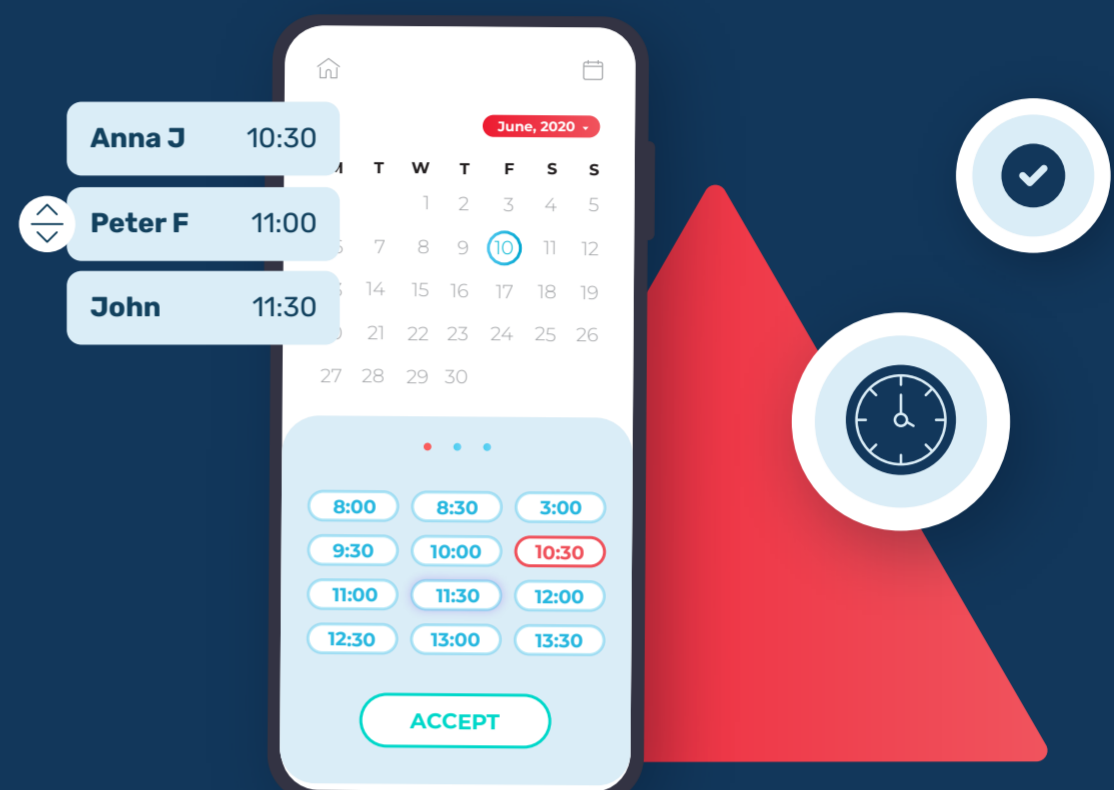


## Orchestrate customer visits

- ✓ Customers are directed to the right service channel when booking an appointment.
- ✓ Transactional, routine services can be driven off branches to electronic or self-service channels for optimal customer steering.

## Template-based, editable booking flow

- ✓ Various booking flow templates with editable input fields for different use cases (e.g. select service- or branch first)
- ✓ Integrated, corporate-branded appearance, and calendar integration to avoid overbooking.



## Facilitate meeting preparation

- ✓ Appointments can be assigned to the appropriate consultants manually or automatically, based on competency or CRM information.

## Collect and use data from the booking process

- ✓ Customer data are recorded and made available on the employee service dashboard and in reporting.
- ✓ Relevant customer information is presented to the Customer Service Representative to prepare for the meeting.



## Reduce no-shows

- ✓ Effortless cancellation and modification of appointments.
- ✓ Customers and employees can see all their appointments in their calendars and get automatic reminders.

## Maintain business agility

- ✓ A highly customizable, feature-rich and continually evolving, AI-capable service with high availability.



**Learn More**

**Linistry  
Appointment  
Booking  
Homepage**

**Book  
a demo**

