Stop losing valuable time and money from missed appointments.

Enterprise Messaging Access Gateway—service appointment notifications use case

verizon✓

Keep customers up to date on upcoming appointments, reservations, schedule changes or deliveries by using Verizon Enterprise Messaging Access Gateway (EMAG).[1]

Challenge

Schedules change. Customers or patients forget about appointments. Sometimes you overbook or face resource issues. Whether you provide healthcare, professional, repair or any variety of services, missed appointments cost you time and money. You need a way to take care of scheduling problems that's easy for your customers and keeps you from wasting time playing telephone tag.[2]

Reduce no-shows, keep customers happier and save time and money with automated appointment reminders and updates on critical information.

Solution

Verizon EMAG. You can solve scheduling and communication problems by tying EMAG into your scheduling or appointment system. It can send automated reminders to your customers' mobile devices. The message can ask them to confirm their appointment with a text reply or by calling your office. You save time and money. And your customers are happier because you can quickly keep them up to date.

Results

- Simplifies and automates appointment reminders and information updates

- Helps minimize appointment no-shows and loss of billable time

- Simplifies rescheduling and helps reduce telephone tag

- Helps improve customer experiences and retention

Features

EMAG supports the following features:

- **Email to SMS.** Initiate SMS messages from your email system.

- **Flexible integration protocols.** Use SMTP, SNPP, WCTP or our own XML API to integrate SMS messaging with your IT systems to enhance workflow productivity.

- **Two-way messaging.** Send and receive messages to any phone in the domestic U.S., or to Verizon Wireless users who are roaming internationally.

- **Enhanced messaging.** The ability to create a single message greater than 160 characters and up to 1,000 characters.

- **SMS to machine.** Enhance your machine-to-machine (M2M) communications via SMS.

- **Machine to SMS.** Allow your M2M devices to initiate messages to the gateway.

Web portal access

For those who do not need to integrate to internal business applications, we support a full-featured web portal to initiate your messaging. The portal supports:

- **Threaded messaging.** Easy intuitive user interface for sending and managing replies.

- **Usage reporting.** Admins can build and report based on a number of characteristics.

- **Contact uploads.** Easily upload your contact lists into our portal for direct portal engagement.

- **Smart groups.** Ability to group contacts into a single group.

- **Managerial hierarchy.** Turn over the power of our system to multiple users.

- **Number lookup.** Enable your application to identify the carrier that each number belongs to.

- **Auto-reply.** Allow user to set up automated replies when they are not able to do so.

- **Surveys/polls.** Enable customers to create SMS-based surveys and polling for their customer base or internal organizations.

Learn more.

To find out more about how EMAG can help your mobile workers better manage their work, stay up to date and take advantage of new opportunities, contact your Verizon Wireless business specialist or visit **VerizonEnterprise.com/contact-us.**