



TELSTRA INTEGRATED MESSAGING POWERED BY SOPRANO: REMINDER

Telstra Integrated Messaging powered by Soprano (TIM) is your Complete Enterprise Wide Messaging Solution that streamlines and automates business communication processes, introducing efficiencies into your organisation.

SOPRANO Reminder fully automates appointment confirmations and notifications utilising 2-way SMS messaging to improve appointment attendance rate.

Product summary

Looking for a simple yet highly effective way to drive attendance to appointments and events? Then SOPRANO Reminder is the perfect solution for your business.

Delivered as a web-based, turn-key solution, SOPRANO Reminder provides a simple solution for businesses and organisations to increase efficiency, while greatly improving appointment attendance rates.

This solution is for you if you are looking:

- For a non-invasive form of communication
- For a higher rate of appointment attendance
- To help maximise the use of existing resources
- To help improve business productivity

SOPRANO Reminder utilises the ubiquity of SMS and mobile phones to deliver enterprise grade SMS appointment & event reminders, confirm appointment attendance and report on attendance in real-time.

Service businesses and organisations, for example in the healthcare field operate on the basis of appointments. Such businesses need to dedicate internal resources to the labour-intensive process of phoning customers to confirm/remind them of appointments.

SOPRANO Reminder offers an alternative. Not only does this process automate the appointment reminding task but it also provides better visibility and time management. The system is also much less intrusive than a phone call.

Product features and benefits

SOPRANO Reminder can do the following:

- Load, store and manage customer details
- Automated message scheduling – send reminder messages to your clients at any predefined time you choose
- Personalisation – provide targeted and timely communications personalised with name, appointment time, date, location, etc
- Intelligent reply management, including automated response matching – automatically matches and sorts replies
- Customise responses to each customer who replies
- Sophisticated reporting and analysis features, including near real time tracking, and the ability to generate detailed near real time cancellation and reminder reports
- Capability to manage manual reminders where the customer does not want messages

Product benefits

Improve Productivity

- Create one message to send to many, saving time and resources
- Schedule reminders in advance to be sent out at specified times or during busy periods
- Sending 2-way SMS can be more effective than making 1-to-1 voice calls, playing phone tag, leaving phone messages and making repeat calls
- Appointments can be confirmed in near real-time and updated immediately into a local booking system
- Help maximise the use of existing resources – reduce periods of time where staff and profitable appointment slots stand idle or are under utilised
- Help reduce the time and cost of rescheduling new appointments

Easy to use

It only takes a few minutes to schedule SMS reminders for a month. Do it once and let SOPRANO Reminder handle the rest.

Sending SMS reminders is as easy as 123 – all you need to do is:

1. Upload a list of mobile numbers and appointment details (this can be done automatically via ftp)
2. Schedule the reminders
3. Press Send

About Soprano Design

SOPRANO Design is one of the most respected providers of mobile enterprise messaging software for the enterprise and government market.

Telstra and SOPRANO have joined forces to offer Telstra Integrated Messaging (TIM) powered by SOPRANO. TIM is based on Soprano's internationally recognised and award winning SOPRANO Mobile Enterprise Messaging Suite (MEMS).

Telstra and SOPRANO are providing enterprise and government customers access to the leading mobile network and leading mobile enterprise messaging software, in one elegant service.

SOPRANO continuously enhances its software to optimise the value of the software across large, organisations to support desktop marketing, IT, operations and human resources ready to use applications.

About Telstra

Telstra's world class products and services are underpinned by the next generation Telstra Next IP™ network and Telstra Next G™ network.

Our capability is your peace of mind. We have a dedicated team of technical experts working with some of the world's most advanced management and operational systems to monitor and maintain your network around the clock.



IF YOU HAVE ANY QUESTIONS
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TELSTRA ACCOUNT EXECUTIVE
CLICK TELSTRA.COM/ENTERPRISE
OR
CALL **1300 835 787**