# Planfy Booking System



### **Features**

- Easy Online Bookings
- SMS & Email Reminders
- Reporting & Statistics

- Appointment Management
- Customer Recalls
- 24/7 Self Service Widgets

- Customer Management
- Customer Record Forms
- 24+ Languages

## **Client Self Service Online Bookings**

- Provide easier booking experience for your customers by allowing them to book services on their phones in seconds.
- Get more bookings even in after hours by utilising client self service. Customers can see your free time slots & book services 24/7 based on real-time staff availability.



### Manage Appointments, Staff & Customer Base

- Control staff schedule, services offered & availability, and keep team updated on the company agenda.
- Build customer database so you can contact clients and encourage them to book your services again.
- View reports & insights about the performance of your business.

| UPCOMING PAST UNCONFIRMED CANCELLED | APPOINTMENTS   |
|-------------------------------------|--|
| 27 JUNE                             | On the left sidebar you can see the list of confirmed and unconfirmed appointments and on<br>the right more in-depth information about a specific appointment. |
| 12:30 Richard Green E25:00          | + New Appointment  |
| 25 JUNE                             |  |
| 11:00 Walk In (CONFIRMED 2) E25:00  |  |
| 14 JUNE                             |  |
| 10.00 Walk In £75.00                |  |
| 11 JUNE                             | 1 - 🖕 💳 🛛 💳 🖉 🐋 1 - 1 - 1  |
| 09:45 David Laws                    |  |
| 5 MAY                               |  |
| 13:00 Walk In 275:00                |  |
| 27 FEBRUARY                         |  |
| 11:00 Kelly Perton £75:00           |  |
| 09:00 Walk In E75:00                | Jun J  |
| < 1 2 3 4 5 >                       | Jun J  |
|                                     | 82   |
|                                     |  |

## SMS Reminders, Confirmations & Updates

- Minimise no-shows by sending automated SMS & email reminders to customers.
- Assure clients that bookings were successfully accepted by sending SMS confirming their appointment details.
- Keep customers up-to-date when bookings are changed. Automatically inform clients about changes which affect their booking.



### **Get More Returning Customers with Recalls**

- Easily send email, SMS and letter recalls to your past customers & encourage them to book your services again.
- Track conversion of your recall campaigns & see how much extra bookings and revenue it's bringing to your business.
- Customise recall templates to match your brand's look & feel.



### **Collect Customer Data with Forms**

- Store additional information about customers & appointments.
- Upload files such as scans & patient prescriptions.
- If you need a custom form to collect a specific set of data, Planfy team can create a bespoke form tailored for your business.



### Helping Professionals To Provide A Better Service

- Planfy automates online booking process, improves efficiency of running a business and reduces administrative workload associated with arranging appointments & managing customer base.
- Our system allows professionals to focus more on their clients and provide them a better service.



# Guides & Videos How To Use System

www.planfy.com/guides

