# Aculab Cloud: appointment reminder platform

## Product deployment note

## The Aculab solution

**Appointment reminder solutions have a wide application space in many industries including healthcare, education, optical, dental, hair & beauty salons, and many more.**
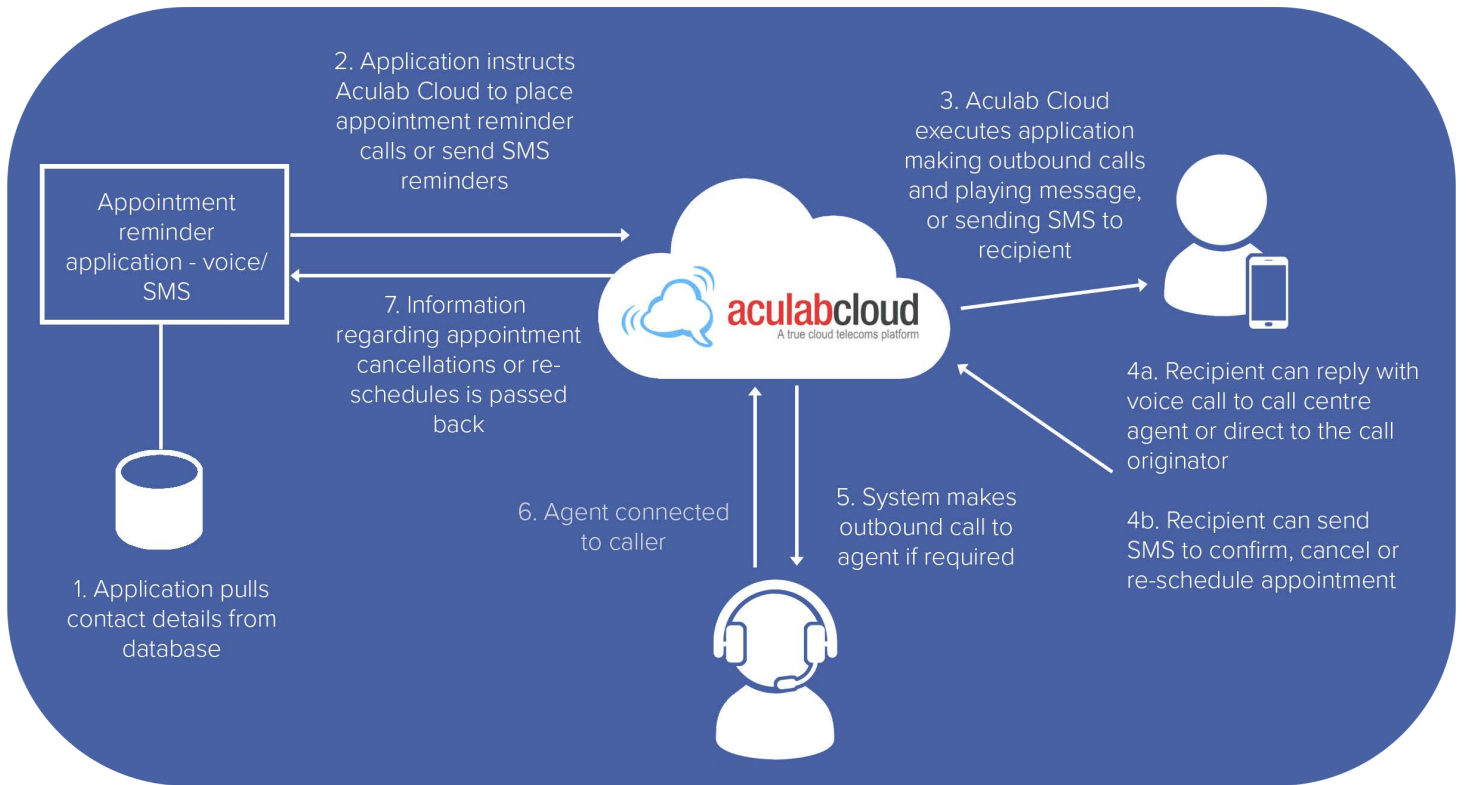
Aculab's solution provides both a voice and text message option for the appointment reminders. With a voice-based solution, a pre-recorded message or a message created using a multi-lingual text-to-speech (TTS) engine is played to a recipient or the recipients voicemail. The SMS reminder system allows the user to create text messages in the reminder application and sends them out via mobile network carriers to the recipients.

Two-way voice and SMS is supported to allow the recipient to ring or text back to confirm, to cancel, or to re-schedule.

The appointment reminder application, residing on an application server communicates with Aculab Cloud via REST or UAS APIs. The Aculab Cloud network provides all the server capacity for handling mass communications, and the connectivity with global telco carriers to make and receive calls and send/receive SMS messages. Aculab Cloud can scale as required to meet the demands of the entire user base, and is monitored 24x7 to ensure it is available when needed.

# The Aculab Solution

Aculab Cloud based appointment reminder system



Appointment reminder application - voice/SMS

2. Application instructs Aculab Cloud to place appointment reminder calls or send SMS reminders

3. Aculab Cloud executes application making outbound calls and playing message, or sending SMS to recipient

7. Information regarding appointment cancellations or re-schedules is passed back

1. Application pulls contact details from database

6. Agent connected to caller

5. System makes outbound call to agent if required

4a. Recipient can reply with voice call to call centre agent or direct to the call originator

4b. Recipient can send SMS to confirm, cancel or re-schedule appointment

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## Key Features

Aculab Cloud supports all the telephony resources required for appointment reminder systems based on voice and SMS:

| Voice-based appointment reminder system requirement | Aculab Cloud capability |
|---|---|
| TTS | Aculab Cloud supports text-to-speech (TTS) in 22 languages, allowing quick and easy application prototyping and, more generally, the ability for your applications to 'speak' text to users. |
| SSML | The TTS methods support the embedding of Speech Synthesis Markup Language (SSML). This is a very flexible way of adding expression to how your text is spoken. Further details on the SSML features and voices supported are available in the Aculab Cloud TTS documentation. |
| Media files | Aculab Cloud allows media files to be stored via a highly reliable, distributed storage system. Encrypted storage is supported for sensitive data applications, e.g., healthcare (patient/doctor calls). |
| Record | Prompts and messages can be recorded and stored as media files via a highly reliable, distributed storage system. |
| Playback | Media files can be accessed and played, with or without barge-in, for example playback of messages and menu options |
| 2 way communications | Local and toll-free numbers in over 50 countries enable you to give your customers the ability to respond to your reminder call, to confirm, to cancel or re-schedule the appointment. |
| Answering machine (live speaker) detection | Highly accurate answering machine detection enables efficient use of outbound calling systems; make sure the message gets to the actual person intended and not to their voicemail |

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| SMS-based appointment reminder system requirement | Aculab Cloud capability |
|---|---|
| Message sending rate | High throughput system – many messages per second; actual message per second rates vary from country to country and carrier to carrier. In addition, Aculab Cloud has a number pooling feature that can be used to increase the overall send rate for a system. |
| Longcode and shortcode numbers | SMS-enabled longcode numbers and shortcodes available; longcode number pool feature to enable higher message transmission rates. |
| Local numbers | Provides return path for 2-way SMS. Supported in an ever increasing number of countries. See inbound coverage page for details. |
| Global reach | Outbound SMS globally. |
| Delivery reports | Get status reports for your outbound messages. |
| 2 way communications | 2-way SMS via SMS-enabled local numbers provides the ability for the message recipient to respond to your reminder text to confirm, to cancel or re-schedule the appointment. |

## Benefits

- Universal solution – reach your customers on landlines or mobile phones with voice or SMS reminders
- Reduce no-shows
- Increase revenues
- Increase customer satisfaction

## About Aculab

Aculab provides deployment proven telephony products to the global communications market

Whether you need telephony resources on a board, on a host server processor or from a cloud-based platform, Aculab ensures that you have the choice. We are an innovative, market leading company that places product quality and support right at the top of our agenda. With over 35 years of experience in helping to drive our customers' success, our technology is used to deliver multimodal voice, data and fax solutions for use within IP, PSTN and mobile networks – with performance levels that are second to none.

## For more information

To learn more about Aculab Cloud and Aculab's extensive telephony solutions visit:

**www.aculab.com**

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