UKG

Key benefits

- **Provide a seamless path** for customers to embrace your digital solutions starting with appointment setting

- **Offer in-branch, phone, or virtual appointments**

- **Eliminate manual schedule coordination** and duplicate bookings with seamless calendar synchronization

- Enable staff to prepare for appointments in advance and **deliver better service**

- Provide a powerful, **time-saving, and convenient appointment solution**

Convenient appointment scheduling improves operational efficiency

In today's fast-paced world, digital banking solutions are no longer a luxury; they're a necessity for staying competitive and profitable. People are looking for the most efficient ways to interact with your institution — whether it's avoiding long wait times or speaking to the right employee with the right skill set to handle their situation. If you don't provide the rich, convenient digital experience that people expect, they will simply move to another institution that does.

The UKG Appointments solution (formerly Kronos Appointment Concierge™) gives customers control over setting appointments around their schedules using the platform of their choice — online, over the phone, or in person — for greater efficiency and convenience. This comprehensive solution provides your staff with valuable insights to help them assign resources appropriately and make the most of each interaction. When customers schedule appointments digitally in advance, your staff has more time to research each person and understand their needs, helping to ensure optimal service levels and boost profits.

Organize and optimize your face-to-face experience

Long wait times and abandons can wreak havoc on your profitability. UKG Appointments helps eliminate these issues by automating the process of scheduling appointments and sending out reminders. The service-enhancing software, also available in Spanish, allows people to seamlessly connect with your institution at every level — call center, website, mobile app, and ultimately face-to-face via video conferencing or in-person.

Customize employee profiles to find the right employee

When people schedule an appointment, UKG Appointments automatically matches that individual with the most qualified employee based on their specific talents, abilities, and availability. This feature also improves the staff-scheduling process by taking into account what types of appointments are scheduled on particular days and making sure those requests are covered. Additionally, the software allows for scheduling an individual employee at multiple locations.

Reduce no-shows with native appointment reminders

UKG Appointments helps reduce appointment no-shows by sending automated calendar invites and periodic email and text appointment reminders. The calendar invites are compatible with many popular calendar applications, such as Outlook and Gmail. With one touch, you can easily add appointments to a personal calendar.
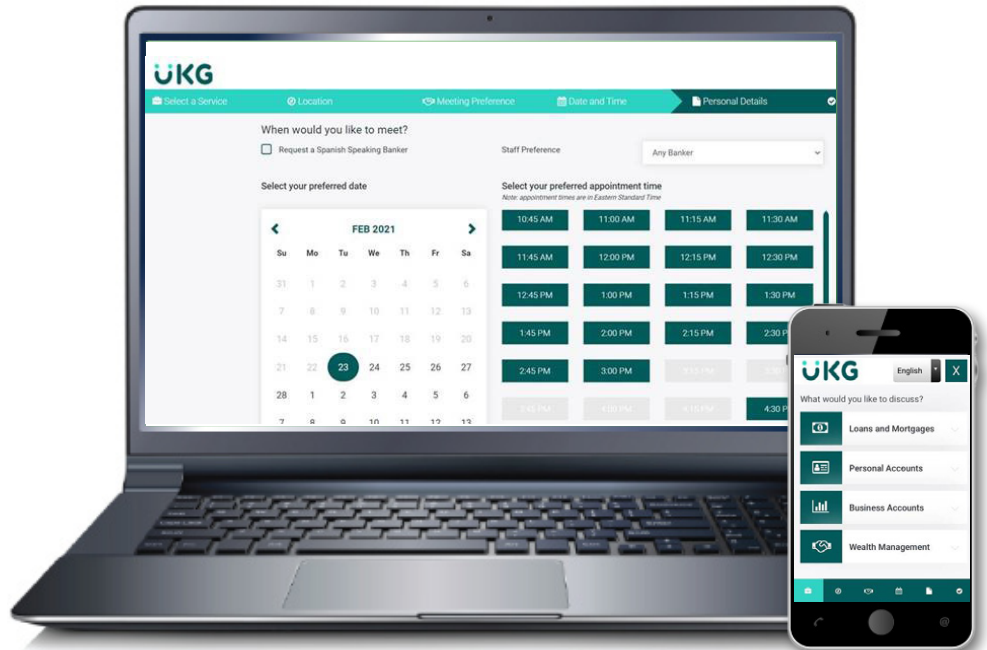
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Improve decision making with comprehensive data and insights

Many struggle to get insights into their appointments, including determining the purpose of a visit and whether the person showed up for the appointment. The UKG Appointments solution uses a data-driven approach that allows management teams to analyze data and trends that occur at each of your locations. For example, after reviewing the metrics, you might notice a spike in service appointments on Friday afternoons at a certain location. This manager can now support an increase in the right type of staff and schedule them accordingly.

Gain rapid deployment and custom branding

UKG Appointments can be quickly deployed on your website and mobile application by simply adding a few pieces of code to your digital assets. The responsive design enabled software is a white-label solution that can be customized with your company's logo and brand colors, so people won't feel as though they are being redirected to a third-party website or service when they make an appointment with you.

The comprehensive UKG Appointments scheduling solution helps you optimize efficiency and limit wait times.

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Our purpose is people