UKG Appointments
Online appointment scheduling improves efficiency

In today's fast-paced digital world, giving students the ability to schedule an appointment through their mobile devices or online is no longer a luxury but a necessity. Students are looking for the most efficient and convenient ways to interact with you. They want to avoid long wait times and be sure they can speak to the right resource with the right skill set to handle their situation.

With the UKG® Appointments solution, students can easily schedule virtual, phone, or in-person appointments from their smartphones, tablets, or computers via your website or student portal. You can improve the students' experience and manage the workload in your administrative offices. This comprehensive solution provides your counselors with valuable insights to help them assign staffing resources appropriately, ensuring optimal service levels.

Organize and optimize your experience

UKG Appointments automates the process of scheduling appointments and sending out reminders that can include a checklist of documents or items to bring to ensure a successful visit. The service-enhancing software, also available in Spanish, allows students to seamlessly connect with you.

Customize profiles to find the right staff member

When students schedule an appointment, UKG Appointments automatically matches them with the most qualified employee based on that employee's specific talents, abilities, and availability. This feature also improves the staff-scheduling process, ensuring appointment requests are covered by accounting for which types of appointments are scheduled each business day and ensuring those requests are matched to the appropriate staff member.

Key benefits

Meet student needs
Connect with students digitally by offering convenient virtual, phone, and in-person appointments

Reduce no-shows
Send automated email and text confirmations and reminders

Stay organized
Create a checklist of items to bring to the appointment to ensure first-visit resolution

Virtual options
Provide remote learning students with the ability to meet with faculty and staff using videoconferencing technologies

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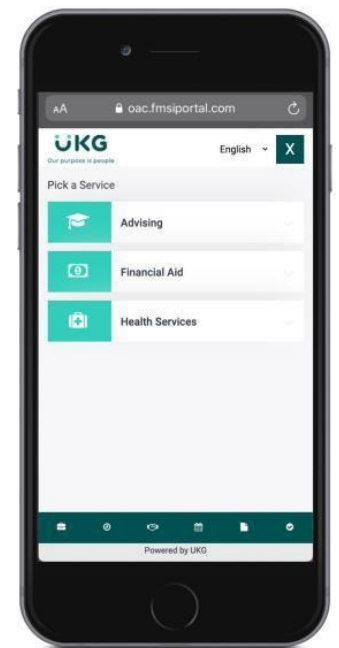## Reduce no-shows with native appointment reminders

UKG Appointments helps reduce appointment no-shows by sending automated calendar invites and email/text appointment reminders. The reminders include a checklist of items needed for the appointment to ensure first-visit resolution. The calendar invites are compatible with many popular calendar applications, such as Outlook, iCalendar, and Google Calendar. With one touch, users can easily add appointments to a personal calendar.

Improve decision making with comprehensive data and insights

Many managers struggle to gain insight into their appointments, including determining the purpose of a visit and whether the student showed up for the appointment. The UKG Appointments solution uses a data-driven approach that allows university leadership to analyze data and trends that occur with each of your interactions and across your campus.

Gain rapid deployment and custom branding

UKG Appointments can be deployed quickly on your website or student portal by simply adding a few pieces of code to your digital assets. The responsive design-enabled software is a rebranded-label solution that can be customized with your university'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.

Pair with UKG Lobby for additional value

Make your student experience even better when you add the UKG Lobby solution. UKG Lobby lets you capture information about all omnichannel interactions (virtual, phone, or in-office) along with real-time dashboards and the purpose of their visit. It also enables students to view current and historic wait times, plus remotely check in ahead of their visit and receive text alerts when it's their turn for service.