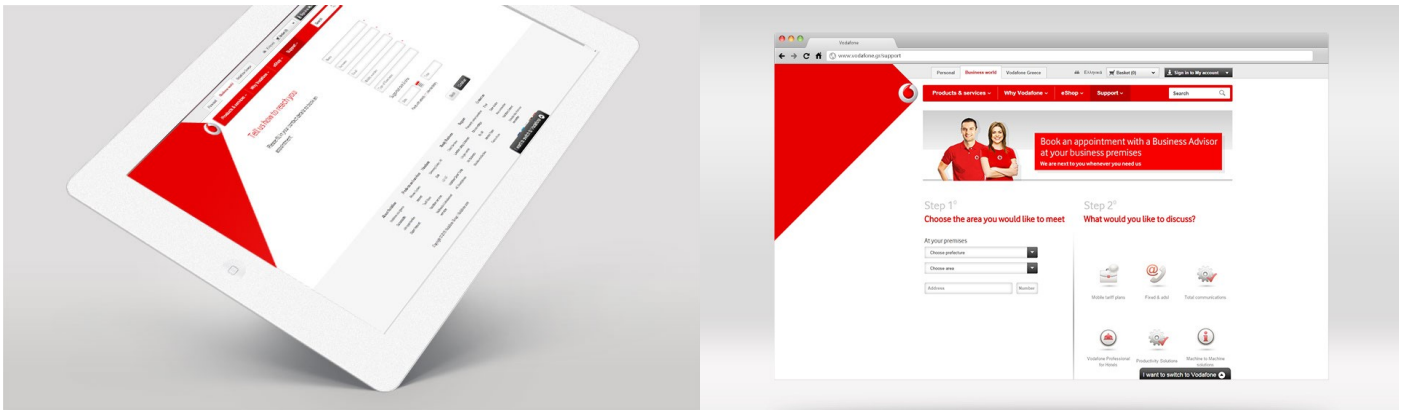




Booking Appointments Platform

Book an appointment with a business advisor

June 2012



We are next to you whenever you need us!

Vodafone customers now have the ability to schedule in-store appointments, home visits or seminars with VF Agents and get answers to all of their questions.

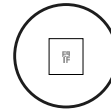
Booking of internet specialists is available to all user independently of whether they belong to the VF network or not. The booking will be either performed on site (at a VF store) or when a user visits www.vodafone.gr.

Using the "Booking Appointment" service, the customer is able to select the area in which they would like to meet the specialists, select the topic of discussion, provide the contact details and the preferred timeslot. Upon completion of the booking process, an sms or email is sent to the customer with appointment details, which can be saved in the Microsoft Outlook.

Key Features

- Interactive Calendar integrated with Microsoft Outlook
- Alert Service to notify agents of their forthcoming appointments
- Reminder alert (sms or email) for customers when time is close to the start for their scheduled appointment/seminar
- Reporting & Insights





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