

# Online Appointment Manager

[ online appointment scheduling made easy and affordable ]

Have you ever thought of accepting appointments right from your web site?  
Did it seem to you too complicated or expensive?  
...or even impossible?

**Set your doubts aside  
Start taking appointments online today  
with AppointmentQuest**



AppointmentQuest provides small and medium businesses with online appointment scheduling services.

We make it easy to include appointment reservation capabilities into your web site. There is no software to install, no additional hardware to purchase. Establish and configure your appointment management account online, link it to your web site and start accepting appointments in just a couple of hours.

Our offerings feature affordable rates, reliable service, unmatched functionality and user friendly Internet interface for online appointment management.

## Features

- General Features**

- Online enrollment
- Interactive membership and payment plan selection
- Context help
- Online support center
- Online account termination

- Account Setup and Maintenance**

- Account setup and service configuration wizards
- Multiple user support
- User permissions and access management
- Business hours and holidays setup
- Account web profile
- Electronic billing
- Strong 128 bit SSL protection

- Service Schedule Setup and Maintenance**

- Personnel and capacity type schedules
- Schedule business hours setup
- Appointment reservation and cancellation deadlines
- Personnel assignments
- Custom appointment forms
- Schedule status and availability configuration

- Personnel Management**

- Work hours setup
- Vacation time setup
- Availability configuration

- Direct Offers**

- Custom promotional messages and discounts
- Limited time offers

- Appointment Management**

- Calendar, 7-day planner and Time-line work areas
- Custom appointment summaries and reports
- Appointment inspectors
- Appointment request confirmation and rejection controls
- Appointment search
- Business-side appointment scheduling
- Automatic e-mail notifications and reminders

- Customer Management**

- Customer list browsing
- Customer search
- Customer rating and appointment history
- Business-side customer profile creation

### Why accept appointments online?

When it comes to scheduling appointments all of us have to deal with customer service. Your customers are no exception. They call in to schedule appointments, right? The same way they used to call their bank to check account balances in the early '90s. The same way they used to call 411 to get directory assistance ten years ago. Now they use Internet to balance their checkbooks, get listings from Yellow Pages and much more. Yes, to order airline tickets too.

Why should you hold off on offering your customers the same level of convenience as other businesses? More and more companies from the service sector are rolling out their electronic customer service to the Internet every day. Your closest competitor had very good chance to look at this page already.

### Why use appointment scheduling service?

When you consider accepting appointments online you may decide to implement the means and funds of your company, or you may choose to subscribe to the online appointment scheduling service maintained by Application Service Provider (ASP). Usually, the do-it-yourself approach requires significantly larger investment and is harder to maintain. Using the ASP approach, on the other hand, gives your business an instant access to a proven technological solution, enabling your services for online appointment scheduling in a matter of days, sometimes hours, for a relatively small fee.

### Why choose AppointmentQuest?

Without a question AppointmentQuest was not the first ASP to offer appointment scheduling services on the Internet. Some other companies pioneered the same idea couple of years ago. However, online appointment scheduling is yet to become a mainstream Internet service. And you know why? At AppointmentQuest, we think the answer is simple -- the lack of right technology.

AppointmentQuest is committed to bringing you the most advanced features of modern information technology and satisfying both you and your customers with the very best Internet application user experience.

Besides, AppointmentQuest is the most affordable online appointment scheduling service offered in the continental USA.

## Online Appointment Manager [ solution ]

Using AppointmentQuest powered solution your customers and prospects can place an appointment request right from your web site in four easy steps.

1. By clicking a "Make Appointment" link on your site your online customer is presented with a smaller window to choose a service to make an appointment for.



Another way for your customers and prospects to reach your online appointment book is to login to AppointmentQuest Consumer Desktop from [www.appointmentquest.com](http://www.appointmentquest.com), locate your business profile and place an appointment request by following the same steps as if they started from your own web site. Publishing your services schedules on AppointmentQuest web site gives you an additional visibility in the Internet marketplace.

2. Here, customer has a choice of selecting a special online offer you have published for the service. If you elect to let your customers to choose between personnel assigned to the service, your customer also has an option of selecting with whom the appointment should be made.



3. Customer selects the date and time for the appointment. AppointmentQuest carefully checks your schedule to avoid double booking and only allows the customer to choose from appointment times still available on your schedule.

4. Finally, customer is asked to fill out your custom appointment form and select e-mail confirmation options. With a click on "Make Appointment" button appointment request is complete!

Appointment reservation pages provided for your web site by AppointmentQuest are advertisement free and have your business branding. References to AppointmentQuest and AppointmentQuest logo are not included by default. However we would certainly welcome your decision to list AppointmentQuest as appointment management solution provider for your web site.

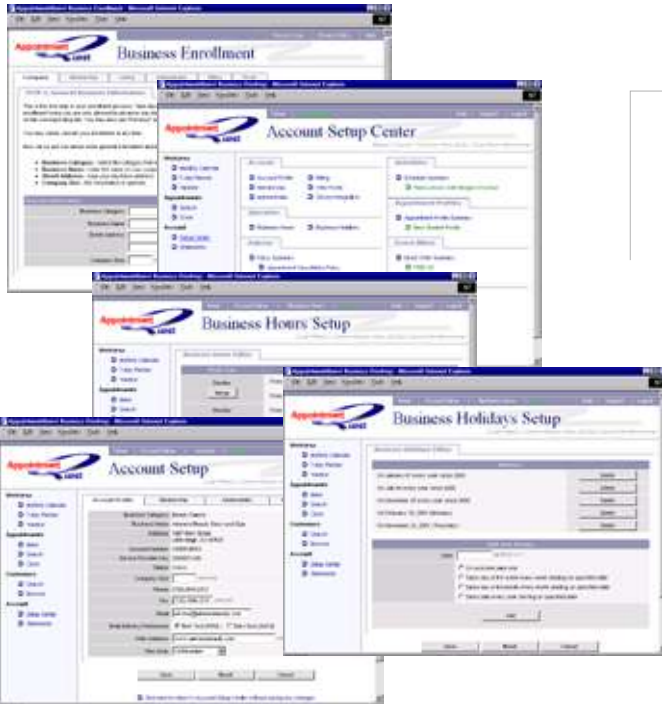


At a later time your customers may check the appointment status or track multiple appointments off your web site or by visiting [www.appointmentquest.com](http://www.appointmentquest.com). Existing appointments can be browsed through the calendar, or fetched from the appointment summary. There is also a place for your customers to leave feedback, check out your latest special offers, make additional appointments or place a request to cancel a particular appointment.

By making an online appointment for your service once, your customers will be inclined to come back and do it again. This is what online customer service is all about!

# Online Appointment Manager

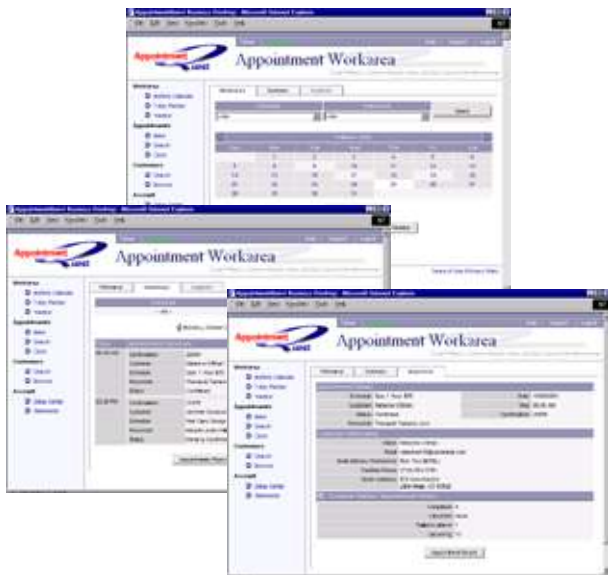
[ feature gallery ]



Online Appointment Manager's philosophy is to bring you the most extensive set of online tools you can only imagine. Enroll online, set your account online, change membership levels, create new services, add personnel, check new appointments, leave feedback on customers, manage customer database and much more. We allow you to even terminate your AppointmentQuest membership online! What other providers only allow you to do with your account over the phone, we allow you to do online. Make any changes you like, when you like it and the way you like it.

No marketing buzz, no flashy graphics, no annoying advertisements -- just clean and pure functionality you need to manage your appointments online. With a very distinctive visual appeal, of course.

Open your account, configure your services and add a link to your web site to publish your online appointment book -- all in just a couple of hours. Then let your customers enjoy the convenience of making appointments for your services right from your web site!



Browse your online appointment book in calendar mode, turn it page by page as a weekly planner, check out summaries, and inspect any appointment with just one click! Approve or deny appointment requests, view customer appointment history, respond directly by e-mail or let Online Appointment Manager to take care of notifications and confirmations automatically.

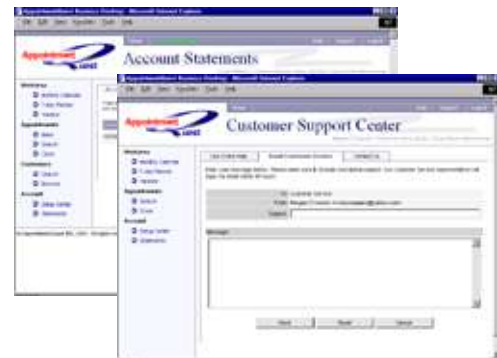
You can even maintain customer lists and make appointments for new and returning customers right from Online Appointment Manager!



AppointmentQuest supports both capacity and personnel type schedules. Either you have a service that accommodates fixed number of appointments for specified time slots, such as 10 customers at 9 o'clock in the morning for an oil change, or you have a personnel-dependent service, such as hair salon where customers make appointments with their favorite hairstylists -- Online Appointment Manager allows you to customize your online calendar to match your type of appointment needs.



Create online special offers, publish description of your business, upload your business logo, write appointment policies, add custom question forms and much more! Assign personnel to schedules, configure appointment reservation and cancellation cut-off times, link direct offers to schedules and publish your changes to be immediately viewed by your customers online.



Online Appointment Manager allows you to enjoy the convenience of online billing by automatically charging your credit card every month to keep your account paid on time. Check your account statements, print copies of monthly invoices all from one place.

Extensive online help, FAQ and online customer support forms are always there for you. If you can not find the answer online we are happy to assist you by e-mail at any time.

# Online Appointment Manager

[ pricing ]



AppointmentQuest billing is flat rate. Monthly service fee does not depend on a number of actual appointments scheduled for your business online. There is no penalty to use AppointmentQuest Online Appointment Manager to the absolute maximum of its scheduling capabilities.

Not only AppointmentQuest offers a rich set of memberships to choose from, it also makes membership changes easy down the road. Membership upgrades and downgrades can be accomplished online with no questions asked. **There are no signup fees.**

AppointmentQuest memberships come in two distinct flavors, Standard and Professional. Standard packages offer great value and are easy to get started with, while their PRO counterparts allow you to turn AppointmentQuest Online Appointment Manager into the one and only tool you need to manage all your daily appointment scheduling tasks.

No desire to enter a long service commitment? No problem. Month-by-month payment plan allows your business to discontinue AppointmentQuest service any time.

Looking for long-term savings? Choose a payment plan with extended contractual agreement. Businesses making longer commitment to use AppointmentQuest services get service fee reduction by annual or semi-annual discounts.

Service memberships available for new account enrollments:

	<i>Membership Packages</i>					
	<i>Standard</i>			<i>Professional</i>		
	<i>Express</i>	<i>Classic</i>	<i>Office</i>	<i>Silver PRO</i>	<i>Gold PRO</i>	<i>Platinum PRO</i>
<b>Schedules (maximum)</b>	1	3	5	10	20	40
<b>Personnel (maximum)</b>	1	2	3	5	10	30
<b>Service Locations (maximum)</b>	-	-	2	5	10	20
<b>Appointments (maximum)</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Customers (maximum)</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Advance Scheduling</b>	2 months	4 months	6 months	12 months	24 months	36 months
<b>Notification E-mails</b>		YES	YES	YES	YES	YES
<b>Custom Forms</b>		YES	YES	YES	YES	YES
<b>Recurring appointments</b>		YES	YES	YES	YES	YES
<b>Rescheduling</b>			YES	YES	YES	YES
<b>Import and Export</b>			YES	YES	YES	YES
<b>Personalization</b>				YES	YES	YES
<b>Monthly Payment Plan</b>	YES	YES	YES	YES	YES	YES
<b>Semi-annual Payment Plan</b>	YES	YES	YES	YES	YES	YES
<b>Annual Payment Plan</b>	YES	YES	YES	YES	YES	YES
<b>Monthly Fee (USD)</b>	<b>\$6.59</b>	<b>\$14.75</b>	<b>\$21.95</b>	<b>\$45.99</b>	<b>\$99.85</b>	<b>\$159.99</b>



# Online Appointment Manager

[ executive summary ]



## About AppointmentQuest LLC

AppointmentQuest LLC is an employee owned company, headquartered in Broomfield, Colorado. The company was founded in 2000 as AppointmentQuest Internet Business Services.

By using AppointmentQuest, companies enable their service schedules to accept appointment requests from customers and prospects via Internet, eliminating many drawbacks of conventional appointment scheduling, such as limited business hours, busy lines, cumbersome automated phone systems, receptionist mistakes and customer time spent on hold.

AppointmentQuest generates its revenues from service fees paid by subscribing companies. Since the company policy disapproves use of Internet as an advertisement media none of the company web sites feature third party advertisement or third party promotional banners of any sort.

We are proud of products we develop and services we offer.

<b>Product</b>	<b>AppointmentQuest Online Appointment Manager™</b>	
<b>Product type</b>	Hosted Web Application Suite	
<b>Solution type</b>	Customer Relationship Management (CRM), Office Automation	
<b>Service region</b>	North American Edition - U.S.A. and Canada International Edition - World	
<b>Targeted industries</b>	Health Care Education, Universities Career Coaching	Tax and CPA Services Massage Therapy Other service industries
<b>Developed by</b>	<b>AppointmentQuest LLC</b>	Tel: (303) 468-7581, Fax: (303) 468-7585
<b>Hosted by</b>	info@appointmentquest.com	P.O. Box 667, Broomfield, CO 80038
<b>Price range</b>	\$6.59 – \$159.99 per month	
<b>Server platform</b>	Sun Enterprise Servers / Sun Solaris™	
<b>Client platform</b>	Any desktop platform with Microsoft IE 4.x, 5.x, 6.x, Netscape Navigator 4.7x, 6.x, 7.x, Mozilla, Firefox, Safari, Konqueror, other HTML 3.2, 4.x compatible web browser.	
<b>Client connectivity</b>	Internet connection required (56.6k modem, xDSL, cable modem, ISDN, other types of high-speed Internet connection)	
<b>Interface</b>	HTTP / HTML	
<b>System integration</b>	Seamless integration into any web site with no software to install	
<b>Company web site</b>	<a href="http://www.appointmentquest.com">http://www.appointmentquest.com</a>	
<b>Demo URL</b>	<a href="http://www.appointmentquest.com/demo">http://www.appointmentquest.com/demo</a>	
<b>Current pricing</b>	<a href="http://www.appointmentquest.com/business/pricing">http://www.appointmentquest.com/business/pricing</a>	

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