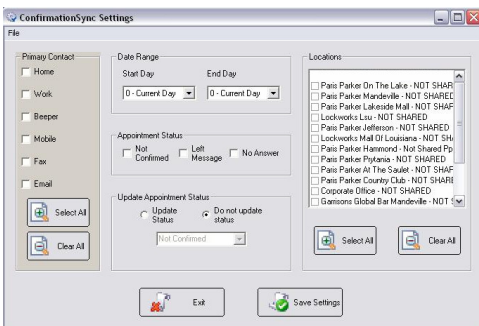
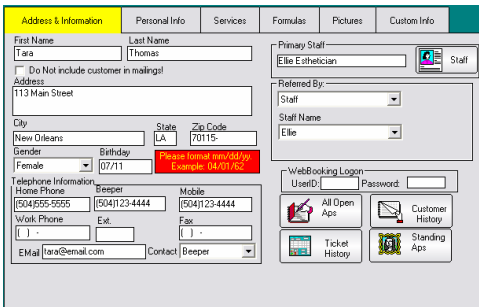
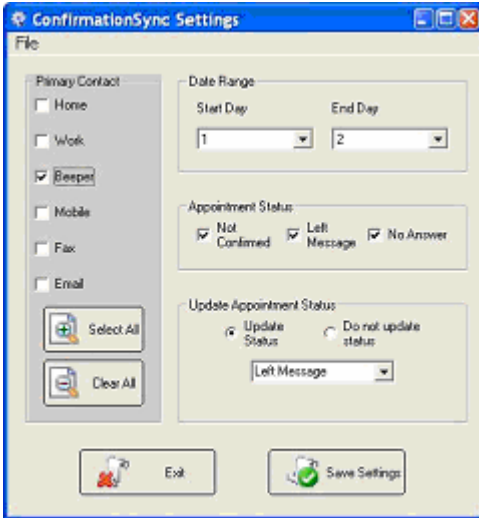


# ConfirmText

Use this guide to control what appointment files the Confirmation Sync program will export to your appointment confirmation service.

## Setup

1. Run the ConfirmationSyncSetup.exe to open the ConfirmationSync Settings screen.
2. In the Primary Contact list, click the Beeper field (you will see a check). Each text message customer must have Beeper selected as their primary contact in their customer information file as well as their cell phone number entered into the Beeper field.
3. Set up the Date Range to include all the appointments typically needing to be confirmed on a day-to-day basis.
  - o Select a start date from the Start Day drop down menu to begin the appointment confirmation list.
  - o Select an end date from the End Day drop down menu to end the appointment confirmation list.
- ❖ *For example if you chose Start Day 1 and End Day 2 this would confirm appointments for tomorrow and the next day. If today is Monday and you made these selections you will be confirming the appointments for Tuesday and Wednesday.*
4. In the Appointment Status area, check which appointments to include by the appointment statuses. Include appointments that are:
  - o Not Confirmed – appointments for which no call has been made;
  - o Left Message – appointments for which there has been a call made and a message was left; or,
  - o No Answer – appointments for which there has been a call but no answer received.
5. In the Update Appointment Status area, choose to have the export process change the status of exported records or to not update the statuses.
6. If you choose to have the statuses updated, from the drop down list, select the status of exported files. Select from: Not Confirmed, Left Message, or Confirmed.
7. If working in an Enterprise environment, from the Locations list, check each location that the calling service will serve.
8. Click the Save Settings button.



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# Frequently Asked Questions

## **Will all of the customers for the selected appointment date range be sent a text message?**

No, only customers that you select with an applicable number and Beeper selected as their primary contact will be notified.

## **Can you check to make sure the text messages are being sent?**

Yes, you can view the log file that is placed on your desktop during installation.

## **Do I have to do the setup everyday that I want to send confirmations?**

No, this integration allows you to complete and save your settings. Once you save your settings, you can let the program do all the work, worry free!

## **What if some of my customers with cell phones do not want text confirmations?**

Your text message customers will be kept separated from other mobile numbers by utilizing the Beeper field. You will simply enter their mobile number in the Beeper field in the customer information file. Then, during your setup you will select Beeper as the primary contact to send text messages to those customers only.

## **Can my customers respond to the text message?**

Your customers may respond to the appointment confirmation text message, however, you will be notified of the response via email. The integration does not allow text responses from customers at this time.

## **Do I get charged if my customers reply to a text message?**

No, replies to ConfirmText messages are always free. Replies will be forwarded to the email address you provide.

## **Can I include additional messages attached to the appointment information?**

Cell phones will allow up to 160 characters, after confirmation information this leaves room for only a brief add on. The confirmation message can be customized and this is done at the time of setup. If the salon/spa owner would like the option of sending marketing messages, NOTIFYall provides this solution. Customers must explicitly OPT IN to receive marketing messages from a salon/spa and requesting a text confirmation does not constitute OPT IN for marketing text messages

## **Do my customers get charged for the text message?**

Standard text messaging rates apply and vary from carrier to carrier. For additional information regarding text rates, your customers will have to contact their cellular carrier. They are not charged extra for this service.



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