



Lets You Take Appointments for your Clients via the Web

- Sales, service, and diagnostic appointments
- Training classes, seminars, and events
- Showroom visits and customer demonstrations
- Consultations and instruction
- Customer service and support
- Facilities and equipment reservations
- Field installations and service calls
- Restaurant and excursion reservations

Key Features

- Rules-based, enterprise-class scheduling platform
- Scalable to millions of transactions per month
- 24/7 access via Web, wireless, and voice
- Call center enablement for centralized scheduling
- Optional self-service scheduling for customers
- Event as well as appointment-based scheduling
- Database-driven customization
- Intuitive UI for easy searching of available time
- Highly granular user-group based access rights
- Support for multiple locations and time zones
- Unlimited resources, service listings, and users
- Automatic email confirmation and reminders
- Support for shared and dependent resources
- Ability to collect information from customers
- Full e-commerce capabilities for variable pricing
- Cancellation policy enforcement
- Check-in feature for tracking no-shows
- Appointment workflow and status
- Support for recurring appointments
- Built-in reporting interface to access reports
- Automatic delivery of reports
- Integration with call routing and scripting systems
- Open, J2EE technology

Target Users

- Healthcare providers, including doctors, massage and physical therapists, optometrists, chiropractors, acupuncturists, psychologists
- Service businesses, such as photo studios, tax preparers, eye care, and auto dealers
- Restaurants, particularly fine-dining establishments and restaurant groups
- Excursion operators
- Health clubs and personal trainers
- Instructors and counselors
- Adjusters, estimators, and inspectors
- Training organizations
- Municipal parks and recreation
- Colleges and universities

Web-based Appointment Scheduling Solutions

For call centers and answering services to generate new revenue

TimeTrade Systems is the leader in Web-based appointment scheduling and resource management solutions. We help service businesses, government agencies, corporations, and higher education institutions apply Web technology to transform critical scheduling processes. Our software can be used to schedule appointments, reservations, sales calls, training sessions, and other customer interactions through call centers as well as customer self-service scheduling. We are especially adept at solving complex scheduling problems that involve a rich set of services and business rules, multiple locations and time zones, and a wide array of human and capital resources.

Our TimeCommerce™ platform exploits the ubiquitous, real-time nature of the Internet to allow call center operators, front desk staff, affiliates, and customers to participate in scheduling transactions from virtually anywhere in the world. There are never any conflicts or accidental double-bookings because TimeTrade is a “real-time” scheduling application. Whenever resource capacity is committed, it is immediately removed from the inventory of available capacity. In order to expose availability for a particular service or activity, we evaluate the availability of underlying resources (including people, facilities and equipment) and apply appropriate constraints based on your unique business rules.

Dramatic Payback and ROI

TimeTrade delivers dramatic payback and ROI for call center clients through improved workforce and equipment

utilization, lower administrative costs, and acceleration of key scheduling processes. ROI advantages are especially dramatic for organizations that collect revenue for services scheduled through our system. TimeTrade can help your clients increase yields and boost revenue by as much as 20 to 60 percent, reduce cancellations and no-shows, build repeat business, inspire referrals, and show leadership versus their competition. All the while, our system gives management visibility into the scheduling process and enables detailed reporting of customer activity, resource utilization, and other information to help your clients manage their business.

A Huge Untapped Market for Answering Services

There are literally millions of local businesses and independent professionals who offer appointment-based services. These businesses are looking for ways to leverage the Web and offload routine appointment calls. You can partner with TimeTrade to tap into this new market opportunity. Only TimeTrade has proven technology that has been configured for many types of service businesses. Our customers book millions of appointments per year through our system. As a hosted ASP solution, TimeTrade technology delivers the performance required for efficient use by your operators and clients. Our scalable software architecture has been proven through over 130 customer implementations with national service chains, large government agencies, and small businesses. No other company comes close to our technology, feature set, domain expertise, and customer references.



TimeTrade gives all parties involved in the scheduling process real-time visibility into a centralized inventory of time, availability, and resources. You can use the system internally, or open it up for self-service scheduling by your customers.



Call Center Scheduling

Your clients can offload routine calls now flooding the front desk, or call forward to you for after-hours support. You can also implement outbound telemarketing campaigns for clients that want to confirm a service appointment or follow-up sales visit. Through integration with your ACD system, TimeTrade presents the appropriate screen for your agent when the call is routed. The agent has real-time visibility into an inventory of available time for people, facilities, services and events—regardless of location—and immediately makes and confirms appointments and schedules the appropriate resources.

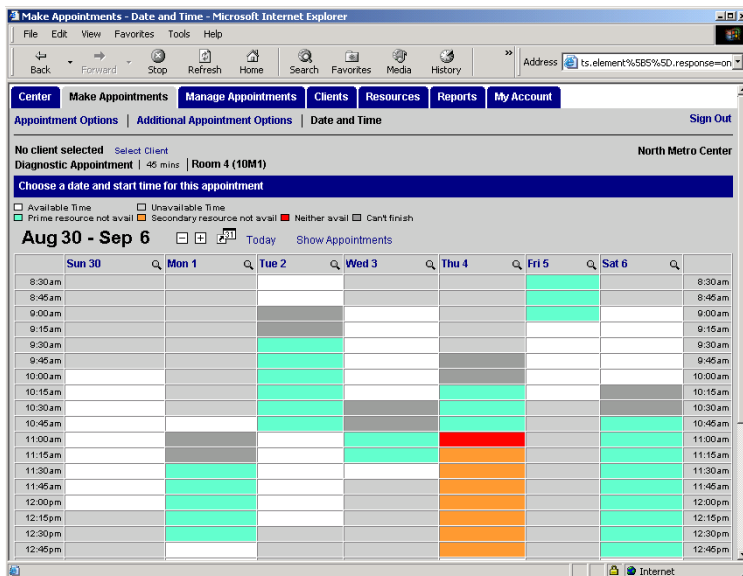
Timeslots booked are instantly removed from the available inventory, so everyone—including your client—is working with an identical, up-to-date schedule. There are never any conflicts or accidental double bookings. And you never have to worry about database synchronization. Through our intuitive user interface, we make it easy for your agents to complete the call quickly. The system automatically sends an email appointment confirmation with subsequent reminder messages.

Self-Service Scheduling

With the proliferation of the Web, many of your clients will want to open up their TimeTrade system for customer self-service scheduling. More and more consumers are comfortable going online and conducting business transactions themselves. Our optional self-service system along with our full e-commerce capabilities allow time-based businesses to operate on the Web in much the same way as companies that sell physical goods.

Resource Management

TimeTrade helps your clients manage resources, track workflows, and improve utilization. TimeTrade is a real-time, rules-based system that removes the latency in the scheduling process across all resources and locations and ensures that resources are scheduled in the right way. Our TimeCommerce platform can handle the most complex rules and resource interdependencies, such as a service requiring a particular type of technician, equipment, and room all coming together to confirm the appointment. Your client's staff can go online to input their time availability and access their daily schedules.



Our intuitive user interface makes it easy for call center agents to complete calls quickly and efficiently. Here, available start times for appointments are shown in white. Non-white cells indicate conditions that limit availability.

Management Reporting

For many service businesses, critical appointment scheduling information is trapped in paper books or resides in legacy software systems that are inaccessible beyond the front desk. TimeTrade's built-in report writer provides access to a collection of standard and customizable reports—allowing managers to analyze data, make forecasts, manage resources, design special promotional programs for low volume periods, and take corrective action for trouble spots within the business. These reports can be configured for automatic generation and delivery via email.

Highly Configurable, Feature-Rich, Enterprise-Class Platform

TimeTrade is implemented using open standards and Java (J2EE) technology. We offer a rich set of features and methods to address virtually any scheduling and resource management problem. You can choose what features to expose, adapt workflows, compute costs, apply payments, and customize the interface to carry your clients' own brand identity. We provide a high level of database-driven configurability, with dynamic screens that expose literally thousands of configuration settings. We also support programmatic customization for your clients who seek complete flexibility to address their unique requirements.

Professional Services

TimeTrade's professional services will provide your business with the highest level of support as you add Web-based scheduling to your services offering. We provide both onsite and online training and comprehensive technical support. For answering services, we host your clients' applications at our secure data center for a monthly fee.

About TimeTrade

By any measure, TimeTrade is the leading provider of transactional scheduling systems that enable rules-based scheduling and resource management, in real time, via Web, wireless, and voice technologies. TimeTrade is used by over 130 organizations ranging from small service businesses to large national service chains to major government agencies and universities. Contact us today to learn more about Web-based scheduling and how it can benefit your business. Call us at **877-884-9224** to set up an online demo, or visit us at www.timetrade.com.

TimeTrade Systems is a partner of Professional Teledata and CadCom TeleSystems.

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