

PtMS AutoReminder

An Appointment Reminder Telephone Call System for PtMS

PtMS AutoReminder is designed to automatically call clients scheduled for transportation services the day before their appointment and remind them of the pickup times for the next day's scheduled transportation.

Features:

- Integrated with PtMS for Windows
- Standard XP workstation on PtMS network hosts the system
- Uses a standard voice modem/phone line or voice over internet
- Realistic text-to-speech engine allows customized reminder messages (click [here](#) for a sample reminder call message quality)
- Customization of call back time can be selected in PtMS Client Record
- Clients can be omitted from call backs if desired
- Call backs can be selected by agency, trip type (e.g. demand), and others
- Reports tracking call completion are available
- Once workstation is running system is completely automated

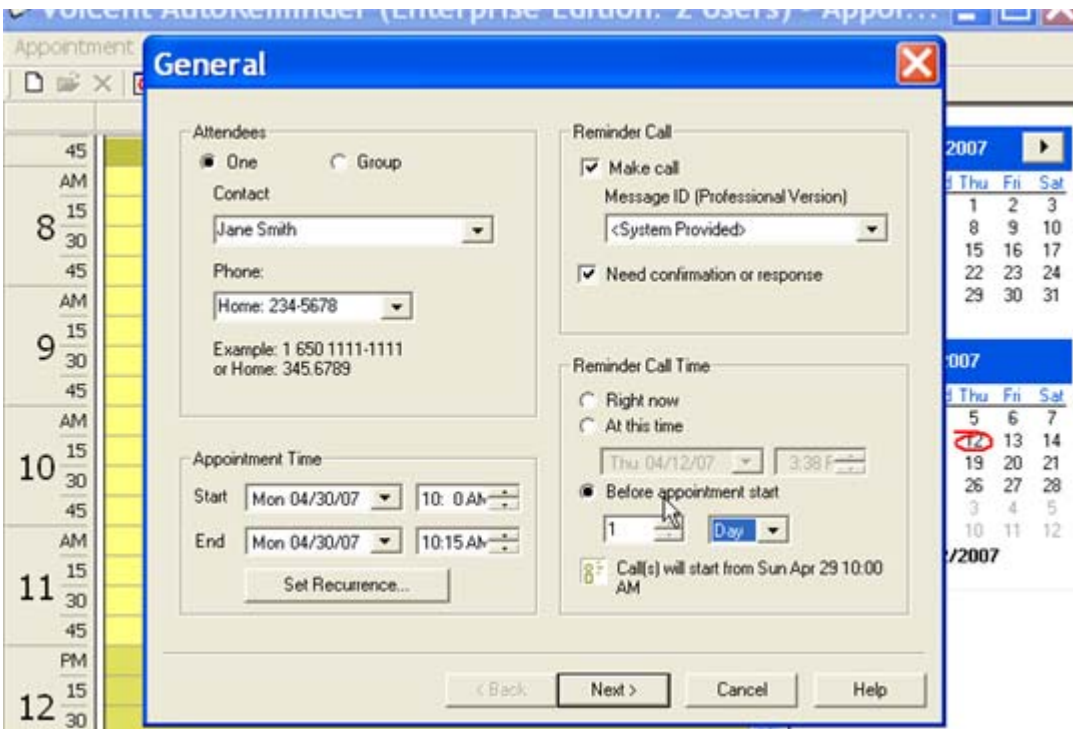
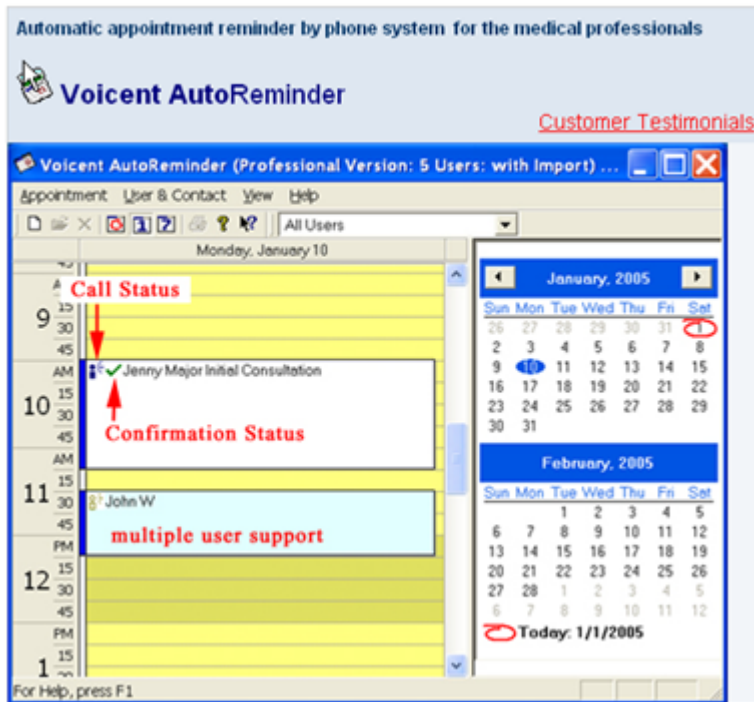
PtMS for Windows has been integrated with the Voicent AutoReminder software from Voicent Communications (<http://www.voicent.com>).

so that users can configure which scheduled trips to include in the appointment reminder calls, the time of day for the calls (customized at the client level), and the type of message to use for categories of clients.

Each day the selected client trips and messages are automatically loaded into the Voicent AutoreReminder software.



The **transportation appointments are then automatically called** at the selected time interval and the message with the appointment reminder times is delivered.



Call status is tracked for each appointment. Calls that fail to connect and deliver the message (e.g. no answer) will be retried automatically by the system at later time (once all the calls in the list for the selected time interval are completed).

reminder call status

The screenshot shows the 'Auto Reminder' software interface. A calendar view is visible on the left, and a 'General' dialog box is open in the center. The dialog box has the following fields and options:

- Attendee:** One (selected), Group
- Contact:** My Self
- Phone:** 1234567
- Appointment Time:** Start: Thu 08/26/03 1:00 AM, End: Thu 08/26/03 1:15 AM
- Reminder Call:** Make call (checked), Choose message (Professional/Versio...), Time to call: Right now, At the time, Before appointment start
- Reminder message:** Call(s) will start to in Wed Aug 27 01:00 AM

Numbered callouts point to the following fields:

- attendee name
- phone number
- appointment time
- reminder message
- reminder call time

A Call Report showing the results of each appointment reminder call is available after each day's appointment reminder calls are completed.

Call Report

Monday, April 16, 2003

Save to file

Appointment	Contact	Phone Number	Time Called	Confirmation	Information
08:00 AM	Jane Smith	Home: 12...	02:23 PM	Confirmed	Call succeeded
08:30 AM	John Doo	Home: 23...	02:26 PM	Cancel	Call succeeded
09:30 AM	John Smith	33333333	02:28 PM	Message	Call succeeded

Contact ABS for a price quote at sgp@abs-pa.com or 610-572-2409.

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