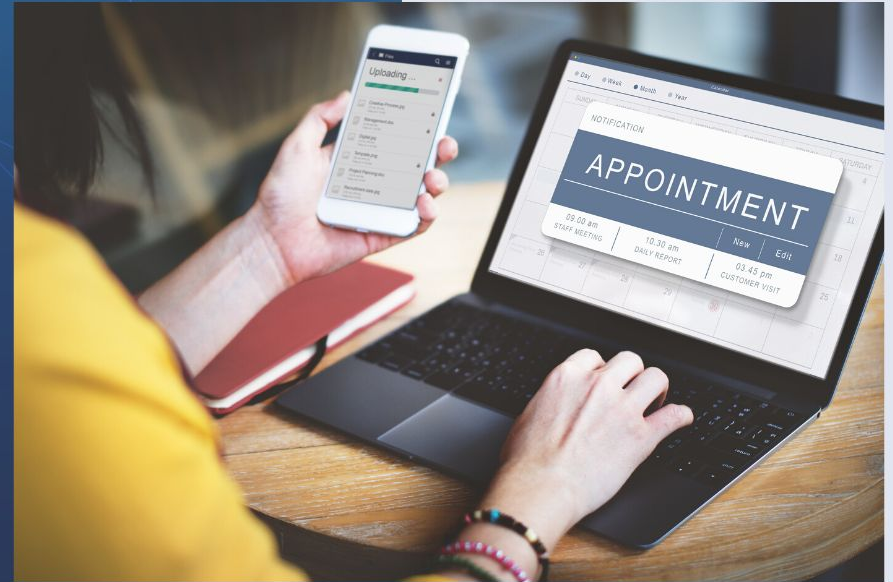


# Everything You Need to Know About SkySwitch's Appointment Reminders on vBroadcast



# More About Our Moderator

## Andy Abramson



*SkySwitch Chief  
Marketing Officer*

[marketing@skyswitch.com](mailto:marketing@skyswitch.com)

Andy Abramson leads SkySwitch's Marketing as Chief Marketing Officer. An avid wine collector and accidental winemaker, Andy also writes VoIPWatch, the telecom industry's highest-rated and most respected blog and WorkingAnywhere, one of the first remote work blogs on the web.

# More About Our Presenter

## Corey Stoker



*SkySwitch VP of  
Support*

[support@skyswitch.com](mailto:support@skyswitch.com)

Corey's focus is running and optimizing the Support department to the best of its ability. He believes that Support must be attacked from every angle, not only solving tickets and resolving issues but identifying ticket trends, continual employee development, training, documentation, and customer education. Corey currently resides in Peoria, Arizona with his wife and two children.

# On Today's Agenda

What is SkySwitch's vBroadcast, how has it evolved and what's in the works for future features and additions?

How our newest feature, Appointment Reminders, works and what types of businesses can benefit from Appointment Reminders

How you can set yourself apart from the competition with Appointment Reminders

Important telemarketing and dialer restrictions, and business opt-out requirements that SkySwitch Resellers need to be aware of

Live demo that walks you through how to use Appointment Reminders, the customer's view, how texting and call queuing works

Q+A, our Creative Challenge and Prizes!

# The vBroadcast Concept

Introduced in September 2017 to create call campaigns

Since then, we've added SMS campaigns and Appointment Reminders

Branding and reporting capabilities

Used in conjunction with the SkySwitch WebContact Call Center Suite



# What Are Appointment Reminders?



Appointment Reminders is a new feature within vBroadcast that allows your service-based customers to easily manage, schedule and send out reminders for appointments.

# Appointment Reminders Features



## MANAGE APPOINTMENTS & REPORTS

Easily manage appointment campaigns and receive reports on campaign and reminder delivery status.



## CONFIGURE REMINDERS

Configure appointment reminders as one-time alerts or as a recurring campaign.



## VOICE REMINDERS

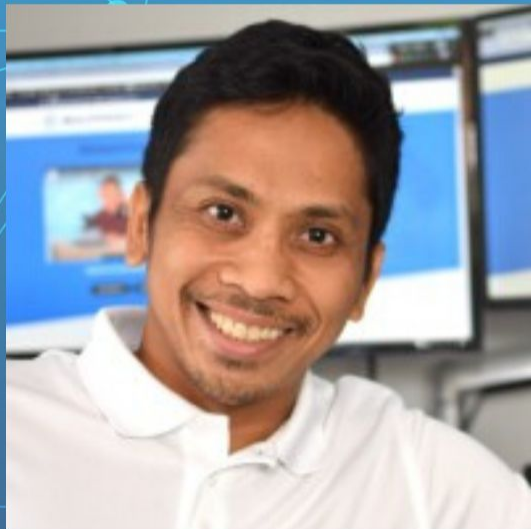
Send phone call reminders with special features including intro greetings, answering machine detection, retry delay and more.



## SMS REMINDERS

Create and schedule SMS reminders. You can also set up reminders to be sent both via SMS and voice.

# From Reseller to Reseller: How Appointment Reminders Can Set You Apart



SkySwitch Reseller Clark De Leon,  
*Owner of Team Up Telecom*

After helping many resellers succeed at SkySwitch as an Onboarding Specialist, Clark saw the great business opportunity in becoming a SkySwitch Reseller. With great entrepreneurial spirit and best wishes from the SkySwitch team, Clark left SkySwitch to become a reseller and started Team Up Telecom in November 2019.



# Important Restrictions You Need to Know

"FCC rules ban text messages sent to a mobile phone using an autodialer (which most commercial spam uses) unless you previously gave consent to receive the message or the message is sent for emergency purposes. The ban applies even if you have not placed your mobile phone number on the national Do-Not-Call list."



Telemarketer  
Restrictions

Dialer Restrictions

Opt-Out Requirements  
for Businesses

# Now, Let's Do A Live Demo

HOW TO USE  
APPOINTMENT  
REMINDERS FROM A  
RESELLER LEVEL

CUSTOMER'S VIEW OF  
APPOINTMENT  
REMINDERS

HOW IT WORKS WITH  
TEXTS AND CALLS  
QUEUED

INFORMATION ABOUT  
WEBOOKS

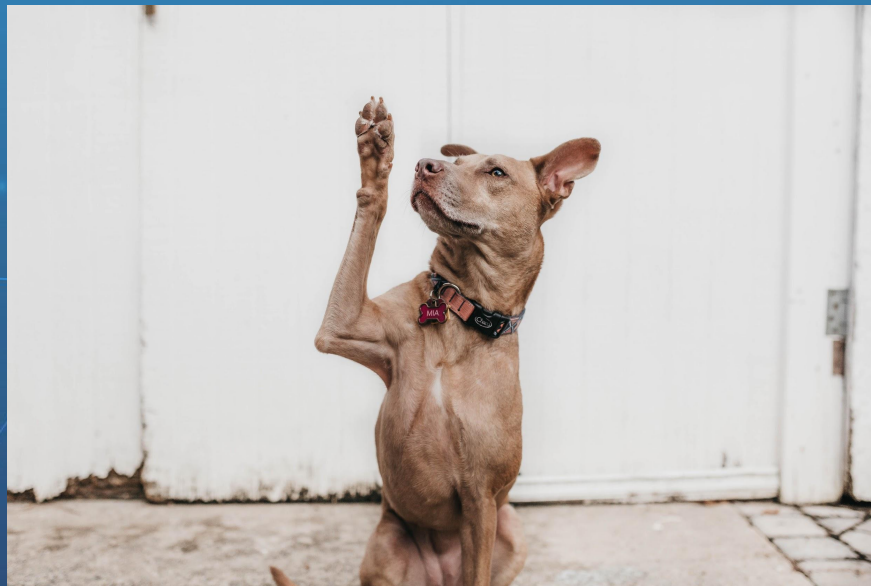
# Getting Started With Appointment Reminders

NO SETUP FEE

CONTACT YOUR SKYSWITCH SALES REP FOR PRICING

[SALES@SKYSWITCH.COM](mailto:SALES@SKYSWITCH.COM)

# Questions?



# SkySwitch Swag Packs



We invite you participate in our “Creative Challenge”. Tell us the most unique way you or your customer has used Appointment Reminders!

# Thank You For Your Time!

*Join us next Tuesday, May 19th at 11 AM ET for a webinar with Snom*