

**Aculab Cloud – appointment reminder platform
Product deployment note**

The Aculab solution

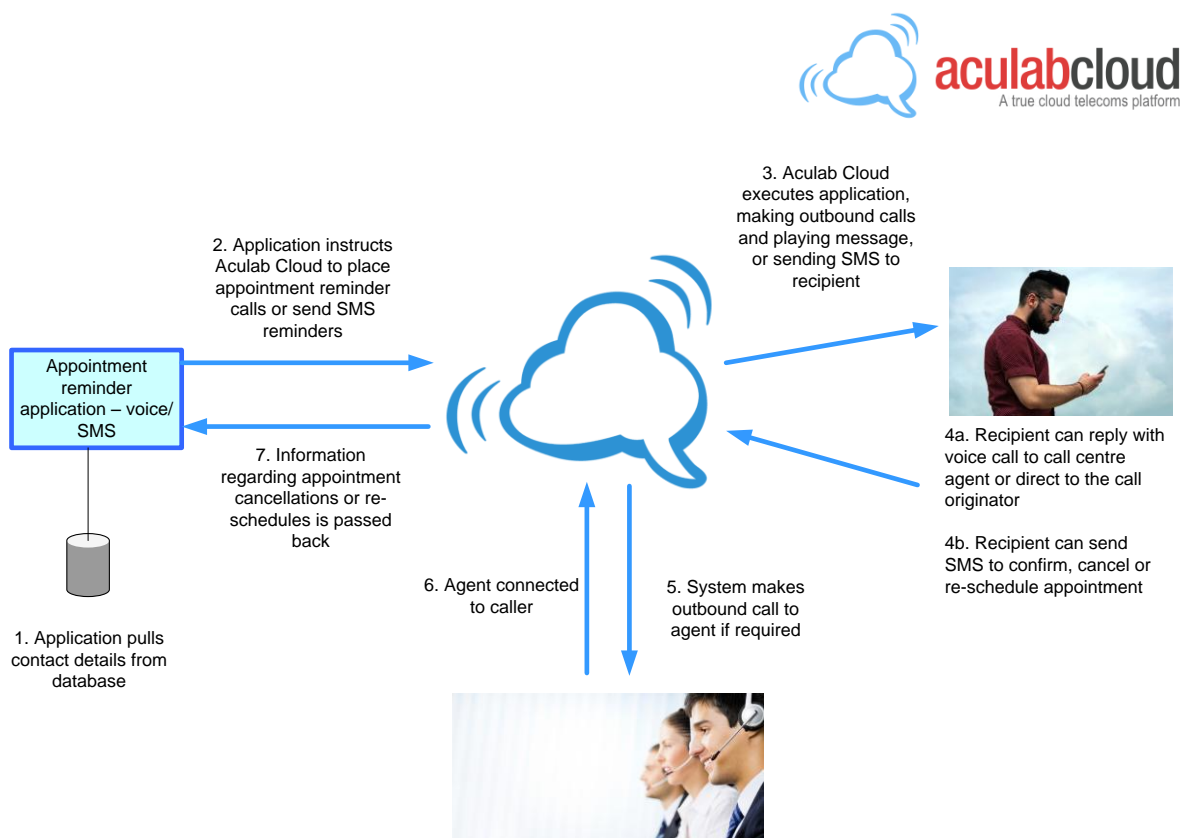
Appointment reminder solutions have a wide application space in many industries including healthcare, education, optical, dental, hair & beauty salons, and many more.

Aculab's solution provides both a voice and text message option for the appointment reminders. With a voice-based solution, a pre-recorded message or a message created using a multi-lingual text-to-speech (TTS) engine is played to a recipient or the recipients voicemail. The SMS reminder system allows the user to create text messages in the reminder application and sends them out via mobile network carriers to the recipients.

Two-way voice and SMS is supported to allow the recipient to ring or text back to confirm, to cancel, or to re-schedule.

The appointment reminder application, residing on an application server communicates with Aculab Cloud via REST or UAS APIs. The Aculab Cloud network provides all the server capacity for handling mass communications, and the connectivity with global telco carriers to make and receive calls and send/receive SMS messages. Aculab Cloud can scale as required to meet the demands of the entire user base, and is monitored 24x7 to ensure it is available when needed.

Aculab Cloud based appointment reminder system



Key Features

Aculab Cloud supports all the telephony resources required for appointment reminder systems based on voice and SMS:

Voice-based appointment reminder system requirement	Aculab Cloud capability
TTS	Aculab Cloud supports text-to-speech (TTS) in 22 languages, allowing quick and easy application prototyping and, more generally, the ability for your applications to 'speak' text to users.
SSML	The TTS methods support the embedding of Speech Synthesis Markup Language (SSML). This is a very flexible way of adding expression to how your text is spoken. Further details on the SSML features and voices supported are available in the Aculab Cloud TTS documentation.
Media files	Aculab Cloud allows media files to be stored via a highly reliable, distributed storage system. Encrypted storage is supported for sensitive data applications, e.g., healthcare (patient/doctor calls).
Record	Prompts and messages can be recorded and stored as media files via a highly reliable, distributed storage system.
Playback	Media files can be accessed and played, with or without barge-in, for example playback of messages and menu options.
2-way communications	Local and toll-free numbers in over 50 countries enable you to give your customers the ability to respond to your reminder call, to confirm, to cancel or re-schedule the appointment.

SMS-based appointment reminder system requirement	Aculab Cloud capability
Message sending rate	High throughput system – many messages per second; actual message per second rates vary from country to country and carrier to carrier. In addition, Aculab Cloud has a number pooling feature that can be used to increase the overall send rate for a system.
Longcode and shortcode numbers	SMS-enabled longcode numbers and shortcodes available.
Local numbers	Provides return path for 2-way SMS. Supported in an ever increasing number of countries. See inbound coverage page for details.
Global reach	Outbound SMS globally.
Delivery reports	Get status reports for your outbound messages.
2-way communications	2-way SMS via SMS-enabled local numbers provides the ability for the message recipient to respond to your reminder text to confirm, to cancel or re-schedule the appointment.

Benefits

- Universal solution – reach your customers on landlines or mobile phones with voice or SMS reminders
- Reduce no-shows
- Increase revenues
- Increase customer satisfaction

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