

Booking Reminders:

As a service provider, you need your clients to remember their appointments. Missed appointments cost you time and money and can turn a well-organized, fully booked day into an unproductive nightmare. It is always beneficial for you to inform and remind your customers about their appointment in advance.

You can use the Reminders feature which can be sent via E-mail notifications to inform your customers in advance using **Rainbow Booking** system

The most common reason for missed appointments is that the client forgets the appointment time. Aside from the inconvenience, these can also result to several lost opportunities.

A reminder in the form of a simple email can dramatically reduce these lost opportunities by as much as 90%. Therefore, if you have an opportunity to inform your customers in advance, do so with no hesitation.

Decrease your wait-time

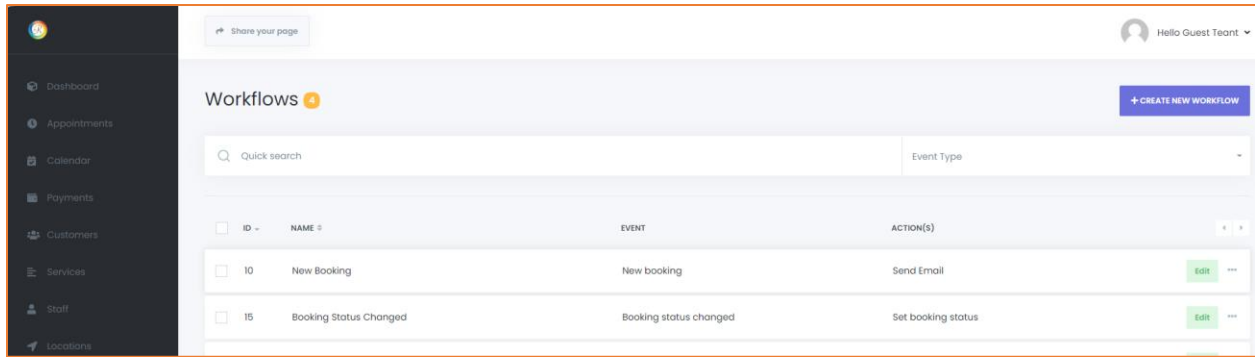
With automated Reminder notifications, you can inform your customers about the appointment before and after. Your customer will be reminded of the right to change the appointment time or cancel his/her appointment with this reminder.

Welcome Clients

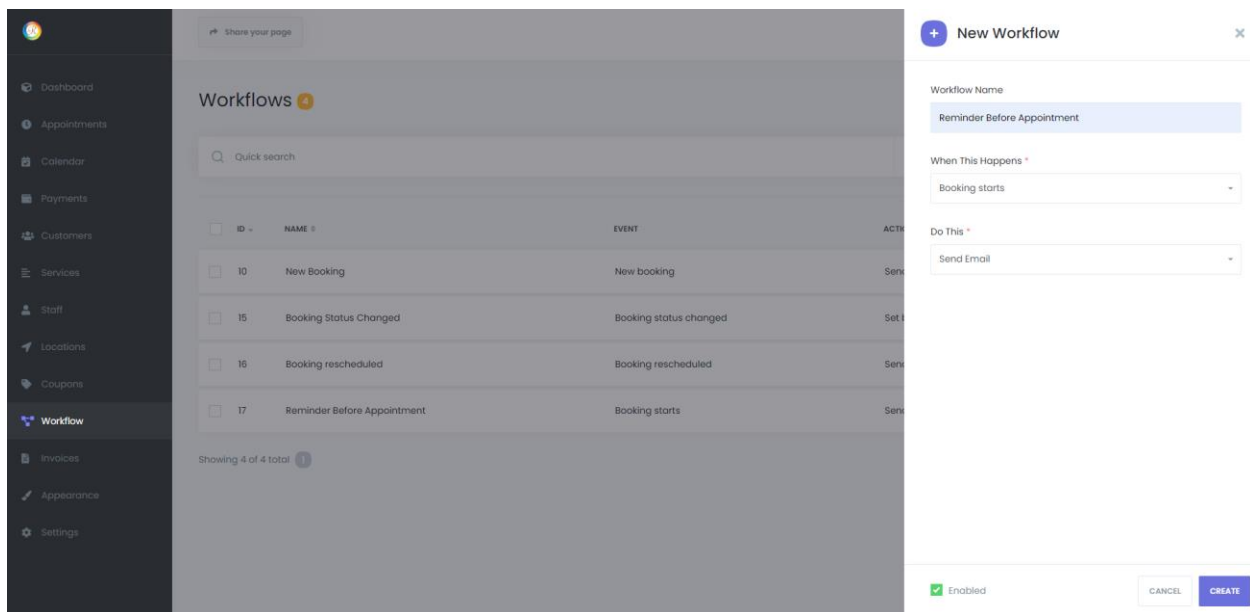
In some cases, your clients may be busy, which may cause them to forget their appointment time. By automating communication and allowing clients to respond at their convenience, you can dramatically improve response rates.

Long-term clients may be embarrassed by missing an appointment, so a gentle reminder makes it easier to keep appointments.

For example, we want to set an email reminder 10 minutes before the appointment starts. To do that first let's create a workflow.

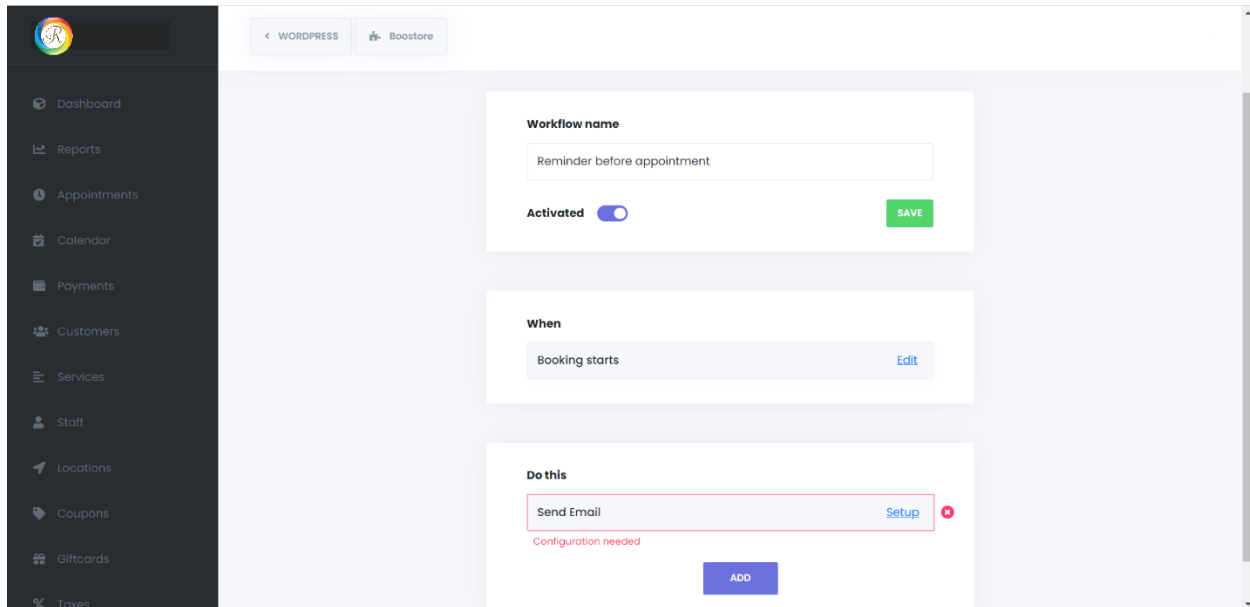


Then name our workflow and select **"Booking starts"** as well as the action which is **"Send Email"** or any action you want.

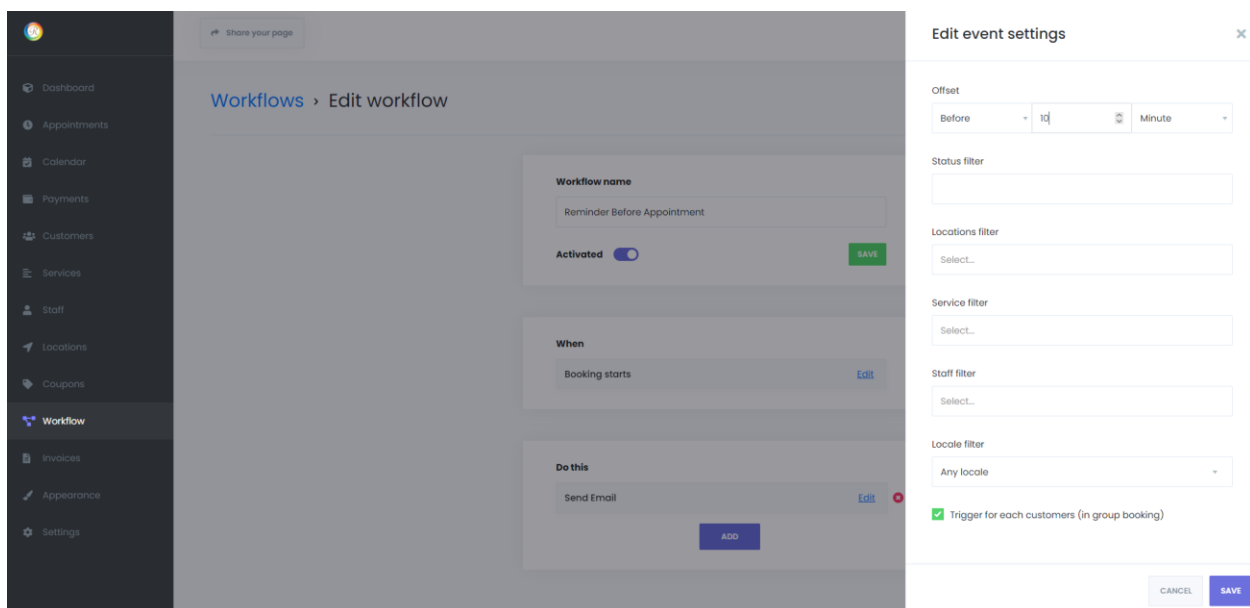


Then click the **"Create"** button. It will redirect us to created workflow configuration.





There we will edit the "Booking starts" option. Then we can set our desired options, we've set 10 minutes for the "**Before**" option. It is also possible to select the "After" option, to be able to send notifications After 10 minutes of booking starts. The entire functionality is also available on the "Booking ends" option. It allows sending notifications before and after the end time of appointment.



Also, there are filters that can be used to set this reminder workflow for specific services, staff, or locations. After adjusting the options click "**Save**".

The last step is to configure our action which is "Send Email". You can also click the "**Save & Test**" button to check the appearance of your notification template before using it on a real appointment.

The screenshot displays the Rainbow Booking System's workflow configuration interface. On the left, a dark sidebar contains navigation options: Dashboard, Appointments, Calendar, Payments, Customers, Services, Staff, Locations, Coupons, Workflow (highlighted), Invoices, Appearance, and Settings. The main content area is titled 'Workflows > Edit workflow' and features three sections: 'Workflow name' (set to 'Reminder Before Appointment'), 'Activated' (a toggle switch), and 'When' (set to 'Booking starts'). Below these is the 'Do this' section, which includes a 'Send Email' action with an 'ADD' button. An 'Edit action' modal is open on the right, showing the configuration for the email action. It includes fields for 'To' (Customer email), 'Subject' (Reminder of appointment), and 'Body'. The body text is: 'Dear {customer_full_name}, We hope you are doing great. This is just a courtesy reminder of your appointment {appointment_start_date_time}. We look forward to serving you. Thank you, Rainbow Booking'. At the bottom of the modal, there is a 'Status' section with a checked 'Enabled' checkbox and three buttons: 'CANCEL', 'SAVE & TEST', and 'SAVE'.

With the **Rainbow Booking** System Reminder feature, you can remind your customers before or after the appointment. Moreover, this reminder feature is valid not only for your customers but also for staff members.

