INTELLIGENT ONLINE APPOINTMENT SCHEDULING

Engageware pioneered the online scheduling category more than 15 years ago and remains the world's #1 intelligent appointment scheduling solution

Turn every member engagement into a growth opportunity by combining the insight and personalization capabilities of artificial intelligence with the power to connect each member with the right employee at the right time.

Members may browse online but often look to branch employees for expertise before opening an account or applying for a mortgage.

When members book an appointment to visit your branch, they'll be matched with the employee best qualified to serve them — ensuring the best possible customer experience and the personalized attention your members demand.

Engageware

CUsolutions GROUP

INTELLIGENT ONLINE APPOINTMENT SCHEDULING

Robust Features

Connect with customers on every channel, from web to mobile, instantly matching each member with the right resources via Smart Matching and Appointment Routing. Custom availability and personal calendar sync reflect the true availability of your employees, equipment and locations, with automatic updates to leading calendaring systems.

Seemless Scalability

Tested by the largest enterprises, retailers and financial institutions to support their strict requirements and fluctuations in customer demand, Engageware is able to drive our clients' growth without compromise. Engageware will meet complex needs such as supporting thousands of appointments per second and increasing resource capacity on-demand when client needs scale.
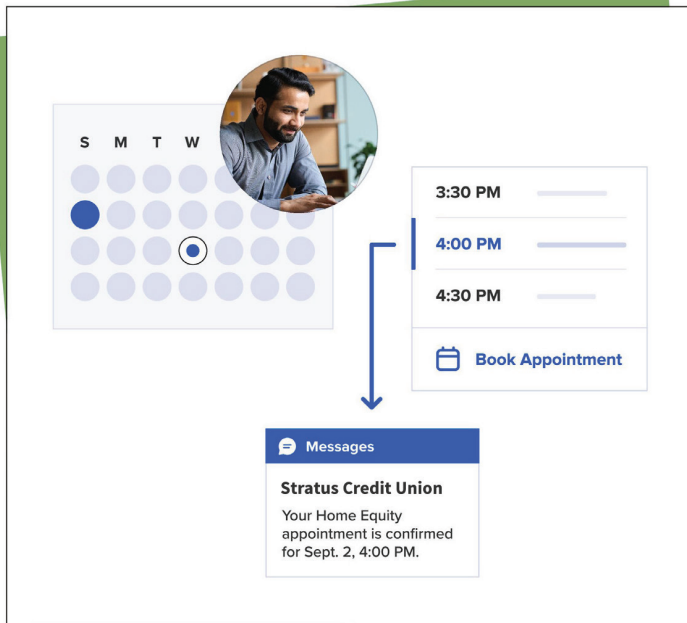
Unmatched Security

Engageware's unmatched efforts to provide privacy and security to our clients are where most competitors fall short. Engageware follows the strict practices of SOC II Type 2 security and protection requirements and is EU Privacy Shield certified. This is why 10 of the top 20 financial institutions in North America trust Engageware.

Complete Flexibility

Our platform is designed to adapt and grow with your organization. Engageware can be easily tailored to fit your business rules, scheduling needs and customer base, and offers seamless integration with complementary solutions such as workforce management, CRM and marketing automation to capture essential KPIs.

S M T W

3:30 PM

4:00 PM

4:30 PM

📅 Book Appointment

💬 Messages

Stratus Credit Union

Your Home Equity appointment is confirmed for Sept. 2, 4:00 PM.

Appointment Routing and Dynamic Availability ensure that each member meets with the available credit union associate best qualified to meet their needs, at the right time and in the most convenient location.

Personal calendars, workforce management scheduling tools and other resources are continuously monitored for activities outside the Engageware platform, so your team will never be double booked.

Text and email reminders increase the likelihood that prospects and members will show up. Real-time calendar updates make reschedulin gsimple, and end the calling, chasing and waiting game.

Find out how Engageware's Intelligent Online Appointment Scheduling can help you serve your members by calling **800.262.6285** or visiting **CUSolutionsGroup.com**.

CUsolutions GROUP