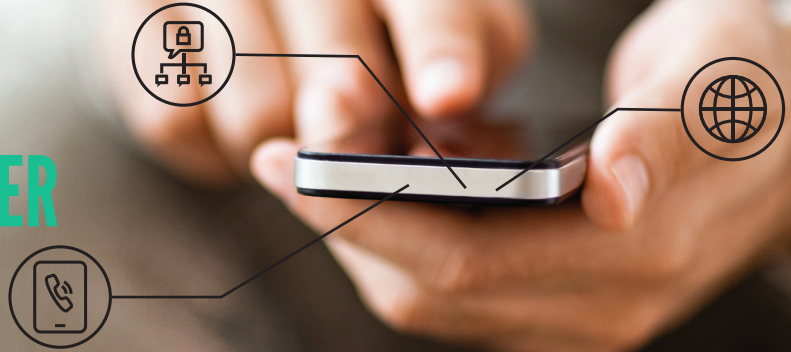


# VITAL LINK™ APPOINTMENT REMINDER



## Engage your Customers with Reminders, Surveys & Announcements

**Manually calling customers** from a contact center is expensive and time-consuming. Each contact can cost up to \$20 for something as routine as appointment reminders. Automating reminders with an interactive electronic solution is far more cost-effective and efficient.

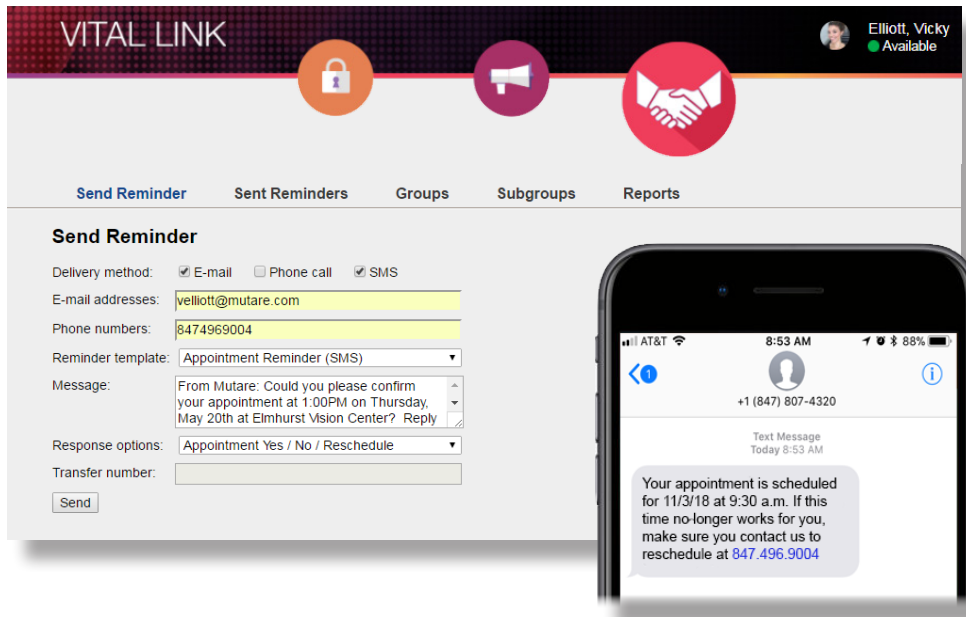
That's where Vital Link™ can make a difference. The Vital Link™ platform helps organizations activate customer engagement with customizable workflows designed to empower effective care.

**With Vital Link, Uses Include:**

- Appointment reminders and cancellations
- Product ordering reminders
- Delivery confirmations when signatures are needed
- Event updates, weather cancellations, rescheduling etc.
- Inbound and outbound interactive polling for data collection, assessments, pre visit data and demographics

**Contact Methods**

- Voice
- Email
- SMS
- Interactive Web Forms
- Interactive Smart Phone Apps



Vital Link reaches out to customers to interact automatically. Vital Link can be integrated with existing scheduling software or can be configured as a stand-alone reminder

system. Customer surveys are easily incorporated into the system for post service follow up and to measure product and service satisfaction.

## ABOUT MUTARE



Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.