

How to configure reminders, notifications, customer feedback and activity daily summaries

In the Following section you will learn how to create **Notifications** for your customers, such as texts or emails prior to appointments, customer feedback and daily reminder activities. Here are the tools you will need to do so.

1. In order to configure reminders and notifications, go to your **Dashboard**
2. Click on **Settings**
3. Following settings click on **Notifications**.

Reminders

Let's start with **Reminders**: emails and/or text messages sent to remind of an upcoming appointment. You can choose **up to two different reminders** for each appointment, from the moment the person books to a moment prior to the appointment. Choose from 5 minutes to 3 days prior, or choose the day of the appointment, or the evening before.

Choose if you want to send a reminder by **email** and/or by **text message**.

You can also send this reminder to your **staff member**.

Note: Please note that the reminder in the evening is sent at 6:00pm, and at 8:00 am the morning of the appointment.

Notifications

The platform can send automatic email / text message notifications anytime an event occurs. Here you will use the check boxes to validate the numerous notifications and alerts you need every time there is a change to your agenda; such as new booking, changes/cancellations with staff or customers.

To do so, check the "email" and/or "Text Message" box aligned with the trigger described in the page. Please note that the reply-to email address for both notifications and reminders sent to the client can either be:

- A no-reply email address (defined in your *Account parameters* for white-labeled customers) ;
- The staff email address, so that the client can reply to a notification email to reach out to the assigned staff directly.

Customer feedback

The platform allows you to automatically send a feedback form to your clients at the end of their appointment. You will see the results in the reports page. To do so, simply check the corresponding box.

Activity Summary

The platform allows you to send a daily summary of the appointments to the company manager and the staff members (if your company was set with services). To do so, simply check the corresponding box (see box below) and select the time you want those emails to be sent, either the same day or the day before.

Company Contact

As the manager, if you wish to receive the notifications at a specific mobile phone number or an email address (not the Account one), you can fill out the information here: (see box below). Please note that the *Manager email address* field can be a list of addresses separated with a coma.