



# Digital Appointments by Alcatel-Lucent Enterprise

Connect securely and ensure services continuity

Digital Appointments by Alcatel-Lucent Enterprise helps communities and cities, as well as businesses deliver services to their citizens and partners. It lets them schedule meetings and connect virtually with agents using voice, video, chat, and document sharing.

Digital Appointments is a **cloud solution** based on the **Rainbow™ by Alcatel-Lucent Enterprise** collaboration platform and provides a high-level communications experience.

Digital Appointments offers a Click-to-Calendar service. With seamless integration into a city's website or application, citizens can access the calendar and select an available appointment with a simple click.

The Click-to-Calendar service lets users select a time slot from available hours of service. As part of the **onboarding** process requesters are verified and granted access to the service.

The **reminder** feature drastically reduces the number of **no shows** and provides citizens with information required for their appointments.

The Digital Appointments solution is fully integrated into the Alcatel-Lucent Enterprise collaboration platform to deliver phone calls, chat, and video.

## Customer benefits

- Maintain services continuity with online appointment booking, available 24/7
- Provide a user-friendly solution for citizens and customers
- Encourage communications from anywhere and from any device
- Enable effective communication through a variety of media

Figure1. The visual calendar

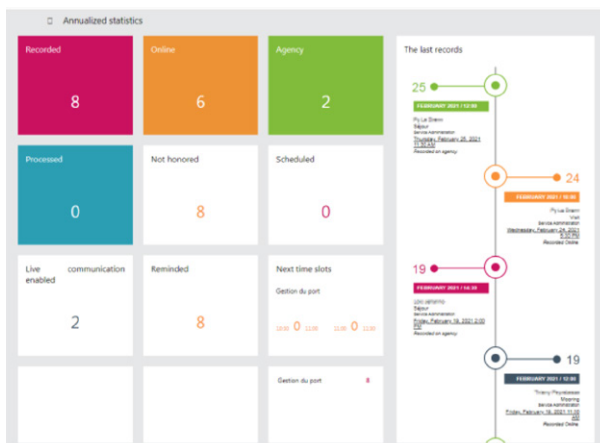


## Key Features

- Simple integration into the web portal with a URL reference
- Easy access to the service
- User account is secured using contact information: email and phone
- Forms available to collect information
- Visibility of available time slots
- Simple to book
- Appointment confirmation through SMS and e-mail
- Real-time communications: Voice, chat, video, screen and document sharing
- The agent's calendar is updated automatically with the appointment and information shared by the citizen
- Real-time **synchronisation**

Figure 2. Appointment booking form integrated in a website

Figure 3. Statistics



- Export **statistics** from the management tool
- Activity **dashboard**
- **Open: APIs** enable integration with ecosystems
- Based on a **secure platform**: Rainbow by Alcatel-Lucent Enterprise is **General Data Protection Regulation (GDPR) compliant** and **ISO 27001** certified

Key features	Benefits
Click-to-calendar URL	Simple integration into website by adding a URL from your company redirected to the service
No apps download	Your client does not have to download anything to contact your organisation, the web link uses the webRTC browser capability (Chrome, Firefox, Safari, Opera, Edge)
Visual calendar to book and cancel appointments	Direct visibility of free slot availability. A cancellation period can be set.
Secured onboarding	Data privacy and compliance with applicable regulations (GDPR). Secure storage in data centers located in France and ISO27001 certified.
Web interface	Offer visual and intuitive calendar management
User interface	Centralised and secure application for administrative services with staff authentication for access to the appointment calendar
Calendar management	Simplified management of the open days and hours and appointment classification
Click-to-call	Direct call to the requester from the interface
Statistics	Dashboard Export in csv format
User notification	Email with appointment sent to staff to update their calendars
High-availability	The cloud data centre monitors and ensures high service availability

## Technical specifications

### Architecture

- Fully cloud-based solution
- URL integrated into your web site to forward to our cloud

### Supported systems

- WebRTC browser, Edge, Safari, Opera, Chrome, Firefox
- Rainbow technology on PC, mobile Android, and Apple

### High-availability and resiliency

- Cloud technology based on Kubernetes and Docker
- Operate by Alcatel-Lucent Enterprise

### Capacity

- Unlimited calendar number

### Open

- API for calendar synchronisation
- API for application access such as IVR
- Send SMS for video call

### Services and support

- Customisation to adapt the solution to specific customer use cases
- Customisation options (CRM connector, specific process adaptation, Interaction Voice Responder (IVR) integration)

### Pricing and ordering

- Pricing is based on calendar
- Agents require a Rainbow Enterprise licence for voice, video, screen share and additional package
- Setup price
- Alcatel-Lucent Professional Services can quote a price for solution customisation and options

### Contact us

- For more information about this solution, please contact: [professional.services@al-enterprise.com](mailto:professional.services@al-enterprise.com), or
- Business Partners, please visit: <https://businessportal.al-enterprise.com> ("Professional Service Offer Request" section in the Quick Access menu)