

IMPROVE IN-STORE CUSTOMER EXPERIENCE WITH BOOKABLE SHOPPING SLOTS

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Appointment SCHEDULER

Enable Bookable Shopping Slots

In-store experiences still have a powerful impact on customers' brand perception and sales, but they require excellent resource optimization to be successful. Social distance, staff efficiency, and predictability of foot traffic are factors to consider when building the sales strategy for physical store shopping.

Appointment Scheduler, our Bolt solution managed in **Salesforce Service Cloud**, bridges the gap between offline experiences and online resources by letting customers book in-store visits at times that are most convenient to them.

With a streamlined scheduling process, you get a better forecast on future visits, increase customer commitment, and make sure shopping experiences are optimal.

PLATFORM: **Salesforce Service Cloud**

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LIVE
Demo



CUSTOMIZATION
Services Available

[SCHEDULE A LIVE DEMO](#)

FEATURES & BENEFITS

COMPATIBILITY

Appointment Scheduler is compatible with **SiteGenesis** and **SFRA** (Storefront Reference Architecture)—Salesforce Commerce Cloud’s customization model and blueprint for site design.

MULTIPLE LOCATION SETUP

Configure **multiple stores with different settings** in the Salesforce Service Cloud-dedicated app, so that each store has its own capacity, working hours, store assistants, and available time slots for visit booking.

FLEXIBLE SCHEDULE

You can set the **daily available time** for appointment booking, working schedule, and lunch break duration for every store.

CONFIGURABLE APPOINTMENT MODULE

Configure the appointment module to fit the **specific needs** of different store locations in terms of total and allowed visitor capacity, appointment slot duration, store working hours, or module interface.

APPOINTMENT MANAGEMENT

Easily **view and manage** all appointment requests, create them on behalf of customers, or cancel approved appointments that are not yet confirmed.

NUMBER OF VISITORS

Get a **correct estimate** of the foot traffic in a certain timeline by letting customers select the number of visitors when setting an appointment, in case they bring some friends.

GREAT CUSTOMER EXPERIENCE

Shoppers can **confirm, cancel, or re-schedule appointments**. Both guest users and logged-in users can reserve a visit and add comments or requirements for their appointment, such as shopping assistance.

EMAIL NOTIFICATIONS

Appointment Scheduler sends automated email **confirmations, cancellations, or reminders**, so that customers stay up to date with their appointment updates.

[SCHEDULE A LIVE DEMO](#)

Let's keep in touch!

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