Engageware

1,000,000,000

APPOINTMENTS SCHEDULED... AND COUNTING!

One Billion Appointments Milestone Demonstrates Business Impact of Engageware Appointment Scheduling

After more than 20 years of scheduling appointments using Engageware's technologies and know-how, the world's best-known organizations across banking, healthcare, specialty retail and technology have facilitated hundreds of billions of dollars in revenue and profits.

How big is 1,000,000,000 appointments?

$350B+
of business value
resulting from one billion appointments scheduled over 20 years across industries

74,200
years of appointments
given the average duration of an appointment is 39 minutes

4
appointments
scheduled every second

Your appointment has been booked successfully!

Confirmation Number:
1,000,000,000

When:

Most popular times, days, months for appointments

11AM | NOON | 1PM | 2PM | 3PM

M T W T F S S

JAN FEB MAR APR MAY JUN
JUL AUG SEP OCT NOV DEC

Where:

Appointment volume across industries and channels

1 BILLION appointments

RETAIL	320 million
HEALTHCARE	280 million
FINANCIAL SERVICES	220 million
OTHER	180 million

No appointment? No problem.

While the majority of appointments are pre-scheduled, businesses can also accommodate and track walk-in appointments with Engageware's software—providing a complete picture of their customer engagements.

Purpose:

Why appointment scheduling matters

Employee Efficiency

15 minutes saved per booked appointment = **250 million** hours of productivity saved across 1 billion appointments

Retail Impact

77% conversion rate when customers pre-schedule an appointment (v/s industry average of **30%**)

15+% boost in high-value store traffic

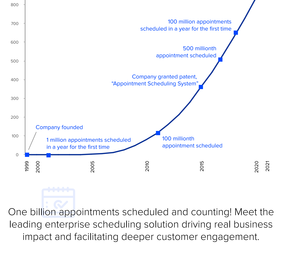
Financial Services Impact

118% higher loan volume for Fis that use Engageware appointment scheduling compared to industry average

18% increase in NPS score after implementing appointment scheduling

Book your next appointment with us.

Engageware's 20+ year journey to 1,000,000,000 appointments



One billion appointments scheduled and counting! Meet the leading enterprise scheduling solution driving real business impact and facilitating deeper customer engagement.

LEARN MORE

Engageware

About Engageware

Engageware (formerly TimeTrade SilverCloud) provides industry-leading technology and expert know-how to help organizations better engage their customers. Trusted by more than 500 organizations, our self-service, appointment scheduling, and knowledge transparent solutions – combined and integrated with those of our market-leading partners – make it easy for customers to answer their questions quickly, connect to the right resources when scheduled expertise is needed, and get a consistent, efficient experience when help from a representative is required. Organizations that use our customer engagement solutions deliver quality customer experiences no matter the channel – enabling faster growth with greater efficiency.