



## Cancellation List



CDA Software v.10 includes a customer service secret weapon to keep your customers happy even if the appointment they are scheduled with wasn't exactly what they were hoping for.

How it works is as simple of 1 - 2 - 3. After your customer service agent places a customer on the "scheduled date", that agent can then select a "preferred date", or they can simply click the check-box called "next available".

Not only does this give your customers a better experience with your call center, but they are now confident that they are on a "real" cancellation list (*not that paper one*), since you've explained to them that once their cancellation request is active and they are moved to a sooner appointment, they will receive an automated text message confirming their new appointment.

### Highlights

- If your customers need an earlier appointment but there is no availability at the time of their scheduled appointment, you can put them on a cancellation list.
- Customer service can put them on a preferred date cancellation list, or they can be put on a next available cancellation list.
- When there is a cancellation during scheduling, the route manager will simply select a replacement claim from the cancellation list, at which point they will be given a visual aid for them to pick from for that area and they will be shown the desired time request as well.
- Once the routing manager fills the spot, the customer will be sent an automated text message to let them know their appointment has been moved up, along with the full details of their appointment.
- If your routing manager has CDA Pidgins, if and when the customer responds back to the text message, they will be able to carry on a text conversation with that customer.
- Your routing manager will be able to see a full list of claims that are in the cancellation queue. This is broken down into two categories, "preferred" and "anytime".

Contact Us Today To Learn More

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