

RECEPTIONIST USER GUIDE

Online appointments are displayed in **TWO** different ways

MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- email address and/or mobile number
 - pet name
- are **MATCHING** in Tang.

→ The appointment will be booked and shown as a **MATCHED** appointment in Tang.

Online
Andrew Wells, Browny, Skagya-arab
[VETSTORIA - Browny (hund) - Andrew Wells - 08852047 - Online [Läkare : Vetstoria(ingen preferens)] - Test appointment by Vetstoria (Ny kund) -

UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- email address and/or mobile phone number
 - pet name
- are **NOT** found in Tang.

→ The appointment will be booked and shown as an **UNMATCHED** appointment in Tang.

Online
Dominic Ryder, Tommy
[VETSTORIA - Tommy (hund) - Dominic Ryder - 08330035 - Online [Läkare : Vetstoria(ingen preferens)] - Test appointment by Vetstoria (Ny kund) -

No Further Action
Required!



Establishing if the client is **EXISTING** or **NEW**

Criteria to check:

- Is this an **EXISTING** client using a different set of details? (e.g husband versus wife)
- Is the Pet name different from the one on your account? (e.g *Maisie* versus *Maisy*, *Hufflepuff* versus *Huffle Puff*)

EXISTING CLIENT

Actions to take:

- **Pet name:** Modify spelling in Tang.
- **Email address:** add this new email address to Tang.
- **Mobile phone number:** add this new mobile phone number to Tang.



NEW CLIENT

Actions to take:

- Email/Phone client to confirm appointment details
- Obtain the additional details necessary for the registration of the client.



FOR FURTHER QUESTIONS,
WE CAN BE REACHED
AT:

support@vetstoria.com

