

# confirmation calls

A strategic organized way of making your daily confirmation calls.

## Creating a Call List

1. From the SalonBiz®/SpaBiz® menu bar, click on the Communications icon (Envelope).
2. In the View List drop down menu, select Confirmation Calls.
3. From the calendar select a day or date range of appointments to confirm.
4. In the Filter by drop down menu, select Not Confirmed. You may choose to sort your call list by confirmation status.

Customer	Phone	New	Staff	Date	Start Time	Status
AMY ARSULT	amy@salonbiz.com	Get		4/2/2009	10:30 AM	Not Confirmed
WENDY BERRY	22222-2222	Message		4/2/2009	10:30 AM	Not Confirmed
GAROL SMITH	Garol@salonbiz.com	Met		4/2/2009	3:30 PM	Not Confirmed
DAVID CHANG	David@salonbiz.com	Met		4/2/2009	2:00 PM	Not Confirmed
DAVID BERRY	David@salonbiz.com	Met		4/2/2009	12:00 PM	Not Confirmed
ROCHE GRANT	Hyd@salonbiz.com	Get		4/2/2009	2:00 PM	Not Confirmed
MI SCHER	mi@salonbiz.com	Message		4/2/2009	10:30 AM	Not Confirmed
JENNIFER LYNN SMITH	Jen@salonbiz.com	Message		4/2/2009	1:30 PM	Not Confirmed
DOREEN ADAMS	0110101111	Message		4/2/2009	1:00 PM	Not Confirmed
JAKE GOODWIN	Jake@salonbiz.com	Met		4/2/2009	12:15 PM	Not Confirmed
REBEKAH HALL	Reb@salonbiz.com	Message		4/2/2009	2:00 PM	Not Confirmed
NATE MACA	nate@salonbiz.com	Message		4/2/2009	1:00 PM	Not Confirmed
ROBERT CARLIS	0110101111	Met		4/2/2009	3:00 AM	Not Confirmed
ROCHE REDDEN	Roch@salonbiz.com	Message		4/2/2009	1:00 PM	Not Confirmed

## Confirmation

1. Select by either double clicking on the appointment you wish to confirm from the list or highlight it by clicking once and then click on the View It button.
2. From the Appointment Confirmation screen you have all of the necessary information you need to confirm the customer's appointment.
3. In the Appointment Status drop down menu you can select the current status of the appointment.
4. Once a status other than Not Confirmed is selected the appointment will be removed from the Not Confirmed list.
5. If you would like to see the confirmation status of all the appointments simply select All in the Filter by drop down menu.
6. Changing a confirmation status in this area will also update the status of the appointments on the appointment book.

Appointment Confirmation

Customer: JENNIFER LYNN SMITH

Telephone Information: Home Phone (234) 21-2121, Work Phone ( ) -, Ext. , Contact Email ( )

Services for Appointment:

When	Service	Staff	Request Type
4/2/2009 1:30 PM	Massage 60	GEORGE HARLIN	Return Request

Appointment Status: Not Confirmed (dropdown menu open showing: Not Confirmed, Left Message, Confirmed, No Answer)

