



# GovBook | Flexible Appointment Booking Service.

## A Streamlined Appointment App Built For Local Government.

Using data from over 15 million citizen interactions, we've developed a streamlined booking app that is proven to help councils improve the delivery of low-complexity appointment services by:

- Digitising services in five days or less
- Increasing operational efficiency
- Saving staff time
- Improving the citizen experience
- Collecting & visualising actionable data

### **Leverage Minimum Viable Services.**

Go live with the core functionality you need. Then, start collecting data to iteratively expand on your service without over-engineering.

### **Meet modern expectations.**

Transform how you interact with citizens at every stage of the user journey with powerful citizen engagement tools.

### **Save staff time.**

Easily manage appointments for multiple channels, services & locations in a centralised admin portal.



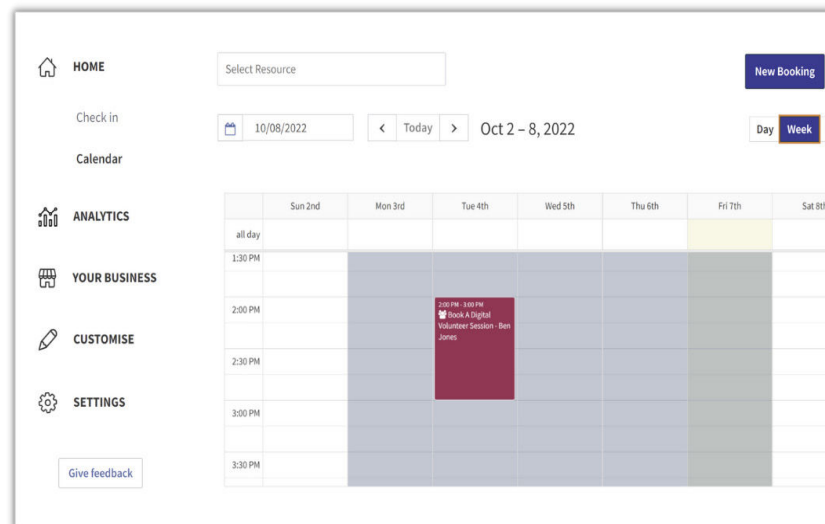
Give your staff the tools they need.

# Increase efficiency & cut costs.

## Improve processes.

Save time & reduce the cost to serve with an easy-to-use admin portal that:

- Offers control & visibility
- Streamlines admin processes
- Provides data insight
- Improves communication &
- Manages the entire citizen journey



## The core functionality you need.

From scheduling & resourcing to payments & comms — you'll have access to the tools you need to increase efficiency & reduce the cost to serve.

## Keep your citizens in the loop.

Generate automated comms for confirmations, reminders, updates & surveys from within the platform or via GOV. Notify.

## Stand-alone or building block?

You can use the product as is for less complex services or tap into the flexibility & scalability of the platform by adding additional layers of complexity.

## Use data to improve delivery.

Track usage, monitor outcomes & continually adapt your service to increase first-time resolution rates, align resources with demand & reduce the cost to serve.

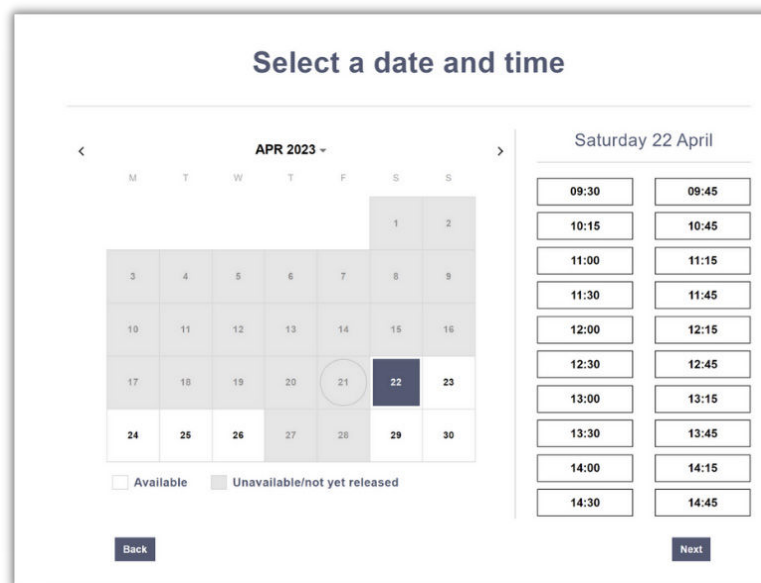
Meet modern expectations.

# A better experience for citizens.

## Do more with less.

Improve access & increase citizen engagement with an off-the-shelf booking app that:

- Offers flexibility & scalability
- Deliver (instant) 24/7 access
- Enables end-to-end self-service
- Provides a seamless user experience &
- Creates two-way comms channels



## Make it easy to self-serve.

Your citizens can book (or amend) an appointment at any time, on any device, in 60 seconds or less.

## Improve access to your services.

Empower citizens to access, book & use services how, when & where they feel comfortable by integrating your in-person, virtual & over-the-phone channels.

## Accessible. Secure. Reliable.

Your booking system will meet the WCAG 2.1 AA, comply with GDPR, ISO27001 & have a guaranteed up-time of 99.95%.

## Increase first-time resolution rates.

Deliver instant access by removing dead-ends & replacing inefficient form-based processes with an automated end-to-end experience.

These are just a few of the features you'll have access to.

# System features:

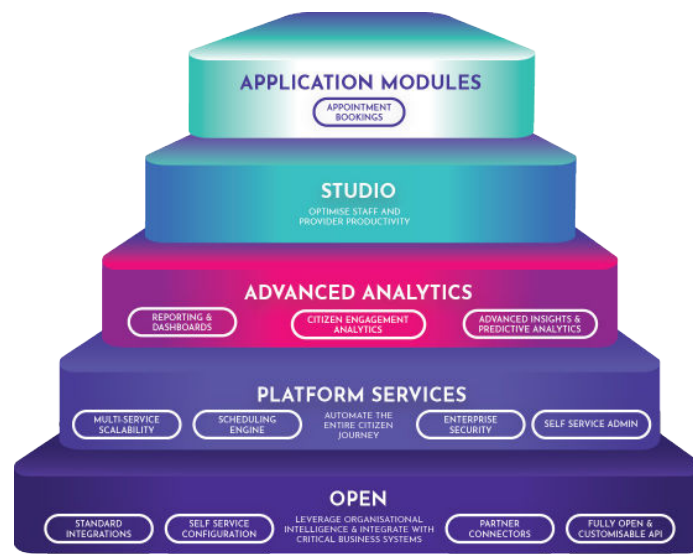
Feature	Description
<p><b>AI-powered Scheduling Engine</b></p>	<p>Our AI-powered scheduling engine manages the availability of staff, resources, and services to ensure all bookings are made effectively. Flexible booking rules enable users to control elements such as the booking timeframe, cancellation timeframe, and max bookings – all within a simple interface.</p>
<p><b>Create New Bookings</b></p>	<p>Citizens and staff can create an appointment, add information, select availability, and confirm a booking from within the admin portal or the front-end booking journey.</p>
<p><b>Reschedule and Cancel Bookings</b></p>	<p>Both citizens and staff can reschedule or cancel an existing booking from within the Admin Portal or via a unique booking link. The other party be automatically notified of any changes to a booking.</p>
<p><b>Staff Schedules</b></p>	<p>Staff schedules are input for each staff profile, enabling the scheduling engine to provide accurate availability for when staff can be booked. This can be manually driven, uploaded in bulk or controlled from a workforce management tool using the API.</p>
<p><b>Multiple Service Types</b></p>	<p>Manage multiple service types, including fixed time, variable time, single duration &amp; more.</p>

<b>Multiple Appointment Types</b>	Users can manage all appointment types within the Admin Portal. Our Appointments modules support face-to-face appointments, video and/or voice appointments, single-attendee, multi-attendee, single-staff, multi-staff and multi-location appointments.
<b>Calendar Variants</b>	Various front-end calendar options are supported to deliver the desired user experience.
<b>Self-service Amendments</b>	Citizens will receive unique links to modify or cancel their booking.
<b>Payment Integration</b>	<p>Ability to pay for bookings via either of the following payment gateways:</p> <ul style="list-style-type: none"><li>• Capita 360</li><li>• Civica</li><li>• HeyCentric</li><li>• Stripe</li><li>• WorldPay</li></ul>
<b>Powerful Search</b>	The Admin module supports autocomplete suggestions and multiple search types to help staff quickly find appointments and citizens.
<b>Booking Outcomes</b>	Record the outcome of each appointment using a range of field types and enable staff to identify opportunities to deliver personalised, joined-up experiences.

<b>Notifications</b>	Automated emails and texts can be sent to citizens to confirm and/or remind them of a booking. The content of each notification is customisable and can include an embedded link to cancel or amend the booking.
<b>Block Time</b>	Users can block periods of time within calendars to prevent them from being booked by staff or citizens.
<b>Follow-up Surveys</b>	Templated follow-up surveys can be used as a baseline for survey creation. The templates support multiple question types and answers to enable flexibility in attendee responses. Questions can be edited, added or deleted from the templates.
<b>Analytics Module (Add-on)</b>	Collect and visualise actionable operational data with configurable dashboards & customisable reports.
<b>Kiosk Check-in App (Add-on)</b>	An optimised kiosk check-in interface for self-service arrivals.
<b>Tablet Check-in App (Add-on)</b>	A tablet-ready check-in app for marking bookings as arrived.
<b>GOV Notify Integration (Add-on)</b>	Send email and SMS notifications via your GOV. Notify account.
<b>SSO Integration (Add-on)</b>	Ability to authenticate a user (citizen or staff) or transfer details into the booking journey.

Connect your workflows.

# Integrations & add-ons.



Platform Architecture

We've worked with our community to develop a range of off-the-shelf integrations that complement our lightweight appointment booking app & help councils improve the delivery of their services.

## Connect with payments.

Integrate your booking system with payment platforms like Capita, Civica, GovPay & more to connect your workflows & save staff time.

## Connect with digital platforms.

Combine your booking platform with digital experience software like Granicus & Goss to deliver a joined-up digital experience.

## Connect with notifications.

Connect bookings with notification services like GOV. Notify to automate the process of communicating with citizens.

## Add translations.

Integrate bookings with Google Translate to make accessing your services quick & easy for everyone.

We've facilitated ~20 million bookings & helped ~60 council departments improve the citizen experience, increase efficiency & cut costs with an all-in-one citizen engagement platform.

To find out more, check out our listings on **G-Cloud**.

**Let's talk bookings:**

 [info@bookinglab.co.uk](mailto:info@bookinglab.co.uk)

 [www.bookinglab.co.uk](http://www.bookinglab.co.uk)

 [@bookinglab](https://twitter.com/bookinglab)

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