

Online Appointment Ventus

- Realtime Dashboard
- E-mail/sms confirmation and reminder
- Edit/Cancel Appointment
- Integrated with Nemo-Q queueing system
- Check-in via Touchscreen

The screenshot displays the Ventus online appointment system interface. At the top, there is a logo for 'ventus' and language options for 'Svenska' (with a Swedish flag) and 'English' (with a UK flag), along with a 'Print' icon. Below the header, a blue bar contains the text 'Ventus appointment'. A welcome message follows: 'Welcome to Ventus appointment. To book an appointment, select service and click "Book an appointment". If you already have an existing appointment, you can also reschedule, as well as cancel it. To make a new appointment you must acknowledge that your personal data will be temporarily stored.'

The main content area is divided into three sections:

- New booking:** Features a 'Service group:' dropdown menu with 'Please select...' and a blue 'Book an appointment' button.
- Edit/Cancel booking:** Includes input fields for 'Booking number:' and 'E-mail address:', and an 'Edit booking' button.
- Waiting times drop-in:** Shows a table of waiting times for different offices. The 'Office' dropdown is set to 'Demo office 1'. The table lists 'Apply' and 'Support - Carl Ritz' with a 'Current waiting time' of 4 min each. To the right, 'Waiting customers' are listed as 5 and 2, and 'Last forwarded' appointments are A106 and C103.

At the bottom, there is a footer with 'Cookies enalog.se | Powered by Enalog AB Nemo-Q International AB'.

Online Appointment

Let the customer do the job

- Easy
- Secure
- Access 24/7
- Reduced waiting time at office



Dashboard

Dashboard with realtime
walk-in queue status

Waiting times drop-in

Office:

Office	Queue	Current waiting time	Waiting customers	Last forwarded
Demo office 1	Apply	3 min	5	A106
Demo office 1	Support - Carl Ritz	3 min	2	C103
Demo office 2	Apply	1 h 40 min	31	A189

Agreement

Approval of terms and conditions for temporary storage of personal data

ventus

Svenska English Print

Start (restart) > Agreement

Approval of terms and conditions

Before making a new appointment, you must acknowledge that your personal data will be temporarily stored. If you fail to do so, you will not be able to make an appointment. Then select number of people for the appointment.

Agreement

Terms and conditions for storage of personal records:

Terms and conditions for storage of personal data! To be able to create a new booking in ventus appointment it is required that your personal data will be stored temporarily for all people that is part of this booking. Deletion of personal data will take place automatically the day after appointment date, from ordinary as well as back-up storages. By accepting this agreement I accept the following: 1. Personal data of all people part of this booking is stored 2. Deletion of personal data according to (1) above, will take place automatically the day after appointment date

I agree to the terms and conditions:

Number of people: 1

Back Next

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Time selection

Filter time slots based on

- Region
- Office
- Service, User or Workstation
- Date

The screenshot displays a web interface for searching available time slots. At the top, there are four dropdown menus: 'Region' (set to 'All regions'), 'Office' (set to 'Demo office 2'), 'Booking queue' (set to 'Apply'), and 'Date' (set to '02/12/2014'). A blue 'Search time' button is located below these filters. The main area is titled 'Available times' and shows a grid of time slots for the week of February 10-16, 2014. The grid has columns for each day and rows for 15-minute intervals from 08:00 to 12:30. Most slots are highlighted in green, indicating they are available. A 'Back' button is at the bottom left and a 'Next' button is at the bottom right of the grid.

	Mon 10 Feb	Tue 11 Feb	Wed 12 Feb	Thu 13 Feb	Fri 14 Feb	Sat 15 Feb	Sun 16 Feb
08:00	08:00	08:00	08:00	08:00	08:00	08:00	
08:15	08:15	08:15	08:15	08:15	08:15	08:15	
08:30	08:30	08:30	08:30	08:30	08:30	08:30	
08:45	08:45	08:45	08:45	08:45	08:45	08:45	
09:00	09:00	09:00	09:00	09:00	09:00	09:00	
09:15	09:15	09:15	09:15	09:15	09:15	09:15	
09:30	09:30	09:30	09:30	09:30	09:30	09:30	
09:45	09:45	09:45	09:45	09:45	09:45	09:45	
10:00	10:00	10:00	10:00	10:00	10:00	10:00	
10:15	10:15	10:15	10:15	10:15	10:15	10:15	
10:30	10:30	10:30	10:30	10:30	10:30	10:30	
10:45	10:45	10:45	10:45	10:45	10:45	10:45	
11:00	11:00	11:00	11:00	11:00	11:00	11:00	
11:15	11:15	11:15	11:15	11:15	11:15	11:15	
11:30	11:30	11:30	11:30	11:30	11:30	11:30	
11:45	11:45	11:45	11:45	11:45	11:45	11:45	
12:00	12:00	12:00	12:00	12:00	12:00	12:00	
12:15			12:15	12:15	12:15	12:15	
12:30				12:30	12:30	12:30	

Personal data

Customizable fields

- Create your own appointment fields
- Add field validation
- Add transaction codes/
sub-services for more detailed statistics

The screenshot shows a web interface for 'ventus'. At the top right, there are language options for 'Svenska' and 'English', and a 'Print' icon. A breadcrumb trail reads 'Start (restart) > Agreement > Select time > Personal data'. The main heading is 'Personal data', followed by the instruction 'Fill in the form below. Then click "Next"'. The form itself is titled 'Personal data' and contains the following fields:

- Social Security Number: 1912121212
- City: Stockholm
- Person 1 (header)
- Customer number: 123456
- Surname: Andersson
- Services: New account Close account

At the bottom left of the form is a 'Back' button, and at the bottom right is a 'Next' button. The footer of the page includes 'Cookies enalog.se | Powered by Enalog AB Nemo-Q International AB'.

Contact information

E-mail and/or sms

- Confirmations
- Reminders
- Select when reminders should be sent
- Freetext field

The screenshot shows a web form titled 'Contact information' from the 'ventus' system. The breadcrumb trail is 'Start (restart) > Agreement > Select time > Personal data > Contact information'. The form includes the following fields and options:

- E-mail address:** Input field containing 'anders@andersson.com'.
- Cell phone number:** Input field containing '0701122233'.
- Confirmation type:** Radio buttons for 'Email' (checked) and 'SMS'.
- Reminder type:** Radio buttons for 'Email' and 'SMS' (checked), followed by a dropdown menu set to '4 hours' and the text 'before the appointment'.
- Additional information:** A large text area containing the text 'I have some important information for you...'.

Navigation buttons 'Back' and 'Next' are visible at the bottom of the form. The footer contains 'Cookies enalog.se | Powered by Enalog AB Nemo-Q International AB'.

Summary

Confirm that all appointment information is correct

Confirm booking

Make sure the information below is correct, then press the "Confirm booking" button below to complete the booking.

[Back](#) [Confirm booking](#)

Booking information ?

Time: 02/12/2014 09:00

Service group: Apply

Office: Demo office 2

Booking queue: Apply

Number of people: 1

Social Security Number: 1912121212

City: Stockholm

Person 1

Customer number: 123456

Surname: Andersson

Services: New account Close account

E-mail address: anders@andersson.com

Cell phone number: 0701122233

Confirmation type: Email SMS

Reminder type: Email SMS **4 hours before the appointment.**

Additional information: I have some important information for you...

[Back](#) [Confirm booking](#)

Confirmation

Appointment confirmation

The screenshot displays a web interface for 'ventus'. At the top left is the 'ventus' logo. At the top right are language selection options for 'Svenska' (with a Swedish flag) and 'English' (with a UK flag), along with a 'Print' icon. Below the header is a blue bar with the text 'Booking Confirmation'. The main content area starts with the message 'Your booking is completed!' followed by a section titled 'Your booking information' which contains the following details:

- Booking number: 1042397
- Time: 02/12/2014 09:00
- Service group: Apply
- Office: Demo office 2
- Booking queue: Apply
- Number of people: 1

A blue button labeled 'Back to start' is located at the bottom right of the page. A small question mark icon is visible in the top right corner of the information section.

Edit/Cancel

Let the customer

- Reschedule
- Cancel Appointment
- Edit freetext field

The screenshot shows a web form titled "Booking information" with a blue header bar containing a question mark icon and an "Edit" button. The form is organized into several sections:

- Booking information:** Booking number: 1042397, Time: 02/12/2014 09:00, Service group: Apply, Office: Demo office 2, Booking queue: Apply, Number of people: 1.
- Personal data:** Social Security Number: 191212121212, City: Stockholm.
- Person 1:** Customer number: 123456, Surname: Andersson, Services: New account.
- Contact information:** E-mail address: anders@andersson.com, Cell phone number: 0701122233, Confirmation type: Email SMS, Reminder type: Email SMS 4 hours before the appointment.
- Additional information:** A text field containing "I have some important information for you...".

At the bottom right of the form, there are two buttons: "Edit" and "Cancel booking".

Check-in

Check-in via Touchscreen

- Customer gets a prioritized queue ticket at check-in
- Forward customer as a regular walk-in customer

