



SMARTAPPOINTMENT™

Online Appointment Booking & Scheduling Solution

Our solution enables your customers to book, reserve, and schedule their appointments through various online channels, at anywhere and anytime.

The automatic notification system ensures minimum no-show rate by sending booking reminders via personalised SMS and/or Email in advance.

Boost positive customer experience while increasing the productivity of your business with our professional online booking solutions.

It's time to hang up the phone & start taking online reservations

Why our solutions are different?



Real-Time Availability

Customers can easily view your real-time availability & self-book the appointments at their convenience.



Automatic Reminders

Maximize appointment attendance by sending automatic reminders to customers.



Accessible, Anywhere & Anytime

Easily update & manage your services and availability from any web-based device.



Seamless Website Integration

Give your customers a seamless appointment reservation experience right on your website.



Centralized Configuration

Enjoy the hassle-free experience in managing service availability across locations; set different services, hours, and staff allocation for various locations from a single point.



Powerful Reporting


Identifying areas of improvements & capacity planning with comprehensive statistic from day-to-day reporting



Real-Time Dashboard Monitoring

Get instant updates of:

- New, rescheduled, or booking cancellations
- Number of customers & appointment
- Proportion of booked & available slots



In-App Push Notifications

Inform your staff of their upcoming appointment to ensure professional & timely services

How our solution benefits your business?



For Customers

✓ Ease of Access

Customers can easily find & book appointments – through laptop, tablet, or smartphone.

✓ Saves Time

Customers can make appointments just within a few minutes from the comfort of their home or workplace.



For Company

✓ Improved Efficiency

By improving customer flow, matching service request with the right resource, and utilizing staff in a more efficient way.

✓ Increase Customer Satisfaction

By offering premium customer experience that increases the likelihood of a second visit.

✓ Increased Revenue

By reducing the number of no-show & providing a 24/7 online booking system.

✓ Optimize Service Quality

By reducing staff's workload & providing them with complete information about their upcoming tasks and customers' profile in advance.

✓ Improved Business Analytics

Continually improve service, resourcing strategies, and even marketing initiatives with comprehensive reporting & real-time dashboard monitoring.

Related Solutions



SMARTQUEUE®

Enterprise Customer Experience Management

Optimized customer journey by catering customer's varying needs with SMARTQUEUE®'s multi-channel service delivery.



SMARTSURVEYS™

Customer Feedback Solution

Identify your customers' opinions, concerns, needs, interests and preferences in real time



PT MURNI SOLUSINDO NUSANTARA
Digital Business Transformation Center

Branch Transformation | Customer Experience | Digital Teller Automation | Self-service Solution
Cash & Cheque Processing Solution | Digital Signage | RPA | Ergonomic Solution | Maintenance Service



30+ YEARS
OF EXPERIENCES



TRUSTED BY
MAJOR COMPANIES
ACROSS SECTORS



NATIONWIDE
TECHNICAL SUPPORT
WITH 100+ SERVICE POINTS
AND 24/7 HELPDESK



CORE COMPETENCY IN
CUSTOMER EXPERIENCE AND
DIGITAL TRANSFORMATION
SOLUTIONS



SUPPORTED BY MORE THAN
700 DEDICATED STAFF
AND TECHNICIANS

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