CLARITY BOOKINGS
PRODUCT OVERVIEW

APPOINTMENTS, COURSES, EVENTS, MEETINGS

Clarity Bookings is a web-based activity and resource booking solution that is used by public authorities to streamline the management of one-to-one appointments, group courses, large-scale events, customer facilities (e.g. rooms) and meetings. It includes back-office scheduling, monitoring and reporting features, along with client facing online booking interfaces.

FEATURE SUMMARY

- Schedule and publish appointments, courses, events and meetings online.
- Create both private (invitee-only) and public activities.
- Validate client eligibility to attend activities.
- Clients can view availability and book activities and facilities online.
- Offer flexible online payment plans and secure payment telephony.
- Allocate personnel, trainers, venues and resources to scheduled activities.
- Manage trainer availability, competencies and invoices.
- Manage venue availability, capacities and contracts.
- Integrate with corporate payment gateways and CRM systems.
- Track booking, payment and attendance and generate critical action alerts.

BENEFIT SUMMARY

- Allow clients to book courses online at any time.
- Minimise call centre traffic by channelling bookings through the website.
- Maximise online bookings by offering intuitive touch-friendly interfaces.
- Enhance call centre PCI compliance with secure telephone payments.
- Use a self-service approach for trainer availability management.
- Process rules automate governance (course capacity and trainer competence).
- Maximise course attendance by providing SMS and email reminders.
- Create an unlimited range of activity types.
- Schedule an unlimited number of activity occurrences.
- Manage individuals' needs and support minority language groups.

APPOINTMENTS

Schedule one to one appointments, allocate resources and offer online bookings for available slots.

- Create appointment windows and bulk schedule appointments based on availability of personnel and facilities.
- Allow clients to book, cancel or reschedule their appointments online (through a dedicated website or via Facebook).
- Offer private appointments, where attendees require a login, and public appointments that are available to the general public.
- Allow attendees to filter availability based on time slots, locations and preferred personnel (e.g. doctor, instructor).
- Send automated email and SMS reminders and custom messages to clients about appointments.
- Manage client relationships, with records that provide access to a client's appointment history, booking preferences, future bookings and contact details.
- Use a management dashboard to monitor live bookings, cancellations and notifications.

COURSES

Create course types, publish course occurrences online and track completions.

- Create and manage an unlimited number of course types
- Schedule an unlimited number of course occurrences
- Allocate trainers and venues to scheduled courses
- Manage trainer availability, competencies and invoices
- Manage venue availability, capacities and contracts
- Allow clients to book and pay for courses online
- Support flexible payment plans
- Validate client eligibility to attend courses
- Track booking, payment and attendance and generate critical action alerts

EVENTS

Organise large-scale one-off events.

- Capture attendee contact information, food preferences and session sign-ups.
- Consolidate and track host, exhibitor and supplier contact information, roles and preferences.
- Manage exhibitor bookings, including sponsorship levels, stand spaces, workshop sessions and speaking slots.
- Schedule and publish parallel breakout events, including meetings and workshops.
- Offer tiered admissions and allow attendees to buy and download tickets through a dedicated website, including breakout sessions.
- Utilise email marketing for repeat events.
- Track progress with supplier actions (e.g. venue reservations, catering, IT and communications).

RESOURCES

Track the availability of resources, such as rooms and equipment, and allow personnel to book facilities.

- Publish available resources and specify resource features (e.g. capacity, equipment, etc.).
- Allows users to find and book resources that match their required criteria (e.g. date and time, room capacity, etc.).
- Authorise booking requests for managed resources and/or allow unrestricted access for booking open resources.
- Allow authorised users to specify associated requirements, such as catering, when booking resources.
- Maintain a calendar view of resource bookings and availability.
- Identify participants and send email and SMS invitations and reminders automatically.
- Restrict access to specified business areas or share resources across multiple user groups.
- Enforce booking rules to support internal accounting and policy compliance.

MEETINGS

Schedule meetings, invite participants, publish papers and track actions.

- Schedule one off and recurring meetings, book facilities and invite participants.
- Track participant invitations, confirmations and attendance.
- Create secure collaborative workspaces for meeting participants.
- Share agendas, meeting papers and associated reference documents.
- Provide participant access to records from previous related meetings.
- Maintain a dynamic meeting actions list and allow participants to track the status of actions and record updates across multiple related meetings.
- Maintain a discussion library and notification panel within meeting workspaces (e.g. allowing participants to request additional Agenda items, time changes, etc.).
- Participants receive automated email updates throughout a meeting lifecycle.