Set up the Reception Welcoming App

1 To set up the **Reception Welcoming** app, go to the menu item "*Apps*". From the list of apps, select **Reception Welcoming App**.

Remember, if you haven't already done so, you need to install the app! Do this by clicking the "*Install Now*" button.

2 Once you've installed the app, **Screen Settings** will appear. From here you will create links to your screens that will display your welcome messages. (We'll cover this a bit later on). First, let's set up the app according to your needs. Click on the settings tab at the top right that looks like this: ⚙ .

Reception Welcoming   `Premium`

Screen settings   ⚙

💡 **Set up your screen app**

This app gives you the possibility to display a welcome message to your next appointment. Here you'll be able to generate the link where the welcome messages will be displayed. You can then use your TV's browser or any device's browser to display your message.

Don't show anymore

🖥 **Your Active Screen Links**

Create a link to display the welcome message

2.1 **Company Logo & Backround Graphic**

Here you can upload your company logo that will be displayed with the welcome message on your TV or display. It is recommended to upload your logo as transparent PNG. Max. file size is 10 MB and a recommended size of 300x100px or 300x300px. Supported formats are .jpg, .png, .gif.

By default we show an animated abstract background behind the welcome message, but if you want you can add your own customized background graphic that fits more to your CI. The reccomended graphic size is Full HD Format or 1920x1080px.

🖼 **Company logo**

Company logo	**Choose file**

Max. file size: 50 MB. Supported formats: .jpg, .png, .gif. Recommended size: 300x100px

🖼 **Background graphic**

Background graphic	**Choose file**

Max. file size: 10 MB. Supported formats: .jpg, .png, .gif. Recommended size: 1920x1080px

2.2 **Welcome Message**

Now it's time to optimise the welcome message that you want to display on your screen. You will see here a predefined message from us, but feel free to optimise it as you wish. Just please try to keep the message short and straight to the point.

Here you have the option to add 3 dynamic values:

- **{%CUSTOMER_NAME%}** - displays the name of the person who booked the appointment
- **{%APPOINTMENT_TIME%}** - display the time of the booked appointment
- **{%RESOURCE_NAME%}** - displays the name of the booked resource

Our TIMIFY Enterprise customers can extend the welcome message with an additional dynamic value:

- **{%SECOND_RESOURCE_NAME%}** - displays the name of the second resource assigned to a booking (ie: Room, Platform or another bookable resource)

✏ **Welcome message**

Message

B *I* <u>U</u>

Greetings **{%CUSTOMER_NAME%}**
Our colleague **{%RESOURCE_NAME%}** is awaiting you for your appointment at
{%APPOINTMENT_TIME%}

Allowed variables:
{%CUSTOMER_NAME%} - displays the name of the person who booked the appointment
{%APPOINTMENT_TIME%} - display the time of the booked appointment
{%RESOURCE_NAME%} - displays the name of the booked resource

2.3

Default Message For No Booking

When there are no bookings that can be displayed or the next customer's booking is simply later that day, we switch the message box with an alternative message that invites customers to book their next appointment online. Here we display a QR code that can be easily scanned with the phone camera and your customers / patients will be automatically redirected to your booking widget from where they can book their next appointment with you.

Of course if you don't want to use the alternative message box to promote online booking, you can simply remove the dynamic value **{%QR_CODE%}** from your message which basically displays the QR code in the box.

✎ **Default message for no bookings**

Message

| B | I | U |

Don't want to wait in line? Schedule your next appointment online by scanning this code:
{%QR_CODE%}

Allowed variables:
{%QR_CODE%} - display QR code to make an online booking

2.4

Display settings

In the last setting you can define when the next message should be displayed, ie: 10, 15, 20 min prior to the next appointment. That way even if your customer / patient come earlier they will still see the message.

If you have multiple resources and therefore multiple customers / patients coming at the same time then we can display up to 3 messages at the same time.

Last but not least you can define from here how long the welcome message should be displayed, ie: 5, 10,15 min after the appointment has started. This is really helpful in case your customer or patients are running late.

So let's say you usually have 30 min appointments. It will make sense to set up the message to display 10 minutes prior to the appointment's start and 10 minutes after it started.

⚙ **Display settings**

Display next message
20 min earlier

Display message for
15 minutes

Generate link to display the message

3 Screen settings

Now it's time to create a link from where you can access the welcome messages. Navigate back to the first tab by clicking over Screen Settings tab and from there click the red button: "Create a link to display the welcome message"

You will see to select boxes:

- **Choose which resource bookings should be displayed** - From here you can define the appointments of which of your staff members should be displayed.
- **Choose which booked services should be displayed** - From here you can further filter and define that only appointments with a certain service should be displayed on the screen. This is really useful if you have some internal services or workshops between your staff and you wouldn't like those appointments to be displayed as well.

Now that you're ready click the "Generate link" button and a link will be generated for this screen setting that you just created.

As you can see you can create unlimited amount of links. This is helpful if you have different screens and you want to display different information on each of them. Let's say you have in each meeting or treating room a display and you want to show only those appointments associated with this room.

Now copy the link by clicking the red COPY button and paste it in your browser to be see how it looks like.

Reception Welcoming   Premium

Screen settings   ⚙

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Don't show anymore

🖥 **Your Active Screen Links**

Choose which resource bookings should be displayed…   ⇕

Boyan Tanchev ✖

Choose which booked services should be displayed…   ⇕

Dauerwelle ✖

Generate link   Cancel

Display the message on your TV

4

If your Smart TV is connected to the WiFi and has a browser you can simply use the TV's browser to display the Welcome Message screen that you just generated.

The only thing that we would recommend here is to shorten the URL in order to save time typing with the TV's remote control. For this go to **bit.ly** and paste the generated link in the field and hit the "Shorten" button. A new link like this https://bit.ly/2IxuyY6 will be generated for you. Copy it and type it in your TV's browser. Bit.ly is a free service, but there are many vendors out there offering URL shortening for free and there are also some more spohisticated paid services as well.

If you want to display the welcome screen on a tablet device simply paste the URL it in your device's browser.

4.1   **Display the screen in full screen**

If you click or tap over the logo you can trigger a hidden command that switches the display in full screen mode. That way you can avoid showing the browser's user interface elements.