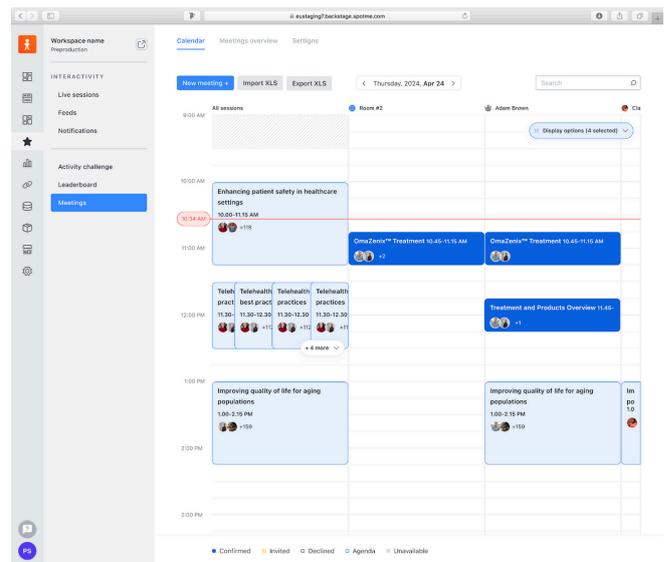


Appointments

Announced: 2024, Status: Early, Customers: 10+

Onomi Appointments streamlines the management of business suite appointments at congresses by providing a seamless experience for internal users (reps, planners) and external stakeholders (HCPs, KOLs). Designed for complex congress and trade show environments, this product combines calendar functionalities, room/location management, robust permission controls, and external calendar synchronization to optimize scheduling processes.



Key benefits

- **Seamless scheduling:** Allow reps and planners to schedule, reschedule, and manage real-time appointments from the Field Force Hub or Backstage.
- **External engagement:** Invite external attendees via email, sync appointment invitations directly into reps' calendars (Google, Outlook), and ensure higher response and show-up rates.
- **Improved room use:** Track and optimize room bookings with real-time availability data and automated scheduling recommendations.

Measurable impact

40% Time savings compared to DIY agency solutions

24% Increase in HCP appointment show-up rate



Solution capabilities

Planner view - full calendar control

Backstage provides a powerful appointment planner view where event organizers can oversee and manage room and rep utilization. It provides a centralized overview of both room and attendee schedules, optimizing coordination for both pre-event and onsite appointments.

Representative view

Participants can access their appointments in the app through a list or calendar view. Depending on the configuration, they can see their own appointments or the full schedule of their peers, simplifying the scheduling process.

Business suite rooms management

Configure available meeting rooms, set capacity limits, and define the specific dates and times when rooms are available for booking. Control who can book appointments in specific rooms, ensuring only authorized users can reserve critical spaces. Block selected time slots from availability to manage room maintenance or other scheduled activities. Provide reps with the flexibility to book custom locations (e.g., booth lobby or informal meeting areas) when traditional business suite rooms are fully booked.

Scheduling and invitations

Appointments can be scheduled directly from the Onomi app or Backstage. Both app users and external users can be invited via an email address. Add detailed appointment descriptions and manage RSVPs directly in the app.

Calendar integration

The module ensures that external participants automatically receive calendar invitations and that responses are directly synchronized with Onomi. As soon as an invitation is accepted in the external calendar (e.g., Outlook, Google), it is automatically updated in Onomi.

Advanced permissions

Configure appointment visibility, editing rights, and room access at a granular level to ensure compliance and operational control. Different levels of permissions can be set per room or user, ensuring proper access management.

Attendance tracking

Track appointment attendance in real-time for improved event ROI measurement. This allows organizations to measure the effectiveness of scheduled appointments through attendance metrics.

Appointment buffer times

Automatically add buffer times for room cleaning and preparation between appointments, ensuring smooth transitions and optimal room utilization.

Real-time notifications

Get instant notifications for appointment acceptances, declines, cancellations, and updates. Reps, planners, and participants are kept informed via in-app notifications and email, ensuring smooth communication throughout the event.

Automatic reminders

Set up automatic reminders via email and in-app notifications for both reps and engaged HCPs before appointments. These reminders ensure participants are well prepared, reduce the risk of no-shows, and increase overall engagement.

Integrated with the CRM

Onomi appointments are instantly visible as the Account/Contact Activity on the HCP's timeline thanks to the Onomi Sync App for Veeva and Salesforce.

Embeddable meeting request forms*

Allow users to request appointments via request forms with an approval workflow for optimal resource allocation. These forms can be embedded into other platforms (e.g., a company website or HCP portal), making it easier to create and measure demand for appointments.

*coming 2025

[To find out more, book a demo with a Onomi event expert.](#)