Better Lobby Branch Appointment Calendar Announced
by Better Branches Technology

New module provides a branch-specific appointment calendar for each branch employee.

SAN FRANCISCO, CA – *November 25, 2013 –* Better Branches Technology, a provider of branch visitor queuing and workforce management software for financial institutions, announced a new addition to their industry leading Better Lobby solution: *Better Lobby Appointment Calendar*. This new Better Lobby module provides *a branch-specific appointment calendar for each branch employee*, making the creation and updating of member appointments remarkably fast and easy. This powerful software will *provide full visibility to management* of appointment utilization and *assist in managing the mix of "walk-ins" and "appointment" visitors* in the branch.

Rick Poulton, President of Better Branches, states that "our *Appointment Calendar* Module provides an unparalleled level of effectiveness and simplicity in the scheduling, updating and fulfillment of appointments in credit union branches." He adds that "as credit union executives adapt their branches to meet changing consumer behavior, this appointment handling capability will be a significant help in reducing costs, improving service levels and increasing sales."

Better Lobby Appointment Calendar is designed specifically for community financial institutions and includes the following features:

Integrates with Platform Queue - *Better Lobby Appointment Calendar* integrates seamlessly with *Better Lobby New Accounts Queue and Kiosk v3.0*. Arriving visitors with appointments are immediately identified when they enter the *Better Lobby Platform Queue* and a notification is sent to the staff member that "your appointment has arrived." Both the *Staff Calendar and Better Lobby Platform Queue* reflect the service status of the branch visitor (i.e., "waiting", being served, etc.).

Replaces Spreadsheets and Outlook Calendars - it replaces other awkward and/or costly solutions, enabling your branch organization to standardize member-facing employees in a single scheduling application.

Fresh, easy-to-use screen design - staff will love using *Better Lobby Appointment Calendar*: it's so easy to use, no formal training should be necessary.

Positively impact branch traffic patterns - Branch Appointment Calendar can be used to move peak walk-in traffic to slower times, and improve member service in the process.

Accessible to other staff – Call Center employees and staff at other branches can easily help a member who needs to make or change an appointment, and confirm the appointment on-the-spot.

Better Lobby Appointment Calendar is available now.

About Better Branches Technology

Since its founding in 2003 Better Branches' software solutions have expanded to include: *Better Lobby/New Accounts, Better Lobby/Teller, Staff Scheduler & Optimizer, Mobile Wait-time Indicator* and, *Branch Appointment Calendar*. These solutions are flexible enough to support financial institutions with 10,000 to 500,000 clients.

For more information, contact Rick Poulton at 866-444-8344 ext 20 or by email rick.poulton@betterbranches.com. You may also learn more about Better Branches LLC by visiting www.betterbranches.com.

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