



News Release/For Immediate Release

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## **Better Branches Technology Enhancement Enables Mobile Booking of Appointments for Branch Video Meetings**

*Industry first software schedules multiple appointment calendars for expert staff, meeting rooms and video equipment for CU branch visitor appointments.*

**SAN FRANCISCO, CA** – January 3, 2017 – Better Branches Technology, the provider of Better Lobby branch visitor queuing and appointment handling software for credit unions, announced the release of the latest enhancements to their **Mobile Booking Tool** and **Video Meeting Queue modules**. The new enhancement allows their Mobile Appointment Booking Tool to schedule Branch Video Meeting appointments with the same ease as face-to-face meetings. This innovative function seamlessly coordinates both staff (i.e. mortgage lenders, investment/financial planning experts, and consumer lending specialists), and up to two video equipped conference rooms that may be required for the meeting. When the arriving visitor checks into Better Lobby at the branch the off-site expert staff member is notified of the visitor's arrival and room location, enabling an elegant hand off from the "physical" to the "virtual" member-service experience.

Rick Poulton, President of Better Branches Technology, states that "we are pleased to be the first company to bring this powerful appointment setting capability to CUs, allowing them to provide full support to their local market without the need for expert staff to be physically present at each branch. It is both and useful and elegant integration of our **Appointment, Mobile Booking** and **Video Meeting Queue** modules"

The **Video Meeting Queue** Module was developed in close cooperation with Better Branches' credit union clients and those users have found that it to be an indispensable part of successfully operationalizing member video meetings in their branch networks. Poulton concludes that "we envision branch video meetings becoming a standard feature at many credit unions in the future, and we see our **Video Meetings Queues** as a perfect complement to this service and a great way to improve member service, increase staff utilization and reduce branch costs."

### **About Better Branches Technology**

Since its founding in 2003 Better Branches' software solutions have expanded to include modules such as: Better Lobby/Main Service Queue, Self Check-in Kiosk, Branch Appointment Calendar, Mobile Appointment Booking Tool, Mobile Wait-time Indicator, and Branch Video Meeting Queues. These solutions are flexible enough to support credit unions with 10,000 to 600,000 members.

*For more information, contact Rick Poulton at (866) 444-8344 ext 20 or email [rpoulton@betterbranches.com](mailto:rpoulton@betterbranches.com). You may also learn more about Better Branches Technology by visiting [www.betterbranches.com](http://www.betterbranches.com).*

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