

Regardless of the time of day, or wherever they are in the world any small business owner, can now deliver a fantastic customer experience with 2 brand new and incredibly simple methods of managing customer appointment and booking requests via [MiQuando.com](http://MiQuando.com).

People use Online Booking because it is convenient and gives an immediate response. For example, someone booking a table online for a restaurant wants to know their booking request to be confirmed within seconds of clicking the 'Book Now' button, allowing them to tick that task off their list and move on.

The quicker this confirmation happens, the better; instant being the very best kind of customer service, which is why we recommend our Automatic option for managing booking requests. We do however recognise Automatic confirmations may not suit every businesses preferred way of working.

So, to help businesses deliver amazing customer service, whilst still manually managing each booking request, we have created two brand new ways to provide a rapid response to a booking request using SMS messages and/or Emails.

These two new processes mean businesses can retain full manual control of their bookings, whilst still delivering amazing customer service with ease, giving customers the rapid confirmations they desire when booking online.

See below for more details...



### SMS Confirmations

Manage new Booking Requests on the move with SMS.



On holiday? Constantly on the move? No smartphone? No WIFI or 3g/4G data service?

No problem, just choose to use our SMS services to respond immediately and deliver amazing customer service.

If you have set yourself up to receive SMS notifications when you receive a Booking Request, you will receive a message similar to the one below. Simply reply as directed and you can instantly Accept or Reject this Booking Request from wherever you are with a low costs SMS reply.



## Email Confirmations

Manage new Booking Requests on the move with Emails.

### Support

17:54

Action Required - You have a new Booking Request from MiQuando  
Tue 28/01, 16:41

To: Nigel H Jones

Internet pictures are blocked.  
[Read about privacy](#)

Hi,

Good news. You have received a new Booking Request from Nigel Jones for MiQuando Demonstration on [29/01/2014](#) at 11:30 AM.

**Please Note:** You are NOT set to automatically confirm booking requests. Please try to confirm this booking request to your customer as quickly as possible.

[Confirm](#) [Reject](#)

To manage your bookings, please go to [www.miquando.com](http://www.miquando.com) and login.

Thank you for using MiQuando.

Regards  
The MiQuando Team

On the move and only have access to Emails? Not an issue, simply Accept/Reject a Booking Request straight from the email we send you, with no need to access your MiQuando™ account online.

To the left is an example of a Booking Request notification email. All that is required to Accept/Reject the Booking Request is simply click on the appropriate button and let MiQuando do the rest for you.



## Online Confirmations

Manage new Booking Requests via the website

From your Desktop, Laptop, Tablet or even mobile device, sign-in to your MiQuando™ profile and go to your Online Bookings.

Use either the List view shown here (or the Calendar views) to Manage your Bookings online.

Select	Custo	Booking Date	Booking Time	Status
<input checked="" type="checkbox"/>	Ashle	14/01/2014	1:00 PM	Confirmed
<input checked="" type="checkbox"/>	Ashle	07/01/2014	8:00 PM	Pending
<input checked="" type="checkbox"/>	Ada J	20/11/2013	7:00 PM	Pending

**Change the Booking Status for: All selected Bookings?**

Set Status

Confirmed  
 Cancelled  
 Rejected  
 Closed  
 Pending

[Change Status](#)