

Better together: JRNI UKG Connector

Streamlining your workforce is an essential part of delivering unforgettable personalized experiences. UKG, together with JRNI, gives you the tools you need to get it right.



KEY FEATURES

- **Convert** online visitors to real customers
- **Build** personalized relationships at scale
- **Drive** customer loyalty
- **Improve** customer satisfaction
- **Grow** revenue
- **Increase** efficiency

OVERVIEW

JRNI Appointments allows you to schedule one-to-one experiences, both remote and in-person, that help you build personalized relationships while driving conversions, revenue, and loyalty - at scale.

Managing appointments can be challenging and inefficient when using inflexible, outdated technology or manual processes. Without the help of JRNI Appointments, your business is likely suffering from non-optimized calendars, wasted time when coordinating appointments, a high rate of no-shows, and an inability to track the value that appointments are driving. Furthermore, you probably have little to no insight into customer behavior and preferences.

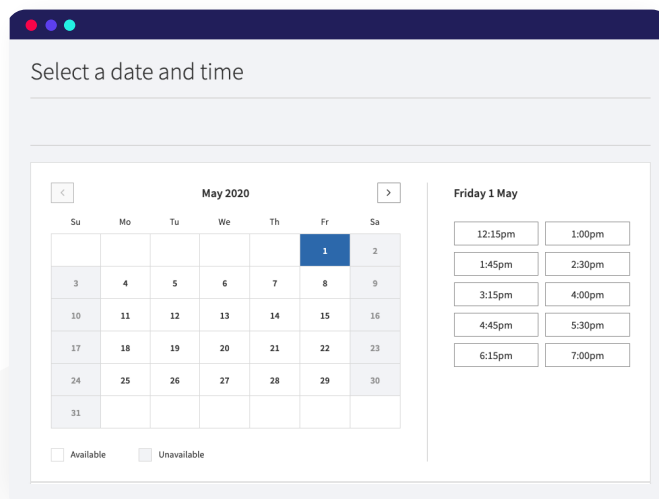
With JRNI Appointments, you can solve these problems. And by integrating JRNI with UKG Dimensions™ from UKG, you can make sure that UKG remains the single source of truth for all employee calendars - so that appointments are scheduled based on an employee's UKG calendar, and that those appointments are then accurately reflected in UKG.

AN EXPERIENCE YOUR CUSTOMERS WILL LOVE



1-2-3 scheduling.

Customers can book, amend, and cancel appointments directly from your website or mobile app in just a few clicks. It's simple, intuitive, and exactly the experience they want.



Seamless UKG integration

Your staff needs one calendar that serves as a single source of truth. With JRNI and UKG Dimensions together, you can make sure that everything you need is right in UKG.



Ultimate flexibility

No calendar is too complicated. JRNI Appointments can automatically manage multiple staff members, locations, services, time zones, and more.



Optimized user flows

Millions of appointments have been booked with JRNI. With our experience, we can give you a user flow that will maximize conversion rates and deliver ROI.



Customer profiles

One-to-one experiences are about building relationships. With detailed customer profiles that provide useful information, appointment history, outcomes, and more, your staff can greet every customer like a personal friend.



Booking questions

Don't let staff be caught by surprise - use the booking process to ask questions that will help you prepare for each customer's individual needs, so appointments can be executed smoothly and professionally.



Remote options

For customers who are staying at home, JRNI offers native video functionality that doesn't require additional apps or integrations. Alternatively, you can integrate with your company's existing video conferencing tools.



Confirmations, reminders, follow-ups

The appointment is only one part of the conversation. JRNI automates email and SMS contact, so that your customers feel cared for throughout the entire customer journey.



Custom branding

Your scheduling process should be an extension of your brand. JRNI customizes colors, fonts, and logos to give everything the exact right look and feel.



Outcome tracking

Document what happened during an appointment for later reference. Whether the customer bought an item, opened an account, or completed some other action, you'll be able to see what happened so you can measure and improve.



Unbeatable expertise

From our years of experience and millions of booked appointments, we know what works and what doesn't. With JRNI, you'll get the guidance you need to get the most value out of your appointments strategy.



Rapid implementation

Our implementation teams have been doing this for years - so that the process doesn't take years. We can get you up and running in as little as a few days so you can start realizing value as soon as possible.



Exceptional support

Customer success isn't just a department at JRNI - it's a philosophy. We want to make sure you get the most out of your appointments, and we're here to help you do it.



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