

# Sweet-CAD Web Reservations

## Automation. Simplicity. Customer Service.

Sweet-CAD Web Reservations automates more of the work for your call taker to reduce their call volume and allow them to focus on other priorities. Contracted facilities appreciate the improved customer service that Sweet-CAD Web Reservations enables.

### Self-Serve Transport Requests

With the self-service functions of Sweet-CAD Web Reservations, your contracted facilities can submit transport requests, and see the status of their scheduled trips.

- Reduction in phone calls handled by call takers
- Responsibility for accurate data entry shifts to facility
- Facility can request transports anytime - regardless of whether a call taker is available

### Facility Dashboard

The facility dashboard provides a status board showing the status of transports and transport requests.

- Reduction in phone calls to call takers requesting status of transport or confirming a request
- Peace of mind for facilities that transport requests have not been lost or mishandled
- Facility can preview transports for the day, and identify any that need to be changed

### Easy Scheduling

Reoccurring transport schedules can be entered in a single request.

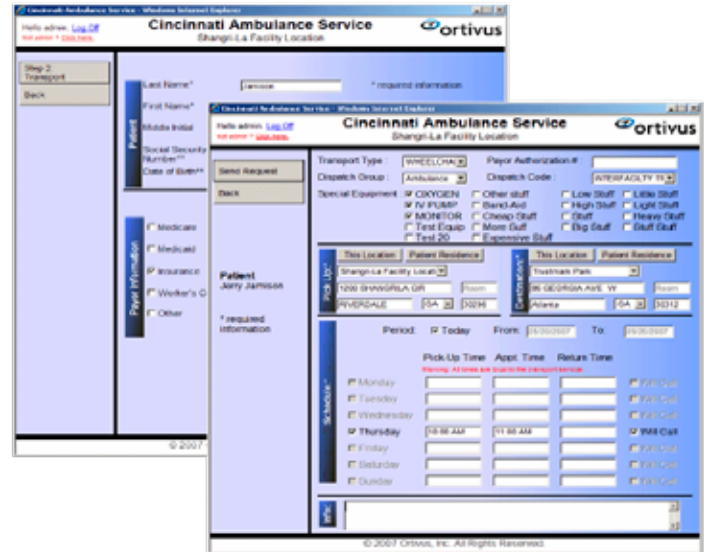
- Avoids repetitive entry of data for reoccurring schedules

### Sweet-CAD Integration

The integration of web reservations and Sweet-CAD provides a seamless communication between incoming facility transport requests and dispatchers

- No duplicate data entry
- Automatic notification of new requests
- No missed requests
- Transport requests can be accepted or denied by Sweet-CAD users

For more information, visit our website at [www.ortivusna.com](http://www.ortivusna.com) or call 800-537-3927.



Contracted facilities access a secure website to enter the transport request.



As your call takers and dispatchers process the requests and the transports, the contract facility can see the progress on the dashboard.