

# Microsoft Bookings Essentials



## Course Details

**Course Name** Microsoft Bookings Essentials

**Duration** 1 Day

**Course Code** AFBMBOE

**Assumed Knowledge** None

## Course Aims

In this course, you will learn how to use Microsoft Bookings, a cloud-based service that enables you to create and manage online appointments with your customers. You will learn how to set up and customise your booking page, add and manage staff and services, schedule and manage appointments, configure and handle notifications, integrate Bookings with other services, review and analyse booking data, and troubleshoot common issues. This course is suitable for anyone who wants to use Bookings to improve their customer service and satisfaction.

## What You Will Learn

You will learn how to use Microsoft Bookings to create and manage appointments with your customers and staff. You will learn how to set up and configure Bookings, add and manage your staff and services, create bookable calendars, schedule and manage appointments, handle notifications and reminders, integrate Bookings with other services, analyse your booking data, customise and brand your Bookings page, apply best practice tips, and troubleshoot common issues and challenges.

## Skills

- Set up and manage your online booking system with Microsoft Bookings.
- Integrate Bookings with other services and platforms to enhance your business needs.
- Analyse and improve your booking performance and customer experience.

## Target Audience

This training course is designed for anyone who wants to learn how to use this tool to schedule appointments, manage availability, and communicate with customers. The course is especially useful for small business owners and managers, administrative staff and receptionists, and sales and service professionals.

## Course Content

### Module 1 – Introduction to Bookings

Topic A Overview of Bookings and its benefits

Topic B Purpose & Features

### Module 2 – Getting started with Bookings

Topic A Accessing & Setting Up

Topic B Configuration

### Module 3 – Managing Staff & Services

Topic A Adding & Managing

Topic B Defining services & providers

### Module 4 – Creating Bookable Calendars

Topic A Setting up Calendars for Services

Topic B Configuring Rules & Policies

### Module 5 – Scheduling & Managing Appointments

Topic A Booking Appointments

Topic B Rescheduling & Cancelling

### Module 6 – Handling Customer & Staff Notifications

Topic A Configuring Email Notifications

Topic B Managing Reminders & Confirmations

### Module 7 – Integrating Bookings with other Services

Topic A Microsoft 365 Integration

Topic B Websites & Social Media Platforms

### Module 8 – Managing Bookings Analytics & Reports

Topic A Reviewing Booking Data & Analytics

Topic B Extracting Useful Insights

### Module 9 – Customising & Branding Bookings

Topic A Customising Appearance & Branding

Topic B Personalising Customer Experience

### Module 10 - Best Practice Tips

Topic A Optimising Bookings Usage

Topic B Ensuring Smooth Customer Experience

### Module 11 – Troubleshooting & Support

Topic A Common Issues & Challenges

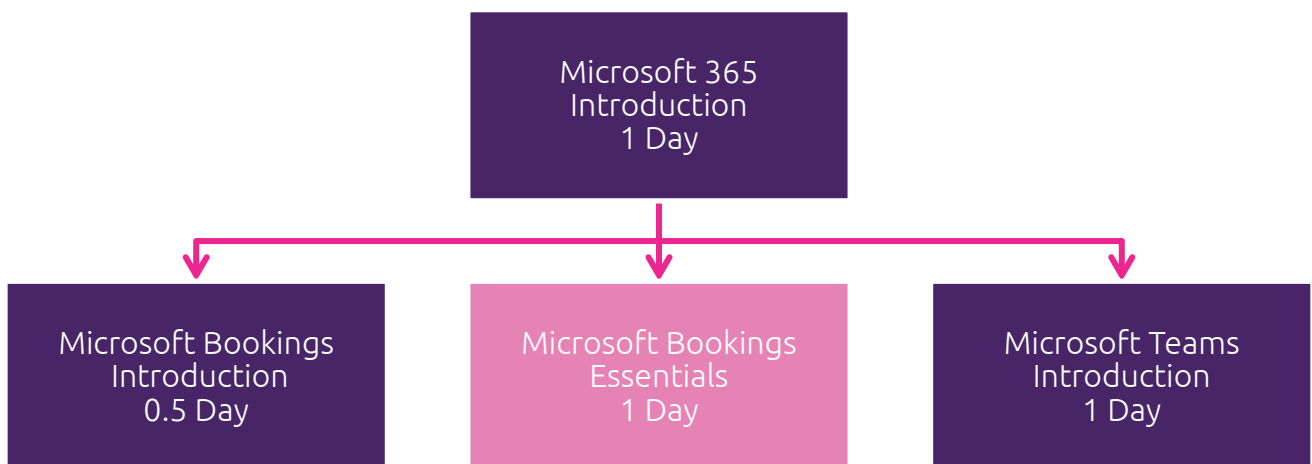
Topic B Available Support Resources

## Course Progression

Microsoft Bookings is a powerful tool for scheduling and managing appointments that can help you streamline your workflow and improve customer satisfaction. At Appetite, we understand the significance of learning the full depth of using Microsoft Bookings in a modern organization. That's why we offer a range of courses from introduction to advanced, covering topics such as appointment scheduling, staff management, customer communication, and more. We can guide you from having no prior knowledge to efficiently managing your appointments and schedules using advanced skills.

Whether you want to learn the basics of Microsoft Bookings, or take your skills to the next level, we have a course for you. Our courses are interactive, engaging, and can also be tailored to your needs. You'll learn from our experienced trainers who will share their best practices and tips for success. By the end of the course, you'll be able to apply your learning to your own business and scenarios and create a seamless and efficient appointment scheduling system that will impress your customers and stakeholders.

Join us in discovering the power of Microsoft Bookings and enhancing your scheduling and appointment management skills by taking one of the following courses.



## About Appetite

### Audacious, Human, Purposeful, Rigorous, Kind

Our company values underpin everything we do and are at the heart of our business.

Established in 2016, Appetite is passionate about helping people and organisations use technology as a force for good with values and culture being a guiding force for how we achieve this.

We will help you engage with your colleagues and customers through technology and our people – our difference makers – will be pivotal in helping you to achieve this.

We help companies to simplify technology and get the most out of Microsoft Cloud technologies to grow. We provide easier to access data analytics, faster business processes, better workflows and productivity, and a better understanding of how your business is performing.

## Accreditation

We adhere to several elite standards giving you the confidence that you are working with a partner who strives to be the very best, by continuously improving our management system and processes we work to the highest possible standard.

Security	Accreditations	Pledges