



## Scheduling Checklist

Ruby is happy to schedule appointments with your callers as part of your Call Ruby service! We work with your preferred calendaring system available on your website so you're never double booked.

We've found the following guidelines ensure we provide you with the best experience and use your Ruby plan efficiently:

- ✓ We can link directly to the calendar.
- ✓ You have **eight or fewer** different types of appointments to pick from.
- ✓ There aren't any pop-ups that block the ability to schedule an appointment.
- ✓ The calendar works on a Chrome browser.
- ✓ The time zone is locked or easily adjustable.
- ✓ All required fields are clearly marked.
- ✓ There isn't a complex verification process or CAPTCHA. A simple "I'm not a robot" checkbox is fine.
- ✓ Users aren't required to accept terms and conditions or create an account, in order to schedule an appointment.
- ✓ The scheduling tool doesn't collect social security or credit card numbers. If you're a covered entity, we can support HIPAA-compliance.
- ✓ Ruby's best practice is not to enter fake contact information. If your calendar requires a phone number or email address and the caller refuses, we will not be able to complete the scheduling process.

Don't hesitate to reach out if you have questions or concerns about incorporating scheduling into your Ruby service. Simply call us at 844-311-7829!