

RESPONSE & BOOKING

Appointment Confirmation & No-Show Review

Fixed price: \$99

Format: 4-page sample written report

Delivery: asynchronous

FICTIONAL SAMPLE - NOT A REAL CLIENT

Executive snapshot

Summit Ridge Roofing, a fictional residential roofing contractor, is used to demonstrate how this service is delivered. Evaluate whether confirmation and reminder controls reduce preventable no-shows and rescue cancellations.

Primary risk

Unconfirmed appointments are disproportionately represented in no-shows

Best next move

Standardize confirmation at booking plus one reminder window.

Evidence reviewed

Appointment list; confirmation/reminder timestamps; cancellations; reschedules; no-shows.

What this report does

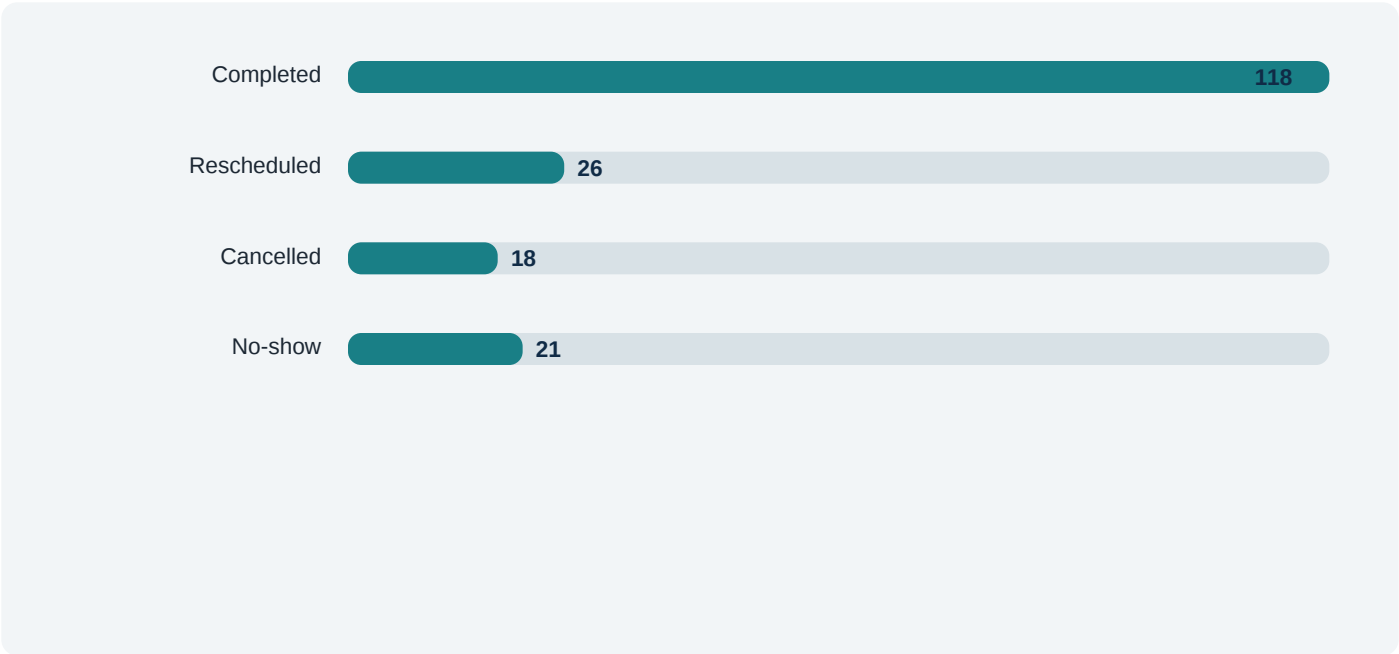
Converts the supplied evidence into prioritized operational actions without inventing ROI or revenue-loss claims.

SERVICE-SPECIFIC ANALYSIS

Current-state review

The sample analysis below uses synthetic records to show the type of evidence this service would evaluate for a real client. The numbers are illustrative, not benchmarks.

Illustrative operating data



Interpretation

Reminder coverage is inconsistent when appointments are booked by phone. Only a minority of cancellations receive a structured reschedule attempt. Some customers get two reminders, others none.

PRIORITY FINDINGS

What deserves attention first

Priority reflects operational risk and controllability, not a claim about financial impact.

HIGH Unconfirmed appointments are disproportionately represented in no-shows

Reminder coverage is inconsistent when appointments are booked by phone.

HIGH Cancellations are often closed instead of rescued

Only a minority of cancellations receive a structured reschedule attempt.

MEDIUM Reminder timing is inconsistent by scheduler

Some customers get two reminders, others none.

Control implication

The immediate objective is not to add complexity. It is to make the smallest number of controls visible, owned, and repeatable enough that the process can be managed consistently.

RECOMMENDED ACTIONS

30-day implementation rhythm

The sequence below is intentionally limited. Complete the control work in order, confirm adoption, and only then expand the process.

0-7 days	Standardize confirmation at booking plus one reminder window.	Owner / manager
8-21 days	Treat cancellations as recoverable until a reschedule sequence is completed.	Process owner
22-30 days	Track confirmation status as a required appointment field.	Manager review

Operating rules

- Assign one accountable owner for each action.
- Use a dated next action or review date.
- Measure only fields the team can maintain consistently.
- Do not add software or process complexity unless the current controls are actually being used.