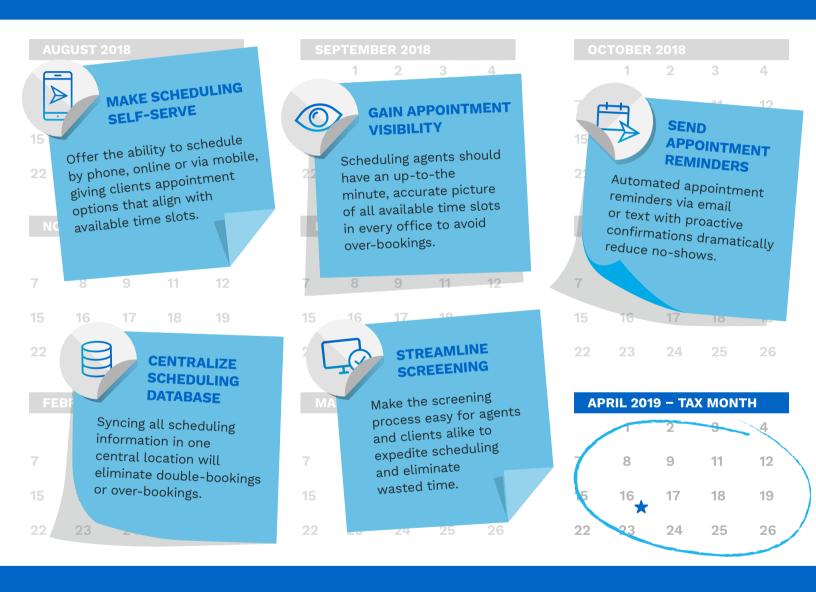


# EASING THE BURDEN OF TAX APPOINTMENT SCHEDULING:

# **5 WAYS LEADING VITA/AARP SITES ARE GETTING IT RIGHT**

Every year, organizations across the nation spend thousands of hours scheduling tax counseling appointments. However, inefficient scheduling systems can cause over-bookings, under-bookings and no-shows. Here's how today's leading contact centers are automating the process.

## **APRIL 2019 - TAXES DUE**



# **REAL RESULTS. MEASURABLE IMPACT.**

RiverStar's Appointment Scheduler solution has delivered proven results in several states, including:



### **UNITED WAYS OF CALIFORNIA**

- 32,000+ total appointments scheduled
- 10,000+ appointments scheduled via mobile self-service application



### MICHIGAN 2-1-1

- 66 tax counseling sites taking appointments across 16 counties
- 15,000+ total appointments scheduled