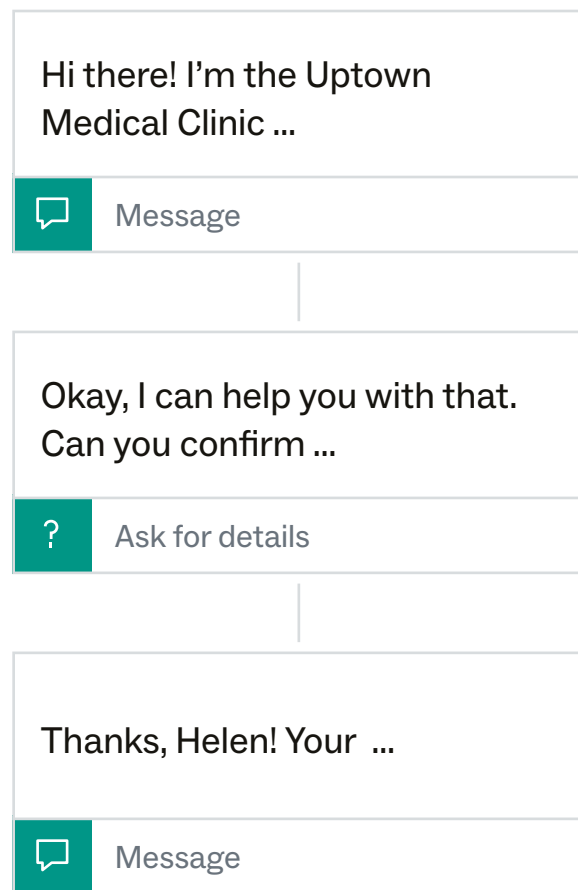


Appointment reminder

How to build it with Zendesk



How the customer views it

Uptown Medical Clinic

The screenshot shows a chat conversation with Uptown Medical Clinic. The chat starts at 8:45 AM with a message from the clinic: "Hi there, I'm the Uptown Medical Clinic virtual assistant. How can I help you?". At 8:46 AM, a customer response is shown: "Confirm appointment". At 8:48 AM, another message from the clinic: "Okay, I can help you with that. Can you confirm your name and the last four numbers of your Social Security Number separated by a common?". The customer responds with "Helen Simon, 2345". Finally, at "Just now", the clinic sends: "Thanks, Helen! Your appointment is confirmed for Wednesday, April 16." The chat interface includes a text input field at the bottom with the placeholder "Type a message".