



"GObookings® is the Australian and NZ leader in proven enterprise-level appointment and resource scheduling booking systems... since 1999"

FAQs/Feature list and Pricing

GObookings® a total management system for appointment and resource bookings

From experience GObookings® understand for commercial reasons **security, speed, functionality, ease of use and reliability** are all important and cannot be compromised.

GObookings® Version 10 clients using the Hosted Enterprise version are small to medium to large practices and businesses. Whereas the Hosted Corporate Enterprise version is used by corporations, hospitals, larger companies, universities and government departments to manage their appointments and resources more efficiently.

Single or multiple locations

GObookings® V10 can be used for making bookings internally and/or taking bookings externally, for one location or as centralised booking system for multi locations.

New Versions/Upgrades and advantages of hosted solutions

An advantage of the system being hosted is all upgrades are automatic and seamless at no additional cost to you. Nor do you need to download any software onto your computer and if you authorise through your GObookings® administrator controls, both you and your customers can access the system from any computer securely under 256/128 bit SSL encryption. If your computer hard drive fails you will not lose any booking data. You just login from another computer and it's all there for you.

When comparing systems

If best practice security isn't in place you should go no further. Also keep in mind some features/functionality you may not use now but you may need in the future as your business grows. Many of the features have a practical purpose having been developed over the past 10 years through the various upgrades and new versions by GObookings® in conjunction with business clients, like you. GObookings® listens to their clients and is why they now have the leading enterprise booking system in Australia and NZ.

Pricing

See Pricing below the FAQ, Feature and Comparison Check List.

Your GObookings® V10 booking system can be as simple or as comprehensive as you wish

GObookings® can be used in its simplest form as you just switch on the options that you need for now. GObookings® will help you select these during the setup process. The 'bells and whistles' are designed to be there for you should you need them now or at a later stage of business development.

AppointmentDiary
Powered by GObookings®

AppointmentDiary is an identical fully featured version of the enterprise GObookings® system. The difference is only in the URL you will be provided with. The URL is more intuitive if used on your web site, stationery and advertisements to allow for external bookings. For example www.appointmentdiary.com.au/yourbusiness or if in New Zealand – www.appointmentdiary.co.nz/yourbusiness

See below why GObookings® is the Australian and NZ leader in online appointment and resource booking management systems. If researching what the market has to offer, we encourage you to use the following FAQ, V10 Feature Comparison Check List.

Security - Company - Reliability	GObookings®	Other	Other
Are you dealing with an established Australian registered company specialising in appointment and resource booking systems?	10+ yrs ✓		
Does the company own the software?	✓		
Is the software reliable and well proven having been tested over time?	10+ yrs ✓		
Is the entire software with both internal and external interfaces and every page of code protected by a minimum of 128 bit SSL encryption?	✓		
Does the database reside on its own server with firewall, and not on a shared or virtual server?	✓		
Can I telephone for support and speak with an expert based in Australia?	✓		
Is the server, the hosted application system resides on, a dedicated web server with dual hard-drives and best practice safety procedures in place to cover disasters?	✓		
Is the SQL database on its own independent server to ensure stability and optimum speed for data interrogation and retrieval for reporting and general use?	✓		
Is the system an Australian developed and owned product?	✓		
Is the system based on dedicated servers within a secured data centre within Australia?	✓		
Are backups of data continually backed up during the day within a secure data centre?	✓		
Are all credit card details encrypted and held within a secured data centre with no details stored within the office?	✓		
Can you guarantee 99.5% system uptime?	✓		
Have there been incidences of 6+ months at 100% uptime	✓		
Are server and system independently monitored from 3 different cities by a professional service (Internet Supervision) with continual automated testing with instant auto-SMS alerts to key technical personnel & executive directors should a problem arise?	✓		
Can I assume none of my customer data details will be stored within the providers office or on any computer within the office?	✓		

Is the companies office protected by a security company with 'back to base' alarm systems?	✓		
Has the company passed government financial strength and performance checks with official accreditation received for use of product with government?	✓		
Is the system able to run at high speed at all times with monitoring by professional server technicians to ensure peak performance of host server?	✓		
Can the system be accessed securely whether at home, at work or on holidays?	✓		
Does the provider receive contracted security checks periodically to test the veracity of the security protection in place?	✓		
Does the provider have a major recognised industry Security Association using their system?	✓		
Can each booking system owner have their own username/password access to their own system?	✓		
Can each front office staff member have their own username/password access to nominated individual booking systems by way of special permissions to see and alter what is allowed?	✓		
Are all connections to the system logged with IP address recorded for security purposes?	✓		
Can I deactivate the right for an individual booking system owner to make bookings?	✓		
Is there an option to disallow the deletion of customers records?	✓		
Have all your staff signed individual confidentially agreements in relation to data held on the system?	✓		
Can you permit or deny staff access to existing Customer Records from previous Scheduled Bookings made by the same staff member?	✓		
Can you permit or deny staff access to existing Customer Records from previous Scheduled Bookings made by ANY staff member?	✓		
Can you permit or deny staff access to ALL Customer Records?	✓		
Can you permit or deny staff to allow to create Customer Username, Password (Credentials), Security Question and Security Answer, where the Customer is making a booking for the first time?	✓		

Can you permit or deny staff re updating of Customer Username, Password (Credentials), Security Question and Security Answer?	✓		
Can you permit or deny staff to View and Add Comments to a Customer Records?	✓		
Can you permit or deny staff access to cancel Customers Scheduled Bookings made by same staff member and any other staff member Scheduled Bookings where NO payments have been taken?	✓		
Can you permit or deny staff access to view bookings made by staff members, i.e., Customers and at the Individual System Level?	✓		
Can you permit or deny staff access to cancel bookings made by non-staff where NO payments have been taken?	✓		
Can you permit or deny staff access to cancel any booking, no matter by whom made, where a payment has been taken?	✓		
Can you permit or deny staff access to <u>View/Print all Bookings</u> from the Staff Calendar Day View?	✓		
Can you permit or deny staff access to bypass the <u>Calendar Forward Days</u> setting?	✓		
Can you permit or deny staff access to bypass the <u>Calendar Visible Days</u> setting?	✓		
Can you permit or deny staff access to bypass the <u>Customer Scheduled Booking Limit per Session/Day(s)</u> setting?	✓		
Can you permit or deny staff access to bypass the <u>Enable Top-Down Search</u> for Individual Systems when searching for a Number of People Attending?	✓		
Can you permit or deny staff access to viewing File Attachments for Scheduled Bookings?	✓		
Can you permit or deny staff access to search Available/Unavailable Booking Periods across all Individual Systems which are Public and display by Location or Position?	✓		
Can you permit or deny staff access to make a booking in Booking Periods designated Unavailable?	✓		
Can you permit or deny staff access to update Customer Information Required?	✓		
Can you permit or deny staff access to send Customer and Staff Email Confirmations when a staff member makes a	✓		

booking?			
Can you permit or deny staff access to send a Staff Email Confirmation when a staff member makes a booking?	✓		
Can you permit or deny staff access to Change their own Profile and Access Permissions?	✓		
Can the Administrator permit selected staff to print invoices?	✓		

Functionality	GObookings®	Other	Other
Can you activate a Status to indicate the Status regarding the processing of a booking, e.g., Pending, Awaiting Details, Final etc?	✓		
To make it more visual can I nominate a colour code to be attached to a Status eg 'Pending' in Red or 'Completed' in Blue?	✓		
Are you able to attach a PDF file to display to users on the Confirmation page, Confirmation Email and Reminder Email.	✓		
Can you elect to display information supplied during the booking process on confirmation pages and emails.	✓		
Can I access the system using my smartphone?	✓		
Can I assume that the link to the GObookings functionality can be placed on any web page?	✓		
Can the navigation be setup so that after making a booking the user is returned via the Log Out button back to the web page from where they came?	✓		
Does the application allow us to collect customer data to be used for enewsletters etc?	✓		
Can you customise customer reminder SMS messages to smartphones/PDAs?	✓		
Can the system be used for bookings at one location or as a centralised booking system for multi locations?	✓		
Is there an overview where I can see availability over a month across one or more people and quickly make a booking from that screen view?	✓		
Do individual system users and/or staff have the ability to book recurring bookings in the following sequences- daily, weekly, fortnightly, monthly?	✓		

Can I make a booking, view bookings and cancel bookings using a mobile phone or PDA connected to the Internet?	✓		
In the event of the owner unable to operate the system is there a sub-administrator capability whereby a person can be given temporary username/password access to nominated functionality and information within your booking system?	✓		
Will the system work securely across all popular browsers?	✓		
Can the system be 'read' by visually impaired persons using software Text to Voice converters technology?	✓		
Monthly subscription by credit card using best of practice secured processes?	✓		
Can the system be used internally only?	✓		
Can the system be used both internally and also to take bookings securely direct from customers?	✓		
Should I get busy can I divert my telephone to enable a third party such as a call centre or serviced office to take bookings on my behalf, by being provided with username/password access governed by permissions with their own interface for reporting requirements?	✓		
Can a third party such as a business with staff attending as customers be provided with username/password access governed by permissions with their own interface for reporting requirements?	✓		
If the above feature is used does the booking show in the persons system as being made by the third party with reports available showing how many bookings were made by the third party?	✓		
Is there an option whereby a booking system owner can make a booking with another booking system owner with the person knowing who the booking was made by?	✓		
Can you 'share' your customer list view with another person?	✓		
Does the email confirmation have capability with day light saving switches, to allow your Outlook calendar or Lotus Notes to absorb the booking into the correct day/time slot?	✓		
Can you reschedule bookings?	✓		
Can your receptionist reschedule bookings if other permissions are limited?	✓		
Is there an option, in need, for fairly rostering bookings received across the various booking system?	✓		
Are their checks and balances to stop you rescheduling over	✓		

an existing booking which may be in the process of being booked?			
Is there a booking in progress 10 minute lock period whereby a time slot cannot be booked twice?	✓		
Is there capability to allow two or more bookings to be booked for the same time slot?	✓		
Can the customer if permission is given have their own interface where they can view past and future bookings and be allowed to cancel bookings?	✓		
Does the system have a waiting list?	✓		
Can you have irregular time slots in a day eg 10 mins, 30 mins, 5 mins, 1 hour etc?	✓		
Can you make unavailable for bookings time slots, days, weeks or months with a single click?	✓		
Can you make available for bookings; time slots, days, weeks or months with a single click?	✓		
Will the system warn you and offer alternative places for time slots affected by the above changes?	✓		
Can you set available booking periods in a day or date range where booking periods are to differ from the default?	✓		
Can you set available booking periods for recurring weekdays within a date range where booking periods are to differ from the default?	✓		
Can you restore default booking periods within a date range?	✓		
Can you set times for a one off day?	✓		
Can you set booking periods with similar times on different days, e.g., 9.00 AM - 9.15 AM, to Unavailable or Available between the dates selected?	✓		
Can you set booking periods with similar times, e.g., 9.00 AM - 9.15 AM, to Unavailable or Available for recurring weekdays, e.g., all Mondays and Tuesdays only, between the dates selected?	✓		
Is there an option whereby customers have the option to enter a location for the booking?	✓		
When I receive a booking can I receive an SMS text message on my mobile phone or PDA?	✓		
Can you set the limit on the number of bookings a customer can make in a session?	✓		

Can the customer calendar view be forwarded from today's date by 1 to 31 days?	✓		
Is there an option to limit the number of days ahead, a customer can see and be able to book?	✓		
Can email reminders about scheduled bookings be sent out automatically to customers up to 31 days in advance?	✓		
Can SMS text reminders about scheduled bookings be sent out automatically to customers up to 31 days in advance?	✓		
Is there an option where customers can see available time slots but are not able to make a booking?	✓		
Is there an option which forces a customer to agree with your terms and conditions/liability clauses before being able to make a booking?	✓		
Is there an option to allow customers the option of adding a Message during the booking process?	✓		
Is there an option to allow staff the option of adding a Message during the Booking Process?	✓		
Is there an option to allow customers to cancel bookings?	✓		
Is there an option to offer services with fixed time duration rather than time slots?	✓		
Can the services be fixed time periods?	✓		
Can you have multiple services of varying time lengths?	✓		
Will the system automatically find availability of service /time duration for staff and customers?	✓		
Is there a Multi-bookings feature available which allows you to take multiple bookings of up to 300 a day?	✓		
Is there a Multi-bookings link which can be used to take the person to the exact day for the above time slot?	✓		
Can the above Multi-bookings time slot be incorporated into an URL which can be used to take the person to the exact day to make the booking?	✓		
Is there a waiting list feature?	✓		
Can you activate Waiting List display options and date settings to apply to the Waiting List?	✓		
Can you select the customer information you require from your customers when they join the Waiting List?	✓		
Can you take a credit card payment securely with an	✓		

booking?			
Can you make a system public or private? Public Access to your Bookings System means that any person can make an booking. Private Access requires that you issue each person with a Username & Password.	✓		
Can you make a person register themselves for first time bookings?	✓		
Is there an option for customers to create their own username/password so they can return and make an booking without entering a profile again?	✓		
Can you select or create the fields you require the customer to complete when making a booking?	✓		
Can you select or create the fields you require your staff or the system administrator to complete when making a booking?	✓		
Can you pre-populate the system with your customers details?	✓		
Can you edit customer details?	✓		
Does the the system allow you or staff to add a comment to the booking?	✓		
Is there provision to note if the booking was a 'no-show'?	✓		
Can the above happen if the system is used internally or if used direct by customers?	✓		
Can I attach an image or document when making a booking?	✓		
If allowed can a customer attach an image or document with a booking?	✓		
Can I also do a search for next available person that can be booked?	✓		
Can the Directory Page show persons able to be booked under groups eg type of service or location?	✓		
Can the Directory Page have a search capability for searching a group/location for next available booking?	✓		
Can the Directory Page be for public use and/or internal private use?	✓		
Can the Directory search mechanism show bookings available for a 5 day period?	✓		
If required can Username/password access be placed on the Directory?	✓		

Can you search for available times in all Individual Systems?	✓		
Can you search by a scheduled booking code in all Individual Systems?	✓		
Is there functionality which will allow for a search to be made by selecting, for example a profession with a specialty breakdown of types?	✓		
Can you apply a day as a template across a given date range?	✓		
Can staff or a booking system manager select a customer from a list when making a booking for a customer?	✓		
Can you add a reminder with date range to appear on a person's calendar?	✓		
Does the calendar view have colour coding to show unavailable days, days with bookings, days without bookings and days that are booked out?	✓		
Can I add or cancel individual booking systems without contacting you?	✓		
Is there an option to disallow the deletion of customer records?	✓		
Can you generate a snapshot report based on days showing bookings, with available and unavailable days.	✓		
Can the top level administrator jump from the above daily availability view across all booking systems, directly into a person's booking system?	✓		
If the answer to the above distribution option is 'yes' then can the person who received the most recent booking go to the bottom of the list while the person with the oldest scheduled booking goes to the top?	✓		
Receive when bookings are made multiple emails eg work, home, mobile?	✓		
Can you only show start times and not end times?	✓		
Can staff note whether the customer attended or otherwise?	✓		
Is there a time zone and daylight saving adjustment?	✓		
Is there an option where you can allow both Registered (customers issued with a Username and Password) and Non-Registered Customers to see the availability?	✓		
Can you add comments to a booking on a historical page of date stamped previous comments/notes for that customer?	✓		

Can the system create Recurring appointments - weekly, fortnightly and monthly?	✓		
Reports & Booking List	GObookings®	Other	Other
Can the Administrator generate a report over a date range either by Location, Individual Systems or all Systems showing the appointments/resources booked compared to the total number of appointments/resources available to be booked. e.g. Report for an Individual System?	✓		
Can each person print out a customisable day or week list of bookings?	✓		
Can you do a report on the answers from questions attached to the booking process?	✓		
Are you able to select the fields you may wish to export for backup or integration purposes?	✓		
When I export can I export direct into a new Excel spreadsheet which opens automatically?	✓		
Can I export in .csv or word or text?	✓		
Can I export data for a time period?	✓		
Can you generate a Waiting List Report by date range or customer names?	✓		
Can the booking system owner create reports on their customer historical data?	✓		
Can the booking system owner View/Print a customers attendance history?	✓		
Can the booking system owner View/Print a customers bookings history?	✓		
Can the booking system owner View/Print customers Messages left when scheduling a booking? (message option can be turned off)	✓		
Can you generate a Report for Answers supplied by customers when completing Q & As associated with Scheduled Bookings.	✓		
Can reports in the form of CSV files be emailed automatically on a daily basis for all transactions over the last 24 hours, ending midnight?	✓		
Can I see a day view and week view of actual bookings?	✓		
As owner/administrator of a multi person business can I	✓		

see availability across all booking systems and easily book any one?			
Can I cancel bookings but still retain data and also produce a report on cancellations?	✓		
Can I do appropriate reports for an booking system or if more then for all booking systems?	✓		
Can you search by answers supplied by customers in all Individual Systems?	✓		
Is there an option to search by specific customer Profile Information in all Individual Systems?	✓		
Can you generate a report from 1 to 31 days with details of Scheduled Bookings?	✓		
Can you generate a report for answers supplied by customers when completing Q & As associated with bookings?	✓		
Can you generate a quick view of bookings over any period by selecting a date range?	✓		
Can you generate a quick view of bookings displayed in order of Bookings Date or First Name or Last Name?	✓		
Can you generate a snapshot report based on days showing bookings, with available and unavailable days.	✓		
Is there an option whereby you can detail and print own Invoices?	✓		
Can reports in the form of CSV files be emailed automatically on a daily basis for all transactions over the last 24 hours, ending midnight?	✓		
Customise Options	GObookings®	Other	Other
Can the customer receive a customised confirmation message when the booking is made?	✓		
Does the system allow you to customise by selecting fields you require to be completed during the booking process?	✓		
Does the system allow you to create new fields you require to be completed during the booking process?	✓		
Does the system allow you have to questions for the booking process with answers by predetermined answers or free form answers?	✓		
Can you create a message to appear on an individual booking	✓		

system with an optional image for a limited time frame?			
Can you upload a banner style image at the top of the booking system?	✓		
Can you alter the colours of the system to any colour?	✓		
Can a link to a map go out automatically with the email confirmation and reminder for customers?	✓		
Can you have links back to pages within the owners web site?	✓		
Is there an option to allow you to customise your own on screen cancellation message and email message?	✓		
Can I alter the individual booking system view for the owner from text to icons?	✓		
For customers booking direct can I just place a link on my web site?	✓		
Can I also have a search for next available person on my web site?	✓		
Can I use your system as a web site with its own URL eg www.gobookings.com.au/abc	✓		
Can I have an URL for each booking system which will go straight to that individual system?	✓		
Can I have a Directory Page with URL listing all booking systems with a search capability built in?	✓		
Can I customise the Directory page with its own banner, colours and add text without coding knowledge?	✓		
Is there a Web Service script available which will enable a customised customer interface to be built which would interrogate the user database as well as the booking system database?	✓		
Can you add a message to reminders?	✓		
Can a Directory be made Public or Private with username/password access?	✓		



Australia & New Zealand (Pricing AUD)

Note: For USA and UK and other country pricing please contact your GObookings representative
Not-for-profit organisations should contact GObookings® for special pricing.

1. Hosted Enterprise

Suitable and scalable for requirements of any size from the smallest to the largest practice or business. Monthly account which can be cancelled anytime without penalty.

Connection/setup is a one-off credit card charge of \$495 which includes support with setting up the system to best advantage and ready to start taking bookings.

Monthly Hosting Charges: Ongoing costs are \$33 a month for each individual booking system required (an individual system may be for a single person/resource or a system with a pool of resources). For 10 systems or more a reduced rate of \$22 a month for each system applies. Optional SMS confirmations or reminders are 22 cents each.

Other Options: Other options are available for an additional fee such as web services, multi-bookings for training or pooled resources and ecommerce. Please call a GObookings consultant to work out the best and most cost-effective solution for your requirement.

2. Hosted Corporate Enterprise – Corporate rate

Please contact GObookings® for pricing based on your requirements

3. Hosted Server Enterprise

Your own domain name and Data Base Server which is hosted in a secured Data Centre
Licensing is based on number of individual systems for persons/resources (includes dedicated DB server) Additional resources can be added to the license as required with scale advantages.
Please contact GObookings for pricing based on your requirements

4. Server Enterprise

Unlimited individual systems. If you need to have the system on your own server. Available for corporations and government for major solutions only.
Please contact GObookings® for pricing based on your requirements

For further information or clarification

Please telephone or visit our web sites.

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