

# MESSAGE APPOINTMENT VIA SMS – Messages list & Functions by Mobile

Function via mobile	User Input	System Reply	
<p>Initial request for APPOINTMENT</p>	<p><b>D.13/08/2009 T.10:30:00 CN.Mohammed A.27 G.Male</b></p> <p><u><b>Extra parameters Format:</b></u></p> <p><b>D.date{space} T.time{space}</b>  <b>CN.cust_name{space} A.age{space}</b>  <b>G.gender{space} S.servicename{space}</b>  <b>TN.therapyname{space}</b>  <b>SN.messagecentre{space} E.email{space}</b>  <b>N.nationality{space} R.residence</b></p>	<p><b>Case1 :available appointments as requested</b></p> <div style="border: 1px solid black; padding: 5px;"> <p><u>Message one (three therapist available at the requested time) :</u></p> <p>Your appointments in Demo Massage  <b>ID:310,Mr.Rohan, 10:30/13/08/09</b>  <b>ID:311,Mr.Siddiq, 10:30/13/08/09</b>  <b>ID:312,Mr.Xavier, 10:30/13/08/09</b>  <b>Confirm by CFM.ID</b></p> </div> <p><b>Case3 :alternative time and date</b></p> <div style="border: 1px solid black; padding: 5px;"> <p><u>Message Three (No therapist available at the request time or +/-30 min, alternative times different day given +/- one day) :</u></p> <p>Your appointments in Arab Massage  <b>ID:316,Mr.Rafi,10:00 /14/08/09</b>  <b>ID:317,Mr.Rafi,11:00/14/08/09</b>  <b>ID:318,Mr.Akbar,10:30/14/08/09</b>  <b>Confirm by CFM.ID</b></p> </div>	<p><b>Case2 : alternative time at the same date</b></p> <div style="border: 1px solid black; padding: 5px;"> <p><u>Message Two (No therapist available at the requested time, alternative times same day given) :</u></p> <p>Your appointments in Beauty Massage  <b>ID:313,Mr.David,10:00 /13/08/09</b>  <b>ID:314,Mr.David,11:00/13/08/09</b>  <b>ID:315,Mr.Rahman,11:00/13/08/09</b>  <b>Confirm by CFM.ID</b></p> </div> <p><b>Case :Error</b></p> <div style="border: 1px solid black; padding: 5px;"> <p>Unable to process your message: try again as follows:</p> <p><b>D.date{space} T.time{space}</b>  <b>CN.cust_name{space} A.age{space}</b>  <b>G.gender{space} S.servicename{space}</b>  <b>B.stylistname{space} SN.shopname{space}</b>  <b>E.email{space} N.nationality {space} R.residence</b></p> </div>
<p>confirmation of APPOINTMENT</p>	<p><b>CFM.311</b></p> <p><u><b>Format:</b></u></p> <p><b>CFM.appointment_id</b></p>	<p><b>Case1 :appointment confirmation by system</b></p> <p>Your appointment with <b>Mr.Siddiq, Demo Massage</b> at <b>10:30, 13/08/2009</b> is confirmed successfully.</p> <p><b>Case :Error</b></p> <p><i>Your appointment id or Mobile no is not correct.</i></p>	

<p><b>CUSTOMER</b> to cancel confirmed appointment</p>	<p><b>CAN. 311</b></p> <p><u>Format:</u></p> <p>CAN.appointment_id</p>	<p><i>Case1 :confirmation of cancellation by the system</i></p> <p>Your appointment with <b>Mr.Siddiq, Demo Massage</b> is cancelled successfully.</p> <p><u>Case :Error</u></p> <p><i>Your appointment id or Mobile no is not correct</i></p>
<p><b>THREAPIST</b> inquires his appointments <b>REPORT</b></p>	<p>APPR.therapy1 D.13/08/2009</p> <p><u>Format:</u></p> <p>APPR.therapy_id{space} D.date</p>	<p><i>Case1 : system send the requested report to doctor</i></p> <p><b>Your appointments on 13/08/2009 are :</b></p> <p>ID: 311/10:30 ID: 320/11:00 ID: 321/14:00</p> <p><u>Case :Error</u></p> <p><i>Your id or Mobile no is not correct</i></p>
<p><b>THERAPIST</b> requests cancellation of an <b>APPOINTMENT</b></p>	<p>TCAN. stylist1 D.13/08/2009 AID.320,321</p> <p><u>Format:</u></p> <p>TCAN.therapy_id{space} D.date{space} AID.app_id1,app_id2,...</p>	<p><i>Case1 : the system confirm the cancellation and inform the customer</i></p> <p><u>Message for THERAPIST :</u></p> <p>Mr.Xavier your appointment with app_ID 312,320 are cancelled successfully.</p> <p><u>Message for CUSTOMER with app_ID:312:</u></p> <p>Mr.Kamil, we apologies for your appointment on 12/08/2009 10:30 with Mr.Xavier is cancelled, please try to reschedule your appointment. Thank you.</p> <p><u>Message for CUSTOMER with app_ID:320:</u></p> <p>Mr.Ibrahim, we apologies for your appointment 12/08/2009 9:00 with Mr.Xavier is cancelled. Please try to reschedule your appointment. Thank you.</p> <p><u>Case : Error</u></p> <p><i>Your id or Mobile no is not correct</i></p>

<b>SEND COMMENT</b>	<p><b>CMT.</b> 311 <b>TXT.</b> I liked the system, It is really life saving, heart taking. We expect more on Customer information management.</p> <p><b><u>Format :</u></b></p> <p><b>CMT.</b>Customer_id{space} <b>TXT.</b>message</p>	<p><b><u>Case : I</u></b></p> <p>We appreciate your valuable comments and act accordingly. Thank you so much., EStart.</p> <p><b><u>Case : Error</u></b></p> <p><i>Your id is not correct or format is not correct</i></p>
<b>ALERT MESSAGE TO CUSTOMER AND THERAPIST</b>  <b>(Reminder Message about the Appointment)</b>		<p><b><u>Example : Message for CUSTOMER having appointment on 13/08/2009 10:30</u></b></p> <p>Mr.Kamil, this is to remind you that you are having appointment on 13/08/2009 10:30 with Mr.David, Beauty Salon. You are expected to be there on time. Thank you.</p>