

# Tips to increase pet owner satisfaction

Do you want to know how to ensure pet owners book more appointments online?



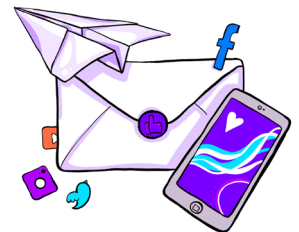
Tell your pet owners about online booking!

**Here are the best tips that 4500 Vetstoria users swear by...**

## Promoting online booking on your social channels

Use our [social media and website banners](#) to announce that you now offer online booking and it reduces on hold time for pet owners.

You can add the booking link to your email as well.



## Adding a “on hold” message to your hotline

When your pet owners [call the practice and are on hold](#), have an automated voice tell them about online booking so they can opt for that instead and save time for the front desk.

## Giving more visibility to the booking button

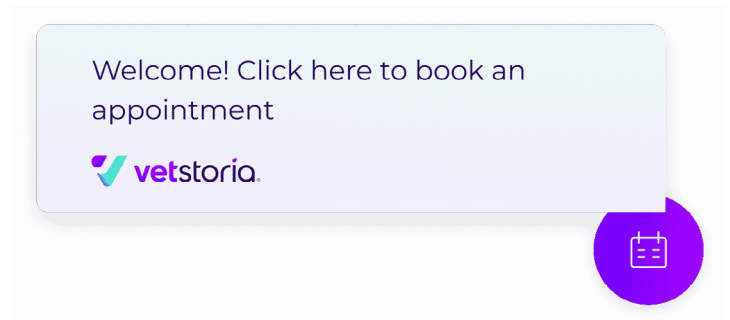
Your “Book online” or “Book an appointment” button should be prominent so pet owners can find the widget easily. This way they don’t waste too much time trying to understand how they can book an appointment.

Display it prominently on the navigation menu, top right corner of your website or even at the top centre of the screen.



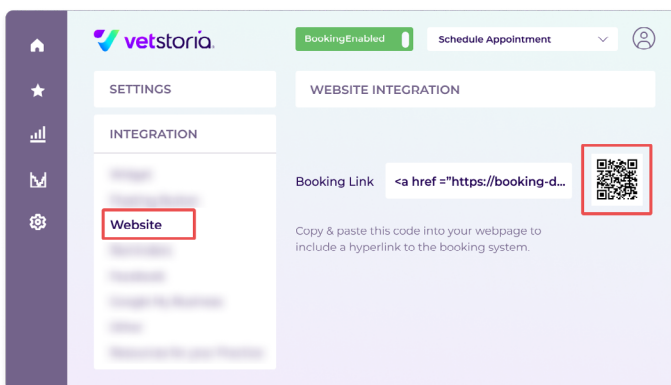
## Enabling the floating button

With the floating button on your website, users can easily locate the booking widget. This will quickly open up the booking link so pet owners can make an appointment in no time.



You can activate the floating button easily by visiting the integrations tab in the Vetstoria platform settings.

## Display in-clinic posters and brochures



You can [integrate a QR code](#) to your flyers and brochures that leads your customer directly to the online appointment booking page.

When scanning the code, your clients will be instantly redirected to the booking page so they can quickly and easily book their appointments at your practice.



Was really easy to book. Finding time to call can be hard as I'm working remotely and constantly plugged into Teams, so appreciate being able to book the appointment online.



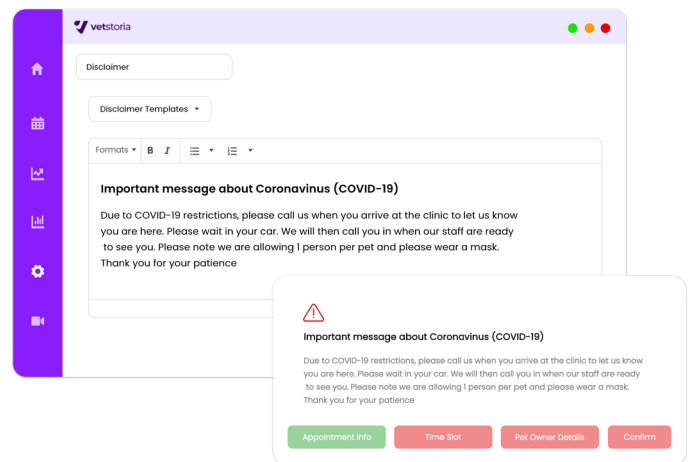
**Feedback from a pet owner after booking through Vetstoria**  
Croydon Veterinary Surgery (Part of DNA Vetcare Group)

## Give pet owner guidance and compliance

To make it easier for pet owners to book appointments, you can show pet owners a “disclaimer” message with our readily available templates.

The instructions can vary depending on what pet owners need to do to prepare for their pet's appointments.

You can go to content pages under settings, and “add disclaimer” with your advice based on the templates available.



**We're excited to have you onboard with Vetstoria!**