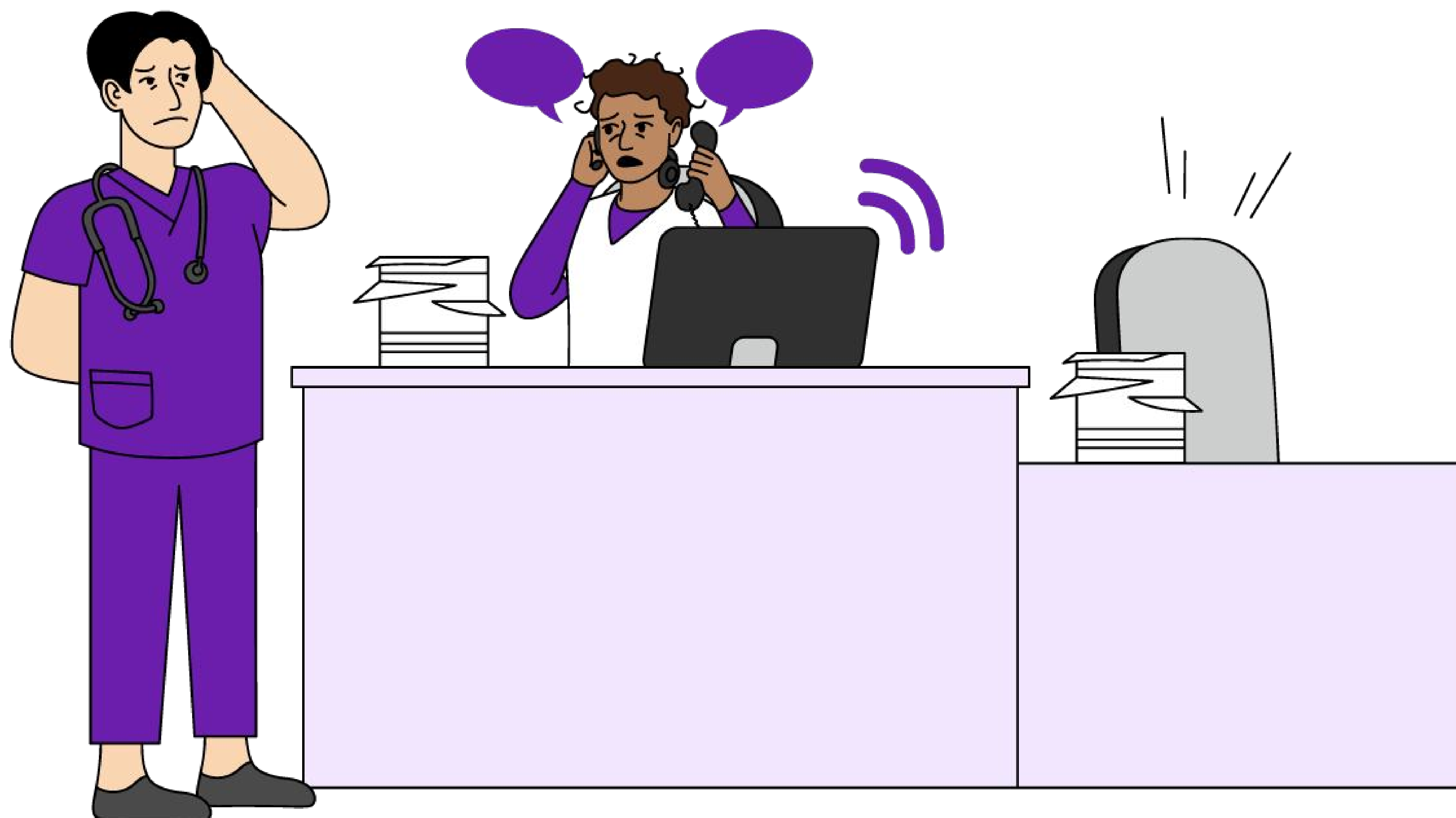


Tips to Save Front Desk Time

Want to know the best tips that 8000 Vetstoria users swear by?



Here are ways to customise the platform so pet owners can book based on your availability...

A screenshot of the Vetstoria 'Custom Duration' booking settings page. The page has a dark purple sidebar with icons for home, calendar, reports, and settings. The main content area is white with a purple header. It features two identical appointment type configuration sections. Each section includes fields for 'Display Name', 'Client Type', 'Hourly Slots', 'Reserved Slot Count', 'Gap to Earliest Available Slot', 'PIMS Name', 'Excluded Species', 'Max Appointment count', and 'Duration (min)'. The 'Excluded Species' dropdown is open, showing a list of species: Dog, Cat, Rabbit, Ferret, Bird, and Reptile. A 'Chat' button is visible at the bottom right of the settings area.

Prioritise team availability

You can set up doctor and vet availability for each different day of the week. You can even specify the type of appointment and the species they want to treat.

Exclude slots you don't want to offer

Simply add a time slot you want to block from the online booking system so pet owners are not able to book an appointment at that time.

This way you can open up the practice for emergencies or manage during staff shortages.

A screenshot of the Vetstoria 'Slot Exclusion' settings page. The page has a dark purple sidebar with icons for home, calendar, reports, and settings. The main content area is white with a purple header. It includes a title 'Slot Exclusion' and a brief explanation: 'You can exclude certain slots from being offered to your clients. Slots falling within the specified excluded periods, type of appointments, clinicians or species will never be displayed to your clients.' Below this is a table with columns: 'Exclusion', 'Day', 'Time', 'Appointment Types', 'Appointment Calendars', 'Species', and 'Status'. There are two rows of exclusion settings. The first row is for 'Sick Appointments' on 'Mon-Fri' from '00:00 - 08:59' to '13:00 - 15:00'. The second row is for 'Sick Appointments' on 'Mon-Tue-Wed' from '13:30 - 14:00' to '00:00 - 00:00'. A 'Time' dropdown is open for the second row, showing a time range of '13:30 - 14:00'. At the bottom, there is a '+ Add New Exclusion' button, a 'Label...' field with an '+ Add Label' button, and 'Reset' and 'Save Changes' buttons.