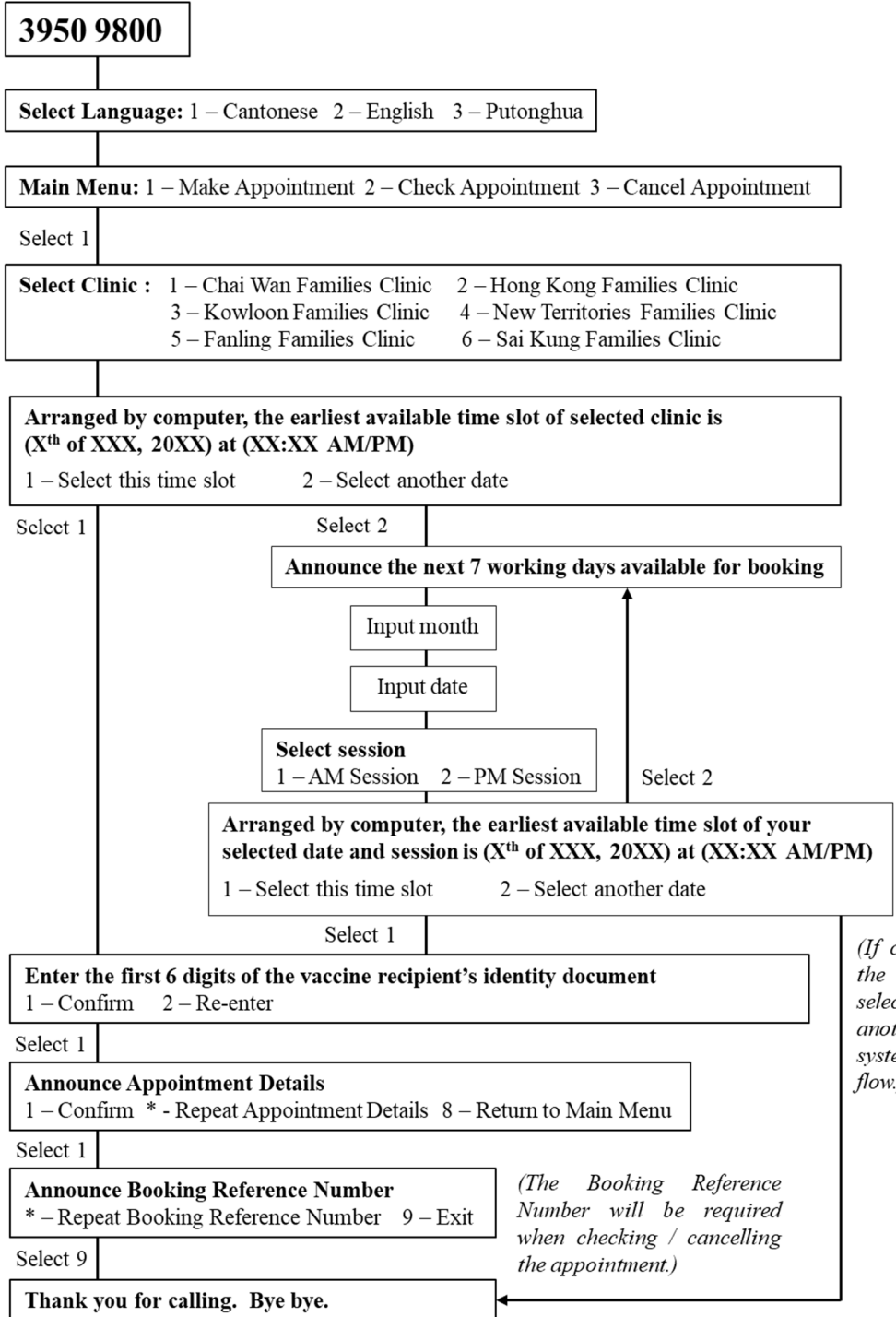


# Flowchart of Automated Telephone Appointment System

## Making Appointment



*(If caller cannot confirm the time slot after selecting option 2 "Select another date" twice, the system will end the call flow.)*

*(The Booking Reference Number will be required when checking / cancelling the appointment.)*

## Checking / Cancelling Appointment

