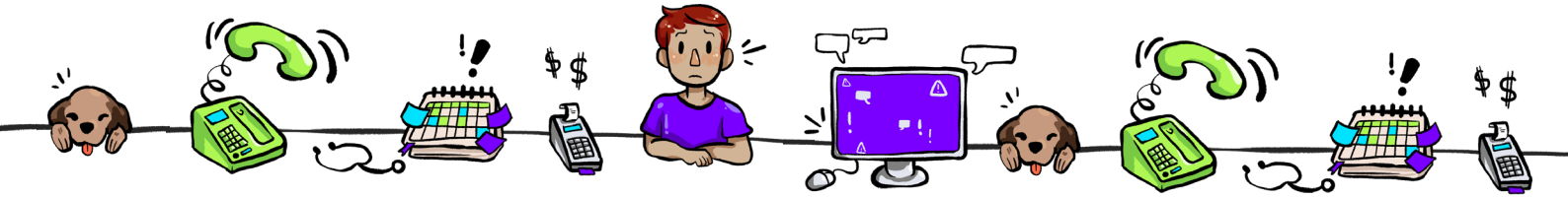# Tips to save front desk time

Want to know the best tips that 6000 Vetstoria users swear by?

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

Prioritize 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.

Have time between appointments

You can give pet owners plenty of time to show up for the appointment with the 'gap to the earliest slot' feature. This helps your clinic manage your practice schedule effectively.
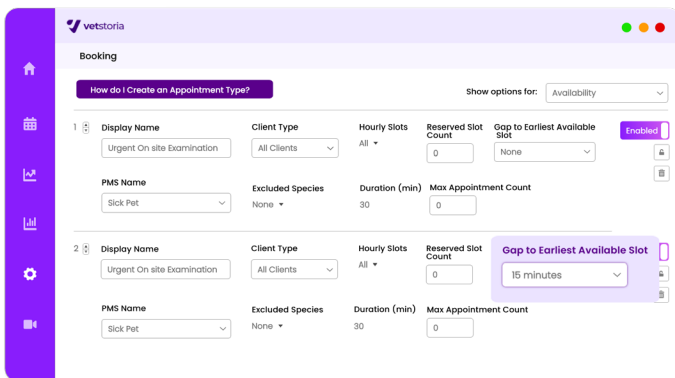
Flag emergencies with appointment screening

Add keywords to denote an "emergency" so it triggers an action for pet owners. For example, you can set up keywords such as "vomiting" or "bleeding" and that would prompt an action for the pet owner to call the practice.

This helps you detect the nature of the appointment, saving time for your front desk.
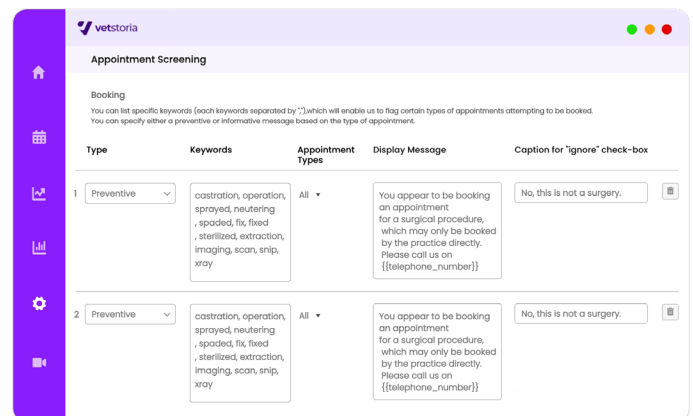
We're excited to have you onboard with Vetstoria!