

PerfectServe Unifies Product Branding

PerfectServe Lightning Bolt Scheduling



Why The Change?

By bringing all products under one unified name and brand, we're creating a more intuitive experience for PerfectServe customers. With the release of our branding initiative, you will begin seeing visuals and icons that reflect our updated name — **PerfectServe Lightning Bolt Scheduling**.

What users will experience:

- Visible changes to names, logos, and icons.
- New Lightning Bolt branding in the mobile and desktop applications beginning **January 9, 2025**.
- The mobile application tile will update in the Apple and Google Play stores.
- Updated Lightning Bolt icon visible in web browser tabs.
- Push notifications and authentication screens in the mobile application will display the new logo.

Changes to Unified Names and Visuals: *All PerfectServe Products*

Products

Current

Unified

perfectserve.



perfectserve.

TELMED IQ
a PerfectServe solution



perfectserve.
Clinical Collaboration

lightningbolt
a PerfectServe solution



perfectserve.
Lightning Bolt Scheduling

practicecommunication



perfectserve.
Practice Communication

patientengagement



perfectserve.
Patient & Family Communication

operatorconsole

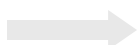
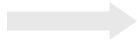


perfectserve.
Operator Console

App Icons & Store

Current

Unified



Resources for a Smooth Transition

Resources for Administrators

- Updated product training materials and visuals will be accessible via our **Support Portal**.
- New logos are available for download [here](#).
- An FAQ document for end-user distribution.
- A **webinar** on **December 12** to review rebranding resources and address questions: [Register](#).

Resources for End-Users

- **Updated Training Materials:** All user-facing training materials will reflect the branding updates come January 2025

Customer Preparedness Checklist

In support of readiness:

- Review and update policy documentation if they include application names and logos.
- Review Training/Job Aides/Tip Sheet documentation.
 - Confirm SSO/User login documentation
- Confirm desktop application process – update application shortcuts as needed.
- Review slide 3 of this deck to familiarize yourself with the PerfectServe application icons. Confirm the PerfectServe products in-use at your organization for clarity at the time new branding goes live:
 - PerfectServe Clinical Collaboration** (formerly Telmediq) – *January 7, 2025*
 - PerfectServe Practitioner & Care Team** – *January 8, 2025*
 - PerfectServe Lightning Bolt Scheduling** – *January 9, 2025*

*Need help? Please reach out to your technical consultant, or contact our support team:
support@lightning-bolt.com | 1-877-844-7727 ext. 4*

Mobile

Mobile App: App Store Listing

Current:



Lightning Bolt Solutions
Balanced Physician Scheduling

Open

Unified:



PerfectServe Lightning Bolt
Optimized Physician Scheduling

PRO TIP:

If you search
“**PerfectServe**” in the
app store, these four
apps will be shown:

- Practitioner
- Care Team
- Collaboration
- **Lightning Bolt**

Accepted Search Words: Lightning Bolt, PS, PerfectServe

Mobile App: Home Screen Tile

Current:

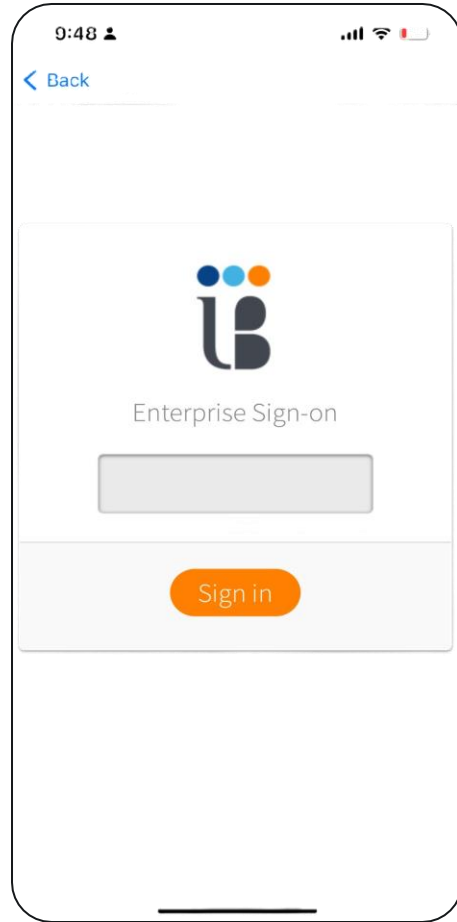
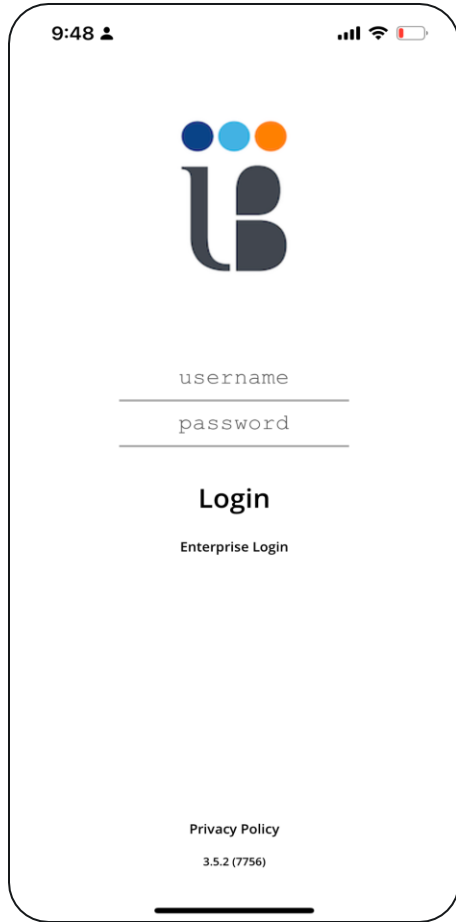


Unified:

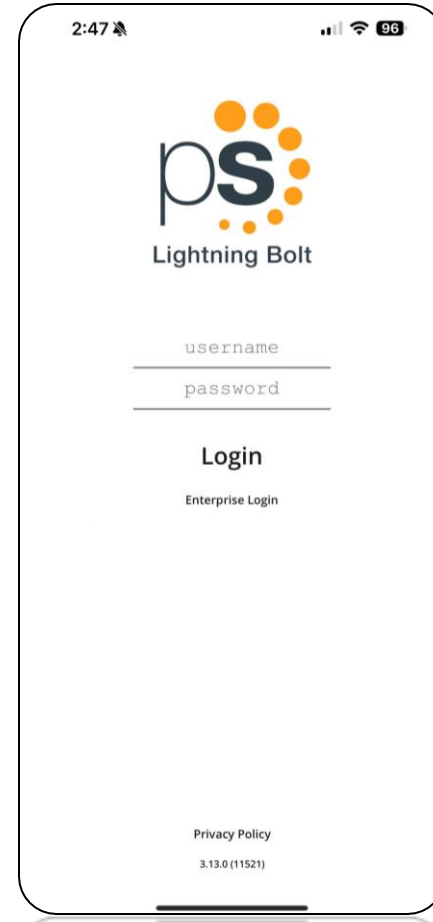


Mobile App: Login Pages

Current:

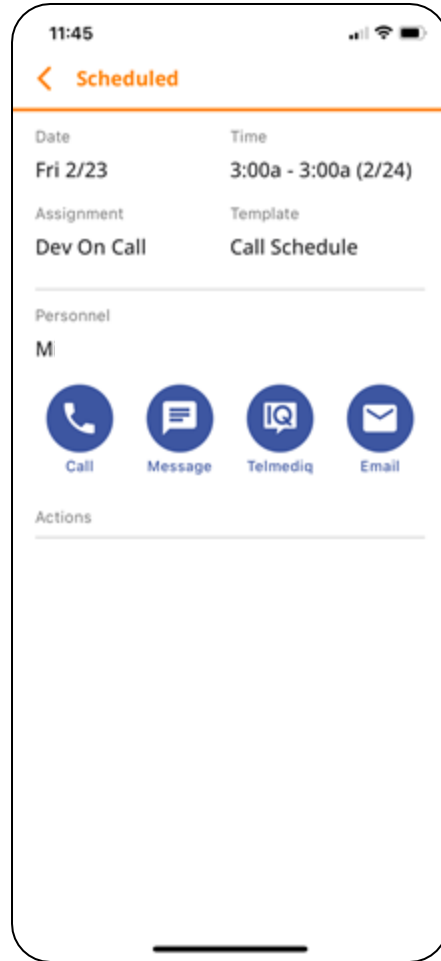
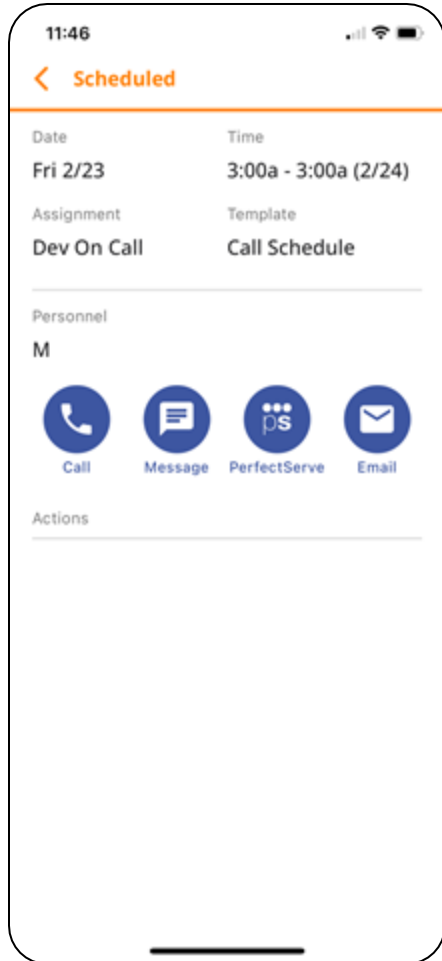


Unified:

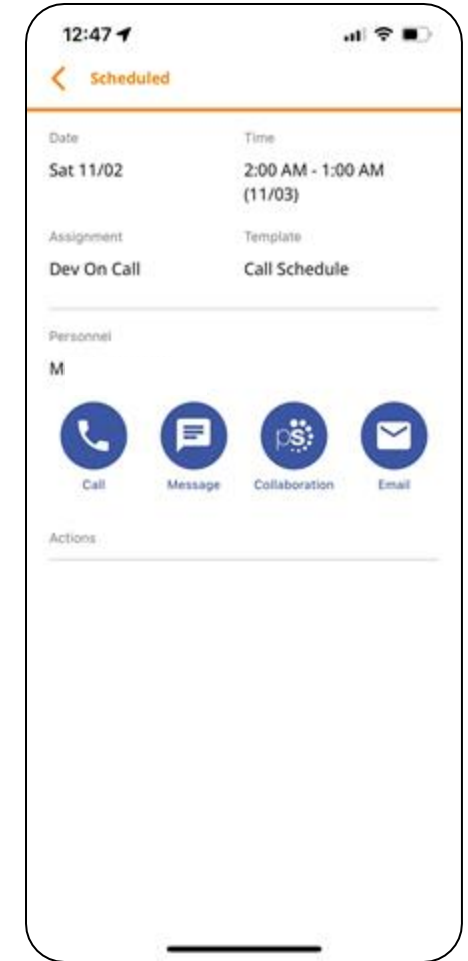
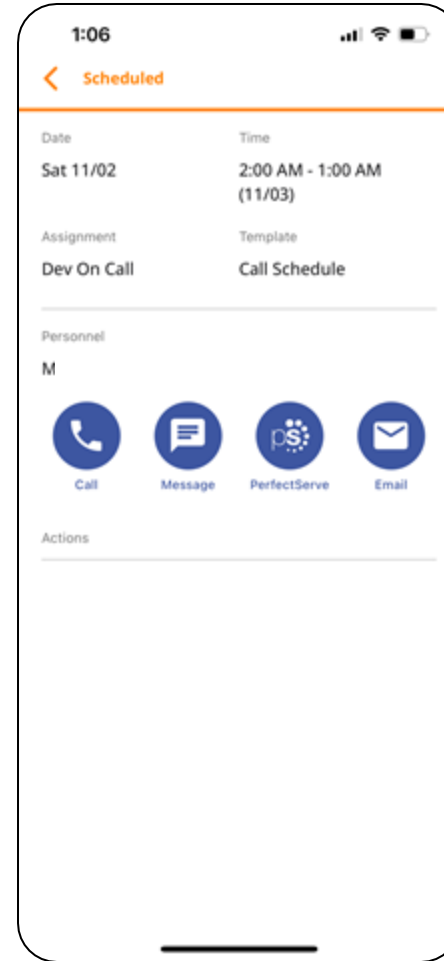


Mobile App: Shift View

Current:

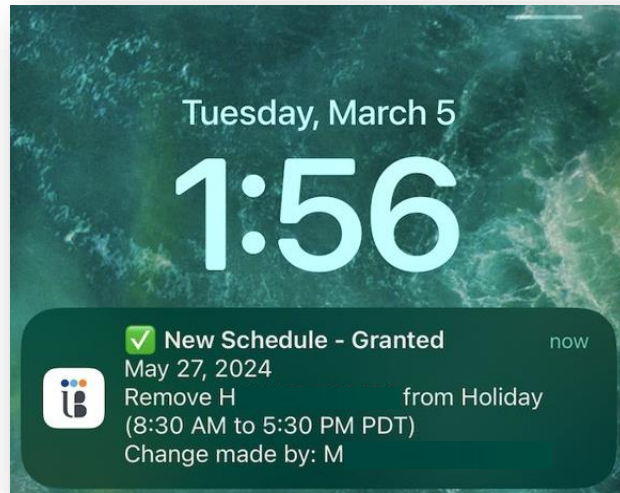


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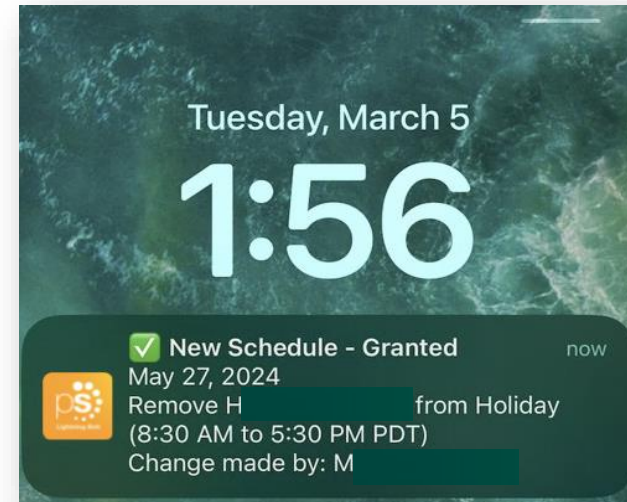


Push Notifications

Current:



Unified:



Web

Web: Login Page

Current:



Sign in to access your schedule

Sign in

[Enterprise Login](#)

Forgot your username?

Forgot your password?



Enterprise Sign-on

Sign in

Unified:



Sign in to access your schedule

Sign in

[Enterprise Login](#)

Forgot your username?

Forgot your password?



Enterprise Sign-on

Sign in

Web: Viewer/Dashboard

Current:

ASSIGNMENT	Mo 10/28	Tu 10/29	We 10/30	Th 10/31
OB On Call				
Board Runner				
MultiStructure Test				
REQUESTS				
OB On Call				
Board Runner				
MultiStructure Test				
Supervisor 3				
Supervisor 1				
Supervisor 2				
Supervisor 4				
Supervisor 5				
1				

Unified:

ASSIGNMENT	Su 10/27	Mo 10/28	Tu 10/29	We 10/30
OB On Call				
Board Runner				
BU Call				
REQUESTS				
OB On Call				
Board Runner				
MultiStructure Test				
Supervisor 3				
Supervisor 1				
Supervisor 2				
Supervisor 4				
Supervisor 5				
1				



Web: Analytics/Rules/RunStat

Current:

Unified:

Select a rule sample or search the list

Select a report or search by report name

- 1. Preferences
- 2. Individual Min/Max (Applies to each assignment)
- 3. Group Min/Max (Applies to the group)
- 4. Linking (If/Then)
- 5. Spacing (If/Then Not)
- 6. Equalization
- 7. Block (Continuity / In a Row)
- 8. Proportion
- 9. Do Not Auto-schedule (Unbreakable if max)
- 10. Fixed Pattern (Unbreakable if max)

Assignments

- Assignments that are Mapped
- Default Assignment Start and Stop Times
- Details of Assignments with Categories
- Personnel Who are Eligible for Each Assignment
- Standard: Details of Assignments

Configuration

Select a rule sample or search the list

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Configuration

MultiSpecialty DB
Schedule Name: Candace Testing
Run Start @ 2024-04-22 11:18 AM

Demand Targets: 0, Unbreakables: 0,
Hard: 74, Soft: 38, Requests: 0

Export to Excel View Graph

4 Rule Types selected Filter By Rule Priority Filter By Assignment Filter By Personnel Select Date Select Date Apply Clear

Hard Constraints/Rule Violations Phase I Info: Penalty: 125

ID	Rule Description	Rule Priority	Personnel Involved	Periods Involved	Assignments Involved	Total Penalty
1	Lee: Call every other Tuesday	1000000	Dr. Lee	2023_11_07	Call	1000000
2	Lee: Call every other Tuesday	1000000	Dr. Lee	2023_11_21	Call	1000000
3	Hogan: Call every other Tuesday	1000000	Dr. Hogan	2023_11_14	Call	1000000
4	Hogan: Call every other Tuesday	1000000	Dr. Hogan	2023_11_28	Call	1000000
5	Davis: Works clinic Tue, Wed, Fri	1000000	Dr. Patel	2023_11_01	Clinic	1000000
6	Davis: Works clinic Tue, Wed, Fri	1000000	Dr. Patel	2023_11_03	Clinic	1000000
7	Davis: Works clinic Tue, Wed, Fri	1000000	Dr. Patel	2023_11_07	Clinic	1000000
8	Davis: Works clinic Tue, Wed, Fri	1000000	Dr. Patel	2023_11_08	Clinic	1000000
9	Davis: Works clinic Tue, Wed, Fri	1000000	Dr. Patel	2023_11_15	Clinic	1000000

No search results

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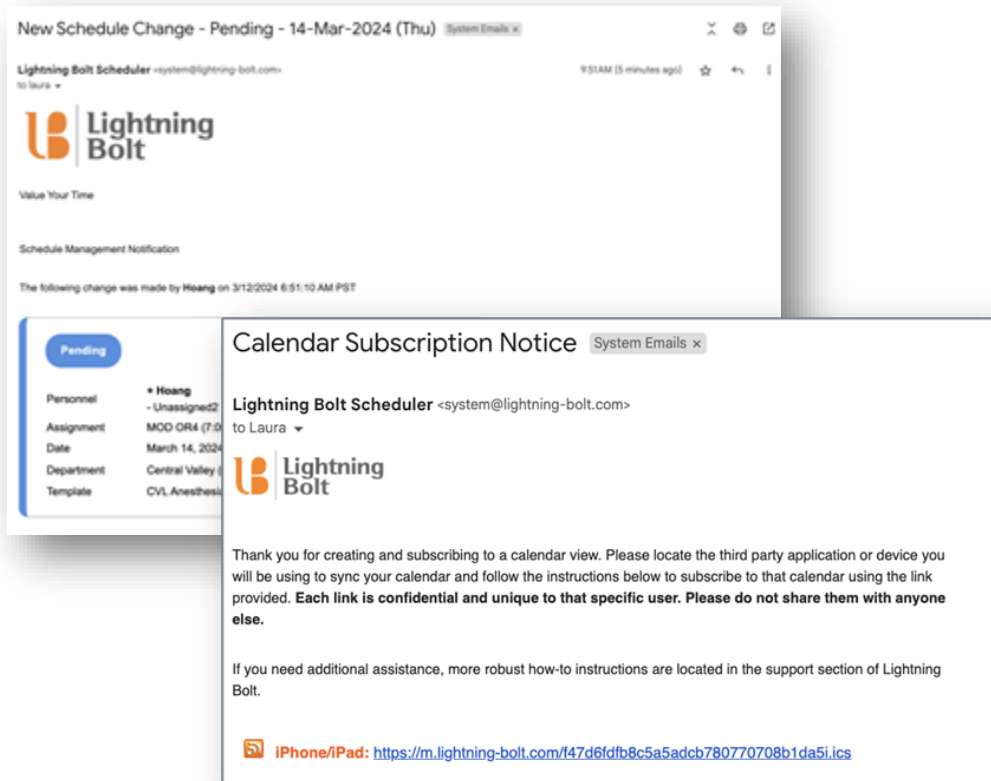
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No search results

Email Notifications

Current:




The current interface shows a standard email layout. The main body contains the Lightning Bolt logo and a schedule management notification. A separate, smaller window is overlaid on top, displaying a 'Calendar Subscription Notice' with a table of details and a link for mobile devices.

New Schedule Change - Pending - 14-Mar-2024 (Thu) System Emails x

Lightning Bolt Scheduler <system@lightning-bolt.com>
to Laura

9:31AM (5 minutes ago) ☆ ↶ ↷

 Lightning Bolt

Value Your Time

Schedule Management Notification


The following change was made by Hoang on 3/12/2024 6:51:10 AM PST

Pending

Personnel	+ Hoang
Assignment	- Unassigned2
Date	MOD OR4 (7:00 AM)
Department	March 14, 2024
Template	Central Valley (CVL Anesthesia)


Calendar Subscription Notice System Emails x

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to Laura

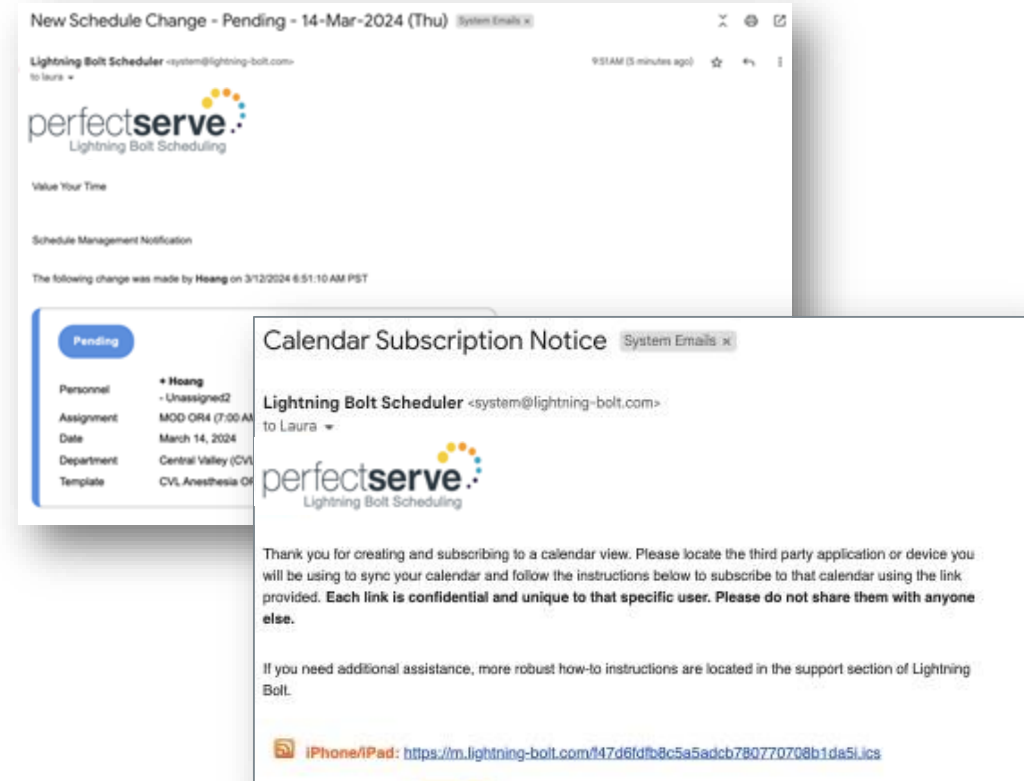
 Lightning Bolt

Thank you for creating and subscribing to a calendar view. Please locate the third party application or device you will be using to sync your calendar and follow the instructions below to subscribe to that calendar using the link provided. **Each link is confidential and unique to that specific user. Please do not share them with anyone else.**

If you need additional assistance, more robust how-to instructions are located in the support section of Lightning Bolt.

 iPhone/iPad: <https://m.lightning-bolt.com/f47d6dfb8c5a5adcb780770708b1da5i.ics>

Unified:




The unified interface integrates the calendar subscription notice directly into the main email body. The notice includes the PerfectServe logo and the same text and link as the current version, but is presented as a single, cohesive message.

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 perfectserve
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