

Master page: Labels and instructions section

Last Modified on Jul 16, 2020

In the Master page **Labels and instructions** section, you can define the public labels for the different entities in your [Master page](#). You can also customize instructions that will help your Customers make the right selections during the scheduling process.

You can access this section by going to **Setup -> ScheduleOnce setup -> select the relevant Master page -> Labels and instructions**.

Note:

The settings vary based on the [Master page scenario](#), and whether you have public [categories](#) in your account.

Public label

Public labels are Customer-facing and are displayed during the scheduling process as the Customer makes selections. They are also used in scheduling confirmation pages and emails. If you have public categories in your account, you can set their labels here as Customers will see them.

For example, if the [Event types](#) in your Master page represent a product (Figure 1), then it will be listed as such in the confirmation page (Figure 2).

Overview

Assignment

Labels and instructions >

Public content

Share & Publish

Labels and instructions

1 Public label

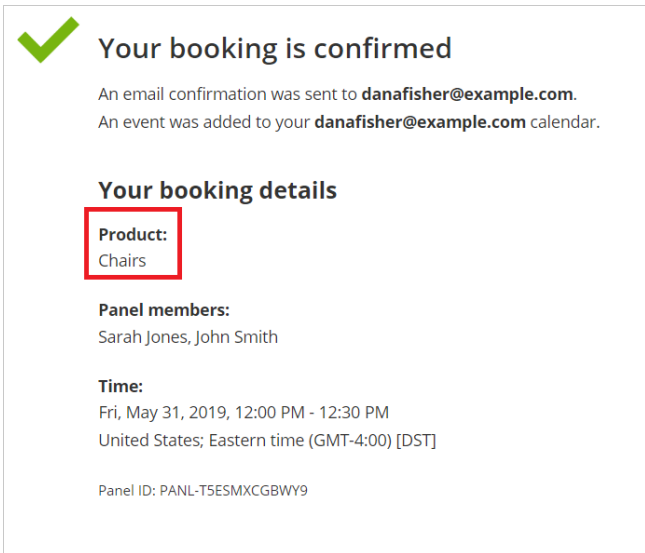
The following labels are customer-facing and will be used throughout the scheduling process:

A Booking page represents a e.g. Consultant, Agent, Resource, etc.

An Event type represents a e.g. Session, Service, Product, etc.

Panel members represent e.g., Team members, Advisors, Interviewers, etc.

Figure 1: Adding a public label to an Event type



A screenshot of a booking confirmation page. At the top left is a green checkmark icon. The main heading is "Your booking is confirmed". Below it, two lines of text state: "An email confirmation was sent to danafisher@example.com." and "An event was added to your danafisher@example.com calendar." The section "Your booking details" follows. Under "Product:", the word "Chairs" is listed and is enclosed in a red rectangular box. Below that, "Panel members:" lists "Sarah Jones, John Smith". The "Time:" section specifies "Fri, May 31, 2019, 12:00 PM - 12:30 PM" and "United States; Eastern time (GMT-4:00) [DST]". At the bottom, the "Panel ID: PANL-T5ESMXCGBWY9" is displayed.

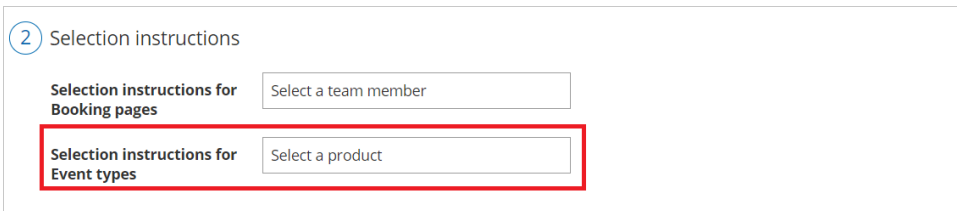
Figure 2: Booking confirmation page

Selection instructions

In this section, you tell Customers what they should select. This section and its contents are different depending on the [scenario](#) you chose for your Master page. Only relevant fields will be displayed.

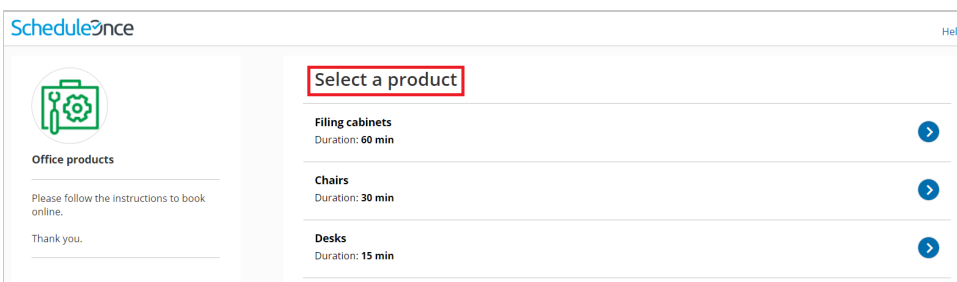
Specify the instructions to help your Customers understand what they are choosing. These instructions appear in the appropriate steps in the booking process.

For example, if you make the **Selection instructions for Event types** "Select a product" (Figure 3), then the title of the Event type selection step in the Customer scheduling flow will be "Select a product" (Figure 4).



A screenshot of the "Selection instructions" configuration page. The page title is "2 Selection instructions". There are two input fields. The first is labeled "Selection instructions for Booking pages" and contains the text "Select a team member". The second is labeled "Selection instructions for Event types" and contains the text "Select a product". This second field and its label are highlighted with a red rectangular box.

Figure 3: Selection instructions section



A screenshot of the "ScheduleOnce" customer scheduling interface. The page title is "ScheduleOnce" with a "Help" link in the top right. On the left is a sidebar with a gear icon and the text "Office products" and "Please follow the instructions to book online. Thank you." The main content area has a heading "Select a product" highlighted with a red box. Below this heading is a list of three event types, each with a duration and a right-pointing arrow button: "Filing cabinets" (60 min), "Chairs" (30 min), and "Desks" (15 min).

Figure 4: Event type selection