

ScheduleOnce Resource pool statistics: Bookings received

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[Resource pools](#) allow you to dynamically distribute bookings among a group of Team members in the same department, location, or with any other shared characteristic.

Bookings received is a metric provided for each Booking page you've included in a [Resource pool](#). **Bookings received** is the number of bookings that a specific [Booking page](#) has received to date, within the [Reporting cycle](#).

In this article, you'll learn about viewing and understanding the Bookings received metric.

Requirements

To view the **Bookings received** metric, you must be a [OnceHub Administrator](#).

Viewing the Bookings received metric

1. Go to **Setup -> ScheduleOnce setup** and open the left navigation bar.
2. Select **Resource pools** in the **Tools** section (Figure 1).

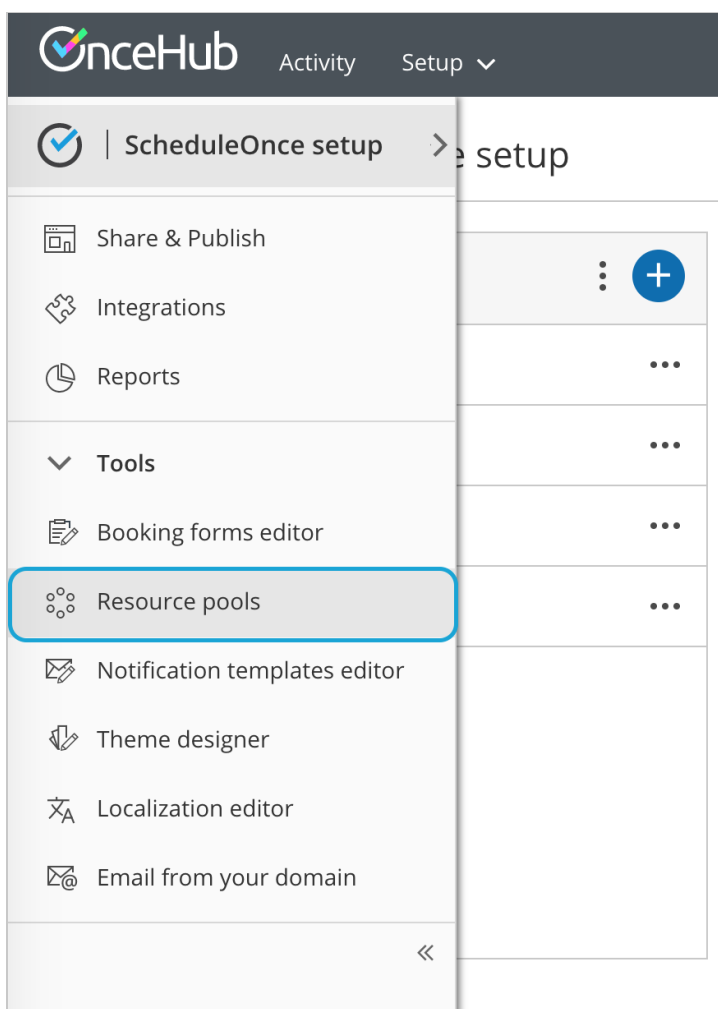


Figure 2: Resource pools in the Tools section

3. Select the specific Resource pool you would like to view **Bookings received** for.
4. Go to the **Resources** section of the Resource pool (Figure 2).

The screenshot shows the 'Resources' section for the 'Product Team' resource pool. It includes a sidebar with 'Overview' and 'Resources' (selected), a top navigation bar with a back arrow and 'Resource pool: Product Team', and a main content area. The main content area has a 'Resources' header, an 'Add Booking pages' dropdown, and a table. The table has columns: 'Booking page', 'Date joined', 'Participating', 'Bookings received', and 'Bookings removed'. The 'Bookings received' column is highlighted with a red box. The table data is as follows:

Booking page	Date joined	Participating	Bookings received	Bookings removed	
Harry Bright	Jun 13, 2019	Yes	13	2	Remove
John Smith	Jun 13, 2019	Yes	10	1	Remove
Laura Jones	Jun 13, 2019	Yes	9	0	Remove

Figure 2: Bookings received

Understanding the Bookings received metric

If the specific Resource pool is included in multiple Master pages, the **Bookings received** metric for each Booking page is the total number of bookings received by that Booking page across all Master pages.

Bookings can be received via direct scheduling, rescheduling, or reassignment.

- **Bookings received via direct scheduling:** This happens when a Customer schedules on a Master page that includes the specific Resource pool, and the booking is assigned to the specific Booking page.
- **Bookings received via rescheduling:** This happens when a Customer reschedules a booking and the booking is assigned to a different Booking page from the original Booking page that was assigned. In this case, the **Bookings received** counter will go up by one for the new Booking page that the Customer rescheduled with. The **Bookings removed** counter will go up by one for the original Booking page that the booking was rescheduled from.
- **Bookings received via reassignment:** This happens when a User reassigns a booking from one Booking page to another. In this case, the **Bookings received** counter will go up by one for the new Booking page the User reassigned the booking to. The **Bookings removed** counter will go up by one for the original Booking page that the booking was reassigned from.