

ScheduleOnce Resource pool statistics: Bookings removed

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

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

Requirements

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

Viewing the Bookings removed metric

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

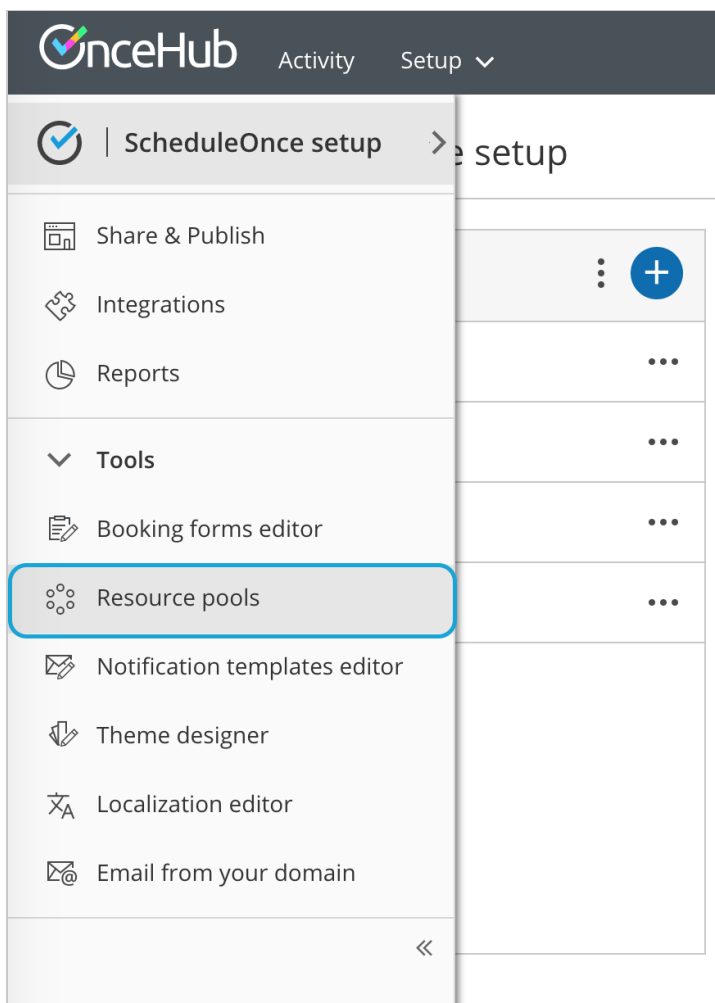


Figure 1: Resource pools in the Tools section

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

Resource pool: Product Team

Overview | Resources | Average bookings per Booking page: 10

Add Booking pages | Automatic correction: ON

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 removed in the Resource pool's Resources section

Understanding the Bookings removed metric

If the specific Resource pool is included in multiple Master pages, the **Bookings removed** metric shown for each Booking page is the total number of bookings taken away from that Booking page across all Master pages.

Bookings can be removed from a Booking page due to cancellations, rescheduling, reassignments, or no-shows.

- **Bookings removed due to cancellations:** This happens when a Customer cancels a booking that was originally scheduled on the Master page that included the specific Resource pool, or when a User cancels a booking or requests the booking to be rescheduled.
- **Bookings removed due to 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 removed** counter will go up by one for the original Booking page that the Customer scheduled with. The **Bookings received** counter will go up by one for the new Booking page that the Customer rescheduled with.
- **Bookings removed due to reassignment:** This happens when a User reassigns a booking from one Booking page to another. In this case, the **Bookings removed** counter will go up by one for the original Booking page that the booking was reassigned from. The **Bookings received** counter will go up by one for the new Booking page that the User reassigned the booking to.
- **Bookings removed due to no-shows:** This happens when a User marks a booking as a no-show. The booking marked as no-show needs to have been originally scheduled on the Master page that included the specific Resource pool.