

ScheduleOnce Resource pools: Assignment priority

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You can assign an Assignment priority to [Booking pages](#) within a [Resource pool](#) that uses [Pooled availability with priority](#) as the distribution method. The Assignment priority determines which Booking page will receive a booking when multiple Booking pages are available at the time selected by the Customer.

The screenshot shows the 'Resource pool: Customer success' interface. At the top right, there is a dropdown menu for 'Resource pool' set to 'Customer success'. Below this, there are tabs for 'Overview' and 'Resources', with 'Resources' selected. A button 'Add Booking pages' is visible. The main content is a table with the following columns: 'Booking page', 'Assignment priority', 'Date joined', 'Participating', 'Bookings received', and 'Bookings removed'. The 'Assignment priority' column is highlighted with a red box. The table contains three rows of data:

Booking page	Assignment priority	Date joined	Participating	Bookings received	Bookings removed
Harry Bright	High - 10	Jun 14, 2019	Yes	10	0
John Smith	Medium - 5	Jun 14, 2019	Yes	12	3
Laura Jones	Low - 2	Jun 14, 2019	Yes	9	1

Figure 1: Resource pool Assignment priority

In this article, you'll learn about using Assignment priority.

How Assignment priority works

When a Customer selects a time to schedule a meeting, ScheduleOnce first checks which Booking pages are available. Then, the booking is assigned to the available Booking page with the highest Assignment priority.

If there are multiple Booking pages with the same Assignment priority, the booking is assigned to the Booking page with the longest idle time. This is the Booking page which has not received a booking for the longest amount of time.

Requirements

To edit the Assignment priority of Booking pages in a Resource pool, you must be a [OnceHub Administrator](#).

Defining Assignment priority for Booking pages in a Resource pool

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

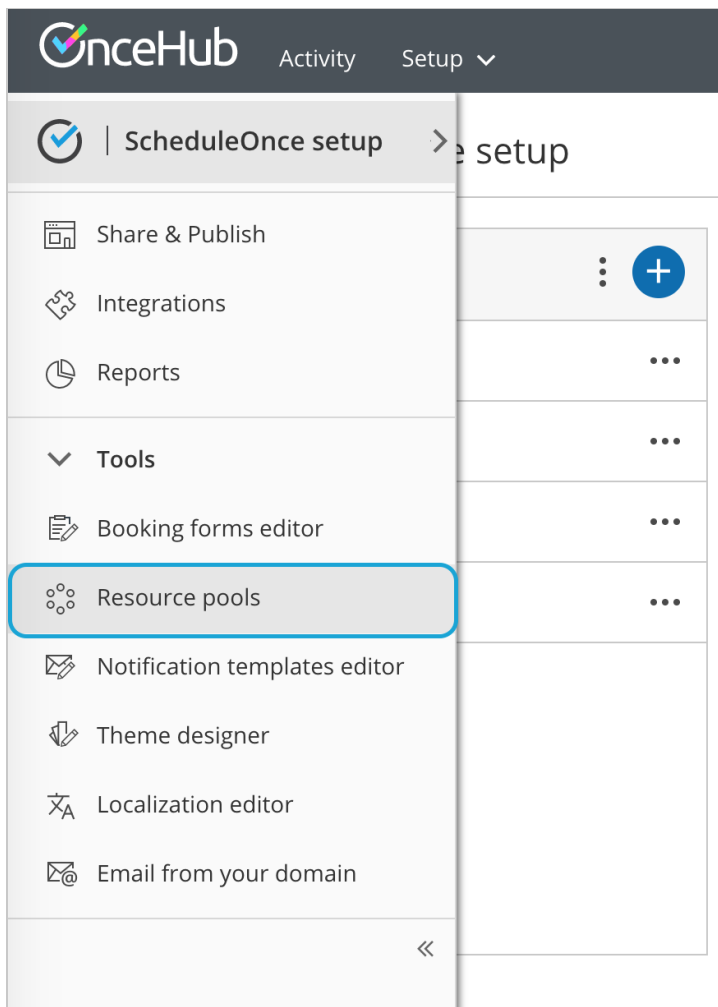



Figure 1: Resource pools in the Tools section

3. Select the specific Resource pool you'd like to define **Assignment priority** for.

 **Note:**
Assignment priority is only relevant for Resource pools using Pooled availability with priority as the distribution method.

4. In the **Resources** section, use the **Assignment priority** drop-down menu next to each Booking page to change its priority. By default all pages have an Assignment priority of **Medium - 5**.