

What's new at OnceHub?

Last Modified on Feb 17, 2022

Version 10.7

We've added a new app, SubmitOnce, that helps you capture and convert more website visitors with your existing webforms. SubmitOnce allows you to add smart lead qualification and instant engagement options to your existing webforms. Visitors complete your form as normal and then you decide if or how you want to engage with them.

[Learn more about SubmitOnce](#)

Want to use our web forms instead of yours? [Learn more about FormOnce and request early access.](#)

Version 10.6

Using live chat teams, your visitors speak only to Users with the right training and qualifications to assist them. OnceHub identifies the ideal person for them to chat with, based on who they are and the rules you set. You can add every User to one or multiple live chat teams, and customize those teams based on your organization's established workflows.

Your visitors engage with the person who can help them best and provide them with the answers they need, creating a positive customer experience right from the start.

[Learn more about live chat teams](#)

Version 10.5

We've added live chat functionality to ChatOnce. If you want your high-quality leads to get in touch with you as soon as possible, live chat can provide the experience your visitors desire while reducing your time to engagement. Once you qualify visitors through the bot conversation, you can choose the right time to offer live chat to them. This way, people who meet your qualification criteria can engage with you immediately and move to the next level in your funnel.

[Learn more about chatting live with your visitors](#)

Version 10.4

ChatOnce can now send your team an email notification when a website visitor reaches a certain point in a chatbot conversation. The new email notification feature is perfect for automated lead capture, qualification, and engagement chatbots. You can notify team members by email when a bot captures new contact information, qualifies, or engages with a lead. You can even set up email notifications for target or VIP accounts to know when they've entered their contact details or scheduled a meeting.

[Learn more about receiving ChatOnce email notifications](#)

Version 10.3

Instead of updating a team member's availability on each Booking page, toggle on User availability, and you only need to update once. Before, if one of your team had multiple Booking pages, you needed to update the hours they had available on each Booking page. Now you can add availability on their OnceHub profile, and that will populate

all their Booking pages. Just make sure to toggle this on for their Booking pages after setting it up on their profile.

[Learn more about profile availability](#)

Version 10.2

You can now sync contacts and bookings from ChatOnce to Salesforce using our Salesforce integration for ChatOnce. Our integration connects to Lead objects, Contact objects, and Events in Salesforce.

Contacts sync based on the email they provide during an interaction (bot conversation, previous booking through ScheduleOnce). Once you've collected their email, this will either create a new record or, if your Salesforce account recognizes the contact's email, update the current lead or contact record.

[Learn more about syncing contacts with your CRM](#)

Version 10.1

In version 10.1, we updated [ChatOnce](#) so you can try out our new product without requesting access. In addition, we've added pre-configured audience templates to ChatOnce so your setup time is faster and easier. We also improved the way you and your Users can update availability. You can now set your availability through your profile, so you only need to update once for your availability to change across all the Booking pages you or your Users own. Lastly, we updated the OnceHub API, switching to v2.0 of the API with expanded capabilities for account objects and webhooks.

[Learn more about version 10.1](#)

[Visit our Developer Center](#)

Version 10.0

In version 10.0, we added [ChatOnce](#) to our website and app, along with contact records so you can view activities for the same person throughout OnceHub (ScheduleOnce and ChatOnce both) in one central place.

ChatOnce is our brand-new product, helping you add lead qualification and scheduling to your website through an advanced chat bot. You can target and qualify website visitors through engaging conversations. [Learn more about version 10.0](#)

[Request early access to ChatOnce](#)

Version 9.9

In version 9.9, we added a new Microsoft Teams video conferencing integration. As of this release, we now support all five major video conferencing options: [Microsoft Teams](#), [Zoom](#), [Google Meet](#), [GoToMeeting](#), and [Webex Meetings](#). You can also add multiple Users at once instead of one by one. In addition, if you have an identity provider (Azure, Okta, OneLogin, etc.), you can configure your account so all your Users can log in through our new SSO integration. [Learn more about version 9.9](#)

Version 9.8.5

In version 9.8.5, we added a new Google Meet video conferencing integration. We also expanded Zoom security settings. New enhancements include enabling the waiting room and using a dynamic password. [Learn more about version 9.8.5](#)

Version 9.8

In version 9.8, we published an updated [Trust Center](#). The updates improve visibility into how we protect your data, how we remain compliant with specific privacy and security frameworks, and an easier path to understanding and acting upon your rights. [Learn more about version 9.8](#)

Version 9.7

In version 9.7, we updated navigation for enhanced usability and moved the Activity stream to show as the first page upon signing in. [Learn more about version 9.7](#)

Version 9.6

In version 9.6, we launched our Chrome extension, OnceHub for Gmail. [Learn more about version 9.6](#)

Version 9.5

In version 9.5, both ScheduleOnce and InviteOnce now support iCloud Calendar. [Learn more about version 9.5](#)

Version 9.4

In version 9.4, both ScheduleOnce and InviteOnce now support Microsoft's latest OAuth 2.0 connection with Office 365 Calendar. [Learn more about version 9.4](#)

Version 9.3

In version 9.3, we introduce one-time links with ScheduleOnce. One-time links provide you with complete control over your customers' bookings. [Learn more about version 9.3](#)

Version 9.2

In our latest release, 9.2, we introduce an InviteOnce feature to copy meeting links to your clipboard and we undertake maintenance and infrastructure upgrades. [Learn more about version 9.2](#)

Version 9.1

In our latest release, we introduced Exchange Calendar and Office 365 Calendar integrations in InviteOnce. We've also improved InviteOnce's Google Calendar integration and released two-factor authentication for extra account protection. [Learn more about version 9.1](#)

Welcome to OnceHub!

In version 9.0, ScheduleOnce is becoming part of the OnceHub platform. The OnceHub platform is the new home for our Once products: ScheduleOnce and InviteOnce, a new product for scheduling personalized meetings.

This release also introduces a range of additional updates including a centralized account login and User management, a new booking page domain, an in-app support widget and a new knowledge base. [Learn more about OnceHub 9.0](#)

ScheduleOnce 8.95

In our latest release, 8.95, we introduce 24-hour customer support as well as additional updates to our extensive range of calendar integrations. [Learn more about ScheduleOnce 8.95](#)

ScheduleOnce 8.9

Following the initial launch of Panel meetings in version 8.8, ScheduleOnce 8.9 introduces end-to-end support for Panel meetings throughout the booking lifecycle. [Learn more about ScheduleOnce 8.9](#)

ScheduleOnce 8.8

In our latest release, 8.8, we introduced ground-breaking features for team scheduling scenarios, including Resource pools, Dynamic assignment rules, and Panel meetings. Following the success of the private beta in 8.7, these features are now available for public beta. [Learn more about ScheduleOnce 8.8](#)

ScheduleOnce 8.7

In our latest release, 8.7, we introduced major improvements that allow multi-user accounts to better manage bookings within and across teams. Our new Activity stream allows you to easily search and filter through booking and payment activities. Additionally, bookings can now be seamlessly reassigned from one Team member to another. We have also updated how Master pages are created.

This release also includes ground-breaking new features for distributing bookings across teams, including Resource pools, Dynamic assignment rules, and Panel meetings. These features are in beta and are available upon request. [Learn more about ScheduleOnce 8.7](#)

ScheduleOnce 8.6

In our latest release, 8.6, we introduced several new features and a webinars page on our website. Most notably, you can now localize the Customer scheduling experience end-to-end. Additional features include common client-side API features and source tracking. We have also launched a beta program for our new Activity stream and Booking reassignment feature. [Learn more about ScheduleOnce 8.6](#)

ScheduleOnce 8.5

In our latest release, 8.5, we introduced several major new features, most notably, our native Zoom integration, allowing you to seamlessly connect ScheduleOnce to the most popular video conferencing system. Additionally, you can now edit every line of text on your Booking pages, and use our Webhooks API to build custom integrations with third-party applications.

The General Data Protection Regulation (GDPR) is coming into effect in just two months. ScheduleOnce is ready for the new regulation and is here to help you with compliance. We have added new account settings and released a GDPR center on our website. This center includes information and resources regarding the GDPR and what it means for your use of ScheduleOnce. [Learn more about ScheduleOnce 8.5](#)

ScheduleOnce 8.4

In our latest release, 8.4, we introduced two important product enhancements and published our Data Processing Addendum (DPA).

Our Zapier integration now allows you to manage Zaps right from within your ScheduleOnce account. We also

added an in-app Notification center to help users manage issues related to their accounts. Additionally, ScheduleOnce is preparing for the General Data Protection Regulation (GDPR). Our Data Processing Addendum (DPA) is available on our website for Customers regulated by the GDPR. [Learn more about ScheduleOnce 8.4](#)

ScheduleOnce 8.3

In our latest release, 8.3, we introduced several new enhancements, most notably that our platform is now HIPAA compliant. We also added functionality to our Zapier integration, our publishing options, and created a new feature allowing your Customers to invite additional attendees to their meetings. [Learn more about ScheduleOnce 8.3](#)

ScheduleOnce 8.2

In our latest release, 8.2, we introduced our Partner Directory as well as a few product enhancements that further modernize the Customer application: a modernized website widget and customizable Booking form field design. [Learn more about ScheduleOnce 8.2](#)

ScheduleOnce 8.1

It's been over one month since the all-new ScheduleOnce 8.0 was released. ScheduleOnce 8.1 introduces follow-up improvements to ScheduleOnce 8.0. Together with compliments, we have also received a lot of valuable feedback and suggestions for improvements. ScheduleOnce 8.1 is all about fine-tuning ScheduleOnce 8.0 in line with our Customer's needs and wants. [Learn more about ScheduleOnce 8.1](#)

ScheduleOnce 8.0

The all-new ScheduleOnce is live! ScheduleOnce 8.0 introduces our biggest revamp to date. We have redesigned our platform inside and out, to bring you and your Customers an improved user experience.

Our guiding principle in this release was to "keep it simple". For the Customer side, our mission was to design clean and uncluttered Booking pages that minimize the effort required to make a booking. For the User side, our goal was to create an easy-to-use interface that will save you time building your optimal scheduling scenarios and will help new Users joining your organization's account catch on faster.

We didn't just stop there. In this release, we also added important new features that help you better tie ScheduleOnce in with your existing processes and brand. [Learn more about ScheduleOnce 8.0](#)

ScheduleOnce 7.9

In our latest release, 7.9, we introduced major enhancements to the ScheduleOnce platform, most notably, the direct integration with Exchange. Our Exchange integration supports all variations of Microsoft Exchange: On-premise Exchange, Exchange online, Office 365, and Outlook.com.

Additional improvements include: Revamp of our default notifications, Timeframe rules based on business working days, Hidden fields, and Zoom integration via Zapier. [Learn more about ScheduleOnce 7.9](#)

ScheduleOnce Acquires Reschedge

We are very excited to announce that we have acquired Reschedge, the world's best algorithmic scheduling engine for interviews. This acquisition allows us to leverage our platform to offer an end-to-end solution for interview

scheduling through all phases of the talent acquisition lifecycle. [Learn more about this acquisition](#)

ScheduleOnce 7.8

In our latest release, 7.8, we introduced two new features: Custom security policies, which allow you to control the level of security on your ScheduleOnce account, and a Master booking page feature, which enables you to only let Customers reschedule with the same Booking page. We are also now offering free Zapier integration consultation sessions to help you get started. [Learn more about ScheduleOnce 7.8](#)

ScheduleOnce 7.7

In our latest release, 7.7, we introduced the following enhancements: Canceling and rescheduling bookings directly from Outlook and Google Calendars, Service-level field mapping when using Infusionsoft integration, and a new Security Center on the ScheduleOnce website. [Learn more about ScheduleOnce 7.7](#)

ScheduleOnce 7.6

In our latest release, 7.6, we introduced several enhancements in various product areas including: Notifications and credit invoices for manual refunds via ScheduleOnce, support for Amazon SES and other SMTP mail servers when using the Email from your domain feature, and exporting ScheduleOnce reports to a CSV file. [Learn more about ScheduleOnce 7.6](#)

ScheduleOnce 7.5

In our latest release, 7.5, we introduced major enhancements to the ScheduleOnce platform, most notably payment integration. ScheduleOnce has partnered with PayPal to offer payment integration through all phases of the booking lifecycle. From the initial booking, through to rescheduling and cancellations.

Additional improvements including session package enhancements, additional fields available through Zapier, improvements to default notifications and more. [Learn more about ScheduleOnce 7.5](#)

ScheduleOnce 7.4

In our latest release, 7.4, we introduced two important improvements to the ScheduleOnce connector for Salesforce. Salesforce Record Types can now be mapped to specific Booking pages, so that new records created in Salesforce will have the Record Type based on the Booking page that was used. We have also enhanced the connector's security by enabling two working modes, supporting organizations with security requirements of varying levels. [Learn more about ScheduleOnce 7.4](#)

ScheduleOnce 7.3

In our latest release, 7.3, we introduced Personal links and Web form integration, two important features that enhance Customer experience and improve conversion rates in your lead generation and lead qualification campaigns. This release also adds support for Salesforce sandbox environments and control for your connected calendar pop-up reminders for bookings made via ScheduleOnce. [Learn more about ScheduleOnce 7.3](#)

ScheduleOnce 7.2

In our latest release, 7.2, we introduced multiple enhancements across a number of product areas including: Personalized Customer notifications, Customer email address confirmation, improved handling of Salesforce

required fields, Support for existing Salesforce Person Accounts, support for Infusionsoft campaign forms, new Zapier triggers, and improved billing notifications. [Learn more about ScheduleOnce 7.2](#)

ScheduleOnce 7.1

In our latest release, 7.1, we introduced rich integration with Zapier, an integration platform that enables quick and easy data transfer between applications. The integration with Zapier allows you to connect ScheduleOnce with hundreds of apps in multiple categories, including CRM, invoicing, productivity, email marketing, and more.

[Learn more about ScheduleOnce 7.1](#) | [Learn more about our integration with Zapier](#)

ScheduleOnce 7.0

In release 7.0, ScheduleOnce introduced important calendar and CRM integrations, bringing ScheduleOnce to new environments and extending it to all phases of the customer lifecycle.

Key features in this release included: [Salesforce integration](#), [Office 365 Calendar integration](#), [iCloud Calendar integration](#), and version 2.0 of the [ScheduleOnce connector for Infusionsoft](#).

We also updated our [Knowledge base](#) and allowed for secure attachments and payment by mobile device. [Learn more about release 7.0](#)

ScheduleOnce 6.95

In release 6.95, we published a new Status page that provides real-time and historic updates on any planned and unplanned disruptions in the ScheduleOnce service, along with a Twitter status account, [@StatusOnce](#). We also published a Video library with all our videos and allowed for accounts to add an additional billing contact for invoicing. This can be set from the Account page » Billing tab » Transactions. [Learn more about release 6.95](#)

ScheduleOnce 6.9

ScheduleOnce 6.9 was all about improving communications. We gave you the power to completely control how you communicate with your Customers and Users throughout the entire booking lifecycle. This is accomplished through our [Notification templates editor](#), our new [SMS notifications](#), [Email from your domain](#) and improved email integration, and a new [Booking forms editor](#).

We also improved the Activity stream by adding advanced filters and searching capability by Tracking ID. [Learn more about release 6.9](#)

[See our complete history of releases](#)