

User notification scenarios

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This table defines the User notification scenarios used in the [User notification section](#) of a [Booking page](#). These scenarios are the booking events that can take place during a booking lifecycle. ScheduleOnce lets you choose which scenarios will trigger notifications and if the notifications are sent via email, SMS, or both.

The User notifications section can be found by going to **Setup -> ScheduleOnce setup -> Booking page -> User notifications**.

Notification Scenario	Description
Automatic Booking	
Booking made by Customer	Sent to subscribed Users when the Customer makes a booking.
Booking with approval	
Booking request made by Customer	Sent to subscribed Users when the Customer submits a booking request.
Booking request approved by User	Sent to subscribed Users when a User approves the Customer's booking request.
Calendar event	
Calendar event	The calendar event can include any booking details and can be added to the Owner's and Customer's calendars.
Reminders and follow-ups	
First User reminder	Sent to subscribed Users at a predefined time prior to the meeting.
Second User reminder	Sent to subscribed Users at a predefined time prior to the meeting.
Third User reminder	Sent to subscribed Users at a predefined time prior to the meeting.
Follow-up message	Sent to subscribed Users when a follow-up message is sent to the Customer.
Booking cancellation	
Booking canceled by Customer	Sent to subscribed Users when the Customer cancels a booking.

[Booking canceled by User](#) Sent to subscribed Users when a User cancels a booking.

Booking reschedule

[Booking rescheduled by Customer](#) Sent to subscribed Users when the Customer reschedules a booking.

[Reschedule requested by User](#) Sent to subscribed Users when a User sends a reschedule request to the Customer.

Booking reassignment

[Booking reassigned \(original Owner\)](#) Sent to subscribed Users of the previous Booking page when a booking is reassigned from the page.

[Booking reassigned \(new Owner\)](#) Sent to subscribed Users of the new Booking page when a booking is reassigned to the page.

Booking request cancellation

[Booking request canceled by Customer](#) Sent to subscribed Users when the Customer cancels a booking request.

[Booking request canceled by User](#) Sent to subscribed Users when a User cancels a booking request.

Booking request resubmission

[Booking request resubmitted by Customer](#) Sent to subscribed Users when the Customer resubmits a booking request.

[Booking request resubmission requested by User](#) Sent to subscribed Users when a User asks the Customer to resubmit a booking request.

Other notifications

[Manual refund issued by User](#) Sent to the User when a manual refund is issued via ScheduleOnce.