

ScheduleOnce triggers on Zapier

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Triggers are the means through which you tell Zapier what ScheduleOnce data to send to your third-party app. This article describes the ScheduleOnce Zapier triggers you can use when integrating ScheduleOnce with your application of choice.

ScheduleOnce provide two types of triggers, specific and composite. **Specific triggers** are based on an individual booking event, e.g. Scheduled Booking. Using these triggers, you can control granular interactions between ScheduleOnce and other apps, e.g. create a new Contact in the target app when a new booking is made. Each specific trigger also has a unique set of attributes that is passed through Zapier. **Composite triggers** are considered 'dynamic' triggers. These triggers are fired each time a booking changes its status. Each type of trigger is used for different purposes as described below. Please read the [Mapping of ScheduleOnce fields to Zapier triggers](#) article for more information.

The following is a complete list of ScheduleOnce Zapier triggers that are available to you, grouped by the two types:

Specific triggers

- Scheduled Booking
- Canceled Booking
- Completed Booking
- No-show Booking
- Rescheduled Booking
- Canceled Booking (Rescheduled)

Composite triggers

- Booking Lifecycle Event

When to use specific and composite triggers?

When including ScheduleOnce's booking capabilities in email marketing and marketing automation campaigns, you should use **specific triggers**. This gives you the power to target specific users based on their level of engagement and interaction with your campaign. E.g. you can provide additional resources to users who have made a booking. You can invite users to book a new meeting in case they have canceled the original one. You can also send out a feedback form as soon as the booking had ended, i.e. the booking status changed to "Completed".

When you wish to continuously track your booking activity, you can use the **Booking Lifecycle Event composite trigger** with productivity apps such as Google Sheet, Evernote or Slack. Using this trigger allows you to define only one Zap which records all of your booking activity.

Below is a detailed explanation of each ScheduleOnce trigger.

The Scheduled Booking trigger

This trigger is fired each time a booking is made on your booking page.

The complete list of fields sent with this trigger can be found in the [Mapping of ScheduleOnce Fields to Zapier Triggers](#) article.

The Canceled Booking trigger

This trigger is fired when a booking is canceled. A booking can be canceled using one of the following methods:

- [Canceled by User without event types](#)
- [Canceled by User with event types](#)
- [Canceled by User in the connected Google Calendar](#)
- [Canceled by User in the connected Outlook Calendar](#)
- [Canceled by the Customer](#)

The complete list of fields sent with this trigger can be found in the [Mapping of ScheduleOnce Fields to Zapier Triggers](#) article.

Note: This trigger is different than the **Canceled Booking (Rescheduled)** trigger. **Canceled Booking** means that the booking is canceled for good, while **Canceled Booking (Rescheduled)** only indicates the removal of the original booking when a new booking is created instead.

The Completed Booking trigger

This trigger is fired as soon as the meeting time has passed. For example, if a one hour booking was scheduled for Monday at 10:00 AM, the Completed trigger will fire at 11:00 AM.

One way to effectively use this trigger is to set up an email marketing campaign that will be triggered as soon as a booking is completed. The campaign could send out a survey, a questionnaire or even an invitation to book another meeting. [Meeting follow-up functionality is also provided in ScheduleOnce.](#)

The complete list of fields sent with this trigger can be found in the [Mapping of ScheduleOnce Fields to Zapier Triggers](#) article.

The No-show Booking trigger

This trigger is fired when the [user changes the bookings status from Completed to No-show](#). This can be done only once the booking is in the **Completed** status.

One way to effectively use this trigger is to set up an email marketing campaign that will be triggered as soon as a booking is set to **No-show**. The campaign could send out an email asking the customer, who did not show up to the meeting, to schedule another meeting.

The complete list of fields sent with this trigger can be found in the [Mapping of ScheduleOnce Fields to Zapier Triggers](#) article.

The Rescheduled Booking and Canceled Booking (Rescheduled) triggers

These two triggers work in tandem and provide the necessary information for each rescheduling scenario. When a booking is rescheduled in ScheduleOnce, the original booking is either updated, or canceled and replaced by a new

booking. It's important to distinguish between the different types of reschedule scenarios that fire the **Rescheduled Booking** and **Canceled Booking (Rescheduled)** triggers. Each scenario includes a different trigger combination and slightly varying attributes.

The following scenarios are supported:

1. [Customer reschedules with the same Booking page](#). When the Customer reschedules a booking with the same Booking page, a single **Rescheduled Booking** trigger is fired containing the same Booking ID as the original booking. This is based on the assumption that if the event was created under the same Booking page, then we only need to update the event and not create a new booking. Below is a table outlining the triggers and attributes used in this scenario.

Zapier trigger	Attribute	Notes
Canceled Booking (Rescheduled)	N/A	This trigger is not fired.
Rescheduled Booking	Booking – Booking ID	The existing booking ID
	Booking page – Owner	The existing User name

2. [Customer reschedules with a different Booking page](#). When the Customer reschedules the booking with a Booking page that is different from the one they originally made the booking with, two triggers are fired, one to cancel the original booking and another to create a new booking instead. Below is a table outlining the triggers and attributes used in this scenario.

Zapier trigger	Attribute	Notes
Canceled Booking (Rescheduled)	Booking – Booking ID	The existing booking ID
	Booking page – Owner	The original User name
Rescheduled Booking	Booking – Booking ID	The new booking ID
	Cancel/reschedule - Booking ID (canceled booking)	The original booking ID
	Booking page – Owner	The new User name

3. [User requests the Customer to reschedule](#). When the User requests the Customer to reschedule the booking, the **Canceled Booking (Rescheduled)** trigger is fired instantly as the original booking is no longer valid. The **Reschedule Booking** trigger is fired only after the Customer had rescheduled the booking. Below is a table outlining the triggers and attributes used in this scenario.

Zapier trigger	Attribute	Notes
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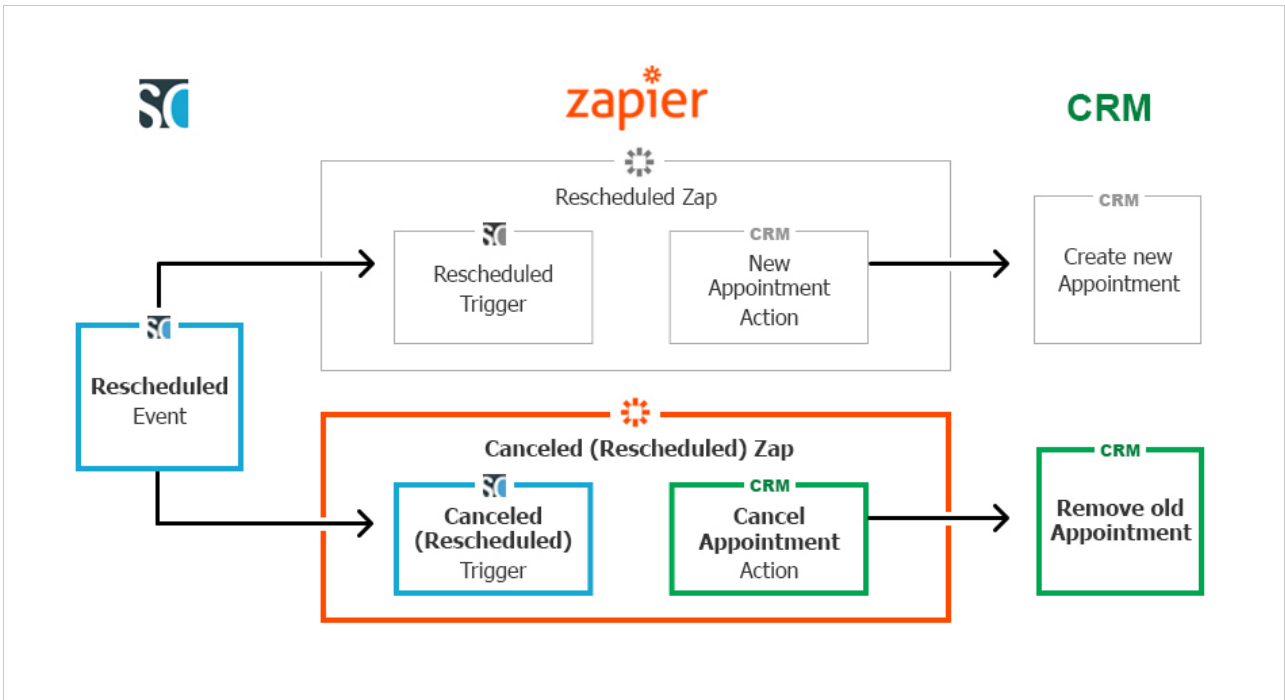
Canceled Booking (Rescheduled)	Booking – Booking ID	The existing booking ID
	Booking page – Owner	The original User name
Rescheduled Booking	Booking – Booking ID	The new booking ID
	Cancel/reschedule - Booking ID (canceled booking)	The original booking ID
	Booking page – Owner	The new User name

4. **User reschedules from a connected [Google Calendar](#) or [Outlook Calendar](#).**

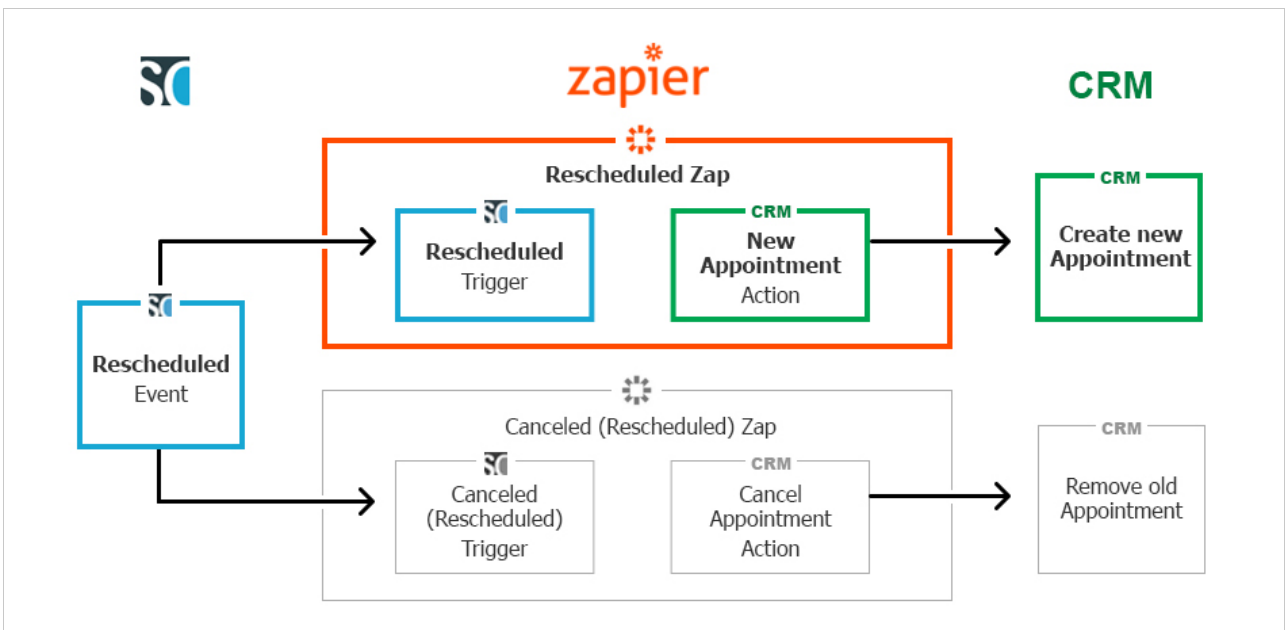
When the setting to Changing the time in Google updates the booking in ScheduleOnce is enabled, moving events in your calendar also updates the event in ScheduleOnce. The **Rescheduled Booking** trigger is fired, when the User changes the calendar event details or moves the calendar event to another slot. This is a common use case whereby the Customer calls the User and asks them to reschedule the booking on their behalf. This event behaves the same as if a Customer initiated reschedule with the same User.

Zapier trigger	Attribute	Notes
Canceled Booking (Rescheduled)	N/A	This trigger is not fired.
Rescheduled Booking	Booking – Booking ID	The existing booking ID
	Booking page – Owner	The existing User name

The following example describes the reschedule scenario that was initiated by the Customer and resulted in a booking that was made with a different Booking page. First, the **Canceled (Rescheduled)** trigger is fired including the **original** booking information. This allows the target application to remove the previously created appointment. In the illustration below, the **Canceled (Rescheduled) Zap** at the bottom, joins the ScheduleOnce **Canceled (Rescheduled)** Trigger with your CRM **Cancel Appointment** Action.



Second, the **Rescheduled Booking** trigger is fired including the **new** booking information. This allows the target application to create a new appointment (the rescheduled booking). In the illustration below, the **Rescheduled Zap** at the top, joins the ScheduleOnce **Rescheduled** Trigger with your CRM **New Appointment** Action.



Note: Having a dedicated reschedule cancellation trigger, allows you to handle these events differently than standard cancellation events. This is especially relevant if you have set up a marketing campaign that targets canceled bookings. In this instance, you would not want to trigger the same campaign if a reschedule event occurred.

The complete list of fields sent with this trigger can be found in the [Mapping of ScheduleOnce Fields to Zapier Triggers](#) article.

The Booking Lifecycle Event trigger

This trigger is fired each time a booking changes its status, i.e. Scheduled, Rescheduled, Canceled, Completed, or No-show.

Different from the specific triggers mentioned above, this trigger is best used to log all booking activities. As an example, you can use a Google Sheets Zapier integration to record all booking activities for monitoring or reporting purposes.

For more details on how to use this trigger in addition to some powerful filtering tips, see [Tips for integrating ScheduleOnce with productivity apps](#).
