


Tips for integrating ScheduleOnce with online forms apps

Last Modified on Feb 16, 2019

 **Note:**

When integrating with online forms apps, it's best to use one of our [specific triggers](#).

The integration between ScheduleOnce and online form apps via Zapier allows you to create new form entries when a new booking is made. You can use this functionality to create custom reports.

Supported use cases

Using ScheduleOnce with Zapier provides support the following online forms use case:

1. **Maintaining a booking log.** When a booking changes its status (e.g. Scheduled, Rescheduled, Canceled, Completed, No-show), a new entry can be added to your 3rd party online form app. Alternatively, you can maintain a dedicated form for each stage in the [booking lifecycle](#).

Field mapping tips

Mapping ScheduleOnce fields to online form fields is straightforward. The following fields may deserve more attention:

- **Field format in the online form.** We recommend that you use free text fields in your integrated forms rather than using fields with a rigid format (such as a date field). Some online form apps cannot convert, for instance, "Wednesday, October 14, 2015, 2:15 PM" to a simple date format.
- **ScheduleOnce Customer mobile phone field.** When mapping this field to the online form, ScheduleOnce does not send the + prefix (indicating an international number). If you want this prefix to be created, you can add it as static text before the field.



 **Phone (optional)**
This is a phone field.

+  Customer - Mobile phone 