

# Understanding scheduling activity statuses

Last Modified on Feb 13, 2022

All bookings follow a lifecycle. Depending on which phase of the lifecycle a booking is in, its scheduling status changes, as do the [scheduling actions](#) available to you.

In the [Activity stream](#), bookings are given a status. In the **Details** pane for a given activity, you'll see a **Detailed status** which provides additional information about the activity (Figure 1).

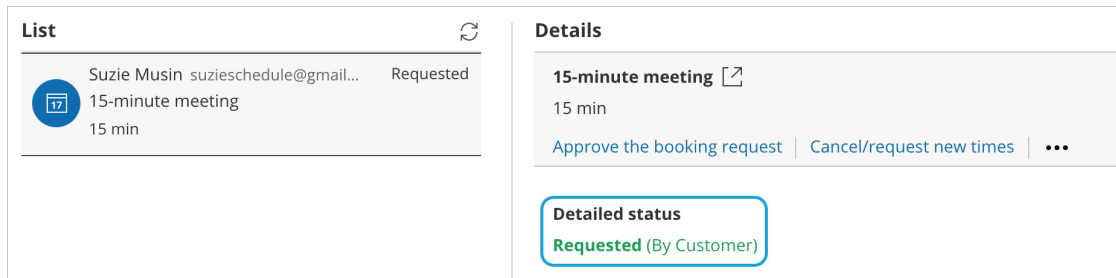


Figure 1: Detailed status

All [ScheduleOnce reports](#) make use of scheduling statuses to allow you to easily view the stage of bookings within the lifecycle. Scheduling statuses are also used with our [Third-party integrations](#).

## Booking status and Detailed status

The table below shows the different lifecycle phases, their associated statuses, and the respective actions that are available in the Activity stream.

Scenario	Status	Detailed status	Menu actions
Customer schedules a booking	Scheduled	Scheduled (By Customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
Customer submits a booking request	Requested	Requested (By Customer)	<a href="#">Schedule booking request</a> <a href="#">Cancel/request new times</a>
Customer cancels and submits new requests	Canceled	Canceled (By Customer)	<a href="#">Schedule booking request</a>
	Requested	Requested (By Customer)	<a href="#">Cancel/request new times</a>
User approves the booking request	Scheduled	Scheduled (Approved by User)	<a href="#">Cancel/request reschedule</a>
	Rescheduled	Rescheduled (Approved)	<a href="#">Reassign booking</a>

		by User)	<a href="#">Set to No-show</a>
User cancels and requests new times	Canceled Requested	Canceled (New times requested by User) Requested (Initiated by User)	<a href="#">Schedule booking request</a> <a href="#">Cancel/request new times</a>
Customer reschedules a booking with same BP	Rescheduled	Rescheduled (By Customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a>  <a href="#">Set to No-show</a>
Customer reschedules a booking with different BP	Rescheduled	Rescheduled (By Customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a>  <a href="#">Set to No-show</a>
Customer cancels a booking	Canceled	Canceled (By Customer)	
User cancels a booking or booking request	Canceled	Canceled (By User)	
User cancels and sends a request to reschedule with same Event type	Canceled Rescheduled	Canceled (Reschedule requested by User) Rescheduled (Initiated by User)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a>  <a href="#">Set to No-show</a>
User cancels and sends a request to reschedule with any Event type	Canceled Scheduled	Canceled (Reschedule requested by User) Scheduled (By Customer)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a>  <a href="#">Set to No-show</a>
User sets the booking to No-show	No-show	No-show (Set by User)	<a href="#">Cancel/request reschedule</a>
Booking is complete	Completed	Completed (Set by System)	<a href="#">Cancel/request reschedule</a>  <a href="#">Set to No-show</a>
User reassigns a scheduled booking	Scheduled	Scheduled (Reassigned by User)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a>  <a href="#">Set to No-show</a>

---

User reassigns a rescheduled booking	Rescheduled	Rescheduled (Reassigned by User)	<a href="#">Cancel/request reschedule</a> <a href="#">Reassign booking</a> <a href="#">Set to No-show</a>
--------------------------------------	-------------	-------------------------------------	---

---

Customer requests a booking time for approval but the requested time passes before User takes action	Expired	Expired (Set by System)	<a href="#">Cancel/request new times</a>
--	---------	-------------------------	--

---