

# Dynamic fields

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You can add Dynamic fields to Notification templates to populate emails and SMS notifications with customized data.

In this article, you'll learn about Dynamic fields.

## How do Dynamic fields work?

Dynamic fields allow you to create email and [SMS notifications](#) that contain specific information related to your bookings and are personalized for the Customer and User.

For example, let's say you want to start a confirmation email with a personalized greeting. To do this, you'll insert the dynamic field called **Customer name** into the template. Once you do this, every confirmation email will start with "Dear ". ScheduleOnce will insert the name the Customer provided in the [Booking form](#) where you defined that the field "Customer name" should be.

## Where do Dynamic fields get data from?

ScheduleOnce provides over 80 Dynamic fields to choose from. Dynamic fields contain information taken from:

- Booking details.
- Customer information from the [Booking form](#).
- [Booking page](#) details.
- [Event type](#) details.
- [Canceling and rescheduling data](#).
- [Reassignment](#) details.
- Reminders and Follow-up settings.
- Website widget data.
- User details.
- CRM data.
- [Custom fields](#) created in the Booking forms editor.
- Payment data.

### **Note :**

Payment data is specified per transaction rather than per activity. Therefore, one activity may have a number of transactions. For example, a single booking may have a rescheduling fee and a refund.

## Adding Dynamic fields to your notification template

1. [Create a Custom template](#).

- Place the cursor in the template editor text box where you want to insert the Dynamic field (Figure 1).

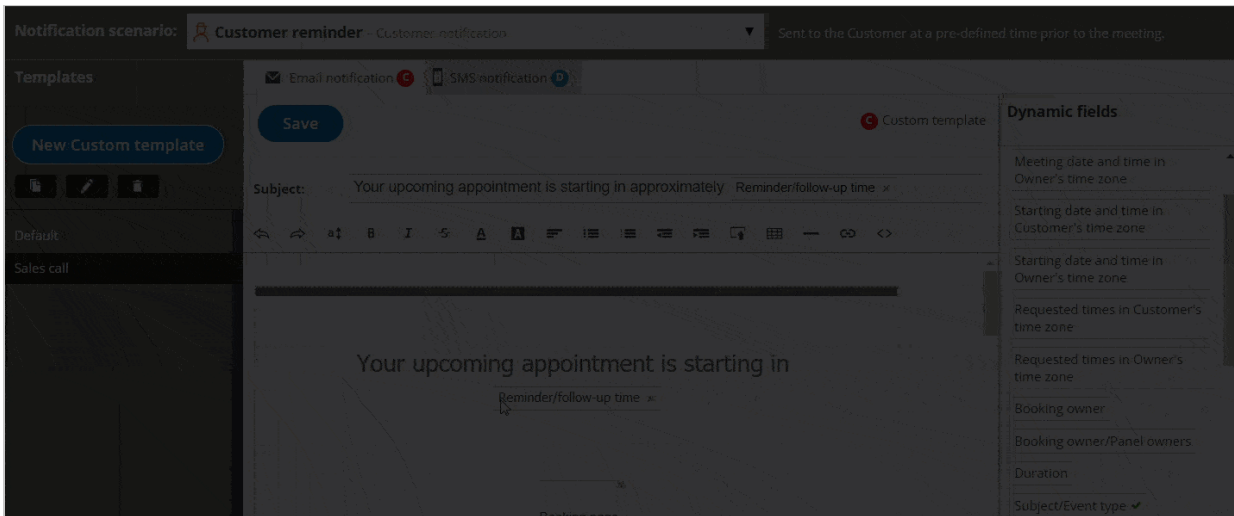


Figure 5: Place the cursor in the template editor text box

- In the **Dynamic Fields** column on the right, click the Dynamic field you want to add (Figure 2).

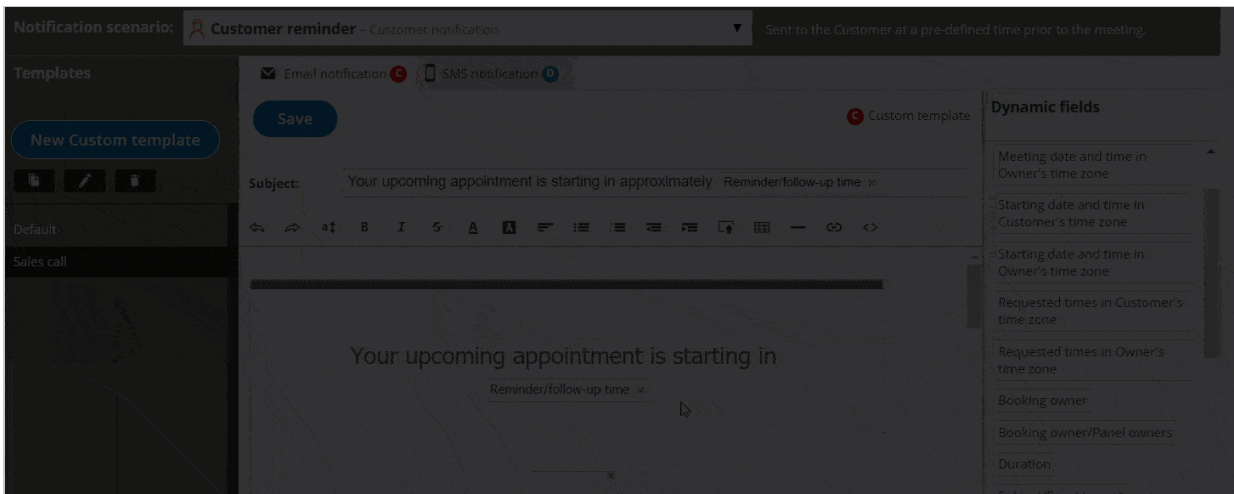


Figure 2: Add a Dynamic field

- The chosen Dynamic field will appear in the selected location in the template.

To remove a Dynamic field, click on the **X** next to the Dynamic field you want to remove.

**Note:**

When you use Dynamic fields, you need to be sure that the data exists in your scheduling scenario. For example, **Event type price** is one of the Dynamic fields available to you. However, if you do not enter an Event type price in the [Payment/cancel and reschedule policy section](#), no data will be displayed for this field in your emails and SMS notifications.

## Dynamic fields and localization

When [Customer notifications](#) based on [Custom templates](#) are sent, Dynamic fields such as time zone, country and location are shown in the locale (language) [selected on the Booking page](#). The date/time format also follows the

selected locale. In all other cases, Dynamic fields are shown in English, and the date/time format follows User profile settings. [Learn more about localization](#)

	Default templates	Custom templates
User notifications by email and SMS	ScheduleOnce Dynamic fields are shown in English.  Date/time format follows <a href="#">User profile settings</a> .	ScheduleOnce Dynamic fields are shown in English.  Date/time format follows <a href="#">User profile settings</a> .
Customer notifications by email and SMS, and the Calendar event	ScheduleOnce Dynamic fields are shown in English.  Date/time format follows <a href="#">User profile settings</a> .	ScheduleOnce dynamic fields such as time zone, country, and location are shown in the locale (language) <a href="#">selected on the Booking page</a> .  Date/time format follows <a href="#">locale settings</a> .