Tracking and reporting No-shows

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If your Customer didn't show up to a meeting, you may want to keep track of this. This can be done by changing the booking status to **No-show**. Regardless of whether the booking status is **Scheduled**, **Rescheduled**, or **Completed**, you can change it to **No-show**.

The **No-show** status is included in all reports and is part of the activity lifecycle process.

How to change the status to No-show

1. Select the activity in the Activity stream.
2. In the **Details** pane, select **Set to No-show** (Figure 1).

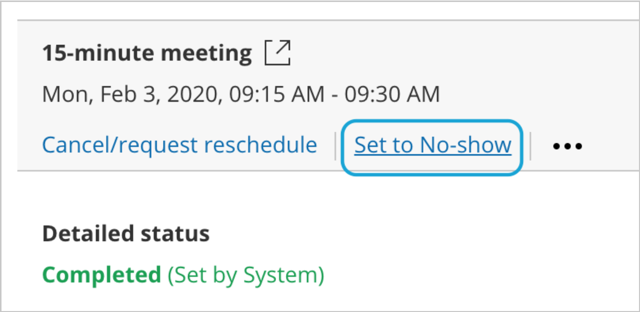

Figure 1: Set to No-show

3. The **No-show status** pop-up will appear.
4. Click **Yes** to set the status to **No-show**.

> **Note:**
>
> You cannot change the status back to **Completed**, so please be sure you want to mark it as **No-show** for your reports.

Where do you track the No-show status?

You can track the **No-show** status of an activity in all ScheduleOnce reports. The status is added to the summary and detail reports, making it possible to see the number of No-shows and their details according to all reporting dimensions.

What happens when an activity status is set to No-show?

When you set up ScheduleOnce to send a follow-up email to Customers, you can define when they will receive the email notification. If you changed the status of the activity to **No-show** before the follow-up email event is triggered, the follow-up email will not be sent.