OnceHub Support

Notification scenarios

Last Modified on Feb 28, 2023

Notification scenarios are booking events that trigger an email or SMS notification to be sent to Customers or subscribed Users. Some scenarios take place when you or a Customer take an action, such as a Customer making a booking. Some scenarios take place at a predefined time, such as pre-meeting reminder notifications.

In this article, you'll learn about the different OnceHub Notification scenarios.

> ⓘ **Note:**
>
> Not all scenarios apply for every booking. For example, the scenario **Booking request made by Customer** triggers a notification only on pages that use Booking with approval mode.
>
> While it is possible to create a template for any scenario, we recommend ensuring that the template is relevant for your scenario.

OnceHub Notification scenarios

	Description	Where the template is used
Automatic booking		
Booking made by Customer – Customer notification	Sent to the Customer when the Customer makes a booking.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**
Booking made by Customer – User notification	Sent to subscribed Users when the Customer makes a booking.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**
Booking with approval		
Booking request made by Customer – Customer notification	Sent to the Customer when the Customer submits a booking request.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**
Booking request made by Customer – User notification	Sent to subscribed Users when the Customer submits a booking request.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**

Booking request approved by User – Customer notification	Sent to the Customer when a User approves a booking request.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type → Customer notifications**
Booking request approved by User – User notification	Sent to subscribed Users when a User approves the Customer's booking request.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page → User notifications**

Calendar event

Calendar event – For the User and Customer	The calendar event can include any booking details and can be added to the Booking owner's calendar and Customer's calendar.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page → User notifications**

Reminders and follow-ups

First Customer reminder	Sent to the Customer at a predefined time prior to the meeting.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type → Customer notifications**
First User reminder	Sent to subscribed Users at a predefined time prior to the meeting.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page → User notifications**
Second Customer reminder	Sent to the Customer at a predefined time prior to the meeting.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type → Customer notifications**
Second User reminder	Sent to subscribed Users at a predefined time prior to the meeting.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page → User notifications**
Third Customer reminder	Sent to the Customer at a predefined time prior to the meeting.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type → Customer notifications**

Third User reminder	Sent to subscribed Users at a predefined time prior to the meeting.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**
Follow-up message – Customer notification	Sent to the Customer at a predefined time after the meeting ends. Note: There is no prewritten text in the Default email or SMS template. The note you write for the Follow-up message will be the only text the customer will receive.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**
Follow-up message – User notification	Sent to subscribed Users when a follow-up message is sent to the Customer. Note: The Default template is a confirmation that an email was sent.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**

Booking cancellation

Booking canceled by Customer – Customer notification	Sent to the Customer when the Customer cancels a booking.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**
Booking canceled by Customer – User notification	Sent to subscribed Users when the Customer cancels a booking.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**
Booking canceled by User – Customer notification	Sent to the Customer when a User cancels a booking.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**
Booking canceled by User – User notification	Sent to subscribed Users when a User cancels a booking.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**

Booking reschedule

Booking rescheduled by Customer – Customer notification	Sent to the Customer when the Customer reschedules a booking.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**

Booking rescheduled by Customer – User notification	Sent to subscribed Users when the Customer reschedules a booking.	User notifications section Found in **Booking pages** in the bar on the left ➜ **Booking page** ➜ **User notifications**
Reschedule requested by User – Customer notification	Sent to the Customer when a User requests to reschedule a booking.	Customer notifications section Found in **Booking pages** in the bar on the left ➜ **Event type** ➜ **Customer notifications**
Reschedule requested by User – User notification	Sent to subscribed Users when a User sends a reschedule request to the Customer.	User notifications section Found in **Booking pages** in the bar on the left ➜ **Booking page** ➜ **User notifications**
Booking reassignment		
Booking reassigned (previous User)	Sent to subscribed Users of the previous Booking page when a booking is reassigned from the page.	User notifications section Found in **Booking pages** in the bar on the left ➜ **Booking page** ➜ **User notifications**
Booking reassigned (new User)	Sent to subscribed Users of the new Booking page when a booking is reassigned to the page.	User notifications section Found in **Booking pages** in the bar on the left ➜ **Booking page** ➜ **User notifications**
Booking request cancellation		
Booking request canceled by Customer – Customer notification	Sent to the Customer when the Customer cancels a booking request.	Customer notifications section Found in **Booking pages** in the bar on the left ➜ **Event type** ➜ **Customer notifications**
Booking request canceled by Customer – User notification	Sent to subscribed Users when the Customer cancels a booking request.	User notifications section Found in **Booking pages** in the bar on the left ➜ **Booking page** ➜ **User notifications**
Booking request canceled by User – Customer notification	Sent to the Customer when a User cancels a booking request.	Customer notifications section Found in **Booking pages** in the bar on the left ➜ **Event type** ➜ **Customer notifications**

Booking request canceled by User – User notification	Sent to subscribed Users when a User cancels a booking request.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**
Booking request resubmission		
Booking request resubmitted by Customer – Customer notification	Sent to the Customer when the Customer resubmits a booking request.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**
Booking request resubmitted by Customer – User notification	Sent to subscribed Users when the customer resubmits a booking request.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**
Booking request resubmission requested by User – Customer notification	Sent to the Customer when a User requests a resubmission of the booking request.	Customer notifications section Found in **Booking pages** in the bar on the left → **Event type** → **Customer notifications**
Booking request resubmission requested by User – User notification	Sent to subscribed Users when a User requests the Customer to resubmit a booking request.	User notifications section Found in **Booking pages** in the bar on the left → **Booking page** → **User notifications**
User management		
New user sign-up email – User notification	Sent to a new User to invite them to join your OnceHub account.	Adding Users Click on the **Account gear menu** and select **Users** → **Add User** button → **Invitation email template**

> ⓘ **Note:**
>
> In the Notification templates editor you can create Custom templates for any scenarios of your choosing.