

Notification scenarios

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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 |
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| 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 |

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| 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 |

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| 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 |
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| 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 |
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| 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 |
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Booking cancellation

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| 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 |
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|--|---|--|
| 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 |
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| 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 |
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| 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 |
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Booking reschedule

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| 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 |
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| 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 |
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| 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 |
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| 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 |
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Booking reassignment

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| 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 |
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| 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 |
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Booking request cancellation

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|--|---|--|
| 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 |
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| 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 |
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|--|---|--|
| 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 |
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| 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 |
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Booking request resubmission

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| 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 |
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| 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 |
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| 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 |
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| 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 |
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Website widget inquiries

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|---|---|---|
| Inquiry submitted via the OnceHub widget – Visitor notification | Sent to the website visitor when they submit an inquiry via the OnceHub widget. | Website widget Found in Schedule button → Publish on your website → Website widget → Widget content → Email → Notification to Customer |
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| Inquiry submitted via the OnceHub widget – User notification | Sent to a selected User when the website visitor submits an inquiry via the OnceHub widget. | Website widget Found in Schedule button → Publish on your website → Website widget → Widget content → Email → Notification to User |
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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.
