

Resource pool distribution method: Pooled availability with priority

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Resource pools allow you to dynamically distribute bookings among a group of Team members in the same department, location, or with any other shared characteristic. Each Resource pool has its own method for distributing bookings, such as **Round robin**, **Pooled availability**, or Pooled availability with priority.

In this article, you'll learn about the Pooled availability with priority distribution method and how to set up a Resource pool with Pooled availability with priority.

When should I use Pooled availability with priority?

Pooled availability with priority is a hybrid distribution method. It provides Customers with the maximum amount of time slots while also giving priority to specific Team members.

For example, you might choose to use Pooled availability with priority to distribute bookings to your tier-two support representatives. You want to provide maximum availability to Customers in need of tier-two support, while also ensuring that your most qualified support representatives conduct the meetings.

How are bookings assigned with Pooled availability with priority?

To distribute bookings among Team members in your pool using Pooled availability with priority, you must [add the Resource pool](#) to a [Master page](#). When a Customer visits your Master page, they will see your entire team's combined availability. Once they select a time, the booking is automatically assigned to the available Team member with the highest priority.

If there are multiple Team members with the same priority ranking, the booking is assigned to the Team member with the longest idle time. This is the Team member who has not received a booking for the longest amount of time.

How do I create a Resource pool that uses Pooled availability with priority?

1. Go to **Setup** -> **ScheduleOnce setup** and open the left sidebar.
2. Select **Resource pools** in the **Tools** section (Figure 1).

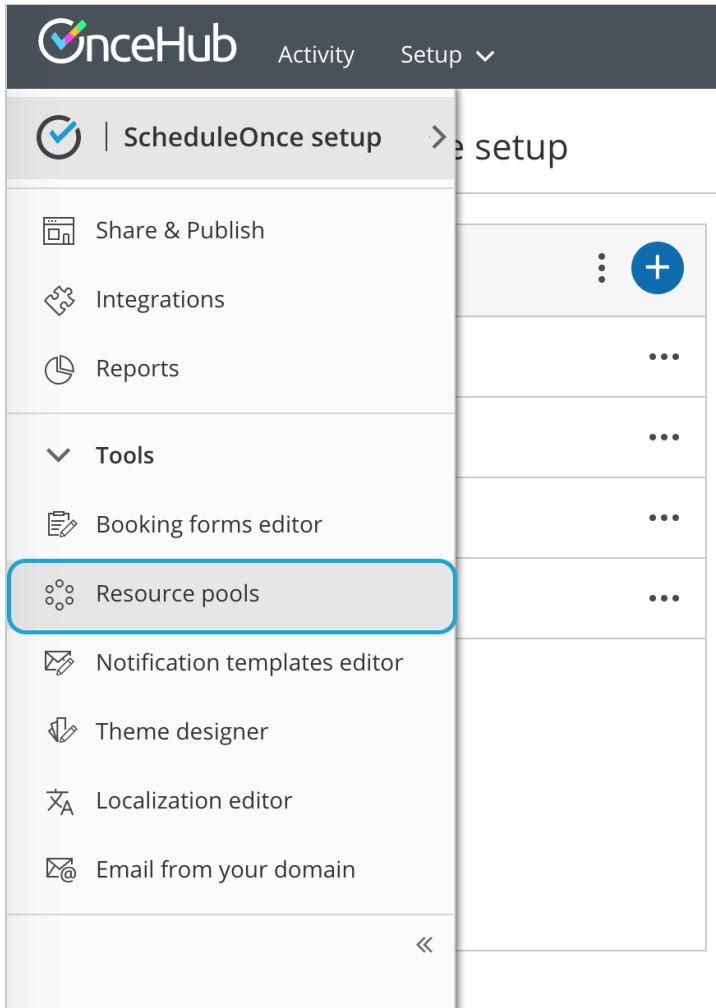


Figure 1: Resource pools in the Tools section

3. Click the **Add a Resource pool** button to [create a new Resource pool](#).
4. The **New Resource pool** pop-up appears (Figure 2).

New Resource pool ▶ | ? | ✕

A resource pool is a group of Booking pages to which bookings can be dynamically assigned.

Name*

Distribution method

Round robin ⓘ

Pooled availability ⓘ

Pooled availability with priority ⓘ

Reporting cycle ⓘ

Cycle restarts

Cancel
Save & Edit

Figure 2: New Resource pool pop-up

5. Name your Resource pool.
6. In the **Distribution method** section, select **Pooled availability with priority**.
7. Select a [Reporting cycle](#).
8. Click **Save & Edit**. You'll be redirected to the Resource pool Overview section.
9. Go to the Resources section and select which Booking pages to include in the drop-down. Assign a priority to each Booking page in your pool (Figure 3).

[<](#) Resource pool: Tier two support Resource pool: Tier two support ▼

Overview

Resources >

Resources Average bookings per Booking page: 0

Add Booking pages ▼

Booking page	Assignment priority ⓘ	Date joined	Participating ⓘ	Bookings received ⓘ	Bookings removed ⓘ	
Jane Kann	High - 10 ▼	Aug 8, 2018	Yes	0	0	Remove
John Smith	Low - 2 ▼	Aug 8, 2018	Yes	0	0	Remove
Mandy Jones	Medium - 7 ▼	Aug 8, 2018	Yes	0	0	Remove
Marie Mabel	Medium - 5 ▼	Aug 8, 2018	Yes	0	0	Remove

Figure 3: Resource section

10. Make sure to [add your Resource pool to a Master page](#). Bookings will not be distributed to pool members until the Resource pool is included in a Master page.