User action: Reassign a booking [Classic]

Booking reassignment allows you reassign bookings in your Activity stream from one Team member to another. In this article, you'll learn how to reassign a booking.

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Requirements

- You must be a OnceHub Administrator.
- Additionally, you must be the Owner, an Editor, or a Viewer of the Booking page that the booking was made on.
- Booking reassignment is only available between Users who are both connected to Google Calendar, or Users who are both **not connected** to any calendar.
- The meeting type must be a one-on-one meeting. Panel or team-hosted meetings cannot be reassigned

Reassigning a booking

- 1. Select the booking that you want to reassign in the Activity stream.
- 2. In the **Details** pane, select **Reassign the booking** (Figure 1).



Figure 1: Reassign the booking

(i) Note :

If the **Reassign booking** action is not available for the booking, it means that the booking is not eligible for reassignment. Learn more about the eligibility for Booking reassignment

- 3. The **Reassign the booking** pop-up will open.
- Select the Booking page which you would like to reassign the booking to (Figure 2). You can filter by **Booking page** Owner or by **Booking pages with available time** using the left drop-down menu.

SinceHub Help Article

옷옷 Reassign the booking				? ×	
John Smith jsmith@exar 15-minute meeting Tue, Jul 2, 2019, 01:45 Pf United States; Eastern ti	nple.com M - 02:00 PM me (GMT-4:00) [DST]				
Select a Booking page Filter by: Booking page	for reassignment	▼ Dana Fi	sher	·	
Public name	Label	Link	Owner (i)	Available	
• Conference call	Conference call	/conference	Dana Fisher	• Yes (i)	
O Panel meeting	Panel meeting	/panel2	Dana Fisher	• Yes (i)	
○ Sales call	Sales call	/salescall55	Dana Fisher	• No (i)	
Consultation	Consultation	/consult1	Dana Fisher	• Error (i)	
				Next	

Figure 2: Reassign the booking pop-up

- 5. You can reassign a booking to a Booking page labeled **Yes** or **No** under the **Available** column.
 - **Yes:** The Booking page is available at the designated time.
 - **No:** The Booking page is either busy at the designated time, or the designated time is outside of the User's recurring or date-specific availability. You can still reassign the booking to a Booking page that is not available.
 - **Error:** The page cannot accept bookings due to a system error. The Booking page may be disabled, or there may be a calendar connection error. It can also mean that the Booking page is not eligible for reassignment.
- 6. Click Next.
- 7. In the **Notification** step, you can add a **Booking reassignment reason** that will be provided to the Customer. This step is optional.

The **Booking reassignment reason** is shown in the **Details** pane of the Activity stream for a reassigned booking. It is also included in the email notifications sent to the original Booking owner, the new Booking owner, and any additional stakeholders. This allows you to communicate the reason for reassigning a booking to relevant Users.

- 8. Click Next.
- 9. In the **Review** step, confirm the details of the booking that you're about to reassign.
- 10. Click Reassign booking.
- 11. In the **Confirmation** step, you'll receive confirmation that the booking has been successfully reassigned.