

Introduction to Contacts in OnceHub

Contacts are at the core of managing guest interactions in OnceHub. This guide will help you understand what contacts are, how they work, and how you can efficiently gather and manage their attributes.

What Are Contacts in OnceHub?

OnceHub automatically saves guests who interact with your services as **Contacts**. These **Contacts** can include:

- Guests who schedule meetings through **Booking Calendars**.
- Visitors interacting with your **Chatbot** or **Routing Forms** on your website.

Each **Contact** is uniquely identified by their email address (if available). This allows OnceHub to group activities associated with the same contact, such as bookings and form submissions, giving you a comprehensive view of their interactions.

Why Are Contacts Important?

Managing contacts helps you:

- **View All Related Activities:** Access a full history of activities for a contact. This provides valuable context before you take further actions, such as scheduling follow-ups or personalizing communications.
- **Maintain Organized Records:** Store relevant contact attributes like name, email, and any additional custom fields you define.
- **Streamline Customer Management:** Gain insights into customer behavior and preferences from the Activity stream.

How Information Stored in a Contact

A **Contact** is automatically generated in OnceHub whenever a guest interacts with any of your product features.

The following information is stored within each Contact:

- Captured contact details: Information captured through mapped Contact fields in Booking links,
 Routing Forms and Chatbots.
- Contact status: Select from a list of statuses to reflect where the contact is in your qualification pipeline
- Recent Page Views: A list of the recent Pages from your account that they opened if cookies are enabled in OnceHub.
- **Recent Activity:** A list of their recent interactions with your account such as bookings scheduled and Routing Forms submitted.

To view or create **Contact Fields**, click on **Manage contact fields** the gear icon in the top right corner of the Contacts page.