

The Contact Fields Library

Every guest who interacts with OnceHub products is assigned a contact record. This record contains default information such as the guest's name, email, and company, along with any custom Contact fields you choose to create.

These custom fields are managed in the Contact Fields Library, which serves as a centralized location for default fields and enables you to create additional fields tailored to your business requirements.

How to Create a New Contact Field

Accessing the Library

1. Click on the gear icon in the top right.
2. Select **Contact Fields** from the dropdown

Creating a new field

1. Click on **Create field** in the top right in the Contact Fields Library.
 2. Enter the Contact field details:
 - **Field Title:** Label for reporting and external pages.
 - **Field Subtext:** Description of what the field is for (Optional)
 - **Field Type:** Choose the type of data the field will capture.
 - **Field Name:** A distinct identifier for the field, used for API and integration purposes.
 3. Click on **Save**.
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How to Save Guest Information to Contact fields

Guest data can be saved into Contact fields across all our products, such as Booking Calendars, Routing Forms, Chatbots, and Booking Pages.

Saving in a Routing Form or Chatbot

Each Routing Form and Chatbot allows you to configure which Interactions will be saved into a Contact field.

1. Open the **Flow Builder Tab** of the Routing Form or Chatbot.
2. Select the **Interaction** you want to save to a Contact field.
3. Select **In the conversation and as a contact field** in the pane on the right.
4. Select the desired **Contact Field** from the dropdown.
5. Click on **Save**.



If you are using [Booking Calendars](#) [New]

Each Booking Calendar allows you to configure which Questions will be saved into a Contact field.

1. Open the **Booking Form Tab** of the Booking Calendar.
2. Select the **Question** you want to save to a Contact field.
3. Select **In the meeting and as a contact field** in the pane on the right.
4. Select the desired **Contact Field** from the dropdown.
5. Click on **Save**.



If you are using [Booking Pages](#) [Legacy]

Define which fields in a Booking Form should save to a Contact field, and these preferences will be carried over to all Booking Pages and Event Types using it.

1. Open the **Booking forms editor** on the left hand panel.
 2. Expand **Custom fields** on the right hand side.
 3. Click the pencil icon of the custom field you want to save to a Contact field
 4. Select **In the booking and as a contact field**.
 5. Click on **Save**.
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