

Mapping Routing Form Questions to Global Fields

Each Question in your Routing form can be mapped to a Contact field to save their responses within a OnceHub Contact, as well as use it to send the data to third party integrations such as CRMs and Zapier.

For information on creating Contact Fields, please take a look at our [Fields Library article](#).

Mapping a Question to a Contact Field

Each Routing form allows you to configure which Questions will be saved into a Contact field using the following steps:

1. Open the **Flow Builder Tab** of the Routing Form.
 2. Select the **Question** 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**
-