Mapping Booking Calendar Questions to Custom Fields [New]

In this guide, you will learn how to efficiently map questions in your Booking Calendar to save data in custom fields, as well as pre-fill your Booking Calendar with guest information using booking links.

For information on creating custom Contact Fields, please take a look at our **Fields Library article**.

Understanding Field Types

When mapping questions in your Booking Calendar, it's crucial to determine whether the data should be stored in a **Meeting field** or a **Contact field**. Here's how they differ and when to use each:

Meeting Fields

Use Meeting Fields for information that is unique to a specific meeting, such as:

- Details about the purpose or context of the meeting.
- Mapping data to **Salesforce Event** and **Case** fields.
- Mapping data to **Hubspot Meeting** fields.

Contact Fields

Use Contact Fields for information that identifies or describes the individual, such as:

- Personal details, like name and email.
- Mapping data to **Salesforce Contact** or **Lead** fields.

- Mapping data to **Hubspot Contact** fields.

How to Map a Question to a Global Field

Each Booking Calendar allows you to configure which Questions will be saved into a Global field using the following steps:

1. Open the **Booking Calendar** you wish to edit.
2. Select the **Booking Form** tab.
3. Click the **+ Add Questions** pane in the top left.
4. Click or Drag & drop the desired Questions from the pane into the form.
5. Select the Question you want to save to a Global field.
6. Use the **Field Mapping** dropdown in the right toolbar to map the hidden field to an existing Global field.
7. Click **Save**

Once completed, the responses to the mapped questions will be automatically saved in OnceHub and can be included in integrations with tools like Salesforce, Hubspot, or Zapier.

Pre-filling Information in Your Booking Calendar

After mapping your questions to fields, you can create customized booking links to pre-fill your guests' details. Pre-filled booking forms save time and reduce errors by avoiding the need for manual data entry. Within OnceHubyou have 2 options for how to pre-fill Booking Calendars for your guests:

- **For a specific guest:** Manually enter guest information into the booking link. Use this option if you already have the guest details available.
- **Via third party tool:** Toggle on placeholders for specific fields in the booking link. Then, use a mail merge or similar feature in your third-party tool (e.g., a CRM or email platform) to dynamically insert guest details.

Please take a look at our **Pre-filling Guest Information in Your Booking Calendar article** for a detailed guide.