

Introduction to User Attributes

User Attributes allow you to categorize **Users** based on characteristics such as **Language**, **Location**, or **Area of Expertise**.

By associating **Users** with specific attributes, you allow visitors to filter the options on your **Booking Hubs** and help them connect with the most suitable team member.

Tip: User Attributes are best suited for non-linear filtering. For example, selecting a **Language** or **Region** independently. However, if you want visitors to move through a step-by-step or hierarchical flow, such as choosing a **Department** first and then a specific **Field**, we recommend using **Booking Hub Categories** instead.

Components of User Attributes

A **User Attribute** consists of three components:

1. **Attribute Name:** The label that identifies the category, such as **Language** or **Country**.
 2. **Options:** The specific values available within an attribute. For example, under the attribute **Language**, options might include **English**, **Spanish** or **French**.
 3. **Associated Users:** The **Users** associated with an Option. For instance, if Sarah speaks English, she is associated with the **English** option.
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Use Case Based Scenario

Consider the scenario of an international law firm where it is essential that potential clients are connected with a lawyer who is based in a specific country and has specialization in the relevant field of law.

The Team Structure

The firm consists of five lawyers located in two different countries, each with a specific area of practice:

- **Maria:** Based in the USA; specializes in Estate Planning.
- **Jolene:** Based in the USA; specializes in Criminal Law.
- **John:** Based in the USA; specializes in Immigration Law.
- **Sarah:** Based in Australia; specializes in Estate Planning and Family Law.
- **Grant:** Based in Australia; specializes in Immigration Law.

The Setup

Each lawyer has a specific **Booking Calendar** listing their availability. These calendars are grouped into a single **Booking Hub**, which is presented to clients via a **Book a Consultation** button on the firm's website.

To ensure clients find the right lawyer, the administrator creates two **User Attributes**:

1. Country

- **USA:** Associates John, Maria, and Jolene.
- **Australia:** Associates Sarah and Grant.

2. Specialization

- **Immigration:** Associates John and Grant.
- **Estate Planning:** Associates Sarah and Maria.
- **Family Law:** Associates Sarah.
- **Criminal Law:** Associates Jolene.

The Result

Once these **User Attributes** are configured, the attribute filters are enabled on the **Booking Hub**. When a potential client visits the **Booking Hub**, they can filter by **Country** and **Specialization**.

- If a client selects **USA** and **Immigration**, the system filters the Booking Calendars and displays only **John**.
- If a client selects **Australia** and **Estate Planning**, the system displays **Sarah**.

This ensures clients are routed to the appropriate lawyer without manual intervention.

Related Articles

- To learn how to configure these settings, read our [How to Configure User Attributes](#) article.
 - For details on grouping Booking Calendars, see the [How to Group Booking Calendars with Booking Hubs](#) article.
 - For an explanation on how filters interact with **Teams**, read our [How Booking Hub Filters Impact Team Availability](#) article.
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