

Introduction to Phone Booking [New]

Phone Booking allows your guests to schedule a meeting or leave a message as a fallback option using natural language over a phone call. This is a **no-setup feature** that uses your Booking Calendar's **existing availability and settings** to create a conversational scheduling experience.

To see if Phone Booking fits your scheduling needs, take a look at our [When to Use Phone Booking for Scheduling](#) article for more details.

How Phone Booking Works

Each Booking Calendar or Booking Hub can have its own **dedicated phone number**, allowing guests to interact with the AI-driven Phone Booking feature and easily schedule meetings.

For more information on how to manage dedicated numbers, see our article on [Managing Phone Numbers](#).

The Guest Experience

When a guest calls the dedicated phone number for your **Booking Calendar** or **Booking Hub**, the Phone Booking feature answers with your personalized welcome message. From there it begins a conversation with your guest by offering two options:

- **Schedule a meeting:** Your guest will be guided through the process of booking a meeting.
- **Leave a message:** Your guest will be able to leave a message for the host.

When a guest chooses to schedule a meeting, the Phone Booking feature will first schedule the meeting and then ask the free text questions that you have set up in your Booking Calendar's Booking form.

To ensure your guests have the best scheduling experience, we recommend reading these articles:

- [Booking Calendar Scheduling Experience: Phone Vs. Web](#)
- [Optimizing the Phone Booking Experience](#)

Frequently Asked Questions (FAQs)

- **Is this feature available on all plans?**

No, the Phone Booking feature is only available on our paid plans.

- **Are there extra costs for my guests to use this service?**

No, but standard phone call rates may apply.

- **Are there extra costs for me as a user to use Phone Booking?**

• **Are there extra costs for me as a user to use Phone Booking?**

Yes, each dedicated phone number requires a [phone number license](#).

• **Can I generate phone numbers for any country?**

Currently, automatic generation is limited to U.S. and Canada phone numbers. For all other countries, please [contact our Sales team](#).

• **Can I listen to the calls made via Phone Booking?**

Yes, you can access a recording as well as a full transcript of all Phone Booking conversations from Activities. For more information, please see our Phone [Booking Conversation Summary and Recording](#) article.
