

Booking Calendar Scheduling Experience: Phone Vs. Web [New]

In **OnceHub**, meetings can be scheduled either via a **phone call** or a **web browser interface**.

While both methods successfully achieve the goal of booking a meeting, the **process and overall experience differ**.

This article outlines the key distinctions between these two methods.

The Core Differences in Approach

The two scheduling methods employ different approaches in how guests find a time to meet, select meeting options, and provide information.

1. Finding a Time to Meet

Scheduling via Phone Call (Guest-centric)

When a guest schedules a meeting via phone call, they are first asked to provide their preferred time to schedule. **Phone Booking** then assists them in finding a suitable time when the host is also available.

Scheduling via Web Browser/GUI (Host-centric)

When a guest schedules a meeting via a web browser, they are shown all of the host's available time slots to select from.

2. Meeting Options in Booking Hubs

Scheduling via Phone Call (Guest-centric)

When a guest schedules via a phone call, they are asked what they would like to meet about. **Phone Booking** will then use the most appropriate Booking Calendar within the Booking Hub as the meeting option.

If they are unsure, **Phone Booking** will assist them to find the most suitable meeting option.

Scheduling via Web Browser /GUI (Host-centric)

When a guest schedules a meeting via a web browser, they are shown all of the Booking Calendars as configured within the Booking Hub.

3. When We Collect the Guest's Information

Scheduling via Phone Call (After Confirmation)

When a guest schedules via a phone call, **only the guest's name and either an email or mobile phone number** are required to confirm the meeting. Afterwards, **Phone Booking** will ask the guest questions based on the free-text questions in your Booking Calendar form.

Scheduling via Web Browser/GUI (Before Confirmation)

When a guest schedules a meeting via a web browser, they will need to complete all the questions on the Booking Calendar form before they are able to confirm the **meeting**.

To learn more about specific supported and unsupported features, see the [Booking Calendar Settings not Supported in Phone Booking](#) article.

4. Information in the Confirmation Email Sent to Hosts

Scheduling via Phone Call

When a guest schedules a meeting via a phone call, the host's booking confirmation email includes:

- The **Booking Form** questions
- The **guest's responses** to those questions
- A **transcript of the phone call**

Scheduling via Web Browser/ GUI

When a guest schedules a meeting via a web browser, the host's booking confirmation email includes:

- The **Booking Form** questions
 - The **guest's responses** to those questions
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