

Optimizing the Phone Booking Experience [New]

When guests book appointments with you via **Phone Booking**, the experience is different from when they book online via a booking link or on a website. With phone bookings, the scheduling process is conversational, so you can make it faster and easier for your guests by following a few best practices.

Keep Your Booking Experience Quick and Simple

When setting up your **Booking Calendars** and **Booking Hubs** for Phone Booking, you want to get all the necessary information quickly.

Here are some tips on how to create a better experience for your guest.

- **Personalize your welcome message:** The Welcome Message allows you to customize the way **Phone Booking** greets your guests.
- Use short, free-text questions: Avoid long questions that can draw out the process.
- **Ask only the essential questions:** Limit your questions to only capture essential information. We recommend asking no more than three questions during this process. This keeps the interaction focused and efficient for your guest.
- **Enable Guest SMS notifications:** Enable SMS notifications within your **Guest Notification Templates** to keep the scheduling process phone oriented.
- If you are using a Booking Hub:
 - Minimize the number of Booking Calendars in your Booking Hub. This ensures callers aren't overwhelmed by too many options.
 - Give your Booking Calendars short descriptive Meeting Subjects. This allows your guests to easily choose the correct meeting option when they call.