

Oct 28 2025: Intelligent Phone Booking for Frictionless Scheduling

OnceHub Phone Booking is a new feature that turns your Booking Calendars and Booking Hubs into a powerful, AI-driven phone assistant. It provides a dedicated phone number linked to your existing booking setup, allowing guests to interact with your calendar over the phone.

When a guest calls this number, Phone Booking handles the entire conversation for you. It offers to either schedule a meeting or take a message, ensuring every call is a productive interaction. Throughout the conversation, it intelligently gathers essential information, such as the guest's preferred location and time zone. It then offers relevant time slots based on your real-time availability. The system books the meeting instantly and can even ask pre-meeting questions to ensure you have all the information you need, just like an online form. For users with multiple Booking Calendars organized as Booking Hubs, Phone Booking provides the ability for multiple conversation flows, intelligently guiding the caller to the most relevant booking option.

Why it matters:

Phone Booking solves the problem of missed opportunities and frustrating communication by bridging the gap between digital convenience and personal, voice-based interaction. It matters because it helps you:

- **Turn Missed Calls into Bookings:** Stop playing voicemail tag. By forwarding your missed calls to your OnceHub number, you can ensure every call gets handled. Phone Booking will offer to book a meeting for you, saving you from the back-and-forth and giving your guests a seamless experience, day or night.
 - **Streamline Your Operations:** Empower your team to make a perfect handoff. They can transfer callers directly to your OnceHub number for booking, freeing up their time to focus on other tasks and ensuring a professional, efficient experience for your guests.
 - **Serve Every Guest:** Offer a direct, conversational way to schedule for anyone who prefers talking over clicking. This is especially helpful for guests who are less comfortable with online booking, like older populations, or for those moments when a phone call is simply the most convenient option.
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Who can access it:

- Plan: Paid plans
- Access level: The **host and co-hosts** of the Booking Calendar.
- Admins and Account Owners can oversee and manage permissions as needed.

How to use it:

1. Go to your **Booking Calendars Lobby** and select the Booking Calendar to which you would like guests to be able to use Phone Booking.
2. Click on the **Phone Booking** tab.
3. Configure the settings and click **Save**.

Check out our [Introduction to Phone Booking](#) article if you want to learn more!
