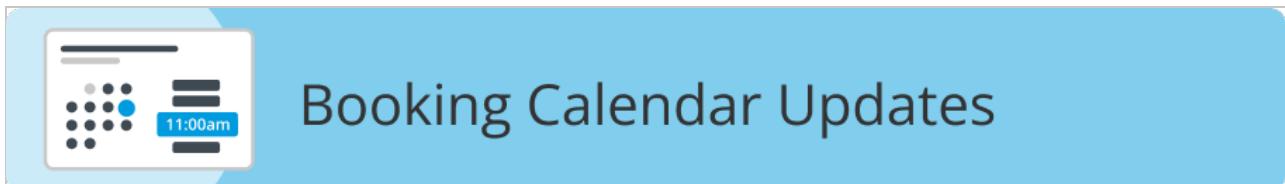


Dec 29 2025: User Attributes, Create Calendar Event In Your Preferred Calendar, SMS Logs, Account Permissions and More....



User Attributes

We are excited to introduce **User Attributes**, a powerful new way to categorize team members based on defined characteristics.

You can now create User Attributes, such as **Language**, **Location**, or **Expertise** to meet your organization's unique needs. These attributes can then be **used as filters** on Booking Hubs to help visitors find the most relevant team member.

Why it Matters

This update improves how visitors engage with your Booking Hubs and offers more flexibility in managing your scheduling system:

- **Enhances Visitor Experience:** Eliminates visitor overwhelm by allowing visitors to quickly filter a large number of booking options using pre-defined **User Attributes**. This targeted approach simplifies the search, making the booking process faster and less stressful.
- **Simplified Setup:** Eliminates the need to manage complex hierarchical setups, multiple **Teams**, **Booking Calendars**, and **Booking Hubs**. Instead, filters can be used alongside a **Team** to directly match visitors with the appropriate team members based on the criteria they choose.

Who can Access it

Plan: Available on **Route** plan and higher.

Users:

- **Account Owner and Administrators:** Can create and assign User Attributes to Users.
- **Members and Team Managers:** Can enable and configure attribute-based filtering on their Booking Hubs.

See our [Introduction to User Attributes](#) article to learn more.

Create The Calendar Event In Your Preferred Calendar

Previously, when OnceHub was connected to your calendar, events could only be created in your default calendar.

You had no option to select an alternative connected calendar.

You can now choose a **sub-calendar** or a **calendar that was shared with your connected calendar** account as the destination where your calendar events are created.

This capability is available for:

- [Google Calendar](#)
- [Microsoft 365 Calendar](#)
- [iCloud Calendar](#)

Why it Matters

It solves several common scheduling hurdles and makes calendar management more intentional:

- **Simplified Integrations:** For tools like **Redtail** that operate using sub-calendars, you can now select a specific calendar to sync your data instantly.
- **Enhanced Organization:** By separating personal and professional events into different sub-calendars, you maintain better privacy and a more structured daily view.

Zapier and Webhook Support For The Booking Reassigned Trigger

You can now subscribe to a specific **Booking Reassigned** event in Zapier and on Webhooks. This allows you to update your CRM, send team notifications, or trigger specific workflows the moment a meeting is reassigned from one user to another.

Sort Booking Calendars With Ease

You can now sort the Booking Calendars Lobby by **Name, Last Updated, Duration, and Status**.



Get Chatbot Event Notifications in Slack, Teams and Google Chat

The action previously known as **Email alert** has been renamed to **User notification**.

The **User notification** action now offers two methods for alerting users:

- **Email:** Receive email in your mailbox.
- **Webhooks:** Create a webhook to receive notifications directly in your messaging platform.

Explore the [Setting Up User Notifications for Your Chatbot](#) and [Enabling Google Chat Notifications for Live Engagements in Chatbots](#) articles to learn more.



Platform Updates

Centralized SMS Logs: Enhanced Tracking and Compliance

The new **SMS Logs** screen provides a centralized record of all SMS notifications sent from **Booking Calendars**, **Booking Pages**, **Booking Hubs**, **Routing Forms** and **Chatbots**. Admins can export logs for **compliance**, **auditing** and **traceability**.

The SMS Logs view shows a summary only. Export the logs to view full message content and additional metadata.

How Is It Better

- **Export format change:** SMS logs are now exported as **CSV files**, instead of **Excel** to support easier auditing and system integrations.
- **Improved traceability:** New fields for **User Email** and **Phone Number** show exactly which user or automated flow triggered each message.
- **API access:** SMS logs can now be retrieved programmatically, filtered by date or recipient, and include full message content. For endpoint specifications, authentication headers and code samples, please visit the [OnceHub Developer Documentation](#).

Who Can Access It

- **Access Level:** Only Admins and Account Owners can view and export SMS Logs. Members and Team Managers do not have access.

For more information, see our [Accessing and Exporting Your Centralized SMS Logs](#) article.

Enable or Disable Features And Permissions At The Account Level

The **Account Permissions** page provides a single place for **Account Owners** to enable or disable specific OnceHub features and permissions across the entire account. Only the Account Owner can modify these settings, while Admins have view-only access.

This makes it easy to control which features are available to users, including:

- **Phone Booking**
- **Chatbots**
- **Routing Forms**
- **Powered by OnceHub branding**

Explore the [Managing Account Permissions](#) article to learn more.