Booking Calendar Concurrent Sessions [New]

Concurrent Sessions allow multiple guests to book independent meetings for the same time slot with the same host(s).

This functionality can be thought of as **planned overbooking**, helping high-volume teams maximize their calendar efficiency.

Key Features of Concurrent Sessions

- **Customizable Capacity Limits:** Specify the maximum number of bookings per time slot host(s) can receive.
- **Independent Meeting Management:** Each guest is booked with the host independently. This means every participant has their own unique booking details, and a separate calendar event is created for every individual session.
- **Smart Conflict Prevention:** Concurrent Sessions only overlap with other bookings made through the **same** Booking Calendar. The system still respects **busy time** on your **connected calendar and other Booking Calendars** to prevent unexpected conflicts.

To learn more, read our **Concurrent Sessions in Team Scheduling Scenarios** article.

Use Case Scenarios

Use **Concurrent Sessions** to maintain high productivity in these common scenarios:

High Volume Sales Teams with No-shows

Sales teams often utilize a *setter and closer* workflow to manage leads efficiently. In this scenario, a *setter* confirms which prospects are available before a *closer* takes the meeting.

Because no-show rates can be high, allowing multiple bookings for a single slot ensures that the closer's time is **always utilized**, even if one prospect fails to attend.

Advisor or Medical Queues

This feature is highly effective for college advisors or doctors who meet with individuals sequentially within a fixed time window.

While only one person is seen at a time, the system allows multiple people to book into that window, effectively creating a structured queue for a single physical room or office.

Flexible Staffing for Interviews

Businesses conducting high volumes of interviews can allow multiple candidates to book the same slot.

This allows the business to see the total volume first and then assign the necessary number of available interviewers to conduct the interviews.

How to Configure Concurrent Sessions

Follow these steps to enable multiple bookings for your Booking Calendar:

1. Click **Booking Calendars** in the left-hand navigation menu.
2. Select the Booking Calendar you wish to edit.
3. Expand the **Session Type** section and select C**oncurrent Sessions**.
4. Enter the **Maximum bookings per time slot** you wish to allow.
5. Click **Save** to apply the changes.

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IMPORTANT: If any changes are made to your Booking Calendar settings, any partially booked time slots will become unavailable for further **Concurrent Session** bookings.

How to Manually Overbook an Existing Meeting

If you have an existing meeting and want to allow another guest to book with the host for that same time slot, you can make use of the **Meeting Overlap** feature in **Activities**.

Meeting Overlap can also be used with **Concurrent Sessions** to open up partially booked time slots for even further bookings, if required.

Frequently Asked Questions (FAQs)

How do Concurrent Sessions affect my analytics?

The maximum limit set for **Concurrent Sessions** directly impacts the estimated availability displayed in **Capacity Planning**. Adjusting this limit will result in a change in the estimated capacity.

For example: Setting the limit to 2 for will double the estimated availability for all time slots.

What is the maximum number of Concurrent Sessions I can offer?

You can offer up to 100 **Concurrent Sessions** for your Booking Calendar.