

OnceHub Triggers and Actions for Zapier

This article provides a comprehensive overview of the available **Triggers** and **Actions** when using OnceHub with Zapier. By understanding these components, you can automate workflows between OnceHub and thousands of other apps, saving time and ensuring your data remains consistent across your tech stack.

Triggers

Triggers are events that occur within OnceHub that tell Zapier to start a specific workflow (a "Zap").

Booking Triggers

Trigger	Description
Booking Scheduled	Triggers when a new booking is confirmed.
Booking Rescheduled	Triggers when an existing booking is moved to a new time.
Booking Canceled	Triggers when an existing booking is removed from the schedule.
Booking Cancelled and Rescheduled	Triggers when a booking is canceled and immediately replaced by a new appointment.
Booking Completed	Triggers once the scheduled date and time for a booking has passed.
Booking No-Show	Triggers when a host manually marks the status of a booking as "No-show."
Reassigned Booking	Triggers when a booking created via a Booking Calendar is assigned to a different team member.
Booking Lifecycle Event	Triggers whenever a booking status changes (Scheduled, Rescheduled, Reassigned, Canceled, Completed, or No-show).

Contact Triggers

Trigger	Description
Contact Captured	Triggers the moment a new contact's details are recorded in OnceHub.

Contact Updated	Triggers whenever the details of an existing contact are modified.
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Contact Lifecycle	Triggers whenever a contact type changes (Captured or Updated)
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Conversation Triggers

Trigger	Description
Conversation Started	Triggers as soon as a website visitor begins interacting with your chatbot.
Conversation Abandoned	Triggers when a visitor stops interacting with the chatbot before finishing the flow.
Conversation Closed	Triggers when a chatbot interaction reaches a conclusion or the visitor starts a new chat.
Conversation Lifecycle Event	Triggers whenever a conversation status changes (Reached Out, Started, Closed, or Abandoned)

Actions

After a Trigger happens, Zapier executes Actions, which are the resulting tasks.

Action	Description
Find Contact	Searches your OnceHub account for an existing contact using the contact ID or email.
Get Contact's Future Meetings	Retrieves up to 50 upcoming meetings for a specific contact.
Get Booking Details	Retrieves meeting details for a specific booking.
Cancel Booking	Cancel a booking on your OnceHub account.
Request Reschedule	Cancel a booking and automatically initiate a request for the guest to reschedule.
API Request (Beta)	An advanced option to make raw HTTP requests using your OnceHub authentication for custom tasks.