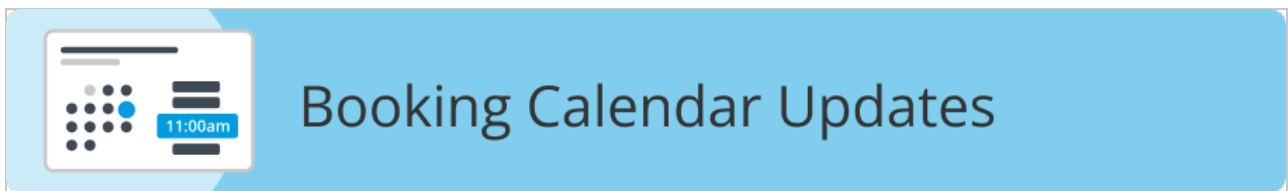


## April 30 2026: Localizing Booking Calendars, AI Agents for Chatbots, Custom Mapping for HubSpot Meetings, Enhanced Activity Exports and Free Phone Licenses for Enterprise Accounts



### Booking Calendar Localization

OnceHub now allows you to localize your Booking Calendars, ensuring that booking links, calendar events, and notifications are presented in your guest's native language. This localized approach removes language barriers and provides a professional experience for clients working with guests speaking different languages throughout their entire booking journey.

#### **Key Benefits**

Key benefits of localizing your Booking Calendar include:

- **Consistent localized experience:** Deliver a seamless guest experience by ensuring all touchpoints from initial booking links to automated notifications and calendar events are presented in the selected language.
- **Higher conversion, lower friction:** Engaging guests in their native language reduces friction and increases your booking rates by removing language barriers.
- **Scalable global operations:** Manage multiple global regions from a single account, allowing your team to maintain centralized control while delivering localized scheduling experiences without added operational complexity.

#### Who Can Access It

**Plan:** Available on all plans.

To learn more, see our [How To Localize Your Booking Calendar](#) article.

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#### Custom Mapping for HubSpot Meetings

Our HubSpot integration has been updated to give you full control over how your booking data is mapped to **HubSpot Meeting** records. You can now map **any OnceHub Meeting Property** to your meeting fields. For example, by mapping the **Calendar event title** to the **HubSpot meeting subject**, you can ensure your CRM records reflect the dynamic, specific context of every booking at a glance.

To learn more, read our [Integrating OnceHub with Hubspot](#) article.

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#### Free Phone Licenses for Enterprise Accounts

We have added **three free phone licenses** to all Enterprise accounts. These licenses can be used for our Phone Agent feature to turn your **Booking Links** and **Routing Forms** into a conversational, natural-language phone experience.

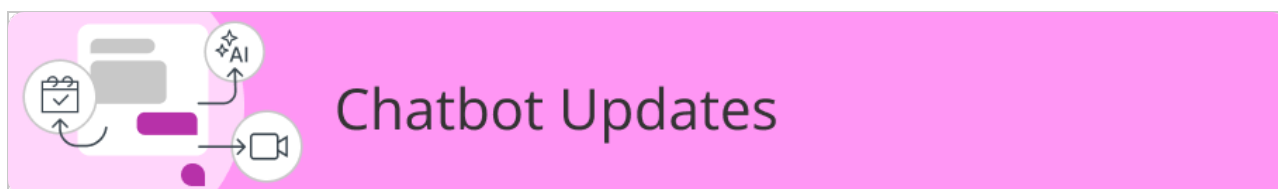
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#### Enhanced Activity Exports: Now with Custom Properties

We have updated our exports to include **Custom Meeting and Conversation Properties**, allowing you to analyze specific data captured through Booking Links and Routing Forms directly in your CSV or Excel files.

To support this, we have moved the **Export button** into the filter bar. This new placement makes it clear that your export will reflect your currently applied filters.

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#### Early Access: AI Agents for Chatbots

Step into the next generation of AI Conversation with our new **AI Agents**. We're **inviting early adopters** to move beyond rigid, rule-based workflows and experience autonomous agents that act as an intelligent layer within your

chatbot to resolve complex visitor inquiries using your specific business intelligence.

### Key Functionality

- **Dynamic Knowledge Sources:** Power your AI Agents with a custom **knowledge base** and **dynamic sitemaps**. This allows them to answer open-ended questions in natural language with high accuracy, ensuring your visitors get the right information instantly.
- **AI-Driven Routing & Hand-offs:** Define precise triggers for when an AI Agent should automatically transfer a conversation. Based on **AI responses and intent**, the agent can route the visitor to the right team member, ensuring a seamless transition for high-priority cases.
- **Real-time Monitoring & Barge-in:** Maintain full control over the quality of your automated interactions. Managers can **monitor live AI conversations** as they happen and, if necessary, **barge in** to take over the chat manually, providing a safety net for complex customer needs.
- **Agent-Centric Integration:** Use AI Agents as the primary interaction point in your chatbot or combine them with qualification routing and live chat to build a robust, comprehensive visitor experience.

### Join the Early Access Program

This feature is currently in **early access**. If you would like to enable AI Agents for your account, please [schedule a brief call with us](#) to discuss your specific use case.

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