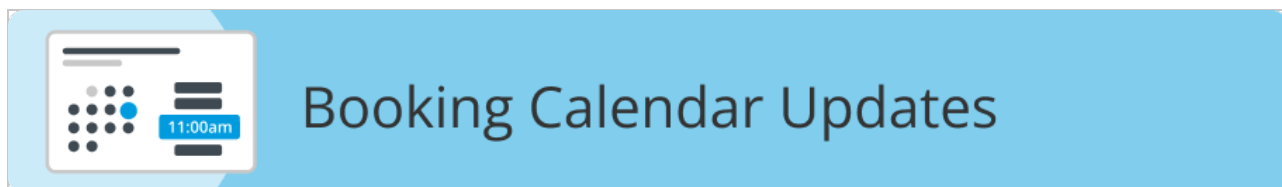


## 29th June 2026: Booking With Approval, Customizing SMS Notifications and Assign Meetings to CRM Contact Owners



### Booking With Approval

You can now approve or decline meeting requests for specific time slots instead of allowing guests to schedule directly. This workflow ensures you maintain full control over your schedule and acts as an intentional filter for your calendar.

#### Key Benefits

- **Request-Based Workflow:** Shift from instant scheduling to an approval-first mechanism.
- **Flexible Request Management:** Review, approve, or decline pending requests within the Activities or Scheduled Meetings page of your account.
- **Custom Request Notifications:** Keep guests informed with three new customizable notification types, triggered automatically when a request is submitted, approved, or declined.

#### Who Can Access It

**Plan:** Available on all plans.

To learn how to enable and manage Booking with Approval, read our [Booking with Approval](#) article.

### Customizing SMS Notifications

You can now customize the SMS notifications sent to your guests. Personalize your text messages and insert Object Properties to automatically pull in dynamic details such as meeting times or host names.

#### Key Benefits

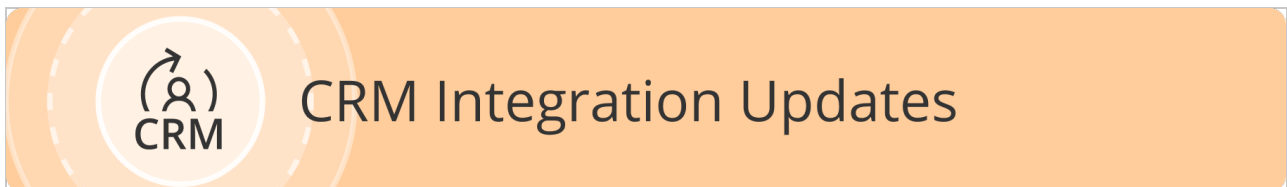
- **Minimize No-Shows:** Include clear event instructions and send instant updates for sudden schedule cancellations or reassignments.
- **Maintain Consistent Branding:** Customize notifications to perfectly mirror your company's unique brand tone.
- **Ensure Global Delivery:** Remove links from SMS notifications when you do not want your guests to reschedule or cancel their bookings.
- **Scheduling Without an Email Address:** Customize SMS content to optimize the guest experience when

scheduling with a mobile phone number only. For example: phone bookings.

#### Who Can Access It

**Plan:** Available on all paid plans.

To learn more, read the [SMS Customization and Object Properties](#) section in our [Booking Calendar Guest Notifications](#) article.



#### Assign Meetings to CRM Contact Owners

You can now override standard meeting distribution rules within your Routing Forms to have visitors schedule directly with their assigned Salesforce or HubSpot contact owners.

#### How It Works

1. **Identify:** The visitor enters their email into the Routing Form.
2. **Match:** OnceHub looks up the visitor's email in your connected CRM (Salesforce or HubSpot) to find their assigned contact owner, then verifies if that owner belongs to the Booking Calendar hosts team.
3. **Assign:** If a matching contact owner is found, the page dynamically displays their real-time availability.

Fallback Path: If no CRM is connected or no match is found, OnceHub routes to an existing OnceHub contact owner, or defaults to standard Booking Calendar distribution rules.

#### Who Can Access It

**Plan:** Available on the **Route** plan and above.

To learn how to enable CRM contact owner assignment, please see our [How To Assign Meetings To The CRM Contact Owner](#) article.