

The Contact Detail Page [New]

The **Contact page** provides a complete view of a guest's information, full activity history, and AI-generated summaries. This detailed page helps you quickly review past engagements, analyze customer intent, and effectively prepare for future meetings.

To open a **Contact page**:

1. Select **Contacts** from the left navigation menu.
2. Click the specific contact's name.

This page contains three functional panes:

- **Contact Details pane (left):** View and update contact details, and manage the visibility of contact properties.
- **Activities pane (center):** Review a chronological timeline of all past activities and future scheduled meetings.
- **AI Contact Summary pane (right):** Access automated, AI-generated insights and recommended next steps.

TIP: Every contact in OnceHub has a unique Contact page URL. You can copy this URL from your browser address bar and save it in your CRM's contact record for quick access to the corresponding **Contact page** in OnceHub.

The Contact Details Pane

The Contact Details pane displays the contact's information, from here you can:

- **Manage displayed properties:** Click the **Manage Properties** (sliders) icon on the right side of the **Contact Details** pane to select which properties are displayed.
- **Edit contact properties:** Update information directly inside the visible fields. Your changes are saved automatically as soon as you update a value.

The Activities Pane

The **Activities pane** provides a complete timeline of the contact's interaction history to help you review previous engagements. It includes:

- **Upcoming Meetings:** Displays all upcoming scheduled meetings, including the meeting subject, host, date and time, attendees, and virtual meeting links.

- **Past Activities:** Displays the previous interactions, including meetings, Chatbot conversations, Routing Form submissions, and phone calls.
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The AI Contact Summary Pane

The **AI Contact Summary pane** uses the contact's information and activity history to generate insights that help you quickly understand the contact's intent and prepare for your next interaction. It includes:

- **Contact Overview:** A summary of the guest and their intent.
- **Upcoming Meeting:** A summary of the next scheduled meeting.
- **Key Interests:** Topics the guest has shown interest in based on their interactions through Booking Calendars, Routing Forms, Chatbots, and phone calls.
- **Recommended Actions:** Suggested immediate and follow-up actions based on the recent activities.

The AI Contact Summary displays the exact date and time it was last generated. If new interactions occur, click the **Refresh** icon to generate an updated summary.



NOTE: Account Owners can enable the **AI Contact Summary** feature from the [Account Permissions](#) page.
