

CITK

Service Calendar



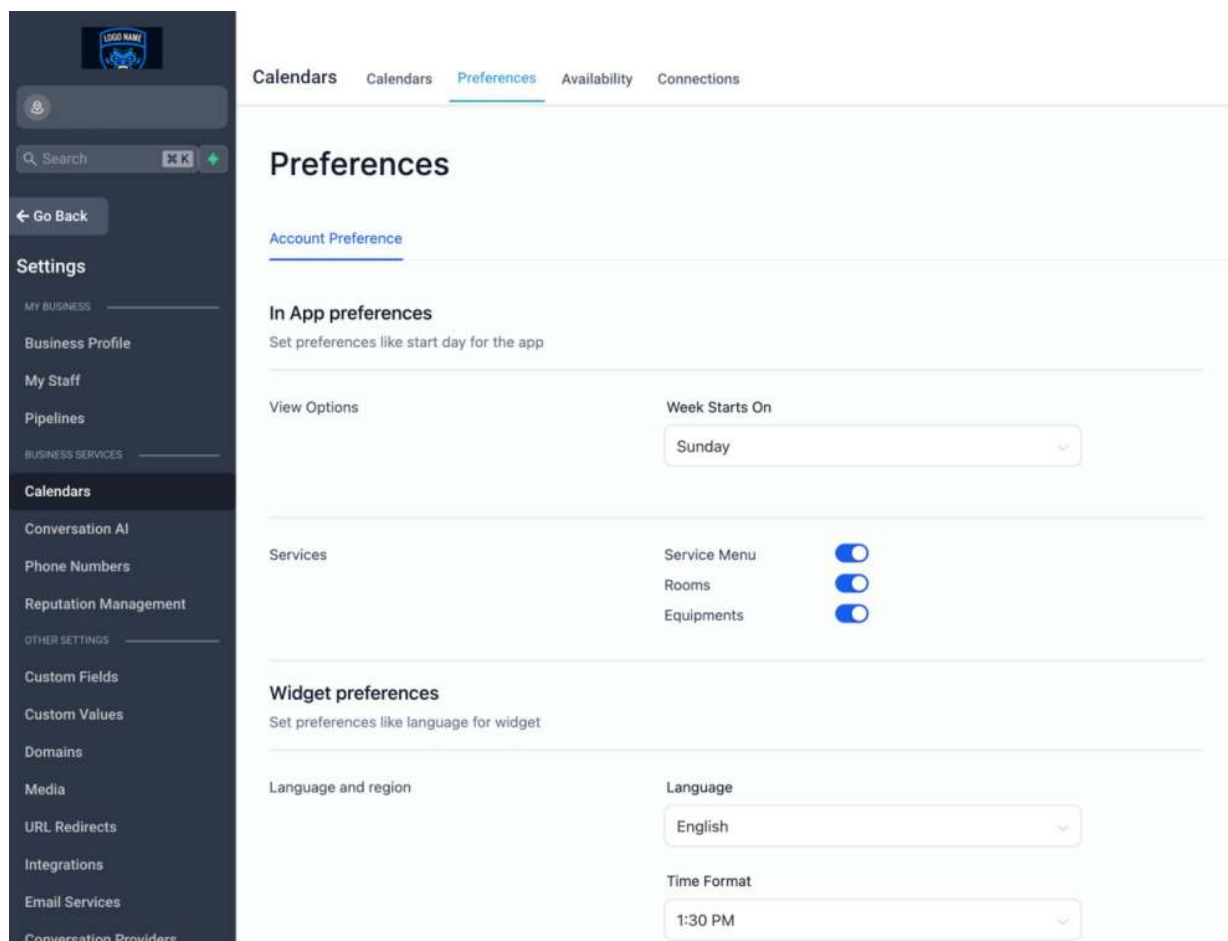
A Service Calendar is a tailored calendar type created to simplify the scheduling process of service-based businesses. In this calendar type, users can create different services they offer, group them together by categories, and display all of them in one single scheduling link - the Service Menu.

These calendars seamlessly integrate with your staff's availability, allowing you to configure your team members, assign services to specific groups, set the service duration and accept payments from customers during the booking process.

Guide on How to Create a Service Calendar

How to Enable Service Calendars?

1. Go to Calendar Settings.
2. Click on "Preferences."
3. Under "In-App Preferences," toggle the "Service Menu" option to turn it on.
4. You will now see "Service Calendar" under "Create New Calendar"



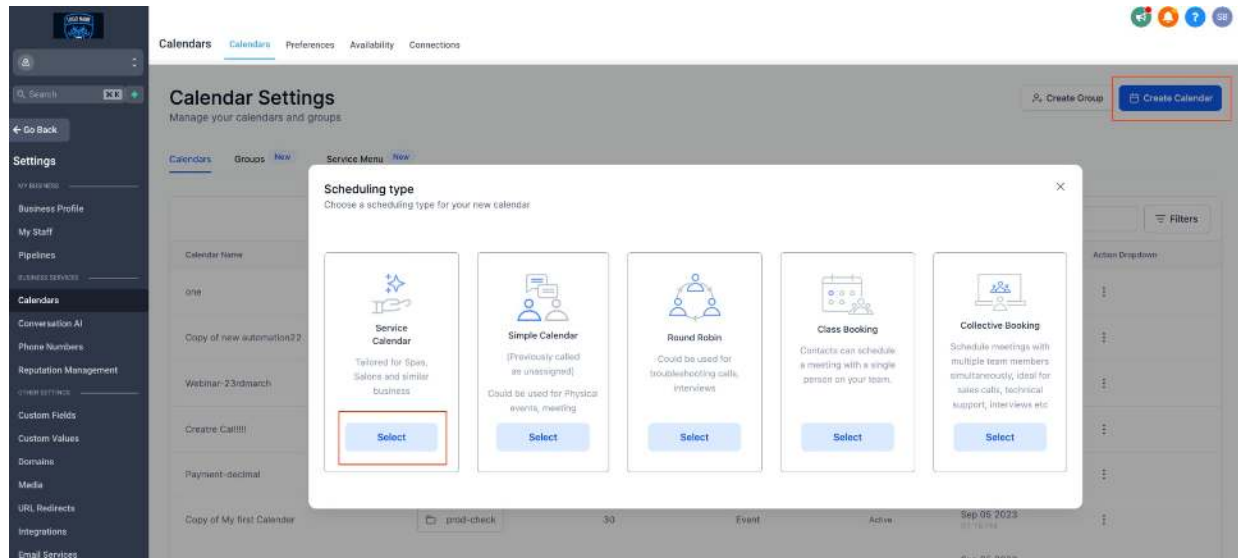
Note: Only agency admins can access this setting

How to create Service Calendars?

Step 1: Navigate to Calendar Settings and Input the Essentials

- Start by logging in to your sub-account > Go to Calendars > Calendar Settings
- Within the Calendars Tab, click "Create Calendar," then choose the "Service Calendar" option.

Service Calendar : CITK



- **Input the Essentials:** Provide the necessary information for your service calendar such as:
- **Service Name:** Give your calendar a descriptive name.
- **Service Description:** Add a brief description to help users understand the purpose of the calendar.
- **Staff Assignment and URL:** Select the staff members who will be assigned to the service you're creating the calendar for. Additionally, define a calendar slug or URL that will determine the link to your calendar.
- **Duration:** Specify the duration of your service
- **Availability:** Set your calendar's availability

Service Calendar : CITK

New Calendar ×

Service name

(eg) Outbound reach

[+ Add description](#)

Select Staff Member

Please Select ▼

Custom URL ⓘ

/widget/bookings/

my-calendar

Service duration

30 mins ▼

Booking availability

Asia/Kolkata (UTC+05:30)

☐ S

☒ M

☒ T

☒ W

☒ T

☒ F

☐ S

08:00 AM ⌚

to

05:00 PM ⌚

To further customize your business hours, please navigate to the advanced settings.

☐ Accept payments

⚙️ [Advanced Settings](#)

Cancel

Confirm

You can customize your service calendar further with Advanced Options. Simply click on Advanced Settings Button

Step 2: Service Details

Upload your Service Logo - This is the image that will appear on the Appointment Booking Widget for your Service Calendar

Note: Service Logo will be visible only for the appointment widget of a single service calendar. For Service Menu / Groups, Service Cover Image

The screenshot shows the 'Service Details' setup for a 'Hair Cut' service. On the left, there's a service card with a photo of a woman's hair, the title 'Hair Cut', a description, a staff selection dropdown (set to 'Any Available'), and a duration of '45 Mins'. Below this, the date is set to 'Wed, Oct 18, 2023' and the timezone is 'GMT+05:30 Asia/Calcutta (GMT+5:30)'. On the right, a calendar for October 2023 is displayed with a grid of dates. The 18th is selected. To the right of the calendar is a list of available time slots from 02:15 PM to 04:15 PM in 15-minute increments. At the bottom right is a 'Continue' button.

Link to Service Menu: If you intend to add this Service Calendar to your Service Menu (where all your services are showcased on one page), ensure you select a group for the calendar. Think of a group as a way to categorize similar services together. For example, you could create a group named "HAIR" and assign service calendars like "Hair Cut," "Hair Spa," and "Hair Coloring" to it.

Note: Service Calendars can be used in a Service Menu as well as in a Group

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The screenshot shows the 'Edit - Balayage (Full, Normal Hair) + Blowout' interface. On the left is a dark sidebar with navigation options: Home, Settings, My Staff, Pipelines, Business Profile, My Suspects, Conversation AI, Phone Numbers, Reputation Management, My Assistants, Custom Fields, Custom Values, Domains, Media, URL Redirects, Integrations, Email Services, Conversation Providers, Tags, Labels, and Audit Logs. The main content area has a top bar with 'Edit - Balayage (Full, Normal Hair) + Blowout' and 'Close'/'Save' buttons. Below this is a 'Service Details' sidebar with links for Availability, Forms & Payment, Notifications & Additions Options, Customizations, and Rooms & Equipments. The main form area contains a 'Service logo' upload section, a 'Service name' field with the value 'Balayage (Full, Normal Hair) + Blowout', a 'Description' field with a detailed text about the service, a 'Group' dropdown menu currently showing 'Salon & Spa', a 'Custom URL' field with the value '/widget/bookings/balayage-blowout', and an 'Appointment Invite title' field with the value '{{contact.name}}'. A 'Quick Tip' box is also visible on the left side of the main form area.

- You can also customize your **Appointment Invite Title**. This is the title for the Calendar event that shows in Google Calendar, Outlook, Apple Calendar, etc
- **Event Color** - Choose the event color that you would like to assign to this calendar. Remember, colors get synced to events in Google Calendars.

Service Calendars are primarily meant to cater to physical services; hence, **we do not support** the addition of any Meeting Location including Zoom.

Step 3: Availability

- **Weekly Working Hours:** Set your regular, weekly working hours. This is useful for setting up your default schedule that repeats week after week.
- **Date Specific Hours:** Set Date specific hours that allow you to customize your availability or unavailability for specific dates. You can add specific dates and define hours applicable only to those dates.

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Edit - Gel Polish Refill (H&B)

Service Details

Availability >

Forms & Payment

Notifications & Additional Options

Customizations

Rooms & Equipments

Quick Tip

Set your Service Calendar availability, with a default 15-minute slot interval between appointments.

My availability

Set your availability for the calendar here.

Weekly Available Hours

☒ Sun

12:00 AM

To

12:00 AM

+

☒ Mon

12:00 AM

To

12:00 AM

+

☒ Tue

12:00 AM

To

12:00 AM

+

☒ Wed

12:00 AM

To

12:00 AM

+

☒ Thu

12:00 AM

To

12:00 AM

+

☒ Fri

12:00 AM

To

12:00 AM

+

Date Specific Hours

Add date specific hours

No date specific time added

You can add/remove specific date and time to your availability

- **Service Duration:** Set the length of each appointment.
- **Service Interval:** Specify your service interval.
- **Post Buffer time:** Add extra time after appointments for preparation or transition.
- **Minimum Scheduling Notice:** Set the required advance notice for appointment bookings, specifying how many hours or days before an appointment should the booking be closed.
- **Date Range:** Define how many days into the future appointments can be booked.

Note: The slot interval in the Service Calendar is set to 15 minutes by default and cannot be altered

Create - Hair Spa

Service Details

Availability >

Forms & Payment

Notifications & Additional Options

Connections

Customizations

Quick Tip

Set your Service Calendar availability, with a default 15-minute slot interval between appointments.

My availability

Set your availability for the calendar here.

Service duration

30 mins

Buffer time

0 mins

Minimum scheduling notice

Days

Date range

Days

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Step 4: Forms & Payments

Forms - You have the flexibility to choose how you gather client information. You can either opt for the default form, which collects standard details like Name, Email, and Phone number, or create a custom form tailored to your specific needs. To use a custom form, create it in Sites > Forms > Builder, and then select it from the dropdown menu on the calendar. You can also:- Toggle the consent checkbox on/off.- Customize the consent message.

Note: Custom forms will only apply to bookings made directly on a Service Calendar. For bookings made through the Service Menu, default form will be used.

Edit - Balayage (Full, Normal Hair) + Blowout

Service Details

Availability

Forms & Payment

Notifications & Additional Options

Customizations

Rooms & Equipments

Forms
Set post-scheduling form preferences.

Select form

Default (First name, Last name, Email, Phone, Note)

☒ Pre-populate fields (sticky contacts)

☒ Consent checkbox

I confirm that I want to receive content from this company using any contact information I provide.

Confirmation page

☒ Default ☐ Redirect URL

Thank you message

Thank you for your appointment request. We will contact you shortly to confirm your request. Please call our office at {{contactMethod}} if you have any questions.

Facebook pixel ID (optional)

Pixel ID

Confirmation Page - After an appointment is booked, you can decide how you'd like to present the confirmation to the user. You can choose between displaying a thank you message on the same page or redirecting the user to a specific URL of your choice.

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The screenshot shows the 'Edit' form for a service titled 'Balayage (Full, Normal Hair) + Blowout'. The interface includes a sidebar with navigation options like 'Settings', 'My Business', 'Business Profile', 'My Staff', 'Pipelines', 'Business Services', 'Calendars', 'Conversation AI', 'Phone Numbers', 'Reputation Management', 'Other Settings', 'Custom Fields', 'Custom Values', 'Domains', 'Media', 'URL Redirects', 'Integrations', 'Email Services', 'Conversation Providers', 'Tags', and 'Labs'. The main form area has a 'Service Details' sidebar with 'Availability', 'Forms & Payment', 'Notifications & Additional Options', 'Customizations', and 'Rooms & Equipments'. The 'Forms & Payment' section is active, showing 'Forms' settings. It includes a 'Select form' dropdown set to 'Default (First name, Last name, Email, Phone, Note)', two checked options 'Pre-populate fields (sticky contacts)' and 'Consent checkbox', a confirmation statement, a 'Confirmation page' section with 'Default' selected, a 'Thank you message' text area, and a 'Facebook pixel ID (optional)' field.

The confirmation screen features a calendar icon with a checkmark. The main heading is 'Your appointment has been scheduled'. Below this, a message states: 'Thank you for your appointment request. We will contact you shortly to confirm your request. Please call our office at (672) 496-5561 if you have any questions.' The appointment details are listed in two columns: 'Guest 1 (You)' with 'Hard Gel (Fill-In with Gel Polish)' and 'with Vishnu Vardhan'; and 'Guest 2' with 'Acrylic (Full Set with Regular Polish)' and 'with Shannon B'. At the bottom, the date 'Thu, Nov 16, 2023', time '1:00 PM', and duration '1 hr 30 min' are displayed.

Payments - If you want to accept payments for bookings, ensure that your payment gateway is integrated. Once set up, you can specify the payment amount and start collecting payments. It's important to note that payments are only applicable to the main attendee and not for guests.

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Service Details

Availability

Forms & Payment

Notifications & Additional Options

Customizations

Rooms & Equipments

Quick Tip: You have the option to include custom values into fields of contacts in both the form message and the form URL.

I thank you for your appointment request. We will contact you shortly to confirm your request. Please call our office at {{contactMethod}} if you have any questions.

Facebook post ID (optional)

Post ID

☒ Auto-confirm new appointments

Payment

Configure payments options

☒ Accept payments

Amount: 100 USD

Description: Enter a description that will be displayed to the user, informing them about the payment.

Test ☒ Live

Step 5: Notifications, Additional Options & Customizations

Notifications: You can select who should receive appointment notifications, and whether to allow google to send invitation or update emails to attendees. You can also determine whether contacts should be assigned to their respective staff member each time an appointment is booked.

Service Details

Availability

Forms & Payment

Notifications & Additional Options

Customizations

Rooms & Equipments

Quick Tip: For advanced notifications, etc. (notifications/appointment booked) it applies.

Notifications & Additional Options

Configure notification and additional options

Select the type of notification

Acknowledgement email

Who should receive this notification?

☐ Contact

☐ Assigned staff

☐ Additional emails

☐ Allow Google calendar to send invitation or update emails to attendees.

☐ Assign contacts to their respective service staff members each time an appointment is booked.

Additional Notes: Anything entered here will be included in the Google invitation. Please ensure that "Allow Google Calendar to Send Invitations" is enabled from 'Notifications' settings for this feature to work.


Customizations - Service Cover Image: In this section, upload a service cover image that will be displayed in the service menu. This image will be visible in the Neo Group Widget.

The screenshot shows a web application interface for editing service customizations. On the left is a dark sidebar with a search bar and a list of settings categories: Settings, Business Profile, My Staff, Pipelines, Calendare, Conversation AI, Phone Numbers, Reputation Management, Custom Fields, Custom Values, Domains, Media, URL Redirects, Integrations, and Email Services. The main content area is titled 'Edit - Brow Shaping & Tint - Sugaring' and includes 'Close' and 'Save' buttons. A left-hand menu lists 'Service Details', 'Availability', 'Forms & Payment', 'Notifications & Additional Options', 'Connections', and 'Customizations' (which is highlighted with a right-pointing arrow). Below this menu is a 'Quick Tip' section. The 'Customizations' panel is active, showing 'Configure Additional Preferences'. It features a 'Service Cover Image' section with a 'New' link, a description, a thumbnail image of a pink comb, and a 'Remove Image' button. Below this is an 'Insert custom code' section with a text input field and a placeholder. At the bottom, the 'Cancellation and reschedule' section contains two toggle switches: 'Allow reschedule appointment' (which is currently turned on) and 'Allow cancellation appointment' (which is currently turned off).

Vivid Nail Salon & Spa

[Eyebrows](#) [Nails](#) [Hair](#) [Wax](#)


EYEBROWS



Brow Shaping

1 hr \$ 55

[Book](#)




Brow Shaping & Tint - Sugaring

30 min

[Book](#)

NAILS




Hard Gel (Fill-In with Gel Polish)

Maintain your nail enhancements by scheduling regular "fill-ins". As your natural nails grow, the gap between the enhancement and your cuticle line...

1 hr 30 min \$ 60

[Book](#)




Acrylic (Full Set with Regular Polish)

Achieve flawless elegance with our acrylic nail enhancements. Each meticulously crafted by our skilled technicians to transform your nails into a...

1 hr \$ 40

[Book](#)

HAIR




Hair Cut(Womens)

Discover the allure of elegance and beauty through our women's haircuts, where our skilled stylists create stunning hair transformations that perfectl...

30 min \$ 55

[Book](#)



Hair Cut(Mens)

Experience tailored sophistication with our men's haircuts, where our skilled stylists combine contemporary trends and timeless techniques to...

30 min

[Book](#)

Staff Selection -

Enable / Disable bookers to choose a staff member directly from the calendar widget during appointment booking.

Step 6: Rooms & Equipments

You can select from a list of rooms and equipments that have been created. This will associate the selected rooms / equipments with the service calendar and will be booked along with this calendar.

Finally, click on save and Voila, your Service Calendar is ready to be booked!

Key Highlights

1. This calendar enables contacts to make bookings for multiple services for themselves or combine services for multiple participants (themselves and their guests).
2. The calendar operates with a default 15-minute slot interval, which ensures efficient scheduling. While this interval is fixed, you have the flexibility to add buffer times between appointments, giving your staff the time they need to prepare for the next client.
3. Crucially, the availability of the service calendar is directly linked to the schedules of the staff members assigned to it. Hence, there is no option to configure the Calendar Availability. The calendar will consider the availability of only its assigned staff members. If a staff member is unavailable at a given time, the calendar will reflect this unavailability.
4. If you wish to display different services on a single scheduling link (The Service Menu), it is important to first create the desired groups, then create your service calendars and assign them to the respective groups, and finally create your Service Menu.