

CITTK

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"

Calendars Calendars Preferences Availability Connections

Preferences

Account Preference

In App preferences

Set preferences like start day for the app

View Options	Week Starts On
	Sunday

Widget preferences

Set preferences like language for widget

Language and region	Language
	English

Time Format
1:30 PM

Services	Service Menu
	<input checked="" type="checkbox"/>
Rooms	<input checked="" type="checkbox"/>
Equipments	<input checked="" type="checkbox"/>

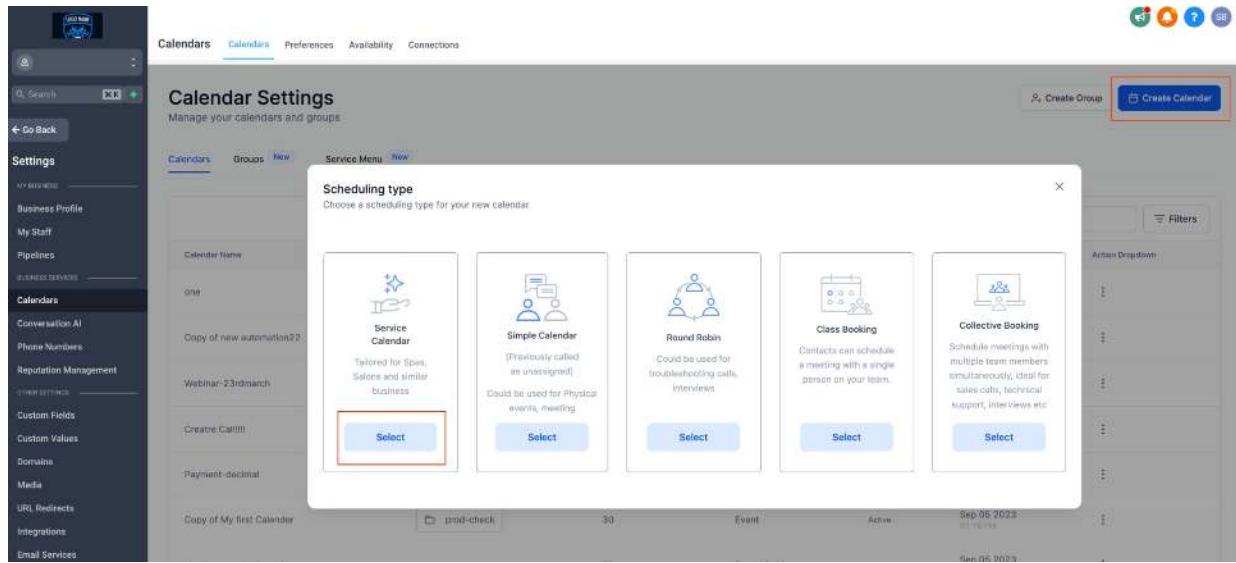
Note: Only agency admins can access this setting

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.

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- **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

New Calendar

X

Service name

(eg) Outbound reach

[+ Add description](#)

Select Staff Member

Please Select

Custom URL (i)

/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

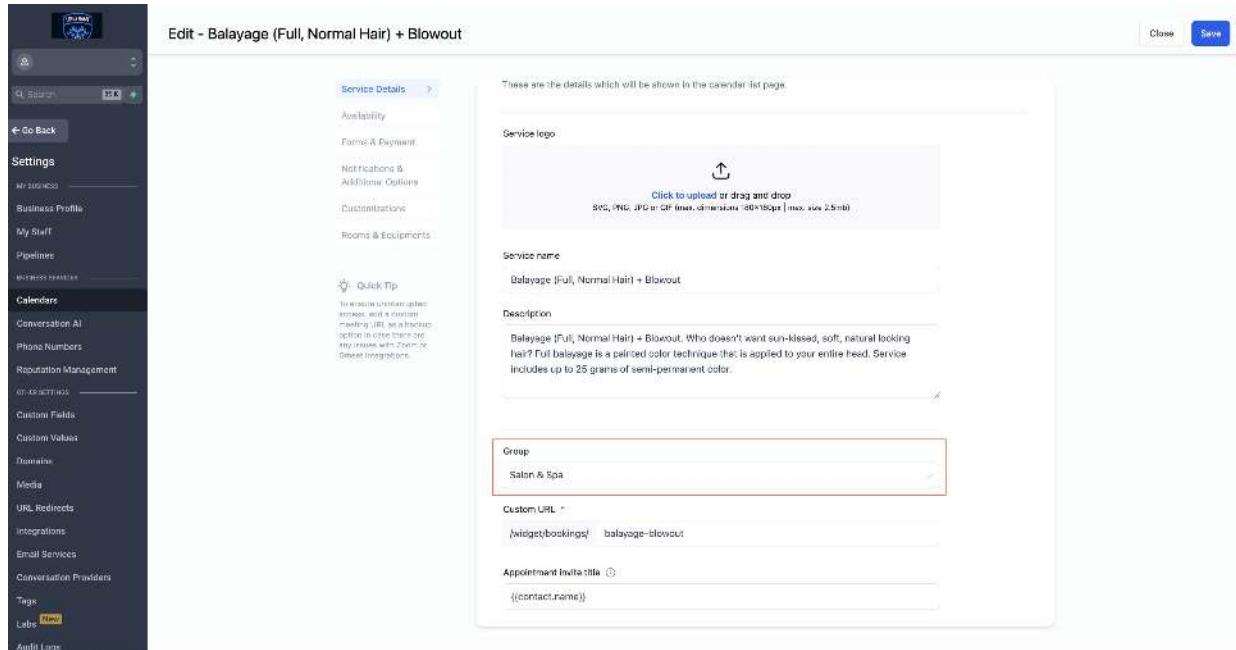
Note: Service Logo will be visible only for the appointment widget of a single service calendar. For Service Menu / Groups, Service Cover Image

The screenshot shows a service booking interface. On the left, there is a thumbnail image of a person's hair, the service name 'Hair Cut', a brief description of the service, a dropdown for 'Select a staff member' (set to 'Any Available'), and details for 'DURATION' (45 Mins) and 'DATE & TIME' (Wed, Oct 18, 2023). Below these are dropdowns for 'Timezone' (set to 'GMT+05:30 Asia/Calcutta (GMT+5:30)'). On the right, a calendar for October 2023 is displayed, showing the 31 days. The date '18' is highlighted with a blue circle, indicating it is the selected date. To the right of the calendar, a vertical column lists time slots from 02:15 PM to 04:15 PM in 15-minute increments. A 'Continue' button is located at the bottom right of the calendar area.

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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- 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.

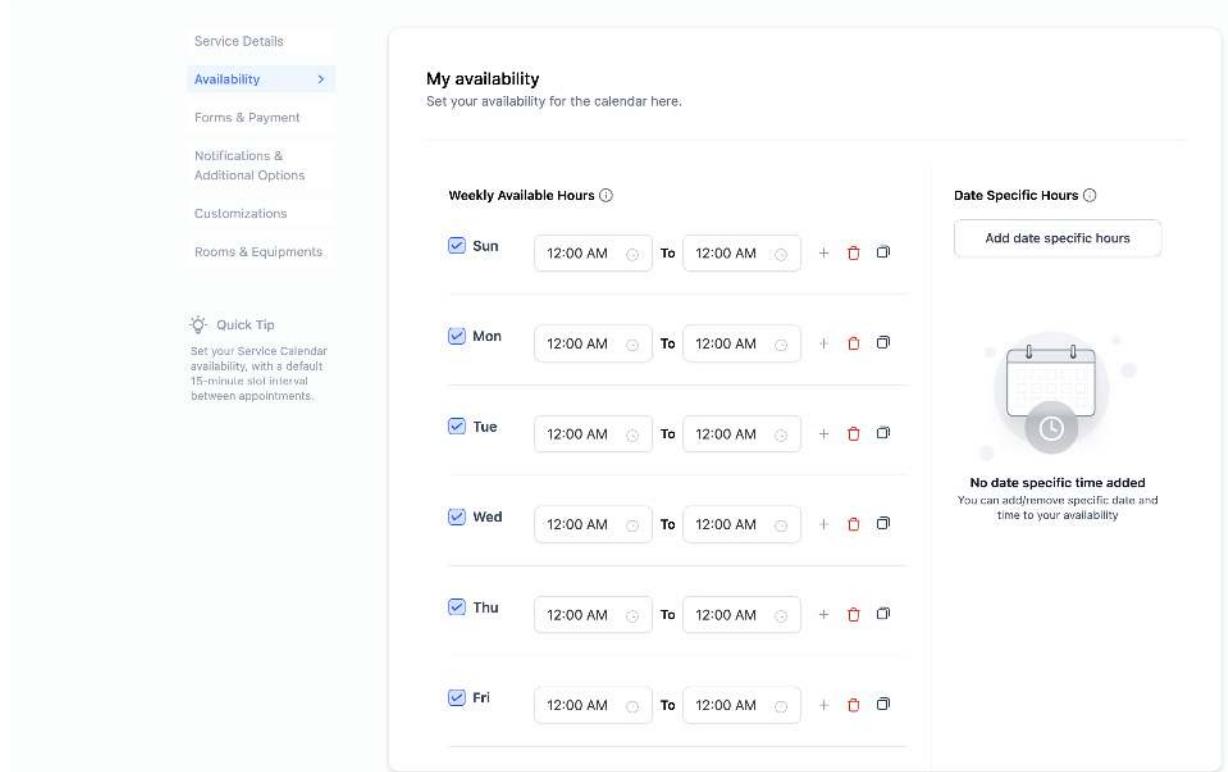
Service Calendars are primarily meant to cater to physical services; hence, **we do not support** the addition of any Meeting Location including Z...

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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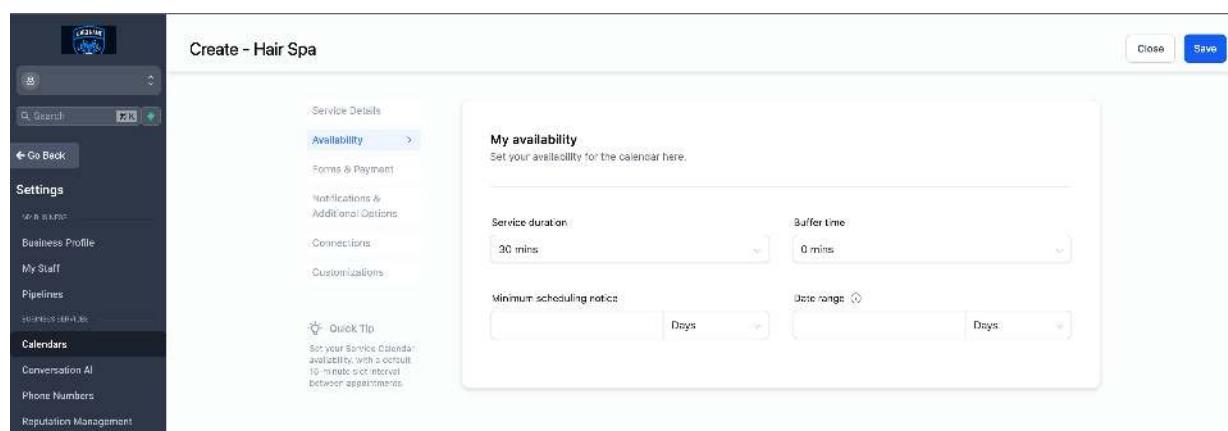
Edit - Gel Polish Refill (H&B)



The screenshot shows the 'Edit - Gel Polish Refill (H&B)' service details. On the left, a sidebar lists 'Service Details', 'Availability' (selected), 'Forms & Payment', 'Notifications & Additional Options', 'Customizations', and 'Rooms & Equipments'. A 'Quick Tip' box states: 'Set your Service Calendar availability, with a default 15-minute slot interval between appointments.' The main area is titled 'My availability' with the sub-section 'Weekly Available Hours'. It shows a weekly grid from Sunday to Friday, each with a '12:00 AM' to '12:00 AM' slot. A 'Date Specific Hours' button is available. A note at the bottom right says: '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

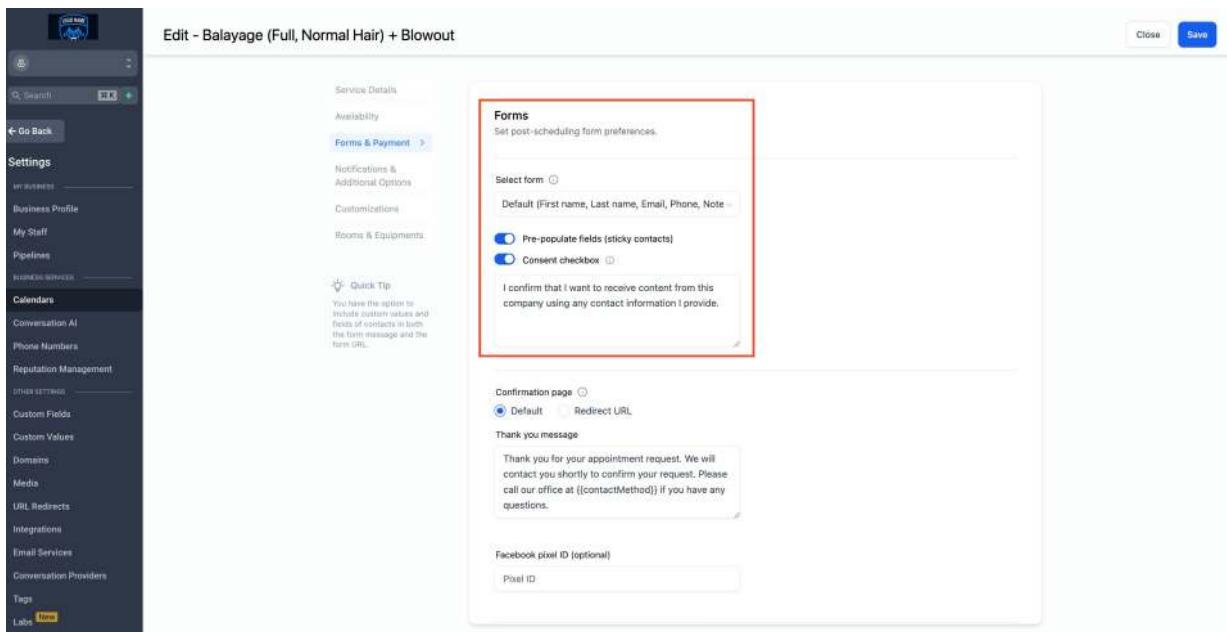


The screenshot shows the 'Create - Hair Spa' service details. The left sidebar includes 'Go Back', 'Settings', 'Business Profile', 'My Staff', 'Pipelines', 'Calendars' (selected), 'Conversation AI', 'Phone Numbers', and 'Reputation Management'. The main area is titled 'My availability' with the sub-section 'Service duration' set to '30 mins' and 'Buffer time' set to '0 mins'. The 'Minimum scheduling notice' section shows 'Date range' with 'Days' dropdowns for both the start and end date.

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 fo



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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Edit - Balayage (Full, Normal Hair) + Blowout

Service Details

Availability

Forms & Payment

Notifications & Additional Options

Customizations

Rooms & Equipments

Quick Tip

Pre-populate fields (sticky contacts)

Consent checkbox

Confirmation page

Default

Redirect URL

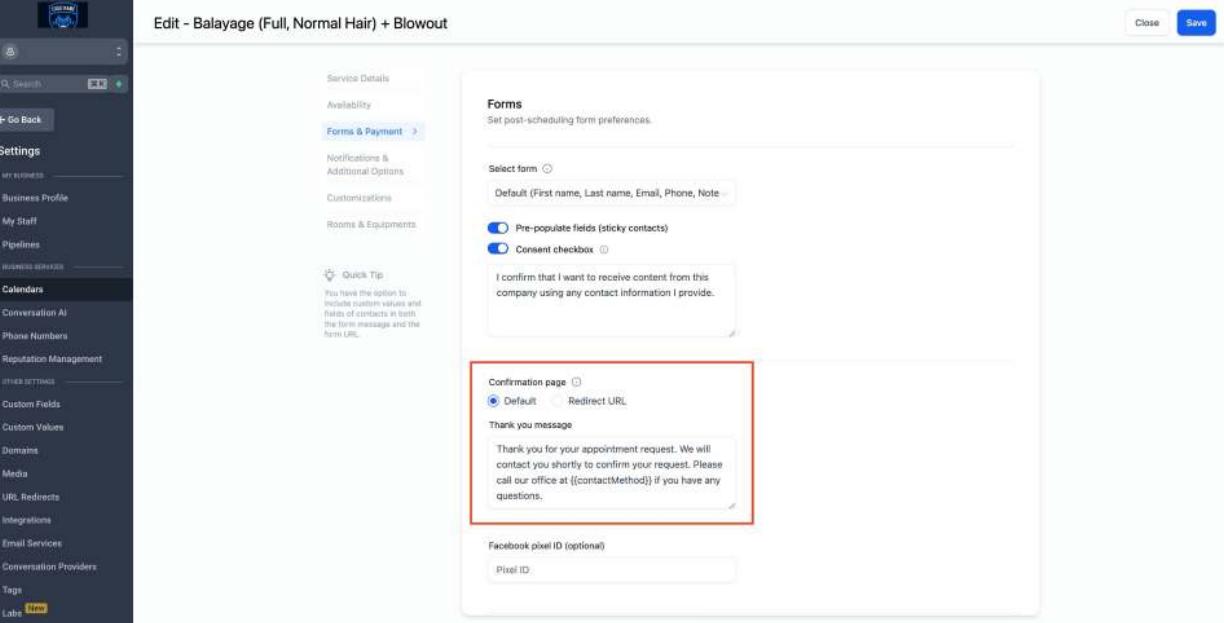
Thank you message

Facebook pixel ID (optional)

Pixel ID

Save

Close



Your appointment has been scheduled

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.

Guest 1 (You)

Hard Gel (Fill-In with Gel Polish)

with  Vishnu Vardhan

Guest 2

Acrylic (Full Set with Regular Polish)

with  Shannon B

 Thu, Nov 16, 2023

 1:00 PM

 1 hr 30 min

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.

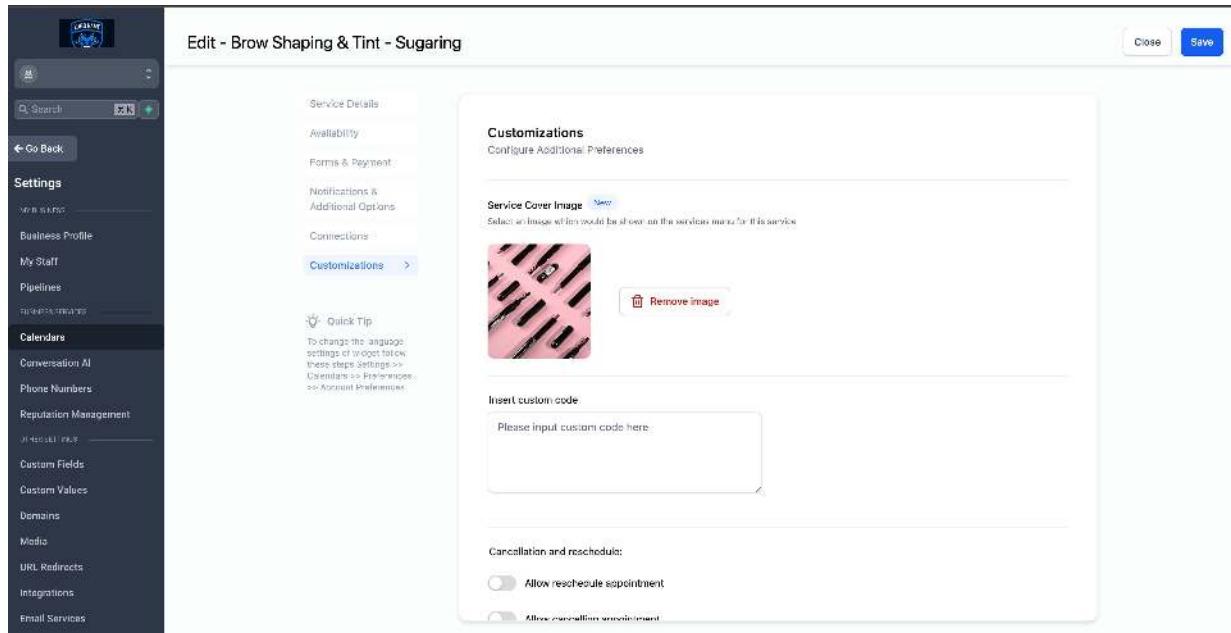
Step 5: Notifications, Additional Options & Customizations

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.

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.

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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.



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Vivid Nail Salon & Spa

Search

[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 perfect...

⌚ 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.