



Booking System

Set availability times for a Group (Administrator Only)	1
Create, edit and delete Bookings in Portal (Administrator Only)	3
Widget Config - Guest Appointments in Yabbr Chat (Administrator Only)	5
Create a Booking in Yabbr Chat	6

1. Set availability times for a Group (Administrator Only)

- After logging in to the portal, navigate to “**Appointments**”.

Appointments

Group Calendars Availability Widget Config

2022
Mon 7 Mar

← March 2022 →

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Group Calendars ⓘ

Filter

Everyone

▲ Support Selected

▲ Tech

Support Daily Timeslots

Configure booking availability for this Group

- To configure the time slot duration and availability for each of your Groups, click on the “**Availability**” tab.

📅 Appointments

Group Calendars [Availability](#) Widget Config

Group Calendars ⓘ

Filter 🔍

Everyone

Support

⚠️ Tech Selected

Booking Availability Times ⓘ

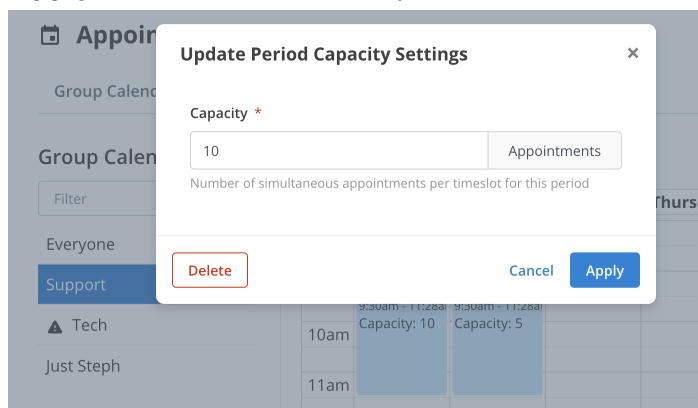
	Monday	Tuesday	We
3am			
4am			
5am			

- Once a Group is selected, its hours of operation would be listed for each day of the week. Here, we can view the booking times already scheduled. Adding or removing these time slots can be done by clicking the “**Edit Times**” button.

Booking Availability Times ⓘ

Settings [Edit Times](#)

- On clicking **Edit Times**, the cells in the calendar displayed will unfreeze to enable you to edit/update a cell. Select a cell to add an available booking time slot.
- Add the capacity (total number of bookings that can be created in a given time slot. For example, up to 5 bookings can be scheduled between 3:00pm and 3:15pm). Click “**Apply**” and confirm if the entry is now present on the calendar.



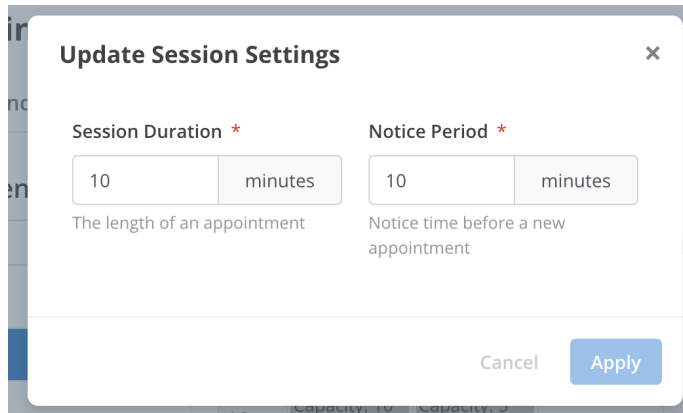
- You can now add or edit more booking times as required. Click the orange “**Save Times**” button to save your changes.

Booking Availability Times ⓘ

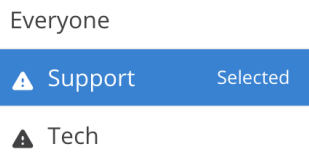
Settings [Save Times](#)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8am							
9am							
10am	9:30am - 11:30a Capacity: 10	9:30am - 11:30a Capacity: 5					
11am							

- Configure your Session Settings by clicking on “**Settings**”. Set the length of appointments and the notice time before a new appointment, then click “**Apply**”.

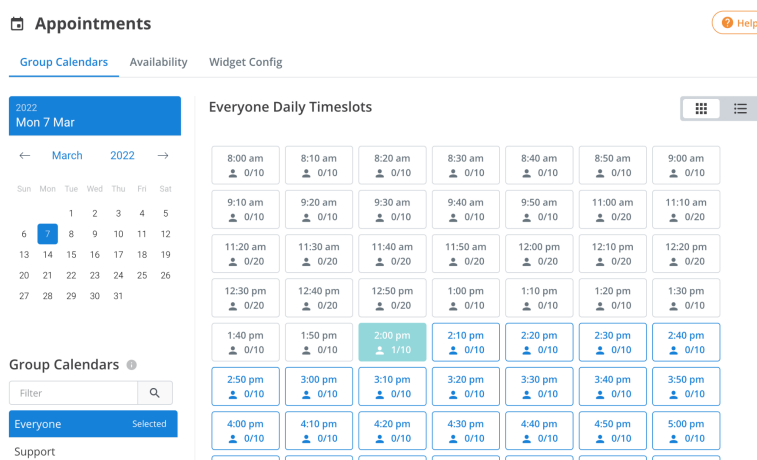


(Note: a warning icon will appear next to your Group until this is configured.)

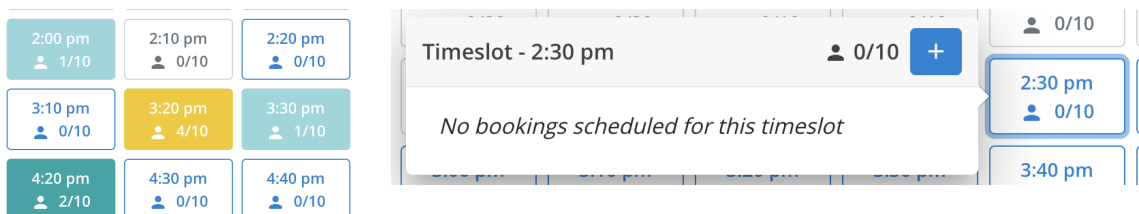


2. Create, edit and delete Bookings in Portal (Administrator Only)

- After logging in to the portal, navigate to “**Appointments**”.
- See an overview of your **Group Calendars** and their bookings.
- Select an available Group from the left sidebar to view booking availability for each day of the week.



- Here, each hourly time slot is divided into 10-minute periods and displays the number of bookings available within that period. Timeslots are colour-coded by the number of bookings vs. the timeslot capacity.



- To **add a Booking**, select a timeslot and click on the “+” icon to open up a modal containing fields for a Guest’s details. The Guest log, Guest enquiry type and other fields should provide prior knowledge to the Agent before making the call to the Guest. These include any additional information that can be saved against a Guest and viewed again in Yabbr Chat by an Agent, in all subsequent chats with that Guest.

The screenshot shows a modal window titled "Create Appointment from 3:10 pm to 3:19 pm". The form contains the following fields:

- Chat Type * (dropdown menu)
- Chatting Via * (dropdown menu)
- Reason for Appointment * (text area)
- Name * (text input)
- Email (text input)
- Phone * (text input with a country code dropdown and the placeholder "Enter a phone number")

At the bottom right of the modal are "Cancel" and "Create" buttons.

- Once these details are added and saved, an 'active booking' is added to the corresponding time slot. Any Agent working in this time slot would be able to attend to this booking.

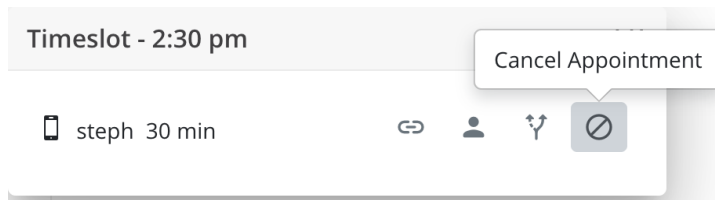
The screenshot displays a timeslot interface for "4:20 pm" with 2/10 agents available. Below the timeslot header, two active bookings are listed:

- Alex 10 min
- Steph 10 min

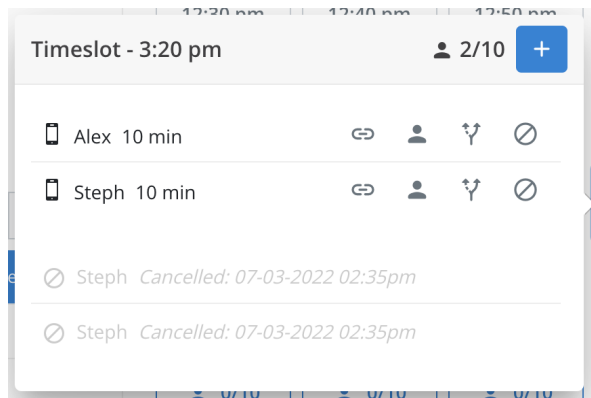
Each booking entry includes icons for link, user, search, and delete. Below the bookings, a row of timeslot buttons is visible, with "4:20 pm" (2/10) highlighted in green, indicating it is the current selected timeslot.

-

- Clicking on a booking would enable an Admin to edit/add details. The log data cannot be deleted. Deleting an active booking itself would disable it, but retain the record under 'cancelled'.

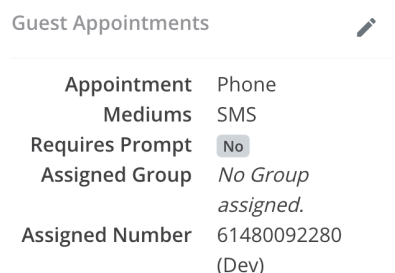


- Editing a booking allows an admin to re-assign the booking to a different Group, Member and timeslot. A different available time slot can be selected. Once these changes are saved, the original booking is moved to the 'cancelled bookings' section below and the new booking shows up on the selected time slot, while retaining all other details.



3. Widget Config - Guest Appointments in Yabbr Chat (Administrator Only)

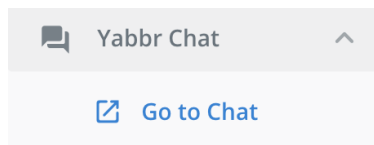
- To assign Guest Appointments from Yabbr Chat to a specific Group, click on the "**Widget Config**" tab, and click on the pencil icon to edit.



- Configure your Appointment Mediums, Assigned Group, Assigned Number, and enable/disable Requires Prompt for appointments.

4. Create a Booking in Yabbr Chat

- Navigate to the “Yabbr Chat” dropdown and click on “**Go to Chat**” to launch the chat window.




- Select an active chat, and click on the **calendar** icon in the right panel.

Select a Group to start a booking.

- Fill out the available fields in order to start a booking. Once you’ve selected an Assigned Group for the booking, a calendar with available timeslots will appear.

Assigned Group Support

Guest Phone  0400 000 000 ✓

← March 2022 →

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Select a timeslot for a 10 minute chat.

9:30 am	9:40 am	9:50 am	10:00 am
10:10 am	10:20 am	10:30 am	10:40 am
10:50 am	11:00 am	11:10 am	11:20 am

Create Booking

- Select a date/time and click **“Create Booking”**

Select a timeslot for a 10 minute chat.

9:30 am	9:40 am	9:50 am	10:00 am
10:10 am	10:20 am	10:30 am	10:40 am
10:50 am	11:00 am	11:10 am	11:20 am

Create Booking

- The booking is then successfully created within the system.
- This can be verified by clicking on “Info” in the right panel, and selecting “Recent Bookings” for that Guest, or by going back to “Appointments” page in Portal and viewing the Group Calendar.

Replies Info Actions

Details Notes Recent Bookings

March 7th 2022, 2:00 pm