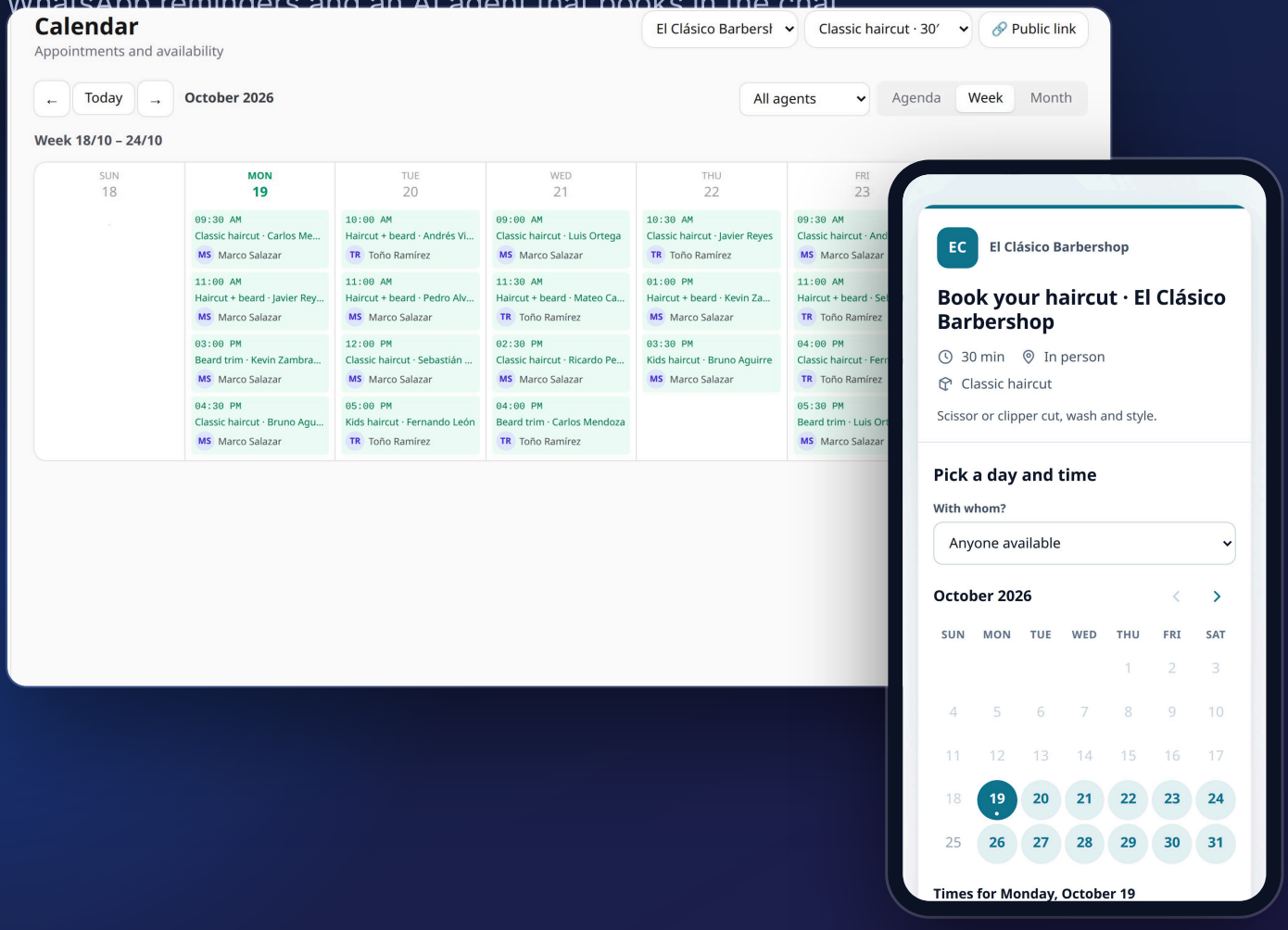
Omnifox

GUIDE

Calendar & appointments

Your calendar with per-person hours, services, online booking, WhatsApp reminders and an AI agent that books in the chat



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How to read this guide

The screenshots are real Omnifox screens with a sample business: **El Clásico Barbershop** in Guayaquil, with two barbers (Marco and Toño) who work different hours. The numbers in orange circles (1) point to what is explained under each image.

Button and field names are in **bold**, exactly as they appear on screen. This guide goes with the "Calendar & appointments" video tutorial on the Omnifox YouTube channel.

01

CHAPTER 1

What the Calendar does

A calendar connected to your chats, your team and your AI agent.

The Omnifox Calendar stores your appointments and works out real availability: business hours, each person's hours, each service's duration, prep times, holidays and existing appointments. With that, it only offers free times in the calendar, on the public booking page and in the chat with your AI agent.

Calendar
Hours, holidays and routing

+

Resources
People and spaces with hours

+

Services
Duration, price and policies

→

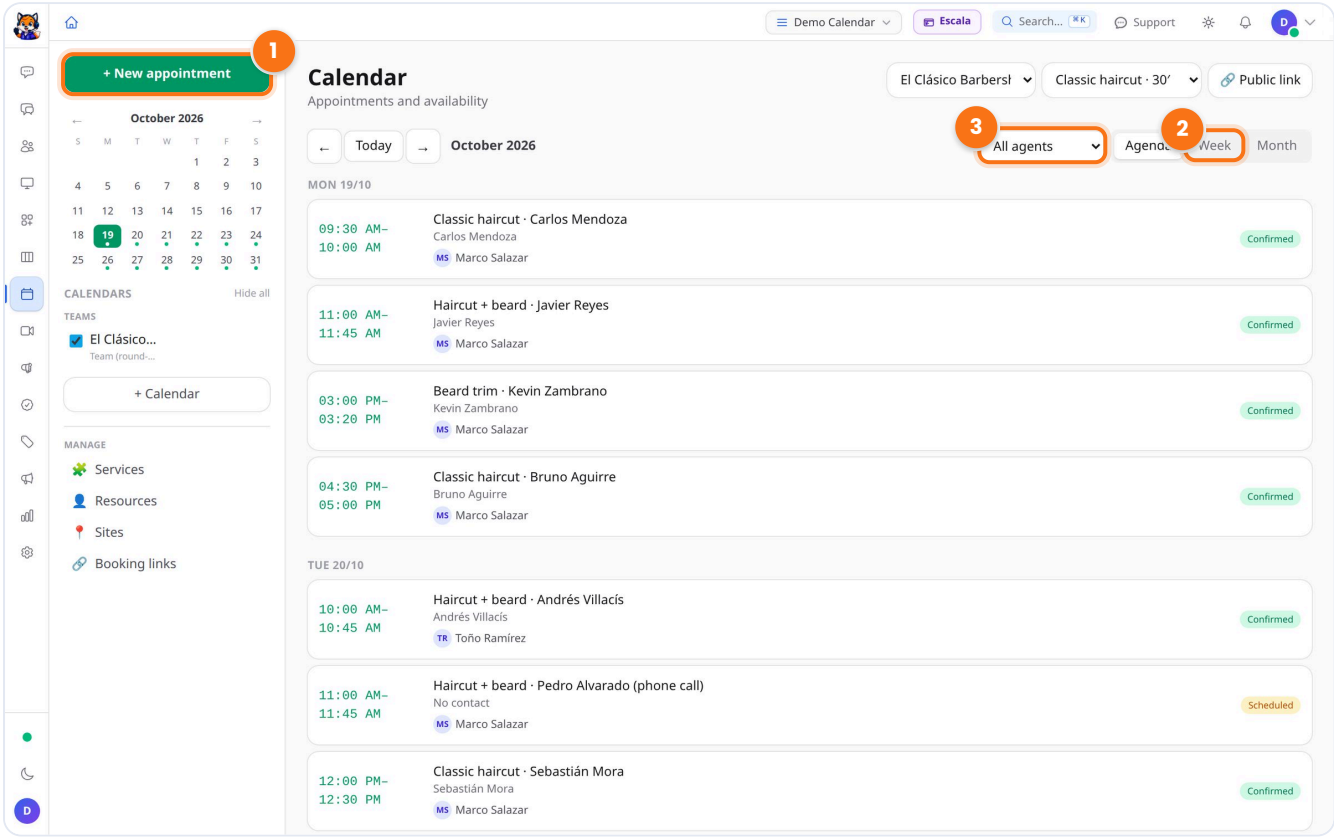
Bookings
Team, public page, AI and API

02

CHAPTER 2

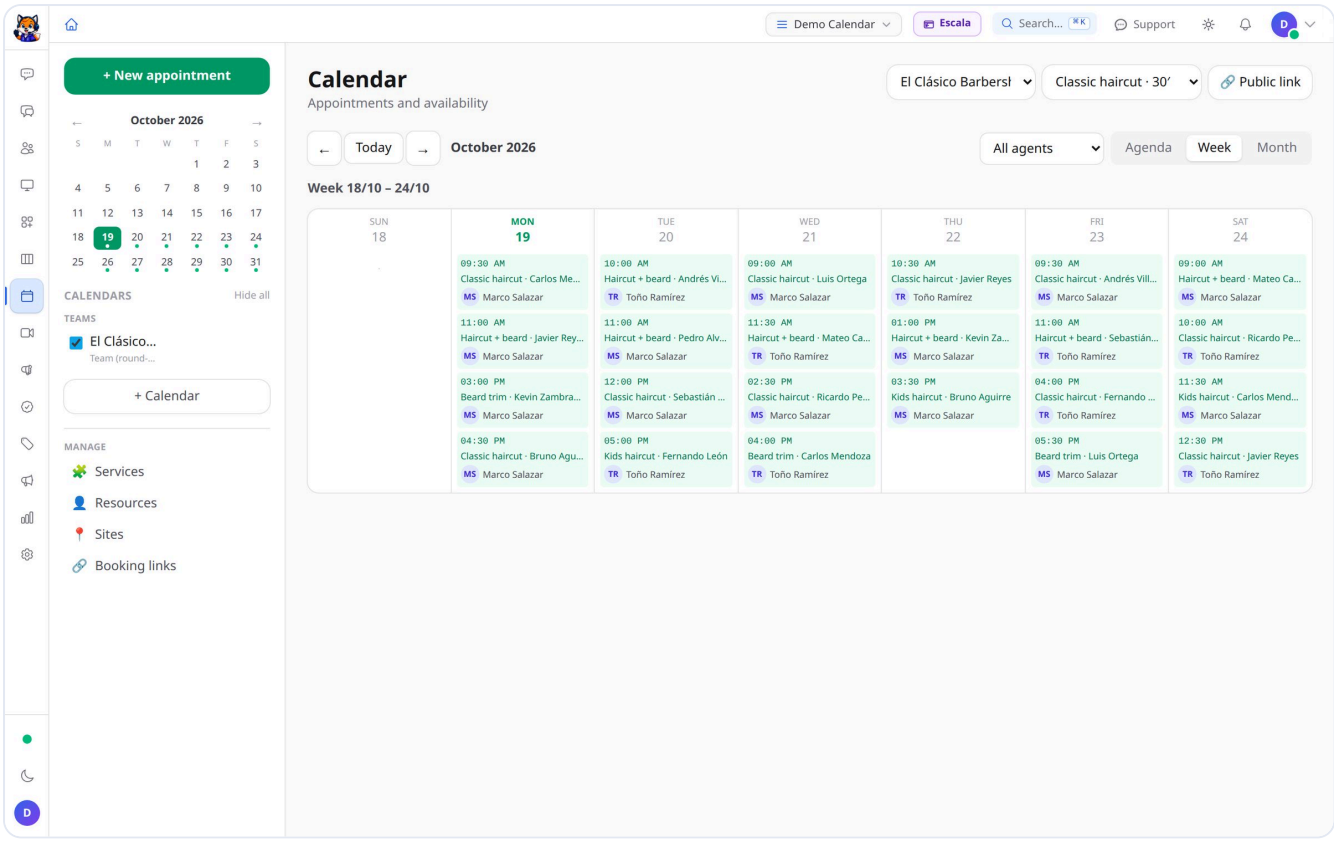
Your calendar

Three views and the most used filters.



The **Agenda** view: the list of upcoming appointments.

1. **+ New appointment**.
2. Switch between Agenda, Week and Month.
3. Filter by the person serving.
4. Your calendars: tick them to show or hide them.



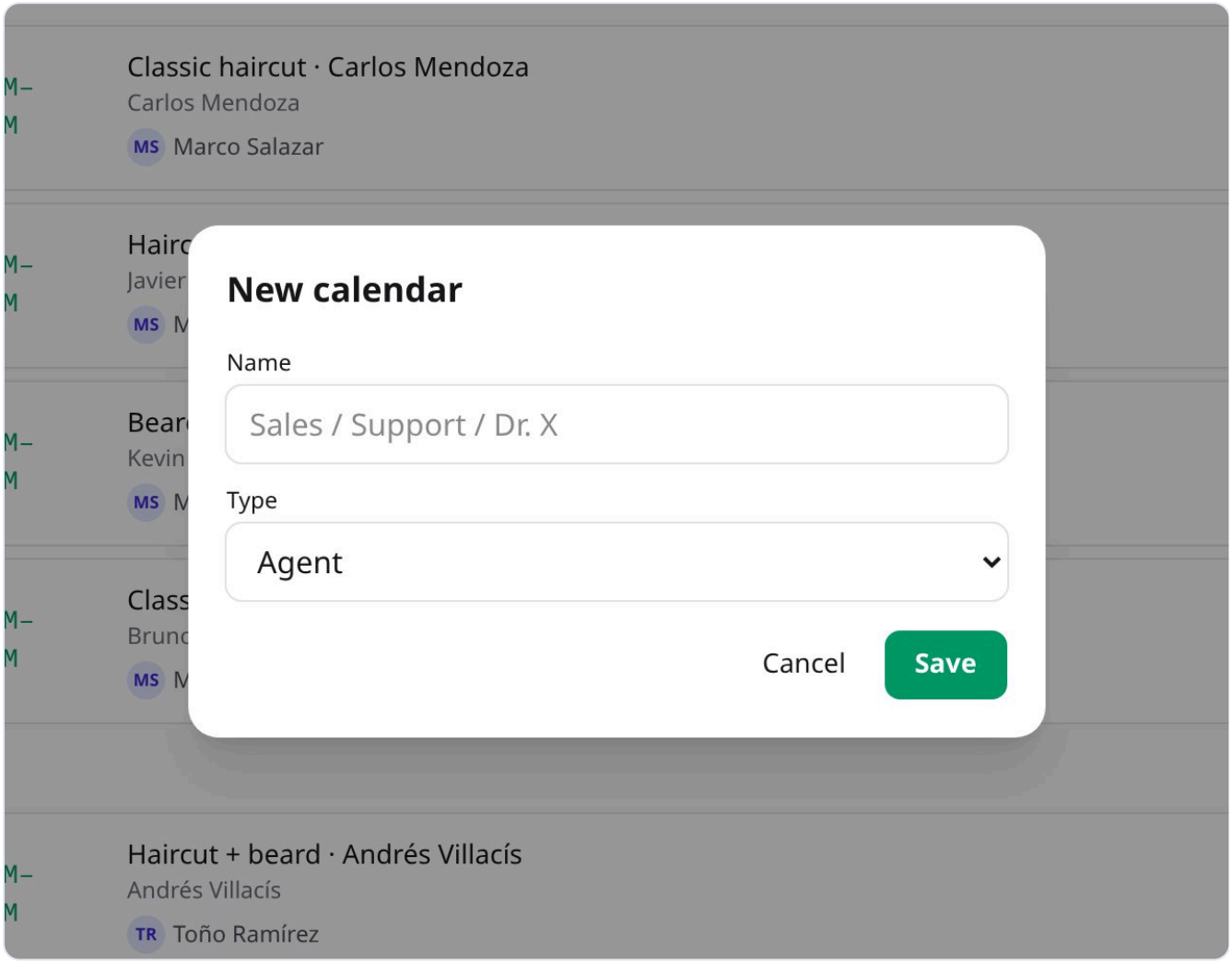
The **Week** view: each appointment with its time, service, customer and who serves it.

03

CHAPTER 3

Calendars, hours and holidays

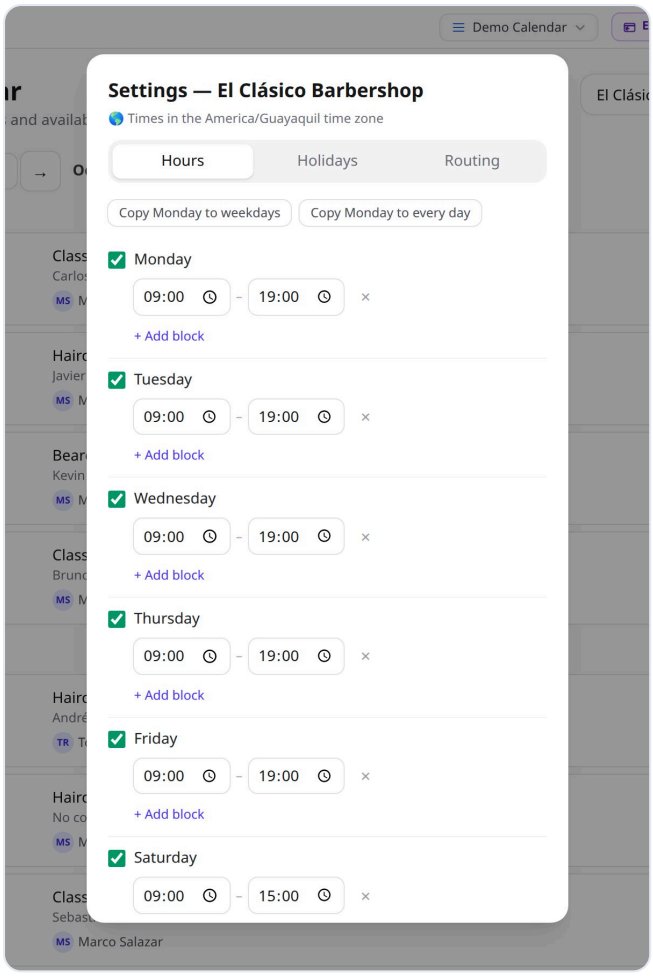
When you are open and how appointments are shared out.



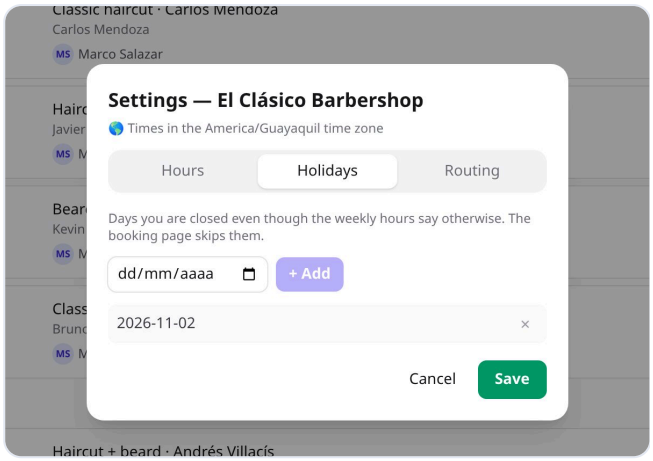
+ Calendar: name and type.

Type	What for
Agent	One person's calendar.
Team (round-robin)	A team that shares appointments.
Resource (room/equipment)	A room or piece of equipment that gets booked.
Shared	A calendar several people see and use.

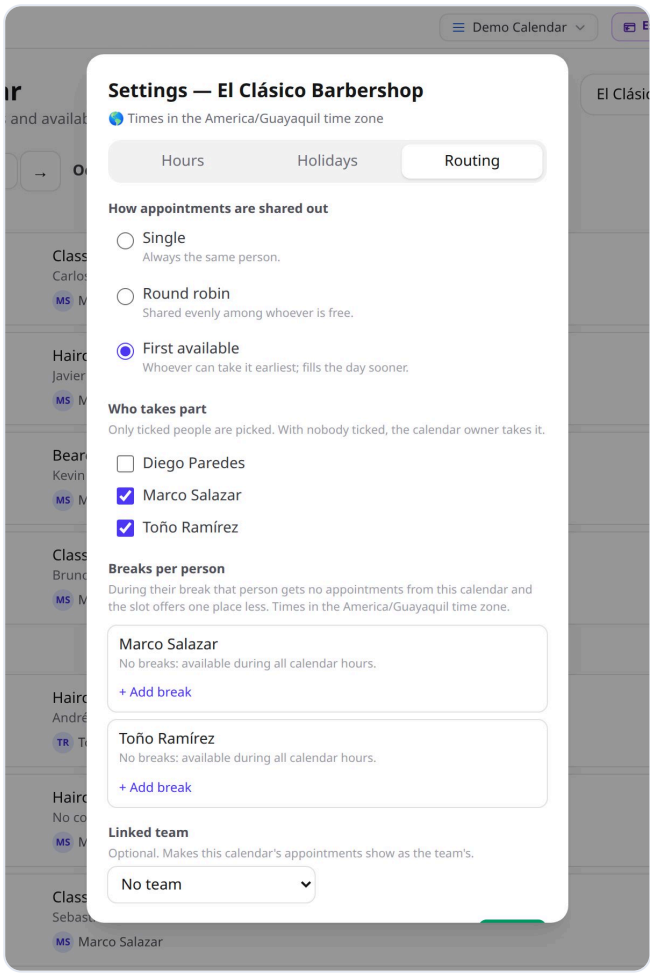
To set it up, open the calendar's three-dot menu in the sidebar and choose **Calendar settings**.



Hours: blocks per day (add several, for example around lunch) and shortcuts to copy Monday.



Holidays: days off; the booking page skips them.



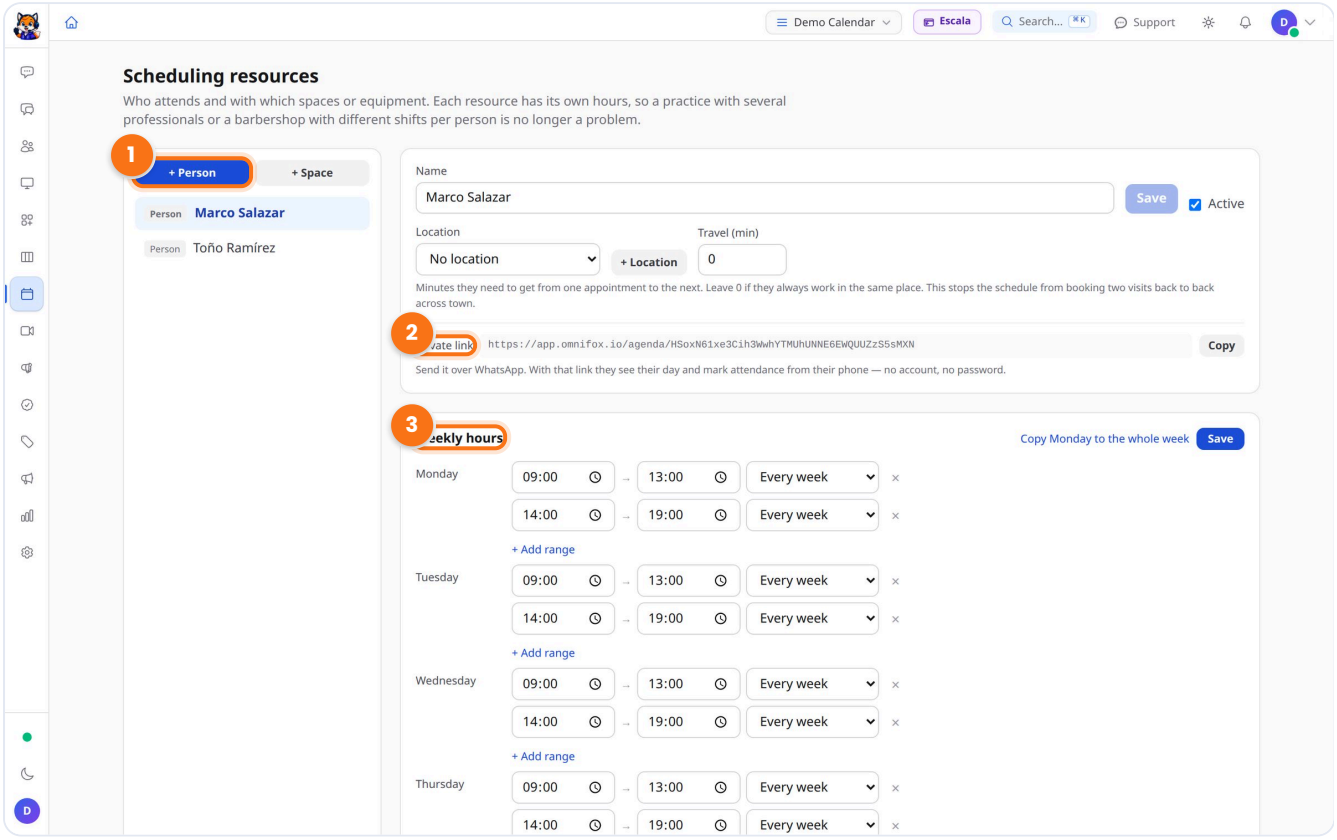
Routing: Single, Round robin or First available; who is included and their breaks.

04

CHAPTER 4

Resources with their own hours

Each person or space with their own hours.



Resources: the people and spaces that serve.

1. Create a person or a space.
2. Private link: the professional sees their day and marks attendance from the phone, no user needed.
3. Weekly hours with several blocks per day; further down, exceptions (time off, a different day).

TIP

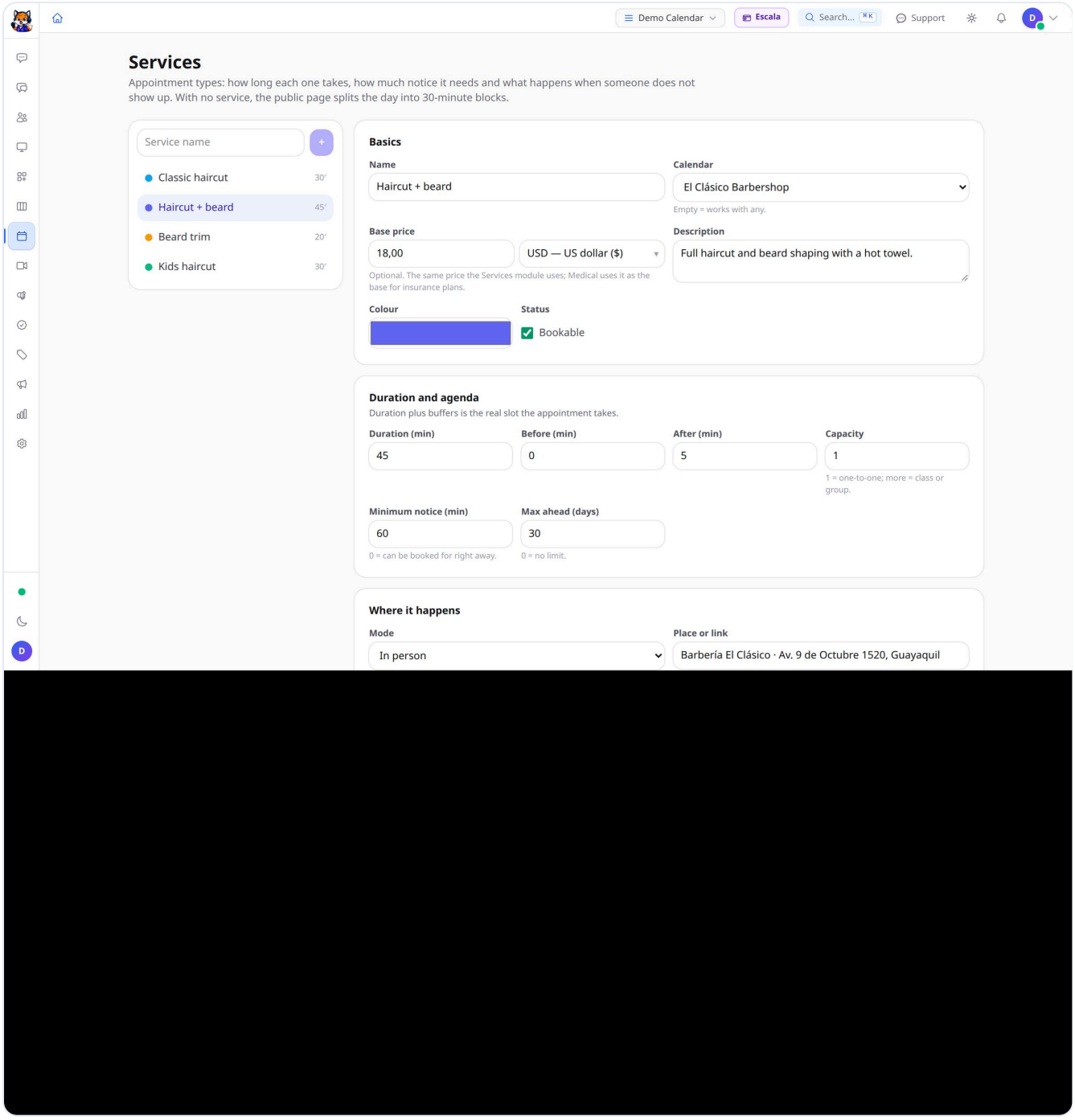
Resources do not need to be Omnifox users: a clinic with twenty professionals does not need twenty licenses. If a resource is linked to a user, its appointments show as handled by that person.

05

CHAPTER 5

Services

Appointment types: duration, prep time, capacity and policies.



Services: the «Haircut + beard» record.

Field	What it does
Duration (min)	How long the appointment lasts.
Before (min) / **After (min)**	Prep minutes added to the real slot.
Capacity	1 = one to one; more = class or group.
Minimum notice (min)	How far in advance it can be booked.
Max ahead (days)	How many days ahead.
Policies	Cancellation deadline, active appointments per customer and no-show block. 0 = off. The deposit shows as “Coming soon”: it is not charged at booking yet.

NOTE

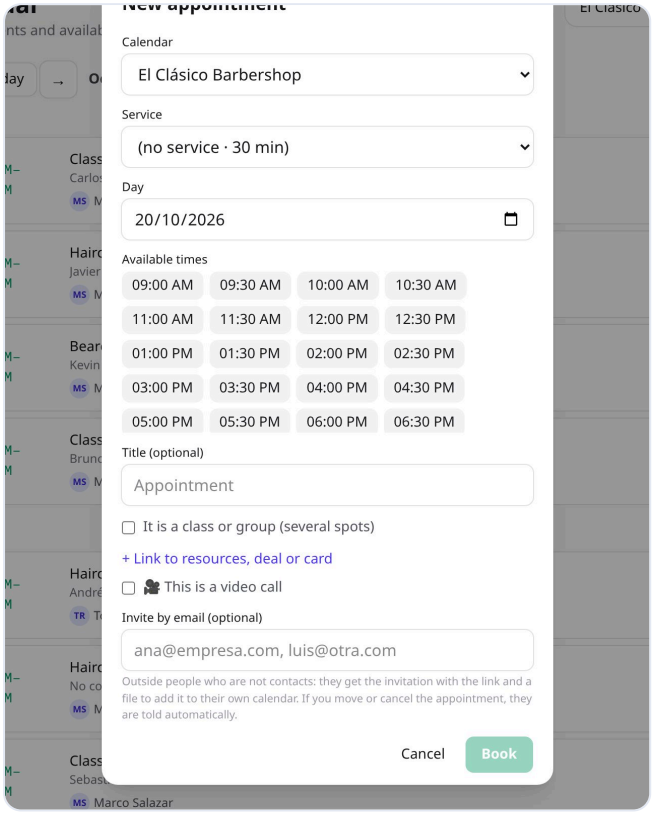
These are the same services as the Catalog’s Services module: if you use it, price and description are shared.

06

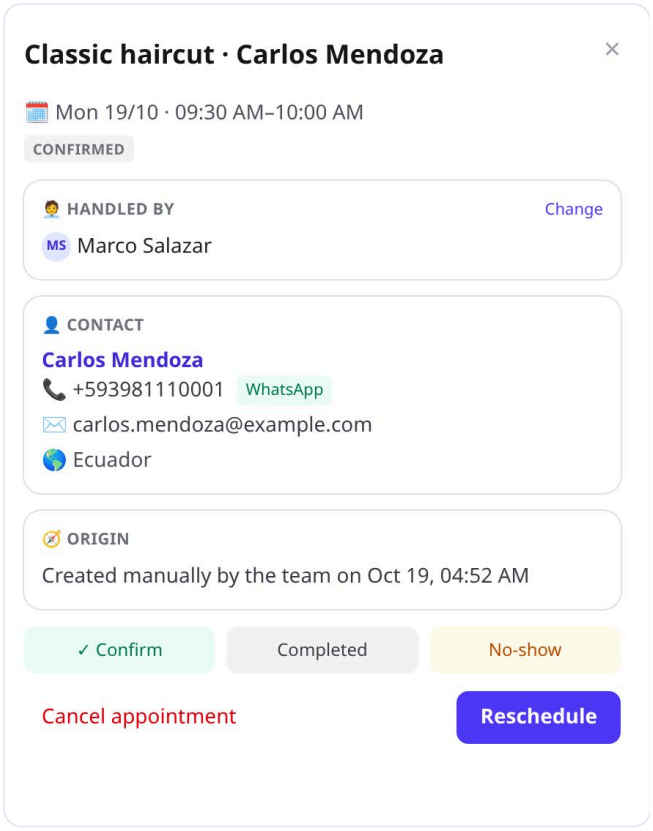
CHAPTER 6

Creating and managing an appointment

An appointment by hand, for example when someone calls.



New appointment: calendar, service, day and only the free times.



An appointment's detail: who serves it, the customer, the source and the statuses.

1. Click **+ New appointment**, pick the service and the day.
2. Tap one of the available times and, if you like, type a title.
3. Click **Book**. To change it, open it: confirm, completed, no-show, **Reschedule** or **Cancel appointment**.

NOTE

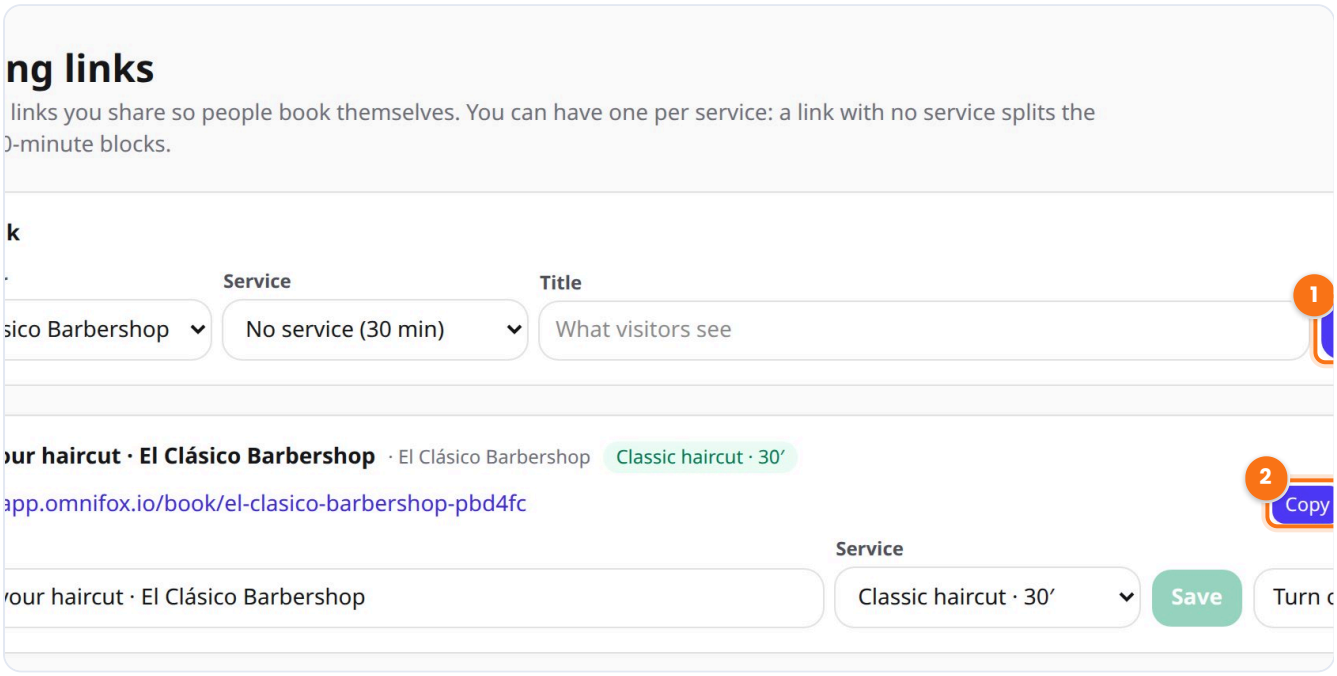
Pick the customer in "Customer" (or create them right there with name and phone). If you tick "Notify the customer on WhatsApp", they get the confirmation with their link to change or cancel; the reminder goes out by itself before the appointment.

07

CHAPTER 7

Booking links and public page

So your customers can book on their own, any time.



Booking links: one link per service.

1. Pick calendar, service and title, and create the link.
2. Copy the address for WhatsApp, social media or your website.
3. Copy the code to embed it as a button on your site.

EC El Clásico Barbershop

Book your haircut · El Clásico Barbershop

30 min · In person

Classic haircut

Scissor or clipper cut, wash and style.

Pick a day and time

With whom?

Anyone available

October 2026

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

Times for Monday, October 19

10:00 · 12:00 · 12:30

14:00 · 15:30 · 17:00

17:30 · 18:00 · 18:30

Times shown in Guayaquil.

Time zone: **Guayaquil (GMT-5)** ·

Language: **English** · Change

What the customer sees: who with, the day and the time.

EC El Clásico Barbershop

Book your haircut · El Clásico Barbershop

30 min · In person

Classic haircut

Scissor or clipper cut, wash and style.

Back

Your data

Tuesday, October 20 at 12:00

30 min · Guayaquil (GMT-5)

Your name *

Your WhatsApp *

Your WhatsApp with country code (e.g. ·

Email

Email (we send you the link and the invi

Anything we should know beforehand? (optional)

Confirm booking

Scheduled with **Omnifox**

Then they leave their name and WhatsApp, and confirm.

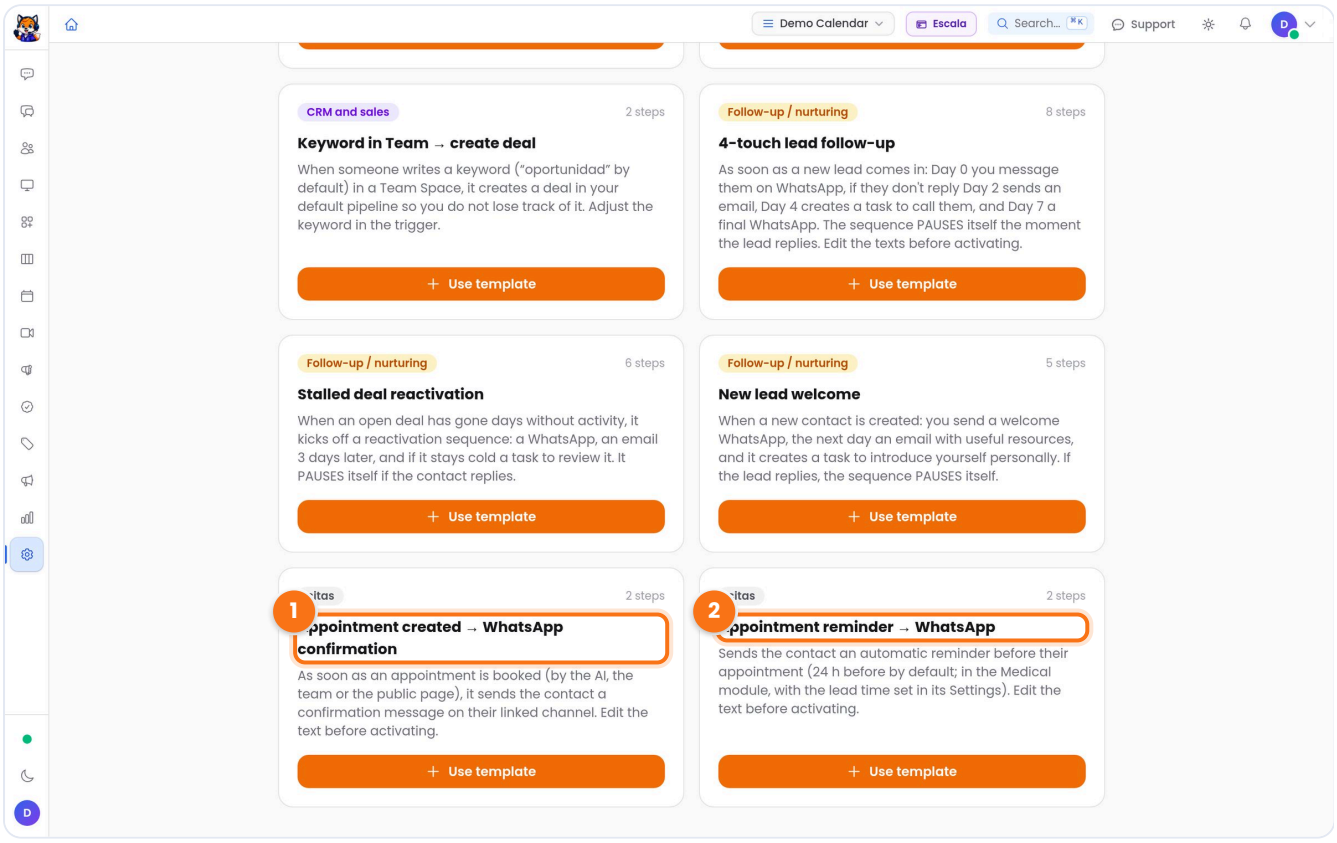
08

CHAPTER 8

Confirmations and reminders

Automatic messages so nobody forgets.

Since Oct 25, 2026 Omnifox confirms and reminds on its own, no workflows: WhatsApp confirmation on booking (date, time, place and the customer's link to change or cancel) and a reminder 24 hours before with **Confirm** and **Reschedule** buttons (or replying 1 or 2). Set it in the calendar's three dots → Settings → **Notices**, which also has "Prepare templates" (WhatsApp requires Meta-approved templates if the customer has not written in 24 h), auto-closing past appointments, posting to a Team space and the iCal address. The Workflows templates are for anyone who wants their own text: if you use them, turn the built-in notice off.



In **Workflows** → **Templates**, the two appointment ones.

1. Confirmation on booking (by the AI, the team or the public page).
2. Reminder 24 hours before, over the customer's linked channel.

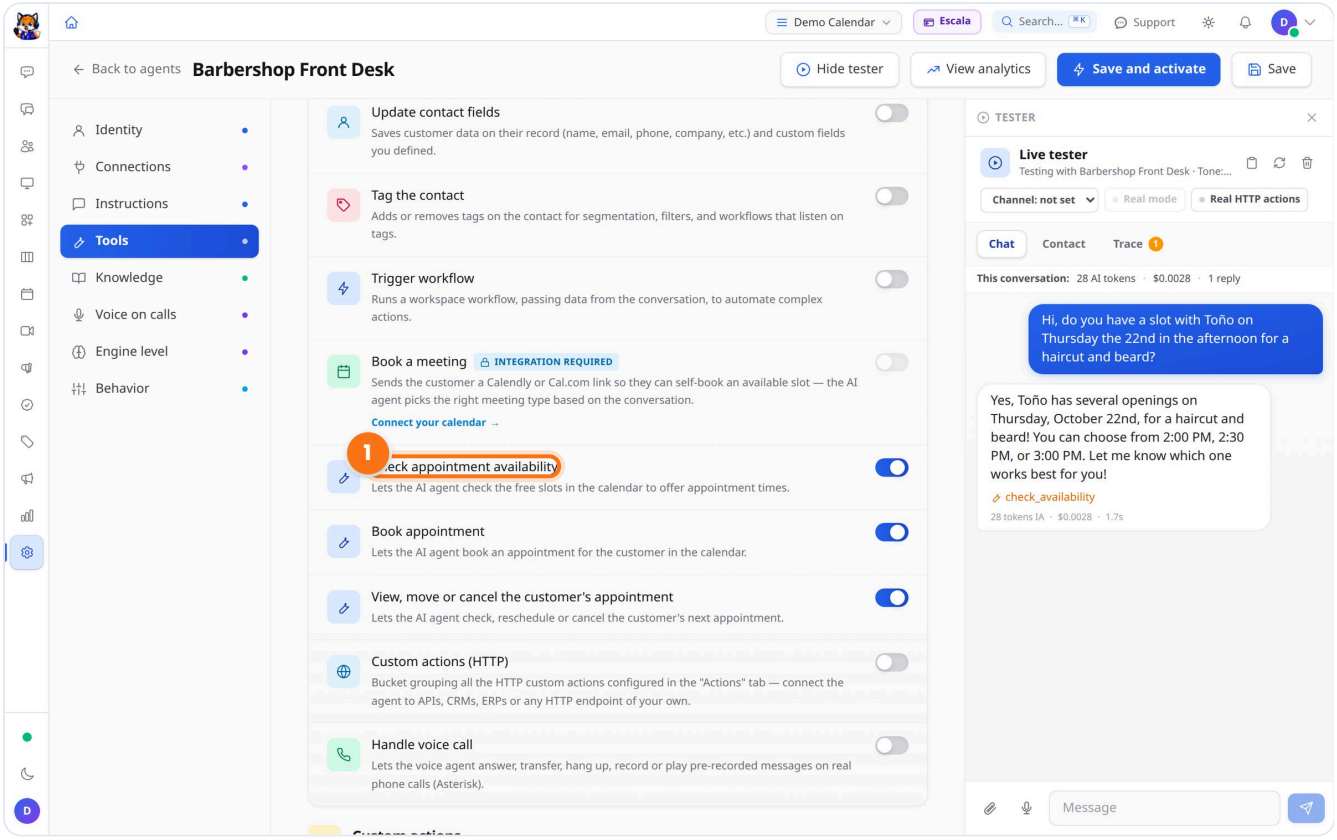
1. Click **Use template** on the template.
2. It is created turned off: review the message text.
3. Switch it on when ready.

09

CHAPTER 9

Booking with an AI agent

The agent checks real availability and books in the chat.



The «Barbershop Front Desk» agent with its booking tools and the tester.

1. **Check appointment availability** and **Book appointment** switched on.
2. It checked Toño's real schedule and offered his free times.

Ask in its instructions to check availability before offering times and to book only when the customer confirms. If the customer names a person, the agent looks at their schedule. In the tester booking is simulated; in a real conversation the appointment goes into the calendar with the chat's contact. More in the AI Agents guide.

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CHAPTER 10

Frequently asked questions

What people ask most.

Does it sync with Google Calendar?

Each calendar connects to one Google account: Omnifox appointments are written to Google and busy time in Google is not offered. It is one-way: what you change in Google does not come back to Omnifox.

Can I run classes or groups?

Yes: set a capacity above 1 on the service or tick “It is a class or group” when creating the appointment.

What about appointments on holidays?

The booking page and the AI do not offer those days; your team can still book by hand if needed.

Can the customer cancel or reschedule on their own?

Yes: with their self-service link (sent in the confirmation, email and WhatsApp) they can confirm, change date or time or cancel; with the reminder buttons; or over chat with an AI agent. The service’s cancellation deadline applies: past it they cannot move it, and if they cancel anyway it is marked late.

What if the day they want is full?

The booking page offers “Let me know if one opens” (and the AI can add them). If an appointment that day is cancelled or moved, the first three get the booking link. The list is in Reports → Waitlist.

Where do I see how many appointments happened?

In Manage → Reports: occupancy, statuses (no-shows, cancelled, late), source, professional and service, with CSV export. Past appointments nobody marked close themselves as completed after 48 hours (adjust it in Notices).

Can I put booking inside my website?

Yes: in Booking links use “Copy embed” and paste the code into your site.



Need help?

Write to us from **Support**, top right in Omnifox, or watch the video tutorial on the Omnifox YouTube channel. More at omnifox.io.