Book Event Automation

Automate the booking of service appointments from your CRM.

CITY connect

Data Mapping

Common Message Model

ERP CRM Portal
- Time/Room List
- Request Date
- Time/Room
- Events

Data Mapping
- Time/Room List
- Date
- Time/Room
- Events

Appt Calendar Recreation CIS CMMS

New Event
Confirmation
Time/Room List

Data Mapping

Scheduled Query

Date
Time / Room

New Events
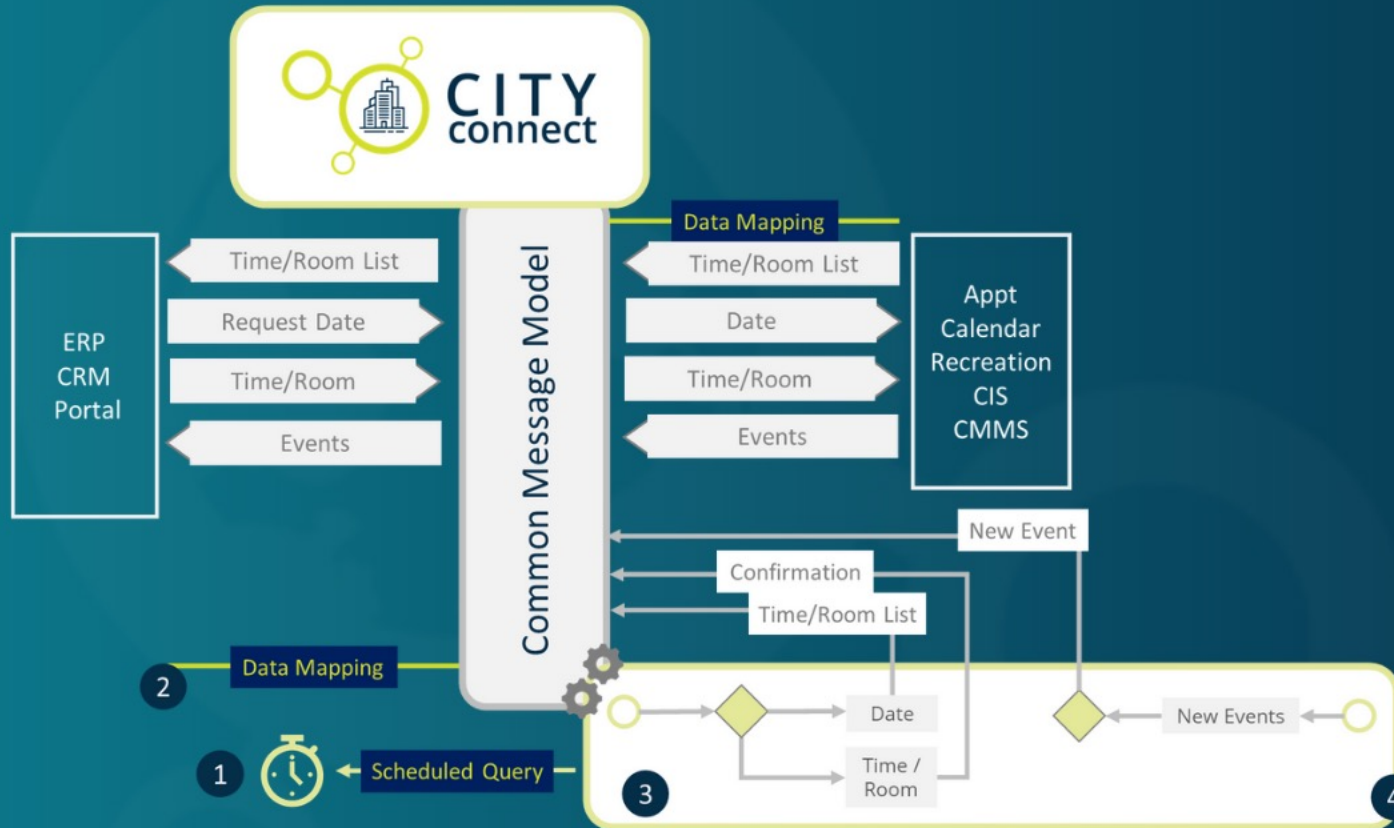
1. The Automation performs a Scheduled Query against the calendar object in your ERP, CRM, or Portal.

2. Date / Room / Service requests are mapped to the Common Message Model.

3. When a date is requested against a room or service, return a list of available rooms / service appointments and corresponding times. If a time and room /service appointment is indicated and is available, book the room / service appointment and respond with a confirmation.

4. Bookings directly in your appointment, calendar, recreation system, utility billing system, or maintenance management application are available as an event stream and can pre-populate the calendar in your ERP, CRM, or Portal.