What Is This?

Pixalink sends messages when a booking is made, approved, rejected, cancelled or coming up. You can change the WhatsApp wording to sound like your business. You can also switch off any message you don't need.

Video Walkthrough

Watch the video: https://www.youtube.com/watch?v=9tT4QRvKOOw

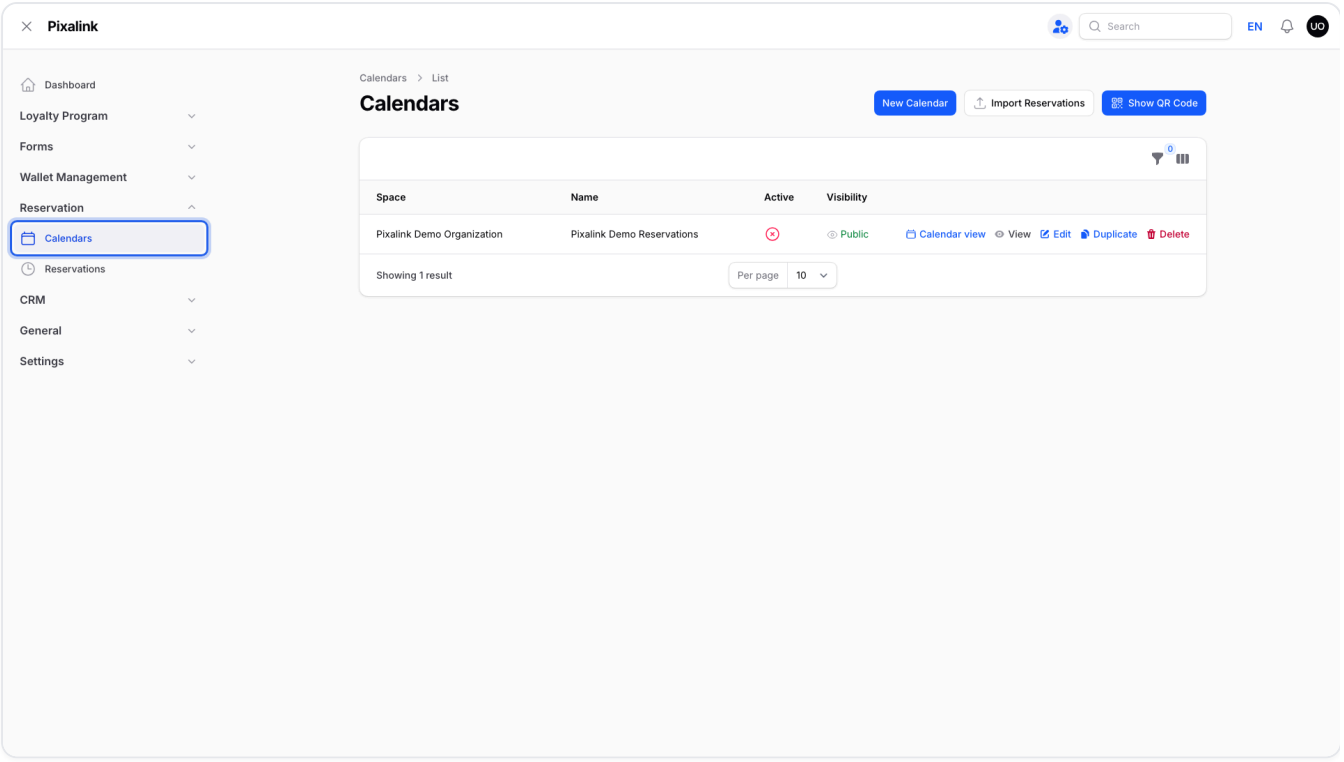
Music: "Carefree" by Kevin MacLeod, licensed under Creative Commons Attribution 4.0.

Real-Life Example

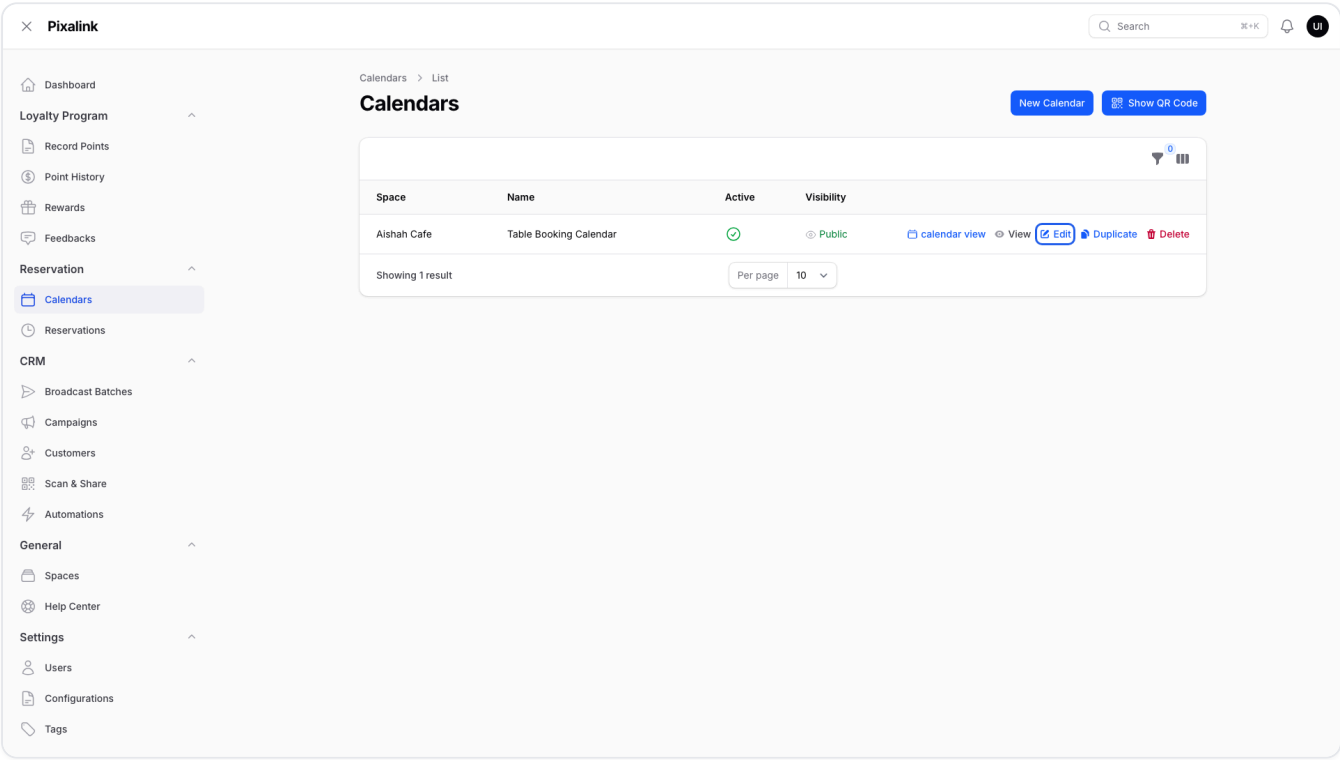
Ahmad runs a family restaurant in Kuantan. The standard confirmation was plain, so he added "Please arrive 10 minutes early. Terima kasih!" He sent a test to his own phone first. After he was happy, he saved.

How to Set It Up

1. Go to **Admin Panel → Reservation → Calendars**.



2. Click **Edit** on your calendar.



3. Open the **Notifications** tab.

4. Under **Channels**, tick how you want to reach customers: Email, SMS, WhatsApp or Web Push. Pick at least one. A greyed-out channel isn't set up for your business yet.

5. Find **Notification Settings**. Messages for customers are under **Notification for Customers**. Messages for your own team are under **Notification for Vendor**.

6. Click the message you want to open.

7. Switch **Enabled** off to stop it, or leave it on.

8. Edit the **Message** box. Use the variables panel beside it (click **Show Variable** if it's hidden) to add details like the customer's name or date. The **Preview** shows how it reads.

9. Click **Send Test Notification**.

10. Enter your **Phone Number** and send.

11. Click **Save changes**.

To go back to Pixalink's original wording, click **Reset To Default** inside that message. It also switches the message back on. Click **Save changes** afterwards to keep it.

Which Messages Appear

The list depends on **Requires Approval Before Reservation**. Calendars with approval also show Approved and Rejected messages for customers, and extra messages for your team. See Why Some Calendars Have More Reservation Notifications Than Others (https://kb.pixalink.io/articles/why-different-spaces-show-different-reservation-notifications). Payment messages appear only if the calendar takes online payment.

Good to Know

- Your wording is used for WhatsApp messages sent from a connected WhatsApp number. Email and SMS always use Pixalink's standard text.
- Switching **Enabled** off stops that message on every channel.
- **Send Test Notification** needs a connected WhatsApp number. Otherwise it is greyed out.
- On the official WhatsApp number, customer messages use a separate template that Meta must approve. You edit it in the **Official WhatsApp template** box under each message. Until it is approved, the message goes out as plain text from your other WhatsApp number. See How to Get Your WhatsApp Notification Templates Approved (https://kb.pixalink.io/articles/how-to-get-your-whatsapp-notification-templates-approved).
- To change when reminders go out, see How to Set When Reservation Reminders Are Sent (https://kb.pixalink.io/articles/how-to-set-when-reservation-reminders-are-sent).

Need Help?

Reach out to our support team. We're happy to help you get started.

What's Next?

- How to Send Reservation Alerts to Your Staff WhatsApp Group (https://kb.pixalink.io/articles/how-to-send-reservation-alerts-to-your-staff-whatsapp-group)
- How to Set When Reservation Reminders Are Sent (https://kb.pixalink.io/articles/how-to-set-when-reservation-reminders-are-sent)

▶ **Video transcript: Edit the Booking Messages Customers Receive**