

How to Send Reservation Alerts to Your Staff WhatsApp Group

What Is This?

You can link a WhatsApp group to your booking calendar so your team gets a message the moment a customer books. No more missed bookings or empty chairs — your front desk sees every reservation in the group chat they already check all day.

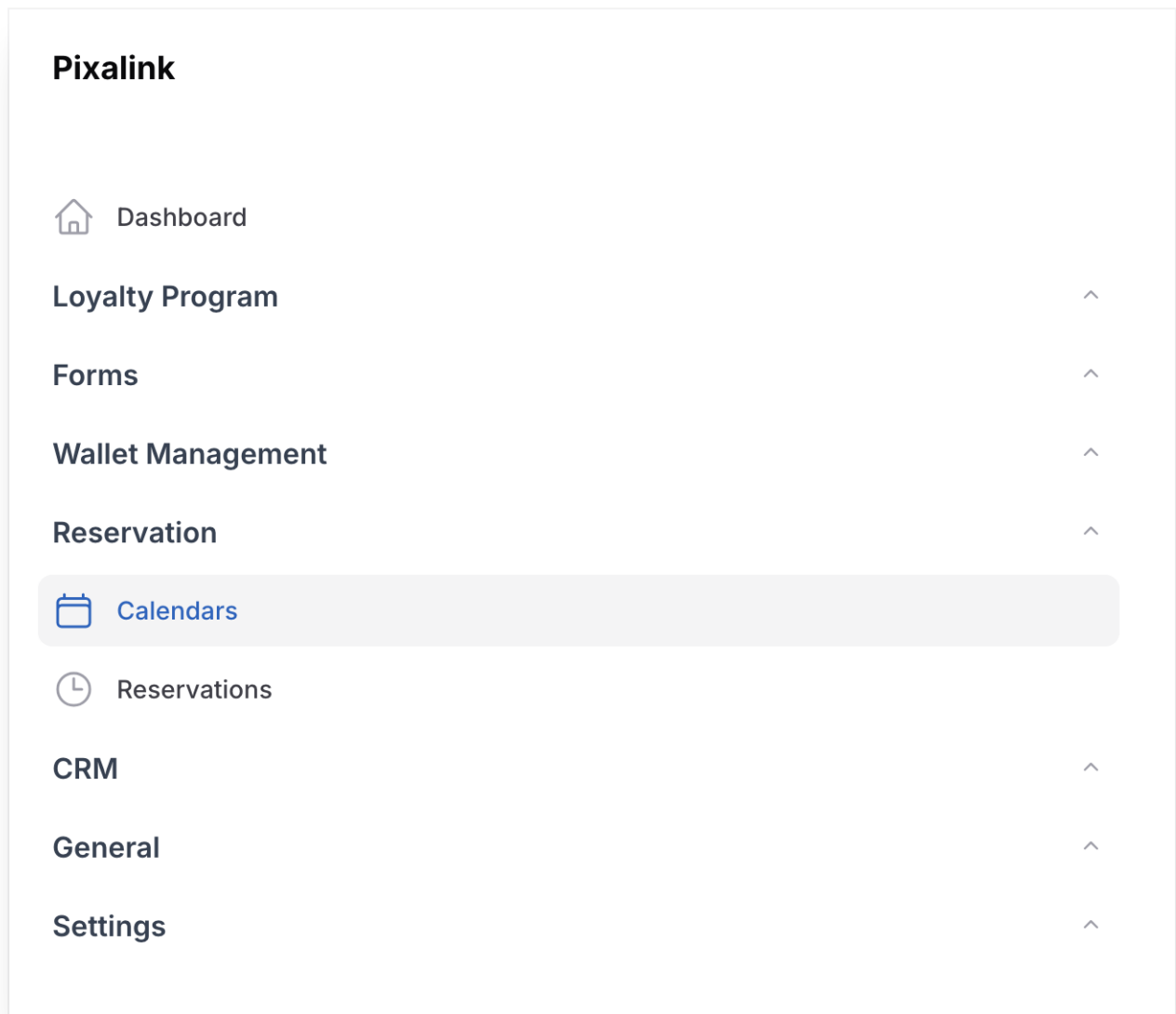
Real-Life Example

Wei Lin runs Glow Salon in Mont Kiara and takes bookings online so the chairs stay full. The problem was her front desk only saw new bookings if they logged into the system. A few got missed, and one busy Saturday two customers were booked into the same slot. Wei Lin linked her "Glow Salon Front Desk" WhatsApp group to the salon's booking calendar. Now every new booking lands in the group chat straight away. Her team preps the station in time, and the double-bookings have stopped.

How to Set It Up

Before you start, make sure your WhatsApp is connected to Pixalink and that your Pixalink number has been added to your staff WhatsApp group. The group only shows up if your number is already a member.

1. Go to **Admin Panel** → **Reservation** → **Calendars**, then open the calendar you want.



2. Open the **Notifications** tab and tick **WhatsApp** under **Channels**.

Channels

☐ Email
Email is free and default channel

☐ SMS
Please contact our customer support if you need to use SMS

☒ WhatsApp
Notify your customers via WhatsApp.

3. In the **Notify Group** section, pick your team's group under **WhatsApp Group**. You can leave **WhatsApp Numbers** empty to let Pixalink choose a connected number for you.

Notify Group

WhatsApp Numbers

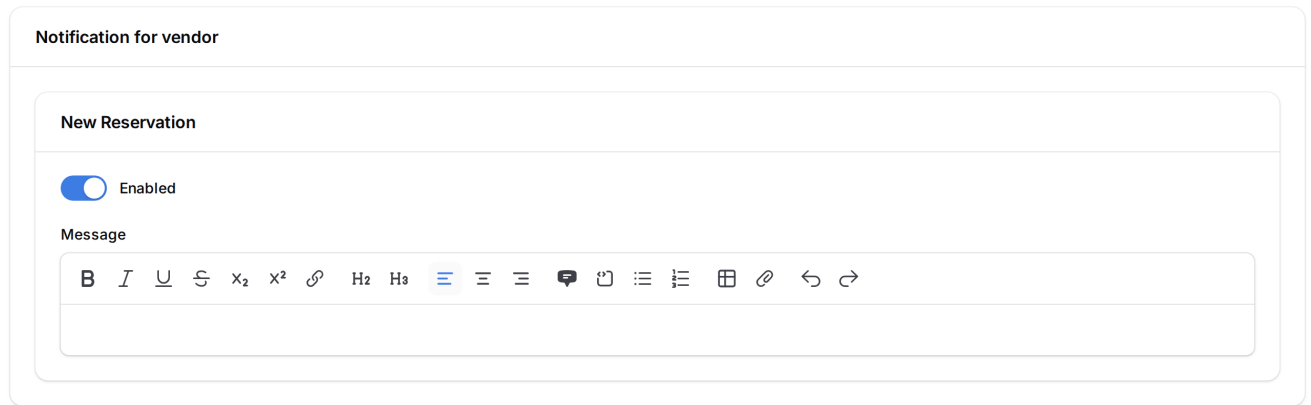
+60 12-345 6789

Select WhatsApp numbers for this calendar. Messages will rotate between selected numbers. If none selected, the system will automatically rotate between all available numbers.

WhatsApp Group

Glow Salon Front Desk

4. Scroll to **Notification for vendor**, turn on **Enabled** for the alerts you want such as **New Reservation**, then click **Save**.



Notification for vendor

New Reservation

☒ Enabled

Message

B I U x₂ x² H₂ H₃

What Your Customers Will See

Customers don't see anything new on their side. They do feel the result, though. Because your team acts on bookings right away, customers get faster confirmation and a smoother visit, with no double-booked slots. Each staff message shows the customer's name, the date, the time, and the number of people.

Good to Know

- Your Pixalink number must already be in the staff group, or the group won't appear in the list.
- Staff alerts and customer alerts are separate — staff alerts live under **Notification for vendor**.
- You can reword any alert, or reset it back to the default message.
- Use **Send Test Notification** on an alert to check the message before you go live.
- You can pick more than one group if different teams need the same alerts.

Need Help?

Contact our support team and we'll help you set up your staff alerts.

What's Next?

- [How to Create a Calendar](#)
- [How to Send Calendar Notifications to a Specific Outlet](#)
- [Why Different Spaces Show Different Reservation Notifications](#)