what is Live Booking?

live call answering and appointment booking
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What is Live Booking?

Live Booking is a live call answering service that’s fully integrated with your Setmore account. We answer your business phone and help your customers book appointments directly to your Setmore calendar.

Who it’s for

Live Booking is ideal for small businesses and solo entrepreneurs who simply can’t afford to miss client calls, or let client calls go to voicemail. In short, all sorts of businesses can find an essential tool in Live Booking:

- Barber shops, salons, spas, massage therapists
- Consultants, creatives, freelancers, salesmen
- On-site service and repair technicians
  ...and more.

Who are the receptionists?

All Live Booking receptionists are based in the USA and have years of experience in customer service, ensuring that you get high-quality responses to your customer calls every time.
How the subscription works

Your billing cycle starts the day you sign up, and automatically renews every month thereafter to ensure continued access to your Live Booking number. On average, we can book about 20 appointments in 90 minutes, but this will of course vary between accounts.

$1 to start, then $89/month

- 90 minutes per billing cycle
- +$1.25/minute after 90 minutes
- Calls under 30 seconds are FREE

To add a Live Booking subscription:
In your Setmore account, click the shield icon in the left navigation bar.
https://my.setmore.com/premium#premiumproducts

Pieces of your account

These are the pieces of your Live Booking subscription. We’ll go over each one over the next few pages:

- Resource menu
- Your Live Booking phone number
- Minutes and Messages dashboard
- Email receipts
- Your Setmore calendar

💡 You heard it here, folks: Setmore is the only online appointment scheduling calendar with a fully integrated live call answering service.
The Resource Menu

The resource menu gives you tools and information to help you get the most out of your Live Booking subscription. To access the menu, click the shield icon from the left navigation bar and select Live Booking.

**Setmore Live Booking**

- **Your Number**: (555) 123-1234
  - Have clients call your number to book appointments

- **Already have a phone number?**
  - Send calls from an existing number to our receptionist

- **Minutes used and messages**
  - Check how many minutes you’ve used this month

- **Support**
  - FAQs and tutorials to get you started

**Your Number** – This is the number your customers will call to reach a Live Booking receptionist. It’s unique to your business and you can use it immediately.

**Already have a phone number?** – Learn how to forward your calls to Live Booking. Instructions vary based on your phone carrier, but you can learn more on Page 7.

**Minutes used and messages** – A dashboard that shows detailed call summaries and service usage graphs.
Your Live Booking Number

The moment you sign up for Live Booking, you’ll be issued a phone number that’s unique to your account. The number is activated instantly, so share it with your customers or post it on your website to start taking calls.

Your Live Booking number:

(555) 123-1234

Simply share this number with your customers to start getting appointments.

Add your number to:

☑ Your website
☑ Your email signature
☑ Your online ads
☑ Your business cards

Already have a business number?

See our instructions for call forwarding instead

Make a test call

You can make a test call to see what the experience is like for your customers, and we highly recommend you do! Simply call the number and pretend to be a customer. At any time you can tell the receptionist, “This is a test call, thank you.” It’s a standard procedure for our team.

💡 Pro Tip: If you’re not satisfied with the test call, you can book a 1:1 call with a Live Booking expert who can fine-tune the experience for your customers.
Call forwarding

With Call Forwarding activated, calls to one number will instead ring to another phone number of your choosing. As a Live Booking subscriber, you can either use your Live Booking number as your primary business phone (all calls will go to our receptionists), or you can forward your existing business number to your Live Booking number.

Forward calls from a current number

Call forwarding automatically transfers all calls from your current business number to your Live Booking number. Enable or disable anytime.

Select your carrier for step-by-step instructions:

- AT&T
- verizon
- metroPCS
- T-Mobile
- cricket
- Sprint

Setmore gives you step-by-step instructions for how to forward your calls, depending on your phone carrier, in the resource menu.

⚡️ Pro Tip: For iPhone and Android users, you can forward calls using the hardware settings on your phone. Click to learn more.

https://support.setmore.com/live-booking/forward-your-calls
Minutes and Messages

The Minutes and Messages dashboard gives you detailed call summaries for every call we receive. You’ll see a line-by-line breakdown for the customer’s name, number, when they booked an appointment, and any questions from the caller if applicable.

Clicking on Usage will bring up real-time data about your account. This will show you a line graph of all calls, minutes used, and average call duration over a specified date range.

⚡ Pro Tip: Calls under 30 seconds are free and don’t count towards your 90 minute total each billing cycle.
Email Receipts

Call summaries will be emailed to your inbox for each customer call. You’ll be notified in the summaries if the caller had any questions, messages, or requested a call back. And of course, you’ll be able to see when they booked their appointment. Easy peasy.
Your Setmore Calendar

This is where any appointments scheduled by your Live Booking receptionists will appear. Click on an appointment to bring up the details menu, then scroll to “Booked From” to verify its source.

Live Booking receptionists use a designated “agent view” that lets them find the best appointment time for your customers. You as the account holder will still have total control over your service offerings and staff working hours.

**Pro Tip:** You can still use & book your Setmore calendar while also receiving appointments from Live Booking receptionists.
What’s Next?

Explore Live Booking support articles

Still have questions? Browse through some of our support articles to learn the ins and outs of the Live Booking product and read frequently asked questions from other users.

https://support.setmore.com/live-booking

Sign up for Live Booking

You’ll have instant access to your Live Booking number and can start taking calls right away. Try it out for just $1, and experience first-hand the value it can deliver to your business.

$1 to start, then $89/month
+$1.25 per min after 90 minutes
Calls under 30 seconds are free!
Cancel anytime, resume anytime

To add a Live Booking subscription:
In your Setmore account, click the shield icon in the left navigation bar.

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