Automatically fill last-minute cancellations

> *“When someone cancels 24 hours out, I have to frantically text people to try and fill the spot.”*

Category: scheduling **Setup Time:** ~15 minutes **Estimated Hours Saved:** 2 hrs/week **Direct Software Cost:** $0 / month

SOLUTION SUMMARY

Use the automated waitlist feature in your booking software. When a client cancels, the software immediately emails or texts the people on your waitlist offering them the slot on a first-come, first-served basis. This recovers revenue that would otherwise be lost, with no staff involvement once it is on, keeping your calendar full and your waitlisted clients happy.

REQUIRED TOOLS & DIRECT WHOLESALE UTILITIES

- **Mangomint: (paid)**
- **Jane App: (paid)**
- **Fresha: (paid)**

STEP-BY-STEP APPLICATION INSTRUCTIONS

1. **Enable waitlists**
   Go to your booking software settings and ensure 'Allow clients to join waitlist' is turned on.

2. **Configure the automation**
   Set the system to automatically notify waitlisted clients when a spot opens up matching their preferences.

3. **Promote the waitlist**
   When you are fully booked, ensure your booking page clearly prompts users to 'Join the Waitlist' rather than just showing no availability.

4. **Let the system work**
   When a cancellation happens, do nothing. Let the software send the alerts and fill the gap.

5-POINT QUALITY VERIFICATION PROTOCOL

[ ] **Carrier & Webhook Test:** Confirm webhook listener receives test payload and returns HTTP 200 within 500ms.
[ ] **End-to-End Simulation:** Execute live test event from personal device and verify SMS/email delivery.
[ ] **Anti-Spam & Rate Limit Check:** Verify repeated submissions do not trigger duplicate messages to clients.
[ ] **Direct Ownership Audit:** Confirm all API keys, accounts, and credentials belong directly to your practice.
[ ] **Staff Notification Verification:** Verify practice manager/receptionist receives real-time push alert with dial link.

FREQUENTLY ASKED QUESTIONS

Q: What if two people try to claim it?

A: Modern systems handle this gracefully. The first person gets it, and the second is told the spot was just taken.

Q: Does Mangomint or Boulevard include automated waitlists in their base pricing?

A: Mangomint includes automated waitlist SMS notifications natively in its standard subscription (/mo), while Boulevard offers cancellation recovery within its core booking engine.