

5.4 Tips & troubleshooting

- **Customer with no contact:** a customer must have **phone or email** (at least one). With no contact, the appointment still saves, but the customer isn't created/linked and gets no notifications.
- **Phone numbers:** stored in international format (E.164). Use the country selector in the phone field to get the right dial code.
- **Customers aren't shared across businesses** — each business has its own base.

“ ? **Scenario:** a customer booked online with their email and later called and booked by phone. The system detects the **duplicate** (same name/contact in different records) and shows the badge — do a **merge** (5.2) to keep one unified history.

Next: [Messages & notifications.](#)

Revision #1

Created 2026-06-23 22:33:32 UTC by Admin

Updated 2026-06-23 22:33:32 UTC by Admin