

6.5 Tips & troubleshooting

- **"Messages don't go out"**: check the **channel** (Email/SMS) is on, the customer has that channel's contact, and there's still **allowance or credits** (6.3). Each appointment's notification history (3.3) shows the status: Sent / Failed / **Skipped** (with the reason).
- **SMS "Skipped"**: no balance, or the SMS reminder was skipped because the appointment was already confirmed by send time.
- **Email goes to spam**: ask customers to add the sender to contacts; the content is sent in a branded HTML template.
- **No keys configured (test environment)**: sends are only logged as "Failed" without sending — normal without the Email/SMS keys.

“ ? **Scenario**: you want to cut no-shows. Turn on the **Reminder** by email 24 h before and, optionally, by **SMS** 3 h before; include the `/c/{token}` link so the customer confirms with one tap.

Next: [Customer payments](#).

Revision #1

Created 2026-06-23 22:33:35 UTC by Admin

Updated 2026-06-23 22:33:35 UTC by Admin