

Prerequisites

Activity Trigger and Activity Types:

Activity triggers automatically create activities based on selected **activity types**.

In the context of reservations, activity triggers can be used to automatically generate internal follow-up tasks or operational records when a booking event happens. **Note also that the activity type has automatic triggers for emails.**

Examples:

- Create a confirmation activity when a venue booking is submitted.

How activity triggers work

An activity trigger listens for a defined event or condition, then creates an activity using the configured activity type.

This helps automate internal processes and reduces the need for manual follow-up.

Recommendation

Before creating amenities, confirm that:

- The required **activity types** already exist
- The correct **activity triggers** are active
- The trigger logic matches your booking workflow

New Activity Type

Activity Type Name *
Theater Booking Confirm

Parent
Booking and Reservation x

Color *
Select Color

Default Responsible
admin

Description

Active
Yes

Email Templates ⓘ
Theater booking is confirmed x

Image
No image selected [Add Image](#)

Submit

Note: You can create a Parent/Child relationship on the activity type.

Email Templates

Email templates are used to send automated notifications related to reservations.

Typical templates include:

- **Visitor confirmation email** - sent to the person requesting or creating the booking
- **Administrator notification email** - sent to admins or assigned staff when a booking is created, updated, approved, or cancelled

Depending on your workflow, you may also want to prepare templates for:

- Booking approval
- Booking rejection
- Booking reminder
- Booking cancellation
- Booking reschedule or update

Why email templates matter

Without the correct email templates, users and administrators may not receive important booking updates. This can lead to missed reservations, approval delays, or confusion about the booking status.

Best practice

Create and test all email templates before enabling the amenity for live use.

New Email Template

Title *

Theater booking is confirmed

Email Template *

Visual Text

Add Media Paragraph **B** *I* U ABC

Aloha,

We have received and confirmed your booking.
Kindly keep your communications open for any updates.

Booking Details

[booking_details_email_content]

Mahalo,
Starlink

Active

Yes

Save Email Template

Note: Shortcode [booking_details_email_content] will return the reservation details. For example the name and amenity.

Revision #7

Created 7 April 2026 17:18:23 by Admin

Updated 7 April 2026 21:03:25 by Admin