Microsoft Bookings Lifecycle

Phase		Lifecycle Details
Discovery	What	Microsoft Bookings is an O365 app that allows businesses to provide services to customers on an appointment basis.
	Who	Anyone with a scranton.edu account can request access through the Technology Support Center. Bookings can be enabled for the entire organization or specific users. A3 License users do not need to request access.
	Where	Bookings has 3 primary components: a customer facing, web-based scheduling page, a web app for owners/admins to define schedules/hours/services/appointments, a mobile app for owners/admins to view appointments/customers and manually create bookings
	When	If no mechanism to schedule an appointment for service/support exists, Bookings could be used. It should not replace existing systems like Facilities Work Order. (Bookings is currently being used at TSC to limit foot-traffic and maintain distancing protocols for frequently needed services.)
	Why	Provide service or support through preset appointments
	How	In a web browser or via mobile app
Create		Bookings is user-provisioned. Users populate relevant information for services, employee hours, business hours, scheduling policies, costs (if any) and then publish the public-facing page where customers can schedule appointments. Each new Bookings calendar creates a corresponding mailbox in Exchange.
Active	Application	Web based only; visit portal.office.com
	Resources	https://docs.microsoft.com/en-us/microsoft-365/bookings/bookings-faq?view=o365-worldwide
	Permissions	Bookings requires at least one admin/owner. Admin privileges can be assigned to others in the Bookings console
	Features	Bookings includes a web-based booking calendar and integrates with Outlook to optimize your staff's calendar and give your customers flexibility to book a time that works best for them. Automated notification emails reduce no-shows and enhance customer satisfaction, and organizations save time with a reduction in repetitive scheduling tasks. With built in flexibility and ability to customize, Bookings can be designed to fit the situation and needs of many different parts of an organization. The Bookings calendar is a mailbox in Exchange Online. Staff are assigned randomly to appointments
	Security	Bookings currently requires login/authentication to schedule appointments
Retire		Users of Bookings should: • Conduct semi-annual reviews of Bookings to confirm appropriate membership, services offered and ongoing use • Remove outdated services • Unpublish unused Bookings sites
Dispose / Archive		Users conduct semi-annual reviews of Bookings, deleting retired services that no longer serve a purpose and unpublishing sites that are no longer in use. Once a booking calendar is deleted, additional information (logos, hours, etc.) is also permanently deleted and can't be recovered.