

Offer Queued and Recurring Services Through the Online Scheduler

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Overview

Not every service needs an exact appointment time the moment a customer books.

For recurring, subscription, and route-based services, your team may need to collect the customer's preferred service date first and determine the exact route, Service Agent, and arrival time later.

The same approach can also be useful for one-time services. You may choose to queue a standalone appointment so your team can decide where it fits best in the day's schedule before assigning a Service Agent and confirming the final time with the customer.

The Online Scheduler supports both workflows by allowing customers to choose a service date without reserving a specific time slot. This gives customers the convenience of online booking while preserving the scheduling flexibility your team needs.

This article will review:

- When Date-Only Booking Makes Sense
- What Your Customer Experiences
- Set Up the Service Around How Your Business Actually Schedules
- From Online Booking to Your Daily Route
- A Few Things to Keep in Mind

When Date-Only Booking Makes Sense

Date-only booking is especially useful when **you want customers to choose when they need service, but your team needs flexibility to decide how that work fits into the day's schedule.**

That's common for businesses that build routes around factors like:

- Customer location or GeoZone
- The number of appointments waiting for service
- Available Service Agents or teams
- Service duration
- Required skills or resources
- Existing appointments already on the calendar

For example, a pest control company may know that a customer wants service on Thursday without knowing whether they'll be the first, fourth, or eighth stop on Thursday's route. Instead of requiring your office to determine that before the customer can book, the Online Scheduler captures the service request first. Your team can organize the day's appointments afterward.

This can be a good fit for:

- Recurring lawn, pest, pool, cleaning, or exterior services
- Subscription services delivered on established service days
- Seasonal services that are grouped geographically
- High-volume services that are routed in batches

The customer chooses the service day. Your team decides how that appointment fits into the route.

Date + Time Booking vs. Date-Only Booking

	Traditional Booking	Queued / Route-Based Booking
Customer chooses	A date and available time	A service date
Time reserved immediately	Yes	No
Service Agent assigned at booking	Yes	No
Your team does afterward	Little or no additional scheduling	Routes and finalizes the appointment
Best suited for	Estimates, repairs, consultations, and other time-specific visits	Subscription, recurring, seasonal, and route-based services

What Your Customer Experiences

For these services, booking is intentionally simpler than a traditional appointment.

When the customer reaches the scheduling step, they'll choose a **service date**, but they won't be asked to select a time. If this is a recurring service, they'll see their visit schedule next to the calendar listing all visits in the series.

Pick Your Date

Weekly Pest Control

Pick the date you'd like to start — we'll keep you on the same schedule from there.

We'll arrange a time that works for you and reach out to confirm the details.

August 2026

● Soonest opening: Fri, Aug 7

Jump to it

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

● Available

Questions about scheduling? Call (972) 555-0199

Your Visit Schedule

11st VisitSTART
Friday, August 7

22nd Visit
Friday, August 14

33rd Visit
Friday, August 21

44th Visit
Friday, August 28

55th Visit
Friday, September 4

66th Visit
Friday, September 11

77th Visit
Friday, September 18

88th Visit
Friday, September 25

That's because the appointment hasn't been assigned to a specific Service Agent or place in the day's route yet. After the booking comes in, your team can finalize those details using the same scheduling workflow you already use for queued appointments.

Set Up the Service Around How Your Business Actually Schedules

The Online Scheduler uses the scheduling settings already configured for your service to determine what the customer sees when they book.

Navigate to: **Control Panel > Services > Edit Service**

Two settings are especially important for date-only booking:

- **Scheduling Mode** determines how the service is scheduled, including whether it is part of a recurring, subscription, or route-based workflow.
- **Queued** marks the service as a queued service. This can be useful even for a standalone, one-time appointment when you want the customer to choose a service date without reserving an exact time.

Scheduling

Scheduling Mode

Recurring ▼

Service Role*

Service ▼

☒ Queued

For example, you might offer a one-time treatment that customers can request for Thursday, then let your office decide later where that appointment fits into Thursday's schedule.

For recurring or subscription services, the scheduling mode determines how the series is created and which future service dates are included. Those appointments can also be queued so your team can finalize the exact timing as each service date approaches.

You don't need to create a separate version of the service specifically for the Online Scheduler. Configure the service to reflect how your business actually schedules the work, and the scheduler uses those settings to shape the booking experience.

For a deeper look at the differences between these options, see [Service Settings: Scheduling Mode](#).

From Online Booking to Your Daily Route

Once the customer submits their booking, the appointment remains available for your team to schedule. You can assign it manually or, if you use Fleet Routing, include it with other queued and scheduled appointments when building your routes from Calendar Day View. That creates a useful separation between two decisions:

The customer decides: "Thursday works for me."

Your team decides: "Here's the most efficient way to service our Thursday customers."

Once the route or schedule is finalized, assign the appropriate Service Agent or team and communicate the finalized appointment details to the customer.

A Few Things to Keep in Mind

Seeing time slots when you expected date-only booking?

Start by reviewing the service's Scheduling Mode in **Control Panel > Services**. The customer's scheduling experience is driven by how the service itself is configured.

Don't promise an exact arrival time too early.

The customer selected a date, not a specific time. Keep confirmations and follow-up communications aligned with that until your team has finalized the schedule.

Test more complex packages before promoting them.

If you offer packages that combine services with different scheduling behaviors, run through the customer booking experience first. Make sure the dates, messaging, and follow-up workflow make sense together before linking customers to the package.
