Acuity Scheduling Extension

Video Link of detail functionality: https://youtu.be/ZrMtQih7bIY

Description about extension:

This is acuity scheduling extension, we created this extension to sync events of CRM with acuity scheduling account of working hours. When a record will be created in events module of Zoho CRM it will also appear on calendar of acuity scheduling of working hours. Similarly on update or deletion of event from CRM, it will update or delete event from acuity scheduling.

Steps to Install Extension in System:

Click this link in same browser where you already logged in CRM:

https://crm.zoho.com/market/installPrivatePlugin.do?portalName=projects&nameSpace=zasi&versionIndex=3838564000000257001

Click to agree terms and conditions:
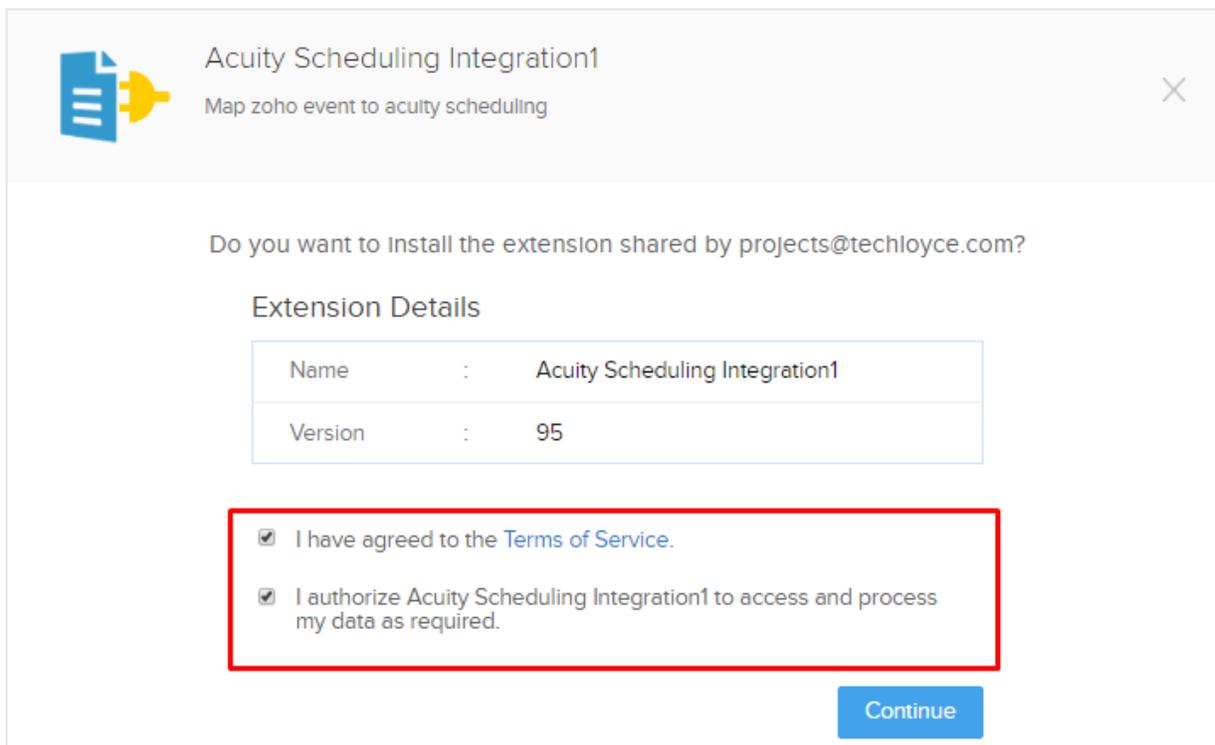
After that click on **Continue** button, it needs **"User_Id"** and **"API_Key"** of acuity scheduling account to configure this extension completely. To get user Id and API key of acuity scheduling account please login to your acuity scheduling account and follow these instructions:

1- Click on **"Business Settings"** tab and then on **"Integrations"** link appearing on left bar:
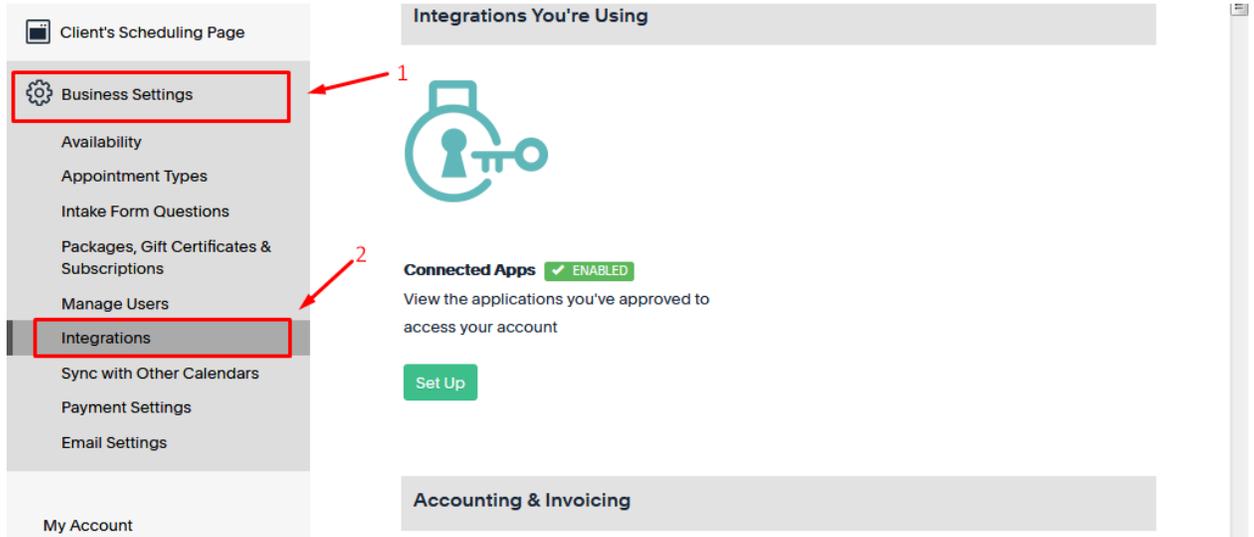
2- Click on "**API**" link from integration section and then click on **view credentials** link from API section:

Copy and Paste these keys in Extension settings:

After submitting credentials of acuity in Zoho it will be setup for that Zoho system.

Key features of this extension:

1- Add Event:

This is one-way integration from Zoho CRM to acuity scheduling. First of all go to Zoho CRM activities module create an event, select **"Event Type"** that is mandatory to syncing because in this field all of event types are appearing for that you are booking appointment, its default and mandatory option in acuity scheduling account. After that select day and time of working hours, working days and hours should already setup in acuity account, it does not accept or create any event other than working days and hours that is default behavior of the acuity scehduling, which has been already setup in acuity scheduling account of your company. Also event's specific time duration should be mentioned in acuity scheduling, when event will be created by following above rules then it will automatically create an event in acuity scheduling of the same time for defined duration. A link of acuity scheduling record will be generated and will be saved in event record field "**Acuity URL**". You can click on that link and redirect to acuity scheduling to access event.

2- Update / Delete Event:

Similarly, when event will be updated in CRM either date or time it will be changed in events it will update acuity scheduling calendar accordingly. So, deletion of event will also work similarly as updating of event.