Automate Your Waitlist in Mangomint

> *“Frantically texting clients when someone cancels last minute in Mangomint.”*

Category: scheduling **Setup Time:** ~15 minutes **Estimated Hours Saved:** 2 hrs/week **Direct Software Cost:** $0 / month

SOLUTION SUMMARY

Turn on Mangomint's built-in waitlist feature and its automated SMS notifications so that when a client cancels an appointment last minute, waiting clients on your roster are offered the open slot right away without anyone on your staff picking up a phone. This automated flow recovers appointment revenue that would otherwise be lost, removes the manual phone calls, and keeps your service calendar full.

REQUIRED TOOLS & DIRECT WHOLESALE UTILITIES

- **Mangomint:** **(paid)**

STEP-BY-STEP APPLICATION INSTRUCTIONS

1. **Enable Waitlist Feature**
   Go to Settings > Scheduling in Mangomint and toggle on the automated waitlist option.

2. **Configure Auto-SMS Messaging**
   Set up the automated SMS template dispatched to waitlisted clients when a cancellation occurs.

3. **Promote Waitlist Booking Link**
   Ensure your online booking page displays the Join Waitlist option when calendar slots are full.

4. **Review Cancellation Fill Metrics**
   Monitor filled waitlist slots in Mangomint reports to verify recovered appointment capacity.

5-POINT QUALITY VERIFICATION PROTOCOL

[ ] **Carrier & Webhook Test:** Confirm webhook listener receives test payload and returns HTTP 200 within 500ms.
[ ] **End-to-End Simulation:** Execute live test event from personal device and verify SMS/email delivery.
[ ] **Anti-Spam & Rate Limit Check:** Verify repeated submissions do not trigger duplicate messages to clients.
[ ] **Direct Ownership Audit:** Confirm all API keys, accounts, and credentials belong directly to your practice.
[ ] **Staff Notification Verification:** Verify practice manager/receptionist receives real-time push alert with dial link.

FREQUENTLY ASKED QUESTIONS

Q: Is Mangomint waitlist messaging free?

A: Yes, automated SMS waitlist notifications are included in the standard Mangomint plan.

Q: Does the waitlist notify clients automatically?

A: Yes, when a spot opens up, Mangomint automatically alerts waitlisted clients on a first-come, first-served basis.
