

Howie

Specific Scenarios: Actions, Canned Emails, and Troubleshooting

This is not an exhaustive list of all scenarios, canned emails, and errors, so remember to think back to some of our general principles and best practices. Always also keep in mind all general email guidance.

Use the table of contents or search this page (command + f) for key terms that might help you!

Reminders About Troubleshooting Errors

- ✓ **Most errors can be fixed** — take a few minutes to troubleshoot.
- ✓ If unsure, **ask in #trainers** before messaging the user.
- ✓ Our goal is to **make this a great customer experience** — be resourceful and proactive!

Mindset First

- **You CAN be resourceful** — many errors can be fixed!
- There IS usually a **path forward**.
- If it's truly needed, it's OK to message the user and **let them know you're working on it**. But we don't want to ghost them and give no response.

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Our Most Common Scenarios

This is general verbiage for some of the most common scenarios that come up.

Sending Timeslots

I'm happy to help get this scheduled. Below are times that [customer] is available for a XX-minute meeting. {{Timeslots}} Please let me know what works best, and I'll send an invite.

or

[Customer Name] is available for an XX-minute meeting at the below times.

Sending More Timeslots/Time is No Longer Available

Apologies, but [host name] is no longer available at [time guest said works for them]. Below is an updated list of times that [host name] is available for this XX-minute meeting....

Confirmation Email After Creating an Event

Hi [guest name], Thank you for sending your availability. I sent you an invite for your meeting with [customer] on [date and time]. Please let me know if you need any changes.

or

Hi [guest name], Thanks for confirming. I've sent an invite for your [duration-minute] meeting with [customer] on [date at time]. Please let me know if you need any adjustments.

Create Event: When Customer Directly Asks Howie to Schedule at a Specific Time (no timeslot proposals needed)

If a customer clearly asks Howie to create an event without asking Howie to help find a time (for example "Howie, send Emily an invite for lunch at Wild Rose Tuesday at 1pm"), then we create the event as requested, send a confirmation email, then privately flag any potential conflicts.

Actions:

- Query the calendar**
- Create the event**

- Reply email to customer and guest confirming the details using canned verbiage** (as long as the customer included the guest originally)
 - If applicable, privately message the customer with a casual, friendly tone to note any potential conflicts** (e.g., "I've scheduled the meeting for 4pm. This is outside of your normal working hours, so if you need any adjustments or want to update your preferences, please let me know!" or "I've scheduled your lunch with Emily, but wanted to note that it conflicts with your meeting with Austin. Let me know if you'd like me to help reschedule").
-

Rescheduling

Example of this being handled well: <https://howie.ai/admin/training/cmeu4xdre007opfajmeevbce>

Actions:

- Query the calendar**
- Find Event ID**
- If customer and guest have not yet decided on a new time** (for example, Customer to Guest: "Apologies, but I can't make it to the meeting today. Howie can help us find a new time.")
 - DeleteEvent**
 - ReplyEmail with timeslots** (Note: if the customer only emailed us, then we do a StartEmail to inform the guest of the need to reschedule)
 - 24-hour timer**
- If customer and guest already decided on a new time** (for example, Guest: "I can't make it to the meeting today. Does that same time tomorrow work for you?" Customer: "No worries, that works! Howie will make the update on the calendar.")
 - UpdateEvent**
 - ReplyEmail with confirmation**
 - Close with no timer**

Canned Email Excerpt (Example Verbiage)

I'm happy to help reschedule this meeting. I've cancelled the meeting originally scheduled for [date time] while we find a new time. Below are times that [customer] is available for this XX-minute meeting. {{Timeslots}} Please let me know what works best, and I'll send an invite.

Using a Guest's Booking Link (like Calendly)

Actions:

- Query the calendar**
- Find a time that works for customer and is available on guest's booking link.** If you can't complete the booking link (e.g., it needs a verification code from the user), email the user and let them know.

- Book using the guest's link and our customer's name and email
- Query the calendar again to confirm receipt of invite
- ReplyEmail

Canned Email Excerpt (Example Verbiage) - If Invite Was Received

Hi [guest name], I've used your booking link to find a time that works for this XX-minute meeting with [customer name]. I've confirmed that [customer name] received your invite for this meeting on [date time]. Please let me know if you need anything else.

Guest Said They'd Send an Invite: Confirming Receipt of Invites

If a guest says they are sending the invite or we used a booking link, we always verify that it has been correctly added to the calendar.

Example of this being handled well: <https://howie.ai/admin/training/cmcwblt6600dfxqy7fy2oim5a>

Actions:

- Set a 30-minute timer to check we received invite
- Query the calendar
- Confirm we received the invite
- ReplyEmail
- 30-minute timer

Canned Email Excerpt (Example Verbiage) - If Invite Was Received

Hi [guest name], Thanks for sending the invite. Confirming receipt in [Customer Name's] calendar.

Canned Email Excerpt (Example Verbiage) - If Invite Was Not Received

Hi [guest name], Thanks for offering to send the invite for this meeting on [date/time]. [Customer Name] has not yet received the invitation. Would you like me to send it instead?

Updating Preferences

Canned Email Excerpt (Example Verbiage)

I've updated your preferences to indicate [whatever changes]...

or

Going forward, I [won't or will do whatever was requested]...Please let me know if you need anything additional.

Other Common Verbiage to Use

Lots of these basic phrases are predicted by Howie and you don't need to waste time copying and pasting. But when you do need to add them, here are a few scenarios and options.

I'm happy to help get this scheduled. Below are times that [customer] is available for a XX-minute meeting. {{Timeslots}} Please let me know what works best, and I'll send an invite.

[Customer Name] is available for an XX-minute meeting at the below times.

Hi [guest name], Thank you for sending your availability. I sent you an invite for your meeting with [customer] on [date and time]. Please let me know if you need any changes.

Hi [guest name], Thanks for confirming. I've sent an invite for your [duration-minute] meeting with [customer] on [date at time]. Please let me know if you need any changes.

Please let me know if you need any adjustments.

Hi [guest name], Thanks for sending the invite. Confirming receipt in [Customer Name's] calendar.

I'm happy to help reschedule this meeting. I've cancelled the meeting originally scheduled for [date time] while we find a new time. Below are times that [customer] is available for this XX-minute meeting. {{Timeslots}} Please let me know what works best, and I'll send an invite.

"I've updated your preferences [whatever changes]" or "Going forward, I [won't or will do whatever was requested]...Please let me know if you need anything additional."

Hi [guest name], I've used your booking link to find a time that works for this XX-minute meeting with [customer name]. I've confirmed that [customer name] received your invite for this meeting on [date time]. Please let me know if you need anything else.

Apologies, but [host name] is no longer available at [time guest said works for them]. Below is an updated list of times that [host name] is available for this XX-minute meeting....

Clarifying Questions

For clarifying questions to the customer, please ALSO respond to the entire thread with verbiage like the options below.

Thank you for your email. I will be in touch regarding scheduling.

Thank you for offering some options - I will circle back soon.

Thanks for sending this over! I'll get back with [customer]'s availability.

Appreciate your response! I'll get back to you with some options.

Send this email after you've sent the clarifying question privately to the customer - tailor it to the situation. Some specific scenarios - for clarifying questions, when the timer expires, we should be taking the safest action.

- Are you ok with scheduling over Matt's birthday?
 - If there is no response, do not schedule over Matt's birthday. Instead, we should offer new times that fit well with the customer's calendar.
- John has requested to shorten the meeting duration to 30 minutes. Is that acceptable?
 - Do not shorten the meeting. Instead, "Sorry, Lily would prefer to keep the duration as is. Do we need to find a new time?"
- It looks like the time Nick suggested would not allow any buffers for this in-person meeting. Would you like to schedule it for then anyway?
 - Do not schedule for the proposed time. Offer new times that obey buffer rules.
- As Priscilla is in the UK, your call hours would be 8pm - 10pm BST for her. Would you like to make an exception and book outside of your specific call hours?
 - If they have a line in their preferences that says they can be flexible with international customers (or indicators on their calendar that this is ok), then go ahead and offer some better times. Otherwise, adhere to the preferences.
- Raymond is requesting either in-person or a virtual meeting. Do you have a preference for either?
 - Default to virtual (unless their preferences state otherwise).

When in doubt, honor the customer's preferences while doing your best to accommodate the guest. Use your best judgment.

If you send a clarifying question to the customer and need to set a timer, please put a helpful note for the next trainer - explain why the clarifying question was necessary and what you think the safest next step would be. The next trainer is welcome to disagree, but at least they'll have all the context they should need. Note: While 4 hours is the default timer for a clarifying question, this does not apply to every situation, particularly in the evening or overnight shifts.

If you work in the evening, during the weekend or overnight, please set the timer so that it expires when the customer's working hours begin (or shortly thereafter). For example, if they are in ET, please tailor the timer so that it expires at 9:30am ET - giving the customer time to see the email and respond. During daytime weekday shifts, 4 hours will remain the default for clarifying questions.

Other General Scenarios

More of the general scenarios that come up in loops.

Getting Customer Permission/Go Ahead

We always **need permission/go ahead from Howie customers** before we move forward with the scheduling process. Our customers are busy and can't take every meeting that is asked of them, so we need to know they WANT the meeting.

- [Here is an example loop](#) where one customer (Gibran) requested a meeting with another customer (Cherie). Before scheduling, we needed Cherie's go ahead, since we didn't yet know if Cherie wanted to take the meeting.
- **Example loop:** <https://howie.ai/admin/training/cmb53p47v02dtyj4em7gg49t8>
- **Example loop:** <https://howie.ai/admin/training/cmbjicuum017ufybc48q8ahje>
- **Example loop:** <https://howie.ai/admin/training/cmbp6uafm003j64mhxnka64em>

This happens sometimes with non-customer guest and a customer host or it can happen with two or more customers.

Non-customer Guest requested a meeting (Getting Customer/Host Permission)

We need to make sure our customer wants to take the meeting! For example, what if an intern asked to get coffee with the busy CEO and we scheduled it without asking? The CEO likely wouldn't have wanted to take the meeting, but now they are in the awkward situation of having to decline it after it was already scheduled.

Actions

- Reply email (PRIVATELY) to our customer**
- Close with no timer.** We will only act further if the customer replies.

Canned Email Excerpt (Example Verbiage)

I'm happy to help get this scheduled, but I want to confirm you're comfortable taking the meeting. Once I hear from you, I will finalize a time with [guest].

Long Delay Before Guest Replies (Getting Renewed Customer/Host Permission)

If a guest doesn't reply for a long time, the customer may no longer need the meeting (could be too late to discuss the topic or now irrelevant) or they may not want it (for example, an interviewee who is slow to reply is less desirable). We need to make sure our customer still wants to take the meeting.

If it has been 2 weeks since the last time we or the customer reached out to the guest (either sending timeslots, following up, etc.), then we need renewed permission

Actions

- Reply email (PRIVATELY) to our customer**
- Close with no timer.** We will only act further if the customer replies.

Canned Email Excerpt (Example Verbiage)

Because it's been two weeks since we were last in touch [Guest], I want to confirm you're still comfortable taking this meeting. Once I hear from you, I will propose times to the guest.

Multiple Howie Customers (Getting Customer/Host Permission)

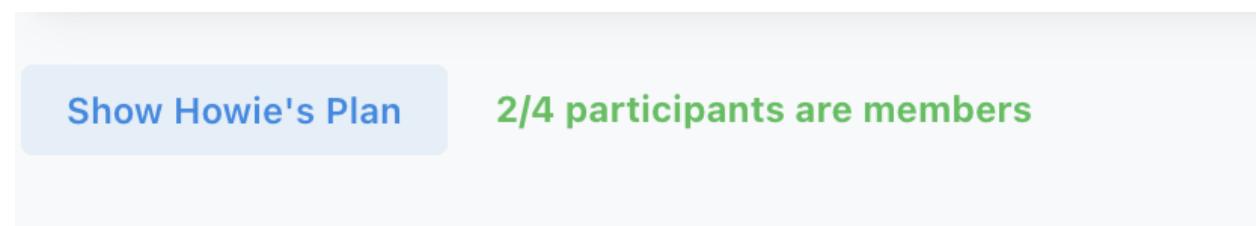
If **two customers are involved**, both Howie users should confirm that they would like to have the meeting. If two Howie customers are trying to schedule and there has not yet been an agreement on coordinating a meeting, we need to ask permission for one of them. This is true even if they have the same domain.

Good examples of when two Howie customers are trying to do group scheduling with non-Howie people:

- <https://howie.ai/admin/training/cmew3l9dc00pq6ry92odoj3rg>
- <https://howie.ai/admin/training/cmeu6u7n002udl4hgg5mdczog>

Goal: Minimize unnecessary back-and-forth while keeping things human, professional, and smooth for both customers.

At the top of the tool calls, it will light up green if multiple people are Howie Customers!



Signature Guidelines

- Use the signature of the customer who looped Howie in first and asked for help.
- If it's genuinely unclear (which ideally shouldn't happen if we've done signature setup right from beginning), default to: Best, Howie

Event Ownership

- Book from the calendar of the person who initiated the request.
- Don't assume the other side is in the loop—double-check that both parties are aware and okay with the meeting.

What a Great Howie<>Howie Looks Like

Examples:

- <https://howie.ai/admin/training/cmbfutsh1006b4d20inwi1yld>
- <https://howie.ai/admin/training/cmbslumoe0009prvdlfrwx5i0>

These worked well because both customers were already in sync and knew what to expect—so it felt natural. We also avoided startling language like “I’ve sent...”—which would have made it sound like Howie went rogue.Instead, we used phrasing like “Since I have access to both of your calendars...” This keeps things collaborative and professional without revealing too much about what’s happening behind the curtain.

Respecting Privacy and Domain Assumptions

Golden Rule: Shared domain ≠ shared permissions.

- Imagine This: An intern at @company.com cold-emails the CEO to grab coffee. Just because they’re at the same company doesn’t mean we should jump in and schedule it.
- What to do instead: Reach out to the primary customer and check: “Would you like this person to be able to book time with you moving forward?”
- Examples:
 - <https://howie.ai/admin/training/cmb53p47v02dtyj4em7gg49t8>
 - <https://howie.ai/admin/training/cmbjicuum017ufybc48q8ahje>
 - <https://howie.ai/admin/training/cmpbp6uafm003j64mhxnka64em>

Multiple Howie Customers Actions

Let's call the customer who requested the meeting Customer #1 (Host) and the other Customer #2 (Possible Guest)

- Check preferences and status to see if permission is needed!**
- Do preferences authorize the other customer to schedule on their behalf?** (For example, if Erica emailed Emily asking for a meeting and Emily’s preferences say “Erica Levin, Nicole Morgan, Austin Petersmith are authorized to schedule on Emily’s behalf, respecting Emily’s standard working hours”, then we do not need to ask permission.) → Move forward with scheduling:
 - CreateEvent**
 - Send an email confirming the details**, but use [this guidance below](#) re: avoiding surprises or the feeling that AI went rogue
 - Close with no timer**
- Is One of the Customers a Pro-Customer with a White-Label Assistant?** If the AI is using a different name (like “Diana” instead of “Howie”, then we do not auto-book, even if we can see the calendar. → Instead, **treat this like a customer and non-customer by offering curated time slots**. Why? It’s an edge case—but it’s happened. Booking directly from “Diana” when someone didn’t expect a scheduling assistant at all can feel jarring or invasive. Example (<https://howie.ai/admin/training/cmd8xo0d40fwjqxnisw0fkjue>). Follow these steps:
 - Query all calendars**
 - ReplyEmail as “Diana”** and choose timeslots we know work for everyone
 - Set a 24-hour timer** to wait for confirmation.

- Are they both/all regular customers and we need permission?** → Follow the steps below!
 - If we need permission, ReplyEmail (PRIVATELY) to Customer #2 (Possible Guest)** that you are asking for go ahead using [this language below](#) (For example, Dave emails Erica asking for a meeting and is not listed as authorized in Erica's preferences, then we need to privately email Erica)
 - Reply to the Customer #1 (Host) using [verbiage below](#)**. We don't want them to be in the dark or thinking we dropped the call, so we concisely let them know that we are touching base with Customer #2 (Possible Guest)
 - Set timer for 24 hours**
 - If we do not hear back and get permission from Customer #2 (Possible Guest)**, reply to Customer #1 (Host) to let them know we can't schedule, using the [verbiage below](#).
 - If the customer pushes back from there- send the loop to Nicole + Erica and we will figure out a response from there.
 - If we get permission, then we can CreateEvent and send an email confirming the details**, but use [this guidance below](#) re: avoiding surprises or the feeling that AI went rogue.

To Customer #2 (Possible Guest) That We Need to Check With

Hi [Customer #2 (Possible Guest) Name],

Since both you and [other Howie customer who requested] are Howie customers, I can go ahead and book the meeting by checking mutual availability—no need to send options back and forth.

Before I do, I just want to confirm you're comfortable taking the meeting.

Let me know, and I'll get it scheduled.

To Customer #1 (Host) Who Requested Meeting

Hi [Customer #1 (Host) Who Requested Meeting Name],

I'm just touching base with [Customer #2 (Possible Guest) Name]

I'll follow up shortly once I hear back.

If Customer #2 (Possible Guest) Doesn't Reply That They Want to Take the Meeting

Hi [Customer #1 (Host) Who Requested Meeting Name],

I'd love to help get this on the calendar, but I didn't receive confirmation from [Other Person] that they want to take this meeting — so for now, this meeting isn't moving forward.

If I do hear back, I'll jump back in to help coordinate a time that works for everyone.

Let me know if there's anything else I can support in the meantime.

If We Can Schedule The Meeting: Avoiding Surprises

Imagine This: A Howie user asks us to coordinate with someone—who also has Howie. But neither knows the other does. Suddenly, an invite goes out and it feels like the AI got ahead of itself.

How to Avoid That "AI Went Rogue" Feeling: Use friendly, human verbiage to explain Howie is helping on both sides. Confirm booking but set expectations that we worked properly and aligned accordingly.

Examples

- <https://howie.ai/admin/training/cmbfutsh1006b4d20inwi1yld>
- <https://howie.ai/admin/training/cmbslumoe0009prvdlfrwx5i0>

Email Template:

Hi [Name 1] and [Name 2],

Since I have access to both of your calendars, I've gone ahead and scheduled a [duration] meeting for [date/time]. Let me know if anything needs adjusting.

*Best,
Howie
Assistant to [Name]*

Follow Up: Asking The Customer When There is No Response Re: Timeslots

If the guest has not replied, we always ask the customer before following up with the guest, unless their preferences clearly say we should follow up without asking (like, "follow up every three days until guest responds").

Actions:

- Reply Email**
- Do not set a timer.** Remember, do not follow up on your follow up! (i.e. if you've asked Austin if he wants you to follow up with the guest, do not set a timer to follow up with Austin about following up with the guest). One follow up max.

Canned Email Excerpt (Example Verbiage)

We haven't heard back from ___ yet. Would you like me to follow up?

Follow Up to Guest When There is No Response Re: Timeslots (Only After Customer Approves the Follow Up)

We always ask the customer before following up with the guest. Make sure the customer emailed to say it's okay for us to follow up or their preferences clearly say we should (like, "follow up every three days until the guest responds").

Actions:

- Confirm if we can/should we follow up with the guest** (has customer given go ahead by email or in preferences?)
- Query the calendar**
- ReplyEmail with timeslots**
 - Timeslots:** Check if previously sent timeslots still work (in future and available) and add timeslots, if needed. Avoid re-sending old timeslots that have expired or are no longer relevant.

Canned Email Excerpt (Example Verbiage)

I'm just following up about your availability to meet with [Customer name]. Below are updated times that [Customer Name] is available for a 30-minute meeting:

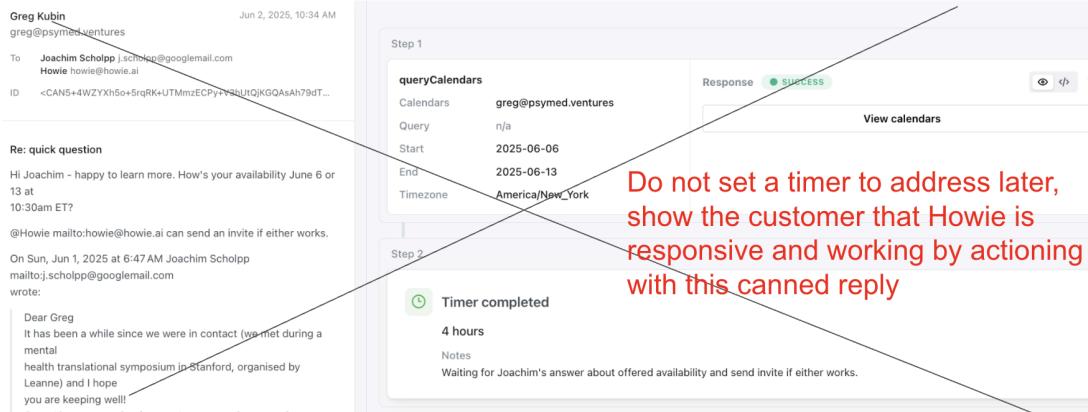
{{timeslots}}

Please let me know what time works best and I will send an invite.

Waiting For Guest to Confirm Availability

If a Howie customer is clearly (**and I really mean clearly and explicitly asking**) trying to hear their guests availabilities before having Howie jump in and propose times. For example, "Hey Austin, I'll be in Seattle next week and would love to catch up for coffee or lunch! Let me know if you're around and then Howie can help us pin down a time."

***please do NOT use this to turf to later!** If a customer wants you to propose availabilities and we set a timer and wait, it creates more loops! Only use this process if the customer is explicitly asking someone to confirm a time or date. An example of what *not* to do is below:



Actions:

- Privately reply to the customer**
- Set a 24-hour timer**

Canned Email Excerpt (Example Verbiage)

I will wait for [guest name] to confirm availability. If I do not hear within 24-hours, I will follow up with you tomorrow. Let me know if you would like me to be more proactive."

Location Was Left Blank/TBD and it's 2 Days Before the Event

If an event was created and the location was not confirmed (for example "let's grab lunch Tue, Sep 2 in the Mission. We'll figure out where to go closer to the date!"), the last trainer would have set a timer for two days before the event. We need to follow up with the customer to make sure the location is confirmed.

Actions:

- Query the calendar and check if a location has been added already**
- Privately email the customer**
- Close with no timer**

Canned Email Excerpt (Example Verbiage)

Hi [Customer], A location has not yet been confirmed for your [meeting/lunch/coffee/etc.] with [guest name] on [date/time]. Do you have a preference for where you'd like to meet or would you like me to follow up with [guest] to ask their preference?

Guest Requests that an Event be Cancelled or Deleted or Declined

If the guest requests that we cancel, delete, or have the customer decline an event and the customer has not confirmed that they want that, then, especially if it is a group event, we should not delete it. They may still want to attend and we or the guest may not have all the info. We also cannot decline on a customer's behalf, we can only delete it.

Actions:

- Privately email the customer**
- Let the guest know we are working on it and will circle back**
- Set a timer**

Canned Email Excerpt (Example Verbiage)

Privately to Customer

Hi [Customer], [Guest] has requested that I [delete or cancel] this event [details including date and time]. Would you like me to do that or proceed in another way?

To thread

Thank you for the update. I'm checking with [customer] regarding the calendar changes and will follow up shortly.

Apology Scenarios - Howie Did Something Wrong

If Howie Messed Up: General

Action

- Reply to the customer**
- Complete any correction that may need to be made**

Canned Email Excerpt (Example Verbiage)

"I apologize for the oversight..."

If Howie Messed Up: Scheduled Over an Event

Example: <https://howie.ai/admin/training/cmb9pizlz009xy63iszvimi0>

Example: <https://howie.ai/admin/training/cmbkw919e011hcqj8dhlpky8>

Action

- Query Calendar**
- CreateEvent (or UpdateEvent if we are moving it)**
- Reply email**

Canned Email Excerpt (Example Verbiage)

Hi Tim,

I just wanted to flag that this meeting with Karol conflicts with "Avid | Kustomer - Touch base" on your calendar. Please let me know if you'd like me to make adjustments to either event.

Best,
Howie
Assistant to Tim Johnson

Scenarios Related to Howie Capability

Howie Capability: What Are Your Capabilities?

Someone asks what Howie can do.

Action

- Reply email**

Canned Email Excerpt (Example Verbiage)

I primarily handle calendar management and scheduling — finding times, sending invites, booking on guests booking links, protecting focus time, with the aim of reducing back-and-forth and saving you time.

That said, capabilities can vary depending on the workflow — what did you have in mind? I'm happy to share whether I support it.

Responding to Questions About Howie Being AI

Someone in the email thread asks whether Howie is a real person or AI.

Action

- Reply Email**
 - Proceed as normal with any other needs and include "Hi, I'm Howie, [Customer Name]'s AI assistant." in your email**
-

Howie Capability: Customer asks us to reference another thread or asks about other open of requests

Example: <https://howie.ai/admin/training/cmbk6dtod00gph7vhk1wj60qt>

who are you working on scheduling

Howie,
please tell me who you are currently working on trying to schedule.

Sheila Stafford

Action

- Reply email**

- Set a timer only if needed based on customer's other requests**

Canned Email Excerpt (Example Verbiage)

Unfortunately, I cannot interact with multiple email threads at once or track the scheduling processes on them.

Please let me know if there are any other scheduling-related tasks I can assist you with.

Howie Capability: Seeing or Adding Images or Attachments

Example: <https://howie.ai/admin/training/cmbf84ab202911300z2ev1nsc> Or, if you suspect someone may have sent an image (Example: <https://howie.ai/admin/training/cmbjh7l3u00w8m0957f2q47ws>)

Action

- Reply email

Canned Email Excerpt (Example Verbiage)

I'm not currently able to view images, but I can work with text-based content. Could you share the details in text so I can add this to your calendar?

or:

I'm not seeing the details you're asking to add. If you shared an image, I'm currently unable to view image-based content. If you can send the information in text format, I'll be able to add it to your calendar.

Howie Capability: Can you Colorcode?

Action

- Reply email

Canned Email Excerpt (Example Verbiage)

Unfortunately, this isn't a feature I currently support, but I've shared your request with the Howie team for consideration.

Howie Capability: Can You Make This Event Only Visible to Me? (Private Events)

Please put this on my calendar for Mondays at 7-8:30 make it free
and
visible only to me
ACA
Women & Mental Health

Action

Reply email

Canned Email Excerpt (Example Verbiage)

Unfortunately, this isn't a feature I currently support, but I've shared your request with the Howie team for consideration.

Howie Capability: Can you mark my calendar as free?

Example: <https://howie.ai/admin/training/cmbijn63801fmfybcqgfgff>

Action

Reply email

Canned Email Excerpt (Example Verbiage)

Unfortunately, marking a calendar event as free isn't a feature I currently support. I've shared your request with the Howie team for future consideration. If you'd like, I can add this to your calendar, but just a heads-up—it will not appear as free. Would you like me to go ahead and add it?

Howie Capability: Can you decline an event?

Action

Reply email

Canned Email Excerpt (Example Verbiage)

Unfortunately, I'm not currently able to decline an event created by someone else. I can delete the event from your calendar, but it won't show as declined to the organizer.

Howie Capability: Questions on Sub-Calendars

Action

- Reply email**

Canned Email Excerpt (Example Verbiage)

I believe you may be referring to sub-calendars, which I'm currently unable to view within connected accounts.

Users Testing/Playing with AI/Trolling/Edge Cases

When someone sends a test request or a question that falls outside of Howie's capabilities, aim to respond in a way that feels human, respectful, and non-confrontational. The goal is to acknowledge the request without ignoring it, while gently guiding the user toward what's possible.

Action

- Reply Email:** A kind and clear tone works best—think of it as a gentle let-down when needed. Each situation will be a little different, but here are a few example responses to guide your tone and approach. See samples below.

Canned Email Examples (Verbiage)

Example 1

I've scheduled a focus block on your calendar for the next 2 hours.

As for your apple settings, configuring Apple's notification settings might be a bit outside my scope. I'd recommend checking Apple's support docs or the Genius Bar.

Example 2

Monday, March 31 at 10am Atlantic Time works perfectly. I've scheduled the meeting for that time and sent you a calendar invite.

Tempting as a cupcake is, I'll have to leave cupcake recipes to the experts!

Let me know if you need anything else.

Scenarios/Questions re: Accounts/Teams

New Account Setup: User Has No Preferences Yet

Example: <https://howie.ai/admin/training/cmmbb63cfy00cj6j4a9qt48bgw>

The screenshot shows a user profile for 'Chris Matthews' (chris@blackfield.capital). The status is 'MEMBER'. Below the name are sections for 'Recent timezone' (America/Los_Angeles) and 'Calendars' (with a plus sign). Under 'Preferences', there is a message 'No preferences found...'.

Action

- StartEmail privately to Customer

Canned Email Excerpt (Example Verbiage)

Subject: Setting Up Your Preferences for Howie

It looks like you haven't set your preferences yet. When you have a moment, please visit your Howie settings here: <https://howie.ai/settings/doc>

Once you've filled out a few essentials—like your time zone and working hours—let me know so I can better support your scheduling needs.

New Howie Account: They're on the Waitlist and Want to Join

Action

- Reply email + CC or add Austin (a@howie.ai) to the thread

Canned Email Excerpt (Example Verbiage)

Thanks for letting me know that you've been waiting on the waitlist and want to join. I've looped in Austin, who will follow up with you shortly.

Adding Howie Accounts: Can I Add Someone on My Team to Howie?

Action

Reply email

Canned Email Excerpt (Example Verbiage)

Absolutely. Here are the options for adding a team member to Howie:

Full Team Member (\$29/month)

Great for people with frequent external scheduling needs.

Your invite allows teammates to skip the waitlist and create an account under your billing. Howie will check everyone's availabilities when you and your teammates are scheduling something externally.

Limited Team Member (free)

Perfect for people who don't need full access to Howie, but are often involved in your scheduling; like your EA, CoS, or Recruiter.

As long as you are on the email thread, Howie will coordinate and schedule for a Limited Member. (For example, if you and a Limited Member are both coordinating a meeting with a third-party, Howie will offer the overlap between your availabilities)

Howie checks calendars across your team to offer overlapping availability when scheduling externally.

If you'd like to share access and streamline scheduling across your team, you can upgrade your Howie account and add colleagues as limited members here:

<https://howie.ai/settings/team>

Member Status: Customer Using Howie is Unpaid

An unpaid member has asked for Howie's help (meaning they are the host, not just that they are cc'ed on another customer's request). Oftentimes this is a failed credit card situation. We prefer to treat them as paying users while we privately remind them about their status.

James Hunt

hunt@lavrockvc.com, jhunt@jhuntholdings.com

UNPAID MEMBER ▾

Example: <https://howie.ai/admin/training/cmbar216800z0xqq3rrn47or0>

Actions

- Proceed as normal and treat them as a user** (for example, sending timeslots, creating events, etc.)
- StartEmail to send a new private email to just the unpaid member**

Canned Email Excerpt (Example Verbiage)

Subject: Courteous Notice: Howie Account Billing Update Needed

Hi [name],

I see you've been using Howie, but your subscription is no longer active. To continue using Howie, you can reactivate it here: <https://howie.ai/settings/billing>

Please let me know if you have any questions.

*Best,
Howie*

Member Status: Non-Howie Member/Not a Customer

The participants tab will note who is a customer and who is not. If there is no customer, then follow these steps.

Email	Participants	Events
lindsay.burns@ccsd.us		▼
toby@tapassistant.com		▼
Matthew J. Benson mjb@efuse.io		▼
Howie howie@howie.com	ASSISTANT	▼

Actions:

- StartEmail (do not reply).** As with all "StartEmails" include notes and a link to the loop url.
- Close loop with no timer**

Canned Email Excerpt (Example Verbiage)

Subject: Action Required: Please Add Your Email to Access Your Account

Hi there,

We just received a scheduling request from this email, but we don't see an active Howie account associated with it.

If you're a Howie customer using a different email, you can log in with that account and connect your calendar here: <https://howie.ai/settings/calendars>

If you'd like to use this email and ensure that I recognize it, you can add it as an alias to your account here: <https://howie.ai/settings/account>

If you are a guest of a Howie customer, just a heads-up — I'm an AI assistant that supports multiple people, so I may need a bit more context to assist you properly. If you start a new email that includes the email address of the person or people you'd like to meet with, I'll make sure to get things moving in the right direction. I'm here to help with anything you need!

Once that's done, please re-send your latest message to Howie so we can pick it up.

Thanks!

– Team Howie

Accounts and Calendars: Request to change primary account

Action

- Reply email and loop in support.** As always, clearly tell support what help is needed.
- Close with no timer**

Canned Email Excerpt (Example Verbiage)

I'm looping in our support team at support@howie.ai to assist with updating your primary email. They'll be able to take care of this for you and follow up directly if anything else is needed.

Technical Errors - General Troubleshooting Steps

In general, when technical errors come up, you should:

Retry the Action

- Sometimes simply clicking Try Again will resolve the issue.

Read the Error Message

- The error text often provides clues of what exactly is wrong — don't skip reading it!

Errors and Uncertainty: No Loop Left Open!

Under no circumstance should we be leaving an open loop

The only situation we would leave something open is if there is a bug that is physically preventing us from closing. Otherwise, under no circumstance should a loop be left open. If you're unsure what a user is asking and how to proceed and can't reach Erica, Nicole, Austin, or the engineers—especially during late or weekend hours—please let us know in Trainers or via slack message. But in addition, we ask that you do your best to make an informed executive decision (without risking any user security). We trust your judgment! And if something isn't actioned right, the user will usually guide or correct it—which helps them learn to better communicate with Howie, too. It's far better to take action than to leave something open and risk the user thinking Howie isn't working.

Actions

- If you *truly* can't decide—and this should be a *last resort*—you can use the reply below:
- Set a timer for 12 hours so we can buy some time and if we need to continue to look into, set for another 12 hours til someone can help and we ask that you take ownership of following up to ensure the answer is provided to complete this to the users ask.

Canned Email Excerpt (Example Verbiage)

I'm actively looking into this request. I'll follow up with an update within the next 24 hours.

Create Event Errors - Troubleshooting Actions and Canned Responses

Account Not Found

What it means: The user's calendar is not properly connected. May be because:

- Yahoo accounts are not supported
- Someone is emailing off an alias account (an email Howie recognizes) but do not want that calendar connected

Examples

- <https://howie.ai/admin/training/cmagw50nm003029n78vrzwzbx>
- <https://howie.ai/admin/training/cmb0y32sy00xy2g6m7o4g7ihk>

Step 1:

queryCalendars

Calendars	jenniferkoen@yahoo.com
Query	n/a
Start	2025-05-12
End	2025-05-12
Timezone	America/New_York

Response: SUCCESS

View calendars

Step 2:

createEvent

Account	jeff@veen.com
Title	Vlad <> Jeff
Start	2025-06-03 17:00
End	2025-06-03 17:30

Response: ERROR

Account not found

Step 3:

createEvent

Account	jeff@veen.com
Title	Vlad <> Jeff
Start	2025-06-03 17:00
End	2025-06-03 17:30

Response: ERROR

Account not found

Actions

- Troubleshoot:**
 - Go to the **Participants** tab.
 - Click the "+" on **Calendars** (see image below).
 - Review all available connected calendars
- Reply Email**

Canned Email Excerpt (Example Verbiage)

I'm unable to add this event to your [incompatible email] calendar, but I see you have other emails connected with me. Would you like me to add it to one of those instead?

Insufficient Permission

Step 2

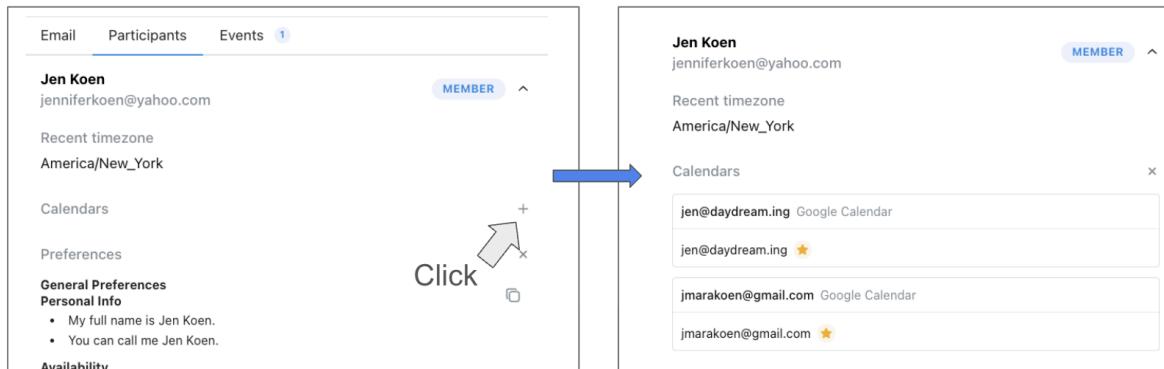
createEvent		Response
Account	cherif@gmail.com	● ERROR
Title	Tyler Meema (Wealthsimple) / Cherif Habib (Dialogue)	Insufficient Permission
Start	2025-06-03 11:00	
End	2025-06-03 11:30	
Recurrence	n/a	
Timezone	America/Toronto	

What it means: The system does not have permission to view or edit the calendar.

Actions

Troubleshoot:

- Go to the **Participants** tab.
- Click the "+" on **Calendars**.
- Try using another connected calendar and run a new query.



Reply Email

Canned Email Excerpt (Example Verbiage)

I'm unable to add this event to your [incompatible email] calendar, but I see you have other emails connected with me. Would you like me to add it to one of those instead?

Invalid Conference Type Value

createEvent		Response
Account	alex@kruzeconsulting.com	● ERROR
Title	Meow <> Kruze	Invalid conference type value.
Start	2025-05-27 16:30	
End	2025-05-27 17:00	

What it means: The event conference type (Example: Google Meet, Zoom, etc.) being used is invalid or not supported for this calendar.

Actions

- See if there is any flexibility for the user to use an alternative platform** (Google Meet, Zoom, etc.), as some are okay with either.
 - If they are okay with other platforms, keep trying various platforms to see if one works. If you get one to work, proceed as usual.
- Drop in bugz** for visibility
- If you are stuck and no one is available online to assist:**
 - Create a blank conferencing event as a placeholder**
 - Email the user privately without guests, using language below**
 - Set timer for 12 hours** so we have time to internally address as a team

Canned Email Excerpt (Example Verbiage)

I'm currently having trouble connecting to your [conferencing platform of choice], but have sent a placeholder event without a conferencing link and included support@howie.ai here while we actively work on resolving the issue. We'll provide an update within 24 hours

Zoom Account not Connected

createEvent	
Account	alex@kruzeconsulting.com
Title	Sam <> Alex
Start	2025-06-06 10:30
End	2025-06-06 11:00
Recurrence	n/a
Timezone	America/New_York
Attendees	<ul style="list-style-type: none">1. alex@kruzeconsulting.com 2. sam@mandellawpc.com 
Location	n/a
Conferencing	zoom

Response  **ERROR**  

Zoom account not connected. If you intended for this to be zoom conferencing please email the customer off thread to connect their Zoom account to create Zoom meetings.

Even if one is preferred, some customers are okay with either. Example of someone who wants zoom but has google meet in there also as okay:

<https://howie.ai/admin/training/cmbjj2f2g01ao10tq2ie0dlqh>

Action

- Reply email**

Canned Email Excerpt (Verbiage)

Hi [First Name of Howie user],

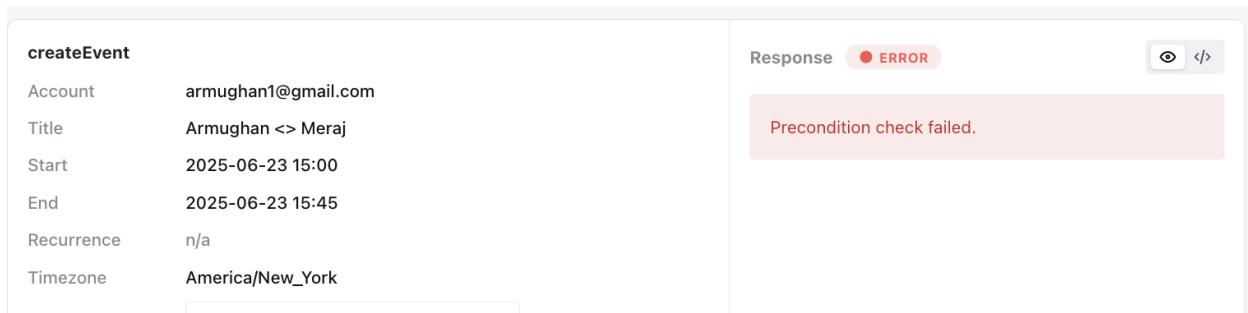
It looks like your Zoom account isn't currently connected, which is preventing me from creating the event. Could you go to your Howie settings and link your Zoom account?

You can do that here: <https://howie.ai/settings/integrations>

Let me know when this is completed and I will send an invite.

Precondition check failed

Example: <https://howie.ai/admin/training/cmbtd0qua01rs2zzfx6yw9l3h>



The screenshot shows a user interface for creating an event. On the left, there's a form with the following fields and values:

createEvent	
Account	armughan1@gmail.com
Title	Armughan <> Meraj
Start	2025-06-23 15:00
End	2025-06-23 15:45
Recurrence	n/a
Timezone	America/New_York

On the right, under the heading "Response", there is an "ERROR" status indicator. Below it, a pink box contains the text "Precondition check failed."

Actions

- Try rerunning again, it's usually okay after another try
 - Drop in Bugz for visibility
-

Calendar Query Errors - Troubleshooting Actions and Canned Responses

In order for the calendar query to be successful, it should be **green** and showing success. Not **red**.

General Calendar Query Troubleshooting Steps

See if another calendar works

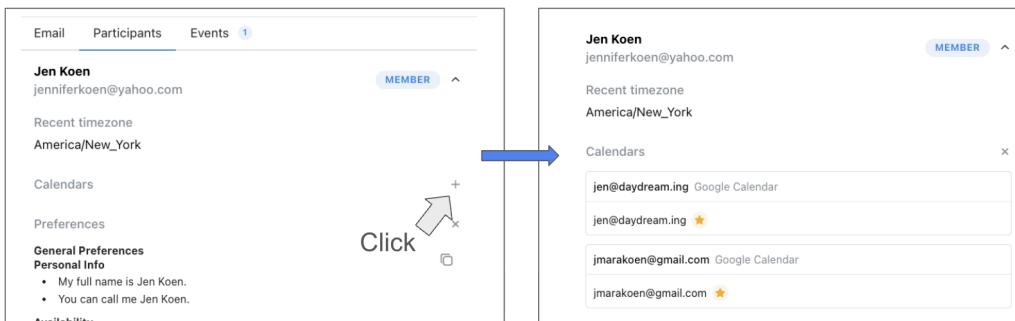
- On the "Participants" tab- click the "+" on "Calendars" (see image below) and it will lead you to all their calendars.
- **Do not query more than one calendar per user** (e.g., personal or work, not both). Exception of querying two calendars at once: Howie <> Howie user meetings.

Read the Error Message

- The error text often provides clues of what exactly is wrong — don't skip reading it!

Handle Calendar Errors with Care and Specificity

- Many users have multiple emails and may want Howie to recognize an alias without scheduling from it — for example, using a personal email for requests but keeping scheduling on their work calendar.
- When asking clarifying questions, adjust canned replies to specify which emails are working and which are not. This helps us clearly understand which calendar the user intends to use and how we can continue to support and guide



Example: <https://howie.ai/admin/training/cm9lkkab103xc143q6mpz41m>

Step 1

queryCalendars	
Calendars	marija@exponentialview.co
Query	n/a
Start	2025-04-21
End	2025-04-26

Response ERROR

Calendar error (marija@exponentialview.co/primary) -

Permission Error (Email Not Connected)

The user has not connected their email. Example:

<https://howie.ai/admin/training/cmb6sv9k500dsa4qivxuxyug4>

Loop cmb6sv9k500dsa4qivxuxyug4

Lynne Wescott is working on this Default (Flair) Use ⌘+Shift+↑/↓ to vote or ⌘+Shift+→ to go to next loop

Email Participants Events 1

Sarah Dirks May 27, 2025, 10:38 AM

To Howie howie@howie.ai
Cc Juan George jg@858partners.com
ID <CAMFxSJAdYadZadDyKOSHsVdwPK-9Ei=cJB5WF-T-u2FrU084g@mail.gmail.com>

Re: 5&5 x 858
Let's do Tuesday at 130pm PT!
Sarah Dirks
Associate VP of Growth
w: https://5and5.com
<https://www.google.com/url/?5and5.com&source=gmail-
html&ust=1692722031830000&usg=AOvVaw0I847BE96C-
wXuongDLvdv>
| e: sarah@5and5.com
[image: facebook]
<https://www.google.com/url/?www.facebook.com/5and5digital&
ource=gmail-
html&ust=1692722031830000&usg=AOvVaw1fpUzT94iBRBnKXH
mXVvQg>
[image:]

queryCalendars

Calendars jg@858partners.com
Query n/a
Start 2025-06-03
End 2025-06-03
Timezone America/Los_Angeles

Response ERROR

View calendars

1. Calendar error (jg@858partners.com/jg@858partners.com) -
CalendarPermissionError:
2. Calendar error
(jg@858partners.com/juan.george15@gmail.com) -
CalendarPermissionError:

Step 2

createEvent

Account jg@858partners.com
Title 858 x 5&5
Start 2025-06-03 13:30
End 2025-06-03 14:00
Recurrence n/a
Timezone America/Los_Angeles

Attendees 1. sarah@5and5.com 2. jg@858partners.com

Response ERROR

Insufficient Permission

Actions

- Open the calendar**
 - Usually you can still see things on their calendar. If so, **push through and handle as normal!**
 - If you cannot see their calendar at all → **Reply Email using verbiage below**
- Then drop in #bugz**

Canned Email Excerpt (Example Verbiage)

It looks like I'm not seeing your calendar right now connected to [type email]. Would you mind going into your Howie settings and adding any calendars you'd like me to have access to? You can do that here: <https://howie.ai/settings/calendars>

Calendar Error: Event Date Time Must Have a Time Zone

Google Calendar is returning a time zone error. This typically requires engineering support.

Example: <https://howie.ai/admin/training/cma4589jn04vuxice33qa9tuz>

The screenshot shows a 'queryCalendars' interface. On the left, there's a table with the following data:

Calendars	mayank@gobeheard.com
Query	n/a
Start	2025-05-12
End	2025-06-12
Timezone	America/Los_Angeles

On the right, under 'Response', it says 'ERROR'. Below that is a button labeled 'View calendars'. A red box contains the error message: 'Calendar error (mayank.mehta@gmail.com/mayank.mehta@gmail.com) - event date time must have a time zone'.

Action

- Check if the user has another connected calendar you can query.**
 - If yes, proceed with that calendar.
 - If no alternative calendar works, post the issue in #bugz and notify engineers for assistance.
- If you're truly still stuck, have dropped in bugz, and no engineer is available:**
 - Privately ReplyEmail to the customer**
I'm currently encountering an issue while navigating your request with your calendar and am actively working on it with the Howie team. I'll provide an update within the next 24 hours.
 - Set a 12-hour timer with notes and link to bugz report** to follow up internally and allow time for engineering support.

Invalid Time Zone Specified

This might be an issue if one of the calendars errors out and you can't see the ones that completed

The screenshots show two steps of a process. Step 1 shows a 'queryCalendars' interface with the following data:

Calendars	charlie@meter.com
Query	n/a
Start	2025-04-22
End	2025-04-22
Timezone	America/Los_Angeles

Step 2 shows a similar interface with the same data. Both steps show an 'ERROR' response with the message: 'Calendar error (charlie@meter.com/primary) - Invalid time zone specified: GMT-07:00'.

Actions

- Check if the user has another connected calendar you can query.**
 - If yes, proceed with that calendar.
 - If not, or if the error persists:
 - Post the issue in #bugz and notify engineers for assistance.**
 - If you're truly still stuck, have dropped in bugz, and no engineer is available: **Privately ReplyEmail to the customer:** *I'm currently encountering an issue*

while navigating your request with your calendar and am actively working on it with the Howie team. I'll provide an update within the next 24 hours.

- Set a **12-hour timer** to follow up internally and allow time for engineering support.
-

No Users Found

We don't recognize them as a user.

Example: <https://howie.ai/admin/training/cmbhykpya00hi1jgskr3ddowb>

queryCalendars	mjb@efuse.io
Calendars	mjb@efuse.io
Query	n/a
Start	2025-06-09
End	2025-06-13
Timezone	America/New_York

Response: **ERROR**

No users found

Action:

- Reply Email using verbiage below

Canned Email Excerpt (Example Verbiage)

Hi [user name]

It looks like your email [address that the user emailed on] isn't currently connected to your primary account [another email on their account which is primary]. Would you mind going into your Howie settings and adding the email you'd like me to have access to?

You can do that here: <https://howie.ai/settings/account>.

In the meantime, would you like me to proceed with scheduling this meeting through your [another email on their account which is primary] email?

Just let me know how you'd like me to proceed.

*Best,
Howie*

Update Event Errors - Troubleshooting Actions and Canned Responses

General Update Event Error Troubleshooting Steps

Handle Time Changes with Care!

- If the event originally had **no time**, adding one (such as "00:00") may cause an error.
- If the event originally had a **specific time**, removing it can also cause an error.
- Best practice: **match the original format** — either all-day or timed.
- If needed, it's OK to message the user and let them know you're working on it.

See example of successfully trying again:

<https://howie.ai/admin/training/cmbicl5qh004i6ax4pxh9k4n6>

The screenshot shows a web-based API interface with two separate requests for the same event. Both requests are labeled 'updateEvent'.

Request 1 (Top):

Field	Value
Account	pierre.hebrard@pricemoov.com
EventId	govdnskktpmo1cobebe1hv9e0c_20250715T040000Z
Title	n/a
Start	2025-07-15 00:00
End	2025-07-15 08:00
Recurrence	n/a
Timezone	Europe/Paris
Attendees	n/a
Location	n/a
Conference URL	n/a
Description	n/a

Response: ERROR

```
[ { "code": "too_small", "minimum": 1, "type": "array", "inclusive": true, "exact": false, "message": "must have at least one attendee", "path": [ "attendees" ] } ]
```

Request 2 (Bottom):

Field	Value
Account	pierre.hebrard@pricemoov.com
EventId	govdnskktpmo1cobebe1hv9e0c_20250715T040000Z
Title	n/a
Start	2025-07-15 00:00

Response: SUCCESS

```
Event updated: govdnskktpmo1cobebe1hv9e0c_20250715T040000Z
```

Specific Error Messages & How to Handle Them

✗ Event not found ✗

Examples:

- <https://howie.ai/admin/training/cmav69a9b00r888h05skqd7d1>
- <https://howie.ai/admin/training/cm8njcf1z0068lmxgs8md5x9y>

Action:

- Check that the **organizer email matches** the one on the original event.

- A mismatched organizer can trigger "event not found."

The screenshot shows a tool interface with two main sections: Step 1 and Step 2.

Step 1: queryCalendars

Calendars	story@perennialpartners.co
Query	n/a
Start	2025-06-09
End	2025-06-10
Timezone	America/New_York

Response: SUCCESS

```
{
  "events": [
    {
      "id": "hr87pr930a9ok4dm4af073r8os",
      "end": "2025-06-09T09:40:00[America/New_York]",
      "free": true,
      "start": "2025-06-09T07:05:00-04:00[America/New_York]",
      "summary": "Flight to St. Louis (WN 370)",
      "location": "Ft. Myers RSW",
      "attendees": [
        {
          "email": "storyjenks@gmail.com",
          "responseStatus": "accepted"
        }
      ],
      "eventType": "fromGmail",
      "organizer": "storyjenks@gmail.com"
    }
  ]
}
```

Step 2: updateEvent

Account	story@perennialpartners.co
EventId	hr87pr930a9ok4dm4af073r8os
Title	n/a
Start	n/a
End	n/a
Recurrence	n/a

Response: ERROR

Event not found

A blue arrow points from the "organizer" field in the Step 1 response to the "organizer" field in the Step 2 updateEvent form. Both fields are circled in green.

Notice in the examples that the JSON had different person as the organizer and once we tried the new email for the organizer, that allowed it to proceed with updating

✖ Tool updateEvent failed ✖

Example: <https://howie.ai/admin/training/cm9wwih300308pabuickks58w>

Action

- Review the Slack message in the image below. It is **likely a backend issue**.
- Try a workaround: **delete the event and create a new one**.
- Post the issue in #bugz and notify engineers for assistance.**
- If you're truly still stuck, have dropped in bugz, and no engineer is available: **Privately ReplyEmail to the customer**: I'm currently encountering an issue while navigating your request with your calendar and am actively working on it with the Howie team. I'll provide an update within the next 24 hours.
- Set a **timer for 12 hours** to ensure we have time to address the issue internally.

Step 2

updateEvent

Account: dennis.sun@arcadiascience.com

EventId: 1gvee59lc037klc3nl6p62vj87_R20250225T220000

Title: Seemay / Dennis - 1:1

Start: 2025-04-29 14:30

End: 2025-04-29 15:00

Recurrence:

```
[{"RRULE:FREQ=WEEKLY;BYDAY=TU"}]
```

Timezone: America/Los_Angeles

Attendees:

- 1. seemay.chou@arcadiascience.com
- 2. dennis.sun@arcadiascience.com

Location: n/a

Response ERROR

Tool updateEvent failed: Error: Invalid start time.

Thread

whatupdave Apr 25th at 1:51 PM
I think the issue here is that you're trying to move an event instance
1gvee59lc037klc3nl6p62vj87_R20250225T220000 instead of the parent event ID. The strange thing is that the parent wasn't returned in queryCalendars. I'm still investigating but you can probably run it again with the event ID 1gvee59lc037klc3nl6p62vj87

Mary Apr 25th at 2:20 PM
Event ID not found comes up when I use 1gvee59lc037klc3nl6p62vj87 😞

Erica Apr 25th at 3:20 PM
I'm struggling on this one too... should I loop in support?
I think they may have adjusted it themselves

whatupdave Apr 25th at 3:40 PM
It's more complicated, the original recurring event has been replaced with a new one and it looks like the google calendar API won't let us update the new one, we're gonna have to do some work on the back end to fix this

Erica Apr 25th at 6:30 PM
@Connor this one!

whatupdave Apr 25th at 6:39 PM
Workaround is to delete the old event and create a new one

✖ Invalid Start Time ✖

This often happens with all-day events.

Example: <https://howie.ai/admin/training/cmb14yopi00t978u4zlkxx0ox>

Action

- Try toggling the format:
 - If the event was all-day, leave it as all-day.
 - If needed, you can add '00:00' — Howie often prefers this format.
- Then, **try again** using the format that matches how the event was originally created.

updateEvent

Account: mitch@thewonderlandstudio.co

EventId: _6spjce1p8goj8ba588rj2b9k711k8b9o8cs3iba26cs32g26l146gpk88

Title: n/a

Start: 2025-06-12

End: 2025-06-12

Recurrence: n/a

Timezone: America/Los_Angeles

Attendees: n/a

Location: n/a

Conference URL: n/a

Description: n/a

Response ERROR

Invalid start time.

updateEvent

Account: mitch@thewonderlandstudio.co

EventId: _6spjce1p8goj8ba588rj2b9k711k8b9o8cs3iba26cs32g26l146gpk88

Title: n/a

Start: 2025-06-12 00:00

End: 2025-06-12 00:00

Response SUCCESS

Event updated: _6spjce1p8goj8ba588rj2b9k711k8b9o8cs3iba26cs32g26l146gpk88

X Attendees cannot be added to 'fromGmail' event with this visibility setting **X**

We are not compatible with events created by Gmail (e.g. flight reservations) so we can't add anyone.

Action:

- Reply Email**

Canned Email Excerpt (Example Verbiage)

At the moment, I'm not able to update certain Gmail-created events, such as flights or other automated bookings. If you'd like me to add your guest, I'd need to create a new event and include them there. Would you like me to do that?

The screenshot shows a software interface with two main sections: Step 4 and Step 5.

Step 4: A 'queryCalendars' request is shown with the following parameters:

- Calendars: storyjenks@gmail.com
- Query: n/a
- Start: 2025-06-09
- End: 2025-06-09
- Timezone: America/New_York

The response is labeled 'Response' with a green 'SUCCESS' status and a 'View calendars' button.

Step 5: An 'updateEvent' request is shown with the following parameters:

- Account: storyjenks@gmail.com
- EventId: hr87pr930a9ok4dm4af073r8os
- Title: n/a

The response is labeled 'Response' with a red 'ERROR' status. A pink box contains the message: "Attendees cannot be added to 'fromGmail' event with this visibility setting."

X Forbidden **X**

Usually this means the event was **already deleted** or it is someone else's.

Action

- Create a new event — no need to keep trying to update the old one.**

The screenshot shows an 'updateEvent' request with the following parameters:

- Account: jeffersons@captaintomorrow.io
- EventId: tb61k4v4tlob6qe2l5ptn0lj08_20250604T150000Z
- Title: RESCHEDULING- REV + Captain Tomorrow (1:1)
Weekly Meeting
- Start: n/a
- End: n/a

The response is labeled 'Response' with a red 'ERROR' status. A pink box contains the word 'Forbidden'.

Example: <https://howie.ai/admin/training/cmbi05f5e00ps4fj0oeq9rp7v>

The screenshot shows a calendar interface with a rescheduled event. The event details are as follows:

```
{
  "id": "1vd63dtei0lcdt4ireqbvqj0k7_20250612T180000Z",
  "end": "2025-06-12T14:00:00-05:00[America/Chicago]",
  "start": "2025-06-12T13:00:00-05:00[America/Chicago]",
  "summary": "RESCHEDULING: Rajiv / Duff"
},
{
  "organizer": "duff@rowingthroughcounseling.com",
  "recurrence": [
    "RRULE:FREQ=WEEKLY;WKST=SU;INTERVAL=4;BYDAY=TH"
  ],
  "conferenceData": "https://meet.google.com/uak-xfti-spi"
},
```

Step 2

updateEvent

Account	rajiv@clutch.vc
EventId	1vd63dtei0lcdt4ireqbvqj0k7_20250612T180000Z
Title	Rajiv / Duff
Start	2025-06-13 10:00

Response ERROR

Forbidden

Example: <https://howie.ai/admin/training/cmbi4uku701e11jqsfbfmk5jd>

X Account not found X

Why it happens: Typically this means the user's calendar is not properly connected.

Example: Yahoo accounts are not supported.

Action

- On the "Participants" tab - **click the "+" on "Calendars"** (see image below) and it will lead you to all their calendars.
- Reply email**

Canned Email Excerpt (Example Verbiage)

I'm unable to add this event to your [incompatible email] calendar, but I see you have other emails connected with me. Would you like me to add it to one of those instead?

The screenshot shows two views of a participant profile. On the left, under the "Participants" tab, there is a list of connected accounts. One account, "Jen Koen", is highlighted. A blue arrow points from the "Calendars" button next to her name to the right-hand view, which shows a list of connected calendars. The "jen@daydream.ing" account is selected.

Example of what this would look like (please note as this is a new process, the example is before this above guidance was set in place but hope it provides some guidance for what this looks like and if this fits your situation, if you have a loop that you are able to send through and it works, please

send to Erica or Nicole so we can update with a good loop!):

<https://howie.ai/admin/training/cmagw50nm003029n78vrzwzbx>

The screenshot shows a workflow interface with two steps:

Step 1: **queryCalendars**
Calendars: jenniferkoen@yahoo.com
Query: n/a
Start: 2025-05-12
End: 2025-05-12
Timezone: America/New_York

Response: SUCCESS

View calendars

Step 2: **createEvent**
Account: jenniferkoen@yahoo.com
Title: Centurion Physical Therapy with Deanie
Start: 2025-05-12 14:45
End: 2025-05-12 15:15

Response: ERROR

Account not found

▲ Messaging User About Errors (Only if Needed) ▲

Use this only as a last resort!!!

Actions

- If you truly need to, message the user with this verbiage:

Canned Email Excerpt (Example Verbiage)

I encountered an error while updating this event and am actively working on this request. I will follow up within the next 24-hours on an update

- Set a timer for **12 hours** so we have time to address internally

Other Technical Issues - Troubleshooting Actions and Canned Responses

Calendar Isn't Synced or Visible ("No Accounts Found")

The screenshot shows a user interface for managing calendar accounts. On the left, there's a list of accounts: 'nay Chou' (nay@astera.org) and 'Echols' (echols@gmail.com). On the right, under 'Step 1', there's a form titled 'queryCalendars'. It contains fields for 'Calendars' (set to 'seemay@astera.org'), 'Query' (set to 'n/a'), 'Start' (set to '2025-03-28'), 'End' (set to '2025-04-10'), and 'Timezone' (set to 'America/New_York'). A 'Response' section indicates an 'ERROR' with a red error icon. A pink box displays the message 'No accounts found'.

Description

If someone's calendar isn't showing up, it likely means Howie doesn't currently have access to it. You can gently let them know with something like:

Action

- Reply Email**

Canned Email Excerpt (Example Verbiage)

It looks like I'm not seeing your calendar right now. Would you mind going into your Howie settings and adding any calendars you'd like me to have access to? You can do that here:

<https://howie.ai/settings/calendars>.

Zoom Account Not Connected

The screenshot shows a 'createEvent' interface. On the left, event details are listed: 'Account' (alex@kruzeconsulting.com), 'Title' (Sam > Alex), 'Start' (2025-06-06 10:30), 'End' (2025-06-06 11:00), 'Recurrence' (n/a), and 'Timezone' (America/New_York). On the right, a 'Response' section shows an 'ERROR' with a red error icon. A pink box contains the message: 'Zoom account not connected. If you intended for this to be zoom conferencing please email the customer off thread to connect their Zoom account to create Zoom meetings.'

Example of someone who wants zoom but has google meet in there also as okay:

<https://howie.ai/admin/training/cmbjj2f2g01ao10tq2ie0dlqh>

Action:

- Reply email**

Canned Email Excerpt (Example Verbiage)

It looks like your Zoom account isn't currently connected, which is preventing me from creating the event. Could you go to your Howie settings and link your Zoom account?

You can do that here: <https://howie.ai/settings/integrations>

Let me know when this is completed and I will send an invite.

Calendar Error

queryCalendars	
Calendars	jonah@takeout.studio
Query	n/a
Start	2025-06-02
End	2025-06-06
Timezone	America/Los_Angeles

Response ERROR (o) </> (x)

[View calendars](#)

Calendar error (jonah@somethings.com/primary) -
InvalidGrantError:

Action

Reply email

Canned Email Excerpt (Example Verbiage)

It looks like I'm not seeing your calendar right now connected to [email]. Would you mind going into your Howie settings and adding any calendars you'd like me to have access to? You can do that here: <https://howie.ai/settings/calendars>

When Howie Support is Needed

Looping in Support

ONLY DO THIS WHEN ABSOLUTELY NECESSARY.

When we need to loop in support to resolve issues for customers, **always be sure to include a brief summary or context for the reason support is being looped in**. This ensures we can quickly resolve the issue for the customer.

Canned Email Excerpt (Example Verbiage)

Examples:

I'm looping in our support team at support@howie.ai to assist with [BRIEF DESCRIPTION OF ISSUE THAT IS HAPPENING]. They'll be able to help troubleshoot.

I'm currently having trouble connecting to your [conferencing platform of choice], but have sent a placeholder event without a conferencing link and included support@howie.ai here while we actively work on resolving the issue. We'll provide an update within 24 hours.

I'm looping in our support team at support@howie.ai to assist with [BRIEF DESCRIPTION OF ISSUE THAT IS HAPPENING]. They'll be able to take care of this for you and follow up directly if anything else is needed.

Howie