Mindset First

- You **CAN** be resourceful — many errors can be fixed by selecting a different calendar that a customer has

- There **IS** usually a path forward.
- In order for the calendar query to be successful, it should be green and showing success. Not red.

General 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 customer 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
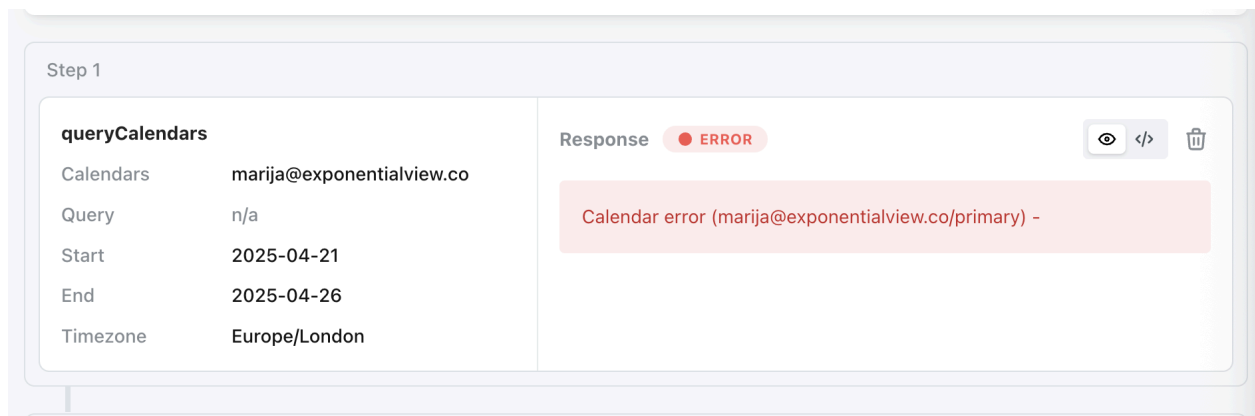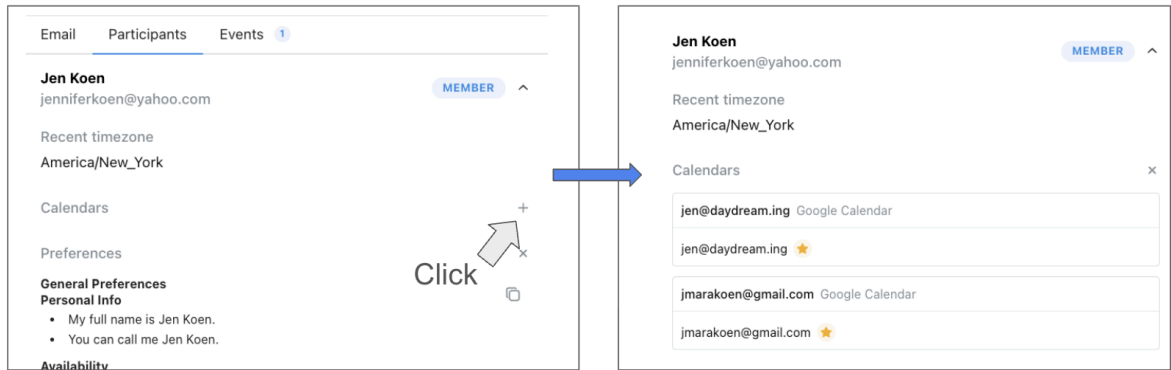
Permission Error:

The customer has not connected their email.

FIRST: if you can see things on their calendar- <mark>push through and handle as normal!</mark> And drop in bugz
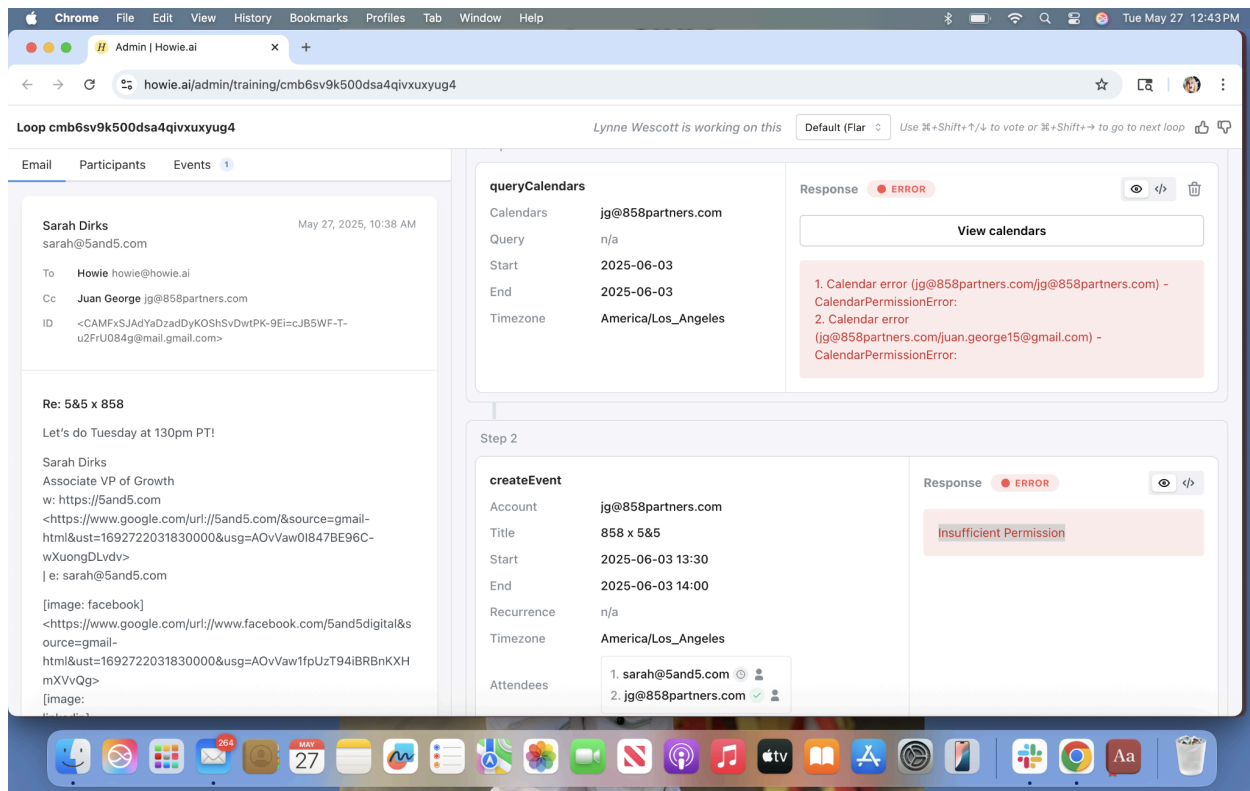
If you cannot see their calendar at all:

Action: Reply Email

Verbiage:

It looks like I'm not seeing your calendar right now connected to <mark>**[type email]**</mark>*. 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*

Action: Set a **24-hour timer** to follow up

Example: https://howie.ai/admin/training/cmb6sv9k500dsa4qivxuxyug4

Calendar error- event date time must have a time zone:

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

Action:

If an engineer is available:

1. Check if the customer has another connected calendar you can query.
   → If yes, proceed with that calendar. Drop issue in **#bugz**

2. If no alternative calendar works, post the issue in **#bugz** and notify engineers for assistance.
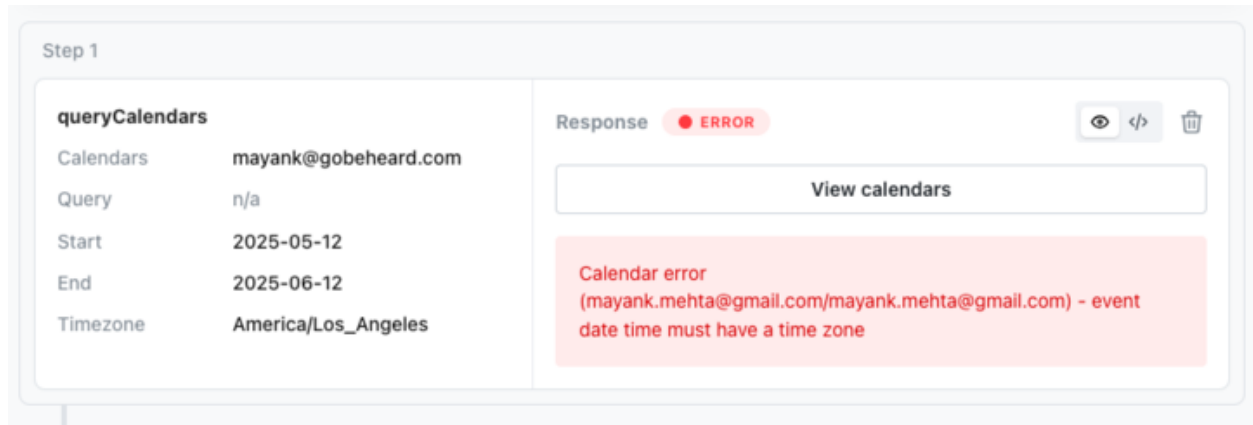
If no engineer is available:

1. Check if the customer has another connected calendar you can query.
   → If yes, proceed with that calendar.

→ If not, or if the error persists, reply to the customer with:

Verbiage:
 "*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.

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

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

Action:

If an engineer is available at your working hours:

1. Check if the customer has another connected calendar you can query.
   → If yes, proceed with that calendar. Drop issue in **#bugz**

2. If no alternative calendar works, post the issue in **#bugz** and notify engineers for assistance.

If no engineer is available:

Check if the customer has another connected calendar you can query.
→ If yes, proceed with that calendar.
→ If not, or if the error persists, reply to the customer with:

"*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*."

Action- Set a **12-hour timer** to follow up internally and allow time for engineering support.
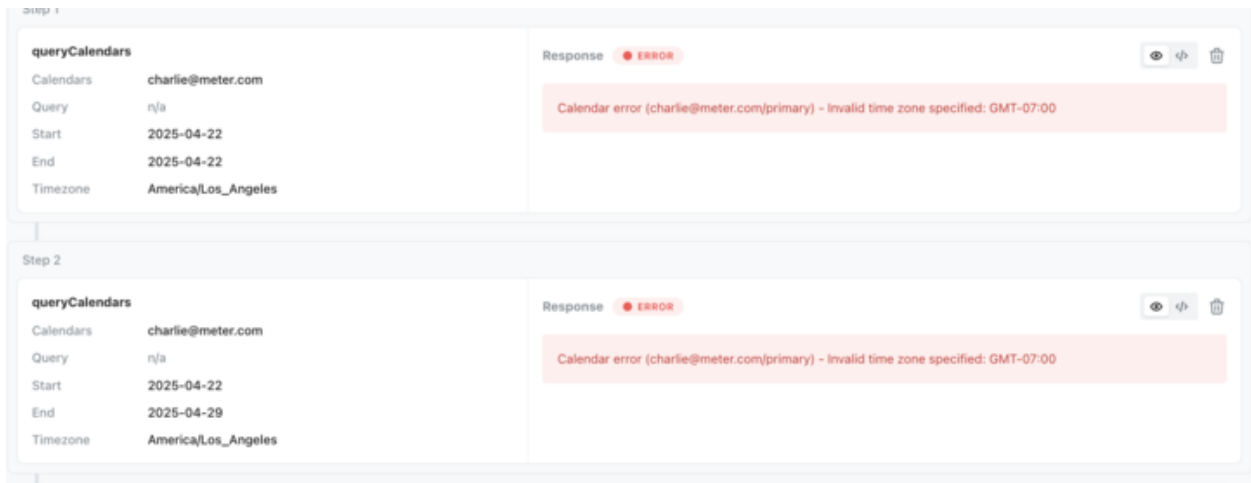
No users found:

We are not recognizing them as a user.

FIRST: see if their preferences indicate that we should be using a different email. Oftentimes, customers email from their personal and want us to send from work.

If you can proceed this way- do it. If you can't then go to next step:

Action: Reply Email

Verbiage:

Hi *[customer name]*

It looks like your email [*address that the customer 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.

Action: Set a **24-hour timer** to follow up

Best,
Howie
Ex: https://howie.ai/admin/training/cmbhykpya00hj1jqskr3ddowb

queryCalendars		Response ● ERROR	⊙ </> 🗑
Calendars	mjb@efuse.io	View calendars	
Query	n/a		
Start	2025-06-09	No users found	
End	2025-06-13		
Timezone	America/New_York		