Update Event Errors

Training Guide

Mindset First

- You **CAN** be resourceful — many errors can be fixed!

- There **IS** usually a path forward.

- If needed, it's OK to message the customer and let them know you're working on it.

General Troubleshooting Steps

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!

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.
-

See example of just trying again: https://howie.ai/admin/training/cmbicl5qh004i6ax4pxh9k4n6

updateEvent

Account   pierre.hebrard@pricemoov.com
EventId   govdnskktpmo1cobeeb1hv9e0c_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"] }]

updateEvent

Account   pierre.hebrard@pricemoov.com
EventId   govdnskktpmo1cobeeb1hv9e0c_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 ● SUCCESS

Event updated: govdnskktpmo1cobeeb1hv9e0c_20250715T040000Z

Specific Error Messages & How to Handle Them

❌ Event not found

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

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

```
          }
        ],
        "organizer": "drew@perennialpartners.co"
      },
      {
        "id": "hr87pr930a9ok4dm4af073r8os",
        "end": "2025-06-09T09:40:00-04:00[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"
      },
```

queryCalendars

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

Response ● SUCCESS

This user has 2 email addresses and the email address in the update does not match organizer of event.

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

Ex: https://howie.ai/admin/training/cmav69a9b00r888h05skqd7dl

Ex: https://howie.ai/admin/training/cm8njcflz0068lmxgs8md5x9y

- *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

- Review the Slack message in the image below. It is likely a backend issue — if engineers are online, please ask them to take a look.
- If engineers are not online and this is a recurring event, you can use a workaround: delete the event and create a new one.
- If you are not comfortable taking this action, send the following message to the customer:

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

Action: Set a timer for **12 hours** to ensure we have time to address the issue internally.

- **Ex: https://howie.ai/admin/training/cm9wwih300308pabuickks58w**

❌ Invalid Start Time

This often happens with all-day events.
 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."**

- Example: https://howie.ai/admin/training/cmbl4yopi00t978u4zlkxx0ox

updateEvent

Account	mitch@thewonderlandstudio.co
EventId	_6spjce1p8goj8ba588rj2b9k711k8b9o8cs3iba26cs32gi26l146gpk88
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	_6spjce1p8goj8ba588rj2b9k711k8b9o8cs3iba26cs32gi26l146gpk88
Title	n/a
Start	2025-06-12 00:00
End	2025-06-12 00:00
Recurrence	n/a
Timezone	America/Los_Angeles
Attendees	n/a
Location	n/a
Conference URL	n/a
Description	n/a

Response ● SUCCESS

Event updated: _6spjce1p8goj8ba588rj2b9k711k8b9o8cs3iba26cs32gi26l146gpk88

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

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

- **Action: Reply Email**
- **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?"*

Step 4

queryCalendars

		Response	● SUCCESS	👁 </> 🗑

Calendars   storyjenks@gmail.com

Query   n/a

Start   2025-06-09

End   2025-06-09

Timezone   America/New_York

View calendars

Step 5

updateEvent

Response   ● ERROR   👁 </>

Account   storyjenks@gmail.com

EventId   hr87pr930a9ok4dm4af073r8os

Title   n/a

Start   n/a

End   n/a

Recurrence   n/a

Timezone   n/a

Attendees

1. storyjenks@gmail.com ✓ 👤
2. elyse.lipman@lipmanfamilyfarms.com 🕐 👤

Location   n/a

Conference URL   n/a

Description   n/a

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

❌ **Forbidden**

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

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

Ex: https://howie.ai/admin/training/cmbi05f5e00ps4fj0oeq9rp7v

```
{
  "id": "ivd63dtei0lcdu4ireqbvqi0k7_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@growingthroughcounseling.com",
"recurrence": [
  "RRULE:FREQ=WEEKLY;WKST=SU;INTERVAL=4;BYDAY=TH"
],
"conferenceData": "https://meet.google.com/uak-xfti-spi"
},
```

Step 2

Ex: https://howie.ai/admin/training/cmbi4uku701e11jqsfbfmk5jd

---

❌ Account not found

- Typically this means the customer'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 to the customer:

  "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?"
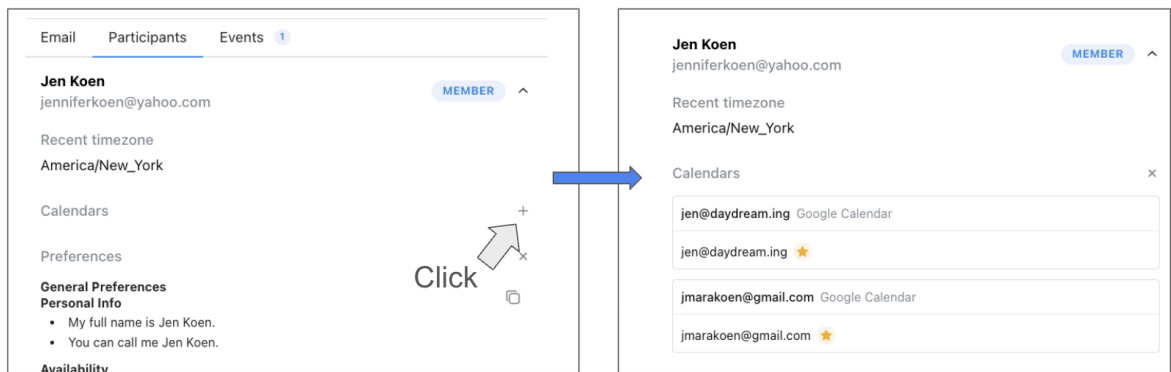
Example of what this would look like (*please note as this is a new process, the example is before this above guidance was set in place but hope it provides some guidance for what this looks like and if this fits your situation, if you have a loop that you are able to send through and it works, please send to Erica or Nicole so we can update with a good loop!*): https://howie.ai/admin/training/cmagw50nm003029n78vrzwzbx

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
Recurrence	n/a
Timezone	America/New_York
Attendees	1. jenniferkoen@yahoo.com ⊘ 👤
Location	n/a
Conferencing	n/a
Conference URL	n/a
Description	n/a

Response ● ERROR

Account not found

❌ Bad Request

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

  A good work around is to delete and recreate the invite if we can and it makes sense

- **Action: Reply Email**
- **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?"*

https://howie.ai/admin/training/cme1tr9tw0ami6esq01tg3fov

Response ● ERROR

Bad Request
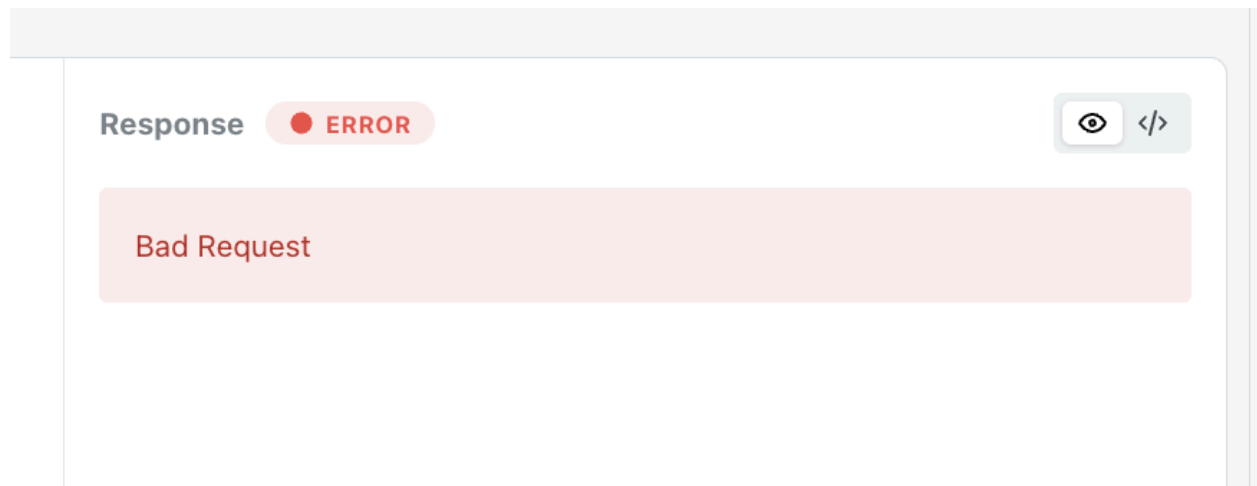
Messaging to Customer (If Needed)

Please use this as a last resort!!! But, if you do need to message the customer about an error to buy time, use this 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"

Action: *set a timer for **12 hours** so we have time to address internally*

Final Reminder

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