Create 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!

❌ Account Not Found

What it means:
The customer's calendar is not properly connected.

Common example:

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

How to troubleshoot:

1. Go to the **Participants** tab.

2. Click the **"+"** on **Calendars** (see image below).

3. Review all available connected calendars

Action to take:

- Reply Email:

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?"

Example:

https://howie.ai/admin/training/cmagw50nm003029n78vrzwzbx
https://howie.ai/admin/training/cmb0y32sy00xy2g6m7o4g7ihk

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
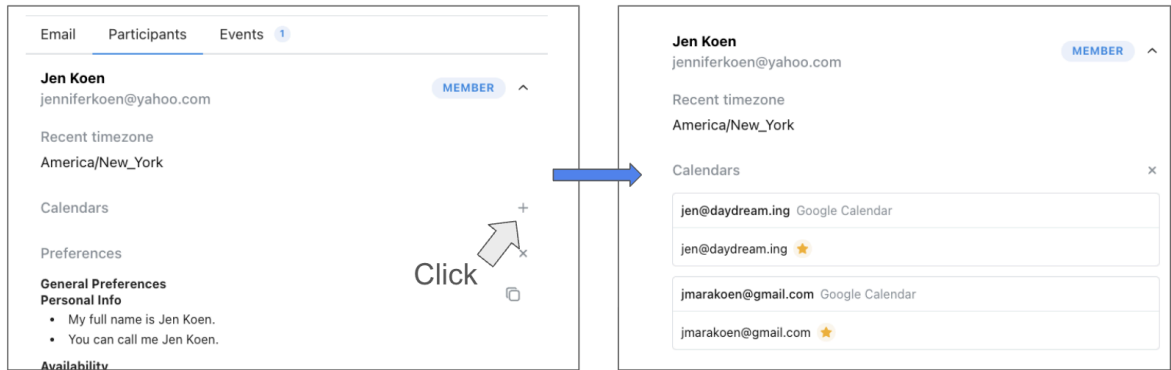
Account not found

❌ **Insufficient Permission**

What it means:
The system does not have permission to view or edit the calendar.
Example: (*this is not how this should be handled but provides visibility to what the error looks like if you need to compare your circumstance*): https://howie.ai/admin/training/cmapdvfx4000ietfcxnqvpq6v
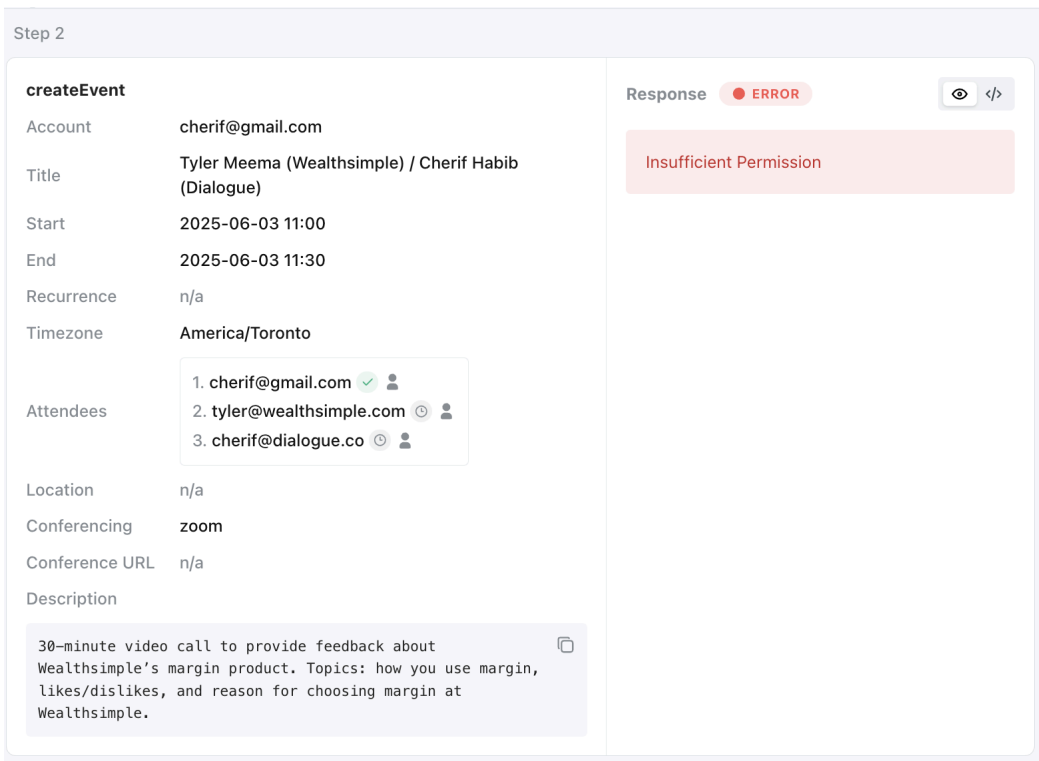
How to troubleshoot:

1. Go to the **Participants** tab.

2. Click the **"+"** on **Calendars**.

3. Try using another connected calendar and run a new query.

Sample reply to 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?"

❌ Invalid Conference Type Value

Ex: https://howie.ai/admin/training/cmegkx9b10cusifbm51z12s75

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

Action: See if there is any flexibility for the customer to do an alternative platform, some are okay with either and keep trying various platforms to see if a bug on all conferencing. Drop in bugz.

If you are stuck and no one is available online to assist:

1. **Create a blank conferencing event** as a placeholder.

2. **Communicate to the customer <mark>privately</mark> without guests:**
   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
3. **Action**: set timer for **12 hours** so we have time to internally address as a team

4. **Drop the issue** in *#bugz* for visibility

createEvent		Response ● ERROR
Account	alex@kruzeconsulting.com	Invalid conference type value.
Title	Meow <> Kruze	
Start	2025-05-27 16:30	
End	2025-05-27 17:00	
Recurrence	n/a	
Timezone	America/New_York	
Attendees	1. alex@kruzeconsulting.com ✓ 👤 2. brandon@meow.com ⏱ 👤 3. matthew@meow.com ⏱ 👤 4. bryce@meow.com ⏱ 👤 5. claudine@kruzeconsulting.com ⏱ 👤 6. bill@kruzeconsulting.com ⏱ 👤	
Location	n/a	
Conferencing	zoom	
Conference URL	n/a	
Description	n/a	

❌ Tool createEvent failed: Invalid Conference Type Value

Example: https://howie.ai/admin/training/cm9kd7s1100rfwcpo5fzfa1qq

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

Action: See if there is any flexibility for the customer to do an alternative platform, some are okay with either and keep trying various platforms to see if a bug on all conferencing. Drop in bugz.

If you are stuck and no one is available online to assist:

1. **Create a blank conferencing event** as a placeholder.
2. **Reply to the customer <u>privately</u> without guests:**
   I'm currently having trouble connecting to your 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
3. **Action**: set timer for **12 hours** so we have time to internally address as a team
4. **Drop the issue** in *#bugz* for visibility

createEvent		Response ● ERROR
Account	vinayak@ev3.xyz	
Title	Jan / Bronson <> Vinny	Tool createEvent failed: Error: Invalid conference type value.
Start	2025-04-18 18:00	
End	2025-04-18 18:30	
Recurrence	n/a	
Timezone	Europe/Berlin	
Attendees	1. jan@oneearthrising.com 2. bronson@oneearthrising.com 3. vinayak@ev3.xyz	
Location	n/a	
Conferencing	**google**	
Conference URL	n/a	
Description	n/a	

❌ Zoom Account not Connected:

createEvent		Response ● ERROR
Account	alex@kruzeconsulting.com	
Title	Sam <> Alex	Zoom account not connected. If you inteded for this to be zoom conferencing please email the customer off thread to connect their Zoom account to create Zoom meetings.
Start	2025-06-06 10:30	
End	2025-06-06 11:00	
Recurrence	n/a	
Timezone	America/New_York	
Attendees	1. alex@kruzeconsulting.com 2. sam@mandellawpc.com	
Location	n/a	
Conferencing	**zoom**	
Conference URL	n/a	
Description	n/a	

Example of someone who wants zoom but has google meet in there also as okay:
https://howie.ai/admin/training/cmbjj2f2g01ao10tq2ie0dlqh

Action: reply email

Verbiage:

Hi [First Name of Howie Customer],

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.

Best,
Howie
……

❌ Failed to create Zoom conferencing:

Action: First see if they have a google, if possible to proceed that way and their preferences allow- do that and let them know privately on that.

Example of someone who wants zoom but has google meet in there also as okay: https://howie.ai/admin/training/cmbjj2f2g01ao10tq2ie0dlqh

Action if no google meet is there: reply email

Verbiage:

Hi [First Name of Howie Customer],

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.

Best,
Howie

❌ **Precondition check failed:**

Action: try rerunning again, should be okay
Drop in Bugz

Ex: https://howie.ai/admin/training/cmbtd0qua01rs2zzfx6yw9l3h

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
Attendees	1. meraj.khan@digibiomics.com 🕐 👤 2. armughan1@gmail.com ✅ 👤
Location	n/a
Conferencing	google
Conference URL	n/a
Description	n/a

Response ● ERROR   👁 </>

Precondition check failed.

❌ **Unknown error has occurred:**

Try again
Ex: https://howie.ai/admin/training/cmd6yyd3303xmyj4pu8ag8ur6
Did not change anything, just tried again

createEvent

Account	benjamina@nucleate.org
Title	Ben <> Maria
Start	2025-07-25 21:00
End	2025-07-25 21:30
Recurrence	n/a
Timezone	America/New_York
Attendees	1. benjamina@nucleate.org ✓ 👤 2. mariac@nucleate.org 🕐 👤
Location	n/a
Conferencing	zoom
Conference URL	n/a
Description	n/a

Response ● ERROR 👁 </>

Unknown error has occurred