



Conference Room Booking – Advanced Guide

Using Scheduling Assistant to Avoid Conflicts

Scheduling Assistant shows everyone’s availability and the room’s schedule in one place so you can pick a time that works without guessing. This helps prevent the majority of scheduling conflicts.

How to use it:

- In a meeting invite, click **Scheduling Assistant**.
- Look for white/open blocks (available).
- Look for blue/blocked blocks (busy).
- Try dragging your meeting to another time and Outlook updates instantly.
- Add multiple rooms to compare availability side-by-side.

Pro Tip: If you add the room before adding attendees, Outlook may show it as available when it actually conflicts with someone you haven’t added yet.

Why Rooms Get Auto-Declined

Rooms decline invitations automatically based on built-in rules:

- **Someone booked it milliseconds before you**
Outlook shows the room as free, but someone else wins the race. Just pick a new time or new room.
- **Meeting exceeds the maximum booking length**
Our rooms can be booked for up to 120 hours (5 days) at a time. If you try to book a multi-day event, shorten the request or split it into separate reservations.
- **Meeting is too far in the future**
Rooms can be booked up to 548 days out (about 1.5 years). If you’re planning something way in the future, the room will decline it until you’re within that window.
- **Double booking isn’t allowed**
Rooms won’t hold “tentative” reservations. Even if your meeting shows as Tentative, the room will still reject it if something else pops up.

Pro Tip: If you’re unsure why a room declined your invite, open the decline message. Outlook normally tells you exactly why.

Recurring Meetings Must Have an End Date

If you create a recurring meeting with “**No end date**,” Outlook tries to reserve the room indefinitely which is far past the 548 day limit.

How to fix it:

- Set an end date within the 548-day booking window.
- Or create a shorter series (e.g., 6 months or 1 year) and renew it later.

Pro Tip: If the room declines your recurring meeting, the decline message usually tells you the series extends too far into the future.

Choosing the Right Room Using Room Finder

Room Finder helps you pick the best space based on what you need, not just what’s empty.

What you can filter by:

- Room capacity
- Building or location
- Equipment (TV, HDMI, Teams setup)
- Accessibility or special features (whiteboard, table layout)

How to use it:

- In a meeting invite → Location → **Browse more rooms** (desktop)
- Or in Outlook web → Add a room → **Room Finder**

Pro Tip: If you book the same room all the time, save it as a Favorite for quicker access.

Handling External Attendees (Guests, Vendors)

External attendees can attend your meetings, but they cannot book our rooms themselves.

If an external person sends the meeting invite:

- Accept their invite
- Create a new internal meeting on your calendar and add the room yourself
- *Optional:* Invite them as an attendee so they know what room everyone will be in

Pro Tip: When you need a room for a visitor, book the room yourself as the internal organizer or email **FrontAdmin@CRSI-OH.com** if you will not be attending the meeting.