

Sakoon - Client - Bug #12851

Slot Shows as 'Already Booked' After Cancellation, Even Though It's Available for Rebooking

02/20/2025 05:09 PM - priyanka Sharma

Status:	Closed	Start date:	02/20/2025
Priority:	High	Due date:	
Assignee:	Goverdhan verma	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Description An appointment was booked for 22 Feb, 2025, 14:00-15:00, but the client later cancelled it. After the cancellation, the slot should be available for another client to book. However, when a new client tries to book this slot, the system shows a message saying "Appointment Already Booked," even though it should be open for booking			

History

#1 - 02/21/2025 11:15 AM - priyanka Sharma

- Assignee changed from Mohit Rana to Goverdhan verma

#2 - 02/27/2025 01:05 PM - Goverdhan verma

- Status changed from New to Resolved

#3 - 03/19/2025 04:14 PM - Mohd Irfan

- File clipboard-202503191611-cufnj.png added

- File clipboard-202503191613-1kte6.png added

- File clipboard-202503191614-2qghn.png added

- Status changed from Resolved to Closed

Fixed!

The screenshot shows the Sakoon web application interface. The top navigation bar includes the Sakoon logo, contact information (info@sakoon.co.uk, +44 (0)7943 561561), and user details (Mr. Love Kush, Logout). The main content area is titled "Appointment List" and features tabs for "Approved", "Pending", "Rescheduled", "Cancelled", and "Completed". The "Cancelled" tab is selected. A table displays the appointment details:

S.No.	Booking Id	Slot	Counsellor	Contact Method	Amount
1	#616	21 Mar, 2025 17:00-18:00	Mr. Ray Watson (SC-1058)	Video	£60

The "Slot" column for the first entry is highlighted with a red box. Below the table, it indicates "Showing 1 to 1 of 1 entries". The footer of the application shows "© 2025 Sakoon - Peace of Mind".

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Appointment booked successfully!

Mr. Soham Singh Logout

Thank You for Booking!

Your appointment details are confirmed.

SR NO.	BOOKING DETAILS	CONTACT METHOD	PARTICULAR	PAYMENT
1	Date: 21 Mar, 2025 Slot: 17:00-18:00	Video	Couple	£60
Total Amount				£60
Grand Total				£60

Back to Dashboard

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Mr. Soham Singh Logout

Appointment List

Approved Pending Rescheduled Cancelled Completed

CSV

show 10 entries Search:

S.No.	Booking Id	Slot	Counsellor	Contact Method	Meeting Link
1	#617	21 Mar, 2025 17:00-18:00	Mr. Ray Watson (SC-1058)	Video	Meeting Link

showing 1 to 1 of 1 entries

Previous 1 Next

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Files

File Name	Size	Date	Owner
Appointmentbooked (1).mp4	648 KB	02/20/2025	priyanka Sharma
clipboard-202503191611-cufnj.png	127 KB	03/19/2025	Mohd Irfan
clipboard-202503191613-1kte6.png	161 KB	03/19/2025	Mohd Irfan
clipboard-202503191614-2qghn.png	142 KB	03/19/2025	Mohd Irfan