

Tableo Integration

Connects **Tableo** with the Newo AI agent so restaurant guests can ask for live reservation availability, choose a dining area, create a booking, modify their reservation or cancel it during a call or chat.

Before You Start

Make sure you have:

- an active **Tableo** restaurant account;
- access to the Tableo admin panel or a Tableo account administrator;
- a Tableo API token for the restaurant the agent will serve;
- dining areas configured in Tableo, such as **Main Dining** or **Terrace**;
- reservation availability configured for the dining areas and party sizes you want to offer;
- access to **Newo Builder**, with permission to edit attributes and click **Publish All**.

The token selects the restaurant. One Newo Tableo connection should point to one restaurant account.

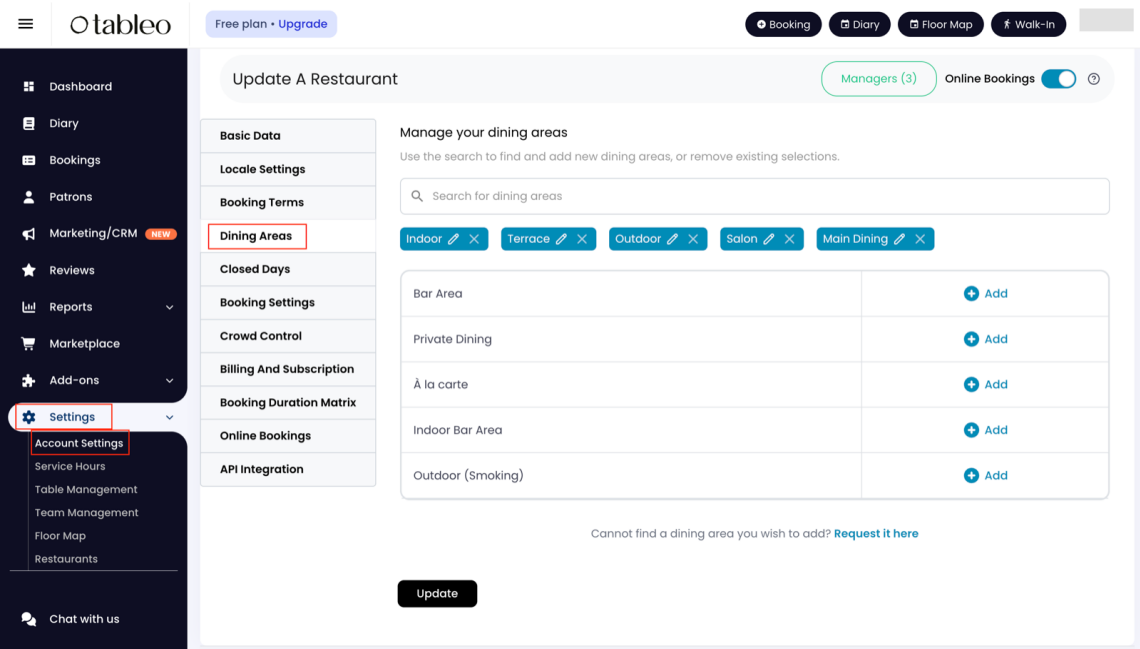


Figure S01. Tableo account settings with the available dining areas.

The screenshot displays the 'Update A Restaurant' interface in Tableo. The left sidebar contains a navigation menu with 'Settings' highlighted. The main content area is titled 'Update A Restaurant' and includes a 'Managers (3)' indicator and an 'Online Bookings' toggle. The 'Booking Settings' section is expanded, showing various configuration options for online reservations, such as allowing kids, same-day bookings, booking duration, time steps, and dropdown limits for children and adults.

Figure S02. Tableo booking settings used when configuring online reservation availability.

What the Agent can do

- **Check live reservation availability.** The agent asks for the date and number of guests, then reads back real Tableo slots.
- **Offer dining-area choices.** If Tableo returns more than one dining area, the agent can ask whether the guest prefers options such as **Main Dining** or **Terrace**.
- **Create a restaurant booking.** After the guest confirms a slot and dining area, the reservation is created in Tableo.
- **Remember bookings created during the conversation.** The confirmed reservation is stored with the guest's Newo profile.
- **Look up existing reservations by phone number.** When a guest phone number is detected, the integration can load accepted Tableo reservations for the configured upcoming lookup window. If the guest provides a phone number while asking to cancel or change a booking, the agent can announce the matching reservations and ask which one to use.
- **Cancel an accepted reservation.** After the guest confirms which accepted reservation should be cancelled, the agent can cancel it in Tableo.
- **Reschedule an accepted reservation.** After the guest chooses a replacement slot, the agent can move the existing reservation.

Returning-customer recognition

When a phone number becomes available during a conversation, the integration checks for that guest's accepted Tableo reservations in the configured upcoming lookup window. The lookup is restricted to bookings whose guest phone number matches the detected number.

This allows the agent to answer questions such as *"Do I already have a reservation?"* without exposing other guests' reservations.

If the phone number is detected automatically at the start of a call, the lookup is silent and simply refreshes the guest's reservation context. If the guest asks to cancel or move a reservation and then provides their phone number, the agent can tell them which matching reservations were found.

If no booking is found in the configured upcoming window, the agent can ask for the reservation date and run a date-specific lookup for that same phone number.

Features at a glance

Feature	Included
Check live availability by date and party size	Yes
Offer slots grouped by dining area	Yes
Create a booking in the selected dining area	Yes
Store newly created reservations in the guest profile	Yes
Refresh upcoming existing reservations by phone	Yes
Ask for a reservation date and run a date-specific lookup when needed	Yes
Hide cancelled reservations from the guest's active booking list	Yes
Cancel an accepted Tableo reservation	Yes
Reschedule an accepted Tableo reservation after a replacement availability check	Yes
Take payments during the Newo conversation	No

Setup

Create the Newo project

If this project already exists in **Newo Builder**, skip this subsection and continue with the integration-specific settings below.

1. In **Newo Builder**, open the projects list and click **Create Project** (or **Create New Project** from the top-right menu).



Create New Project menu in Newo Builder

2. Fill **IDN** and **Title**. The exact names do not matter; use any clear names your team will recognize.
3. In **Registry**, choose the release channel:
 - **staging** — the newest module fixes appear here first. Use it when you need the latest fix, but expect possible unfinished changes.
 - **production** — the final stable version for live projects.
4. In **Module**, select the module for this integration.



Create Project form showing IDN, Title, Registry, and Module fields 5. Leave **Module version** on **Latest**

version unless support tells you to pin a specific version, then click **Create**.

1. Prepare your Tableo account

1.1 Confirm dining areas and availability

1. Open the Tableo admin panel.
2. Confirm that the restaurant has at least one dining area.
3. Confirm that availability is configured for the dates, hours, and party sizes the agent should offer.
4. Note the exact dining-area names. The agent presents those names to the guest and uses the guest's selection when creating a booking.

How to verify: use the Tableo admin panel to confirm that a manual availability check returns slots for a known date and party size.

1.2 Confirm the restaurant can accept bookings

The Tableo account must be ready to accept API-created reservations. Some accounts require additional Tableo-side account linking before a booking can be accepted.

How to verify: create a test reservation from Tableo or confirm the account setup with the Tableo account administrator.

The screenshot shows the Tableo admin interface. On the left is a dark sidebar with navigation links: Dashboard, Diary, Bookings (highlighted with a red box), Patrons, Marketing/CRM (marked NEW), Reviews, Reports, Marketplace, Add-ons, Settings, and Support. At the bottom of the sidebar is a 'Chat with us' button. The main content area is titled 'Bookings' and includes a sub-header: 'A comprehensive overview of all your reservations - past, present and future. Easily track, update, and manage bookings to ensure a smooth dining experience for your customers. Use the search and filter options to quickly find specific reservations and keep your operations running seamlessly.' Below this, it says 'Bookings from June 5, 2026 to June 6, 2026'. There is a search bar and filter options for 'Show report for:' (Booking for date), date range (05/06/2026 - 06/06/2026), 'All channels', 'All statuses', and 'All payment statuses'. A red 'Search' button is present. The results section shows 'Showing 1 out of 1 Bookings (2 Covers)'. A table lists the booking details:

BOOKING DETAILS	CREATED ON	BOOKED FOR	STATUS	PAYMENT STATUS	TABLE
Postman Tester postman.test@example.com Terrace 2 Adults Comments: Postman integration test	June 1, 2026 03:49 Pacific/Midway	June 5, 2026 19:00 Pacific/Midway	Accepted	N/A	T1

At the bottom of the table, there is a blue 'Edit' button. Below the table, a summary bar shows 'Total Bookings: 2 | Last Booking Date: 2026-06-05'.

Figure S03. Tableo bookings list with a test reservation created through the integration.

2. Get your Tableo credentials

Tableo API Token

1. Open the Tableo admin panel.
2. Generate or request the API token for the restaurant this agent should serve.
3. Copy the token exactly as Tableo provides it.

If your Tableo account does not show a token-generation page, ask your Tableo account administrator or implementation contact to issue the token.

Free plan • Upgrade

Booking Diary Floor Map Walk-in

Update A Restaurant Managers (3) Online Bookings

Basic Data
Locale Settings
Booking Terms
Dining Areas
Closed Days
Booking Settings
Crowd Control
Billing And Subscription
Booking Duration Matrix
Online Bookings
API Integration

API Integration
Generate a token to access the Restaurant API.

Token status: Active (Last used: 2026-06-02T13:11:42+02:00)

API Token: Token issued. Regenerate to view.
Buttons: Regenerate, Revoke
Note: Token is shown only once. Save it securely.

Base URL: <https://app.tableo.com/api/restaurant>
Auth: Bearer token
Rate limits: 60/min, 1000/hour
Use the token in the Authorization header: `Bearer <token>`

Recent API Logs
Most recent requests for this restaurant.

TIME	METHOD	ENDPOINT	STATUS	RESPONSE	IP
Jun 2, 13:16:03	POST	/api/restaurant/bookings	201	44ms	35.222.*
Jun 2, 13:13:27	GET	/api/restaurant/availabilities	200	104ms	35.222.*

Figure S04. Tableo API Integration settings where the restaurant API token can be generated or replaced.

3. Add Tableo to the Newo agent

3.1 Add the Tableo module

1. Open the restaurant project in **Newo Builder**.
2. Open the agent that should handle Tableo reservations.
3. Press 3 dots and click **Create New Project**.
4. Enter **TableoIntegration** into the IDN and TITLE fields.
5. Select module **tableo_integration**.
6. Toggle **Auto update enabled** and click **Create**.

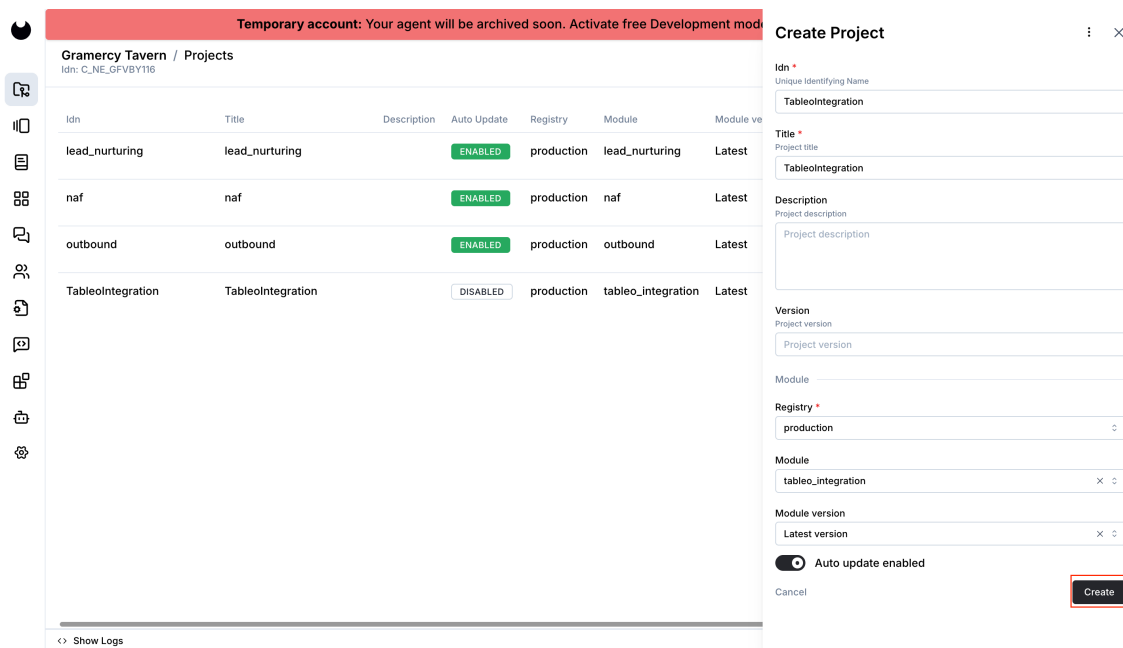


Figure S05. Creating the **TableoIntegration** module from the `tableo_integration` registry module in Newo Builder.

After the module is added, the **Module - TableoIntegration** settings group becomes available in the project attributes.

3.2 Create the Tableo connector

1. In **Newo Builder**, open the **Integrations** settings for the project.
2. Scroll down until you see the **Tableo Booking Integration** connector.
3. Click the settings icon, enter the Tableo Base URL in the **Tableo API base URL** field, and click **Save**.
The Tableo API base URL can be found in the API Integration section of the Tableo admin panel.
4. Click + sign to create a new connector.
5. Enter title as **Tableo**, idn as **tableo**, and connector name as **Tableo**.
6. Save the connector.

Get the **Tableo Base API URL** from the Tableo API or integration settings for the restaurant account. If the Tableo admin panel does not show it, ask the restaurant's Tableo account administrator, Tableo support, or the Tableo implementation contact for the API base URL that belongs to that restaurant/environment.

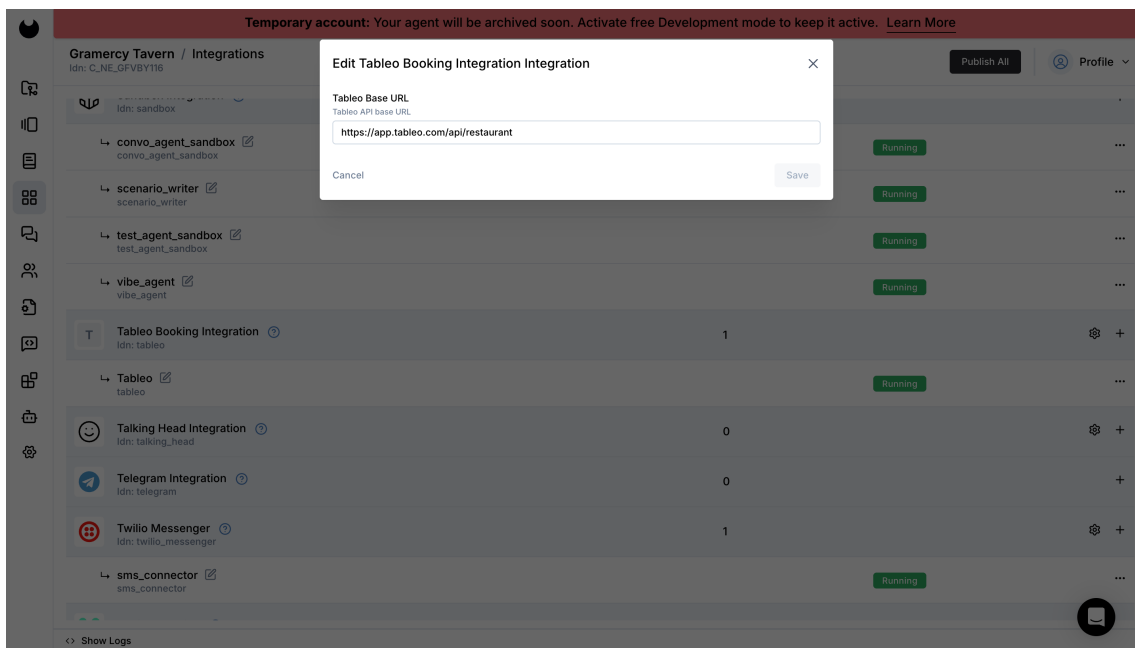


Figure S06. Tableo Booking Integration settings in Newo Builder where the **Tableo Base URL** is entered before creating the connector.

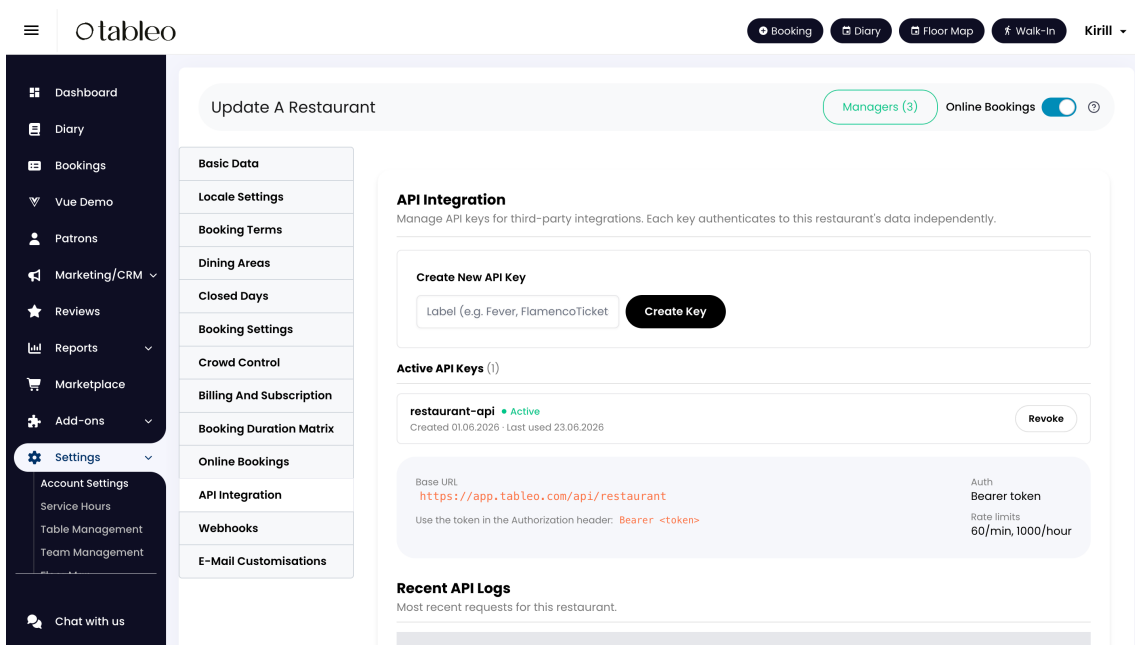


Figure S07. Tableo **API Integration** settings showing the restaurant Base URL and the API key area.

3.3 Configure the Tableo settings in Newo

1. Open your project in **Newo Builder**.
2. Go to **Builder -> Attributes**.
3. Find the **Module - TableoIntegration** group.
4. Set **01. Tableo Connector Name** to the same connector name you created in the previous step.

- Paste the token into **02. Tableo API Token** if it is not already stored on the connector.
- Leave these switches enabled for a normal setup:

Setting	Purpose	Default
Enable Tableo Availability Check	Allows the agent to check live reservation slots.	On
Enable Tableo Booking	Allows the agent to create a confirmed Tableo reservation.	On
Tableo Booking Window	Number of days to check for available slots starting from the guest's requested reservation date.	3
Enable Tableo Booking Lookup	Allows upcoming reservation lookup by guest phone number.	On
Tableo Booking Lookup Days	Number of upcoming days to refresh after phone detection.	7
Enable Tableo Cancellation	Allows the agent to cancel an accepted Tableo reservation found in the guest profile.	On
Enable Tableo Rescheduling	Allows the agent to move an accepted reservation to a replacement slot.	On
Setup Tableo Conversation Scenarios	Adds Tableo booking, cancellation, and rescheduling guidance to the agent canvas.	On

- Save the edited attributes.
- Click **Publish All**.

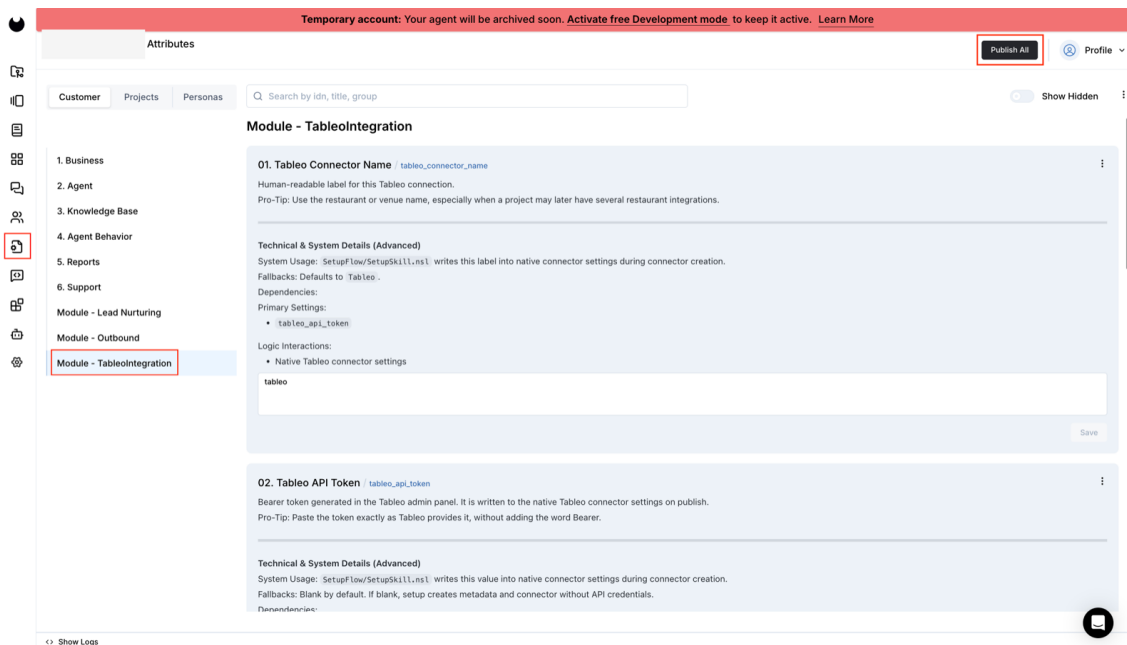


Figure S08. The **Module - TableoIntegration** attributes in Newo Builder. Save the connector settings, then click **Publish All**.

4. Hit Publish All

After **Publish All**, the integration:

- uses the configured Tableo connector for live Tableo requests;
- applies the restaurant API token to that connection when the token is provided in the Tableo settings;
- enables Tableo availability checks, booking creation, cancellation, and rescheduling;
- prepares guest reservation lookup by phone number;
- installs Tableo booking, cancellation, and rescheduling guidance on the agent canvas when **Setup Tableo Conversation Scenarios** is on;
- removes the default regular table-booking scenario that would otherwise compete with the Tableo booking scenario;
- ensures the shared Newo procedures for date/time, name, phone, and email collection are available to the agent.

There are no auto-populated dropdowns to select after publishing. Dining-area choices are loaded live whenever the agent checks availability.

How to verify:

- the Tableo connector is saved and active;
- the Tableo settings remain saved after refreshing Newo Builder;
- a test availability conversation returns live Tableo slots;
- a confirmed test reservation appears in the Tableo booking list.

How to test that everything works

Use a test guest and a quiet date before going live.

Test availability

1. Start a test conversation.
2. Ask: *"Do you have a table for four people this Friday evening?"*
3. Confirm that the agent asks for any missing date or guest count.
4. The agent should say: *"Give me a moment to check available slots right now. I'll get back to you shortly."*
5. Confirm that the agent reads back real Tableo time slots and dining areas.
6. Compare the returned options with the Tableo admin panel.

No reservation should be created during this check.

Test booking

1. Continue from the availability test.
2. Choose one returned time and one returned dining area.
3. Provide a test first name, last name, email address, and phone number with country code, such as +35612345678 .
4. Confirm the reservation when the agent asks.
5. The agent should say: *"I'm submitting your booking right now. Please give me a moment, and I'll get back to you shortly."*
6. Open Tableo and check that the reservation appears under the selected date, time, dining area, and guest details.

Test existing-reservation lookup

1. Start a test conversation with a phone number that has an accepted Tableo reservation in the configured lookup window.
2. Ask: *"Can you check my reservation?"*
3. If the phone number is not already known, provide it when the agent asks.
4. The agent should look up the matching accepted reservations and list the found date, time, and booking reference when available.
5. If no reservation is found, provide the reservation date when the agent asks. The agent should run a date-specific lookup for the same phone number.

Test cancellation

1. Start with a reservation stored in the guest profile, or ask the agent to look it up by phone number first.
2. Ask the agent to cancel the reservation.
3. Confirm the exact reservation when the agent asks.
4. The agent should say: *"I will cancel the selected reservation right now. Please give me a moment."*
5. Open Tableo and check that its status is cancelled.

Test rescheduling

1. Start with a reservation stored in the guest profile, or ask the agent to look it up by phone number first.
2. Ask the agent to move it to another date or time.
3. Choose one replacement slot returned by a fresh availability check.
4. Confirm the change.
5. The agent should say: *"Give me a moment, I will reschedule your booking right now."*
6. Open Tableo and check the updated date, time, and dining area.

The screenshot displays the 'Bookings' section of the Tableo application. On the left is a dark sidebar with navigation links: Dashboard, Diary, Bookings (selected), Patrons, Marketing/CRM, Reviews, Reports, Marketplace, Add-ons, Settings, and Support. At the bottom of the sidebar, it shows 'Free plan' and 'Upgrade' with '82 of 100 covers'. The main content area is titled 'Bookings' and includes a description: 'A comprehensive overview of all your reservations - past, present and future. Easily track, update, and manage bookings to ensure a smooth dining experience for your customers. Use the search and filter options to quickly find specific reservations and keep your operations running seamlessly.' Below this, it states 'Bookings from June 5, 2026 to June 6, 2026'. A search bar is present with the text 'Search for bookings'. Below the search bar are filters: 'Show report for:' (set to 'Booking for date'), a date range '05/06/2026 - 06/06/2026', and dropdowns for 'All channels', 'All statuses', and 'All payment statuses'. A red 'Search' button is located below the filters. The results section shows 'Showing 2 out of 2 Bookings (6 Covers)'. A table lists the bookings with columns: BOOKING DETAILS, CREATED ON, BOOKED FOR, STATUS, PAYMENT STATUS, and TABLE. The first booking is 'API-Q18-958' for 'Postman Tester' (postman.test@example.com) on 'Terrace | 2 Adults'. The booking was created on 'June 1, 2026 03:49' and booked for 'June 5, 2026 19:00' in the 'Pacific/Midway' area. The status is 'Cancelled' (highlighted with a red box), payment status is 'N/A', and the table is 'T1'. There is an 'Edit' button next to the booking. Comments for this booking include 'Postman integration test'. At the bottom, a summary bar shows 'Total Bookings: 2' and 'Last Booking Date: 2026-06-05'.

BOOKING DETAILS	CREATED ON	BOOKED FOR	STATUS	PAYMENT STATUS	TABLE
API-Q18-958 Postman Tester postman.test@example.com Terrace 2 Adults Comments: Postman integration test	June 1, 2026 03:49 Pacific/Midway	June 5, 2026 19:00 Pacific/Midway	Cancelled	N/A	T1

Figure S09. Tableo booking list showing a cancelled reservation after the agent processes the cancellation request.

Example dialogs

Example 1 - Availability and dining-area choice

Guest: Do you have a table for four this Friday at around 7 PM?

Agent: Give me a moment to check available slots right now. I'll get back to you shortly.

Agent: I have 7:00 PM available in Main Dining and Terrace. Which dining area would you prefer?

Example 2 - Booking

Guest: Terrace, please.

Agent: Great. May I have your first name, last name, email address, and phone number with country code?

Guest: Sophia Reyes, sophia.reyes@example.com, +35612345678.

Agent: I can book a table for four on Friday at 7:00 PM on the Terrace. Shall I confirm it?

Guest: Yes.

Agent: I'm submitting your booking right now. Please give me a moment, and I'll get back to you shortly.

Agent: Your reservation is confirmed.

Example 3 - Existing reservation lookup and cancellation

Guest: I need to cancel my booking.

Agent: Could you share the phone number associated with your booking?

Guest: +35612345678.

Agent: Give me a moment, I will look up your reservations now.

Agent: I found bookings for Friday at 12:00 PM and Friday at 2:00 PM. Which one would you like to cancel?

Guest: The 2 PM one.

Agent: I will cancel the selected reservation right now. Please give me a moment.

Example 4 - Rescheduling a reservation

Guest: Can you move my reservation to tomorrow evening?

Agent: I found your current reservation. What time would you prefer tomorrow?

Guest: Around 7 PM, terrace if possible.

Agent: Give me a moment to check available slots right now. I'll get back to you shortly.

Agent: I have 7:00 PM available on Terrace. Should I move your booking there?

Guest: Yes.

Agent: Give me a moment, I will reschedule your booking right now.

FAQ

Q. Why does the agent ask for the number of guests before checking availability?

Tableo availability is filtered for the exact party size. Asking first keeps the returned options relevant and avoids offering a slot intended for a different table size.

Q. Why does the agent ask the guest to choose a dining area?

Tableo requires the dining area when creating a booking. The agent loads the valid names during the latest availability check and uses the guest's selection.

Q. What phone format should guests provide?

Use the full phone number with country code and a leading `+`, such as `+35612345678`.

Q. Does the integration search all Tableo reservations?

No. The automatic existing-reservation lookup is limited to the configured upcoming lookup window and the guest phone number. If the guest is trying to cancel or move a booking and nothing is found in that window, the agent can ask for the reservation date and run a date-specific lookup.

Q. Can the agent cancel or reschedule a Tableo reservation?

Yes, when the reservation is stored in the guest profile. That can happen after the agent creates the booking, after a phone-number lookup, or after a date-specific lookup. Rescheduling also requires a fresh availability check so the guest chooses a real replacement slot.

Q. Why does the agent ignore cancelled reservations during lookup?

The lookup keeps accepted reservations in the guest profile and filters out cancelled reservations, so the agent does not offer to cancel or move a booking that is already cancelled.

Q. What happens when the Tableo API token is rotated?

Paste the replacement token into **02. Tableo API Token**, save the attribute, and click **Publish All** again.

Q. Can one Newo Tableo connection serve several restaurants?

Use one connection per restaurant. The Tableo token identifies the restaurant used for availability and booking.

Common errors and recovery

The agent returns no available slots

Likely cause: the selected date or party size has no configured Tableo slots, or the Tableo API token is no longer valid.

How to recover:

1. Confirm that Tableo has availability for the requested date and exact party size.
2. Confirm that **02. Tableo API Token** contains the current token.
3. Save any Newo changes and click **Publish All**.
4. Retry the same availability question.

How to verify: the agent reads back time slots and dining areas that match the Tableo admin panel.

The agent says the selected dining area is not available

Likely cause: the booking attempt did not follow a recent availability check, or the guest chose a dining-area name that Tableo did not return.

How to recover:

1. Ask the agent to check availability again.
2. Choose one of the dining-area names the agent reads back.
3. Confirm the reservation again.

How to verify: the reservation appears under the selected dining area in Tableo.

The agent asks for a phone number with country code

Likely cause: the guest supplied a domestic phone number without a leading `+` and country code.

How to recover: provide the full international phone number, such as `+35612345678` , and confirm the reservation again.

How to verify: the reservation appears in Tableo with the expected guest phone number.

Tableo rejects the booking with "Stripe Connect account linking is required"

Likely cause: the Tableo account requires additional account linking before it accepts the reservation.

How to recover:

1. Open the Tableo admin panel and complete the required account linking step, or ask the Tableo account administrator to do it.
2. Repeat the availability check.
3. Submit the test reservation again.

How to verify: the reservation appears in the Tableo booking list without the linking error.

The token was replaced but the agent still cannot reach Tableo

Likely cause: the new token was not saved and published in Newo.

How to recover:

1. Paste the new token into **02. Tableo API Token**.
2. Save the attribute.
3. Click **Publish All**.
4. Repeat the availability test.

How to verify: live slots are returned for a known date and party size.

The agent apologises but Newo does not show a detailed Tableo error

Likely cause: some Tableo-side failures currently return no detailed failure message to the conversation.

How to recover:

1. Confirm the token, dining-area setup, availability, and account linking steps above.
2. Retry once with the same test data.
3. If the issue remains, share the time of the test, restaurant connector name, requested date, party size, and guest email with the implementation team so they can inspect the integration logs.

How to verify: repeat the same test and confirm that live slots or the new reservation now appear.

Limitations

- **Existing-reservation refresh is window-limited.** The background phone lookup loads only the configured number of upcoming days from the restaurant account.
- **Date-specific lookup may be needed.** If a directly-created Tableo reservation falls outside the configured lookup window, the agent must ask the guest for the reservation date before it can search that date.
- **Cancellation and rescheduling require an accepted reservation.** Cancelled reservations are filtered out of the active booking list.
- **Dining-area choices come from the latest availability check.** Ask the agent to refresh availability before booking if the options have changed.
- **Some Tableo-side failures are silent.** When the agent cannot complete a request and no detailed error appears, follow the recovery checklist above and provide the test timestamp to the implementation team.

Support handoff notes

When handing this deployment to support or a partner team, share:

- the restaurant represented by **01. Tableo Connector Name**;
- whether the API token has been entered and tested;
- which dining areas and party sizes should be available;
- whether Tableo-side account linking is complete;
- which feature switches are enabled;
- the timestamp, requested date, party size, dining area, and guest email for any failed test reservation.

Do not send the full API token, guest phone number, or real guest data in a support message.

All settings reference

Every setting the integration adds to the **Module - TableoIntegration** group in Newo Builder:

Name	Description	Required	Default	Hidden	
tableo_connector_name	Human-readable label for the restaurant connection.	Yes	Tableo	No	\$
tableo_api_token	Tableo restaurant API token used to authorise requests.	Yes	(empty)	No	\$
tableo_enable_availability_check	Allows the agent to check live reservation slots.	No	True	No	\$
tableo_enable_booking	Allows the agent to create Tableo reservations.	No	True	No	\$
tableo_booking_window	Number of days to check for available slots starting from the guest's requested reservation date.	No	3	No	\$

tableo_enable_booking_lookup	Allows upcoming guest reservation lookup when a phone number is detected or provided during cancellation/rescheduling.	No	True	No	\$
tableo_booking_lookup_days	Number of upcoming days to refresh after phone detection.	No	7	No	\$
tableo_enable_cancellation	Allows the agent to cancel an accepted Tableo reservation found in the guest profile.	No	True	No	\$
tableo_enable_reschedule	Allows the agent to move an accepted Tableo reservation found in the guest profile.	No	True	No	\$
tableo_setup_scenarios	Adds Tableo booking, cancellation, and rescheduling guidance to the agent canvas during Publish All.	No	True	No	\$

Changelog

v1.0.0 - Initial Tableo reservation support

- Added live availability checks filtered by date and party size.
- Added dining-area selection and Tableo booking creation.
- Added lookup of upcoming existing reservations by guest phone number.
- Added independent switches for availability, booking, and booking lookup.
- Added cancellation and rescheduling for accepted Tableo reservations found in the guest profile.
- Added announced phone/date booking lookup for cancellation and rescheduling flows.
- Added filtering so cancelled reservations are not offered as active bookings.