Iconic Staff & Administration FAQs

Who do I know who to speak to or with on Slack?

There are many different people you can commuicate with in the Company. Working out who to speak with can be difficult, however here are a few tips that would assist you.

You can access the Company Workspace Directory in Slack by clicking on the 3 vertical dots

button, click on

.

After pressing the

This will provide you with a list of Staff and contractors within the company.

You can search or scroll through the list to determine who can assist you.

You can also speak with your Team Supervisors. Remember however that each supervisor may work in a different office in a different country in a different time zone. You can see the office the Team Supervisor is working in through the Workspace Directory and click on their name.

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If you need help with how to do a task for your Sales or Events work ...

- It is best to speak with your Team Supervisor on the correct Slack Channel or use the Group Member of

  The

  is a group member account that notifies all Event Staff Globally within the company and your Team Supervisors in that specific channel.

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If you need help with a customer ...

- It is often best to use the
  on the correct channel.
- Unless it is urgent or the customer is upset, there is no need to contact your Team Supervisor for assistance that can be managed by a fellow staff member assigned to that channel.

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An upset or angry customer ...

- Refer to your Team Supervisor on the Correct Channel.

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Computer related problem or technical issue ...

  channel use the
  Group Member account.
- Computer-related or technical problems should always be spoken with on the

- Not all staff are trained in technical support and therefore support should be related to the company support staff at all times.

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Here is a list of possible scenarios and who as a suggestion you should speak with and on what suggested channel.
Please note:

1. All slack channels have a discription of what the channel should be use for. To learn more about a specific channel and what it is for, follow the SLACK FAQ https://slack.com/intl/en-au/help/articles/201654083-Set-a-channel-topic-or-description#set-or-edit-a-channel-description or https://slack.com/intl/en-au/help/articles/360017938993-What-is-a-channel#use-channels.
2. The use of Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor is at times a required thing to use, however you must remember that Direct or Group Direct Messaging make time a longer time for a reply to be made especially if the worker is not rostered on that day, different timezone, is in a meeting or you have forgotten to use the nametag. Transparency always matters, so most conversations should happen in public channels so that theyâ€™re searchable by all worker. The use of Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor should be used for private and confidential conversations and not for private personal matter between workers.
3. If you have a scenario or are unsure of who to contact during a scenario and it is not listed below, make a comment of your specific scenario, using the Comment button/function and it will be answered and added to the list below.

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- In the

Iconic Staff & Administration FAQs

Possible Scenario	Suggested person Who you should speak with	Best channel to use	Should you use Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor?
Customer with account enquiry ...	Accounts Staff by direct message of #workers_name.	#accounts or	No, unless you do not have access to the channel mentioned.
Change any Customer Details on the ERM of the Customer Details Account Page.	**Always use** @eventmanagers to notify the event managers and event supervisors	#event_management or #sales_team_globally	Never
Event billing or travel/location change request ...	**Always use** @eventmanagers to notify the event managers and event supervisors	#event_management	Never
Event time change request	**Always use** @eventmanagers to notify the event managers and event supervisors	#event_management	Never
Price check ...	**Always use** @eventmanagers to notify the event managers and event supervisors	1st try: #sales_team_globally 2nd try: #event_management	Never
Product availability check ...	**Always use** @eventmanagers to notify the event managers and event supervisors	1st try: #sales_team_globally 2nd try: #event_management	Never
Damaged, broken, lost or stock low of a prop, costume, wardrobe, set, stock inventory, company equipment or item ...	***Always use*** @eventmanagers and the @name_tag of the department supervisor	#props_costumes	Never
Question or problem with accommodation, flight, rental car or another travel arrangement of an Iconic Worker.	***Always use*** @eventmanagers to notify the event managers and event supervisors	#event_management	Never
Question or problem with accommodation check-in or check-out or contacting the accommodation	***Always use*** @eventmanagers to notify the event managers and event supervisors	#event_management	Never
Questions or problems relating to scripts, characters in the script, storyline, editing or grammar/spelling errors, stage directions, rehearsals, character	***1st try:*** @name_tag of your Actors Captain ***2nd try:*** @name_tag of your event/show Director. ***3rd try:*** @name_tag of the	channels that start with #show_ (for example, if the question is related to the Colonial Show, you would use #show_	Never

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arcs or character profiling and other matters specific to a script ...	company playwriter/scriptwriter ***4th try:*** @name_tag of the production supervisor ***5th try:*** @name_tag of the event/show producer	colonial-show) OR channels that start with #event_ (excluding the event_management channel) (for example, if the scenario was related to the event Laser Light Show you would use #event_Laser-Light-Show)	
Possible Scenario	**Suggested person Who you should speak with**	**Best channel to use**	**Should you use Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor?**
Questions on how to use or rehearse with a specific event prop, costume, wardrobe, set, stock inventory, company equipment or item ...	***1st try:*** @name_tag of your Actors Captain ***2nd try:*** @name_tag of your event/show Director. ***3rd try:*** @name_tag of the production supervisor ***4th try:*** @name_tag of the event/show producer	channels that start with #show_ (for example, if the question is related to the Colonial Show, you would use #show_colonial-show) OR channels that start with #event_ (excluding the event_management channel) (for example, if the scenario was related to the event Laser Light Show you would use #event_Laser-Light-Show)	Never
Questions or problems relating to visual or audio equipment, cues, or any matter relating to the a/v of a show or event ...	***1st try:*** @name_tag of your Audio or Visual Supervisor ***2nd try:*** @name_tag of your Actors Captain or Stage Manager ***3rd try:*** @name_tag of your event/show Director. ***4th try:*** @name_tag of the production supervisor ***5th try:*** @name_tag of the	#audio_sound (if related to audio) #video_editing (if related to video) OR channels that start with #show_ (for example, if the question is related to the Colonial Show, you would use #show_	Never

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	event/show producer	colonial-show) OR channels that start with #event_ (excluding the event_management channel) (for example, if the scenario was related to the event Laser Light Show you would use #event_Laser-Light-Show)	
Questions or problems relating to Call Sheet Rosters, Call Sheet Events ...	***Always use*** @eventmanagers to notify the event managers and event supervisors	#event_management	Not necessary unless your questions is a private matter relating to this scenario where then it is recommended.
How to use the ERM ...	***1st try:*** search the FAQ server. ***2nd try:*** @eventmanagers to notify the event managers and event supervisors ***3rd try:*** specific nametag of #workers_name.	#general or #random	Not necessary
Questions/Problems relating to Customer Account details on the ERM	***1st try:*** search the FAQ server. ***2nd try:*** @eventmanagers to notify the event managers and event supervisors ***3rd try:*** specific nametag of #workers_name.	#sales_team_globally or #event_management or #general or #random	Not necessary unless your questions is a private matter relating to this scenario where then it is recommended.
Possible Scenario	**Suggested person Who you should speak with**	**Best channel to use**	**Should you use Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor?**
Questions/Problems relating to Customer Opportunities on the ERM	***1st try:*** search the FAQ server. ***2nd try:*** @eventmanagers to notify the event managers and event supervisors	#sales_team_globally or #event_management	Not necessary unless your questions is a private matter relating to this

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	3rd try: specific nametag of #workers_name.		scenario where then it is recommended.
Questions/Problems relating to Orders, Purchases and Bookings on the ERM	***1st try:*** @eventmanagers to notify the event managers and event supervisors ***2nd try:*** @accounts-team to notify the event managers and event supervisors ***3rd try:*** specific nametag of #workers_name.	#accounts or #event_management	Not necessary unless your questions is a private matter relating to this scenario where then it is recommended.
Questions/Problems relating to a vehicle	***1st try:*** @steve.baltzois ***2nd try:*** call @steve.baltzois on slack ***3rd try:*** call the office to speak to @steve.baltzois or if you have @steve.baltzois cellphone call direct. ***4th try:*** call the NRMA Business Road Service on 1300 369 349 and provide Membership #990055598 to the operator and explain the problem to them. Please note all repairs that require payment must be authorised by the company and you are not authorised to approval repairs. ***5th try:*** calling the company mechanics on 02 9698-2771, identify who you are and what company you are with and ask to speak to Darryn or Karlisle and explain the problem to them. Please note all repairs that require payment must be authorised by the company and you are not authorised to approval repairs.	#administration or #event_management or #general or property_management or #random	Yes or if you do not have access to the channels mentioned.
Event Job Time Sheet Error or Late Submission of Event Job Time Sheet	***Always use*** @name_tag of your department supervisor.	#general or #random	Yes if you are going to discuss confidential information relating to your event Job Time Sheet.
Questions/Problems	***1st try:*** @steve.baltzois	#administration or	Not necessary

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with your vehicle log	***2nd try:*** call @steve.baltzois on slack ***3rd try:*** call the office to speak to @steve.baltzois or if you have @steve.baltzois cellphone call direct.	#event_management or #general or property_management or #random	unless your questions is a private matter relating to this scenario where then it is recommended.
Possible Scenario	**Suggested person Who you should speak with**	**Best channel to use**	**Should you use Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor?**
Problems or issues about technical equipment, accessing servers, logins, user accounts, iphones, ipads, computers, bluetooth etc.	***Always use*** @Support Request from IT Department to notify the support IT staff *** Important only use this tag once per issue. Using this tag multiple times on a thread or for additional information creates a separate support ticket and can mean delays in response time. If you wish to provide additional information to your request for support create a thread and use the @name_tag of the support workers.	#support	No, unless you are providing confidential information like a password or security code or log in details. Still create the support request, however, all confidential information is to be provided to the Support Staff when they have responded to your support ticket. Do not provide confidential information as part of your support request.
Problems with accessing or completing a form ...	***1st try:*** @name_tag of your department supervisor ***2nd try: use*** @Support Request from IT Department to notify the support IT staff *** Important only use this tag once per issue. Using this tag multiple times on a thread or for additional information creates a separate support ticket and can mean delays in response time. If you wish to provide additional information to your request for support create a thread and use the @name_tag of the support workers.	on any channel you have access to that is specific to the form. For example if the form relates to the Quantity Submission for of an Event, use the #event_management channel.	Not necessary unless your questions is a private matter relating to this scenario where then it is recommended.

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Problems with accessing, using ProjeQtor *** ***Please note*** *** use this only for problems relating to ProjeQtor, not the tasks/activities.	***Always use*** @Support Request from IT Department to notify the support IT staff *** Important only use this tag once per issue. Using this tag multiple times on a thread or for additional information creates a separate support ticket and can mean delays in response time. If you wish to provide additional information to your request for support create a thread and use the @name_tag of the support workers.	#support	No, unless you are providing confidential information like a password or security code or log in details. Still create the support request, however, all confidential information is to be provided to the Support Staff when they have responded to your support ticket. Do not provide confidential information as part of your support request.
Questions/Problems with an activity/task/date or other related matter relating to a specific work activity/task that is listed on ProjeQtor	***1st try:*** @name_tag of your worker who issued it or is the requestor of the work activity/task	on any channel you have access to that is specific to the scenario. For example, if the scenario relates to a work activity about a production prop delivery, use the #production_runs_austr channel.	No, unless you are providing confidential information like a password or security code or log in details. Still create the support request, however, all confidential information is to be provided to the Support Staff when they have responded to your support ticket. Do not provide confidential information as part of your support request.
Possible Scenario	**Suggested person Who you should speak with**	**Best channel to use**	**Should you use Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor?**
Problems with another worker ...	***1st try:*** search for and follow the grievance policy as written on the FAQ Server. ***2nd try:*** @name_tag of your department supervisor ***3rd try:*** @name_tag of your channel supervisor	**NO PUBLIC CHANNEL SHOULD BE USED FOR THIS SCENARIO**. IF THIS SCENARIO OCCURS all conversations are to be done using	Yes ALWAYS USE Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor

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	4th try: search for and follow the Notification of Liability policy as written on the FAQ Server. ***5th try:*** @steve.baltzois ***6th try:*** call @steve.baltzois on slack ***7th try:*** call the office to speak to @steve.baltzois or if you have @steve.baltzois cellphone call direct.	SLACK's DIRECT or GROUP DIRECT private/confidential conversation messaging feature.	
Problems with a customer, audience member, or another person not connected or associated with the company	***1st try:*** @eventmanagers ***to notify the event managers and event supervisors*** ***2nd try:*** @name_tag of your department supervisor ***3rd try:*** @name_tag of your channel supervisor ***4th try:*** @steve.baltzois ***5th try:*** call @steve.baltzois on slack ***6th try:*** call the office to speak to @steve.baltzois or if you have @steve.baltzois cellphone call direct.	on any channel you have access to that is specific to the scenario. For example if the scenario related to a chauffeur-based CCRP, you would use the #chauffeur-events channel.	Not necessary unless your questions is a private matter relating to this scenario where then it is recommended.
Questions problems with your payroll, invoice or payslip	**Always use** @name_tag of your department account supervisor	**NO PUBLIC CHANNEL SHOULD BE USED FOR THIS SCENARIO**. IF THIS SCENARIO OCCURS all conversations are to be done using SLACK's DIRECT or GROUP DIRECT private/confidential conversation	Yes ALWAYS USE Slack's Direct or Group Direct Messaging for this (private/confidential conversations/messaging) with another Iconic Worker or Supervisor

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		messaging feature.	

Questions Asked and Answered:

1. David Phillip | 07-Jun-2020 07:46 |
   Question: Are there supposed to be any details when it says: "Possible Scenario Suggested person Who you should speak with Suggested channel to us"
   a. answered by @steve.baltzois 8-Jun-2020 13:49

      a. I am not sure it was not displaying, however I saved the FAQ again and it seems to have fixed the problem and the scenarios are displaying.

Attached files:

Unique solution ID: #1335
Author: n/a
Last update: 08-Jun-2020 05:50

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