ERM User Manual

Slackbot Auto Responses and Commands with Slack Communications

Slackbot can respond to messages that members of your team send in public and private channels. Right now, **only Team Administrators and Owners can edit Slackbot responses.** You can change this in Admin Settings.

Text Entered	Slackbot Responds with
rb, tb, sb, brk	Your break has been logged.
es, eos	SHIFT ENDED. Thank you. Your shift has now ended and you have been logged out. Have a nice d
Fs	Fuel servicing has now been logged.
Cw	Car wash/clean has been logged.
Rfb	Your return from your break has been logged.
Ss	SHIFT STARTED, and confirmed user account. You have been logged on. Check your volume is 10
Va	Confirmed and logged - you have arrived at VIP PU Location.
Fle	Logged fuel refill completed. Please go online, proceed to CORE AREA for your next job.
Ofl	You have indicated you are OFFLINE. If you haven't please explain why. An event manager will co been logged. System COMMS - no reply required.
Onl	Received chauffeur ONLINE.
Lc	Leaving Car Logged. Please explain why, if you have not yet done so. An event manager will cont
Crt	Logged, chauffeur returned to vehicle.
Dll	Delayed in going back online logged. Information has been sent to the support team. If required t
Cwe	Logged car wash completed. Please go online, proceed to CORE and for your next job.
Lw	Logged - Vehicle low on water - @George has been notified.
Lm	Logged - Vehicle low on condiments - @George has been notified
Lt	Logged - Vehicle low on tissues - @George has been notified
Int	Provide customer name and International Phone number for verification of Job. An event manage customer shortly. Please wait for reply. If no reply with 5 minutes, call 0418 120 021
Clf	Logged - vehicle requires cleaning due to customer. An event manager will respond with procedu
Dtu	Unsure of Destination has been logged. Provide customer name and contact phone number. An Please standby for response. If no response within 2 minutes, call 0418 201 045.
w30	Logged - chauffeur on WAIT/HOLD for 30 minutes. An event manager has been notified. Standby minutes call 0418 201 045.
Cnf	Cannot Find Customer has been logged. Please provide customer name and phone number for jo manager has been notified. If no response within 2 minutes from customer or event manager cal
Jdc	Logged - job details changed - provide new details for job verification and account changes.
Cnl	Logged - customer cancelled job - provide customer name, phone number and reason. Cancellati and an event manager will contact customer for verification.
Cdns	Logged - chauffeur DID NOT SLIDE TO BEGIN TRIP - this has been logged to your account. Call 04
Jr	job received confirmed
Cl	confirmed, customer being called
Av	confirmed, you have arrived at PU location
Pd	confirmed, vehicle proceeding to destination
Dp	confirmed, client dropped at DO destination. REMINDER, please ensure you have you checked ve of client seating area, checked you are online on Job System for your next job.
CLSD	Support Team Level 1 (Graham) has finished for the day. For support contact Level 2 support (Jee email Jeet at support@iconic.productions or call on 02 8003 3967.
b911	All staff on this channel are currently busy assisting other customers or other staff. Please wait o call "The Boss - Steve Baltzois" if urgent.
Call Time Confirm Check/Confirm required.	An UPDATE to a rostered CALL EVENT has occured. Check your email and confirm by clicking on Y Event(s).
evtup1	An UPDATE to an EVENT you are rostered on has occurred (see above). Check your email and co and your roster on the event.
ncte1	*You have been rostered on a new CALL TIME event.* Check your email for the CALL TIME details accepting rostered call Time Event(s). *Please remember your unavailability must be provided 1 provided your unavailability then you are required to accept your event roster.* || _Iconic Produ and this is a free service for you to use. The site gives you approximate directions, bus and train to allow you to plan your best way to get at your location on time._ || *It is always highly recom personally contact their accommodation location between 16:00 (4pm) and 17:00 (5pm) to notify time of arrival to ensure that if required, a key is left at the door if arriving late or when the site is
Password Request for =	Your request for The password for the folder/location/program you entered has been received. Ic

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URL: https://staff.iconic.productions/KB/content/0cat=34/255/en/slackbot-auto-responses-and-commands-with-slack-communications.html

	confirm and verify your details and request with the appropriate departments, supervisors and fo listed or you are temporarily approved, SLACKBOT will approve it and you will receive the passwo Passwords do change periodically and the password you were given be no longer be valid. The pa MESSAGE. Check your DIRECT MESSAGE inbox periodically. It may take between 5 minutes to 4 on the number of SlackBot Requests received today.

Attached files:

Unique solution ID: #1254
Author: n/a
Last update: 12-Dec-2016 02:41

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