Sales / Event Staff

How do I setup SLACK communications system?

SLACK COMMUNICATION SYSTEM FOR STAFF INTERNALLY:

All Communication between Staff is to be done through **SLACK COMMUNICATIONS**.Â
To access the **Slack Communications** you will be required to download the program on your computer.Â This would have been provided to you on your registration.

SLACK Communications is a program that helps all staff talk quickly and instantly without cost of phone call or cost of text message.Â All staff must use this to communicate on Iconic Server and Staff.Â Staff should not hold a phone line up by calling another staff member.Â Use slack to speak with staff internally.

Staff will not respond to emails sent to staff who are working with Iconic.Â USE SLACK to communicate with all staff of Iconic if you are an employee or contractor to the company.

To access the **Slack Communications** your details would have been provided to you through the initial email registration.

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SLACK COMMUNICATIONS ON YOUR SMARTPHONE.

You are able to access SLACK on your mobile phone through the download of the Slack Communications Software.Â (This is a free download â€“ do not buy it, Iconic Productions has the License, you just download free download).

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HOW TO USE SLACK to communicate with Iconic Staff.

SLACK CHANNELS AND WHAT THEY SHOULD BE USED FOR

There are multiple channels in Iconic Productions Communication Slack Server.Â Here are some of the channels.Â If you would like more information on a channel press the

Â button located at the top near the right.Â Here are a few channels described.

ChannelÂ 

Â = is to be used for cast/crew to discuss issues or points of reference about the ANZAC shows when on tour.

Channel Â 

Â = is to be used for all questions or queries relating to customer accounts or questions a customer may have about their account.Â DO NOT USE THIS ACCOUNT to discuss your questions about payroll, superannuation or if a contractor your invoice.Â This should be done as a Direct Message to the related person involved.

Channel 

Â = is to be used for all enquires, enquiries, issues relating to movie premiers or chauffeuring issues.Â This is channel is mainly used by the chauffeurs and event management team.

Â

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Sales / Event Staff

Channel 

= is to be used for the following:

1. All issues from a customer or cast or crew relating to all events, shows, performances etc.
2. Feedback provided to a cast/crew about an event.
3. Changes to details or times of an event.
4. Changes or requests of changes to an event by a cast/crew.
5. Feedback from cast/crew about an event, show, performance etc.
6. All staff and contractor unavailability (still needs to be provided within one month notice in advance).
7. All other matters relating to the management of the event.
8. Company Vehicle Problems

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Channel Â 

Â = is to be used for all conversations relating to film and Theatre projects.Â This channel will mostly be used by Iconic writers, directors, producers.Â It should not be used to discuss an actual event, show or performance being performed at.

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ChannelÂ 

Â = is to be used for anything that is general about anything.

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Channel Â 

Â = is to be used for the following:

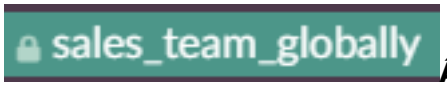
1. Request by cast/crew for new props/wardrobe/containers etc.
2. Damages to props or wardrobe.Â A photo needs to be taken and uploaded with a description of how it happened and by who?
3. All questions, issues or feedback relating to all props and costumes related to an event, show or performance.

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Channel Â 

Â = is to be used for anything that is of random of nature and there is no other channel that relates to the matter.Â This channel should not be used for issues or problems.

Â

Channel Â 

Â = is to be used for all customer related enquiries or sales by a customer.Â In the event a a customer speaks with a cast/crew about a show, cast/crew are required to communicate with the Sales team to ensure the correct information is given to the customer.Â

Â

Channel Â 

Â = is to be used for any problems with Slack, website, communication that staff require support on.

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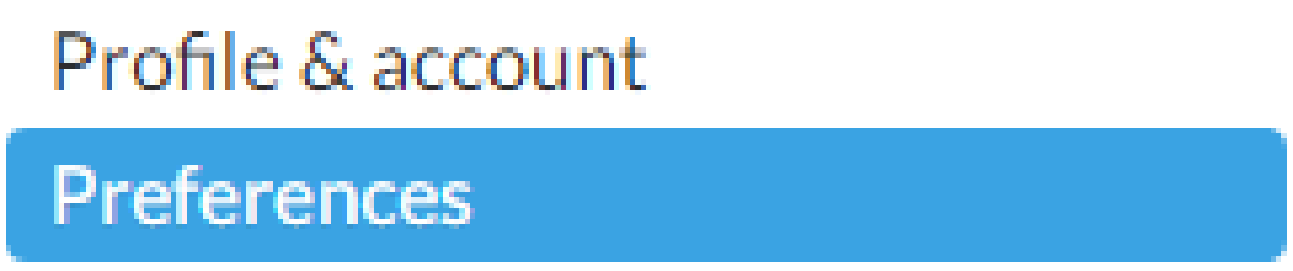
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DO NOT USE ANY OF THE CHANNELS to grieve your concerns about another staff member, manager.Â The communication device is not to be used for personal related concerns.Â In the event that something of this nature is required, that should be done through Direct Messaging to the team leader or Supervisor or the Executive Producer.Â Refer to the Direct Messaging to learn how to use the feature.

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SETUP YOUR SLACK COMMUNICATION DEVICE to ensure you receive all notifications.

All staff and contractors should login and set up their settings to the following recommended features to ensure that all communication is received promptly by all staff.

1. Log into your Slack Device either on the mobile phone or on the desktop.
2. We recommend setting up Slack first on your PC or Laptop on the Desktop.Â All changes made on your PC or Laptop will be forwarded and used on your mobile app as well.Â To setup your setting do the following:
    1. On the top left corner next to your name click on theÂ  Â button.
    2. Select **Preference** 

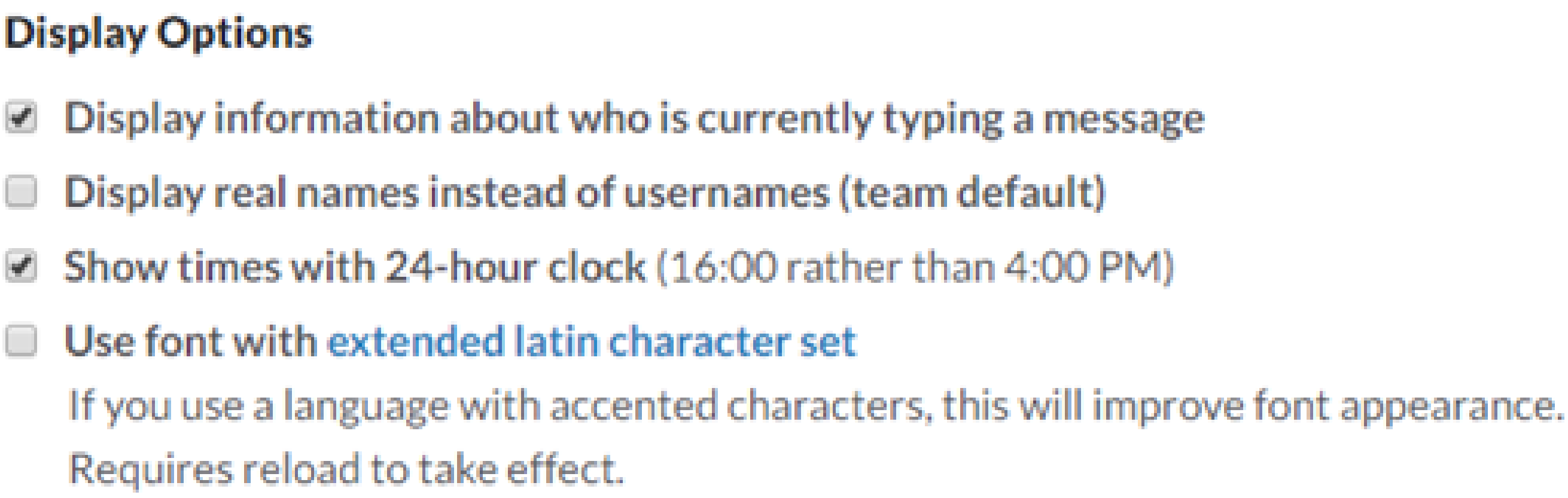
    3. Select Notifications and ensure that you have selected

Â i.Â Â Â Â Â Send notifications for: All activity

Â ii.Â Â Â Â Â Display: Show Text

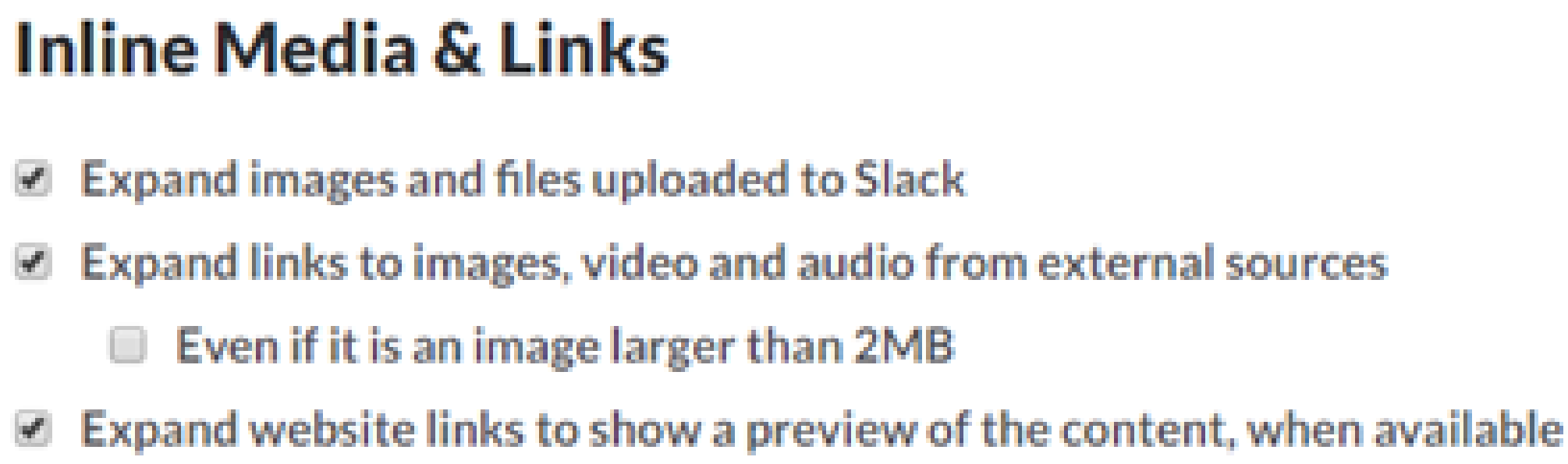
1. Select **Messages & Media.**

Â i.Â Â Â Â Â In display options select the following



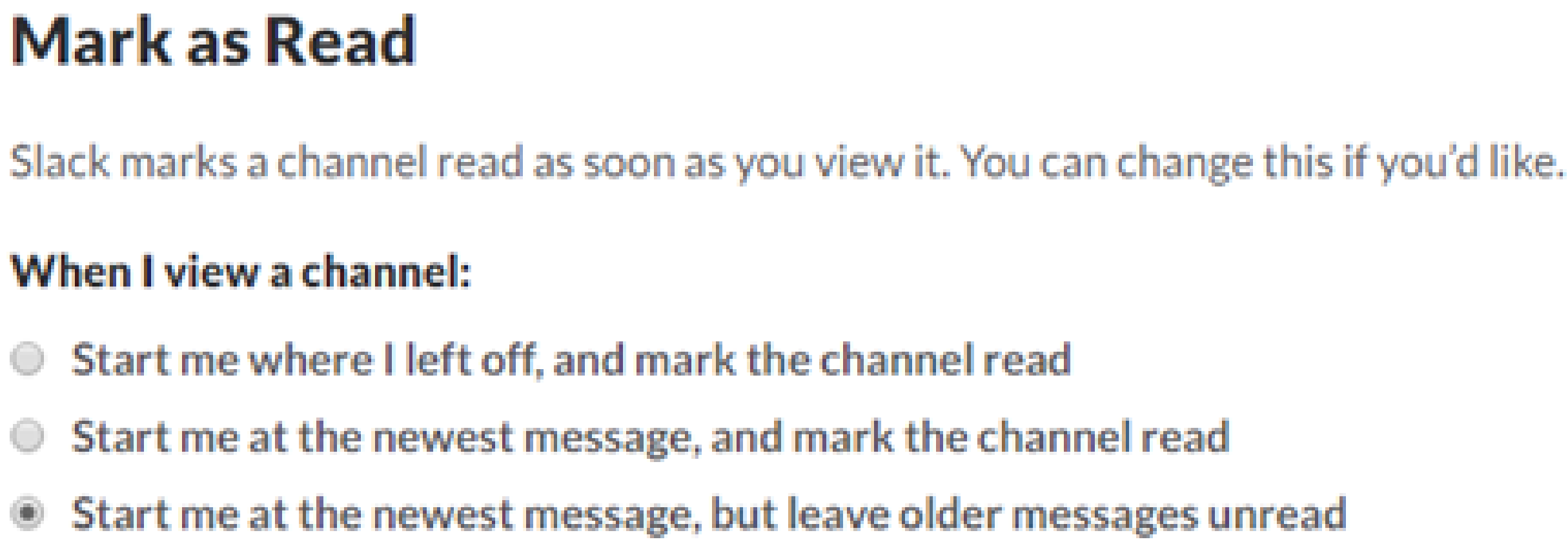
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Â Â Â Â Â Â Â Â Â ii.Â Â Â Â Â In Inline Media & Links select the following.



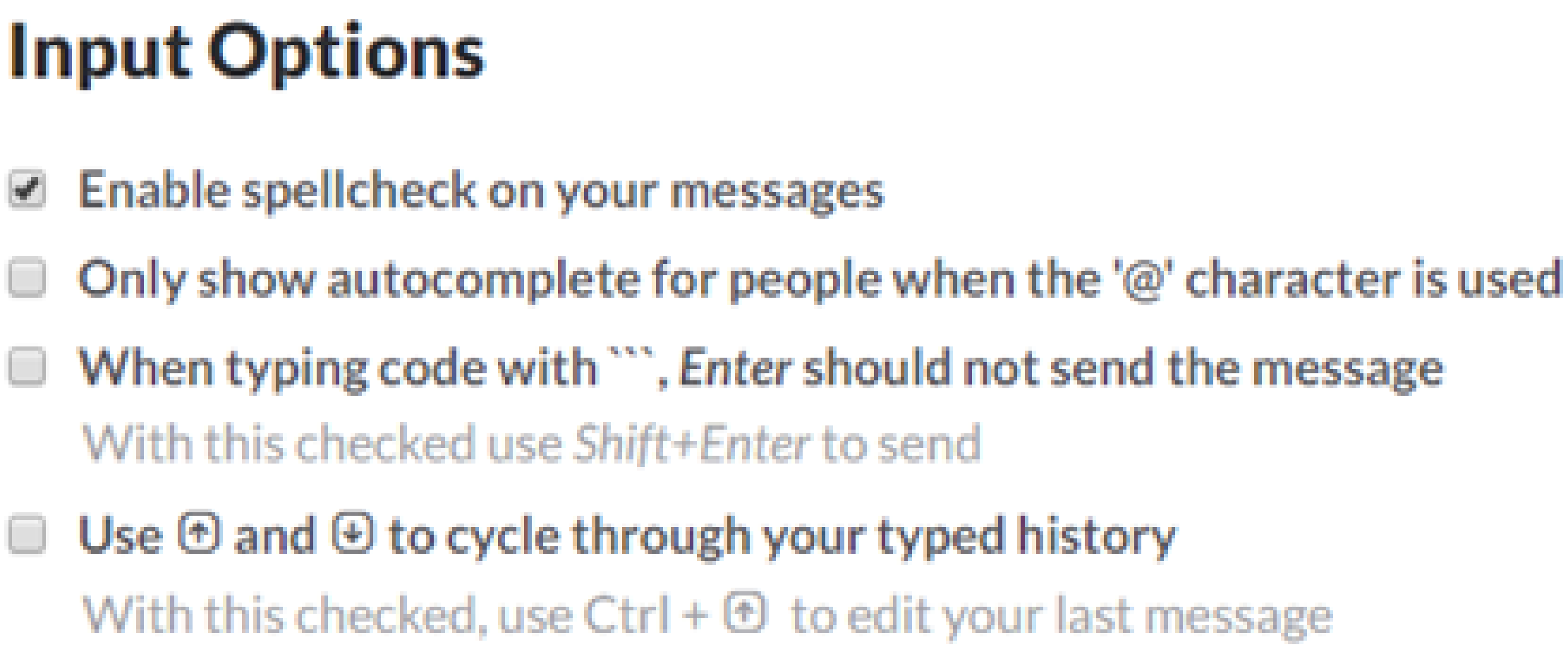
1. For **Sidebar Theme**, as this is a personal preference, feel free to select your own options.
2. For **Search**, leave this empty.
3. Select **Mark as Read**

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Â Â Â Â Â Â Â Â Â Â Â i.Â Â Â Â Â In Mark as read select the following.



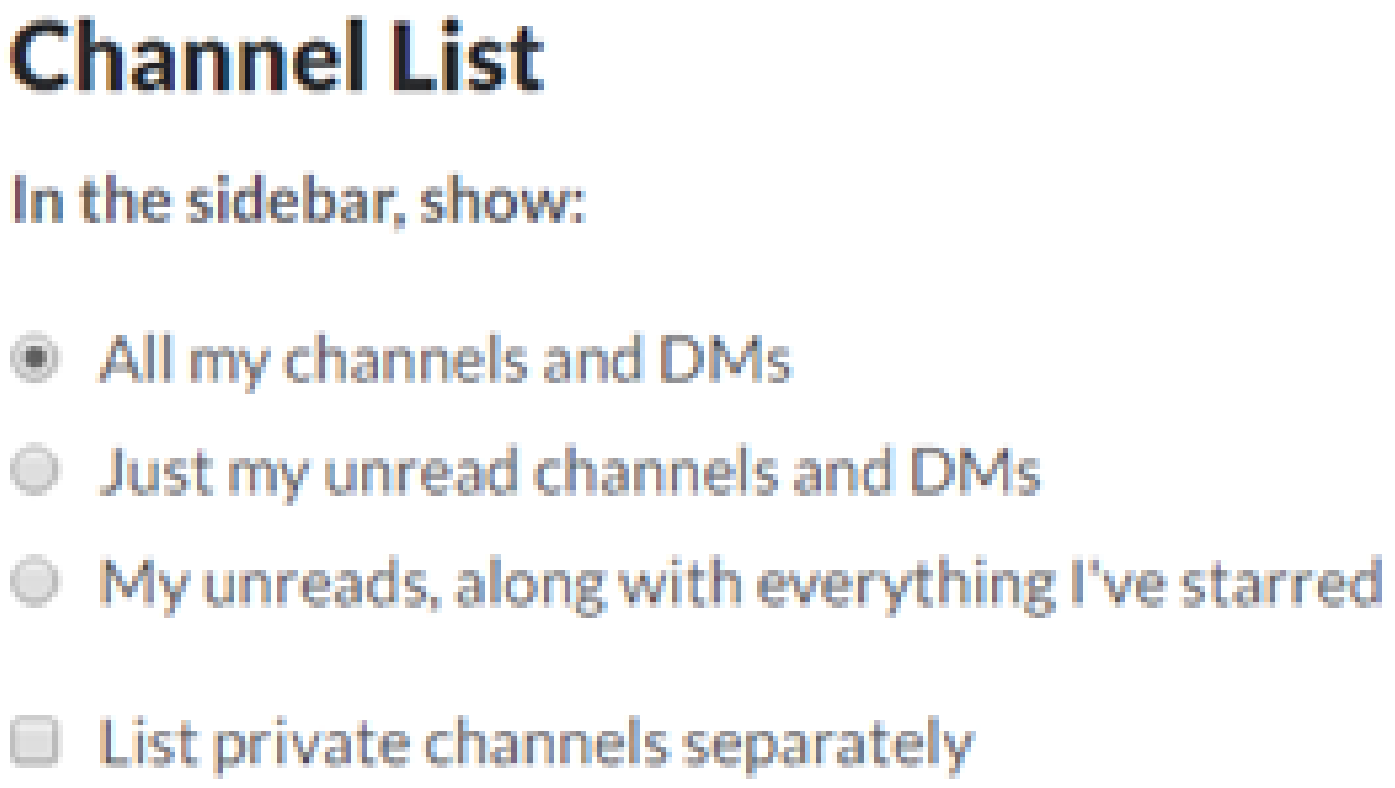
1. Select **Advanced Options**

Â Â
Â Â Â Â Â Â Â Â Â Â Â i.Â Â Â Â Â In Input Options select only the following

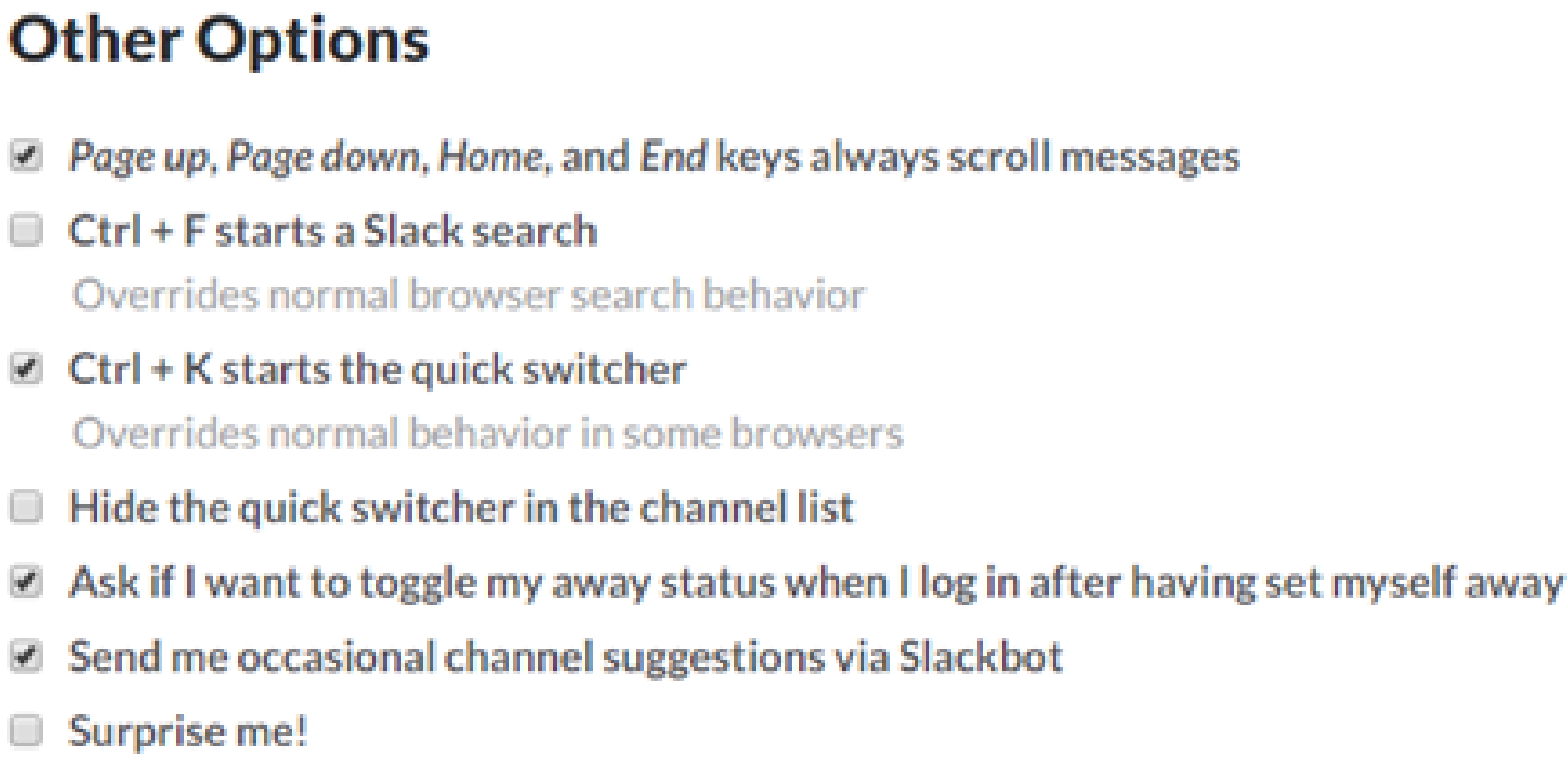


Â Â
Â Â Â Â Â Â Â Â Â ii.Â Â Â Â Â In Channel List, select the following.

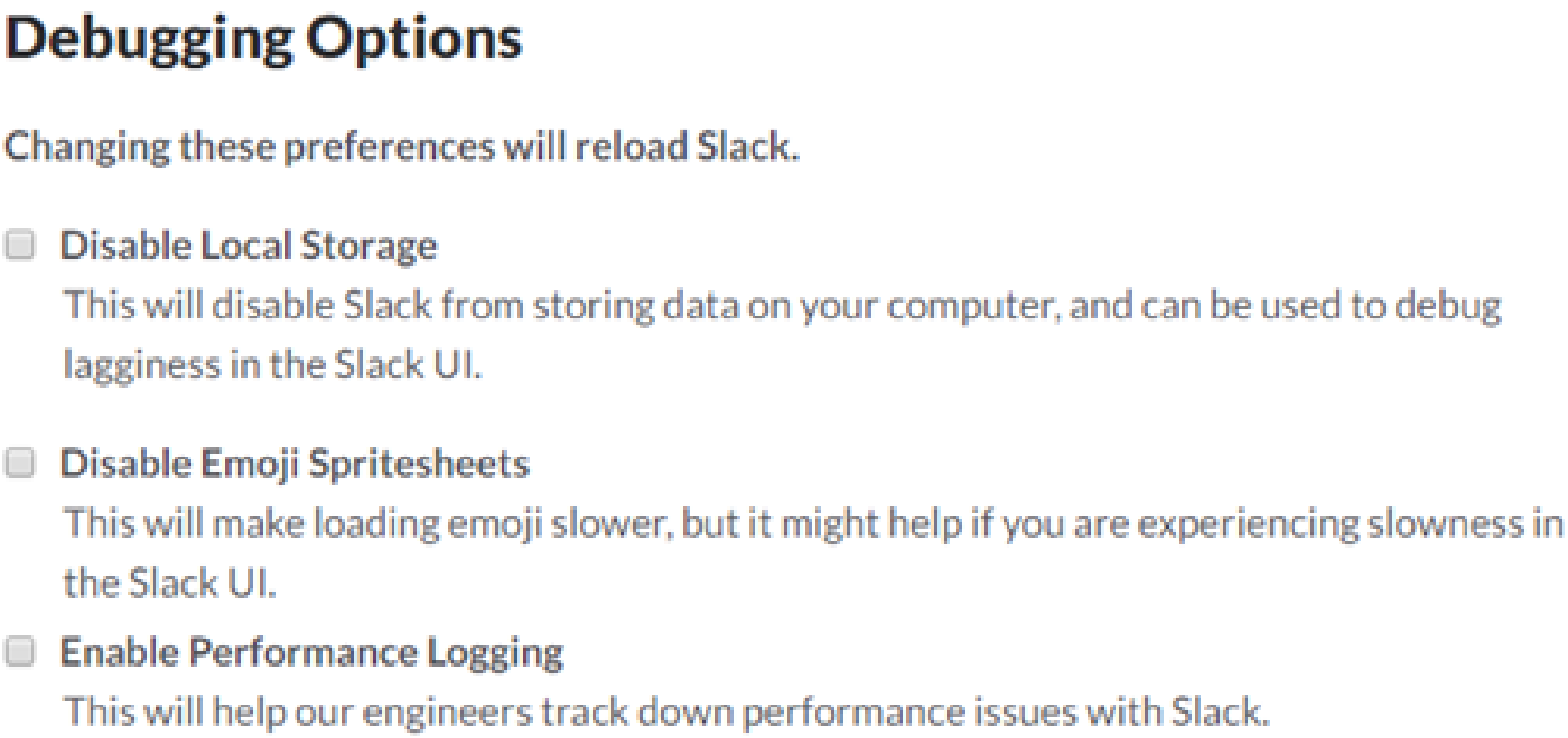
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Â iii.Â Â Â Â Â In Other Options only select the items shown below.



Â iv.Â Â Â Â Â **DO NOT MAKE ANY CHANGES TO DEBUGGING OPTIONS AND LEAVE AS SHOWN**



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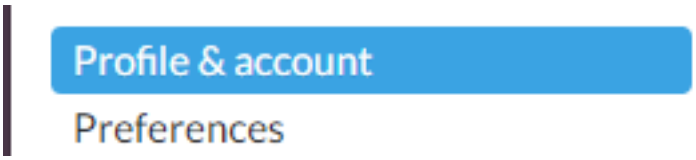
SETTING UP PROFILE & ACCOUNT

It is important to set up your profile and account.Â While most things have been setup for you by default there are a few things that you are required to setup.

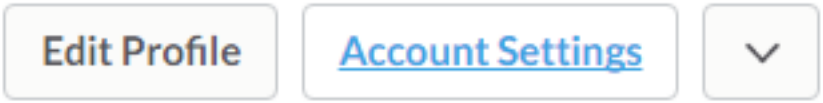
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To begin setting up your Profile on the Iconic Slack Communication Servers, do the following:

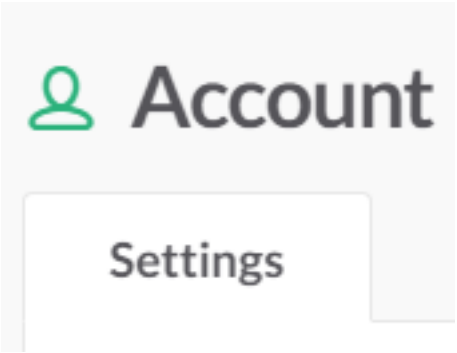
1. We recommend setting up Slack first on your PC or Laptop on the Desktop.Â All changes made on your PC or Laptop will be forwarded and used on your mobile app as well.Â To setup your setting do the following:
    1. On the top left corner next to your name click on theÂ  Â button.
    2. Select **Profile & account**



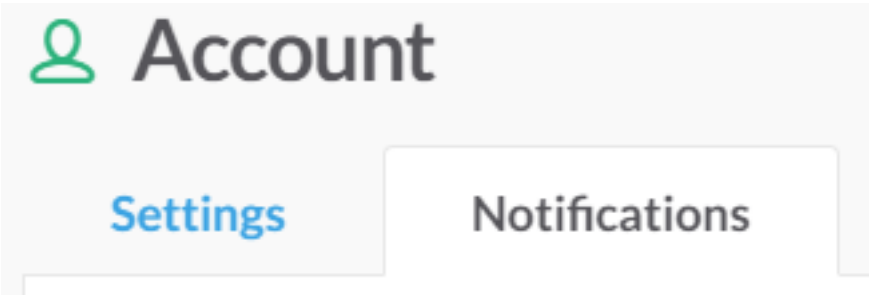
    3. On the right side of your screen, a window will open.Â Select **Account Settings**



    4. A new page will open with a few options.
    5. **DO NOT CHANGE ANYTHING UNDER**



    Making changes to any item here can deactivate or disable your account.
    6. Click on **Notifications**

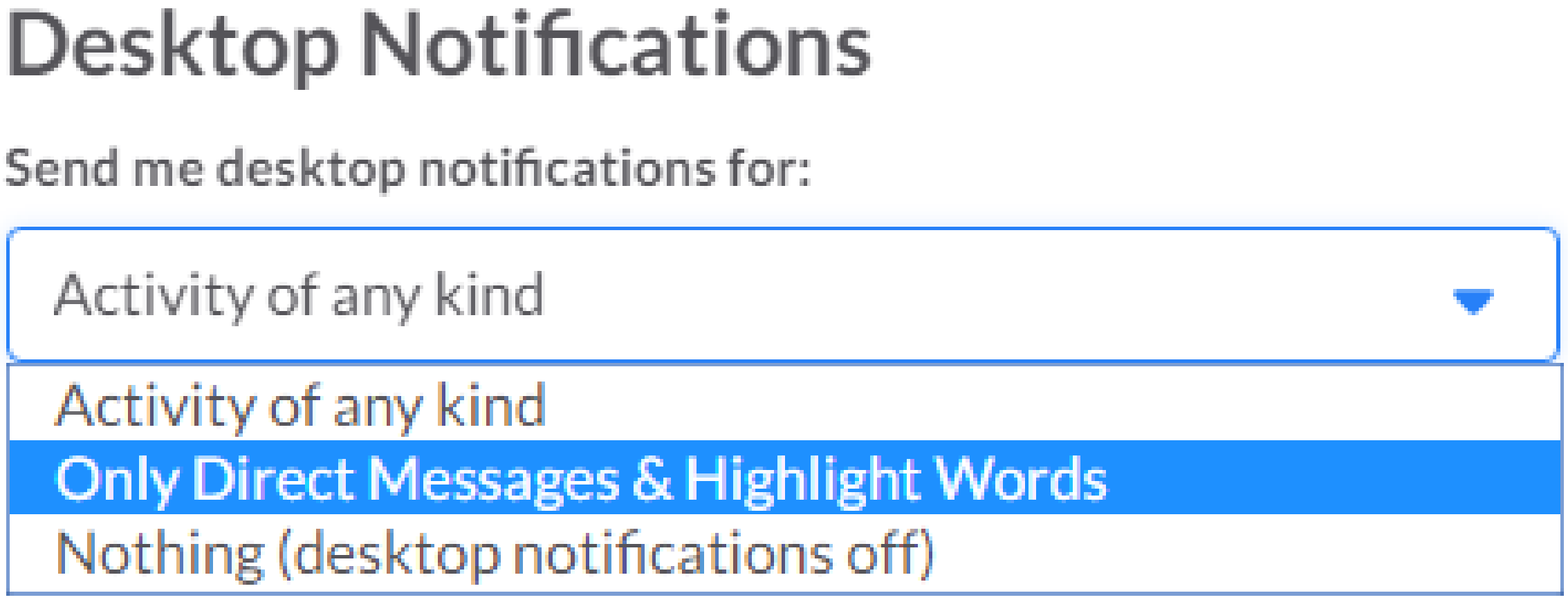


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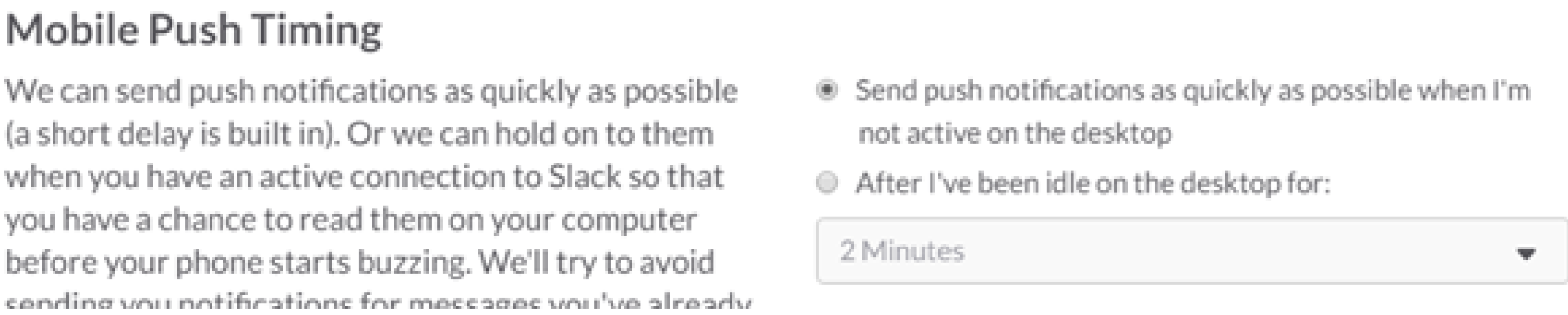
7. Click on â€œcustomize your notifications settingsâ€



8. For **Desktop Notifications** we recommend you select Only Direct Messages & Highlight Words.Â Â All of communication traffic occurs and if you select Activity of any kind you may be overwhelmed by the communication notifications.



9. For **Mobile Notifications** we recommend you select Only Direct Messages & Highlight Words.Â Â All of communication traffic occurs and if you select Activity of any kind you may be overwhelmed by the communication notifications.
10. You can choose your preferred sound notification.
11. For **Mobile Push Timing** we strongly recommend that you select the first option of â€œSend push notifications as quickly as possible, when Iâ€™m not active on the desktop.â€



12. DO NOT CHANGE any settings in



13. For **Additional Settings** make the following changes

Â i.Â Â Â Â Â Â Click on **Email Preferences** and select either once every 15 minutes or once an hour at most.
Do not select Never.Â This option ensures that if you are not able to communicated with on Slack that an email will be sent to you as a reminder to your private, personal email on file.

Â ii.Â Â Â Â Â Â **DO NOT MAKE ANY CHANGES** to Email News & Updates

Â iii.Â Â Â Â Â Â **DO NOT MAKE ANY CHANGES** to Highlight Words

Â iv.Â Â Â Â Â Â **DO NOT MAKE ANY CHANGES** to Email News & Updates

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1. You do not need to do anything on Access Logs or Team Settings.

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When you completed all the related Slack Communication Server Settings, press the



Â button found on the top right corner of your desktop and it will take you to the communication channel.

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Happy communicating.

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HOW TO COMMUNICATE AND USE SLACK COMMUNICATIONS.

To communicate and use SLACK Communications, click here " How to communicate with and use SLACK Communications."

Attached files:

Unique solution ID: #1260
Author: n/a
Last update: 13-Dec-2016 06:39

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