Emails and Sending Emails

Can I send an email internally to staff members? What are staff personal emails

No.Â Staff email address are only used for username purposes and access into the systems.Â All staff are connected to group email addresses to ensure that in the event a staff member is away, on holidays or leaves the company, the email from a customer or client can still be answered and actioned by the remaining staff who are connected to the group email address.

To contact a staff member internally staff are required to use the **SLACK COMMUNICATION** system.

How to send a message directly to a staff member internally:

1. Select the channel to send the message.
2. Type the message and at the end of the message press the @ symbol.
3. When you press the @ symbol, it will display a list of staff.Â
4. Select the staff member.
5. Press enter button to send the message directly.

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You can also call the staff member at their internal number, however this is discouraged as the more lines that are being used to call a staff member, the less lines available for customers.Â Refer to the Call List for contacts and phone numbers.

Attached files:

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