

Concierge, Ask Astro, OrgChart maintenance - template and guidelines

STEP ONE: Click “file” > “make a copy” and rename the file as “Concierge maintenance [DATE]”. Replace the pink highlighted information below with your applicable content. Note: We recommend posting no earlier than one or two days out from the maintenance window.

SLACK ([Example post here](#))

Post date: [Month written out, date, year: January 1, 2019]

Post time: [Analyze time zone and plan post time accordingly]

Post to: #broadcast-bt-central in Slack

DO NOT INCLUDE THE INFORMATION ABOVE THIS LINE IN YOUR SLACK MESSAGE. ONLY THE CONTENT BELOW GETS COPY AND PASTED TO SLACK.

Heads up: Concierge, Ask Astro, and OrgChart briefly unavailable [day of week]

Concierge, Ask Astro, and OrgChart will be unavailable from [time (ex. 8, not 8:00)] [a.m./p.m.] to [time (ex. 8, not 8:00)] [a.m./p.m.] [time zone] [day of week, month, date] for scheduled maintenance. During this time, users will not be able to log tickets or receive live chat support.

If you have any questions or issues accessing these apps after the change, post in the #community-concierge, #broadcast-askastro, or #community-orgchart Slack channels.