

Appendix A

Customer Service Message Templates

Email Auto-Reply Template

Change auto-reply message using the approved auto-reply template below if out of office for more than one (1) business day.

Thank you for your email. I am currently out of the office, returning [Date of Return].

For immediate assistance or if your matter is urgent, please contact [Alternate Contact Name] at [Alternate Contact Email].

I appreciate your patience and will respond to your email as soon as possible upon my return.

Vacation Alert Template

Add a red 'Vacation Alert' email signature to all outgoing emails at least one week in advance of the vacation start date if the duration of the time off exceeds 1 (one) calendar week.

Vacation Alert: Please be advised that I will be out of office from [Date of Departure] to [Date of Return].

Voicemail Out of Office Template

Change voicemail greeting if out of office for one (1) business day or more. The voicemail greeting is to be changed back to the general message upon return.

Hello, you've reached the voicemail of [Your Name], [Your Position] at the Town of Essex. I am currently out of the office, returning [Date of Return]. If your matter is urgent or requires immediate attention, please contact [Alternate Contact Name] at [Extension]. Otherwise, please leave your name, number, and a brief message, and I will get back to you as soon as possible upon my return. Thank you.