

## Tech Tip Tuesday—May 23, 2023

### Livery Coach office closed next Monday for Memorial Day

The Livery Coach office will be closed next Monday, May 29, 2023, for Memorial Day. We will reopen on Tuesday, May 30<sup>th</sup>, at 9am Eastern time. As always, emergency support will be available, but we please ask that off-hours calls be limited to true emergencies so that our staff may enjoy the holiday.

### Tech Tip on hiatus

As is tradition, the Tech Tip takes the summer off (between Memorial Day and Labor Day), so this will be the last Tech Tip until it returns on Tuesday, September 12, 2023.

That said, in the event of any big news or other important communications, we still might send a special Tech Tip now and then over the summer.

And rest assured that although the Tech Tip takes the summer off, the rest of the team will be hard at work, adding features and making other improvements, one of which is discussed below.

Have a great summer!

### Control Chauffeur Name and Phone display for customers

As we all know, often people have their “legal” name, and then they have what they might want to be called. In addition, these days it is common for people to have more than one phone number.

In Employee List we’ve always had fields for the Chauffeur Name, and over the years we’ve added various phone number fields to accommodate all the different numbers that a chauffeur might have (pager, mobile, alternate mobile, home, etc.) As such, there have been different tags over the years that select from among these different fields to set up your Chauffeur Direct message templates.

What not everyone realizes is that we actually have specific fields in Employee List for this purpose: Display Name and Display Phone.

Edit Employee	
999-Joe Driver	Joe Driver
First Name:	Joe
Middle Name:	
Last Name:	Driver
Display Name:	Joe Driver
Display Phone:	6102967800

To use these fields properly, first make sure that all your chauffeurs have entries for both fields, by navigating to Reservation->View->Employee List and checking each chauffeur to make sure both fields are filled out properly.

Then, in order to use these fields, you have to use the right tags (when setting up your templates in Chauffeur Direct.

@ChauffeurDisplayNameFromEmployee@	Chauffeur Display Name From EmployeeList
@ChauffeurDisplayPhoneFromEmployee@	Chauffeur Display Phone From EmployeeList

One of the projects we are working on this summer is an overhaul of Employee List, to improve security as well as make it easier and more intuitive to use.

As part of that project, *we plan on eliminating the tags for most of the obsolete Chauffeur mobile and name fields*, so that the fields designed specifically for this purpose can be used and it will be very clear what Chauffeur Name and Chauffeur Number you are sending in your messages.

In preparation for this overhaul, making sure that you have what you want in the Display Name and Display Phone fields and also making sure that the proper tags are used in your message templates will ensure a smooth transition when we roll out this enhancement.

Please let us know if you have any questions.