

Global Keyholder Details

Global Keyholder Details form holds two cards: Details and Contacts.

Details

Contain the information entered when creating the new Global Keyholder. You may edit and add additional information related to the keyholder such as their Title, name Suffix, Job Title, and Birthday. All this information is optional.

Contacts (Contact Points)

The Contacts Card houses the Contact Points for reaching the Global Keyholder.

Add Contact Points to a Global Keyholder

- Click the Pencil (✎) icon to launch the Contact Point Dialog.

Phone Numbers

1. Click **Add** underneath **Phone Numbers**.
2. Choose the **Phone number type**.
3. Enter the **Phone number**
 - If there is an extension, add the extension.
 - You may apply a script to the phone number if utilizing Text To Voice features.
4. There are no General Schedules for "Keyholder Availability" at this time, if necessary you may return to the number later to add it.
5. If the number should not display to an operator when dialing, select **Private**. Please note, in order to make a number private, you must have an integrated auto-dialing system.
6. Repeat as required.

Email Address(es)

1. Click **Add** underneath Email Address
2. **Select the Type** - This is the Record indicator, Email, Email 2, Email 3, etc. You may add additional Email Types within the Supervisor Workstation Subtypes.
3. **Enter the Email address**.
4. Leave the **Output Device Type to EMAIL**
5. **Service Provider** is tied to the **Output Device Type** and will automatically populate when available.
6. Select the **Default Script** to use if no other Script is defined for an email. Scripts are created within the Supervisor Workstation Script Messages.
7. **Format** is the default format for any attached information. We encourage the consistent use of **PDF** because it is an image of the document instead of an easily editable format.
8. If the email must not display to an operator, select **Private**.

9. Repeat as required.

Web

1. Click **Add** underneath Web.
2. **Select the Type** - like email, this is the index link to the individual line such as Web Address, Web Address 2, etc.
3. Enter the website **URL address** - Be sure to add http or https.

When all items are entered correctly, click **Done**.

Remember to **Save** (📁) to commit the changes to the database!
