

## Automatic Replies (Out of Office) Templates

Standardizing our Out of Office messages offer consistency and add clarity to our customer communications. When you are next out of the office for business or personal reasons, please use one of the messages below and fill in the bracketed information for both internal and external recipients.

### For business travel:

Hello, I'll be out of the office on business from [x/xx to x/xx], returning to the office on [x/xx]. I may have limited access to email during this time. If you need immediate assistance, please contact [First/Last Name] at [direct phone number] or [email address]. Otherwise, I will reply to your message as soon as I'm able. Thank you.

### For business meetings/ travel/business cell phone:

Hello, I'll be out of the office on business from [x/xx to x/xx], returning to the office on [x/xx]. If you need immediate assistance, please call my cell phone at [xxx-xxx-xxxx]. Otherwise, I will reply to your message as soon as I'm able. Thank you.

### For all PTO with return date:

Hello, I'll be out of the office from [x/xx to x/xx], returning to the office on [x/xx]. If you need immediate assistance, please contact [First/Last Name] at [direct phone number] or [email address] who may be able to help. Otherwise, I will reply to your message upon my return. Thank you.

### For all PTO with unknown return date: (example: you're sick)

Hello, I'm currently out of the office. If you need immediate assistance, please contact [First/Last Name] at [direct phone number] or [email address] who may be able to help. Otherwise, I will reply to your message upon my return. Thank you.

### For the Account Services team in the United States:

Hello, I am currently out of the office from [x/xx to x/xx]. My emails will be monitored during this time. If your request is urgent and you need to speak with someone, please call +1 817-535-3200 or contact [insert TAM or Account Manager name and email]. Thank you.