

Delayed Case Board and Command Usage

The ability to have a record of long-distance, extended-duration cases has been a consistent feature request for a long time now. In the past, this was accomplished with large pins in private Discords, isolated holding channels where case information was stored, or simply word of mouth from one Dispatcher to another until the case was resolved.

Thankfully, as of HalpyBOT version 1.2, this ability has been hard-coded into the bot with a series of commands that may come in handy for Dispatchers and Seals alike. This system is designed for instances where a case is not fully continuous, when a meetup has to be scheduled in the future, or simply when there will be a significant delay between a Client coming in and that Client receiving repairs.

Commands

The following are valid commands in HalpyBOT for Delayed Case Management:

Command Format	What it Does	Who can Use It
!delaystatus	Checks the system for Delayed Cases	Everyone
!checkstatus	Checks the system for Delayed Cases	Everyone
!delaycase [case status] [notes]	Adds a new case to the Delayed system, and responds with a unique Case ID.	Trained Seals
!updatestatus [case ID] [case status]	Updates the Status Code of a case - see the table of different status codes below!	Trained Seals
!updatenotes [case ID] [new notes]	Updates the Notes attached to a case - this replaces the old notes entirely, so be sure to be complete in your new notes!	Trained Seals
!updatecase [case ID] (case status) (case notes)	Updates both the Status Code and Notes of a case - this replaces the old notes entirely, so be sure to be complete in your new notes!	Trained Seals
!endcase [case ID]	Closes a case and removes it from the Delayed Case system.	Trained Seals
!close [case ID]	Closes a case and removes it from the Delayed Case system. It's encouraged to update the notes before you close a case!	Trained Seals
!reopen [case ID] [case status]	Reopens a previously-closed case, if a case is improperly closed.	Moderator+

Case Statuses

You might notice several command require a Case Status element. Here are the different statuses and what they mean:

Case Status	What it Means
1	This Case needs Seals!
2	This Case has Seals, and the Seals are en-route, OR the Seals are on station, and awaiting the Client for a scheduled meetup.

Although status 2 may have Seals assigned and en-route, check the notes. If you are significantly closer than the current assigned Seals, try and contact them and the current dispatcher to see if joining the case is appropriate.

The Notes Field

Notes should contain AT A MINIMUM this information:

- Client Name
- Client System
- Client Platform
- Details about a Client's Situation
- Assigned Seals (If Any)
- Scheduled Meetup Time (If Set)
- Any and all information needed to ensure a successful repair

If a notes field is too vague or information is not known, the case may be closed or deleted by a Moderator.

Viewing Statuses

To check the status of Delayed Cases, you can either run the `!checkstatus` command, or view the board at <https://hullseals.space/dispatch-tools/delayed/>. The board auto-refreshes every 5 minutes, and is a live-view of the status of the Delayed system.

Disclaimer

This system is not the long-sought-after "Dispatch Board", and cases are not automatically uploaded to the Delayed Case system. Just because the Delayed system doesn't have any ongoing cases does not mean there are none ongoing!

Revision #3

Created 1 March 2021 17:22:31 by Rixxan

Updated 1 March 2021 19:42:04 by Rixxan