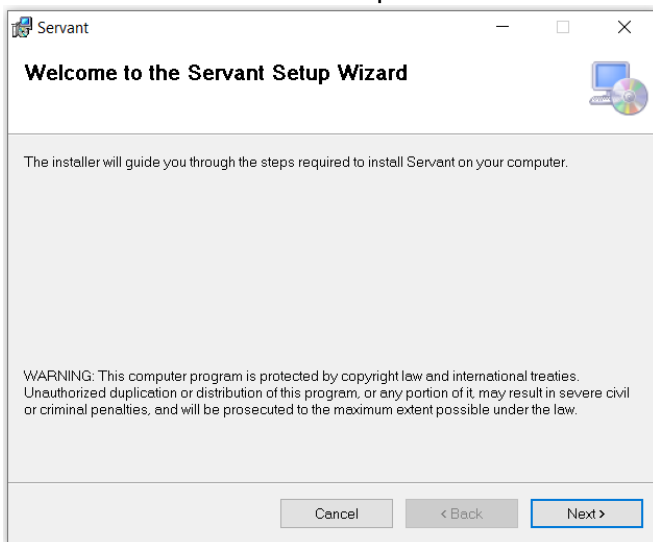# Servant guide

Servant installation

To install Servant please following these steps:

1. Go to the following shared link: https://microsoft-my.sharepoint.com/:f:/p/jujimen/EiJc0fwlwrFLjF1af_Mcop4BlAmNMiUceWeK9J7XbfFsbg?e=atAuxI
2. Download the MSI file you will find there named Setup.msi
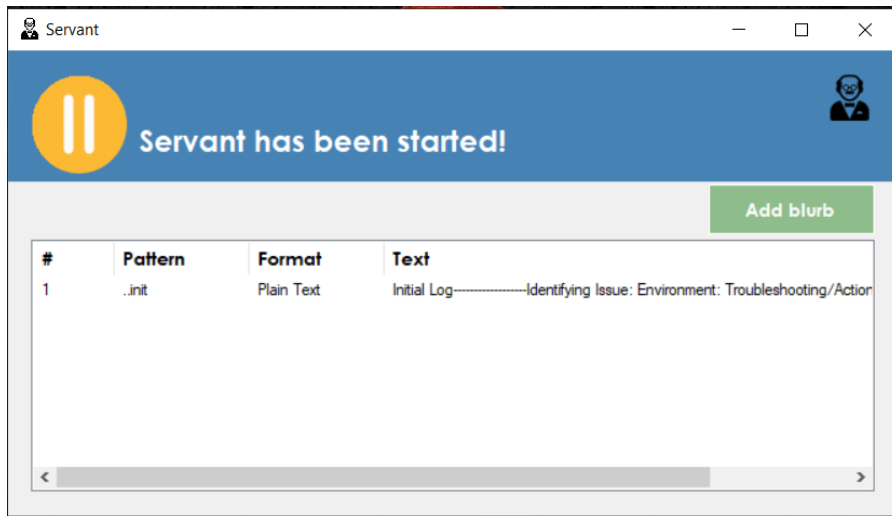3. Now double click on the setup file and follow the installation process

4. Once Servant is installed, you will be able to see in your desktop the tool icon.

How to use it

1. Open the tool by double clicking on the Servant icon and the tool will be started by default:
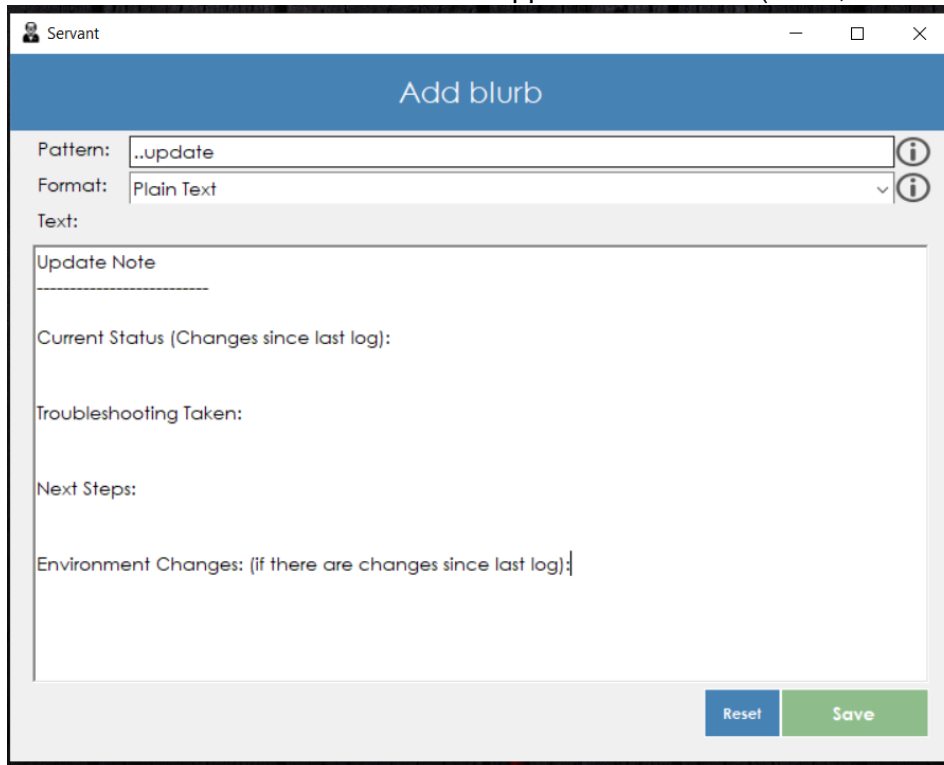

In case you want to pause the tool, simply click on the pause button on top.

2. The list displayed, correspond to the list of blurbs that you currently have, obviously at the beginning the list will be empty, so you will have to add a new blurb by click on the Add blurb button.
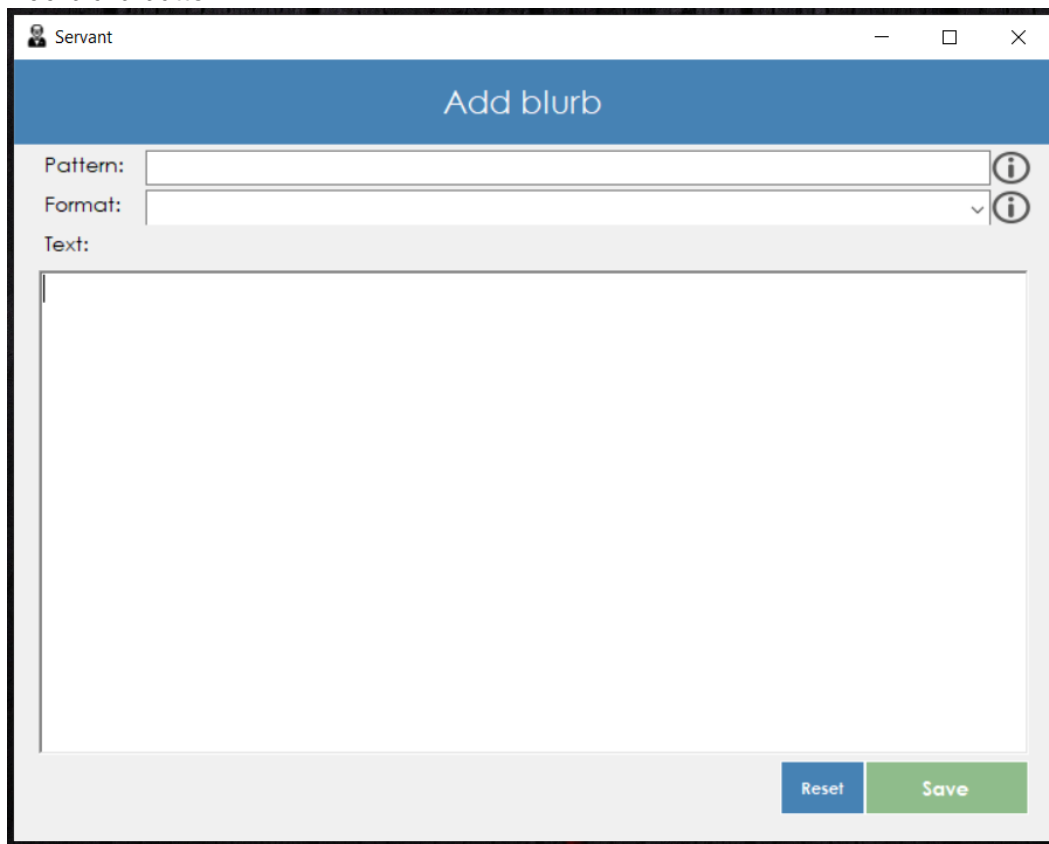
3. To add the blurb, simply complete the required information (Pattern, Format and Text) and then click the button named Save.
   a. Pattern: You can use the combination of letters, numbers, special characters or empty spaces that you want.
   b. Format: We have two formats: Plain text or Rich Text (RTF).
      i. Select Plain text when you do not need the text to be formatted.
      ii. Select RTF when you need to have the text formatted and it's going to be used in an editor that supports RTF format (Word, Outlook).
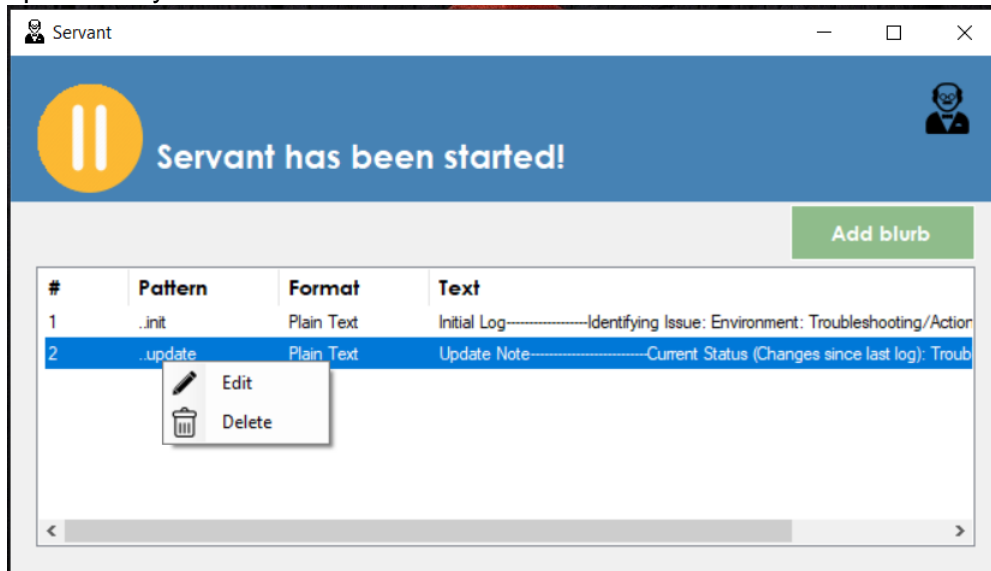

Once you Save the blurb you will get a confirmation window. Once you click Ok on it, you will be able to see the new blurb as part of the blurb list.

4. To edit or delete an existing blurb, right click on the record row and then select the option that you want to execute.
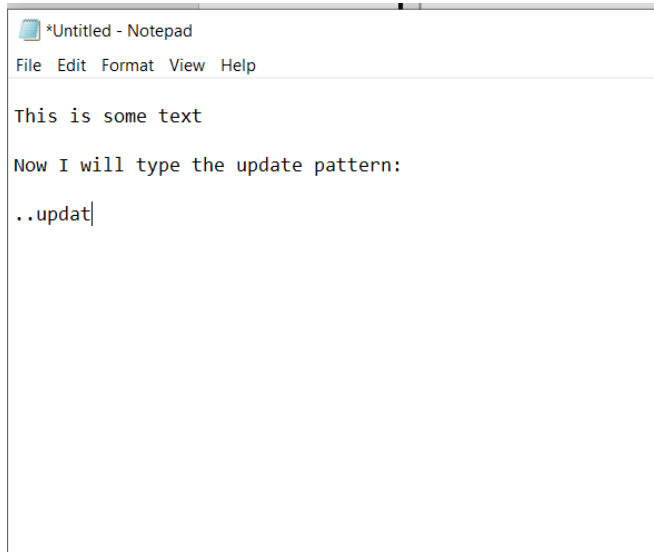

Delete: You will get a confirmation window asking you if you are truly sure to delete the selected blurb, if you click Yes, the blurb is going to be completely deleted.
Edit: There are two ways to enter the edit section, clicking the Edit option or double clicking the record row.
Once you enter the edit mode, you will get displayed the same window as the one when you create the blurb.
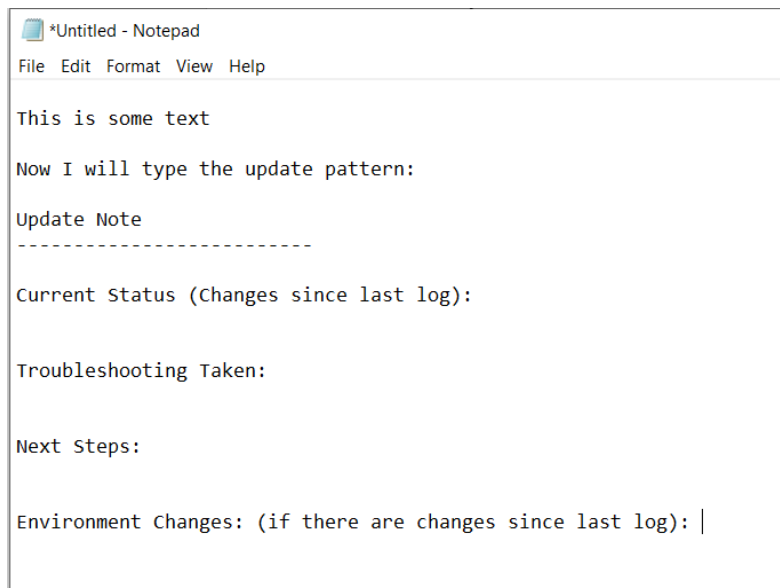
5. Now Servant is going to be constantly listening the keys that you type and validating if the key combination matches one of the blub patterns that you have. So if you type one of the patterns for any of the blubs that you have, the pattern text will be removed from the text editor that you are using, and replaced with the blurb text

*Untitled - Notepad

File   Edit   Format   View   Help

This is some text

Now I will type the update pattern:

..updat|

*Untitled - Notepad

File   Edit   Format   View   Help

This is some text

Now I will type the update pattern:

Update Note

Current Status (Changes since last log):

Troubleshooting Taken:

Next Steps:

Environment Changes: (if there are changes since last log): |

Same thing is going to happen for RTF text:

Calibri (Body)   11   Aa   Aa   Aa

B   I   U   ab   x₂   x²   A   A   A   Normal   No Spac...   Hea

Font   Paragraph   Protection
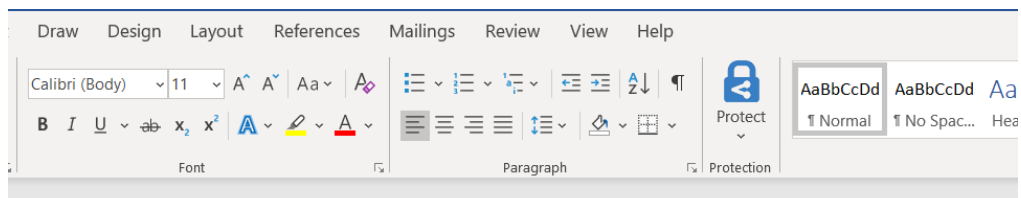
Now I am going to type the pattern for my signature:

..signatur
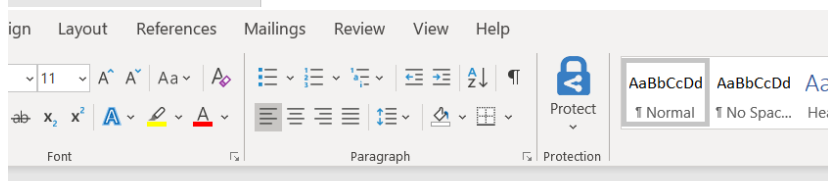
Now I am going to type the pattern for my signature:

This is some random text.

And this is my signature:

Juan Pablo Jimenez
Support Engineer | Azure Networking
Customer Services & Support | Microsoft Corporation
☎+506 41160020
✉ jujimen@microsoft.com

Microsoft

Working Hours: 8:00am to 5:00pm CST
✉ Colleagues: azurebu@microsoft.com
✉ Management: ANMGR@microsoft.com
If you have any feedback about my work, please let either me or my manager Kimberly Granados know at kigranad@microsoft.com

The same test but from outlook

..signatur

The same test but from outlook

This is some random text.

And this is my signature:

Juan Pablo Jimenez
Support Engineer | Azure Networking
Customer Services & Support | Microsoft Corporation
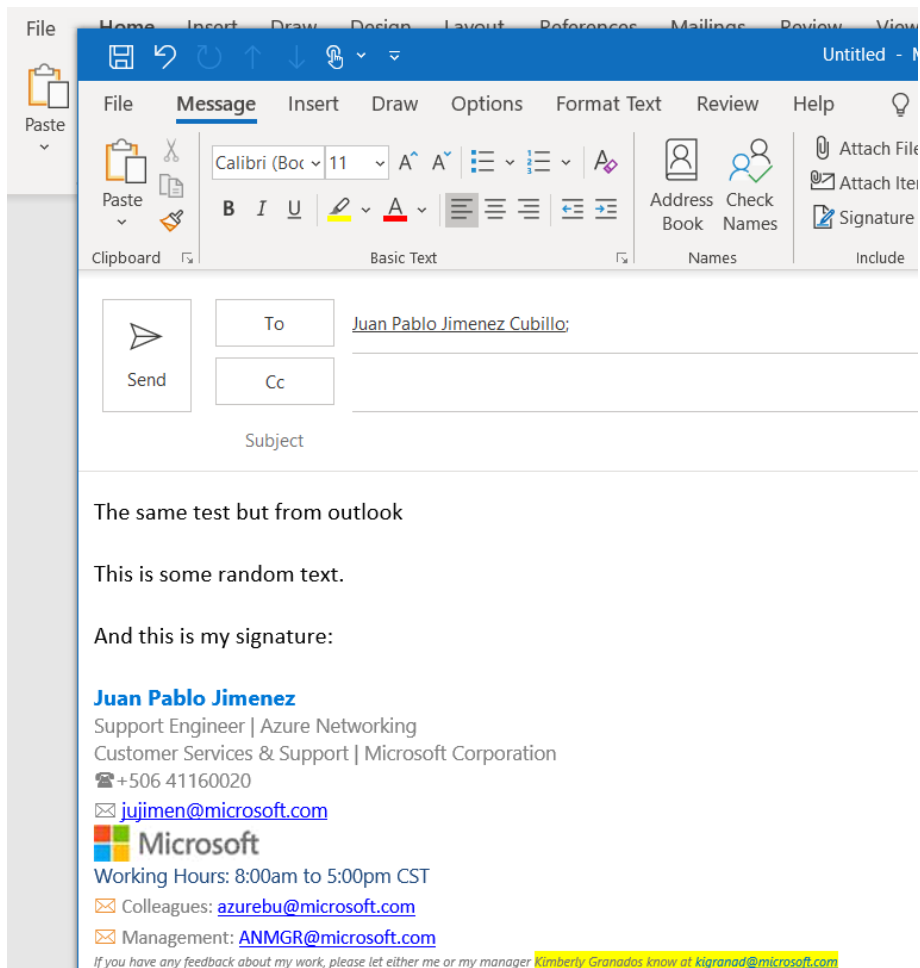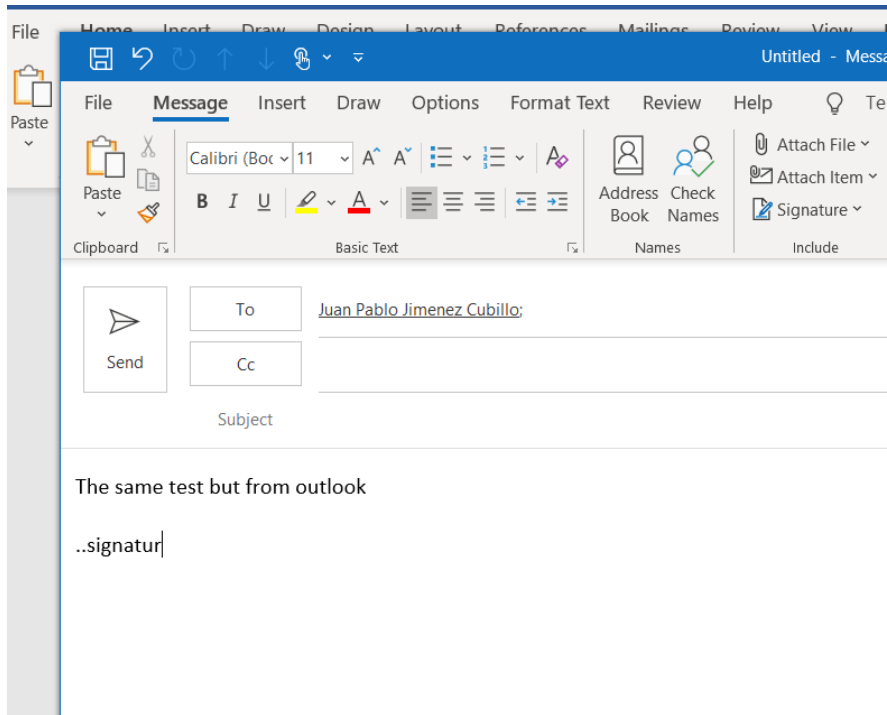☎+506 41160020
✉ jujimen@microsoft.com
Microsoft
Working Hours: 8:00am to 5:00pm CST
✉ Colleagues: azurebu@microsoft.com
✉ Management: ANMGR@microsoft.com
If you have any feedback about my work, please let either me or my manager Kimberly Granados know at kigranad@microsoft.com

Limitations:

1. Not able to paste RTF format in web text editors such as Service Desk. Currently Servant only allows you to paste RTF format text on Outlook, Word and PowerPoint. If you try to paste RTF text on another text editor and not the ones described above what is going to happen is that servant will transform that RTF text into plain text so the text can be pasted.
2. Servant works with the keyboard, it means that based on the key pressed Servant will be constructing the pattern and validate if it matches one of the pattern you have already added. It means that for example if you have a pattern called "..test" and you copy the pattern text and paste it somewhere else expecting that Servant will recognize the text and replace it with the text content so that is not going to happen because you are not typing the pattern letter by letter.