

# Being Engaged!!

How the myFSU Service Center stays engaged using Ruby and SMS



ITS   
SEMINOLE  
SHOWCASE

# Presenters



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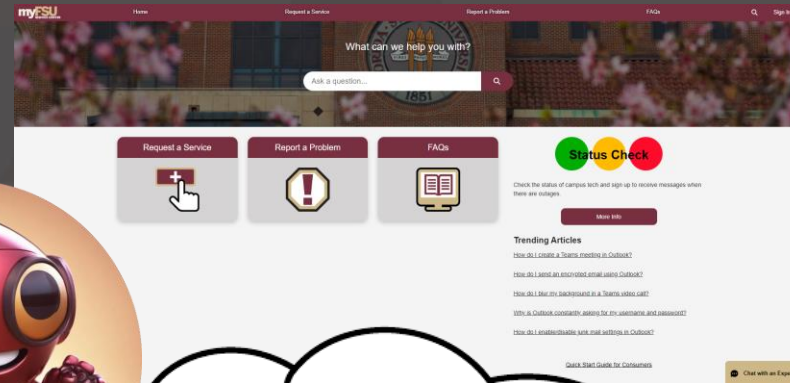


Jody O'Steen  
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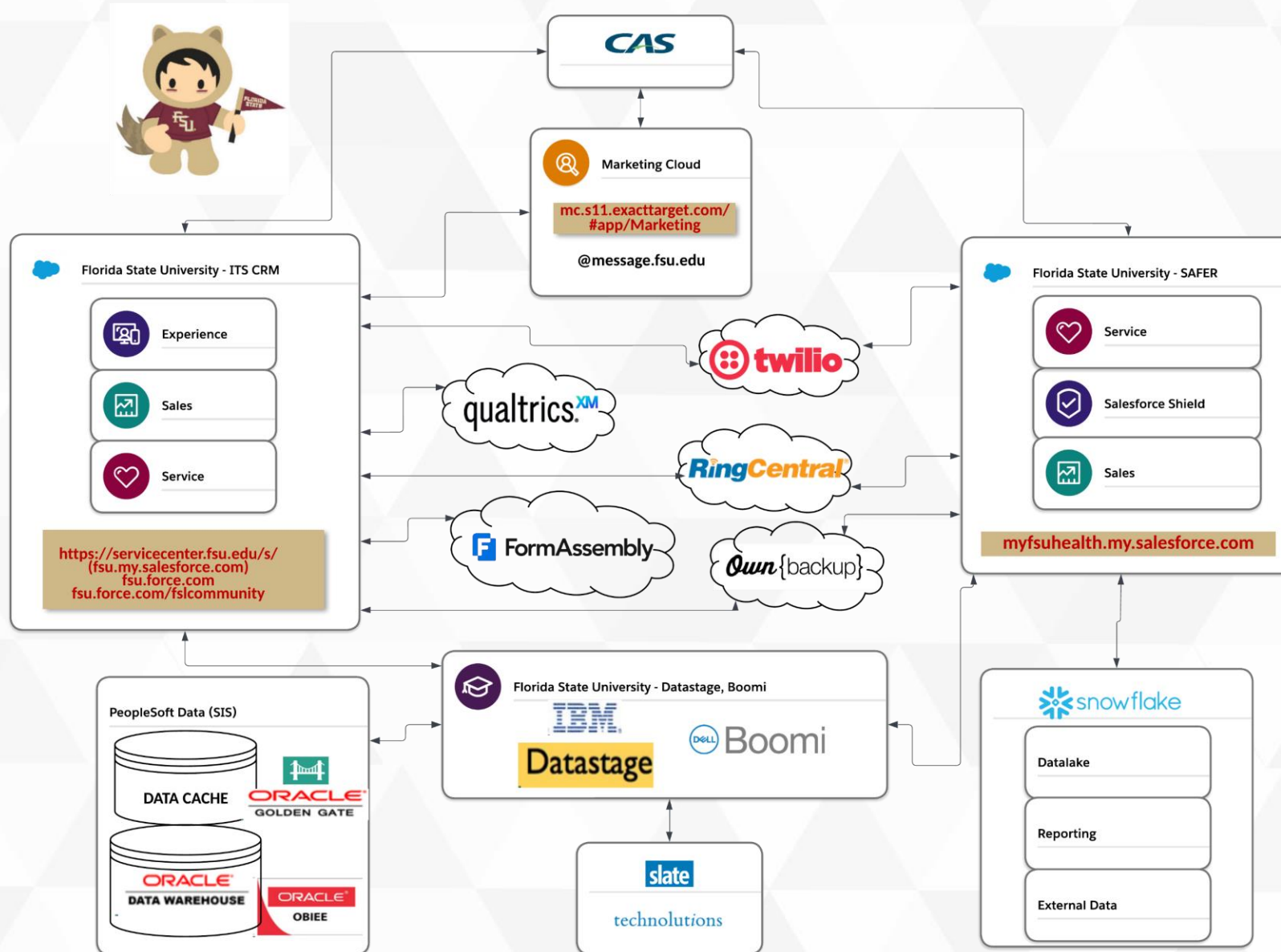
# Agenda

- Overview of the Salesforce Platform and the “Clouds”
- The myFSU Service Center
- Ruby, our chatbot
- SMS, helping the Agents



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# Salesforce Platform Today





# Salesforce Platform



## Service Cloud

- a customer service platform designed to help manage and improve customer support
- includes case management, which allows agents to track and resolve customer issues efficiently
- includes a knowledge base where agents and customers can access articles and FAQs



## Sales Cloud

- a customer relationship management (CRM) platform that helps manage processes and customer interactions
- integrates with marketing automation tools such as Salesforce Marketing Cloud and other third-party solutions to automate marketing processes and workflows
- provides analytics and reporting capabilities to track performance and identify trends



## Experience Cloud

- a platform for creating branded online communities and portals for customers, partners, and employees
- includes customizable templates and themes to create a branded experience and collaboration features such as forums, groups, and chat
- includes capabilities for integrating with other Salesforce products and third-party applications, as well as analytics to track community engagement and performance.

# Salesforce Platform Apps and Communities



## Sales and Service Cloud Apps



myFSU Service Center



College of Business  
College of Business App



Ascent CRM



OFSL  
Office of Fraternity and Sorority Life



Call Center Read Only  
This APP is for call center read only access



## Experience Cloud Communities



myFSU Service Center



Renegade Reach Out



FSU Subscription Center



Office of Research Knowledge Base



FSU Real Estate Center

# myFSU Service Center



myFSU Service Center

My Cases

0 items • Sorted by Case Number • Filtered by My cases • Status • Updated a minute ago

Case No. | Contact | Subject | Status | Priority | Date/T... | Case On... | Classif... | Case Rec... | Case On...

No items to display.

Change Reports

As of Apr 5, 2024, 1:30:49 (Showing in Weeks sorted)

Upcoming Changes next 14 Days

Case Number	Subject	Type	Change Category	Planned Start	Planned End	Impacted System(s)
00274202	Implement Upgrade PKI-7 - PKI-7	Significant	4/9/2024 8:00 AM	4/9/2024 11:00 AM	All PeopleSoft Application Messaging DesktopSoft Camp	
00276884	Test Mail Services OS patches	Significant	4/9/2024 5:00 PM	4/9/2024 8:00 PM	Mail Mail Services	
00275415	Implement Outgoing Reminders for IT's Press	Significant	4/9/2024 7:00 PM	4/9/2024 9:00 PM	Internet	
00276391	Windows Updates - IT's Personal Windows Systems	Significant	4/11/2024 4:00 AM	4/11/2024 7:00 AM	All IT's Personal Windows systems	
00274217	Implement Upgrade PKI-7 - PKI-7	Significant	4/11/2024 10:00 AM	4/11/2024 12:00 PM	All PeopleSoft Application Messaging DesktopSoft Camp	
00276387	Enable Conditional Access Rule	Minor	4/11/2024 5:00 PM	4/11/2024 8:00 PM	All FS Virtual Services/Office Conditional Access Apps	
00266881	Mail Domain Migration (PeopleSoft to Microsoft Exchange)	Minor	4/11/2024 5:00 PM	4/11/2024 8:00 PM	Exchange Mail and On-Premise Microsoft OWA Email S	

myFSU

Home | Request a Service | Report a Problem | My Service Center | Classroom Support | FAQs

What can we help you with?

Ask a question...

Request a Service | Report a Problem | FAQs

My Service Center | Classroom Support

My Upcoming Tasks

Nothing in My Upcoming tasks yet. When records are added to the list view you'll see them here.

Sort by: Most Recent Activity

Test Group - Atlanta (Archived) - Atlanta (Archived) February 4, 2022 at 10:11 AM

Test case in Chatlet Group

Status Check

Check the status of campus tech and sign up to receive messages when there are outages.

More info

Trending Articles

Account, WebStation

Is my data shared with others when I use Microsoft Outlook?

Is the data I share on Microsoft Outlook FERPA and HIPAA compliant?

How do I sign into and access Microsoft Outlook on my web browser?

What is Microsoft Outlook?

Clear Office

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# myFSU Service Center

The screenshot displays the myFSU Service Center interface. At the top, a navigation bar includes links for Home, Request a Service, Report a Problem, My Service Center, Classroom Support, and FSU. Below the navigation bar is a search bar with the text "What can we help you with?" and a search input field containing "reset". A dropdown menu shows search results for "reset", including articles like "How do I reset or change my FSUID password?".

Below the search bar, there are two main sections: "Request a Service" and "Report a Problem". The "Request a Service" section has a plus sign icon and a hand cursor. The "Report a Problem" section has a yellow arrow icon. Below these are "My Service Center" and "My Service Center" sections with folder and help icons.

The main content area shows search results for "reset" under the heading "IT SUPPORT > ACCOUNTS & ACCESS". The first result is "How do I reset or change my FSUID password?". The article content includes a title, a description, and a list of steps: "1. Go to https://my.fsu.edu", "2. Enter your FSUID and password and click Sign In", and "3. Locate the myFSU Links and expand the myFSU Identity Management section located on the left hand side of the portal".

On the right side of the article, there are buttons for "Request a Service" and "Report a Problem". Below the article is a "Related Articles" section with a list of links and view counts.

At the bottom of the page, there is a "myFSU Links" section with icons for FSU, myFSU, HR, FI, SC, MART, ESI, and RAMP, and an "Admissions" section.



# myFSU Service Center

The screenshot displays the myFSU Service Center interface. At the top, there is a search bar and a navigation menu with options like Home, Cases, Case Summaries, Contacts, Reports, Dashboards, Chatter, Knowledge, FSU Service Portfolio, and Campaigns. A search result is shown for the article "How do I add a device to 2FA and activate the Duo Mobile app?". The article details include its title, publication status (Published), last modified date (12/1/2022, 4:06 PM), and version number (7). Below the details, there is a section for "Information" with the title and answer. The answer includes a note about transferring the DUO login and a list of options for adding a device: Manage Devices (From the myFSU Portal, From the Identity Portal, Add a New Device), Add an iPhone, Add an Android, Add a Tablet, and Add a Duo Token. On the right side, there are sections for "Was this article helpful?", "Topics (6)", "Categories (1)", and "Approval History (3)".

myFSU Service Center

Search All | Q, how do |

Do more with Search!

Get the right answers by searching...

Quick Links

myFSU Portal

FLORIDA STATE UNIVERSITY

Search...

myFSU Service Cent... Home Cases Case Summaries Contacts Reports Dashboards Chatter Knowledge FSU Service Portfolio Campaigns

Knowledge

How do I add a device to 2FA and activate the Duo Mobile app?

Article Record Type	Article Number	Publication Status	Last Modified Date	Version Number
FAQ	000001532	Published	12/1/2022, 4:06 PM	7

Details Related Versions

Information

Title

How do I add a device to 2FA and activate the Duo Mobile app?

Answer

NOTE: Before changing from your old phone, you must use it to transfer your DUO login over to your new device or use Duo Restore.

Two-factor authentication (2FA) through Duo supports hardware tokens, tablets and mobile phones. Choose the type of device you wish to add from the list below.

- Manage Devices
  - From the myFSU Portal
  - From the Identity Portal
  - Add a New Device
- Add an iPhone
- Add an Android
- Add a Tablet
- Add a Duo Token

HOW TO

Was this article helpful?

0 0

# Topics (6)

Type a topic name and press Enter.

Multi-factor Authentication X Security X

Multi-step Verification X

Categories (1)

> Functional Area (1)

Approval History (3)

Knowledge Approval Review

# myFSU Service Center

The screenshot shows the 'myFSU Service Center' interface. At the top, there is a navigation bar with links like Home, Cases, Case Summaries, Contacts, Reports, Dashboards, Chatter, Knowledge, FSU Service Portfolio, and Campaigns. Below the navigation bar, there is a 'Cases My Cases' section with a search bar and a table of cases. The table has columns for Case Number, Subject, Type, Change Category, Planned Start, Planned End, and Impacted System(s). Below the table, there is a 'Dashboard Change Reports' section with a 'View Report' link. The 'Upcoming Changes next 14 Days' table contains the following data:

Case Number	Subject	Type	Change Category	Planned Start	Planned End	Impacted System(s)
0057646	ESG - Red Hat Satellite OS Patches	-	Significant	4/9/2024, 5:00 PM	4/9/2024, 8:00 PM	Red Hat Satellite
0057215	Implement Outgoing Restrictions for ITS Proxy	-	Significant	4/9/2024, 7:00 PM	4/9/2024, 9:00 PM	Unknown
0057449	Windows Updates - ITS Hosted Windows Systems	-	Significant	4/11/2024, 4:00 AM	4/11/2024, 7:00 AM	All ITS-hosted Windows systems
0057417	Endpoint Upgrade RHEL7 -> RHEL8	-	Significant	4/11/2024, 10:00 AM	4/11/2024, 12:00 PM	All Request/Response Application Messaging, Request/Response
0057687	Enable CallFlow Migration Rule	-	Minor	4/11/2024, 5:00 PM	4/11/2024, 8:00 PM	All FS Virtual Servers/VNPs, CallFlow, Secure Apps
0056889	Mail Domain Migration (Prepoint to Microsoft Defender) - Priority 1 Domains	-	Minor	4/11/2024, 5:00 PM	4/11/2024, 8:00 PM	Exchange 365 and On-Premise, Microsoft 365 Email S.



myFSU Service Center



myFSU Service Console

The screenshot shows the 'myFSU Service Console' interface. It features a navigation menu on the left with icons for Home, Cases, Case Summaries, Contacts, Reports, Dashboards, Chatter, and Knowledge. The main content area is identical to the 'myFSU Service Center' screenshot, displaying 'My Cases' and 'Upcoming Changes' with the same table of data.

# myFSU Service Center



Quick New Service Request

\* Contact Name  
Jody O'Steen

Alt Email

\* Preferred Contact Method  
Email

\* FSU Service Portfolio  
Custom CRM and Engagement Applications

\* Status  
New

\* Subject  
Jody Test

Description  
Jody Test

Case Owner  
Minato zzTest

### Case Overview

Tell us what you need.

\* How can we help you?  
I am requesting a service

\* What do you need help with?  
Customer Relationship Management (CRM)

Type a keyword above and select the best match or select "Something else" if you cannot find what you need.

\* We treat all requests with priority. How is this issue impacting you?  
Medium: I need help, but I can keep going

### Case Details

Tell us a little more about this issue.

\* Subject  
Jody Test

Description  
Jody Test



# myFSU Service Center



Case **Jody Test** + Follow Edit Change Owner Delete Change Record Type Close Parent and All Child Cases

Priority: P3 | Status: New | Case Number: 00563817 | Case Record Type: FSU Service Request

**New** Working Waiting - Consumer Waiting - Vendor Waiting - Internal Closed Mark Status as Complete

### Verify User via SMS

Mobile Number Format is Valid.

Customer Mobile: \*\*\*\*\*4464

By clicking **Next**, you are approving sending an SMS Verification Code to case contacts.

**Next**

### Contact Details

Name	Jody O'Steen	Phone	-4464
Title	Salesforce DevOps Manager	Work Phone	850/645-9761
FSU Department	Information Technology Services (ITS)	Email	josteen@fsu.edu
EMPLID	000060031	FSUID	JJOSTEEN

### FSU Affiliations for Parent Contact (3+)

ADMINPROF	Active
Affiliation Status:	12/20/2013
Start Date:	
End Date:	
ALUMNI	Active
Affiliation Status:	12/15/2012
Start Date:	
End Date:	

### Details

Chatter Related Knowledge

#### Consumer Information

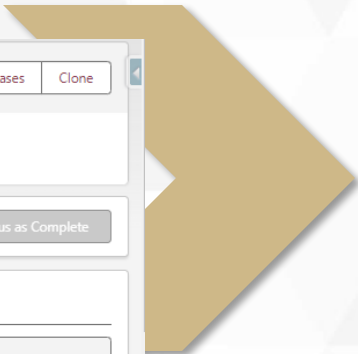
Contact Name	Jody O'Steen	Department	Information Technology Services (ITS)
Alt Name		Office	TSB-1730
Title	Salesforce DevOps Manager	Location	
EMPLID	000060031	Preferred Contact Method	
FSUID	JJOSTEEN	Email	
Work:		Alt Email	
		Alt Phone	
		Last Updated by Consumer	

#### Case Information

Case Number	00563817	Last Queue	
Parent Case		Case Owner	Jody O'Steen
Case Origin	In Person	Impact	
Status	New	Consumer Urgency	Medium
Subject		Priority	



# myFSU Service Center



Case **Jody Test** + Follow Edit Change Owner Change Record Type Close Parent and All Child Cases Clone

Priority: P3 | Status: Closed | Case Number: 00570865 | Case Record Type: FSU Service Request

**Navigation:** New | Working | **Waiting - Consumer** | Waiting - Vendor | Waiting - Internal | Closed | Mark Status as Complete

### Verify User via SMS

**Mobile Number Format is Valid.**  
Customer Mobile: \*\*\*\*\*4464  
By clicking 'Next', you are approving sending an SMS Verification Code to case contacts.

Next

### Contact Details

Name	Jody O'Steen	Phone	-4464
Title	Salesforce Dev/Ops Manager	Work Phone	850/645-9761
FSU Department	Information Technology Services (ITS)	Email	<a href="mailto:jjosteen@fsu.edu">jjosteen@fsu.edu</a>
EMPLID	000060031	FSUID	JJOSTEEN

### FSU Affiliations for Parent Contact (3+)

ADMINPROF

### Chatter

Details | **Chatter** | Related | Knowledge

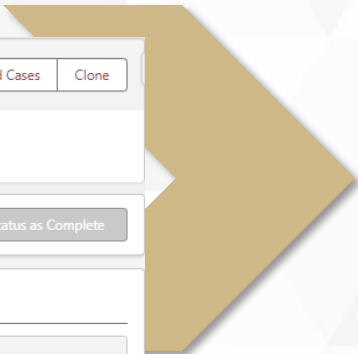
Email | Post | Reopen Case | Escalate to Manager

Compose

Latest Posts

- Minato zzTest** Case updated March 7, 2024 at 7:46 AM  
Close Reason: A blank value to Resolved on First Contact
- Minato zzTest** Case closed March 7, 2024 at 7:46 AM
- Minato zzTest** The SMS verification is successful created March 7, 2024 at 7:41 AM

# myFSU Service Center



Case **Jody Test** + Follow Edit Change Owner Change Record Type Close Parent and All Child Cases Clone

Priority: P3    Status: Closed    Case Number: 00570865    Case Record Type: FSU Service Request

New    Working    Waiting - Consumer    **Waiting - Vendor**    Waiting - Internal    Closed    Mark Status as Complete

### Verify User via SMS

Mobile Number Format is Valid.

Customer Mobile: \*\*\*\*\*4464

By clicking 'Next', you are approving sending an SMS Verification Code to case contacts.

Next

### Contact Details

Name	Jody O'Steen	Phone	*****-4464
Title	Salesforce DevOps Manager	Work Phone	850/645-9761
FSU Department	Information Technology Services (ITS)	Email	jjosteen@fsu.edu
EMPLID	000060031	FSUID	JJOSTEEN

### FSU Affiliations for Parent Contact (3+)

ADMINPROF

Details    Chatter    **Related**    Knowledge

#### Case Comments (0)

New

#### Files (0)

Add Files

Upload Files

Or drop files

#### Open Activities (0)

New Task    New Event

#### Activity History (4)

View All

Subject	Name	Task	Due Date
<a href="#">Generated SMS verification code</a>	Jody O'Steen	<input checked="" type="checkbox"/>	
<a href="#">The SMS verification is successful.</a>	Jody O'Steen	<input checked="" type="checkbox"/>	

# myFSU Service Center



Case **Jody Test** + Follow Edit Change Owner Change Record Type Close Parent and All Child Cases Clone

Priority: P3    Status: Closed    Case Number: 00570865    Case Record Type: FSU Service Request

New Working Waiting - Consumer Waiting - Vendor Waiting - Internal **Closed** Mark Status as Complete

### Verify User via SMS

**Mobile Number Format is Valid.**  
Customer Mobile: \*\*\*\*\*4464  
By clicking 'Next', you are approving sending an SMS Verification Code to case contacts.

Next

### Contact Details

Name	Jody O'Steen	Phone	-4464
Title	Salesforce DevOps Manager	Work Phone	850/645-9761
FSU Department	Information Technology Services (ITS)	Email	jjosteen@fsu.edu
EMPLID	000060031	FSUID	JJOSTEEN

### FSU Affiliations for Parent Contact (3+)

Details    Chatter    Related    **Knowledge**

#### Knowledge

Filter

Suggested Articles  
10 Results • Sorted by Relevance

- [Test - Is it working?](#) 📄  
> Article Details
- [Why is my audio not working in Zoom meetings?](#) 📄  
> Article Details
- [Why is my video/webcam not working in Zoom meetings?](#) 📄  
> Article Details
- [How do I use AI responsibly and securely within Microsoft Copilot?](#) 📄  
> Article Details

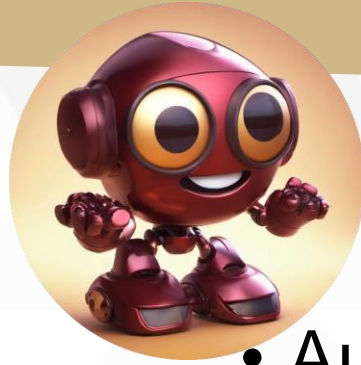
# Chatbot - Ruby



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# Chatbot - Ruby



- Unauthenticated Chat



- Authenticated Chat



# Chatbot - Ruby



- What the Agent sees

myFSU Service Con... Home

**Cases My Cases** Change Owner New

1 item • Sorted by Case Number • Filtered by My cases - Status • Updated 6 minutes ago

Search this list...

Case ...	Contact N...	Subject	Status	Prior...	Date/Time Ope...	Case ...	Classification	Case Record Type	Case O...	
1	00563817	Jody O'Steen	Jody Test	Working	P3	4/5/2024, 1:32 PM	jody.ost	Service Request	FSU Service Request	In Person

Omni-Channel Available - Chat

New (1) My work (0)

Transfer

00004357

ASK Chat | Chat Setup Flow  
98-230.33.145  
1 min 9 s

We can't draw this chart because there is no data.

**Quick Links**

- myFSU Portal
- myFSU Service Center Training Resources
- myFSU Service Center Case Routing
- myFSU Service Center Notifications Guide
- myFSU SC Agent Training Articles

**My Upcoming Tasks** More

**My Upcoming Tasks**  
0 items, sorted by Subject  
Filtered by Status

There's nothing in My Upcoming Tasks yet.  
When records are added to this list view, you'll see them here.

Sort by:  
Most Recent Activity Search this feed...

00563817 — Jody O'Steen to Florida State University Only  
16m ago

Omni-Channel (Online) Logged out Chatter Feed Notes History

# Chatbot - Ruby



- What the Agent sees

myFSU Service Con... Home

**Cases My Cases** Change Owner New

1 item • Sorted by Case Number • Filtered by My cases - Status • Updated a minute ago

Search this list...

Case ...	Contact N...	Subject	Status	Prior...	Date/Time Ope...	Case ...	Classification	Case Record Type	Case O...	
1	00563817	Jody O'Steen	Jody Test	Working	P3	4/5/2024, 1:32 PM	jody.ois	Service Request	FSU Service Request	In Person

Omni-Channel Available - Chat

New (1) My work (0)

Transfer

00004359 ASK Chat | Chat Setup Flow | 98.230.33.145

We can't draw this chart because there is no data.

Quick Links

- myFSU Portal
- myFSU Service Center Training Resources
- myFSU Service Center Case Routing
- myFSU Service Center Notifications Guide
- myFSU SC Agent Training Articles

My Upcoming Tasks

My Upcoming Tasks  
0 items, sorted by Subject  
Filtered by Status

There's nothing in My Upcoming Tasks yet. When records are added to this list view, you'll see them here.


Sort by: Most Recent Activity Search this feed...

00563817 — Jody O'Steen to Florida State University Only 21m ago

Omni-Channel (Online) Logged out Chatter Feed Notes History

# Chatbot - Ruby




 **i cab't access my zoom account**

**Conversation**   Past Chats   Details







Ruby • 2:24:51 PM  
In one sentence, how may I help you today?  
Ruby • 2:24:53 PM

i cab't access my zoom account  
Visitor • 2:25:07 PM

Thank you for the info. A team member will be with you shortly.  
Ruby • 2:25:12 PM

 Ruby sent a transfer request • 2:25:13 PM

Welcome to the Florida State University ITS Service Desk!  
Jody O • 2:25:27 PM


End Chat

Type a message...



# Chatbot - Ruby



 I can't access zoom

Conversation   Past Chats   Details

Ruby • 11:12:41 AM  
{ChatWindowButton:Yes,No}

Ruby • 11:12:43 AM

No  
Visitor • 11:12:43 AM

Thank you for the info. A team member will be with you shortly.  
Ruby • 11:12:55 AM

Ruby sent a transfer request • 11:12:56 AM

Welcome to the Florida State University ITS Service Desk!  
Jody O • 11:13:02 AM

End Chat

Type a message...

Omni-Channel (Online)   Logged out   Chatter Feed   Notes   History

# Chatbot - Ruby



myFSU Service Con... Cases

00563821 | Case 00004359

**00004359**

**Conversation** Past Chats Details

Chat Started: Friday, April 05, 2024, 14:24:49 (-0400)

( 2s ) Ruby: Hello Valeria. Welcome to the Florida State University! I'm Ruby, a digital assistant.

( 4s ) Ruby: In one sentence, how may I help you today?

( 18s ) Visitor: i cab't access my zoom account

( 24s ) Ruby: Thank you for the info. A team member will be with you shortly.

Agent Chatbot successfully transferred the chat to button ASK Chat

Chat Started: Friday, April 05, 2024, 14:25:27 (-0400)

Chat Origin: ASK Chat

Chat Transferred From Ruby To Jody O

( 38s ) Jody O: Welcome to the Florida State University ITS Service Desk!

( 1m 14s ) Jody O: One moment please, while I research and gather information for you.

( 4m 17s ) Jody O: For verification purposes, is it okay to send a text message to the following mobile phone number we have for you: \*\*\*\*\*2144?

( 4m 21s ) Visitor: Yes

( 5m 1s ) Visitor: I received the code nyv769

# Chatbot - Ruby



myFSU Service Con... Home

i cab't access my zoom account

Conversation **Past Chats** Details

We can't display past chats without a contact record attached to the transcript. Attach a contact record and refresh the page.

# Chatbot - Ruby



myFSU Service Con... Home

Agents Queues Backlog Assigned Work

### Agent Summary

ALL AGENTS AGENTS BY QUEUE Clear Filters

AGENT	STATUS	FLAG	ACTION	WORK SUMMARY	STATE	LOGIN	ACCEPT	PRIMARY CAPACITY	INTERRUPTIBLE CAPACITY	ACW	WORKLOAD	CHANNELS	ASSIGNED QUEUES
Jody O'Steen	Available - Chat since Apr 8, 2024, 10:39:23 AM		Change Status		2 min 52 s	2 min 52 s	--	0%	0%		0 / 15		ASK Authenticated Chat, ITS-Service Desk
Valeria Zuniga	Available - Chat since Apr 8, 2024, 10:39:38 AM		Change Status		2 min 37 s	2 min 37 s	--	0%	0%		0 / 15		ASK Authenticated Chat, ITS-Service Desk





SMS



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# SMS for Agents



Case  
**Jody Test**

Priority	Status	Case Number	Case Record Type
P3	Working	00563817	FSU Service Request

Working

Waiting - Consumer

**Verify User via SMS**

**Mobile Number Format is Invalid.**

Customer Mobile:  
By clicking **Next**, you are approving sending an SMS Verification Code to case contacts.

Next

Details Chatter Related Knowledge

Consumer Information

Contact Name

Alt Name  
Valeria

Case  
**Jody Test**

Priority	Status	Case Number	Case Record Type
P3	Working	00563817	FSU Service Request

Working

Waiting - Consumer

Waiting - Vendor

**Verify User via SMS**

**Mobile Number Format is Valid.**

Customer Mobile: \*\*\*\*\*2144  
By clicking **Next**, you are approving sending an SMS Verification Code to case contacts.

Next

Details Chatter Related Knowledge

Consumer Information

Contact Name  
Valeria Zuniga Urcuyo

Alt Name

# SMS for Agents



A screenshot of a Twilio chat interface. At the top, the browser address bar shows "myFSU Service Con..." and "Home". The chat header displays a red speech bubble icon and the text "i cab't access my zoom account". Below the header are tabs for "Conversation", "Past Chats", and "Details". The main chat area shows a message from a "Visitor" at 2:24:48 PM: "Chat started by Visitor • 2:24:48 PM". The visitor's message is "i cab't access my zoom account" (sent at 2:25:07 PM). The chatbot "Ruby" responds with three messages: "Hello Valeria. Welcome to the Florida State University! I'm Ruby, a digital assistant." (2:24:51 PM), "In one sentence, how may I help you today?" (2:24:53 PM), and "Thank you for the info. A team member will be with you shortly." (2:25:12 PM). At the bottom, there is a text input field with the placeholder "Type a message...", a toolbar with icons for voice, video, screen share, and chat, and a red "End Chat" button. The footer shows navigation links: "Omni-Channel (Online)", "Logged out", "Chatter Feed", "Notes", and "History".

# SMS for Agents



**SMS Verification Code**

Customer Mobile: \*\*\*\*\*2144

By clicking **'Next'**, you are approving sending an SMS Verification Code to chat visitors.

Next

# SMS for Agents



The screenshot displays a Twilio chat interface with three tabs at the top: "Conversation" (selected), "Past Chats", and "Details". The chat history shows the following messages:

- A system message: "Ruby sent a transfer request • 2:25:13 PM"
- An agent message (Jody O): "Welcome to the Florida State University ITS Service Desk!" (2:25:27 PM)
- An agent message (Jody O): "One moment please, while I research and gather information for you." (2:26:02 PM)
- An agent message (Jody O): "For verification purposes, is it okay to send a text message to the following mobile phone number we have for you: \*\*\*\*\*2144?" (2:29:06 PM)
- A visitor message: "Yes" (2:29:10 PM)

At the bottom of the chat window, there is a toolbar with icons for mute, video, screen share, and chat, followed by a text input field containing the placeholder "Type a message...". A red "End Chat" button is located in the bottom right corner of the chat area.

# SMS for Agents



**SMS Verification Code**

\* Enter the code to verify

Complete this field.

Cancel Next



# SMS for Agents



Twilio Message  
MSG-002033

Related **Details**

Message Record Number MSG-002033	Owner <a href="#">Jody O'Steen</a>
To Number [REDACTED]-2144	From Number [REDACTED] 1565
Body This is the FSU ITS Service Desk. Enter the following code in your current chat session to verify your identity: [REDACTED]	Media Url
Unread <input type="checkbox"/>	Archived <input type="checkbox"/>
Total Media Records 0	
Lead	
Contact <a href="#">Valeria Zuniga Urcuyo</a>	
Account	

Twilio API Details

# Coming Soon....



FSU Coastal Marine Lab

Ruby 24/7

Single Point of Service

Ruby Knowledge Article recommendations

Department Directory

Knowledge Article FSP prefill

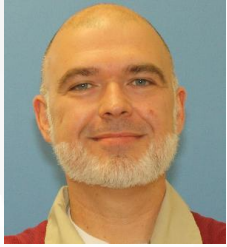
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# Thank You!!



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## For More Info



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