New SMS Feature Streamlines Ticket Maintenance!

You may have noticed the Chat Console behaving a little differently when claiming an SMS ticket — LibAnswers now treats SMS communications just like “chat” interactions for those who are logged into chat.

SMS interactions still show up as tickets, but if you’re logged into chat, the back and forth conversation doesn’t force you to visit the ticket page each time you reply...so you don’t have to remember to select “Do not add to Analytics Dataset” every time you Submit a reply, and each time you reply, the system automatically closes the ticket for you!

Having trouble with something in LibAnswers?
Contact Jamie (x8598) or Amy @ Amy.Norman@tulsacc.edu with any questions!

Editors’ Corner

Thanks to those who are helping to maintain accurate Reference Analytics!

If each of us takes a few minutes each week to review the transactions to find incomplete and duplicate entries, end of semester stats will be a snap!