



TEAM FLORIDA MAN



Andrew Alexander
Comptroller



Demetri Ganoff
Senior Software Engineer



Dillin Corbett
NetOps Engineer



Mary Lawler
Director of Marketing



Nick Timkovich
Senior Software Engineer



SMS Forwarding

DEAR VIEWER!

Do you have a PHONE NUMBER that you use for marketing or contact centers? BUT HOW DO YOU GET THEM TEXTS? and WHO will read ALLL the TEXTS???

Long Term Vision

Hark, FEAR NOT! We have the Application for you! By plugging in The Florida Man™ to your Telnyx Account, your army of Dank Meme crafters and/or Sales Minions can field an unlimited* number of texts through a single number at all hours!



"If the number is set up to forward only does the sms pass through?"

Patrick Forbes

Founder, patrickforbes.org

Slack Search: `in:#intercomfeed forward sms`



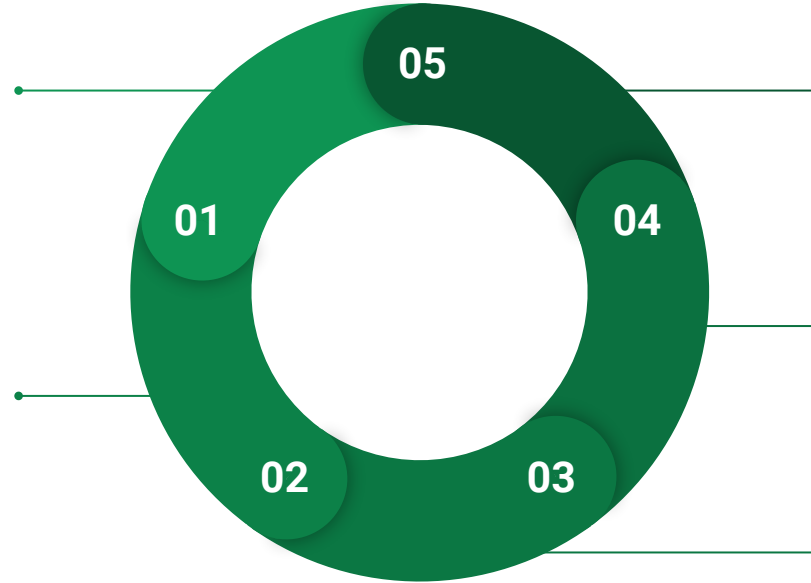
The SMS Forwarding Workflow

01 Consumer Initiates

Consumer texts number X seen via marketing/support materials with CTA to text for help.

02 Request Received

Florida Man's application receives message from Telnyx via HTTP webhook.



05 Convo Via Webhook

Application receives text from Q via webhook. Associates Q with the consumer and will then forward all messages inbound from consumer to X to Q for some period of time.

04 Team Member Prompted

Team Member Q receives text to assist consumer and replies.

03 Forwarding Begins

Application forwards text using Telnyx's HTTP SMS sending API to one or more numbers (Q, R, S) belonging to Florida Man's team.



SMS FORWARDING IN **ACTION**



Nick Timkovich

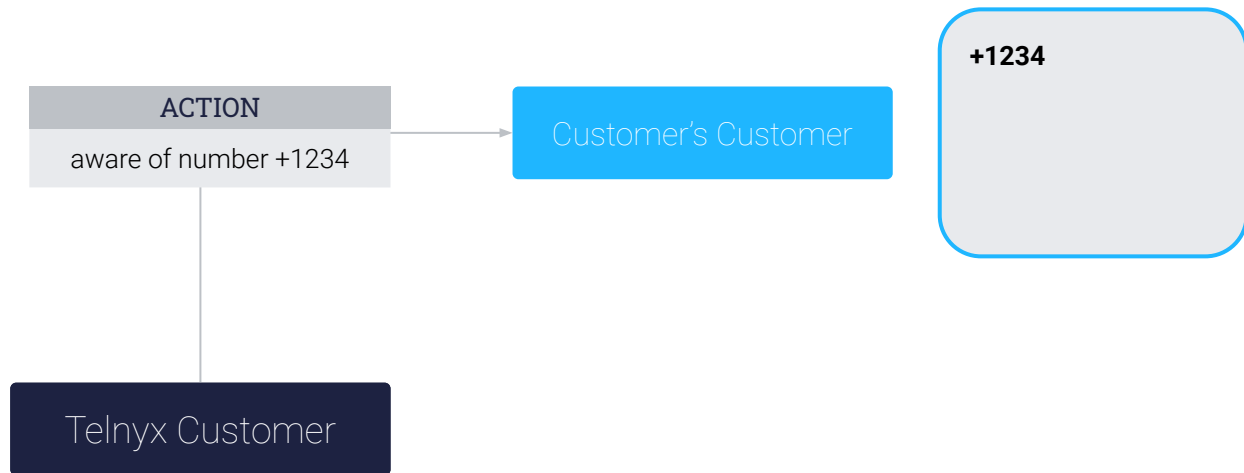
Senior Software Engineer | Messaging Squad

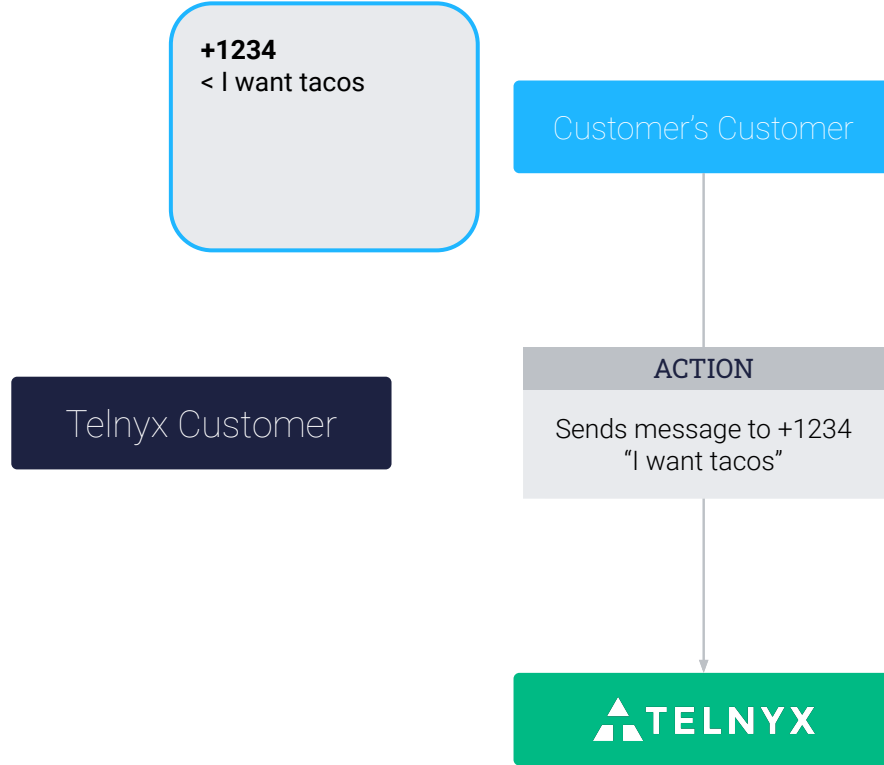
Telnyx Customer

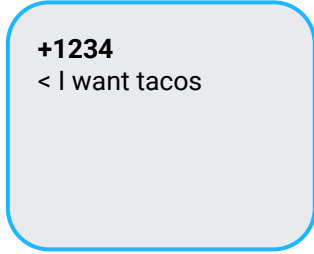
ACTION

purchases number +1234



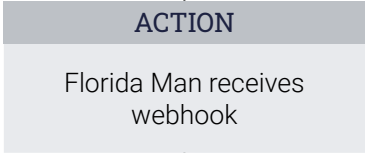


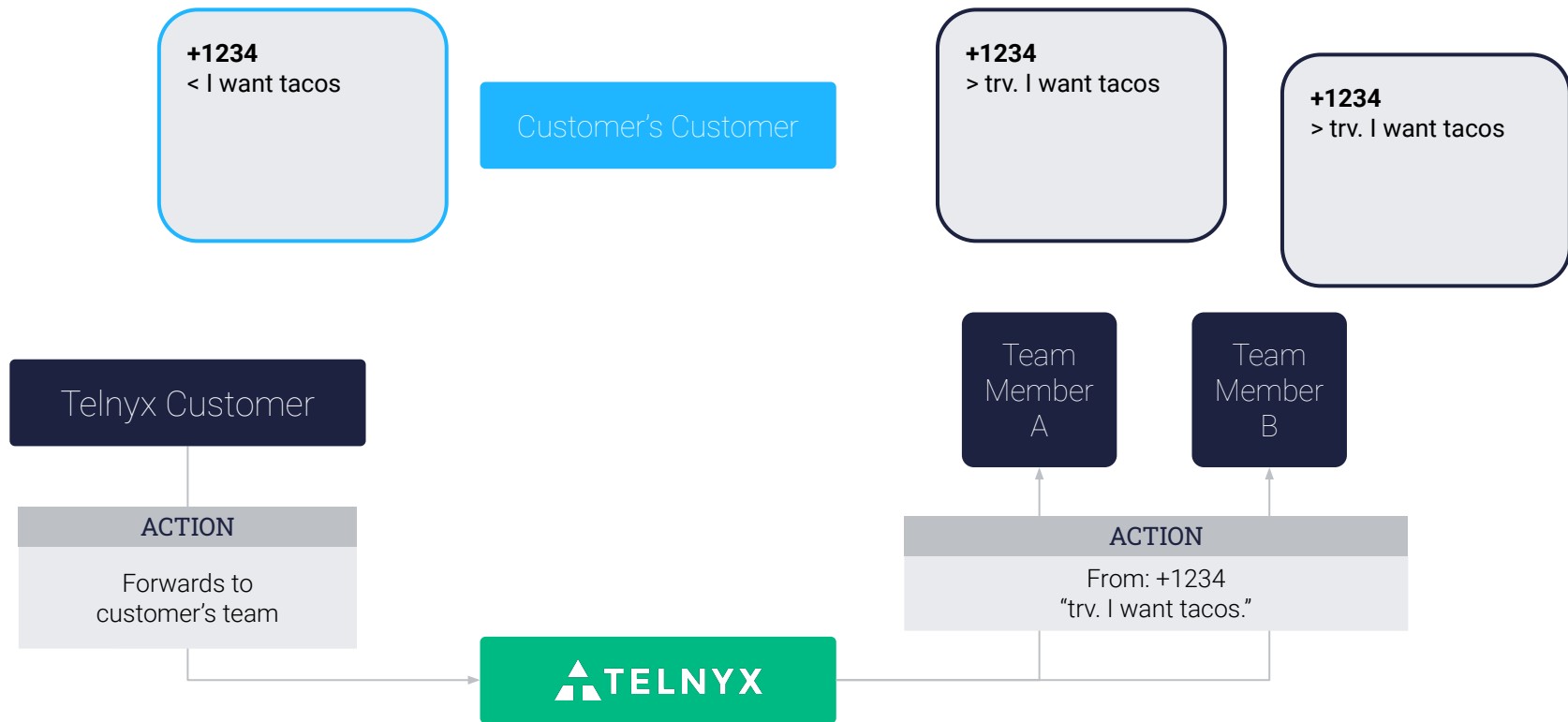


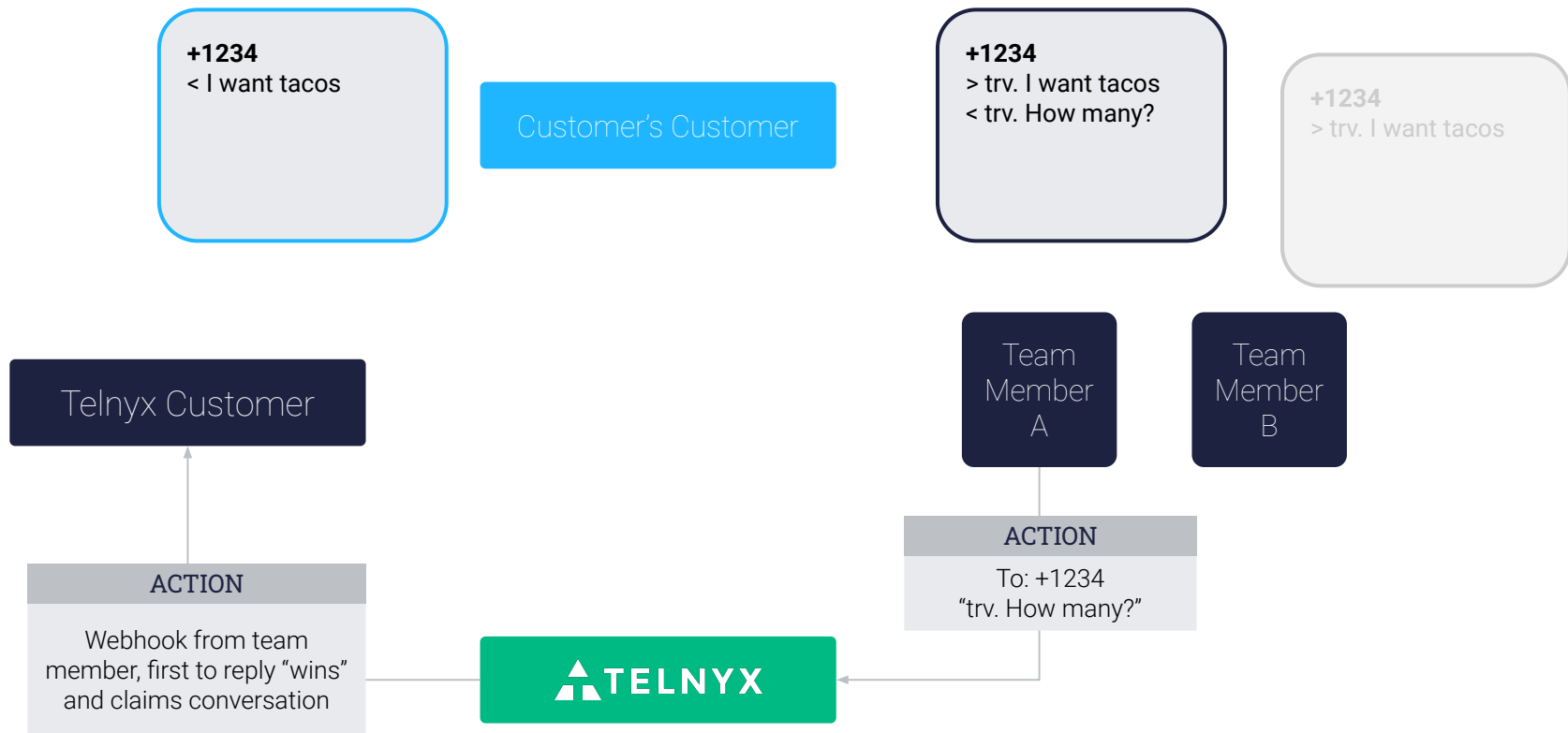


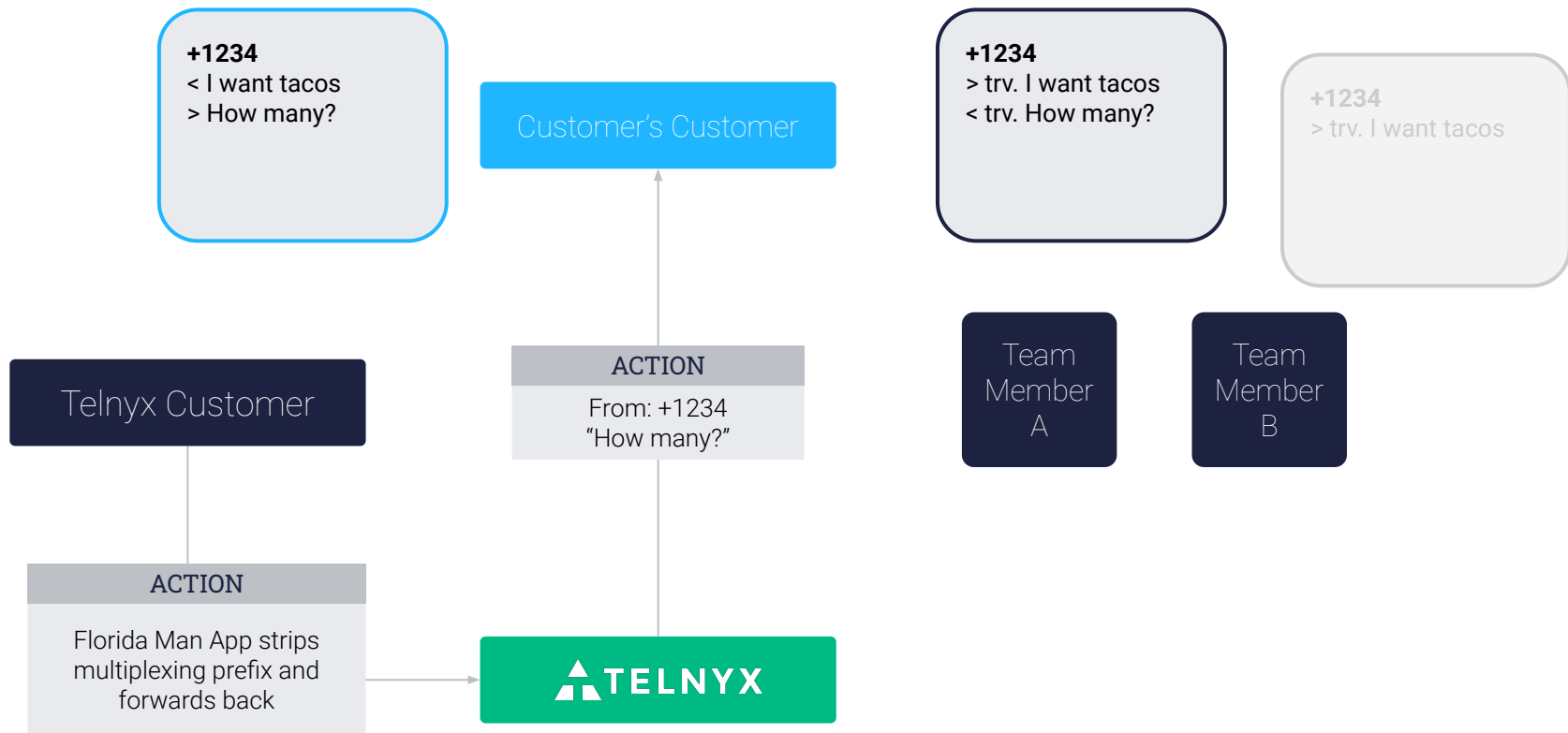
Customer's Customer

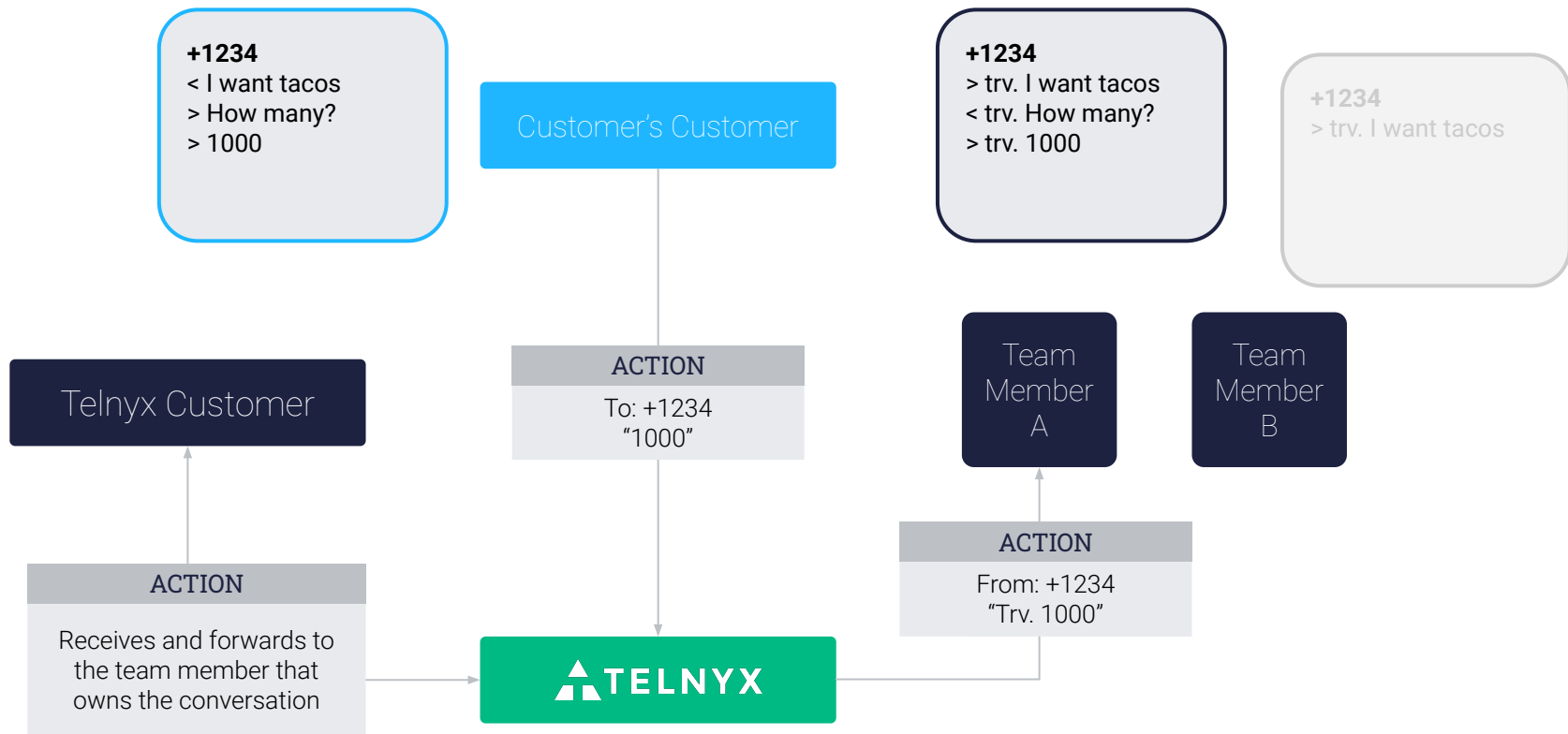
Telnyx Customer

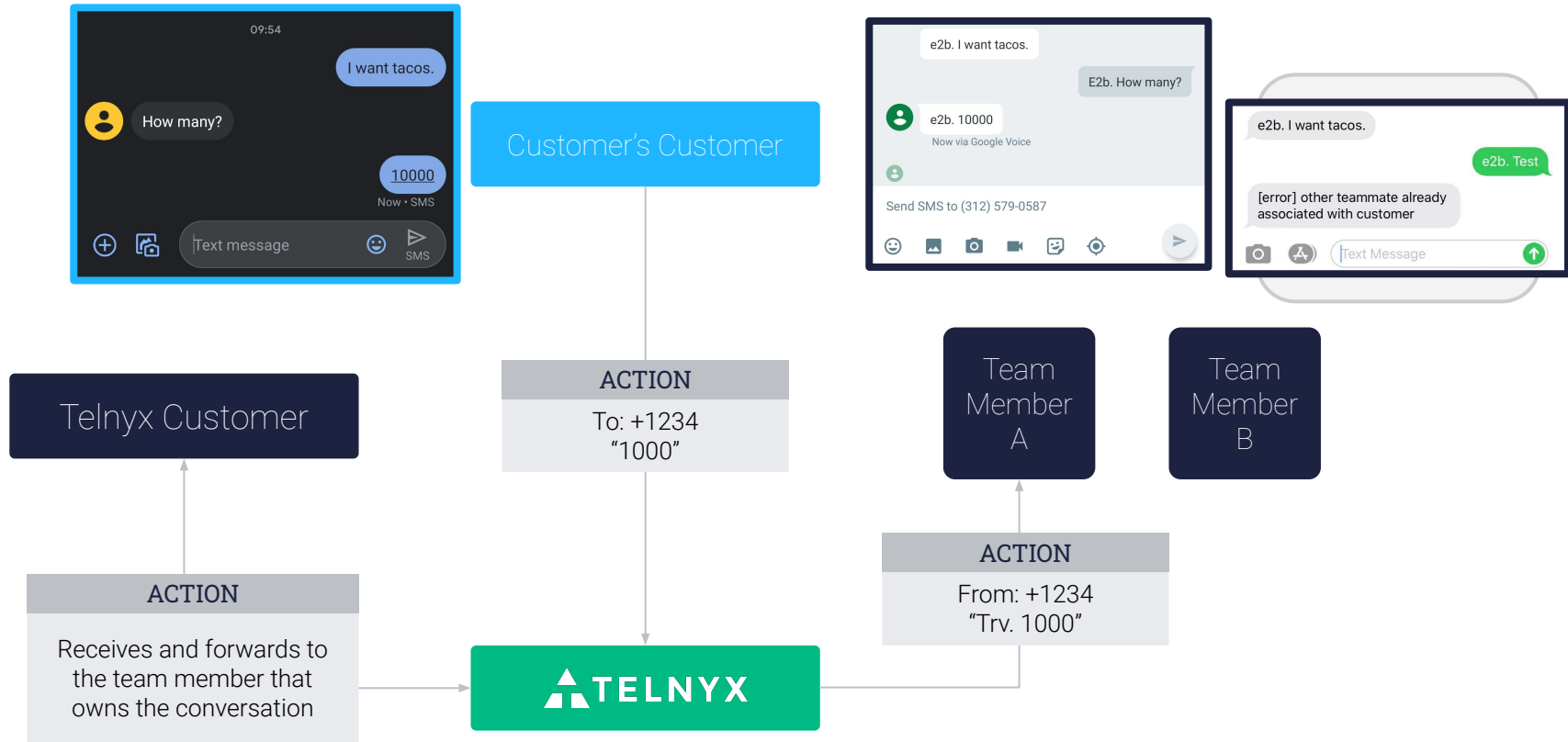












2020-02-27	15:54:53,787	smsfwd.router	INFO	handling event type: message.received
2020-02-27	15:54:53,787	smsfwd.router	INFO	message from +1616460CUST to +1312579TLNX
2020-02-27	15:54:53,795	smsfwd.router	INFO	number +1616460CUST is not a team member
2020-02-27	15:54:53,826	smsfwd.router	INFO	new customer?: True
2020-02-27	15:54:53,827	smsfwd.router	INFO	message to team: 'e2b. I want tacos. [...]' (18 chars)
2020-02-27	15:54:53,828	smsfwd.router	INFO	customer not associated, broadcasting to all
2020-02-27	15:54:53,887	smsfwd.router	INFO	sending to team member: +1407506DEME
2020-02-27	15:54:54,167	smsfwd.router	INFO	sending message via Telnyx +1312579TLNX -> +1407506DEME
2020-02-27	15:54:54,186	smsfwd.router	INFO	sending to team member: +1616284NICK
2020-02-27	15:54:54,434	smsfwd.router	INFO	sending message via Telnyx +1312579TLNX -> +1616284NICK

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2020-02-27	15:54:54,434	smsfwd.router	INFO	sending message via Telnyx +1312579TLNX -> +1616284NICK
...				
2020-02-27	15:55:22,401	smsfwd.router	INFO	handling event type: message.received
2020-02-27	15:55:22,401	smsfwd.router	INFO	message from +1616284NICK to +1312579TLNX
2020-02-27	15:55:22,403	smsfwd.router	INFO	number +1616284NICK belongs to team member
2020-02-27	15:55:22,699	smsfwd.router	INFO	sending message via Telnyx +1312579TLNX -> +1616460CUST
2020-02-27	15:55:22,719	django.server	INFO	"POST /smsfwd/telnyx_webhook/ HTTP/1.1" 200 0

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2020-02-27	15:55:22,719	django.server	INFO	"POST /smsfwd/telnyx_webhook/ HTTP/1.1" 200 0
...				
2020-02-27	15:55:48,300	smsfwd.router	INFO	handling event type: message.received
2020-02-27	15:55:48,300	smsfwd.router	INFO	message from +1407506DEME to +1312579TLNX
2020-02-27	15:55:48,302	smsfwd.router	INFO	number +1407506DEME belongs to team member
2020-02-27	15:55:48,303	smsfwd.router	INFO	teammate +1407506DEME tried to associate to customer already
bound with +1616284NICK				

2020-02-27	15:54:53,787	smsfwd.router	INFO	handling event type: message.received
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2020-02-27	15:55:22,401	smsfwd.router	INFO	handling event type: message.received
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2020-02-27	15:55:48,302	smsfwd.router	INFO	number +1407506DEME belongs to team member
2020-02-27	15:55:48,303	smsfwd.router	INFO	teammate +1407506DEME tried to associate to customer already
bound with +1616284NICK				
2020-02-27	15:55:48,539	django.server	INFO	"POST /smsfwd/telnyx_webhook/ HTTP/1.1" 200 0
2020-02-27	15:55:48,702	smsfwd.router	INFO	handling event type: message.received
2020-02-27	15:55:48,702	smsfwd.router	INFO	message from +1616460CUST to +1312579TLNX
2020-02-27	15:55:48,709	smsfwd.router	INFO	number +1616460CUST is not a team member
2020-02-27	15:55:48,713	smsfwd.router	INFO	new customer?: False
2020-02-27	15:55:48,713	smsfwd.router	INFO	message to team: 'e2b. 10000 [...]' (10 chars)
2020-02-27	15:55:48,718	smsfwd.router	INFO	sending to associated team member: +1616284NICK