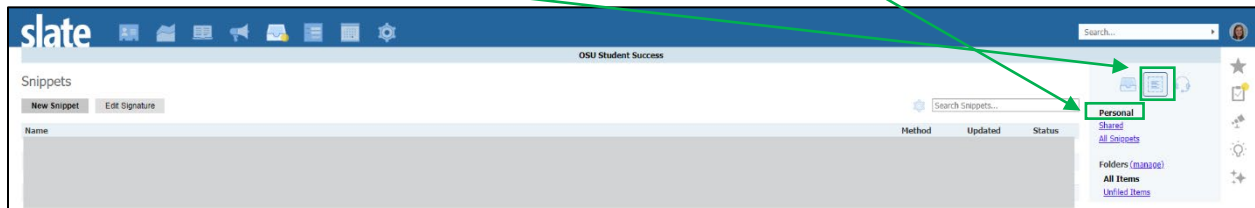


# Using Snippets (General Usage)

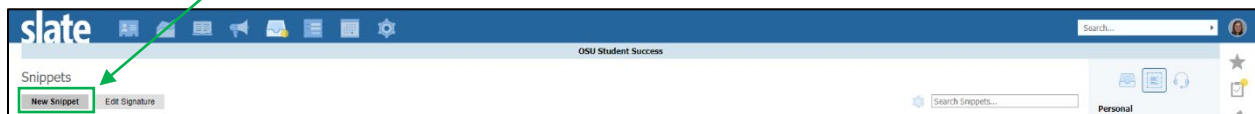
Link: <https://slate.okstate.edu/manage/inbox/>

This document will walk through how to create simple and complex snippets and how to use them in the slate Inbox

Navigate to the Snippets area of the Inbox; choose Personal

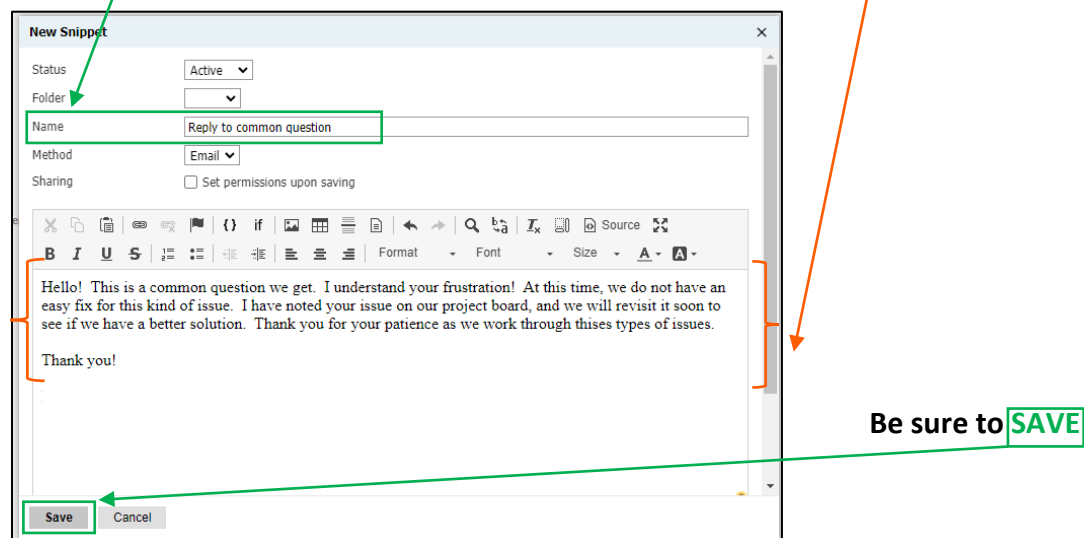


Navigate to the New Snippet area of Snippets

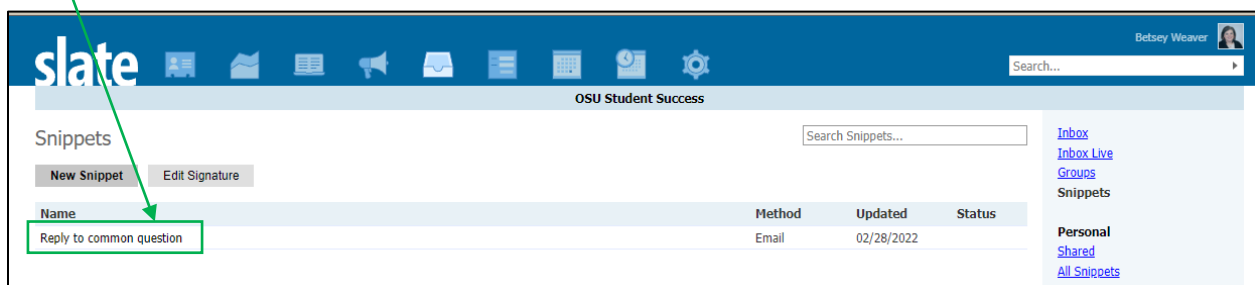


Create your new (basic) snippet using the provided text editing box

Give it a name so you can find it later and complete the messaging



The Snippet now appears in your Snippets list



## Complex Snippet – adding merge fields

Sample SMS:

Sample Email:

The same steps from above apply, but you have to select your exports to add them to the message

Scroll below the text entry box to the “exports” area:

Click the Export Button:




Select your needed export from the “Person” section

Result:

**USE EXTREME CAUTION WITH THESE EXPORTS! IF YOU ARE UNSURE WHICH ONE YOU NEED, PLEASE ASK [osustudentsuccess@okstate.edu](mailto:osustudentsuccess@okstate.edu) !**

**Names *may not be* as you expect. (ex: for major, use “Primary Major” not “Major”)**

**Add your merge fields**

Click the Merge Field action button: , select the desired merge field from the list, OK

Result:

Add the rest of your message and other merge fields

**SAVE**

## Using your Snippet

Navigate to an email in the inbox that are replying to and **\*Click\***

Inbox			
Received		Message	Sender
02/28 03:51:39 PM		RE: Virtual	@okstate.edu
		Inbox - Slate Student Success	

Inbox  
[Inbox Live](#)  
[Groups](#)  
[Snippets](#)

In the **compose window**, you can choose your snippet from the **Snippets List** at the bottom  
*The preview helps make sure you choose the right one- and it populates in the message body*

The screenshot shows an email compose window. On the left, the 'Conversation with' pane shows a message from 'RE: Virtual' received on 02/28/2022 3:46 PM. The main body of the email is highlighted in orange. On the right, the 'Send and Resolve' pane shows the email content. The 'Sender' is 'osustudentuccess@okstate.edu' and the 'Recipient' is 'via email to @okstate.edu'. The email body contains a message from 'BETSEY WEAVER, M.S.' who is the 'COORDINATOR, Student Success CRM'. The message text reads: 'Hello! This is a common question we get. I understand your frustration! At this time, we do not have an easy fix for this kind of issue. I have noted your issue on our project board, and we will revisit it soon to see if we have a better solution. Thank you for your patience as we work through these types of issues. Thank you!'. Below the message text is a 'Snippets' list with a search bar. The first snippet in the list is 'Reply to common question' with a preview: 'Hello! This is a common question we get. I understand your frustration! At this time, we do not have an easy fix for this kind of issue. I have noted your issue on our project board, and we will revisit it soon to see if we have a better solution. Thank you!'. An orange arrow points from the 'Snippets' list to the main body of the email, indicating that the snippet is being inserted into the message body.