



## Introducing DEMES Support, the new self-service tools within DEMES!

Project Overview | March 2024

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### What is DEMES Support?

The Florida Division of Emergency Management (FDEM) is consistently looking for ways to improve, scale and modernize our operations and enhance the experience for those involved in our missions. Utilizing existing buildouts on the Salesforce platform, we have built **DEMES - Division of Emergency Management Enterprise Solution**. To improve the experience of DEMES users, FDEM has instituted a DEMES Support Model to provide a centralized support mechanism and suite of self-service tools that facilitate the **intake, triage, and resolution** of user questions and reported issues.

### What are we trying to accomplish?

The purpose of the DEMES Support effort is to:

- Improve and streamline the user experience via a customer-first support model
- Provide just-in-time support to users via curated content accessible within the DEMES portal
- Accelerate response time through automation and streamlined workflows
- Establish a case management process to record, track, and resolve issues
- Provide real-time visibility into reported issue status

### How will we do this?

The DEMES Support Model is comprised of three components: the DEMES Chatbot (Demi), Knowledge Base, and Case Management.

- The **DEMES Chatbot (Demi)** is the first level of support, providing a self-service option for users. Users can ask the Chatbot a question to receive curated articles, check the status of a submitted case, or create a new case.
- **Knowledge Base** is a repository of articles enabling users to locate information faster directly in the DEMES portal. Articles can be accessed by asking the Chatbot a question or searching the knowledge base. Relevant articles are presented to the user to expedite their experience.
- **Case Management** allows users to submit a case which FDEM can then track to resolve user issues. Users will provide details regarding their issue to inform the automatic routing of the case to the correct support representative at FDEM. Cases provide users with real-time visibility to the status of the case.

### What's changing?

Once an application (i.e. Mutual Aid) has DEMES Support available, users will submit questions and requests for assistance via a DEMES Support channel (chatbot, knowledge base, create a case). Users should no longer reach out directly to either their FDEM contact or the DEMES email for assistance. Direct outreach for assistance will be rerouted to a DEMES Support channel to streamline the user experience and accelerate response times.



### **What FDEM Operations will be Impacted?**

The initial release of functionality for DEMES Support, taking place in March 2024, will focus on live DEMES Grey Sky functions in the DEMES Grants Management Portal, including Mutual Aid, State Agency Cost Tracking, & Travel Forms.

The second release of DEMES Support is scheduled for Summer 2024 and will include new functionality for Grey Sky Procurement, housed in the DEMES Vendor Portal. FDEM will continue to explore avenues to expand DEMES Support to provide an efficient & consistent experience across all DEMES functionalities.

### **How can I prepare?**

FDEM is committed to supporting users as they transition to this new way of working. To support your learning, training materials are available on the DEMES [site](#). Resources include job aids and quick reference guides. Knowledge articles are available directly in DEMES and can be accessed via the Chatbot or Knowledge Base via the FAQ tab.

### **Questions?**

For assistance related to DEMES Support, please login to [DEMES](#), to submit your questions or need via a DEMES Support channel (chatbot, knowledge base, create a case). Thank you.