Version 1.73

Patch: 1.73.15

Date: January 31, 2024

1. **Issue:** Compatibility issues with Salesforce prevented multiple components from loading

Fix:

Updates were made to the SMS Magic application to ensure compatibility with Salesforce. The application's integration methods and internal logic were adjusted to align with the new release requirements. Extensive testing confirmed that all components now function seamlessly within the updated Salesforce environment, effectively resolving the loading issues for users.

2. **Issue**: Campaign completion without SMS history record creation

Fix:

A campaign using a media template showed as completed in the management UI, but SMS history records were not created. The issue was traced to a file sharing limit exceeded error during campaign execution. The solution involved modifying the campaign execution process to accommodate the file sharing constraints, ensuring SMS history records are properly generated for all campaign recipients.

Subsequent testing confirmed that campaigns with multimedia templates now correctly create SMS history and portal history records, effectively resolving the file sharing limitation concern and ensuring accurate campaign tracking.

3. **Issue**: OAuth revoke notifications not working for standard users

Fix:

Standard users assigned with all SMS Magic permissions were not receiving OAuth revoke notifications. This was identified when revoking OAuth for all users and checking for notifications across standard and admin profiles.

The root cause was found to be a missing permission in the SMS Converse Conversation User permission set. Adjustments were made to ensure that the OAuth notification is now visible to both standard users and admin profiles. After implementing the necessary permission updates and conducting tests, it was verified that OAuth revoke notifications are correctly received by standard users, addressing the issue and ensuring comprehensive notification delivery.

Patch: 1.73.12

Date: 7th Nov 23

Bug Fixed

1. **Issue**: Conversation Component Error While Loading Messages.

Fix:

Users encountered an error with the Conversation component when loading previous messages on the conversation view. The issue specifically occurred when attempting to load a set of messages that included Multimedia Messaging Service (MMS) messages. The spinner at the top of the component is continuously displayed, preventing the successful loading of the next set of messages.

The root cause of the problem was identified in the sanitize URL method, where an object of URL was mistakenly passed instead of the actual URL string. This error in handling URLs was preventing the successful loading of messages, particularly when MMS messages were included.

The issue has been successfully resolved with the following solution:

- **Correct URL String Handling:** The code has been updated to correctly handle URL strings in the sanitize URL method. This correction ensures that old messages (SMS/MMS) are now displayed without errors, allowing users to load previous messages seamlessly.

With this adjustment, users will no longer encounter errors when loading previous messages on the Conversation component, even when the set includes MMS messages. The patch addresses the reported issue and ensures a smoother and more reliable experience for users engaging with message history.

Patch: 1.73.11

Date: 3rd Nov 23

Bug Fixed

1. **Issue**: Component Error While Handling Incoming SMS

Fix:

Customer reported a component error in the Converse setting while receiving incoming SMS messages in the organization. The error message was identified as “Uncaught Error (Cannot read properties of undefined parameters).”

The root cause of the problem was identified in the code where the action parameter was becoming undefined, triggering the component error during the handling of incoming SMS messages.

The issue has been successfully resolved with the following solution:

- **Null Check for Action Parameter:** A null check has been added for the action parameter in the helper class. This adjustment ensures that the code can handle scenarios where the action parameter may be undefined, preventing the occurrence of the component error.

With this modification, users will no longer encounter the “Uncaught Error” component error when handling incoming SMS messages in the Converse setting.

Bug Fixed

1. **Issue**: Error on Converse Home

Fix:

Users encountered an error on the Converse home, with the displayed error message indicating “(Too many query rows: 50001).” This error was triggered when a query on the user object resulted in fetching more than 50,000 result rows.

Fix:

The root cause of the problem was identified in the code where a query on the user object was fetching a result set exceeding the Salesforce limit of 50,000 rows. This resulted in the “Too many query rows” error on the Converse home.

The issue has been successfully resolved with the following solution:

- **Query Adjustment to License Object:** The query that was originally running on the user object has been modified to run on the license object of the managed package instead. This change ensures that the result records count is limited to the licensed users only, avoiding the “Too many query rows” error.

With this adjustment, users will no longer encounter the error on the Converse home related to query row limits. The patch addresses the reported issue and ensures that the query runs within the constraints of Salesforce limits, providing a more stable and error-free experience on the Converse home.

Patch: 1.73.8

Date: 6th Sept 23

Bug Fixed

1. **Issue**: Issue with Conversation View in Utility Bar

Fix:

Users encountered issues related to the conversation view within the utility bar in the Sales app. Two specific problems were identified:

- When embedding the Conversation view in the utility bar for the Sales app with the “Enable Contextual Conversations” value set to false, the conversation did not load after opening a contact or lead record from the Sales Home.
- All conversation actions were opening in a new tab instead of a new window from the utility bar.

The root cause of these issues was traced to the absence of a check for contextual conversations when closing a conversation. This omission affected the loading of conversations in the utility bar and the behavior of conversation actions in terms of opening in a new tab.

The issues have been successfully resolved with the following solution:

- **Contextual Conversation Check for Closing:** A check for contextual conversations has been added to ensure proper handling when closing a conversation. This addition addresses the loading issue of conversations in the utility bar when the “Enable Contextual Conversations” value is set to false.
- **Consistent Opening of Conversation Actions:** All conversation actions from the utility bar now consistently open in new tabs, aligning with expected behavior.

With these adjustments, users should no longer encounter issues with the conversation view in the utility bar in the Sales app. The patch addresses the reported problems, ensuring a smoother and more reliable experience for users interacting with conversations in the specified context.

Bug Fixed

1. **Issue**: Records Count Showing Zero in Converse App Bulk Campaign.

Fix:

Users encountered a discrepancy where the records count in the Converse App’s “Send Bulk Message” window displayed as zero, even when records were present in the list view. This issue specifically occurred when creating a list view with a Campaign filter, and selecting that list view while sending a bulk campaign.

The root cause of the problem was identified as a limitation on the Salesforce side. When using an aggregate query with a Campaign filter added on the list view, it returned a count of zero, leading to an inaccurate representation of the records available for the bulk campaign.

The issue has been successfully resolved with the following solution:

- To address the limitation of the aggregate query returning zero counts, the system now hides the count display in the Converse App’s “Send Bulk Message” window when the count is zero but records are present in the list view. This ensures a more accurate representation of the available

records for the bulk campaign.

With this adjustment, users will no longer encounter misleading information about the records count when using a list view with a Campaign filter during the creation of a bulk campaign. The patch enhances the user experience by providing more reliable and transparent information in the Converse App.