

## 41. Is it possible for our users to create an out of office auto text response if they are going to be away from the office for a period of time?

Yes, you can set-up auto response based upon hours by using Salesforce Standard functionality. You can set up an Out-Of-Office auto-response as per your business hours by using the SMS-Magic app with standard Salesforce functionality.

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## 42. We have setup a new Salesforce org. How can we get our SMS Magic account ID and credits transferred across?

- Fresh installation of SMS Magic application is required in new Salesforce org. Every instance of salesforce have unique SMS Magic account ID.
  - You have to raise a case by sending email at [care@screen-magic.com](mailto:care@screen-magic.com) with the following details of new and old org –
  - Salesforce Org ID
  - SMS Magic Account ID
  - We will transfer Incoming Numbers, SMS Credits to the new Salesforce and SMS Magic account ID.
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## 43. What does Sent Status and Delivery Status field available on SMS History object signifies ?

Sent Status signifies the journey of message from Salesforce to SMS Magic server. Whenever a outgoing History record is created, the initial value of SentStatus is 'Submitted' that means the record is forwarded to SMS Magic

servers.

On the other hand, Delivery Status gives the real time delivery of the outgoing message. Once the record is created at SMS Magic servers, it pushed to provider's end for further processing. As soon as we receive the delivery report from the provider the SentStatus is updated to 'Success' and Delivery Status to the one shared by the provider.

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## **44.Where to find my SMS Magic account ID and SMS credits available in salesforce ?**

You can check the SMS Magic AccountId and remaining SMS credits by going to SMS Home or Converse Home tab.

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## **45. Can a sender Id be assigned to a user?**

Yes, Sender IDs can be assigned to a user or a profile in the SMS-Magic Converse version. Refer to the Sender Id and assignment section in the SMS-Magic Converse Salesforce [Admin Guide](#).

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## **46.Can we activate incoming alerts to the user who send the outgoing message?**

Yes, last sender incoming alerts can be activated in SMS-Magic Converse. For more details, refer to the Manage Notifications section in the SMS-Magic Converse Guide for [Salesforce Admin](#).

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## 47. Can we assign a sender Id to multiple users?

Yes, Sender ID can be assigned to multiple users and also have incoming email alerts enabled.

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## 48. Messages are not getting delivered on handset? What could be the reasons?

Following are some of the common reasons why the messages don't get delivered:

1. Sending messages to invalid number like Landline
  2. Mobile switched off or out of network
  3. Destination number has opted out
  4. The Message subscription on the destination number has expired (e.g.- Customer having 1:1 communication and suddenly a message is not delivered).
  5. Spam Detected- Too many messages sent using long code, like bulk or campaign (We suggest either Shortcode or Toll free number).
  6. Number has opted out from receiving messages from you.
  7. Number is overwritten
  8. The end-user's mobile plan does not support SMS
  9. Number is no longer valid
  10. Prepaid subscription for SMS expired
  11. The sender id entered is either not in the correct format, not SMS-enabled or not assigned to your account.
  12. Network error- Network issues at carrier end
  13. Spam detected- SMS filtered
  14. Invalid SMS Content- blank SMS or SMS exceeds the characters limit of 1600 for messages
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## 50. I am getting an error "URL No

## Longer Exists” while accessing visualforce page.

When you add a conversation view to the page layout and try to access it, you may get the error “URL No Longer Exists” One of the possible reasons may be that Clickjack Protection for Visualforce page is enabled for your Org.

To check if Clickjack is enabled:

1. On the Setup page, search for Security.
2. Under Platform Encryption, click Sessions Settings.
3. Under clickjack protection, check whether the following two check boxes are enabled:
4. Enable clickjack protection for customer Visualforce pages with standard headers; and
5. Enable clickjack protection for customer Visualforce pages with headers disabled is enabled.

Solution:

If Clickjack protection is enabled, follow the given process to resolve the error:

1. On the Setup page, search for Visualforce.
2. On the Visualforce page, search for the visualforce page for which you want to resolve the error.
3. Click on the Edit button.
4. Modify the following attribute in the first line applyHtmlTag = “false”
5. Refer the URL shown below for more details:

<https://help.salesforce.com/articleView?id=000230608&type=1>

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**51. One of our user is getting an error “You do not have permission to access fields of User object. Please contact admin. You do not have permission to access Profile object. Please contact admin.” How can we**

## resolve this?

To resolve the error notifications, do one of the following: –

If the user is a “System Administrator” – Set “Customize Application” permission for this profile from “Administrative Permissions-> Customize Application” as true. – If the user is not a “System Administrator” – Set “View Setup and Configuration” permission for this profile from “Administrative Permissions-> View Setup and Configuration” as true . “

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## 52. Whenever we try and save any changes made to any profile, then we get the error as permission depends on read access for SMS History object, Incoming SMS object, List View Configurations

This is a Salesforce error and appears because your profile is missing the required permissions. These permissions have a dependency on several other permissions which are already active for your profile. Refer to our Troubleshooting Guide for more details on resolving this issue.

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## 53. “Customer Portal Super user Profile and Customer Portal Manager Custom user License” profile is not able to send SMS using the SMS Magic application due to permission, which

## permission should I assign?

The Customer Portal Super User and Customer Portal Manager profiles need to be provided with access permissions at three levels in order to resolve this issue:

1. Access to Page Layout for SMS-Magic Buttons: Buttons cannot be assigned to a profile. Therefore, they are added to a layout. In order to access these buttons, Customer Portal Super user Profile and Customer Portal Manager users should be able to access that particular page layout. Page layout assignment for the Customer Portal Super user Profile and Customer Portal Manager user can be defined on their profile.
2. Provide access to SMS-Magic Objects, VF pages, Triggers and FLS permissions: Salesforce Admin should provide the Customer Portal Super user Profile and Customer Portal Manager users with access to the SMS-Magic objects. Along with this, access should also be provided to the SMS-Magic Visualforce pages and triggers. This ensures that Customer Portal Super user Profile and Customer Portal Manager user has full access to SMS-Magic application.
3. Field Level Security Permissions: The Customer Portal Super user Profile and Customer Portal Manager user should also have field level security permission on individual fields in order to send and receive SMS. In addition to granting permissions to object, all fields of the object should be granted the same level of permissions.

For example: To send SMS, Customer Portal Super user Profile and Customer Portal Manager user should have create and update permission to SMS History object and all fields of SMS history object.

The table below provides further details on objects:

1. Functionality
2. Send SMS
3. View Incoming SMS
4. Create Templates

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## 54. Do you have SQL script to check the permissions for all the fields belonging to a particular object?

Please use the following code snippet in the workbench to check whether any object and its fields have all the relevant permissions.

Workbench link : <https://workbench.developerforce.com/login.php>

```
DescribeSObjectResult result =  
Schema.getGlobalDescribe().get('').getDescribe();  
System.debug('Object Accessible:'+result.isAccessible());  
System.debug('Object Createable:'+result.isCreateable());  
System.debug('Object Updateable:'+result.isUpdateable());  
System.debug('Object Deleteable:'+result.isDeletable());  
for (Schema.SObjectfield obj : result.fields.getMap().values()) {  
Schema.DescribeFieldResult fldResult = obj.getDescribe(); System.debug('Field  
Name:'+fldResult.getLabel()+';\tField  
Accessible:'+fldResult.isAccessible()+';\tField  
Createable:'+fldResult.isCreateable()+';\tField  
Updateable:'+fldResult.isUpdateable()); }
```

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## **55. Do I have an option to manually store a media file in Salesforce storage?**

Yes, you have an option to store a media file in Salesforce storage manually. Here is how you can do it.

<https://www.sms-magic.com/docs/salesforce/knowledge-base/manually-store-media-file-in-salesforce-storage/>

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## **56. Can I auto pull pending messages in Salesforce when OAuth is revoked?**

Yes, you can pull pending messages in Salesforce when OAuth is revoked. Follow the steps [here](#) for more details.

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## **57. As a marketing/sales user, while**

## **sending messages from interactive sources, can I upload media files as per support available against the selected Sender ID?**

Yes, as a marketing/sales user, while sending messages from interactive sources, you can upload media files as per support available against the selected Sender ID.

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## **58. Is there an option to resize Conversation Component in Lightning?**

Yes, you have the option to resize Conversation Component in Lightning. Find out more here

<https://www.sms-magic.com/docs/salesforce/knowledge-base/configure-conversations-conversations-view-on-lightning/>

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## **59. Do I have the option to prompt the user to assign a permission set after a new user is added?**

Yes, you can prompt the user to assign a permission set after a new user is added. Find out more here

<https://www.sms-magic.com/docs/salesforce/knowledge-base/user-management-2/>

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## **60. Do we have the option to notify**



## the conversation owner via utility bar when the conversation is reassigned?

Yes, we have the option to notify the conversation owner via utility bar when the conversation is reassigned. Here is how

<https://www.sms-magic.com/docs/salesforce/knowledge-base/reassign-conversation/>

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## 61. Will the media files get deleted from the SMS-Magic server once they are successfully uploaded to Salesforce storage?

Yes, the media files will get deleted from the SMS-Magic server once they are successfully uploaded to Salesforce Storage.

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## 62. Do I have an option to store a media file in Salesforce storage manually?

Yes, you have an option to store a media file in Salesforce storage manually. [Here](#) is how you can do it.

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## 63. Can I save/store all incoming and outgoing media files in Salesforce

## Storage?

Yes, you have the option to save/store all incoming and outgoing media files in Salesforce Storage. [Here](#) is how you can do it.

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### 64. For multimedia message sending, does SMS-Magic support different channel-specific file types and file sizes?

Yes, for multimedia message sending, SMS-Magic does support different channel-specific file types and file sizes. If you want to send media files of file size higher than 2.5 MB then you need to enable Salesforce storage. Find out more [here](#).

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### 65. Is there an option to resize Conversation Component?

Yes, you have the option to resize Conversation Component in Lightning. Find out more [here](#)

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### 66. Do I have the option to prompt the user to give a permission set after a new user is added?

Yes, you can prompt the user to assign a permission set after adding a new user. Find out more [here](#)

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## **67. Once OAuth is revoked, when will the messages get synced to my CRM?**

You have been given an option to auto-pull messages once the OAuth is revoked. Every 4 hours SMS-Magic application will keep on pulling the incoming messages which are not synced with your CRM till the time the Auth is reset. Follow the steps [here](#) for more details.

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## **68. Do we have the option to notify the conversation owner via utility bar when the conversation is reassigned**

Yes, we have the option to notify the conversation owner via utility bar when the conversation is reassigned. Here is [how](#).