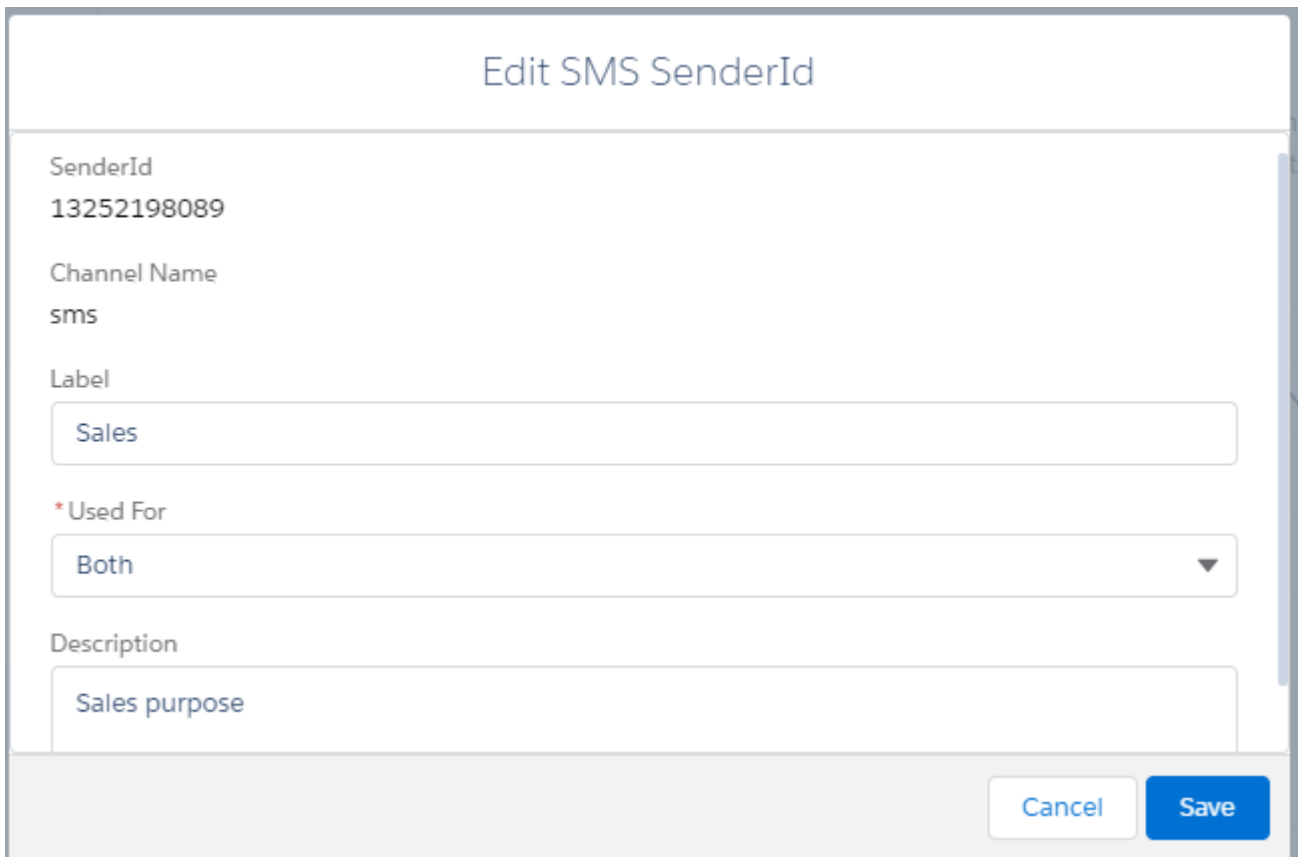


Operations with Sender ID

Edit Sender ID

1. Click on the Options icon next to the Sender ID that you want to edit
2. Click on the Edit button. The Edit SMS Sender ID pop-up window appears:



The screenshot shows a pop-up window titled "Edit SMS SenderId". The window contains the following fields and values:

- SenderId: 13252198089
- Channel Name: sms
- Label: Sales
- * Used For: Both (dropdown menu)
- Description: Sales purpose

At the bottom right of the window, there are two buttons: "Cancel" and "Save".


3. Change the information as needed. Fields marked with a red asterisk are mandatory. Refer to the following table for more details on individual fields.

Field	Description
Label	A name to identify the new number or Sender ID.
Sender ID	The number procured and assigned to the account.

Used For	<p>The Admin assigns how the Sender ID is used based on the requirements of the organization. The options are:</p> <ul style="list-style-type: none"> • Both – The Sender ID is used for both incoming and outgoing messages. • Incoming – The Sender ID is used only for incoming messages. • Outgoing – The Sender ID is used only for outgoing messages. <p>When you select this option you can associate another number with this Sender ID for sending incoming messages.</p>
Description	A brief description of the Sender ID.

4. Click on the Save button

Assign Sender ID

1. Choose a Sender ID and click  and click on the 'Assign to Users' option:

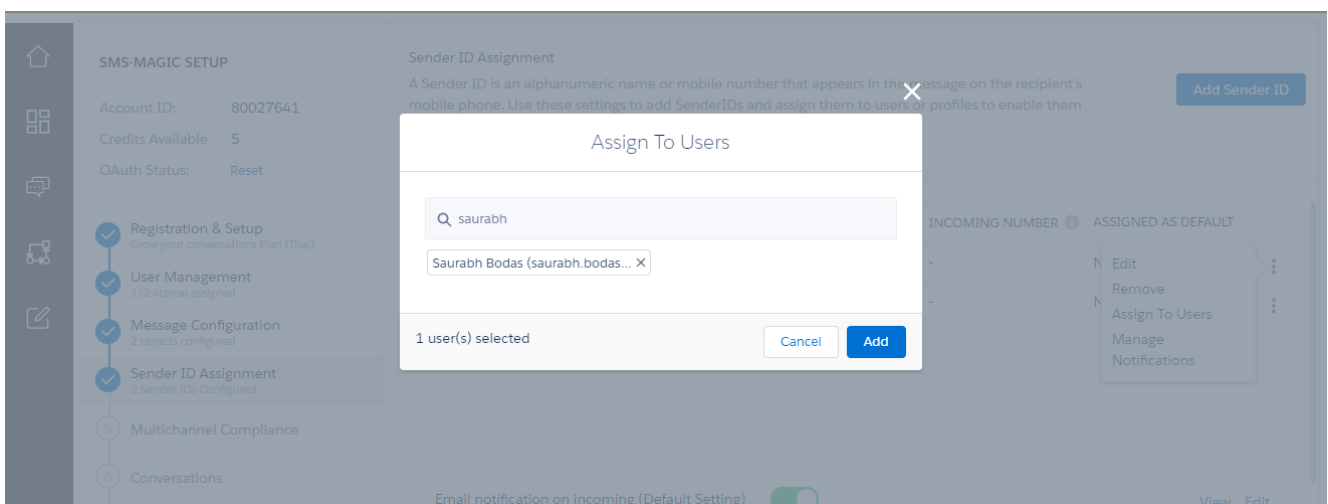
Sender ID & Assignment

A Sender ID is an alphanumeric name or number that appears on the recipients mobile phone. Add Sender ID and assign them to the users or profiles to send and receive messages.

[Add Sender ID](#)

SENDER ID	LABEL	INCOMING NUMBER ⓘ	ASSIGNED AS DEFAULT	
19528563160		-	None	<ul style="list-style-type: none"> Edit Remove Assign To Users Manage Notifications
999999		-	None	<ul style="list-style-type: none"> Edit Remove Assign To Users Manage Notifications

2. The Assign to Users pop-up window appears:



The screenshot shows the 'Assign To Users' pop-up window. The search bar contains 'saurabh'. The results list shows 'Saurabh Bodas (saurabh.bodas...)' with a close icon. Below the list, it says '1 user(s) selected'. There are 'Cancel' and 'Add' buttons. The background shows the 'Sender ID Assignment' settings page with an 'Add Sender ID' button and a table of sender IDs.

3. Search a user by entering the name or email ID. Enter at least 3 characters to search for users or profiles.

SMS-MAGIC SETUP

Account ID: 80027641
Credits Available: 5
OAuth Status: [Reset](#)

- Registration & Setup
Grow your conversations Plan (Trial)
- User Management
1/2 license assigned
- Message Configuration
2 objects configured
- Sender ID Assignment**
2 Sender IDs Configured
- Multichannel Compliance

Sender ID Assignment

A Sender ID is an alphanumeric name or mobile number that appears in the message on the recipient's mobile phone. Use these settings to add SenderIDs and assign them to users or profiles to enable them to send and receive messages. Note: Every sender ID should have ISD prefix. Contact sales@sms-magic.com, if you want to avail multichannel sender IDs

[Add Sender ID](#)

SENDER ID	LABEL	CHANNEL(S)	INCOMING NUMBER	ASSIGNED AS DEFAULT
13252198089		sms	-	Saurabh Bodas
17044868234		sms	-	None

4. Click on the Add button. The users or profiles are assigned to the Sender ID.

SMS-MAGIC SETUP

Account ID: 80027641
Credits Available: 5
OAuth Status: [Reset](#)

- Registration & Setup
Grow your conversations Plan (Trial)
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[Add Sender ID](#)

SENDER ID	LABEL	CHANNEL(S)	INCOMING NUMBER	ASSIGNED AS DEFAULT
13252198089		sms	-	N
17044868234		sms	-	N

- Edit
- Remove
- Assign To Users**
- Manage
- Notifications

5. This user will now see the default assigned Sender ID pre-selected across messaging interfaces

Manage Notifications

This section will help you enable notifications at the Sender ID level, which will in turn help you to stay up to date whenever you receive a message.

Home SMS-Magic Converse Converse Templates +

SMS-MAGIC SETUP

Account ID: 80027641
Credits Available: 5
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- Registration & Setup
Grow your conversations Plan (Trial)
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[Add Sender ID](#)

SENDER ID	LABEL	CHANNEL(S)	INCOMING NUMBER	ASSIGNED AS DEFAULT
13252198089		sms	-	S
17044868234		sms	-	N

⋮
Edit
Remove
Assign To Users
Manage Notifications

1. Click  and click on the 'Manage Notifications' option to enable notification. The following window will appear:

Manage Notification

* Notification Recipient
User assigned to Sender Id

* Email Template
Default SMS Magic Email Template
Email Templates to be used for notifying internal users on incoming message should be present in XYZ folder on your Salesforce Org

Send Email Notification From (Email ID)
Internal Notification

Subject
[#{!converse9__smsMagic__c.Name}]

Body
text__c) Sender ID:
{!converse9__smsMagic__c.converse9__SenderId__c} SMS History ID:
https://login.salesforce.com/{!converse9__smsMagic__c.Id} Thank You, Team SMS-Magic

* Do you want to enable Email To Text setting :
Enable
Enable Email-to-text setting to send text messages via Email

Reply to address (Email ID)
Internal Notification
Reply-To Address field is required if Email forwarding is not enabled for the selected "Send Email Notification from" field.

Cancel

Save

2. In the Manage Notification pop-up window verify the pre-filled details
3. In Recipient, select the recipient who will be notified of receiving an incoming message. Refer to the following table for more details on the available options for notifying recipients.

Field	Description
Don't notify anyone	The Sender ID does not receive a notification.

User assigned to Sender ID	The user assigned to the Sender ID receives the notification.
Last Sender	The last user of the Sender ID receives the notification. This is relevant when the Sender ID is assigned to multiple users or a profile.

4. Select an Email Template if you wish to use some other template in place of the default template
5. Select an Email ID if you wish to be notified through that
6. Select the 'Enable' option from the drop-down list in the 'Do you want to enable Email To Text setting' field and a new drop-down appears
7. Select an Email ID if required or continue with the default notification method
8. Click on the 'Save' button
9. Enable Notification on incoming using the toggle button

Edit Default Notification Settings

* Email Template

Default SMS Magic Email Template ▼

Email Templates to be used for notifying internal users on incoming message should be present in XYZ folder on your Salesforce Org

Send Email Notification From (Email ID)

Select Email ID ▼

Subject

SMS-Magic: New Message received

Body

Hi {!User.FirstName}, You have received a new incoming message from {!smagicinteract__smsMagic__c.smagicinteract__PhoneNumber__c}: Message Type: {!smagicinteract__smsMagic__c.smagicinteract__Message__c}

Cancel

Save

The above function can be managed from the Default Configuration Section when you click on the 'Edit' button as shown in the image below.

Email notification on incoming (Default Setting)



[View](#) [Edit](#)

Configure template and assign sender ID to a user to notify them about incoming messages. To enable 'Email To Text', you will have to create and configure 'Reply-To Address' field by following the steps given [here](#). To manage notifications at sender ID level, click on the icon available at right hand corner in sender ID table.

Default Email Template : Default SMS Magic Email Template

Send Email Notifications From : N/A

Reply-To Address : notificationreplieservice@2qndy63kt60ski5dsfa8r6xnmmvpjbi15fserdiwfpdnhl6us.2w-bacmqear.ap16.apex.salesforce.com

Email-to-text setting : Enable