

Setup

Salesforce org (For Admin only)

Once the Org is created or upgraded to package 1.64 do the following setup:

1. Setup -> Custom Metadata -> **Interface Details** -> Manage Records
2. Create **New**
3. Add "**Interface Category**" as "SINGLE"
4. **Source Code** -> "4001".
5. "**Interface Details Name**" -> "MOBILE_APPLICATION"
6. "**Label**" -> "MOBILE_APPLICATION".
7. Click on the **Save** button

Customer sign up of each user (Admins/ Non-Admins):

1. Go to SMS-Magic.com
2. Under "For Customers" select Login
3. Select the Region
4. Select Sign in with Salesforce
5. Select the environment (Sandbox/Production) from the dropdown
6. On the Salesforce login screen Enter your credentials

Once you complete the above steps, install the app on your mobile device and login to the app with your Salesforce credentials.

Push notifications settings

This is required only if you have omnichannel/existing process builders configured in your org. Below process builder needs to be set up for the push notifications that would send notifications to the correct conversation owners:

Expand All

Collapse All

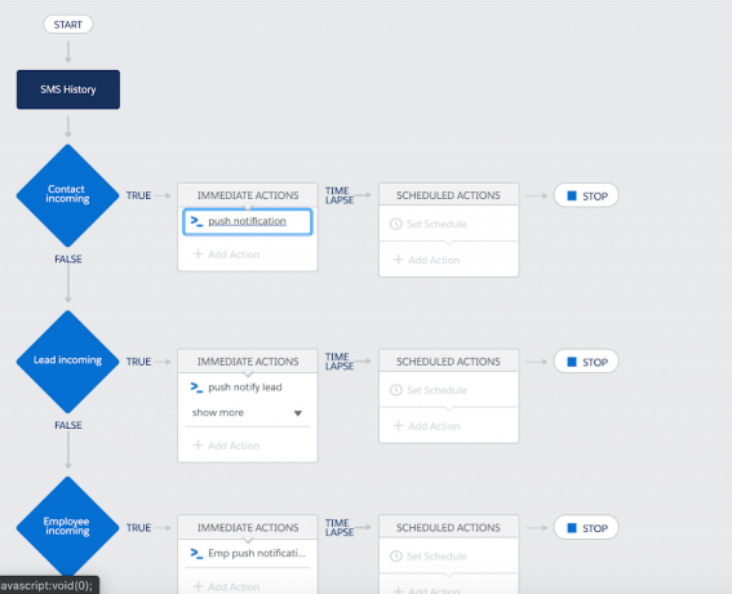
View All Processes

Clone

View Properties

Deactivate

Read Only



Call Apex

Action Name *

push notification

Apex Class *

Push Mobile Notification

Set Apex Variables

Field *	Type *	Value *
Recipient Name	Field Reference	[smagicinteract__smsMa...Q
Conversation Owner	Field Reference	[smagicinteract__smsMa...Q
Conversation Owner Name	Field Reference	[smagicinteract__smsMa...Q
Mobile Number	Field Reference	[smagicinteract__smsMa...Q
Owner ID	Field Reference	[smagicinteract__smsMa...Q
Conversation ID	Field Reference	[smagicinteract__smsMa...Q
External Field	Field Reference	[smagicinteract__smsMa...Q
Message Text	Field Reference	[smagicinteract__smsMa...Q
Sender ID	Field Reference	[smagicinteract__smsMa...Q

Save

Cancel