

Incoming Messages Are Not Visible in Converse Desk/ECD/Conversation View

Issue Scenario

A user is unable to view Incoming Messages in Converse Desk, ECD or Conversation View.

Possible Causes

The following are the possible causes for the issue:

- The lookup field is not populated on the incoming SMS record.
 - The object field is not populated on the conversation record.
 - Previous message field on SMS History was not populated.
 - The SMS was received from an unknown number.
 - Sharing settings has not been configured properly.
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Solution

Check and implement the following changes to solve the issue:

- Verify if the user has permissions for the lookup field and assign appropriate solutions if required.
- Index the Mobile field on the SMS History record, if required.
- Populate the object type field on the conversation record if required.
- Review all sharing settings/sharing rules on Conversations object, not allowing messages to be visible to specific people, and grant access to the affected user.