<u>Unable to Send or Receive Messages Due</u> <u>to Insufficient Privileges</u>

Issue Scenario

User is unable to send or receive messages owing to insufficient privileges.

Possible Causes

The user does not have appropriate permissions to create SMS records.

Solution

A minimum set of access is required to send and receive text messages. Refer the section on SMS-Magic Converse Permission Details in the SMS-Magic Converse Guide for Salesforce Admin following link to review and grant appropriate access.

You can also grant the SMS-Magic Permission sets to users. The Permission Management section under Converse Settings provides the details on available permissions.