16. What level of access does Screen Magic have within the customers’ Salesforce org?

Screen Magic personnel do not have access to our customers’ Salesforce org. Our customer support agents may need temporary access to a customer’s org for troubleshooting or setting up the SMS-Magic platform. Our support agent will only access a customer’s Salesforce org after receiving explicit consent from the customer via email. Customers are recommended to give limited profile access which is only needed for setup and troubleshooting purposes. The SMS-Magic platform has API access to our customers’ Salesforce org, which is used programmatically for updating SMS transaction data in the customer’s Salesforce org and retrieving SMS aggregate data for quality checks. This API access is granted using OAuth by a particular user of the customer’s org. The SMS-Magic platform will have the same access level as the OAuth user but the platform only accesses SMS-Magic objects. It’s recommended that customers only grant limited access to SMS-Magic users.