Contact Name Not Displayed for Incoming Messages

Issue Scenario

User is unable to view the contact name while viewing the relevant conversations on the converse desk.

Possible Causes

1.The lookup field is not populated on the incoming SMS record.

2.The object field is not populated on the conversation record.

3.The SMS was received from an unknown number

Solution

Follow the given procedure to resolve the issue:

1.Verify and assign appropriate permissions for the user.

2.Index the the Mobile field on the SMS History record if it is not indexed.

3.Populate the object type field on the conversation record, if required.