

Unable to send messages using Single and Bulk SMS button

Issue Scenario

A user tries to use the Single or Bulk SMS button to trigger outgoing messages, but is unable to do so.

Possible Causes

The possible reasons may cause this issue:

- The user does not have an SMS-Magic License.
 - The user does not have permissions for SMS-Magic object granted either for permission sets or at the profile level.
 - The user does not have read access to the name field, mobile field or SMS Opt Out/SMS Opt In field referenced in the MOC.
 - The value defined in the SMS Opt Out/SMS Opt In field does not allow the user to send the message.
 - SMS Credits are exhausted
 - The Mobile field used in MOC is empty
 - SMS History record is created but SMS is not delivered (due to issue on providers end)
 - A custom automation rule is causing an error with SMS History record creation.
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Solution

Work on the Permission sets, user licenses and re-configure the MOC definitions to resolve the first 7 causes mentioned above.

Follow the procedure given below to resolve the issue caused owing to any custom automation rule:

- 1.Ensure that all process builder/workflow/flow/triggers on the SMS History object in the Customer's Org is configured correctly. Incorrect values definitions may result in the SMS History record not being created properly.

- 2.Review the configurations and modify them if required.

- 3.If the issues persists even after reviewing and consulting with the CS team, then, reach out to the Dev team.