

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
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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.