Incoming Messages Are Not Visible in Converse Desk/ECD/Conversation View

Issue Scenario

A user is unable to view Incoming Messages in Converse Desk, ECD or Conversation View.

Possible Causes

The following are the possible causes for the issue:

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

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

•Previous message field on SMS History was not populated.

•The SMS was received from an unknown number.

•Sharing settings has not been configured properly.

Solution

Check and implement the following changes to solve the issue:

•Verify if the user has permissions for the lookup field and assign appropriate solutions if required.

•Index the Mobile field on the SMS History record, if required.

•Populate the object type field on the conversation record if required.

•Review all sharing settings/sharing rules on Conversations object, not allowing messages to be visible to specific people, and grant access to the affected user.