

# Incoming Messages not displayed in Converse Desk, ECD or Conversation View

## Issue Scenario

While on the Converse Desk, ECD or on a conversation View, the user is unable to view incoming messages.

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## Possible Causes

- 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 is not configured correctly
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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.

4. Review the Sharing settings/sharing rules on Conversations object that does not allow messages to be visible to specific people and grant access to the affected user.