Unable to Send Messages Using Conversation View/Converse Desk/ECD

Issue Scenario

A user tries to send messages using Conversation View/Converse desk/ECD is unable to do so.

Possible Causes

The following reasons may have caused the issue:

•The user is not assigned 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.

•SMS Credits are exhausted

•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.

Solution

Make sure that the user has a license assigned to him/her as well as he/she has appropriate permissions assigned.

Click the following link to review the minimum access level – https://www.sms-magic.com/technical-resource-center/sms-magic-guide-for-salesforce-admin/sms-magic-converse-guide-for-salesforce-admin/
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.Reach out to the Dev team if the issues persists even after reviewing and consulting with the CS team.