Unable to Send or Receive Messages Due to Insufficient Privileges

Issue Scenario

User is unable to send or receive messages owing to insufficient privileges.

Possible Causes

The user does not have appropriate permissions to create SMS records.

Solution

A minimum set of access is required to send and receive text messages. Refer the section on SMS-Magic Converse Permission Details in the [SMS-Magic Converse Guide for Salesforce Admin](#) following link to review and grant appropriate access.

You can also grant the SMS-Magic Permission sets to users. The Permission Management section under Converse Settings provides the details on available permissions.