

Incoming SMS Alerts are Sent to Incorrect Recipient

Issue Scenario

The incoming SMS alerts are sent to unintended recipient.

Possible Causes

The following are the possible causes for the issue:

- Data indexing issue – There are more than 200,000 records on which the query runs. Therefore the incoming SMS is assigned to the OAuth user.
 - Notification settings are not configured correctly.
 - The Previous message lookup did not happen.
 - Incoming SMS was received from an unknown number.
 - User does not have permissions for updating the Previous Lookup or the related SMS History
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Solution

Do the following to resolve the issue:

- Index all mobile fields. Refer to the document in the link provided below for more details on Field Indexing.

https://docs.google.com/document/d/1PsBNr8PQuKD_abbRwggCZTtfGQqedAdAU74tzqlZ10k/edit?usp=sharing

- Configure all notifications correctly. For more details, refer the section on **Configure Incoming Notifications** under Sender ID and Assignment in the **SMS-Magic Converse Guide for Salesforce Admin**:

<https://www.sms-magic.com/technical-resource-center/sms-magic-guide-for-salesforce-admin/>