



360 SMS APP

RELEASE NOTES
(External)

Version: 1.246



360 DEGREE CLOUD TECHNOLOGIES PVT. LTD.

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New Features:

SpeedBoosting feature

MMS and link tracking are supported in the SpeedBoosting feature for SMS reports. With this feature, MMS and link tracking are supported, meaning that users can include multimedia content in their messages and track link clicks within them.

Group-based restriction on SMS Composing

Earlier, the restriction on SMS Composition was only based on profiles. However, now we also have the option of restricting based on groups. In the Message Settings section of General Settings, you can edit your preferences for restricting SMS Composing.

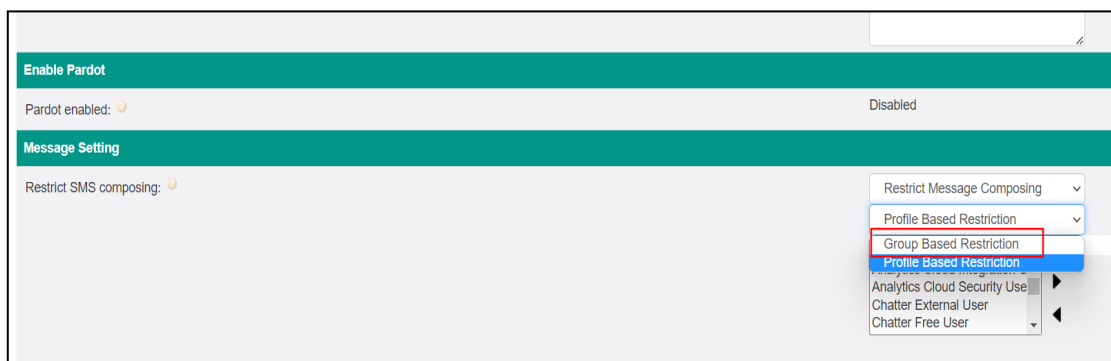


Fig : Restrict SMS composing

Manage Unicode Character From LMA

Previously, Unicode character records were manually created in our organization. However, we have now introduced a new record type in the production org. The record type is a unique code character on the general setup object, where both Name and CC address are used. The CC address will be treated as a replacement for the name that needs to be replaced.

Owner-Based Signature Parsing

Signature text will now be selected or parsed based on the record owner's signature instead of the current user's.

Limitations:

- This functionality is dependent on the Org-Wide Signature General Setting. The Org-Wide General Setting must be enabled to use this functionality.
- This functionality will not work in the cases of Speed Boosting and Cross Object Automation.

Enhancements:

Enhance iText Reply

In the past, there was a delay in sending outbound replies through iText. This issue can be resolved by adjusting a custom setting named "itextboosting," which is designed to optimize the speed of iText operations. The "ReplySMSRest" class should initiate an "iText boosting" call prior to executing any DML (Data Manipulation Language) operations.

Restrict Composing Enhancement

The 'Restrict Composing' feature is now also operational on the SMS Composing Utility. When this feature is enabled, only specific numbers that have been approved or added to a list of approved numbers can send messages to the restricted number.

SMS Template Changes

Previously, SMS templates would not work if the selected object in the template had more than 1,000 fields. We have added a new feature to the SMS templates. We only displayed a few standard objects in the SMS template, and there was no way to add any additional standard objects to the SMS template object picklist. However, this issue has now been resolved. To add a new object to the picklist, we simply need to add that object to the Object Setup page.

SMS App Owner in General Settings

In the SMS App Owner section of the General Settings, initially all the users with Salesforce licenses were displayed. To avoid long lists due to the large number of users, we have made a change to only display the following users:

- Users with System Admin Profile
- Previous SMS App Owner
- Currently, logged-in users have edit capability.

Scheduling from SMS From Reports

Earlier, the number of records you could send data to through a report was set to 2000 at a time. Now, the limit has been increased to 50,000. 360 SMS supports scheduling messages to unlimited records from the SMS From Reports component with real-time data.

There are two cases for this:

Case 1: Less than or equal to 50,000 records

When the report's records are less than or equal to 50,000 records, the following conditions need to be met:

1. While creating your Salesforce Report, add the following:
 - Add a filter with the field 'Filter Number' > 0.
 - Sort by Filter Number field, in ascending order
 - Add the Record ID field and Filter Number field in the report. For instance, Lead ID if the report is on Leads.
2. When scheduling messages from the SMS from Reports, there is a checkbox named 'Run report on scheduled time to fetch new records'.

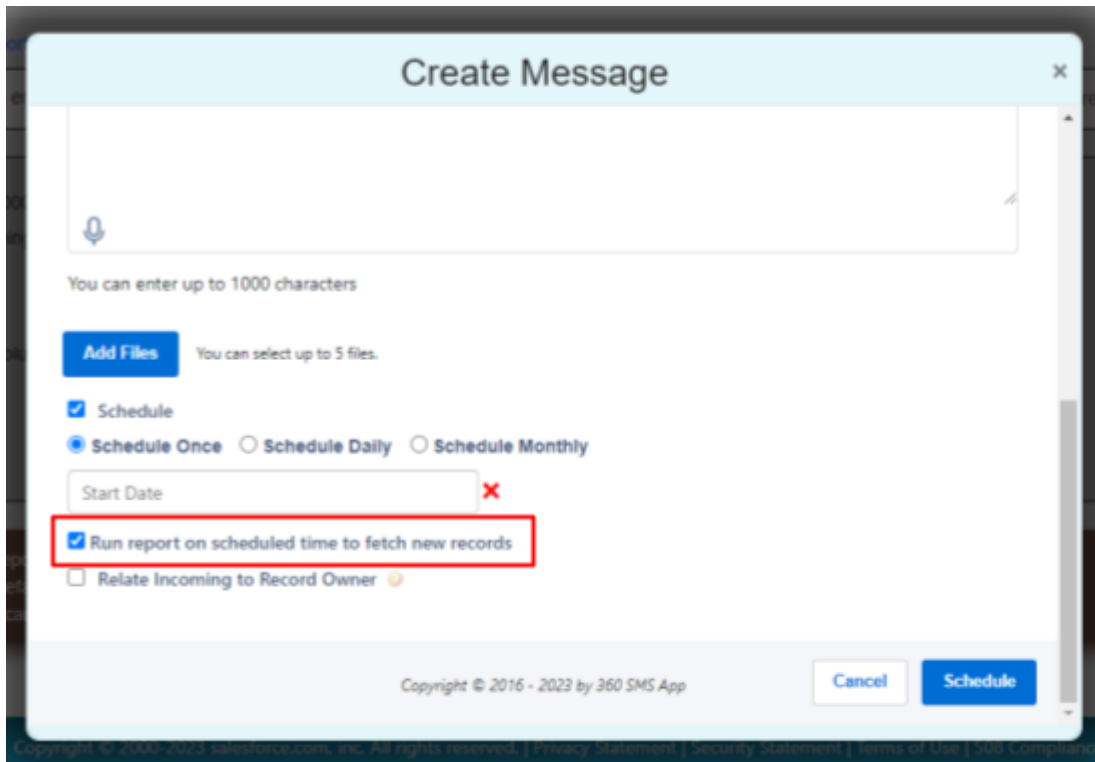


Fig : Run report on scheduled time

- The checkbox is checked as **True**:
 - When the report is executed at the scheduled time, it will automatically retrieve real-time data.
 - For example, if there were 10,000 records in the report today, and at the scheduled time, which is tomorrow at 10 am, the total records increase to 14,000, then messages will be sent to those 14,000 updated records.

- The checkbox is checked as **False**:
 - When the report is executed at the scheduled time, it will retrieve the records that were present in the report at the time of scheduling, rather than real-time data.
 - For example, if there were 10,000 records in the report today and at the scheduled time, which is tomorrow at 10 am, the total records are 14,000, then messages will be sent to those 10,000 records that were present at the time of scheduling.

Note: When you are scheduling a message and have checked the check box, you need to ensure that the number of records does not cross 50,000.

Case 2: More than 50,000 records

When the report's records are more than 50,000, the following are the conditions that need to be met:

1. While creating your Salesforce Report, add the following:
 - Add a filter with the field 'Filter Number' > 0.
 - The row limit is set to 99.
 - Sort by Filter Number field in ascending order
 - Add the Record ID field and Filter Number field in the report. For instance, Lead ID if the report is on leads

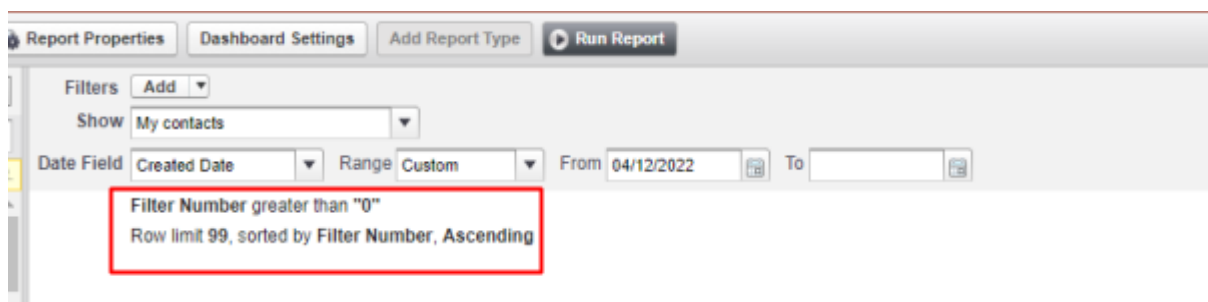


Fig : Filter number and row limit

2. Create a custom setting for 'SMS_Incoming_Alert__c' to control the chunk size with the below details.
Name:- Run Report Per Hour
Value:- chunk size (number of times a report can be run in an hour)

Total records fetched in an hour: $99 \times \text{Value}$

For instance, Value = 200, so the total records fetched is 99×200 and messages will be sent to these records in that hour. Once this is done, the report is scheduled to fetch the next batch of records in the next hour.

The default value for 'Value' by 360 SMS is 200. However, the user can choose whatever they want. The maximum value for this field is 500 from Salesforce itself.

SMS Incoming Alert Detail

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Name		Description
Run Report Per Hour	<input type="checkbox"/>	Read <input type="checkbox"/>
Optout	<input type="checkbox"/>	Value 100
Reply	<input type="checkbox"/>	

Fig : Incoming Alert Detail

For both of the above cases:

When scheduling messages from the SMS from Reports, there is a checkbox named 'Run report on scheduled time to fetch new records'.

The screenshot shows the 'Create Message' dialog box. It includes a text input field with a character limit of 1000, an 'Add Files' button (up to 5 files), and scheduling options: 'Schedule' (checked), 'Schedule Once' (selected), 'Schedule Daily', and 'Schedule Monthly'. A 'Start Date' field is present with a red 'X' icon. The checkbox 'Run report on scheduled time to fetch new records' is checked and highlighted with a red box. Other options include 'Relate Incoming to Record Owner' (unchecked). The footer contains the copyright notice 'Copyright © 2016 - 2023 by 360 SMS App' and 'Cancel' and 'Schedule' buttons.

Fig 4: Create Message

- The checkbox is checked as **True**:
 - When the report is executed at the scheduled time, it will automatically retrieve real-time data.
 - For example, if there were 10,000 records in the report today, and at the scheduled time, which is tomorrow at 10 am, the total records increase to 14,000, then messages will be sent to those 14,000 updated records.

- The checkbox is checked as **False**:

- When the report is executed at the scheduled time, it will retrieve the records that were present in the report at the time of scheduling, rather than real-time data.
- For example, if there were 10,000 records in the report today and at the scheduled time, which is tomorrow at 10 am, the total records are 14,000, then messages will be sent to those 10,000 records that were present at the time of scheduling.

Opt-in template in Object Setup

The Opt-in template in the object setup is now sorted by “Last Modified Date”. However, we were facing an issue where if there were more than 1000 templates, the system would crash.

As a temporary fix, we have implemented a limit of 999 templates to prevent the page from breaking. Additionally, if there are any issues, we can edit old templates to bring them into the list.

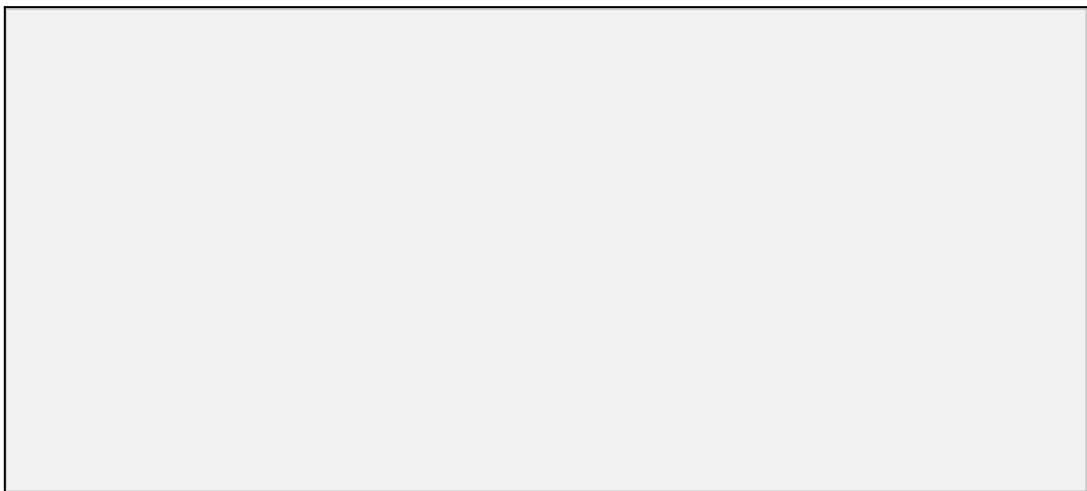


Fig : Link Objects to Phone API

Search for Case Object in SMS Composer

Previously, you could only search names in the SMS composer, which is located in the utility bar. Now, the Case object may also be found using the SMS Composer's search feature.

Minor Bug Fixes

This release includes minor bug fixes to enhance app stability and performance.

