



360 SMS APP

Release Notes (Summary)

Version: 1.253



360 DEGREE CLOUD TECHNOLOGIES PVT. LTD.

Table of Content

Table of Content	2
New Features:	3
Auto Assign Number	3
Carrier Violation due to Cannabis keyword	3
Channel support in SMS Composing Module	3
Field Mapping Setup for New Record creation	4
Mark Incoming as Read	4
Enhancements:	5
Partner and Customer Community License	5
'From Address' displayed	5
Functionality changes in VTP	5
WhatsApp Profile Name	5
Channel option on SMS Template/Folder	5
Signature for batch only	6
Use record owner's signature	7
Change in Object Picklist value in SMS App	7
Changes in SMS Scheduling	7
Labels should be shown on the new "To Number" and "From Number" options of the conversation view thread	7
Number Formats Design Sync from Setup Org	8
Remove duplicate numbers from bulk list	8
Black List Number Use Case	8
Invocable Method in SMS with Wrapper Signature	8
Minor Bug Fixes	9

Release Notes- 1.253

New Features:

Auto Assign Number

Previously, if a number wasn't assigned to a user, you couldn't send messages. But now we have introduced a feature called Auto Assign Numbers, which is by default enabled. Whenever a record is updated, it will automatically assign the number to the user.

Carrier Violation due to Cannabis keyword

You can add keywords to the Restricted Keywords section under General Settings in the SMS Setup. These words will be restricted from being sent to the customer.

Channel support in SMS Composing Module

We have introduced three new channels with the SMS Composing Module, i.e., WhatsApp, SMS, and VoiceMail.

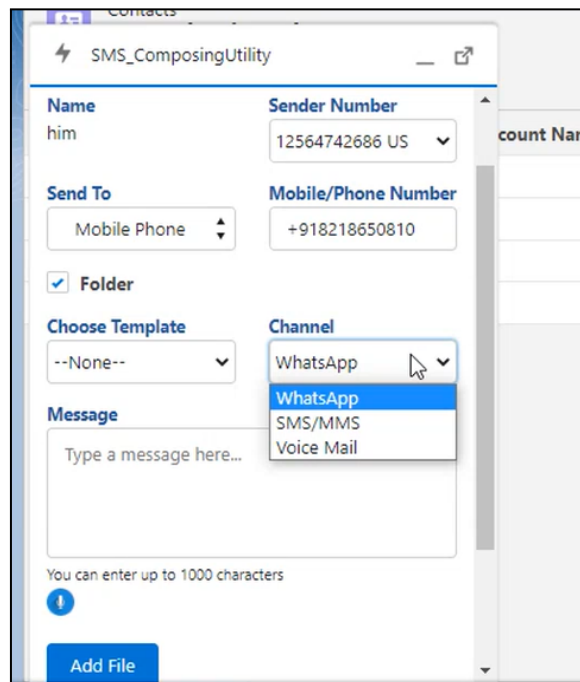


Fig. SMS Composing Utility

Field Mapping Setup for New Record creation

New features are added to field mapping when you create a new record. You can View, Edit and Delete a new record with the drop down (as shown in the image).

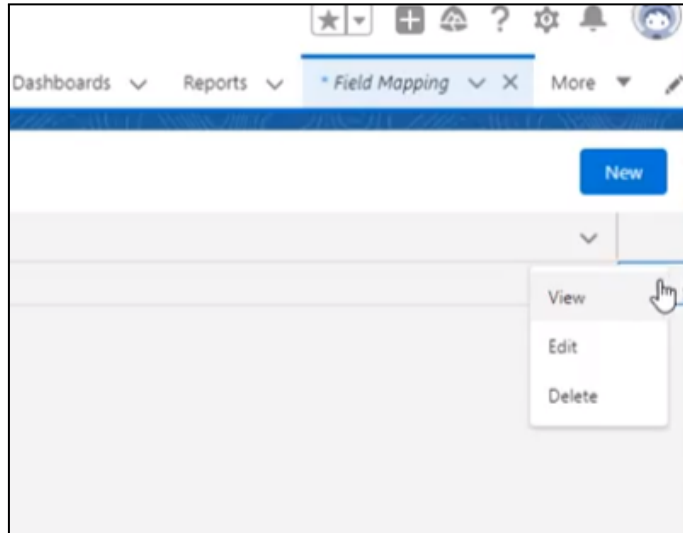


Fig Field Mapping

Mark Incoming as Read

This new functionality will mark your incoming messages as read after you send an outgoing message to the same message. To enable this functionality, enable "Mark Incoming as Read" in the General Settings.

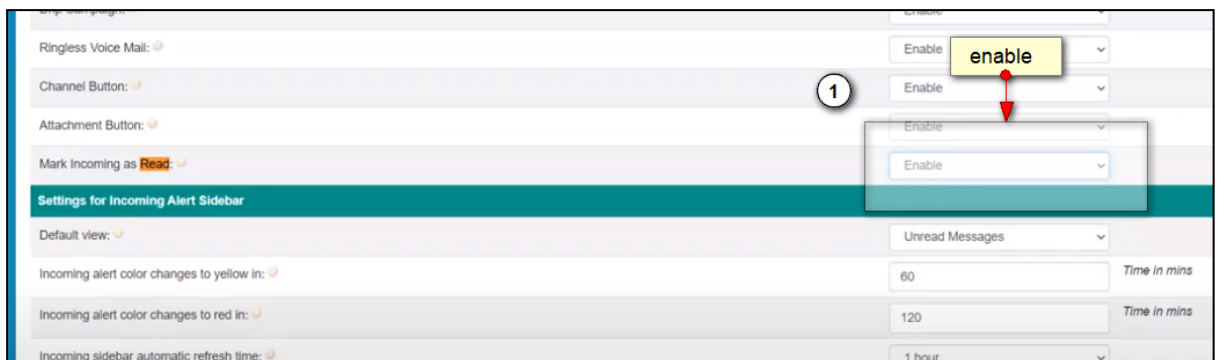


Fig 6: Mark incoming as read

Enhancements:

Partner and Customer Community License

When a customer clicks on the incoming/outgoing button, we fetch the partner and customer community license.

'From Address' displayed

The "from" address will also be shown when we send emails through a drip campaign.

Functionality changes in VTP

In the VTP History, verified phone numbers can be changed and re-verified, and the details can be seen on the details page.

WhatsApp Profile Name

You can now see the "WhatsApp profile name" field on the SMS History page.

Channel option on SMS Template/Folder

You can now create different templates for different channels. Select your desired channel on the "Create SMS" page and choose the template.

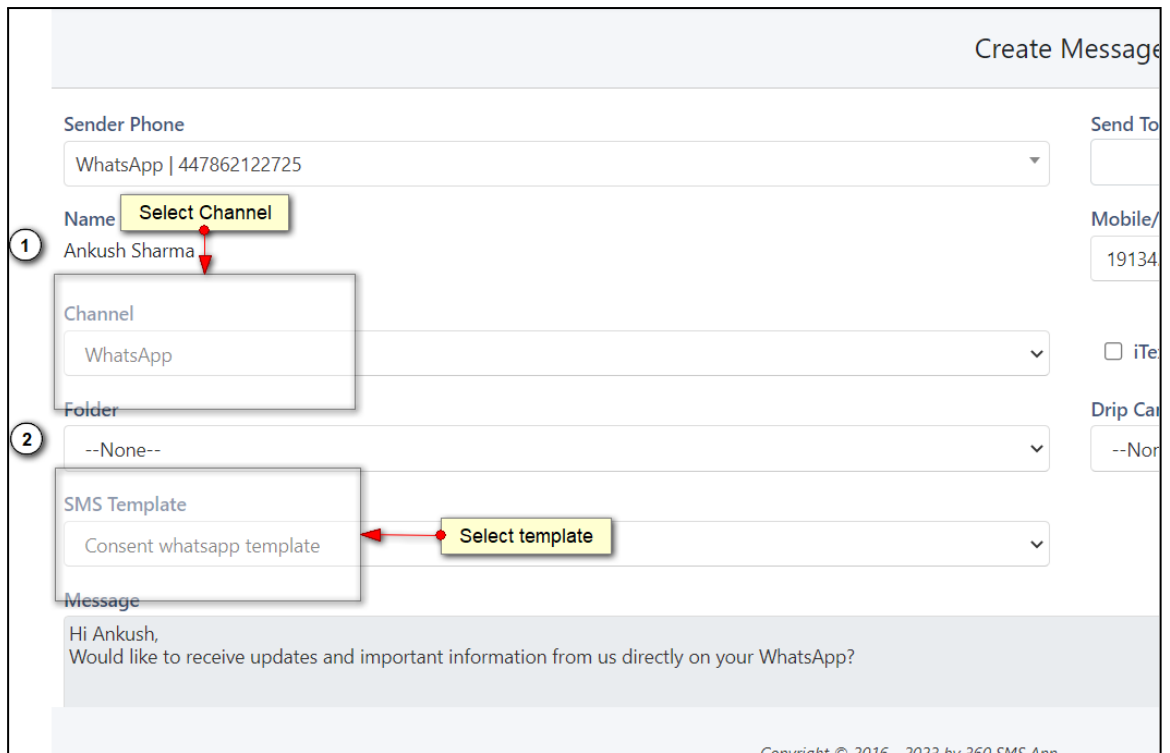


Fig : Channel and template

Signature for batch only

This functionality lets you enable user signatures (as shown in the image) to send signatures along with your messages in batches. This works for bulk messages only.

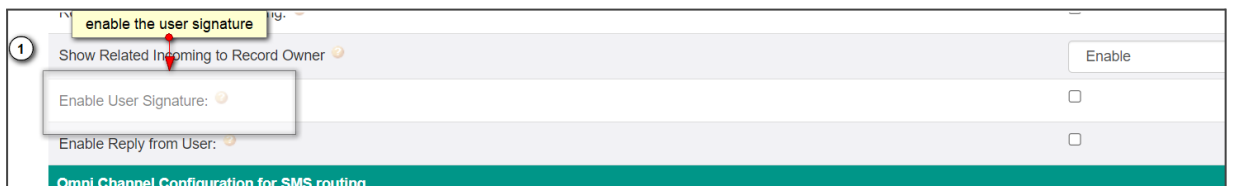


Fig 2: Enable user signature



Fig 3: Bulk messaging

Use record owner's signature

Previously, only the user signature was displayed, but now you have the option to enable the functionality to send the record owner's signature. This functionality won't work in the case of speed boosting and cross-automation.

Change in Object Picklist value in SMS App

Previously, we displayed various objects on the object setup page that clients would likely not use. Now, the number of standard objects has been reduced.

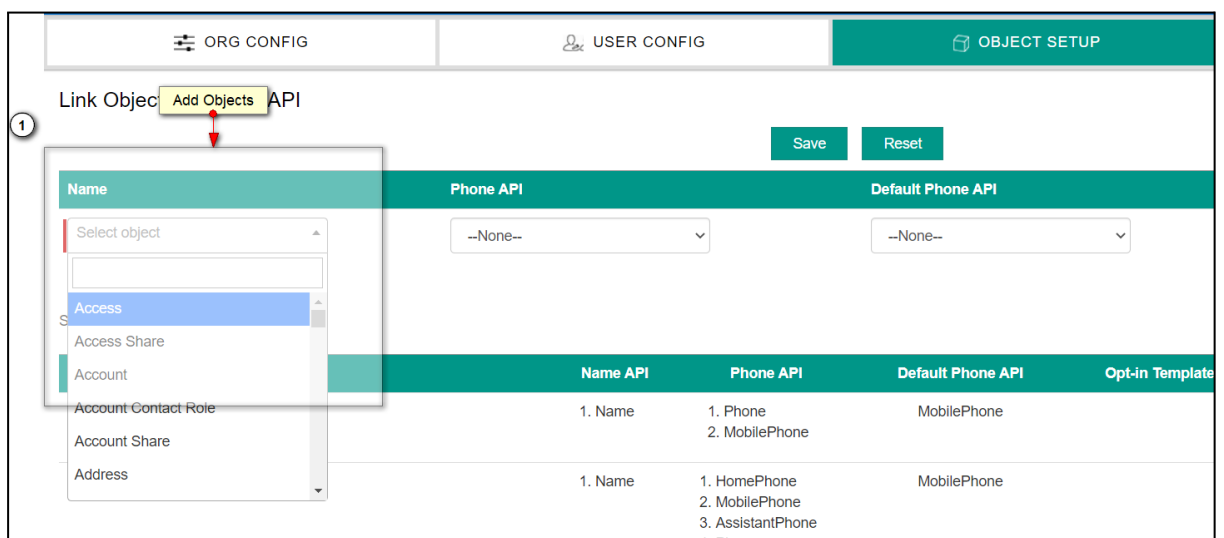


Fig : Add objects

Changes in SMS Scheduling

While scheduling a message, the message will be sent immediately if the time period is too short (2 to 5 minutes). This feature is usually for automated messages.

Labels should be shown on the new “To Number” and “From Number” options of the conversation view thread

Earlier in the conversation view, we could see only numbers in place of 'To number', now we can see the API of the number. For example, if it's a mobile number, 'the'mobile number' label will be displayed; if it's a landline, home phone, or any other number, then that label will be displayed.

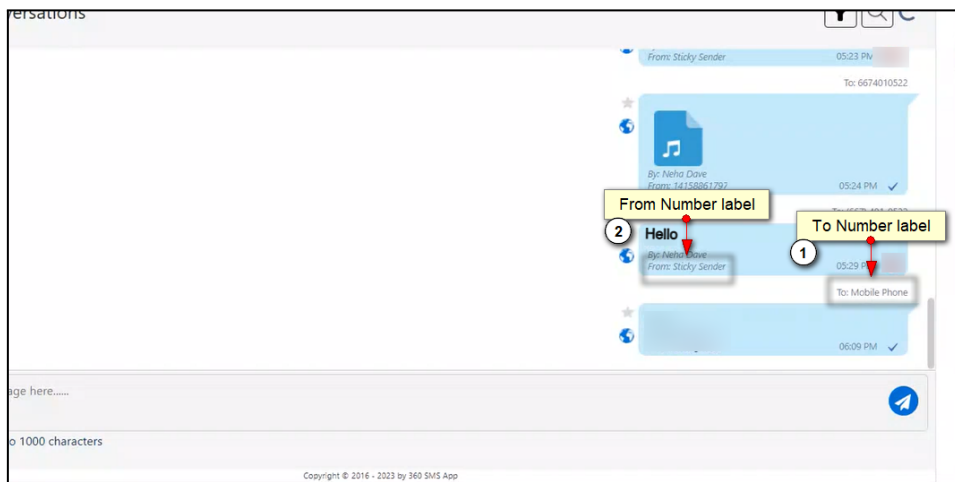


Fig. 1: Number Labels

Number Formats Design Sync from Setup Org

Previously, we created custom settings in the client's organization, where we supported only five formats of numbers. Now, more than five formats are supported.

Remove duplicate numbers from bulk list

If two contacts have the same number, one of them is removed and marked as duplicated so that the same number won't receive a message twice.

Black List Number Use Case

If you have blacklisted any number, you cannot send messages or voice notes to that number. If you try to send a message to a blacklisted number, an error will be shown.

Invocable Method in SMS with Wrapper Signature

When you select Send Message in Apex Class through Process Builder, you need to fill in the following information, as shown in the image below.

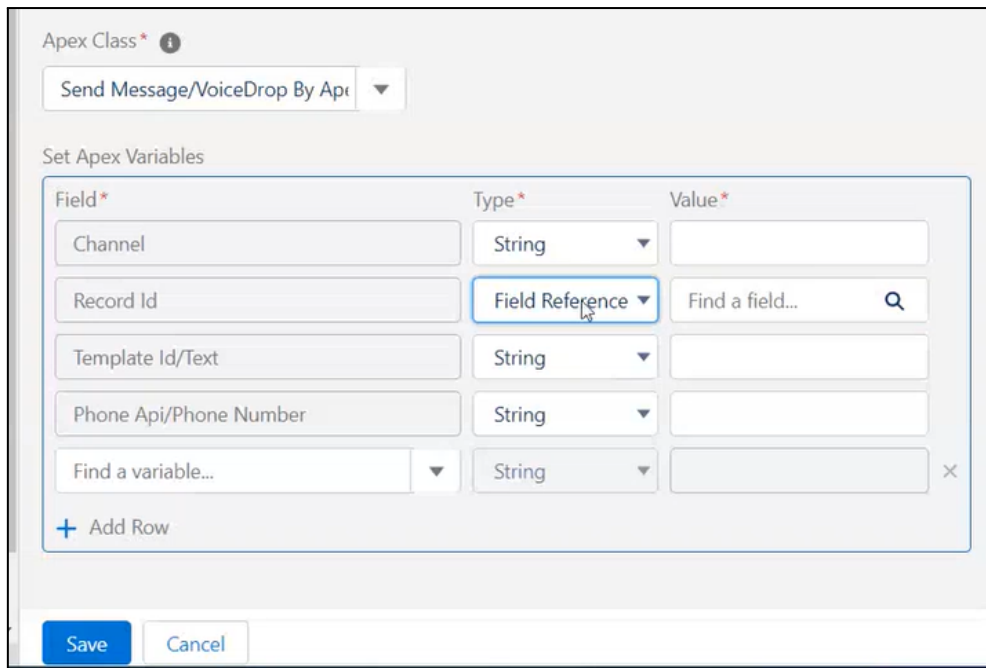


Fig.: Apex Class: Process Builder

Minor Bug Fixes

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