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# 360 SMS APP

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Release Notes (Summary)

Version: 1.259



360 DEGREE CLOUD TECHNOLOGIES PVT. LTD.

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# Release Notes- 1.259

## New Features:

### Frequent Messaging and Exception Handling in General Settings

Frequent Messaging feature prevents users from sending the same message to the same number and channel within a set time interval. This functionality helps prevent accidental spamming. For instance, it is useful when an automation at the backend goes wrong and spams the client with the same messages without the Admin being aware of it.

This feature allows you to enable or disable Frequent Messaging in the SMS Setup: General Settings. Once enabled, you can set the time interval for Frequent Messaging.

Frequent Messaging	Disable
Frequent Messaging time:	15 mins

Fig: Frequent messaging and time

If this feature is enabled, and the same message is sent to the same number and channel within the specified time interval, an error message will appear on the screen, saying “Please select a different message” for a single transaction.

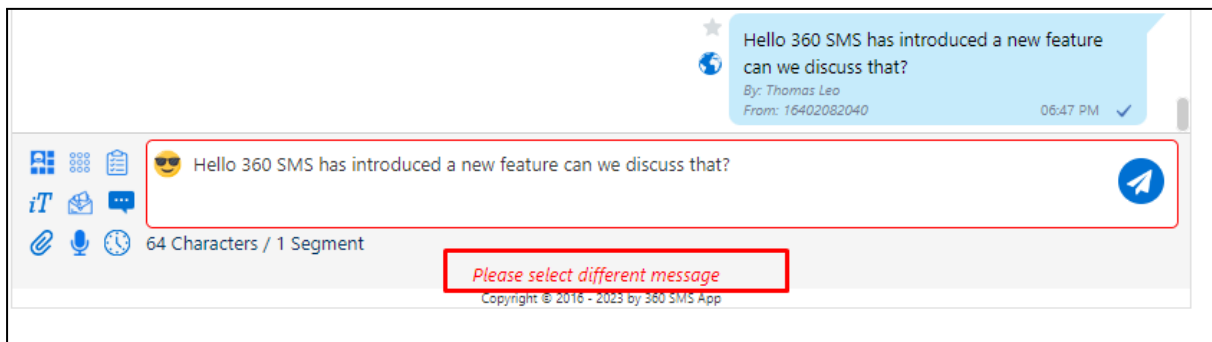


Fig: Error Message in Conversation View

For Bulk Messaging, no error message is shown, but an SMS history is created with an error code (360035) and message (Duplicate Transaction).

Note that while the error message will be shown in the Conversation View, it will not be shown in bulk messaging.

The screenshot shows the 'SMS History' interface with a table of records. The 'Error Code' and 'Error Message' columns are highlighted with red boxes. The error code is '360035' and the error message is 'Duplicate Transaction'.

SM...	Created Date	Sender Nu...	To Number	Related Record	Message	Error Code	Error Message
Outgoing	4/27/2023, 6:09 PM	<Sender Number>	<To Number>	Jim Steele	Hello Jim Steele This is Rinnie S speaking on b...	360035	Duplicate Transaction
Outgoing	4/27/2023, 6:09 PM	<Sender Number>	<To Number>	Rinnie WhatsApp	Hello Rinnie WhatsApp This is Rinnie S speaki...	360035	Duplicate Transaction
Outgoing	4/27/2023, 6:09 PM	<Sender Number>	<To Number>	Jake Reynolds	Hello Jake Reynolds This is Rinnie S speaking ...	360035	Duplicate Transaction
Outgoing	4/27/2023, 6:09 PM	<Sender Number>	<To Number>	Jim Steele WhatsApp	Hello Jim Steele WhatsApp This is Rinnie S spe...	360035	Duplicate Transaction

Fig: SMS History record having error code and Error message

The screenshot shows the details of an SMS record. The 'Status' is 'Failed', the 'Error Message' is 'Duplicate Transaction', and the 'Error Code' is '360035'. These fields are highlighted with red boxes.

SMS Type	Outgoing	Owner	Thomas Leo
To Number	[Redacted]	Status	Failed
Sender Number	[Redacted]	Delivered	<input type="checkbox"/>
MessageId	[Redacted]	Message Segment	0
FB Messenger User ID	[Redacted]	Error Message	Duplicate Transaction
Channel	SMS	Attachments Ids	
DE Enable	<input type="checkbox"/>	Related Incoming Owner	Outgoing Owner
Messaging Platform Key	[Redacted]	Error Code	360035

Fig: Error message and Error Code under SMS history

## Spin Text Feature: Send multiple Templates alternately

Now we have the ability to select multiple templates for bulk messaging in List View, SMS From Reports, and Campaigns. You can select multiple templates and when we send the message, it will be sent alternately using the selected templates. It will also reduce the chances of being marked as spam for that number.

**For example-** let's say you need to send bulk messages to 10 Contacts, and you send 3 templates via bulk message. It will send the templates 1, 2, and 3 in a sequential manner to the initial 3 Contacts, and then in the 4th contact, it will send

template 1 again, and then the cycle continues sequentially for the rest of the Contacts.

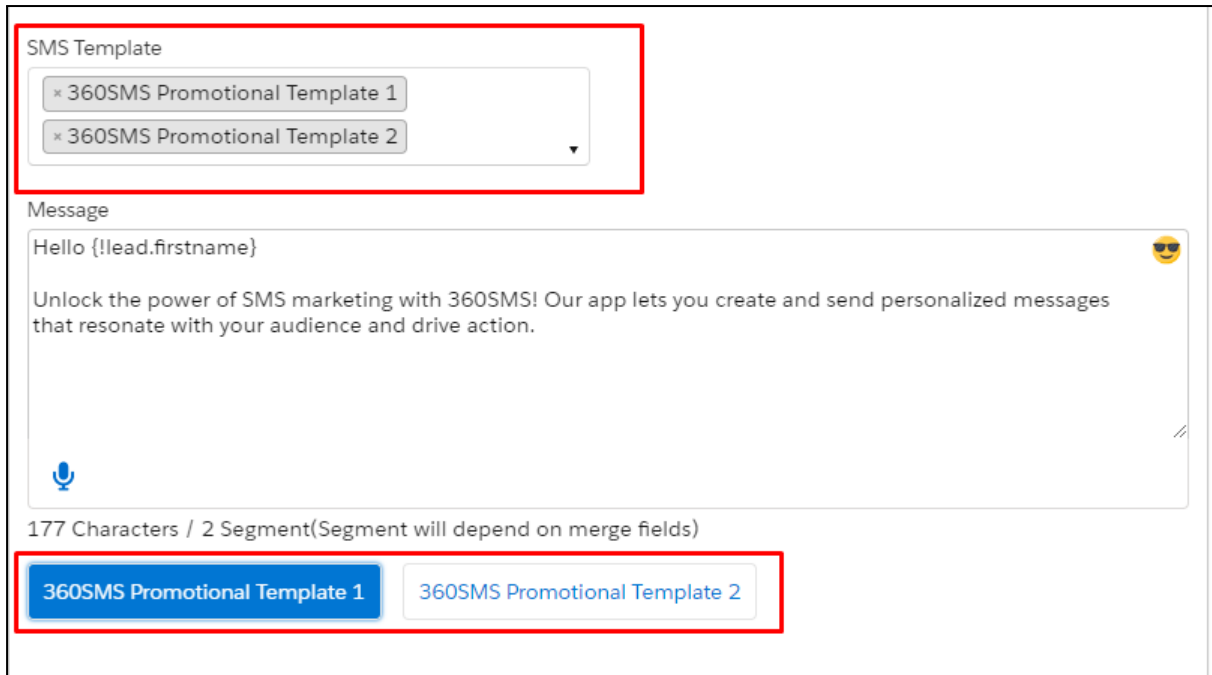


Fig:5 Multiple template selection

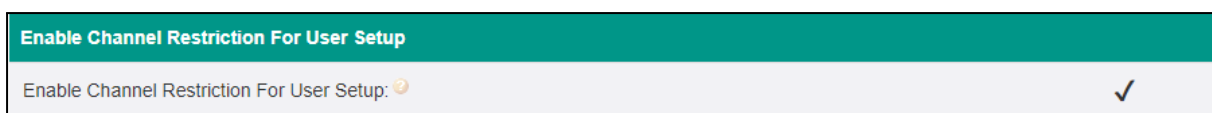
Outgoing	5/1/2023, 6:51 PM	<Sender Number>	📱 MobilePhone	360SMS Pro...	MARVEL	Hello Unlock the power of SMS marketing wit...
Outgoing	5/1/2023, 6:47 PM	<Sender Number>	📱 MobilePhone	360SMS Pro...	Unknown Caller	Greetings ! Ready to take your SMS marketing...

Fig: SMS history of sending templates in bulk message

## Channel Restriction

In SMS Setup: General Settings, there is now an option called 'Enable Channel Restriction for User Setup.' When this is enabled and you assign a number in the SMS Setup: User Config page, you can choose which channels the user can access using the 'Allowed Channels' field.

Only channels supported by the selected number will be displayed (as shown in the figure). If you choose only some channels, the user won't be able to use unselected channels and send cross-channel messages. The user will only see selected channels as active channels in the Conversation View: Channel list. Unselected channels will be visible as inactive and cannot be used. You can do this while assigning a new number or edit the existing number settings.



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Fig: Enable channel restriction for user setup option in general setup

User	Number	Country	Allowed Channels
Alex	<Assigned Number>	US	
Denny	<Assigned Number>	US	
David	<Assigned Number>	UK	
Henry	<Assigned Number>	US	<input type="checkbox"/> SMS/MMS <input type="checkbox"/> WhatsApp
Noah	<Assigned Number>	US	
Lucas	<Assigned Number>	US	

Fig: Assigned channels to user

## Introducing LINE Channel with Attachment Support via provider

We have introduced the LINE Channel with another provider. Previously, we offered this channel with another provider,, but it lacked support for attachments. With as our current provider, we can now support attachments up to 10 MB. As a result, we have added the LINE channel to our current provider,.

It is important to note that this feature is only supported for one-on-one messaging and is not available for bulk messaging.

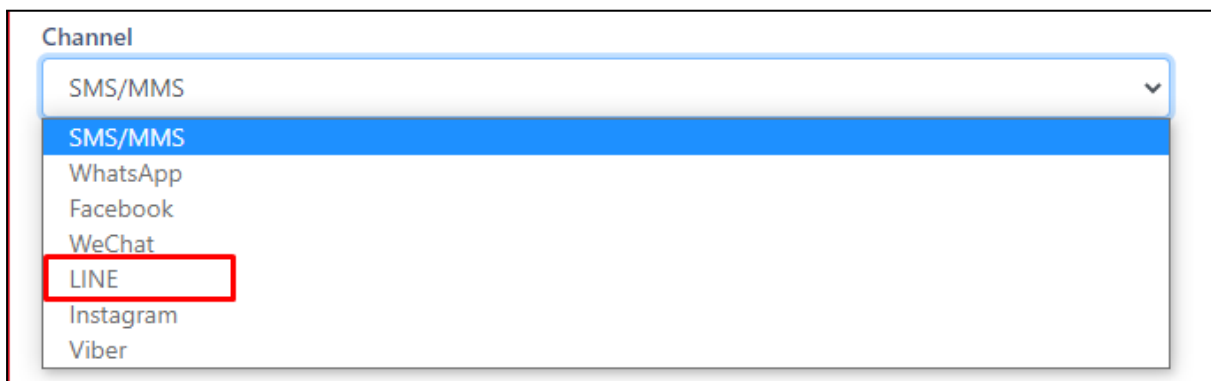


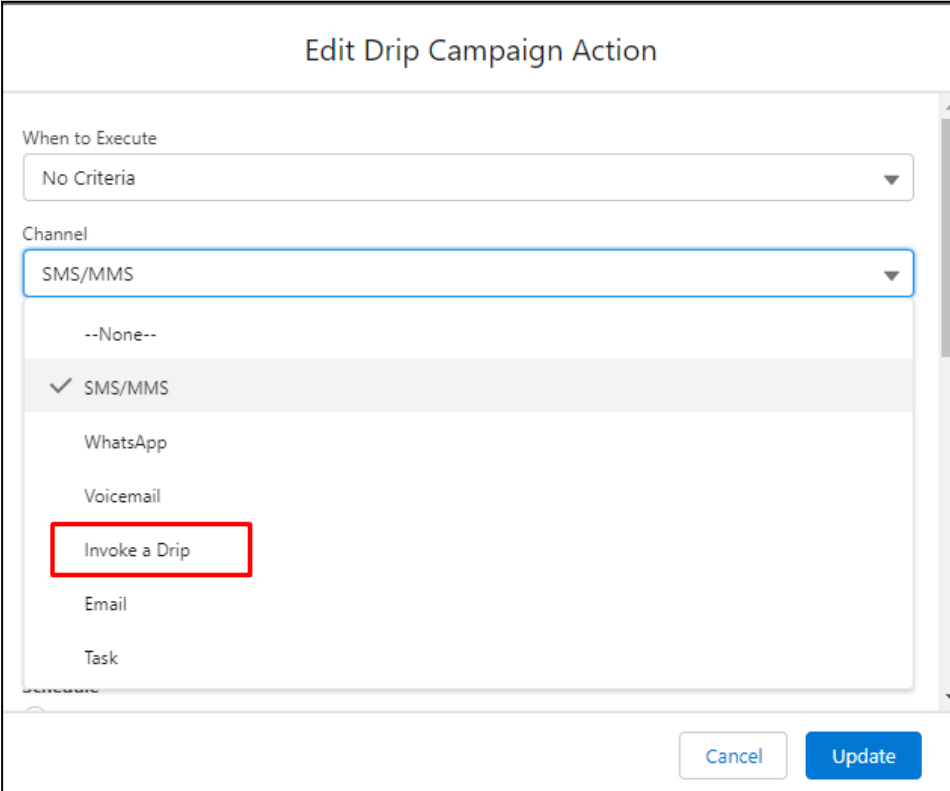
Fig: LINE channel

## “Invoke a Drip” Channel in Drip Campaigns

We are now supporting an additional channel in drip called 'Invoke a Drip'. This channel allows users to invoke another drip by selecting it from the Drip Campaign: Channel field, which displays a list of associated drips for the respective object.

For example, if we have a Drip Campaign set up for the Contact object and we want to execute another drip campaign for the same object, this functionality allows us to do so.

Note: Previously, we recommended that users add only 20 actions per drip, but now users can add as many drip actions as they desire without any limitations.



The screenshot shows a form titled "Edit Drip Campaign Action". It has two main sections: "When to Execute" and "Channel". The "When to Execute" section has a dropdown menu with "No Criteria" selected. The "Channel" section has a dropdown menu with "SMS/MMS" selected. Below the dropdown is a list of channels: "--None--", "SMS/MMS" (with a checkmark), "WhatsApp", "Voicemail", "Invoke a Drip" (highlighted with a red box), "Email", and "Task". At the bottom right of the form are "Cancel" and "Update" buttons.

Fig:10 Invoke a drip channel in channel list

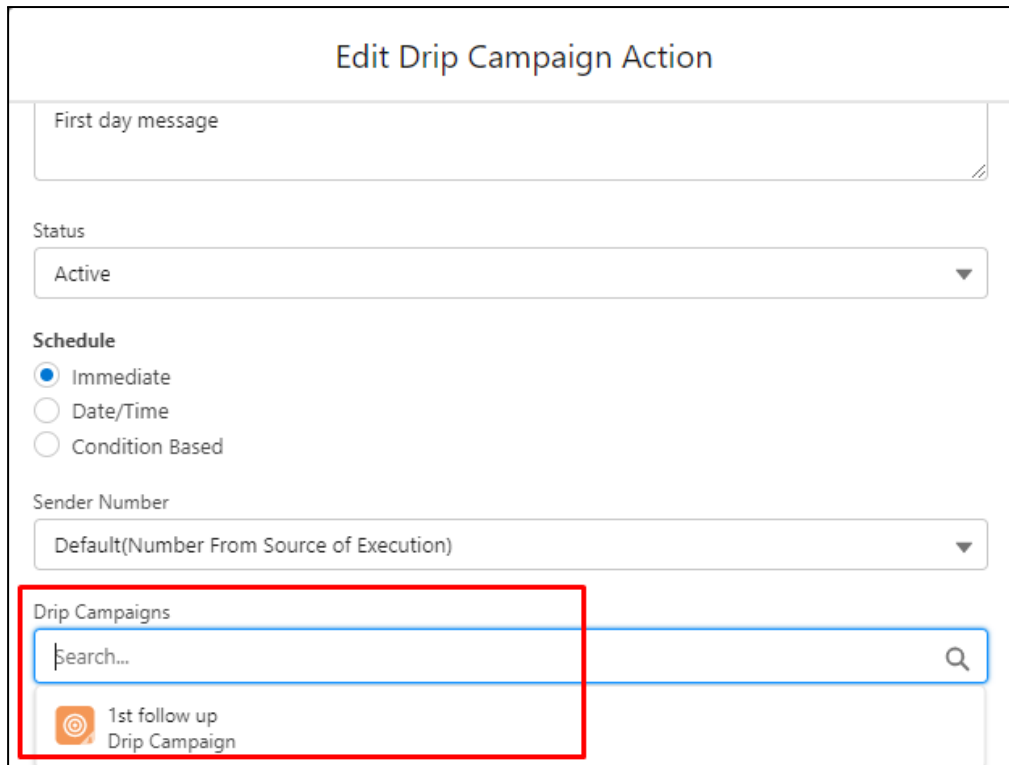


Fig: 11 Drip campaigns field

## iText Supported in Conversation View

Previously, iText was not supported in the conversation view, but now it is supported (as shown in the figure):

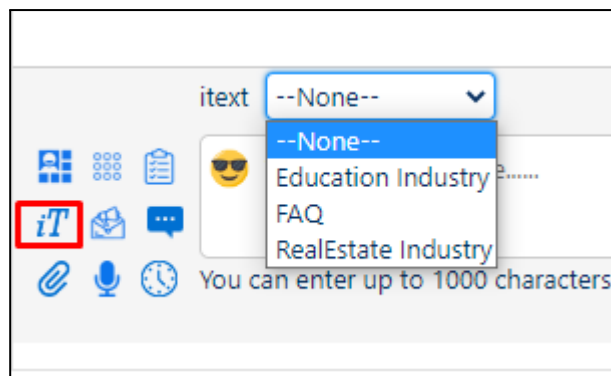


Fig: iText Icon



## Quick Replies and Call-to-Action Buttons are now available for Approved Templates and iText

Buttons in quick replies in SF. We supported it before too. Template created at provider end. We made only content in our SF. So if button in provider template, it wasn't there in our sf. So for the client end, quick reply was visible, but SF user didn't see it. For meta too, the client has to create

Can give quickly reply with an approved template. Usually approved. But it can be used for normal WhatsApp messages as well as session messages.

A quick reply is clicked by the user, and it comes as an incoming message.

When a template is approved for a button, it will appear as a button on the WhatsApp receiver's end. Previously, these buttons were not displayed on the conversation view SMS thread. However, we have now added two options: quick replies and Call to Action.

If the respective template body is approved for Quick Replies, then when you send the template, the SMS will include the Quick Replies button, which the user can create on the respective template. You can add up to three buttons in a Quick Reply. For Call to Action, you can add up to two buttons. This functionality will also work for iText.

**In Templates:** To create a new SMS template, you should first click on the SMS Template Object and then click on the 'New' button.

Initially, the notifications were sent through Salesforce Chatter. Now the app uses push notifications for Salesforce mobile app.

After clicking on 'New', you will enter the 'New Template' window, where you will need to provide the necessary details to create the new template. Additionally, you will see options under the 'Approved' button for 'Quick Replies' and 'Call to Action'.

Select Object :

TEMPLATE BODY

ChatGPT Question

Template Body

You can enter up to 1000 characters

Approved Button  
 Quick replies  Call to action

Folder  
 Select a folder

Available Channel  
 Selected Channel

Fig: Quick replies and Call to action buttons in Templates

Approved Button  
 Quick replies  Call to action

Yes +  
 No x  
 Maybe x

Approved Button  
 Quick replies  Call to action

Request for meeting +

Folder  
 Request for a call

Fig: Quick replies and Call to action in templates

**In iText:** Similar processes will be performed in iText also.

Create/Edit Question

1 Residential  
2 Commercial

(You can enter maximum 1000 characters)

Approved button

Quick replies  Call to action

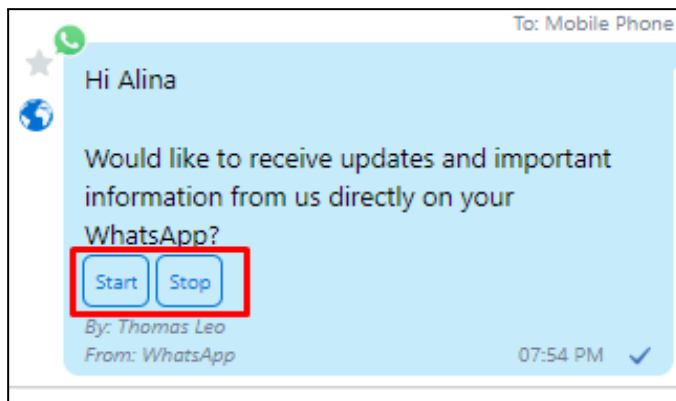
+

Attachment

[Attach File](#)

Cancel Update

*Fig: Quick replies and call-to-action options in iText*



*Fig: Quick replies in chat*

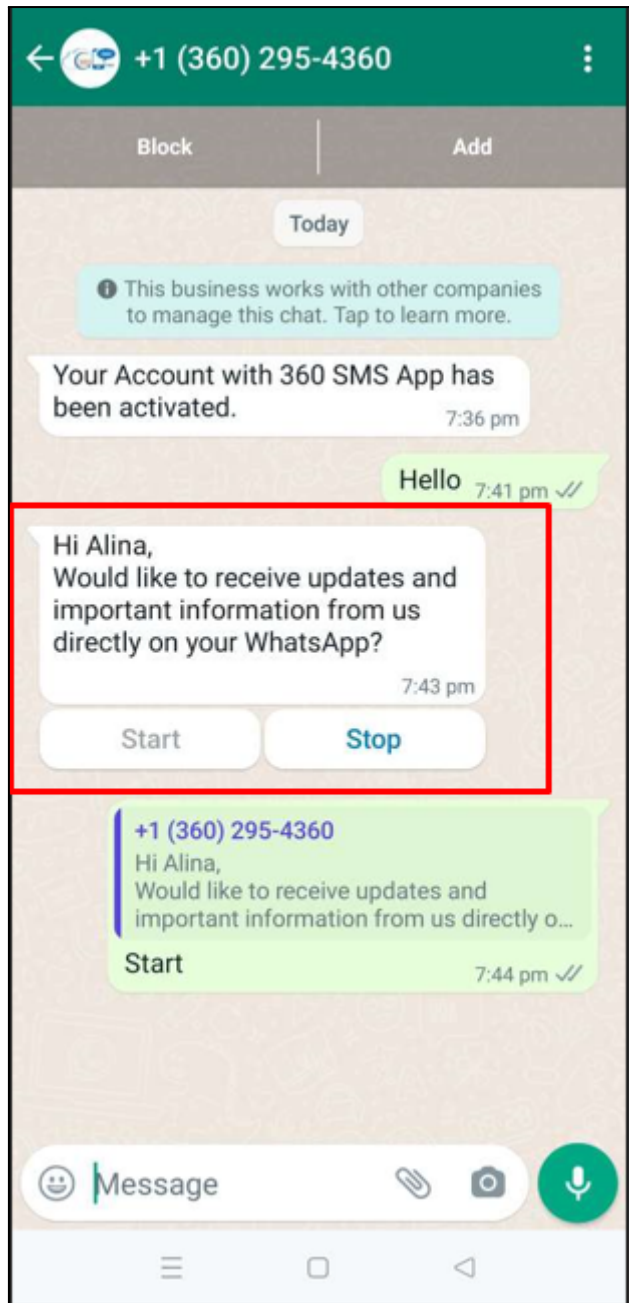


Fig: Message with Quick reply buttons in Whatsapp

## Enhancements:

### Synced Multi-Conversation View and Incoming SMS Alert for Message Read Status

Previously, if we read an incoming message in the Multi-Conversation View, that message would still be marked as unread in the Incoming Alert. We have now synchronized both components - the Multi-Conversation View and the Incoming Alert and have resolved this issue.

### Restrict the 360 SMS app access to licensed users Only

We are restricting users who do not have a 360 SMS App's license. Let's say there are two users in an organization - User-1 and User-2 - and only User-1 has been assigned a license for the 360 SMS app. Previously, some components of 360 SMS App (for instance, Incoming Alert, SMS\_Composing\_UTILITY, etc.) were visible to both users. However, now User-2 will not have access to any 360 SMS App's components and will see a popup message that says, 'You do not have a license to access the 360 SMS app.' There is also a lightning button labeled 'Request for License' in the popup window. This button allows users to request a license. Once the user clicks this button, an email is automatically sent to the user who set up the 360 SMS App (displayed under SMS Setup- Org Config - "Last Setup done by:" requesting a license.

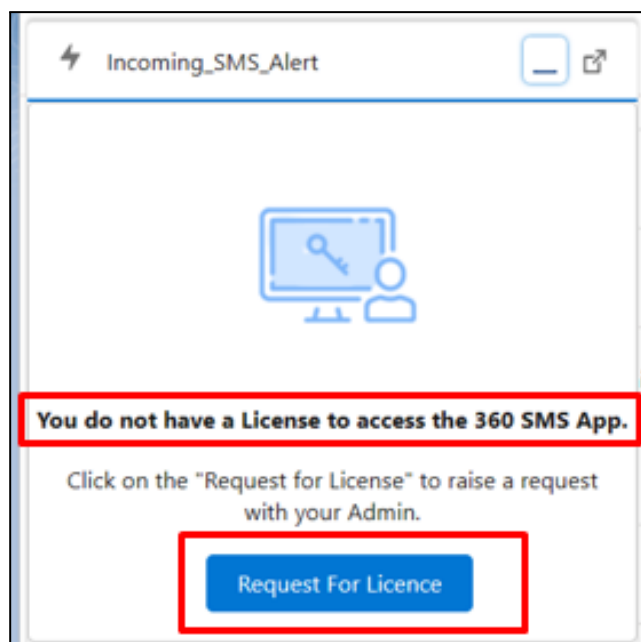


Fig: Request for License button

Hello

I need access to the 360 SMS App and would like to request a license. Can you please provide me with the same?

Thank you,

[User Full Name]  
[User Title]

*Fig: Sample email send by the user to request for license*

## Enhanced Control Options for Emoji and Attachment Buttons

Previously, the option to enable or disable the Emoji and Attachment buttons on the conversation view was only available in the SMS Setup: General Settings: Enable/Disable/Hide Interface Element section. Now, this functionality has been extended to the Multi-Conversation and the Incoming Alert utility bars. Users are presented with three options: "Enable", "Disable", and "Hide". These options provide greater flexibility and control over the use of Emoji and Attachment buttons in conversations.

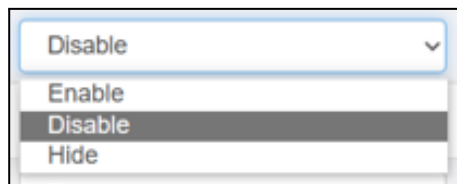
**Enable Option:** To enable the Emoji button and Attachment Button.

**Disable Option:** In this, the emoji and attachment buttons are visible but disabled.

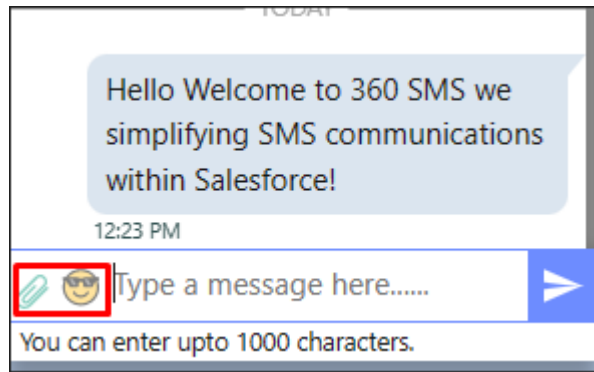
**Hide Option:** In this, the emoji and attachment buttons are not visible.

Emoji Button: 🍌	Disable
Drip Campaign: 🍌	Enable
Ringless Voice Mail: 🍌	Enable
Channel Button: 🍌	Enable
Attachment Button: 🍌	Disable

*Fig Emoji and attachment Enable/Disable button*



*Fig: options available*



*Fig: Emoji and attachments disabled*

## **Group Chats Made Better: Increase in Participants from 5 to 10 Members**

Previously, we only supported group chats with up to 5 members (5 recipients and 1 sender). Now, we have expanded our support to allow for up to 10 participants (To Number), in addition to the 1 sender member, to join a group chat.

## **Enhanced Voicemail System: Opt-Out Option and History Records**

For now, compliance mechanism: contact opts out. We can't send the next message. Record-wise and channel-wise compliance, we can do channel-wise mech too. Only manually done channel-wise.

If the client opted out of SMS, then by default he opted out of voicemail. Not both channels opt out. Unsub records.

Whenever a Ringless Voicemail SMS History record is created, the voicemail information will be included in the History record channel if the channel contains the voicemail value. Additionally, we have also introduced a new channel for SMS unsubscribers called Voicemail. With this channel, you can now stop sending voice mail to selected customers.

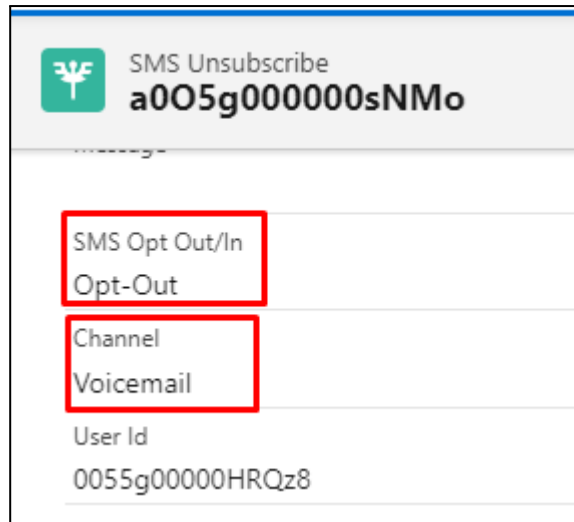


Fig: Voicemail Channel Optout in SMS Unsubscribe

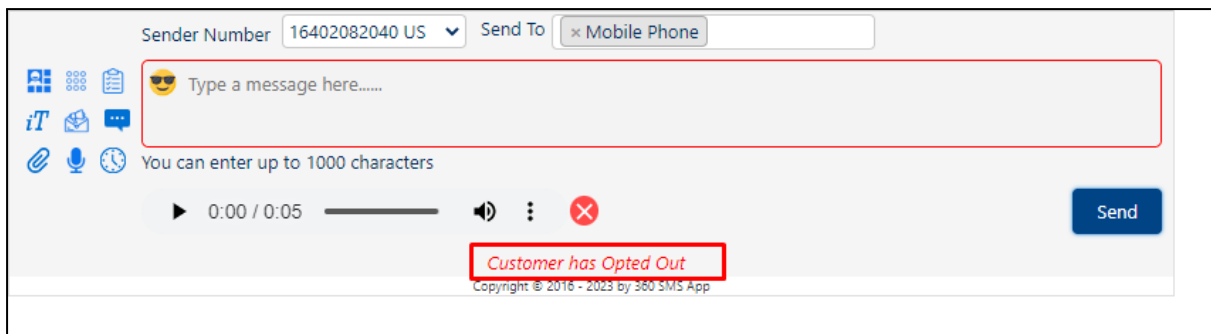


Fig: Voicemail Opted out

## iText: Default Status, Name Change, and Improved Folder Options

We have made some upgrades to iText:

- Previously, when creating a new iText, the status would default to "Inactive." However, now it will be set to "Active" by default.
- We have changed the display name from "Survey" to "iText."
- Previously, there was no option to "Add new" button to folders, but now "Add new" button is available in Folder field.



RealEstate Industry iText List [Create New iText](#)

iText Name  
RealEstate Industry

Brief Description  
RealEstate Industry  
(You can enter maximum 1000 characters)

Select Object ? Keywords ?  
Contact Query

Select Folder ?  
Select Folder

Active

*Fig: iText Active status*

Select Folder ?

Select Folder

**+Add New**

Custom Templates

Promotional Messages

Whatsapp Approved template

Cancel

*Fig: Add New button in Folder field in iText*


## Expanded Query Limitations in iText

Previously, 10–50 queries were allowed for answers to one question. This has been increased to 120 answers for one question.

Previously, there were query limitations for 10–50 answer records in iText (surveys). However, we have now increased this limit to 120.

## Custom Notification

Initially, the notifications were sent through Salesforce Chatter. Now the app uses push notifications for the Salesforce mobile app.

When an incoming message arrives, Salesforce's standard functionality displays notifications in the bell icon  We have introduced two options for custom

notifications in SMSSetup: :General Settings: Enable Custom Notification and Custom Notification.

To use custom notifications, first enable the "Enable Custom Notification" checkbox and add the Custom Notification API. Then, create Custom Notification records under the Custom Notifications setup and edit the general settings accordingly.

**To create Custom Notification History, follow the below steps:**

Click on the Gear icon ⚙️ >> Click on Setup >> In Quick Find box >> search Custom Notifications >> Click on Custom Notifications >> Click on "New" under Custom Notifications Type >> create a Custom Notification History >> Click on Save.

Custom Notification Types <span style="float: right;">New</span>				
Send custom notifications using <a href="#">Flows</a> or <a href="#">Process Builder</a>				
NOTIFICATION NAME	API NAME	NAMESPACE	DESKTOP	MOBILE
Custom Notification SF1	Custom_Notification_SF1	tdc_cti	✓	✓
CustomNotificationHistory	CustomNotificationHistory		✓	✓
SMS Incoming	SMS_Incoming		✓	✓

Fig: CustomNotificationHistory

When you receive an incoming message, you can check the notification via the bell icon. 🔔 Clicking on the notification will redirect you to the respective record.

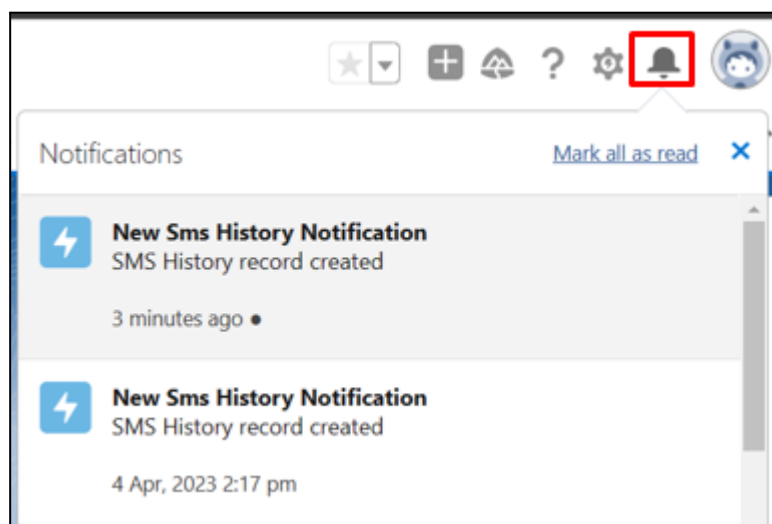


Fig: Custom notification

Enable Custom Notification	✓
Custom Notification	SMS_History_Custom

Fig: Custom notification option in General settings

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## Minor Bug Fixes

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