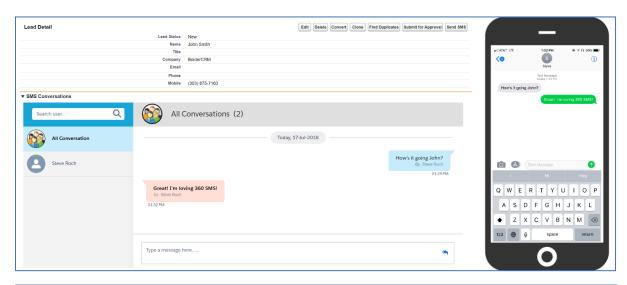
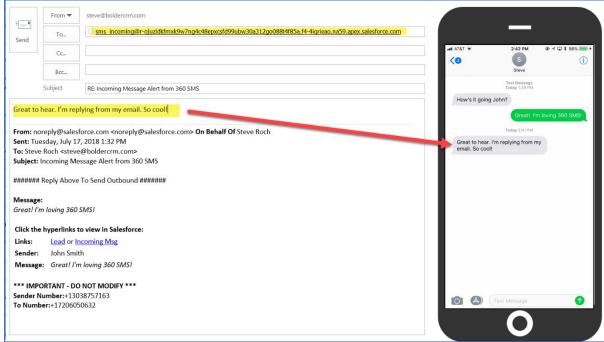


360 SMS - Email to SMS Configuration

360 SMS provides the unique capability to REPLY to the Incoming SMS Notification email and have the text of that reply be sent as an Outbound SMS to the customer. This adds great value to users that may be on their phones and don't want to use the Salesforce1 Mobile app to respond (even though the Incoming Notifications makes that extremely easy as well).

This section explains how to set-up the standard Salesforce Email Service that facilitates this feature.

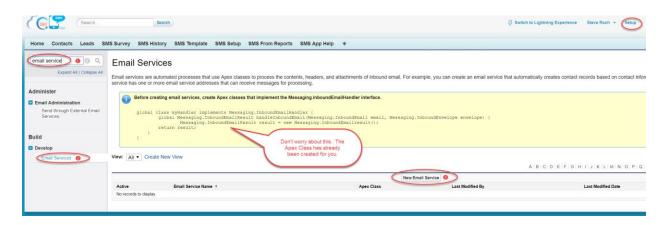






Step 1: Create Email Service

- 1. Go to Salesforce setup
- 2. Type 'Email services' in the 'Quick Find' box and Setup -> Develop -> Email Services.
- 3. Click on 'New Email Service'



4. Fill out the details as shown in the screen capture:

Email Service Name: 360 SMS Incoming

Apex class: ReplyFromEmailToSMS

Accept attachments: All Active: True



5. Click on 'Save and New Email Address'

Email Service Email services let you use Apex classes to process the contents, headers, and attachments of inbound email. Use the settings below t Email Service Information Email Service Name 360 SMS Incoming Apex Class ReplyFromEmailToSMS Advanced Email Security Settings Accept Email From Active Failure Response Settings Configure how salesforce.com responds when an attempt to access this email service fails for the reasons shown below. Enable Error Routing Route Error Emails to This Email Address Save Save and New Email Address Cancel

6. Now enter the following details and Save

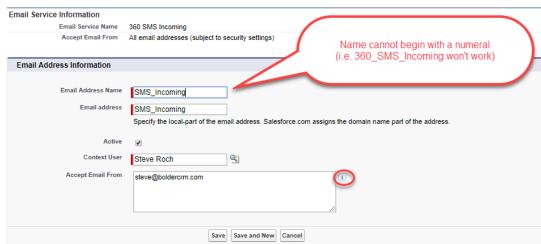
Email Address Name: SMS_Incoming **Email Address:** SMS_Incoming

Active: True

Context User: Usually an Admin or Service User **Accepted Email From:** comma separated list of user emails

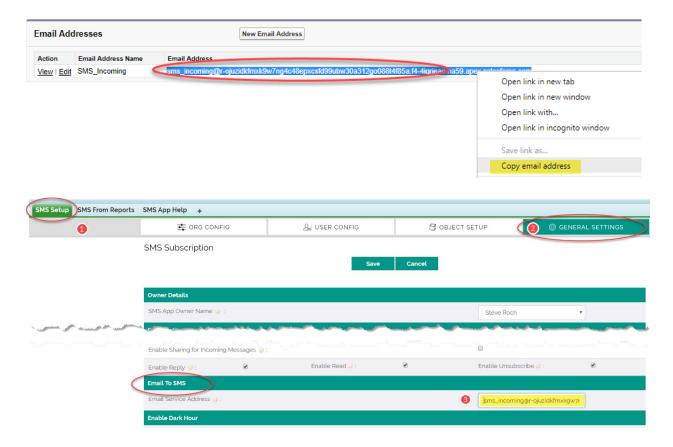
Email Service Address

Specify an email address for this email service. The email service processes messages sent to this address. One email service can have multiple email addresses.





7. Now, we must copy the email address generated in Step 6 to the 360SMS Set-Up



Step 2 (Optional): Edit Email Template

The 360 SMS Incoming Notifications uses standard Salesforce Email Templates that are installed with the product. You may optionally edit these templates for your own purposes.

IMPORTANT:

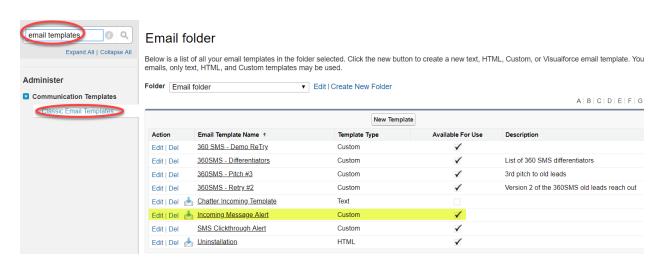
The algorithm to process the Reply Email message looks for two specific strings in the email (Sender Number: and To Number:). Even though you may be tempted to change these, the labels and even the lack of space after the colons are important to parse out the messages. You also **cannot** use these labels (Sender Number & To Number) anywhere else in the HTML as these are used to find the key info after the colon.

Sender Number:+13038757163 **To Number:**+17206050632



To edit the template:

- 1. Go to Salesforce Setup and type 'Email Templates' in the 'Quick Find' box.
- 2. Navigate to the:
 - Administrator -> Communication Templates -> Email Templates
- 3. Edit the 'Incoming Message Alert' as desired, specifically the HTML version
- 4. We suggest editing the Incoming Message Alert with the suggested code snippet we have provided. This has been modified to fit on a phone and has some fixes to the hyperlinks.



Recommended HTML Template

```
###### Reply Above To Send Outbound #######<br><br>
<b>Message:</b><br>
<i>{!tdc tsw Message c.tdc tsw Message Text New c}</i>
<br><br><br>>
<b>Click the hyperlinks to view in Salesforce:<b>
         <b>Links:</b><td
valign="top">{!tdc tsw Message c.tdc tsw Related Object Id URL c} or <a
href="https://login.salesforce.com/{!tdc_tsw__Message__c.Id}" target=" blank">Incoming
Msq</a>
        <b>Sender:</b><td
valign="top">{!tdc tsw Message c.tdc tsw Sender Name c}
     valign="top"><i>{!tdc tsw Message c.tdc tsw Message Text New c}</i>
<br>
<br/><b>*** IMPORTANT - DO NOT MODIFY ***</b><br>
<br/><b>Sender Number:</b>{!tdc tsw Message c.tdc tsw Sender Number c} <br/>
<br/>
<b>To Number:</b>{!tdc_tsw__Message__c.tdc_tsw__ToNumber__c}<br/>
b>To Number__c}<br/>
<br/>
cb>To Number:</br/>
<br/>
cb>To Number:</br/>
cb>To Number:<br/>
cb>To Number:<br/>
cb>To Number:<br/>
cb>T
```



Out-of-Box Email Template (in case you need to revert back)

```
################### Reply Above ###################cbr><br>
Hello, <br><br>
You have received an incoming message. <br><br>>
To view the message, click
<a href="https://login.salesforce.com/{!tdc tsw Message c.Id}"</pre>
target="_blank">Here</a><br><br>
To view associated record, click
href="https://login.salesforce.com/{!tdc tsw Message c.tdc tsw Related Obj
ect Id c}" target=" blank">Here</a><br><br>
<b>More Details:</b> <br>
<br/>
<b>Sender Name:</b>{!tdc_tsw__Message__c.tdc_tsw__Sender_Name__c}
<b>Sender Number:</b>{!tdc_tsw__Message__c.tdc_tsw__Sender_Number__c} <br/><br/>
<b>To Number:</b>{!tdc_tsw__Message__c.tdc_tsw__ToNumber__c}<br>
Thanks , <br><br>>
360 SMS App for Salesforce <br><br><
```