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inTouch Salesforce integration

User Guide

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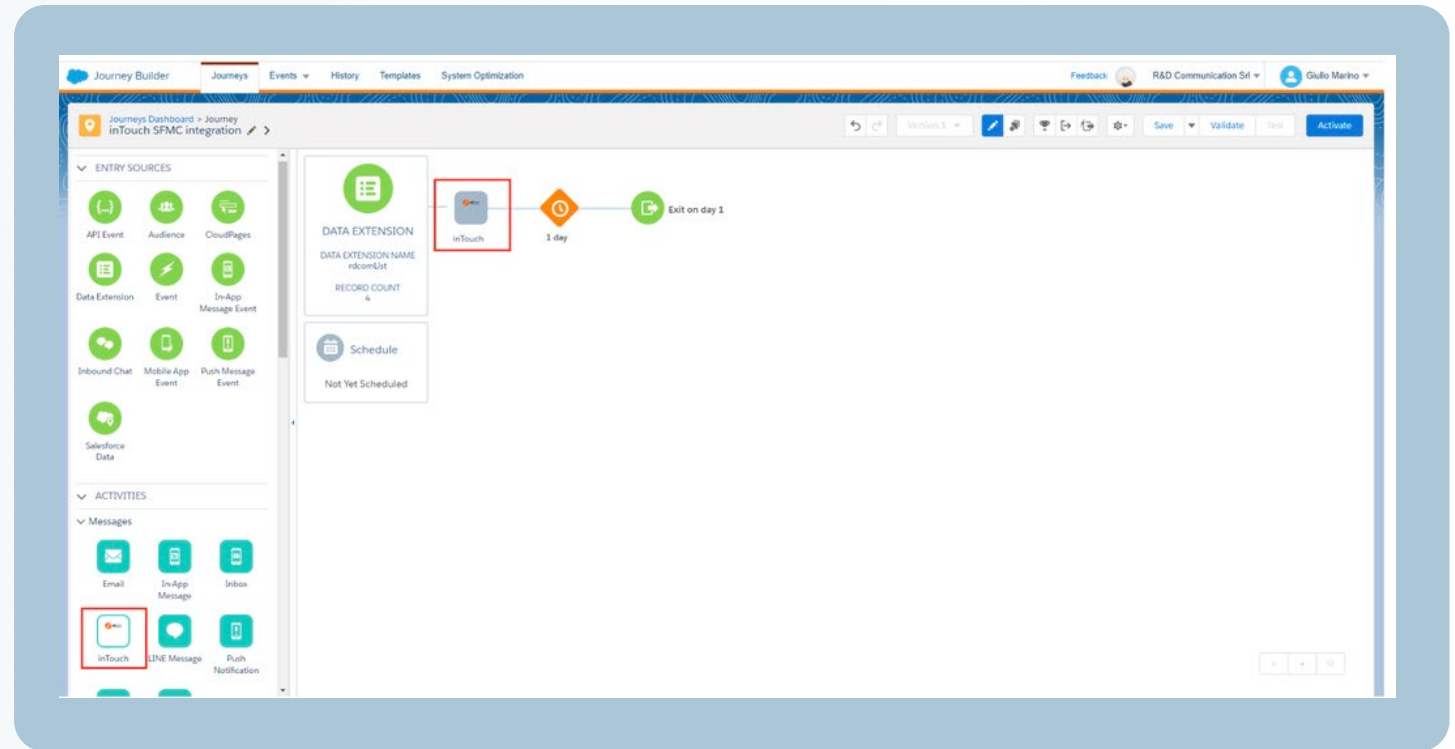


Introduction

The inTouch SMS & RCS integration for Salesforce allows marketers to send 1:1 or bulk SMS and RCS directly from **Journey Builder**, integrating seamlessly with their automation workflows.

The integration supports delivery tracking, link tracking, dynamic personalization, and 2-way messaging.

It is available via the **Salesforce AppExchange**.





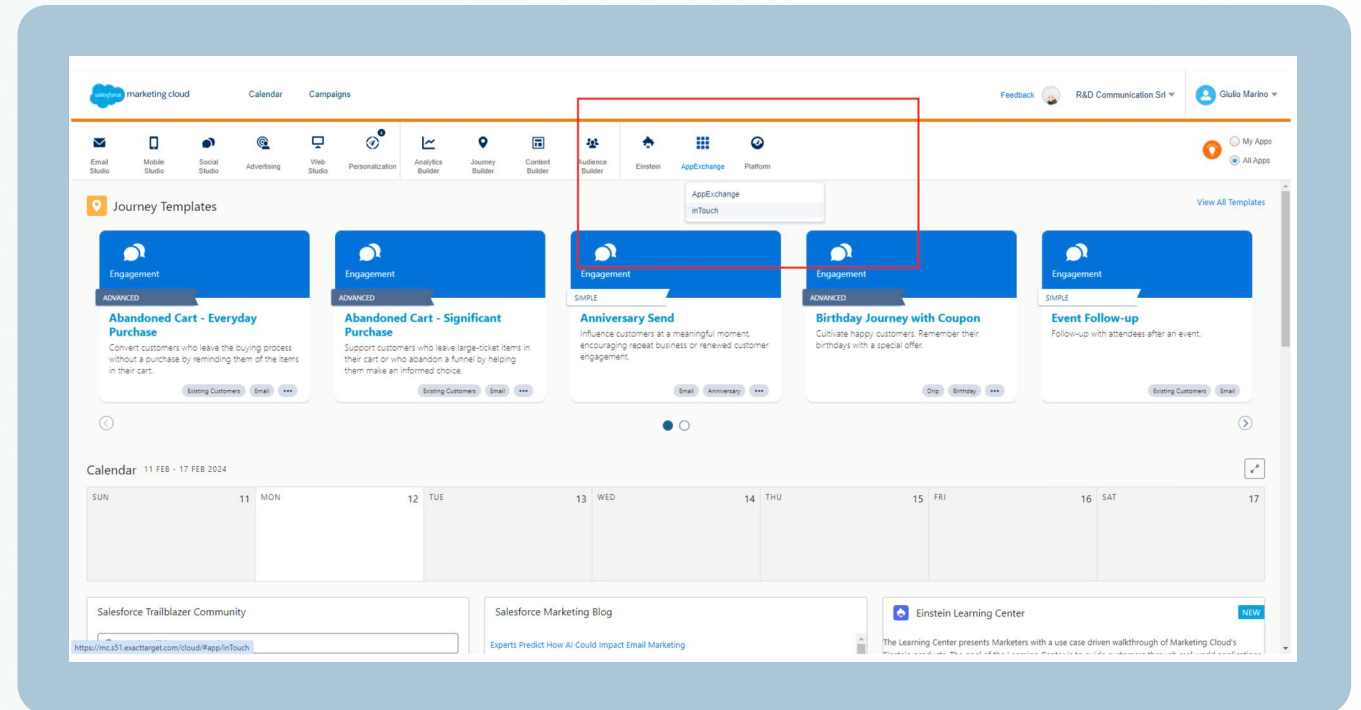
Installation

Prerequisites:

- An **inTouch** account
- An active **Salesforce Marketing Cloud** account with access to **Journey Builder**

Steps:

1. Log in to your Salesforce Marketing Cloud account.
2. Go to AppExchange and install the **inTouch** app.
3. Open the app from AppExchange > inTouch.
4. **Connect** using your inTouch credentials.

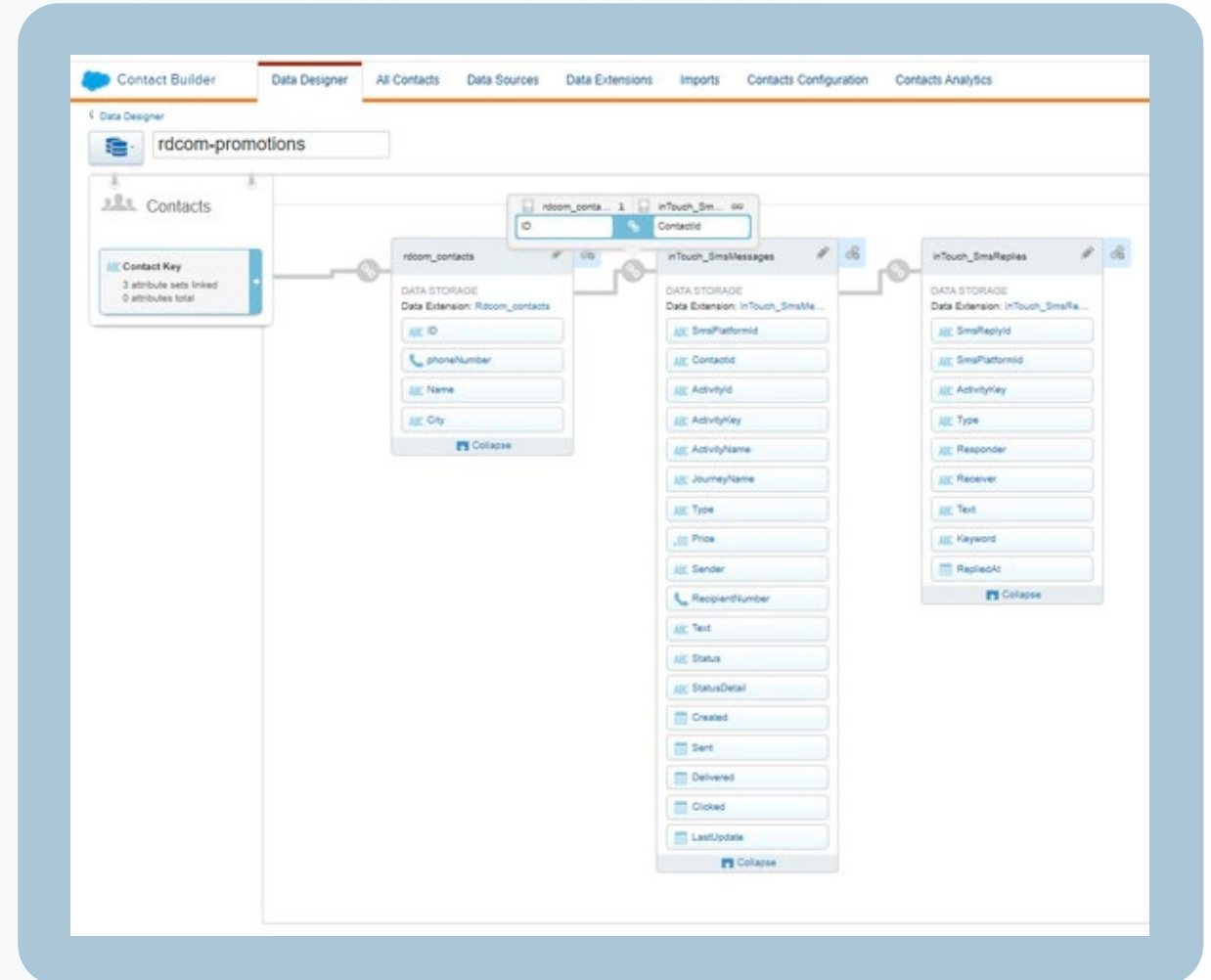




Configuration

Link your Data Extensions:

1. Open **Contact Builder** > **Data Designer**
2. Create an Attribute Group
3. Link your primary data extension (e.g. rdcom_contacts) to:
 - *inTouch_SmsMessages* via *ContactId*
 - *inTouch_SmsReplies* via *SmsPlatformId*



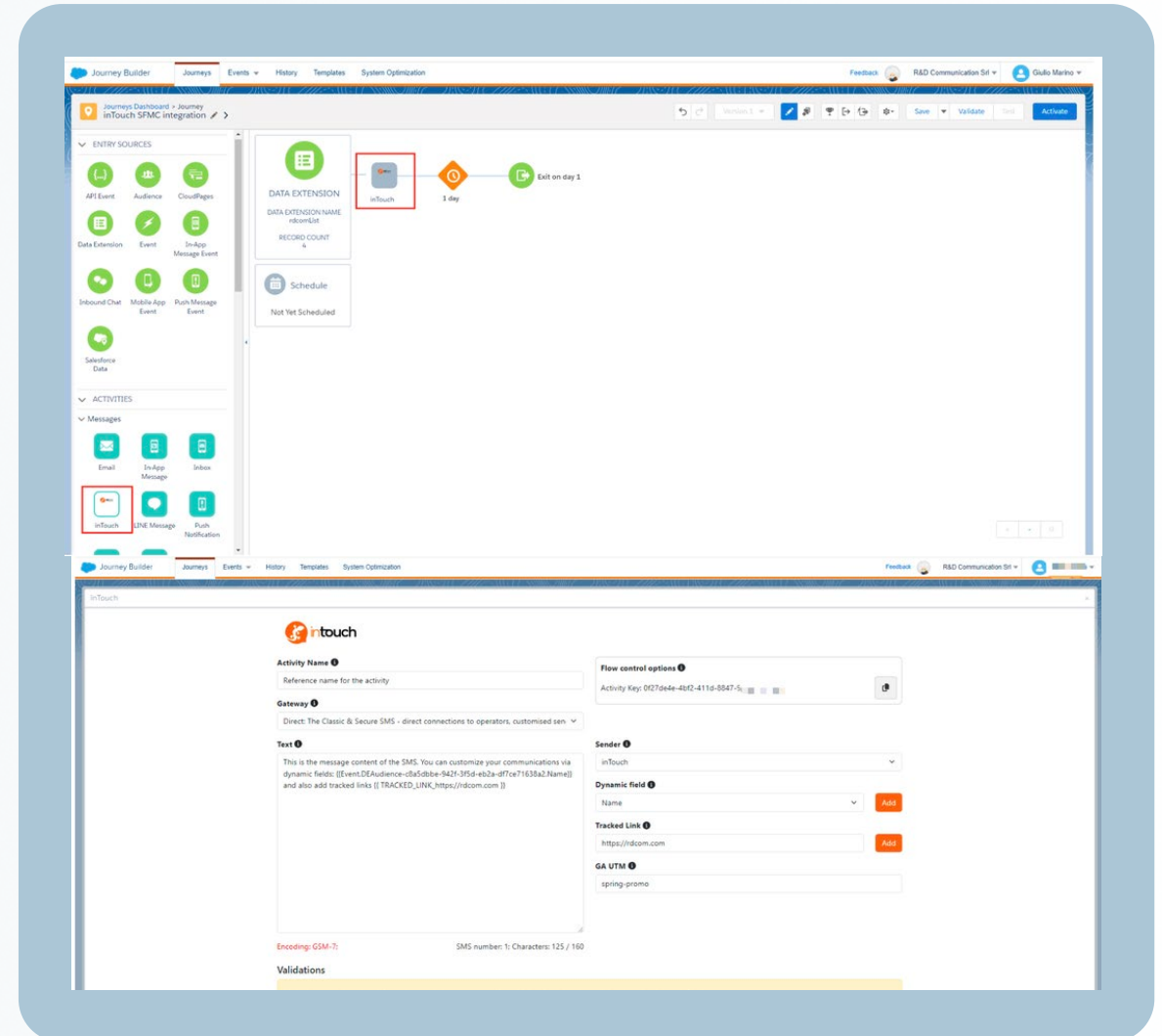


Using inTouch in Journey Builder

1. Open **Journey Builder**
2. Create or open a **Multi-Step Journey**
3. **Drag the inTouch activity into your flow**
4. Click to **configure**

Configuration settings include:

- Activity Name
- Gateway Type (Direct, 2-Way, RCS)
- Sender ID (available for Direct only)
- SMS Text (up to 160 characters, supports GSM 7/UTF-8/UTF-16)
- Dynamic Fields & Tracked Links
- Google Analytics UTM tags
- Keywords (for 2-Way only)





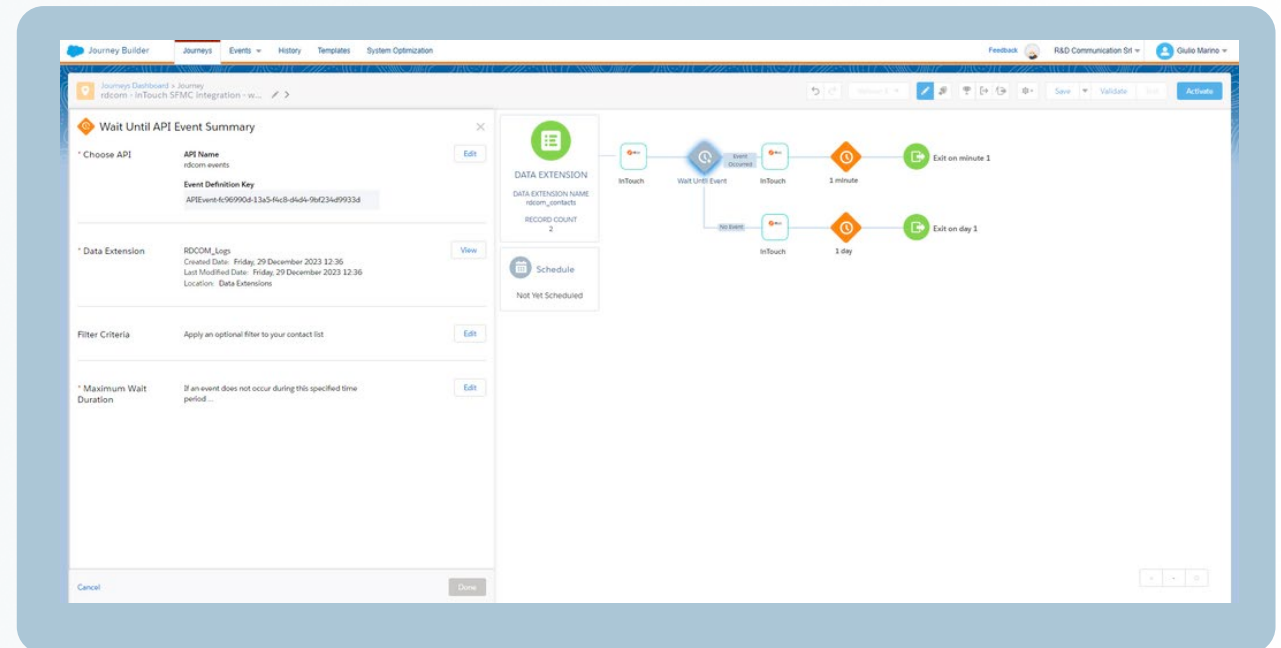
Flow Control Activities

Use inTouch data in flow control activities like:

- **Decision Splits** (based on clicks, replies, etc.)
- **Wait Until Events** (triggered by replies or delivery status)

To enable Wait Until Event:

1. Create an API Event in Journey Builder > Events tab
2. Link it to inTouch_EventLogs
3. Copy the Event Definition Key and paste it into the inTouch activity config
4. Add a Wait Until Event widget and set filters based on Activity Key, Type (Clicked, Delivered, Replied), and optionally Keywords





Dashboard and Monitoring

You can access the inTouch dashboard from the top menu to view:

- SMS credit availability
- Gateway configurations
- Sender and keyword status
- Statistics of up to 2,000 messages
- Replies and keyword tracking

Settings **Statistics** Replies

Analyze the messages sent. We are currently displaying up to the latest 2,000 records. Use our filtering options to extract the dataset you need. You can also [login](#) the inTouch platform and export data from the statistics section.

Phone Number	Journey name	Activity Name	Type	Status	Sent	Delivered	Clicked	Status Detail
3932	test one (Version 7)	test	2WAY	Error				Platform error: not_found
393	New Journey - January 17 2025 at 11:56 AM (Version 1)	Simulate it	DIRECT	Sending				
3933	New Journey - January 17 2025 at 11:56 AM (Version 1)	Simulate it	DIRECT	Sending				
393	New Journey - January 17 2025 at 11:56 AM (Version 1)	Simulate it	DIRECT	Sending				
393	New Journey - January 17 2025 at 11:56 AM (Version 1)	Simulate it	DIRECT	Sending				
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3933	New Journey - January 17 2025 at 11:56 AM (Version 1)	Simulate it	DIRECT	Sending				
3933	New Journey - January 17 2025 at 11:56 AM (Version 1)	Simulate it	DIRECT	Sending				

inTouch

Elevate your outreach with inTouch, the dynamic multichannel campaign platform powered by [rdcom](#). Seamlessly integrate email and SMS marketing, unleash creativity with ease, and connect with your audience on every channel. The integration with Salesforce Marketing Cloud lets you send SMS (direct and 2-way) in your customer journeys

You have connected the account:
Rdcom - Salesforce Test

Contact us!
Contact support@rdcom.com to purchase credits and unlock the power of our SMS services. Monitor your balance and manage outreach efficiently. You can [login](#) to your account to access all inTouch features.

Settings **Statistics** Replies

Analyze the the replies received from your contacts. We are currently displaying up to the latest 2,000 records. Use our filtering options to extract the dataset you need. You can also [login](#) the inTouch platform and export data from the statistics section.

Phone Number(Responder)	Type	Date	Reply Text	Keyword
No data				



Thank you!

www.rdcom.com

