

straight2voicemail



Resonant Software Solutions

STRAIGHT 2 VOICEMAIL

Works on all Australian, New Zealand and
North American networks



User Manual

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What is **Straight 2 Voicemail**?

Straight2voicemail is a technology, which unlike other products, allows you to automatically leave a voice message in your customer's voicemail inbox, this gives the appearance that you tried to call them personally.

Key features of **Straight 2 Voicemail**:



Demand Attention

The recipient gets a standard voicemail notification and then listens to exactly what you have to say. A voicemail demands attention whereas social media and email is only a request for attention.



Respond Instantly

Use your voice to connect instantly with online customers by automatically sending a voicemail after your online form has been filled in.



Save Time

Improve sales processes and increase efficiency. Record one voice message and send it from 1 to 1 million people at the click of a button.



Report and Refine

With our reporting you can see exactly who received the voicemail. And with our value added services we can offer a full data analytics platform.

Salesforce + Straight 2 Voicemail:

Use straight 2 voicemails advanced ringless voicemail drop technology in Salesforce – [Click Here to get the straight2voicemail Salesforce App Exchange Application](#)

Send Voicemail in bulk from Campaigns or automatically using Workflows, Process Builder or Cloud Flows.

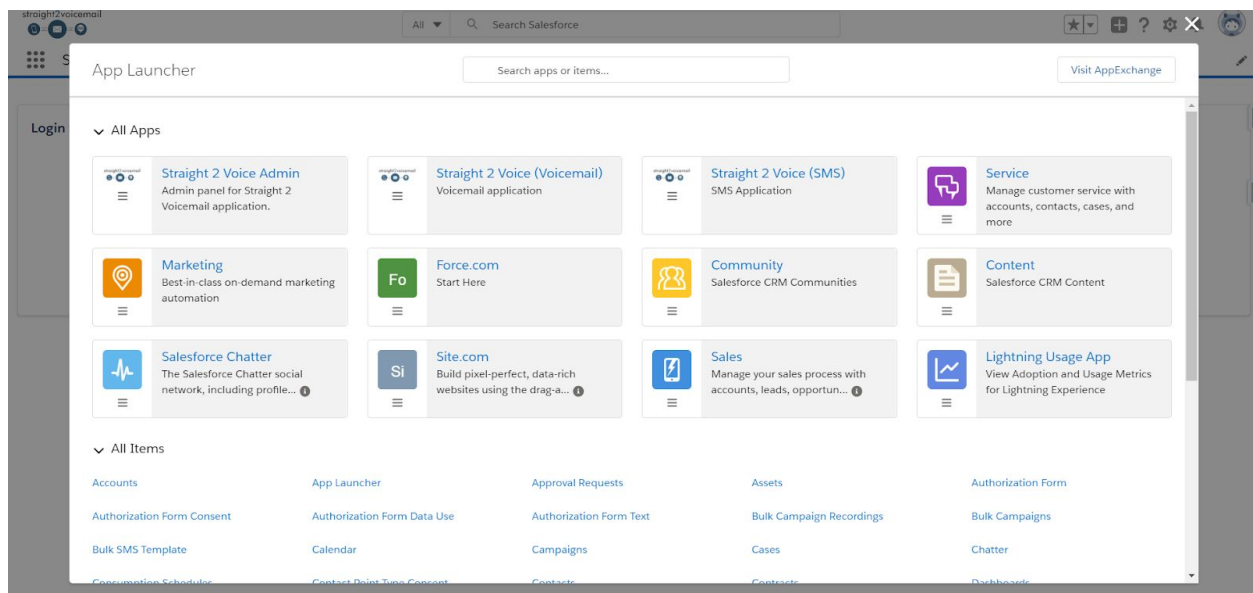
Every user can record up to 10 personal voicemails and automation controls when to send them

Let's start with the Straight 2 Voice (Admin) application:

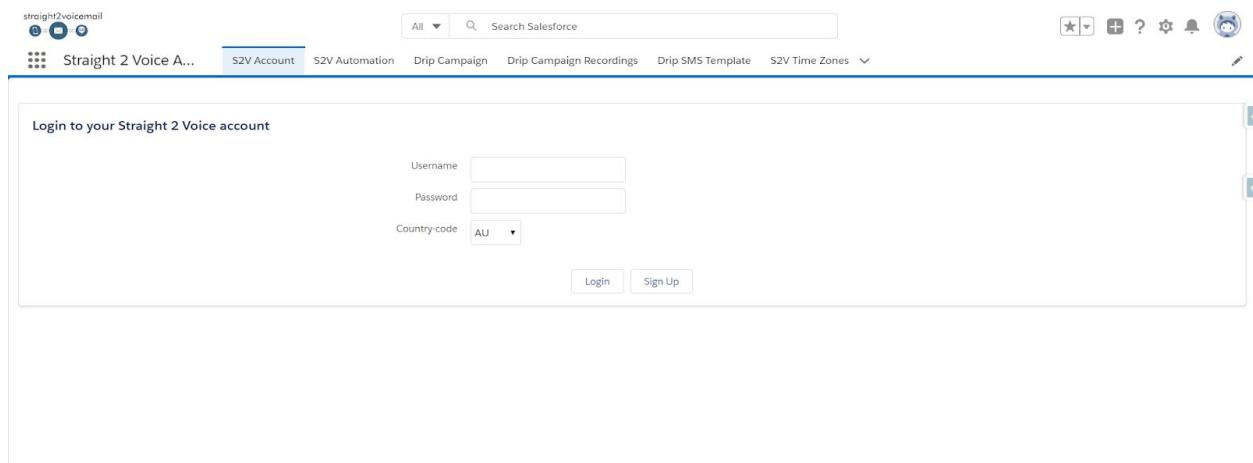
1.1 S2V Account:

This application is specially designed for only for the System Administrators of Salesforce org. We can call it Straight 2 Voice (S2V) Setup application.

After the application is installed successfully find the Straight 2 Voice Admin from your App Launcher:



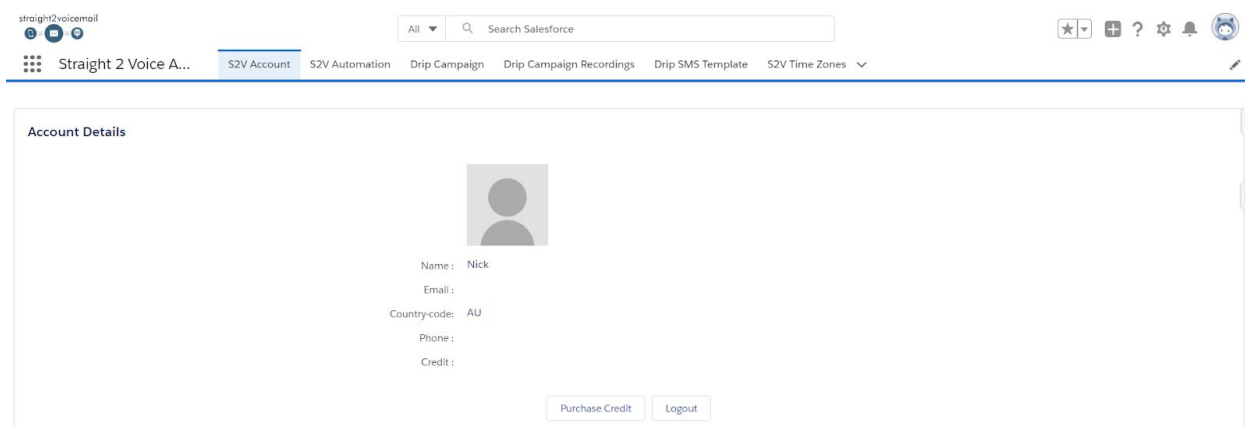
After clicking on the Straight 2 Voice Admin application you will find the below page:



Now, if you have your own S2V Credentials you can use them here but make sure you are entering the country code perfectly.

If you are still new and you don't have your account in S2VM then still you don't have to worry **you can click on the Sign Up button and create a new one** and we are providing a free trial account :)

After successful login to your S2V Account you will have your account details over here:



1.2 **S2V Return Number:**

Here we need to verify the sender's number first. It's quite a simple process to verify the number.

Enter your number into the text box and select the country code.

⋮

Straight 2 Voice A...

S2V Account

S2V Return Number

S2V Automation

Drip Campaign

Drip Campaign Recordings

Drip SMS Template

This is the number from where the voicemail came from. Your landline or mobile. Special numbers are not permitted.

Return Number :

Country Code :

[Add Number](#)

Click on the **"Add Number"** button

Country Code :

[Add Number](#)

Once you have added your number you will need to click verify to call the number to verify that you own it

CALLER ID	VERIFIED
0404500225	Click to Verify
	true
	Click to Verify
	Click to Verify
	true

Now, you will find that number in the below list let's click the button **"Click to Verify"**

You will be redirected to the below page where you have to enter the OTP which will be shared to the number that you have entered:

Verification

✓ Success:

Verification Code Successfully Sent.

Verification code:

[Enter verification code](#)

And then you find your number in list with new status called TRUE:

Temporary Verification Code

AU

Add Number

Once you have added your number you will need to click verify to call the number to verify that you own it

CALLER ID	VERIFIED
	Click to Verify
0404500225	true
	Click to Verify
	Click to Verify
	true

You need to store the **SAME EXACT MATCH** verified number to the respective users as I have verified the Matt's number so I will store that number in Matt's user detail page in the field called **S2V Verified Number**:

SETUP

Users

Temporary Verification Code (Expires in 1 to 24 Hours)

[Generate]

as Daily Digest

Make Setup My Default Landing Page

Quick Access Menu

Development Mode

Show View State in Development Mode

Cache Diagnostics

Allow Forecasting

Call Center

Phone

Extension

Fax

Mobile

Email Encoding

Employee Number

Used Data Space

Used File Space

Last Login

Last Password Change or Reset

Failed Login Attempts

Individual

S2V Verified Number

0404500225

General US & Western Europe (ISO-8859-1, ISO-LATIN-1)

12 KB

[View]

0 B

[View]

5/09/2019 4:28 PM

16/10/2017 9:57 AM

0

[View]

Created By

Nick Black1, 16/10/2017 9:46 AM

Modified By

Nick Black1, 4/02/2020 10:35 PM

Edit

Sharing

Reset Password

Login

Freeze

1.3 S2V Automation:

Step *: Please select any one.

☒ Voicemail ☐ SMS

Step 1: Select Object (on which you wanted to automate the process)

Step 2: Please select a Type (Contact OR Lead) to whom you wanted to send voice mail

Step 3: Please select the fields to whom we need to send voicemail

Step 4: Select User Reference fields based on the above selected type

Step 4A: Select Recording number which you want to send

OR

Step 4: Select Fixed users for the above Selected type

Step 4A: Select Recordings

Step 5: Option Schedule

The above tab will help you to create a whole new apex trigger into your Salesforce org in just some clicks.

Let's get a deep dive into the above section step by step:

1). Step *: Please select any one:

You need to select the option that you want to send voicemail or sms to the customers.

Step *: Please select any one. ☒ Voicemail ☐ SMS

2). Step 1: Select Object (on which you wanted to automate the process):

After selecting the above radio button now let's go the main thing called objects! You can find that there are 5 object names present in that picklist values:

i) CampaignMember ii) Contact iii) Lead iv) Opportunity v) Task

Step 1: Select Object (on which you wanted to automate the process) CampaignMember

3). Step 2: Please select a Type (Contact OR Lead) to whom you wanted to send voice mail:

We have selected the Campaign Member as an object name in the above step so Campaign members are basically Contacts or Leads.

The below step will determine that after selecting Campaign Members to whom we are sending voicemails contacts or Leads.

Step 2: Please select a Type (Contact OR Lead) to whom you wanted to send voice mail

Contact ▼

4). Step 3: Please select the fields to whom we need to send voicemail:

This step is used when you are not sure that you want to send voicemails to contact and lead when inserted in as a campaign member to a particular campaign.

Step 3: Please select the fields to whom we need to send voicemail

Lead /Contact ID ▼

5). Step 4: Select User Reference fields based on the above selected type:

This step is to select your “FROM NUMBER” like from the voicemail will be sent to the customers (Campaign members).

Step 4: Select User Reference fields based on the above selected type

Created By ID ▼

5.1) Step 4: Select Fixed users for the above Selected type:

There is one another step in which you can select a particular Salesforce user and not record created user or last modified user.

OR

Step 4: Select Fixed users for the above Selected type

Matt Sutton ▼

6). Step 4A: Select Recordings:

Select the recording you want to send to the Campaign Members.

Step 4A: Select Recordings

12 - Testing description for Recording ▼

Now this is **NOT THE END** of the creation of apex trigger. We understand that every business process is different and every business process has their own criteria for sending voicemail as they don't want to send voicemail to each and every person.

Let's go the filter criteria:

7). Please use below filter conditions to filter records which is eligible for automation
(Ex: If OpportunityAmount > 1000)

Please use below filter conditions to filter records which is eligible for automation (Ex: If OpportunityAmount > 1000)

Field	Operator	Value
Status ▼	Equals ▼	Sent ▼ AND
State/ Province ▼	Equals ▼	NSW AND
Country ▼	Equals ▼	Australia AND

The above image shared is my filter criteria it says that if the Campaign Member Status is equal to Sent **AND**
CampaignMember State is equal to NSW **AND**
CampaignMember Country is equal to Australia.

Then only the created automated process will be fired.

Let's click on the **SUBMIT** button and you find the Apex Trigger is generated with its Apex Test Class:

(-- Image shared below --)

straight2voicemail

All Search Salesforce

Straight 2 Voice A... S2V Account S2V Automation Drip Campaign Drip Campaign Recordings Drip SMS Template S2V Time Zones S2V Active Schedules

```

trigger CampaignMemberObjTrigger on CampaignMember (after insert, after update)
{
    Boolean voicemail = true;
    Boolean isValid = false;
    Boolean isBatchRecord = false;
    List<Id> listIds = new List<Id>();
    System.debug(S2V_RecursiveTriggerHandler.isFirstTime);
    if(S2V_RecursiveTriggerHandler.isFirstTime){
        S2V_RecursiveTriggerHandler.isFirstTime = false;
        String selectedObject = 'CampaignMember';
        String selectedObjIdType = 'Contact';
        for(CampaignMember objCampaignMember : Trigger.new){
            if(objCampaignMember.S2V_S2VCustomer_Time_Zone__c != null){
                if(voicemail == true && objCampaignMember.S2V_Stop_Notifications__c == FALSE){
                    Boolean isValid = S2V_S2VTimezoneValidation.isValidForSendToObjCampaignMember_S2V_S2VCustomer_Time_Zone__c);
                    Boolean isBatchRecord = S2V_S2VTimezoneValidation.isBatchContact(selectedObject, objCampaignMember);
                }
                if(!isValid && !isBatchRecord){
                    listIds.add(objCampaignMember.Id);
                }
                else {
                    if(voicemail == true && objCampaignMember.S2V_Stop_Notifications__c == FALSE){
                        S2V_S2VTimezoneValidation.InsertQueueRecordVoicemail('CampaignMember',true,objCampaignMember.Id,'Contact','LeadOrContactId', objCampaignMember.S2V_S2VCustomer_Time_Zone__c);
                    }
                }
                listIds.add(objCampaignMember.Id);
            }
        }
        if(listIds!=null && listIds.size()>0){
            if(!Test.isRunningTest()){
                S2V_S2VVoicemailSendPageController.CallFutureMethod(listIds,'CampaignMember');
            }
        }
    }
}

@isTest
private class CampaignMemberObjTriggerTest
{
    @isTest
    private static void testTrigger()
    {
        S2V_S2V_Trigger_Handler__c objCS = new S2V_S2V_Trigger_Handler__c();
        objCS.Name = 'TriggerHandler';
        objCS.S2V_S2VTimezoneContact__c = true;
        objCS.S2V_S2VTimezoneEmail__c = true;
        objCS.S2V_S2VTimezoneOpp__c = true;
        objCS.S2V_S2VTimezoneTask__c = true;
        objCS.S2V_SendVoicemail__c = true;
        insert objCS;

        S2V_Countrycode__c cs = new S2V_Countrycode__c();
        cs.Name = 'AU';
        cs.S2V_Country__c = 'AU';
        cs.S2V_Active__c = TRUE;
        insert cs;

        S2V_Countrycode__c cs1 = new S2V_Countrycode__c();
        cs1.Name = 'CA-US';
        cs1.S2V_Country__c = 'CA-US';
        cs1.S2V_Active__c = FALSE;
        insert cs1;

        S2V_Countrycode__c cs2 = new S2V_Countrycode__c();
        cs2.Name = 'NZ';
        cs2.S2V_Country__c = 'NZ';
        cs2.S2V_Active__c = FALSE;
        insert cs2;

        List<Contact> listCon = new List<Contact>();
        Contact objCon = new Contact();
        objCon.LastName = 'test';
        objCon.Email = 't@t.com';
        objCon.S2V_S2VCustomer_Time_Zone__c = 'Australia/NSW';
        objCon.MailingCountry = 'AU';
        objCon.S2V_S2VBatch_Record__c = true;
        objCon.S2V_S2VStop_Notifications__c = false;
        Contact objCon1 = new Contact();
        objCon1.LastName = 'test';
        objCon1.Email = 't@t.com';
        objCon1.S2V_S2VCustomer_Time_Zone__c = 'Australia/NSW';
        objCon1.MailingCountry = 'AU';
        objCon1.S2V_S2VBatch_Record__c = false;
        objCon1.S2V_S2VStop_Notifications__c = false;
        objCon1.S2V_S2VStop_Notifications_SMS__c = false;
        listCon.add(objCon);
        listCon.add(objCon1);
        insert listCon;

        Campaign Campaignobj2 = new Campaign();
        Campaignobj2.Name = 'test';
        insert Campaignobj2;

        List<CampaignMember> listObjCampaign = new List<CampaignMember>();
        S2V_RecursiveTriggerHandler.isFirstTime = true;
        CampaignMember CampaignMemberobj1 = new CampaignMember();
        CampaignMemberobj1.CampaignId = Campaignobj2.Id;
        CampaignMemberobj1.ContactId = objCon.Id;
        CampaignMemberobj1.ContactId = objCon1.Id;
        listObjCampaign.add(CampaignMemberobj1);
        listObjCampaign.add(CampaignMemberobj1);
        insert listObjCampaign;
    }
}

```

Deploy Trigger Code

Click on the **“DEPLOY TRIGGER CODE”**

You will be then redirected to the below page:

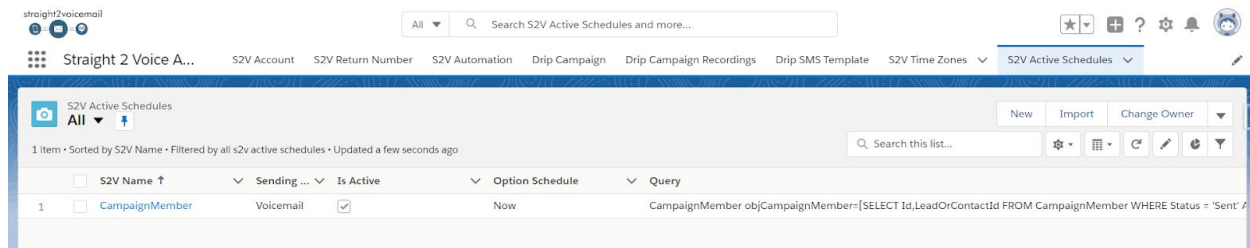
Action	Object Name	Reference Field Table	Recording Name	Name
Del	CampaignMember		Testing description for Recording# 12.	Nick Black1

Which means you have successfully created the Apex Trigger into the Salesforce system.

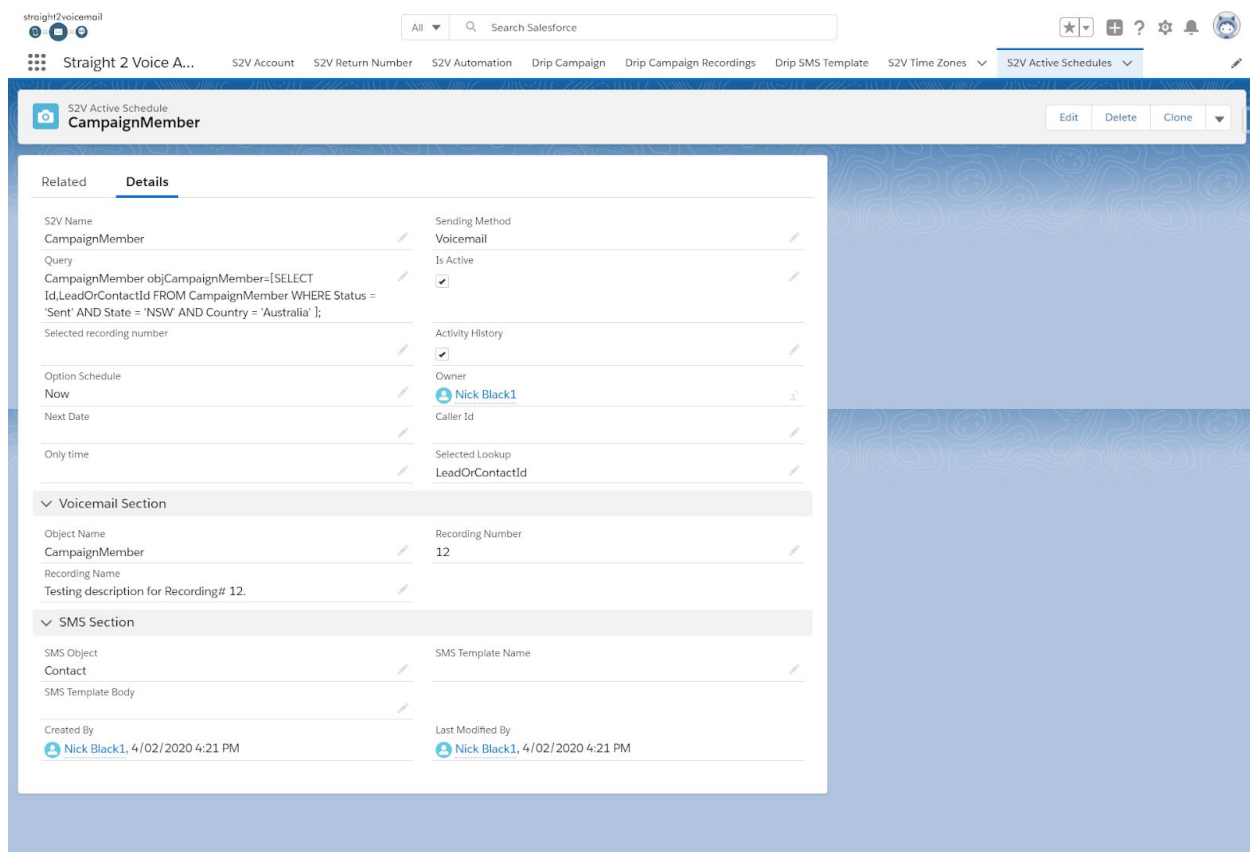
Jumping to another tab called **S2V Active Schedules** to check what exactly we have created above.

1.8 S2V Active Schedules:

This particular tab or object I used to track the criteria that we have used to create the S2V Automation.



So, this is where we are storing all the types as well as filter criteria selected in S2V Automation page. If you click on the S2V Name called “**CampaignMember**” you will find the below details.



NOTE: TO DEACTIVATE THIS PROCESS YOU JUST NEED TO UNTICK THE CHECKBOX CALLED “IS ACTIVE”

1.4 Drip Campaign:

A simple way to send voicemail or sms without creating any apex triggers from the S2V Automation tab.

The screenshot displays the 'Straight 2 Voicemail' drip campaign interface in Salesforce. At the top, there's a navigation bar with tabs for 'Straight 2 Voice A...', 'S2V Account', 'S2V Return Number', 'S2V Automation', 'Drip Campaign' (selected), 'Drip Campaign Recordings', 'Drip SMS Template', 'S2V Time Zones', and 'S2V Active Schedules'. Below the navigation bar, the 'Straight 2 voicemail campaign' section is visible. It includes a 'Create Campaign' button, a 'Refresh' button, and a search bar for 'Search Names'. The main area contains a table of campaign members. The table has columns for 'ADD MEMBERS', 'STATUS', 'CAMPAIGN NAME', 'CAMPAIGN DATE', 'RETURN NUMBER', 'SELECT VOICE RECORDING', 'DNCR CHECKBOX', 'CHECK DNCR', 'ACTION', and 'CALL HISTORY'. The table lists 10 members with various statuses (Completed, Planned, Aborted) and campaign names (Test49 to Test40). Each row has a 'Start Send Out' button and a 'Call History' button. At the bottom, there is another 'Create Campaign' button.

ADD MEMBERS	STATUS	CAMPAIGN NAME	CAMPAIGN DATE	RETURN NUMBER	SELECT VOICE RECORDING	DNCR CHECKBOX	CHECK DNCR	ACTION	CALL HISTORY
Add Member (4)	Completed	Test49	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	Call History
Add Member (2)	Planned	Test48	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (2)	Planned	Test47	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (1)	Planned	Test46	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (1)	Aborted	Test45	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (1)	Planned	Test44	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (1)	Planned	Test43	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (2)	Planned	Test42	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (2)	Planned	Test41	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (2)	Planned	Test40	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	

Functionalities provided:

- Create Campaign
- Select Voicemail or sms
- Search Campaign
- Change the page size
- Filter by status
- Sort by Campaign Status
- Sort by Campaign Name
- Sort by Campaign Date

Let's create a new Campaign Record:

Click on the “**Create Campaign**” button and you will be redirected to the below page:

The screenshot shows the 'Create Campaign Record' form. At the top, there is a navigation bar with the following items: Straight 2 Voice A..., S2V Account, S2V Return Number, S2V Automation, Drip Campaign, Drip Campaign Recordings, Drip SMS Template, S2V Time Zones, and S2V Active Schedules. Below the navigation bar, the form contains the following fields and buttons:

- A text input field labeled 'Campaign Name.' with a red asterisk indicating it is mandatory.
- A dropdown menu labeled 'Select the Country name' with a red asterisk indicating it is mandatory.
- 'Save' and 'Cancel' buttons.

Here both the fields are mandatory i) Campaign Name ii) Country

This screenshot shows the same 'Create Campaign Record' form, but with the following values entered:

- The 'Campaign Name' field is filled with 'Testing Campaign on 4th F'.
- The 'Select the Country name' dropdown is set to 'AU'.
- The 'Save' and 'Cancel' buttons are still present.

Save the campaign and now you will have your campaign name listed on the Drip Campaign page.

Now the question arises: what if you are having different mandatory fields over the Campaign?

So, you don't need to worry about that you can select the standard tab: **Campaign**

The screenshot shows the 'Campaigns' tab selected in the interface. The top navigation bar is the same as in the previous screenshots. Below the navigation bar, the 'Campaigns' section is displayed with the following elements:

- A search bar labeled 'Search Campaigns and more...'.
- A 'New' button in the top right corner.
- A 'Recently Viewed' section with a dropdown arrow and a plus icon.
- A search bar labeled 'Search this list...'.
- A table with columns: Campaign Name, Parent Campai..., Type, Status, Start Date, End Date, Responses in C..., and Owner Alias.

Now, Let's create a new Campaign from this object:

Make sure while creating new campaign a field called “Straight2Voicemail” checkbox should be checked to TRUE because only after you can see this particular campaign record in that Drip Campaign page.

The screenshot shows a 'Create Campaign' modal form. The 'Straight2Voicemail' checkbox is checked. Other fields include Recording Name, Schedule Frequency, Country code, Start Date, Option Schedule, and End Date. The form is titled 'S2V Details' and 'Description Information'.

Enter your mandatory data into this campaign and click save.

Now go back to the **Drip Campaign** and you will find your newly created campaign on the top:

The screenshot shows the 'Straight 2 voicemail campaign' page. It includes a 'Create Campaign' button and a 'Refresh' button. Below these are radio buttons for 'Voicemail' and 'SMS'. A search bar with 'Search Names.' and a 'Go!' button is present. A table with columns: ADD MEMBERS, STATUS, CAMPAIGN NAME, CAMPAIGN DATE, RETURN NUMBER, SELECT VOICE RECORDING, DNCR CHECKBOX, CHECK DNCR, ACTION, and CALL HISTORY. The first row shows 'Add Member (0) In Progress Salesforce Developer 4/02/2020 10:02 PM --Select the return number-- --Select the recording--'.

1.5 Drip Campaign Recording:

Before sending voicemail let's record some voices so that it can be sent to the customers.

No.	Record	Progress Bar	Play	Name	Notes	Update Notes	
1			Progress 00:00	Play	Sent when Send VM	Testing 12	Update Notes
2			Progress 00:00	Play	Sent when	test2	Update Notes
3			Progress 00:00	Play	Sent When		Update Notes
4			Progress 00:00	Play	Sent when Lead		Update Notes
5			Progress 00:00	Play	Sent when Task		Update Notes
6			Progress 00:00	Play	Testing additional		Update Notes
7			Progress 00:00	Play	Testing VM dhairya		Update Notes
8			Progress 00:00	Play	Spare		Update Notes
9			Progress 00:00	Play	Spare		Update Notes
10			Progress 00:00	Play	Send to Campaign if	test 45	Update Notes

LIMITATION: System admin can record upto 10 voice recordings.

There are multiple column present here in which the interesting column are **Name** and **Notes**

Recording Name	Recording Number	Description	Notes
Rec-0086	5	Sent when Task Created with "S2VM - Sent VM To Call Me Back"	
Rec-0087	1	Sent when Send VM to Call Back = True	Testing 12
Rec-0088	2	Sent when Campaign Member = Sent	test2

The name column is the Description field of this object and the Notes column is the Notes field of this object we can surely update the Notes directly from the Drip recording page but not the Description to update the description the system admin needs to update the description from this object.

Let's create the recording on Drip Campaign Recording page:

No.	Record	Progress Bar	Play	Save or Delete	Name	Notes	Update Notes
1	Record Stop		Play		Sent when Send VM	Testing 12	Update Notes
2	Record Stop		Play		Sent when	test2	Update Notes
3	Record Stop		Play		Sent When		Update Notes
4	Record Stop		Play		Sent when Lead		Update Notes
5	Record Stop		Play		Sent when Task		Update Notes
6	Record Stop		Play		Testing additional		Update Notes
7	Record Stop		Play		Testing VM dhairya		Update Notes
8	Record Stop		Play		Spare		Update Notes
9	Record Stop		Play		Spare		Update Notes
10	Record Stop		Play		Sent to Campaign If	test 45	Update Notes

Click on the stop button and then you can hear what you have recorded:

No.	Record	Progress Bar	Play	Save or Delete	Name	Notes	Update Notes
1	Record Stop		Play	Save	Sent when Send VM	Testing 12	Update Notes

If the recording looks good let's save the recording.

No.	Record	Progress Bar	Play	Save or Delete	Name	Notes	Update Notes
1	Record Stop		Play	Delete	Sent when Send VM	Testing 12	Update Notes

Now let's use the above recording in the Drip Campaign page:

First add members to the above created Campaign:

The screenshot shows the 'Straight 2 voicemail campaign' interface. At the top, there are 'Create Campaign' and 'Refresh' buttons. Below them are radio buttons for 'Voicemail' (selected) and 'SMS'. A search bar with 'Search Names.' and a 'Go!' button is present. Below the search bar are filters for 'Status' (set to 'Filter by Status') and 'Page Size' (set to '50'). A table at the bottom shows the campaign details: 'ADD MEMBERS' (0), 'STATUS' (In Progress), 'CAMPAIGN NAME' (Salesforce Developer), 'CAMPAIGN DATE' (4/02/2020 10:02 PM), 'RETURN NUMBER' (--Select the return number--), 'SELECT VOICE RECORDING' (--Select the recording--), 'DNCR CHECKBOX' (unchecked), 'CHECK DNCR' (button), 'ACTION' (Start Send Out), and 'CALL HISTORY'.

I have added 4 campaign members into this particular campaign:

This screenshot is identical to the previous one, but the 'ADD MEMBERS' count has increased to 4. The rest of the interface remains the same.

Now, let's select the Return number (already explained in section 1.2) and then select the recording.

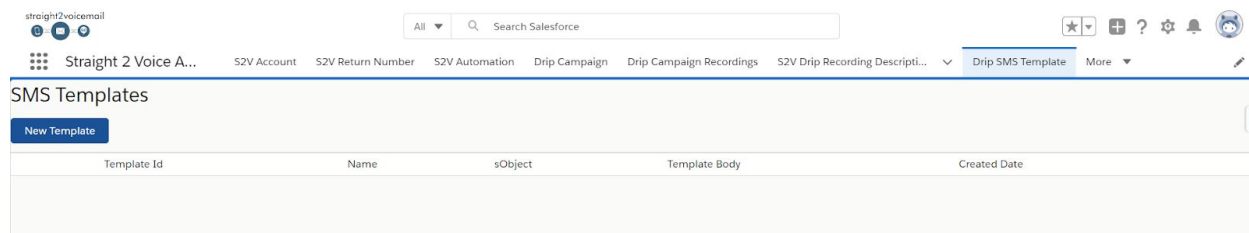
Click on the **Start Send Out** button and then you will see the success message.

This screenshot shows the same interface as the previous ones, but with a green success banner at the top that reads: 'Success: success to send request to SZV'. The 'ADD MEMBERS' count is still 4, and the 'Status' is now 'Completed'. The 'ACTION' button is now 'Start Send Out'.

You can check your call history for that particular campaign by click the button **Call History**

1.6 Drip SMS Template:

Here you can create sms templates on your own. In this we have provided one special and unique functionality called merge fields you might be aware that is same functionality is present in creating email templates.



Let's create a new SMS Template:

So if you can see the above image I have created a new SMS template now let's save this template:

You will find that new created template over here:

SMS Templates					
New Template					
	Template Id	Name	sObject	Template Body	Created Date
Del Edit	ST-000598	LEAD-50% Discount	Lead	Hi, Testing S2VM Testing for 50% code	02/04/2020

You can now edit the template or delete the existing template.

Now, if you go back to the Drip Campaign and select the SMS radio button instead of voicemail then you will find your newly created SMS template over there:

The screenshot shows the 'Straight 2 voicemail campaign' interface. At the top right, there are 'Create Campaign' and 'Refresh' buttons. Below the title, there are radio buttons for 'Voicemail' and 'SMS', with 'SMS' selected. A search bar labeled 'Search Names.' with a 'Go!' button is present. Below the search bar, there are filters for 'Status' (set to 'Filter by Status') and 'Page Size' (set to '50'). A table of campaign data is displayed with columns: ADD MEMBERS, STATUS, CAMPAIGN NAME, CAMPAIGN DATE, RETURN NUMBER, SELECT SMS TEMPLATE, DNCR CHECKBOX, CHECK DNCR, and ACTION. The table contains one row with the following data: 'Add Member (4)', 'Completed', 'Salesforce Developer', '4/02/2020 10:02 PM', '0404500225', 'LEAD-50% Discount', an unchecked checkbox, 'Check DNCR', and 'Start Send Out'.

So, this is how we can send Voicemail or SMS to the customer in just some clicks.

Now, we know how we can send the voicemail or sms to the customers but we also need to take care that the voicemail and sms are sent to them in their respective working hours.

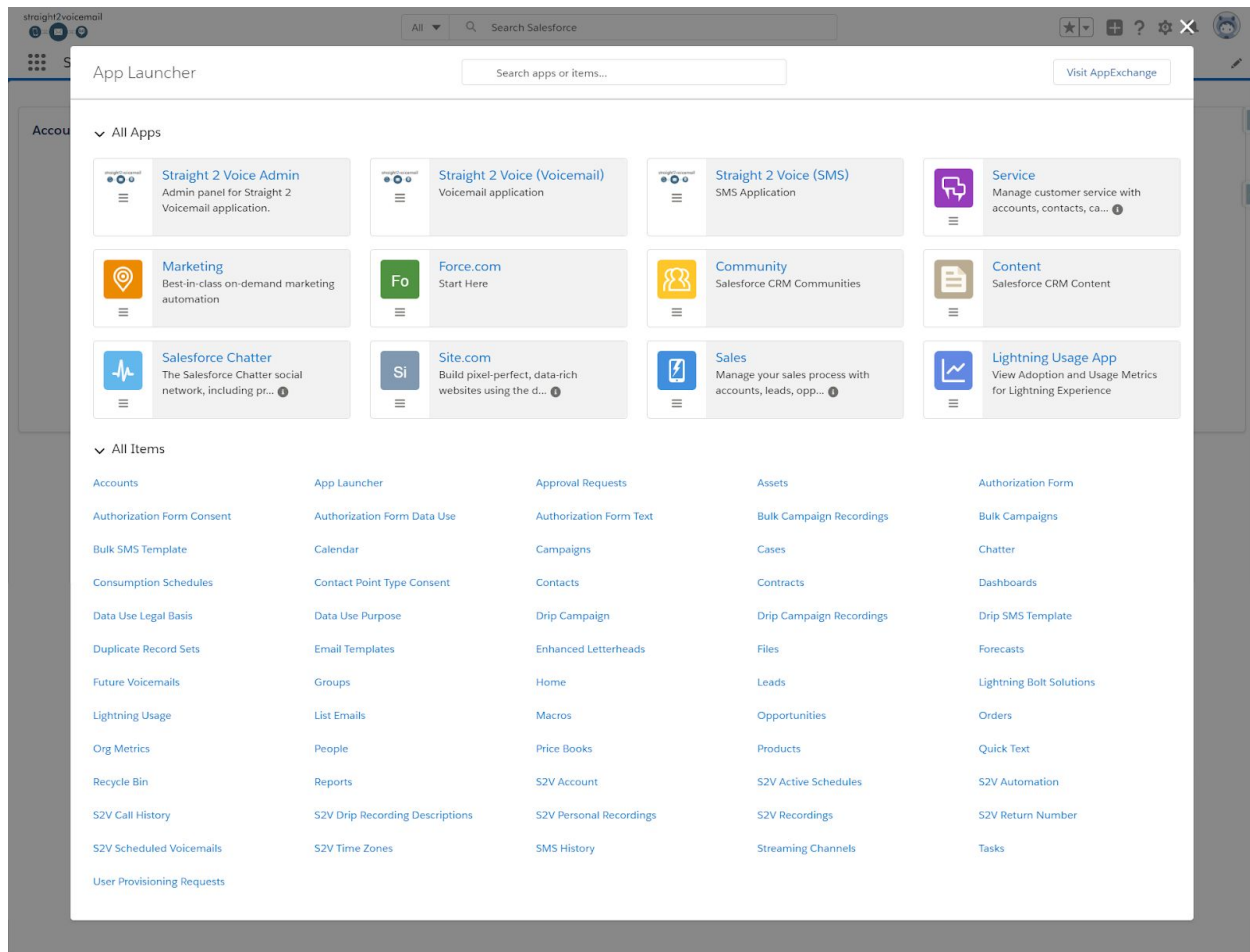
The best way to handle the above business criteria is Time Zones. We just need to take care that all the customers should have their valid time zone populated in their record so that the Straight 2 Voice can take care of the rest.

So, the **1.7 S2V Time Zones** will be explained later in the below section.

Now let's move on the the **Straight 2 Voice (Voicemail)** application which will be used by different Salesforce users of your organization.

Cont....

Let's start with the **Straight 2 Voice (Voicemail)** application:



From the above image shared you need to select the “**Straight 2 Voice (Voicemail)**” application from the App Launcher

2.1 **S2V Return Number:**

Here we need to verify the sender's number first. It's quite a simple process to verify the number.

Enter your number into the text box and select the country code.

☐ Straight 2 Voice A... S2V Account S2V Return Number S2V Automation Drip Campaign Drip Campaign Recordings Drip SMS Template

This is the number from where the voicemail came from. Your landline or mobile. Special numbers are not permitted.

Return Number : 0404500225

Country Code : AU ▼

Add Number

Click on the “Add Number” button

Country Code : AU ▼

Add Number

Once you have added your number you will need to click verify to call the number to verify that you own it

CALLER ID	VERIFIED
0404500225	Click to Verify
	true
	Click to Verify
	Click to Verify
	true

Now, you will find that number in the below list let's click the button “Click to Verify”

You will be redirected to the below page where you have to enter the OTP which will be shared to the number that you have entered:

Verification

✓ Success:
Verification Code Successfully Sent.

Verification code

Enter verification code

And then you find your number in list with new status called TRUE:

Temporary Verification Code: ALJ ▼

[Add Number](#)

Once you have added your number you will need to click verify to call the number to verify that you own it

CALLER ID	VERIFIED
	Click to Verify
0404500225	true
	Click to Verify
	Click to Verify
	true

You need to store the **SAME EXACT MATCH** verified number to the respective users as I have verified the Matt's number so I will store that number in Matt's user detail page in the field called **S2V Verified Number**:

SETUP Users

Temporary Verification Code (Expires in 1 to 24 Hours) [\[Generate\]](#) [i](#)

[as Daily Digest](#)

[Make Setup My Default Landing Page](#) ☐

[Quick Access Menu](#) ☒

[Development Mode](#) ☐

[Show View State in Development Mode](#) ☐

[Cache Diagnostics](#) ☐

[Allow Forecasting](#) ☐

[Call Center](#)

[Phone](#)

[Extension](#)

[Fax](#)

[Mobile](#)

[Email Encoding](#) General US & Western Europe (ISO-8859-1, ISO-LATIN-1)

[Employee Number](#)

[Used Data Space](#) 12 KB [\[View\]](#)

[Used File Space](#) 0 B [\[View\]](#)

[Last Login](#) 5/09/2019 4:28 PM

[Last Password Change or Reset](#) 16/10/2017 9:57 AM

[Failed Login Attempts](#) 0 [i](#)

[Individual](#)

[S2V Verified Number](#) 0404500225

Created By [Nick Black1](#), 16/10/2017 9:46 AM

Modified By [Nick Black1](#), 4/02/2020 10:35 PM

[Edit](#) [Sharing](#) [Reset Password](#) [Login](#) [Freeze](#)

2.2 Accounts:

Standard Account object which is just included in the package.

2.3 Contacts:

Now, let's see how contacts are used with the S2VM Application.

Straight 2 Voice provides one list view called “**List of Contact with Mobile**”. As we know to send voicemail or sms mobile numbers are the first and mandatory field.

	Name	Account Na...	Phone	Email	Title	Contact Owne...	Mobile	S2V Stop No...
1	Demo 123					nblac	9898635875	
2	Dhairya Shah			dhairya@resonantcloud.info		nblac	0404500225	
3	Dhairya Shah Test1		416 023 205			nblac	61416023205	
4	Test Foram					nblac	1236985474	☒
5	Test1					nblac	123456789	
6	Test10					nblac	123456789	
7	Test11					nblac	123456789	
8	Test12					nblac	123456789	
9	Test123					nblac	61422964125	☒
10	Test13					nblac	123456789	
11	Test14					nblac	123456789	
12	Test15					nblac	123456789	
13	Test16					nblac	123456789	
14	Test17					nblac	123456789	
15	Test18					nblac	123456789	
16	Test19					nblac	123456789	
17	Test2					nblac	123456789	
18	Test20					nblac	123456789	
19	Test21					nblac	123456789	
20	Test22					nblac	123456789	

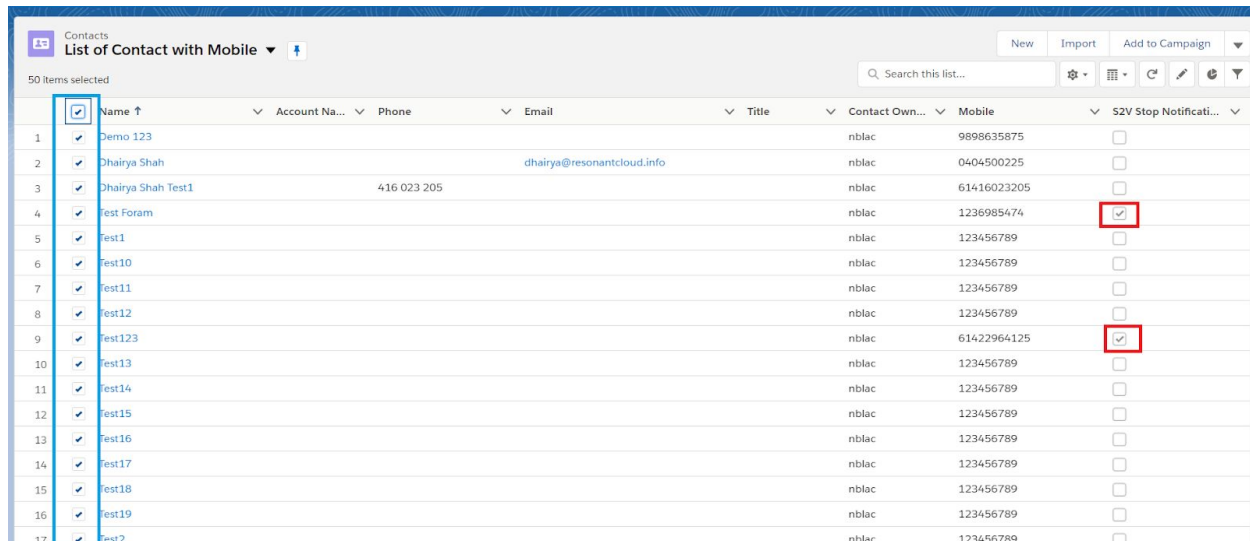
Please mark some important fields on Contact object below:

1. **Mobile** (which is mandatory to send voicemail or sms to the contacts)
2. **S2V Stop Notification Voicemail** (Voicemail will not be sent to the particular contact)
3. **S2V Stop Notification SMS** (SMS will not be sent to the particular contact)
4. **S2V Customer timezone** (It is mandatory as we are sending voicemail based on the suitable time zone of the contact)

Now let's check how we can send voicemail or sms to more than one contacts at a time:

CONT....

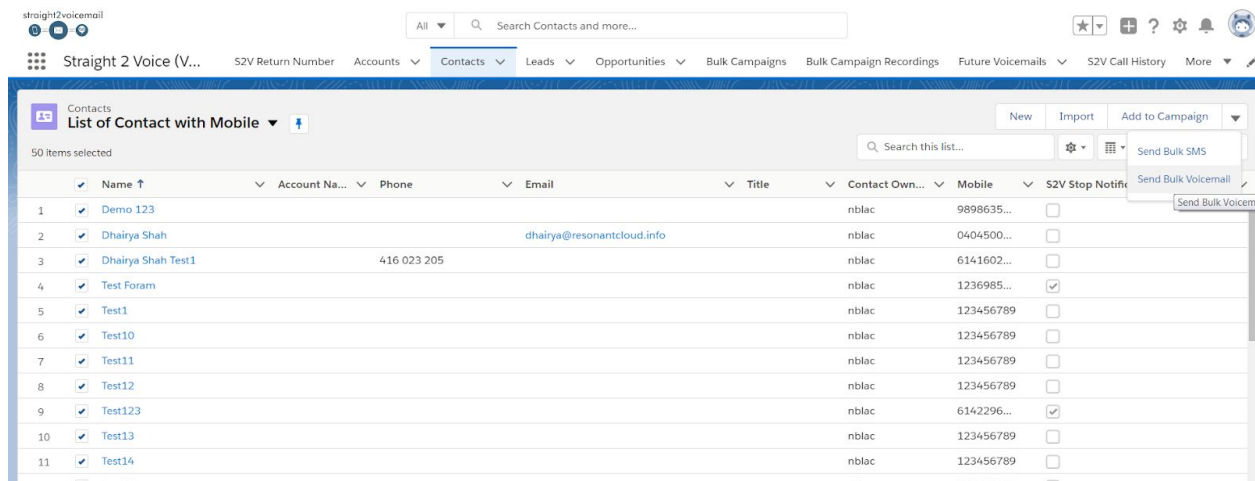
Bulk Voicemail from Contact:



	Name ↑	Account Na...	Phone	Email	Title	Contact Own...	Mobile	S2V Stop Notificati...
1	Demo 123					nblac	9898635875	☐
2	Dhairya Shah			dhairya@resonantcloud.info		nblac	0404500225	☐
3	Dhairya Shah Test1		416 023 205			nblac	61416023205	☐
4	Test Forum					nblac	1236985474	☒
5	Test1					nblac	123456789	☐
6	Test10					nblac	123456789	☐
7	Test11					nblac	123456789	☐
8	Test12					nblac	123456789	☐
9	Test123					nblac	61422964125	☒
10	Test13					nblac	123456789	☐
11	Test14					nblac	123456789	☐
12	Test15					nblac	123456789	☐
13	Test16					nblac	123456789	☐
14	Test17					nblac	123456789	☐
15	Test18					nblac	123456789	☐
16	Test19					nblac	123456789	☐
17	Test2					nblac	123456789	☐

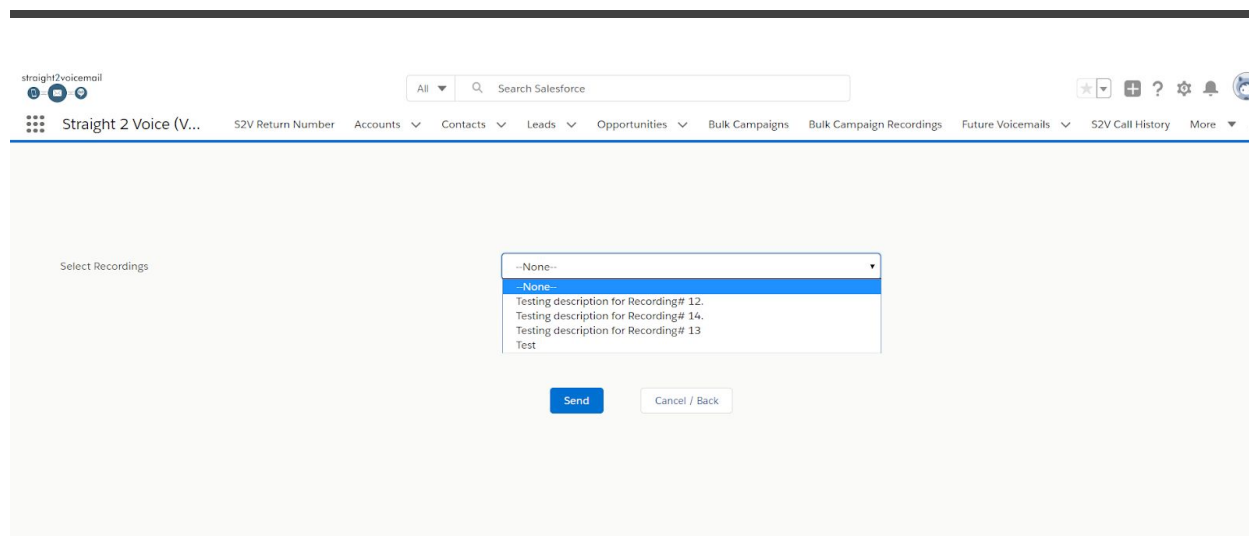
Select the contacts by selecting the checkboxes from the 1st column. The last column called “**S2V Stop Notification Voicemails**” you will find the above images that some of the contacts are opted out to send the voicemails so to those contacts the voicemail will not be sent and make sure all the contacts does have mobile number present.

Now on the down arrow after the button called “**Add to Campaign**”



	Name ↑	Account Na...	Phone	Email	Title	Contact Own...	Mobile	S2V Stop Notific...
1	Demo 123					nblac	9898635...	☐
2	Dhairya Shah			dhairya@resonantcloud.info		nblac	0404500...	☐
3	Dhairya Shah Test1		416 023 205			nblac	6141602...	☐
4	Test Forum					nblac	1236985...	☒
5	Test1					nblac	123456789	☐
6	Test10					nblac	123456789	☐
7	Test11					nblac	123456789	☐
8	Test12					nblac	123456789	☐
9	Test123					nblac	6142296...	☒
10	Test13					nblac	123456789	☐
11	Test14					nblac	123456789	☐

You will find two options Send Bulk SMS and Send Bulk Voicemail. Click on the **Send Bulk Voicemail** button



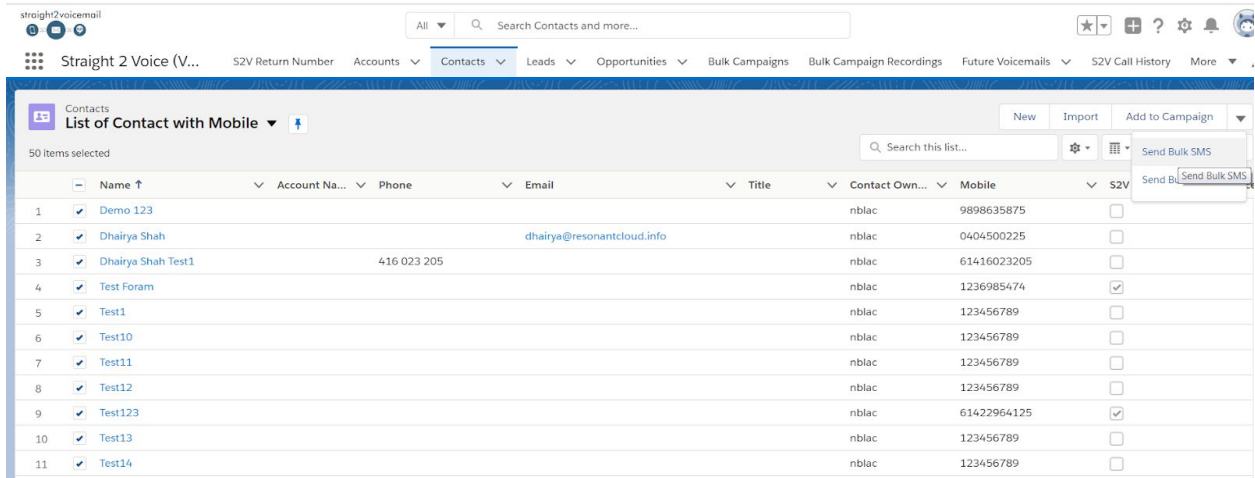
You will find this page where you can select the recording and then click “**Send**” and your voicemail is now on the way to reach out the contacts / customers that you have selected.

Bulk SMS from Contact:

Contacts							
List of Contact with Mobile							
50 Items selected							
	☐	Name ↑	Account Na...	Phone	Email	Title	S2V Stop Notificati...
1	☒	Demo 123				nblac	☐
2	☒	Dhairya Shah			dhairya@resonantcloud.info	nblac	☐
3	☒	Dhairya Shah Test1		416 023 205		nblac	☐
4	☒	Test Foram				nblac	☒
5	☒	Test1				nblac	☐
6	☒	Test10				nblac	☐
7	☒	Test11				nblac	☐
8	☒	Test12				nblac	☐
9	☒	Test123				nblac	☒
10	☒	Test13				nblac	☐
11	☒	Test14				nblac	☐
12	☒	Test15				nblac	☐
13	☒	Test16				nblac	☐
14	☒	Test17				nblac	☐
15	☒	Test18				nblac	☐
16	☒	Test19				nblac	☐
17	☒	Test2				nblac	☐

Select the contacts by selecting the checkboxes from the 1st column. The last column called “**S2V Stop Notification Voicemails**” you will find the above images that some of the contacts are opted out to send the voicemails so to those contacts the voicemail will not be sent and make sure all the contacts does have mobile number present.

Now on the down arrow after the button called “**Add to Campaign**”

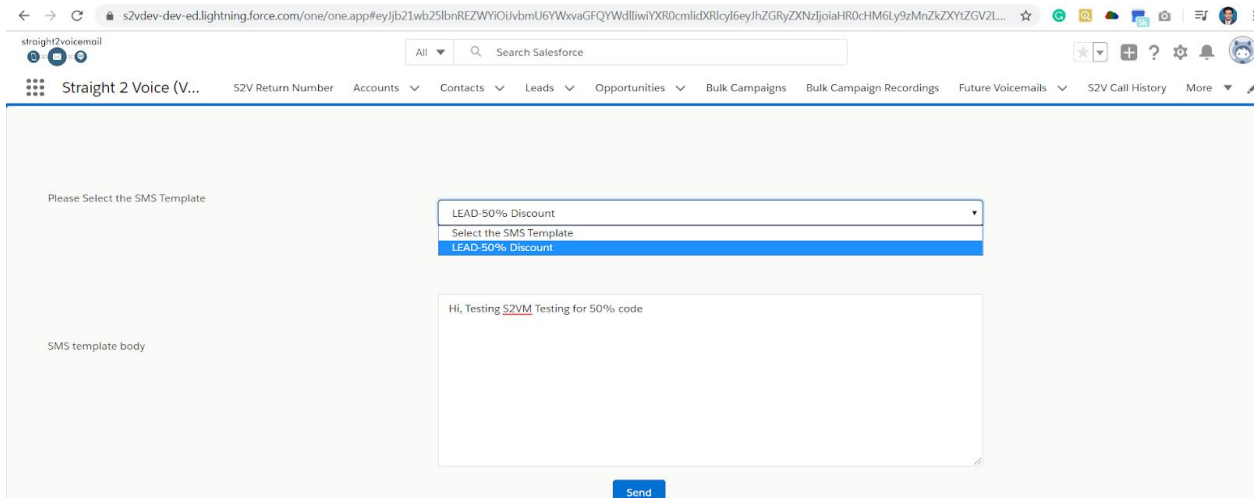


The screenshot shows the Salesforce interface for the 'straight2voicemail' org. The 'Contacts' tab is selected, and a list of 11 contacts is displayed. The 'Add to Campaign' button is highlighted, and a dropdown menu is open, showing options: 'Send Bulk SMS' and 'Send Bulk Voicemail'.

	Name ↑	Account Na...	Phone	Email	Title	Contact Own...	Mobile	S2V
1	✓ Demo 123					nblac	9898635875	☐
2	✓ Dhairya Shah			dhairya@resonantcloud.info		nblac	0404500225	☐
3	✓ Dhairya Shah Test1		416 023 205			nblac	61416023205	☐
4	✓ Test Forum					nblac	1236985474	☒
5	✓ Test1					nblac	123456789	☐
6	✓ Test10					nblac	123456789	☐
7	✓ Test11					nblac	123456789	☐
8	✓ Test12					nblac	123456789	☐
9	✓ Test123					nblac	61422964125	☒
10	✓ Test13					nblac	123456789	☐
11	✓ Test14					nblac	123456789	☐

You will find two options Send Bulk SMS and Send Bulk Voicemail.

Click on the **Send Bulk SMS** button



The screenshot shows the 'Send Bulk SMS' screen in Salesforce. It includes a dropdown menu for selecting an SMS template, a text input field for the SMS body, and a 'Send' button.

Please Select the SMS Template

LEAD-50% Discount

Select the SMS Template

LEAD-50% Discount

SMS template body

Hi, Testing **S2VM** Testing for 50% code

Send

Select the SMS template that you have created, also you can extend text into the body and then click “**Send**” and your sms is now on the way to reach out the contacts / customers that you have selected.

Manually sending voicemail to specific contact:

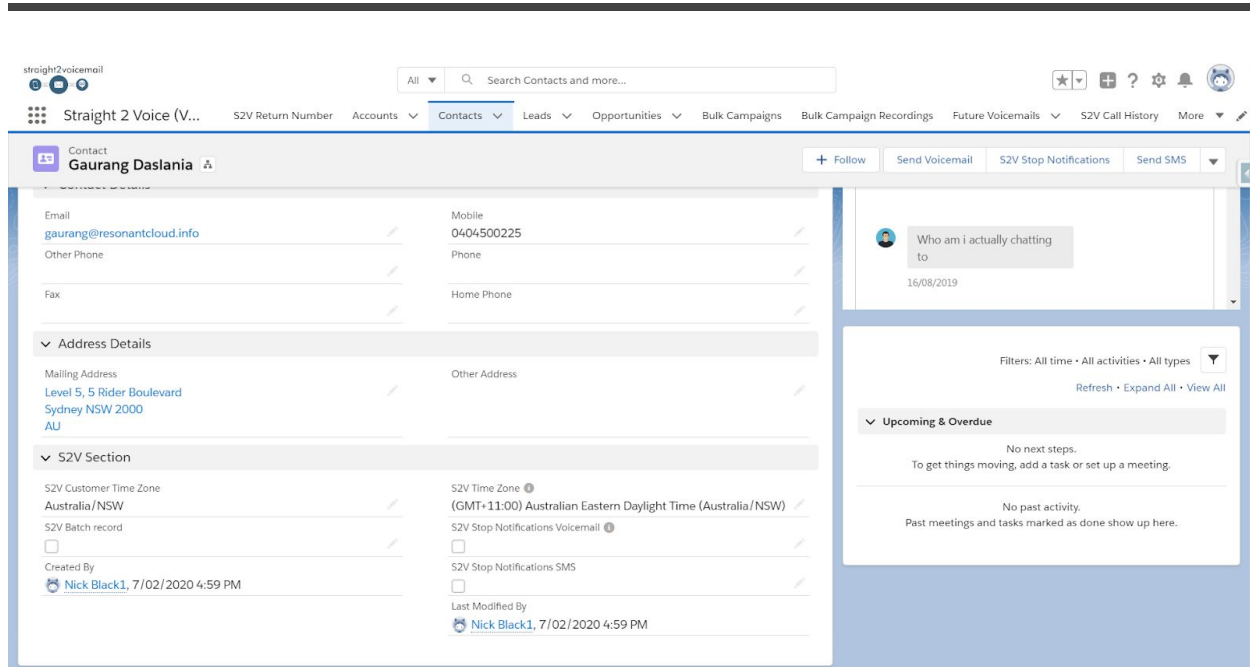
Now let's create a contact record:

The screenshot shows the 'New Contact' form in the Straight 2 Voice (S2V) interface. The form is titled 'New Contact' and is divided into several sections:

- Name:**
 - Salutation: -None-
 - First Name: Gaurang
 - Last Name: Daslania
- Contact Details:**
 - Email: gaurang@resonantcloud.info
 - Mobile: 0404500225
 - Other Phone:
 - Fax:
 - Home Phone:
- Address Details:**
 - Mailing Address: Level 5, 5 Rider Boulevard
 - Mailing City: Sydney
 - Mailing State/Province: NSW
 - Mailing Zip/Postal Code: 2000
 - Mailing Country: AU
 - Other Address:
 - Other City:
 - Other State/Province:
 - Other Zip/Postal Code:
 - Other Country:
- S2V Section:**
 - S2V Customer Time Zone:
 - S2V Time Zone:
 - S2V Batch record: ☐
 - S2V Stop Notifications Voicemail: ☐
 - S2V Stop Notifications SMS: ☐

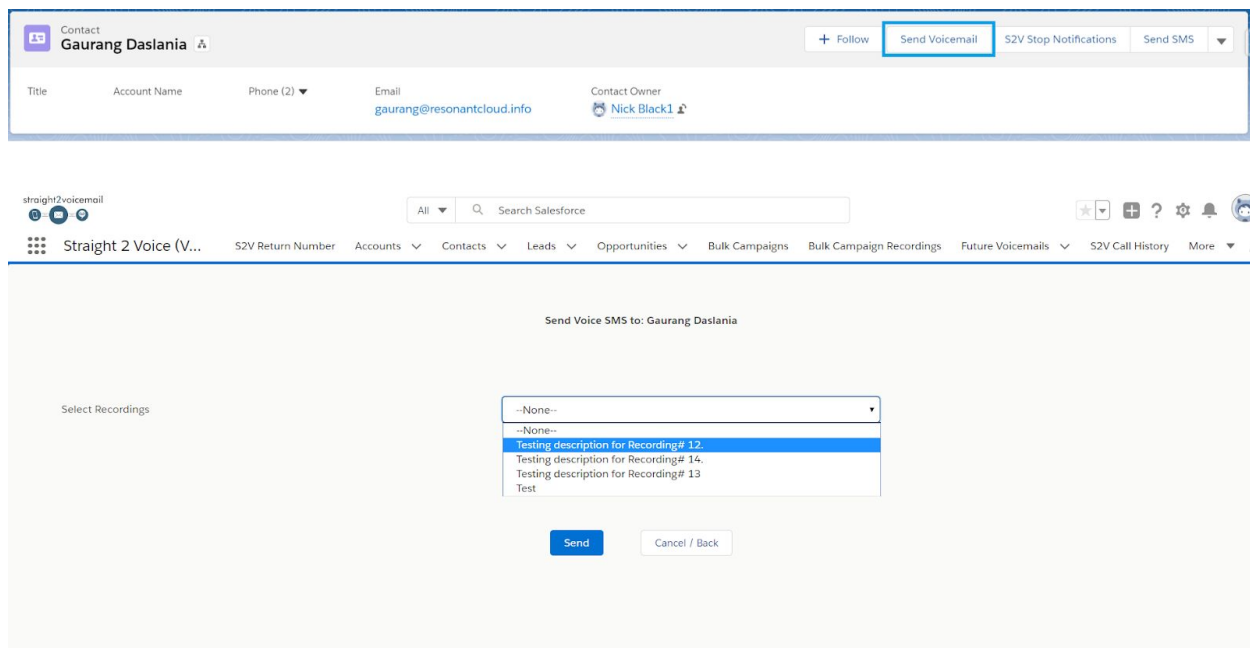
At the bottom of the form, there are buttons for 'Cancel', 'Save & New', and 'Save'.

After saving the record you will find that S2V Customer TimeZone got populated automatically because we have entered **Mailing state as NSW** and **Mailing Country as AU**



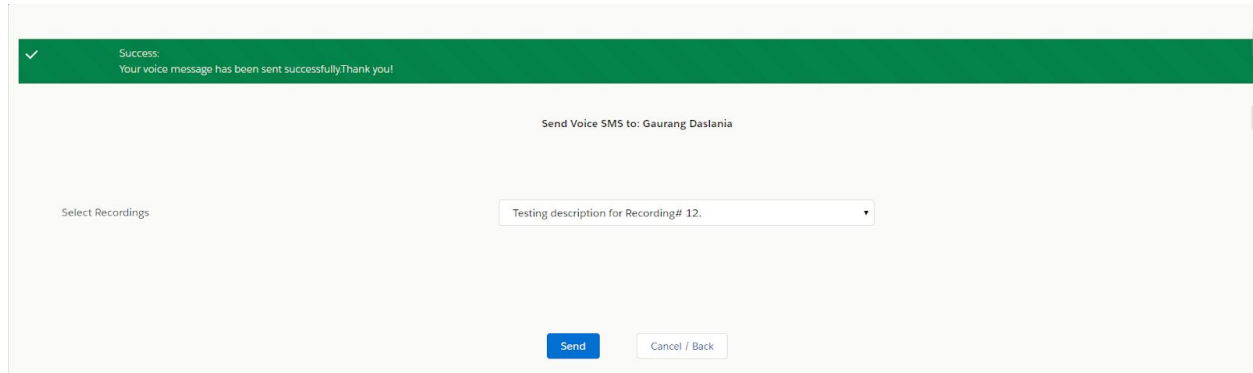
And based on the S2V Customer Timezone field the another field called S2V Time Zone got automatically populated.

Now, on the Contact highlight panel you will find a button called “**Send Voicemail**” let’s click that button and you will find a voicemail sending page:

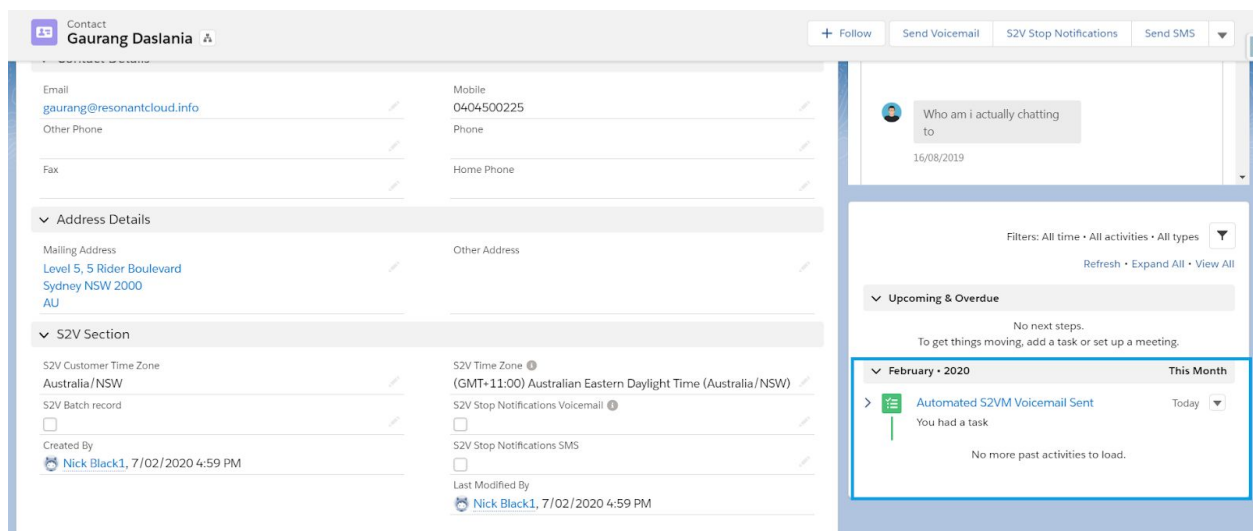


From the above image shared you will find the contact name to whom you are sending the voicemail and the list of recordings to send the voicemail.

After sending the voicemail successfully you will have a success message of the voicemail has been sent successfully.



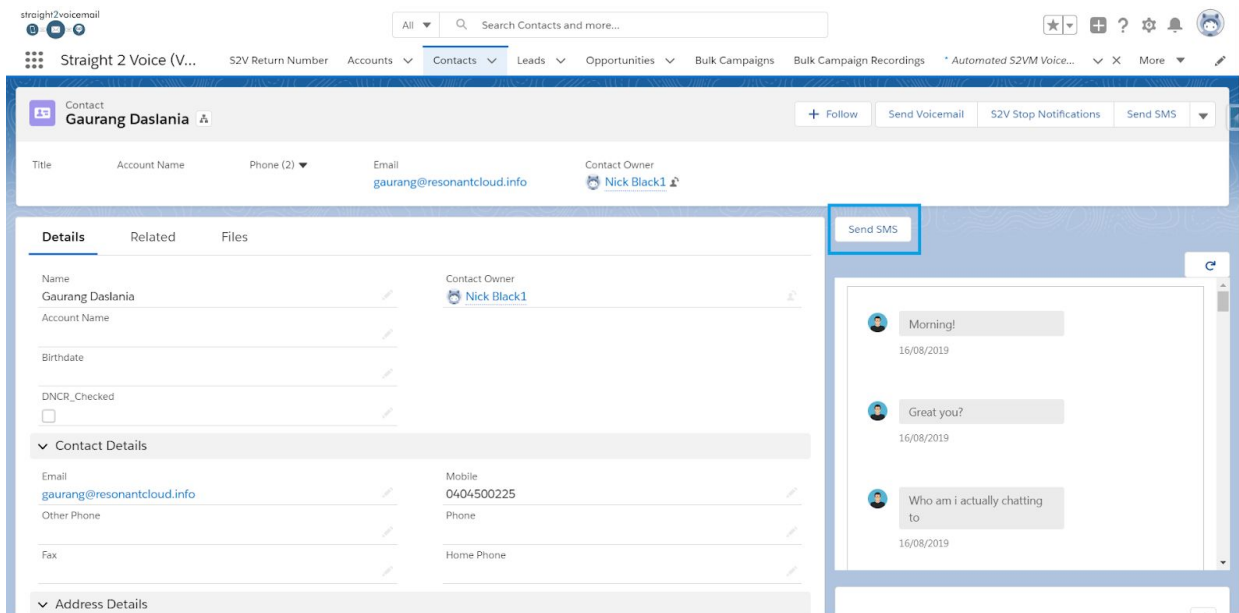
Now click on the Back button and you will be redirected back to that particular contact.



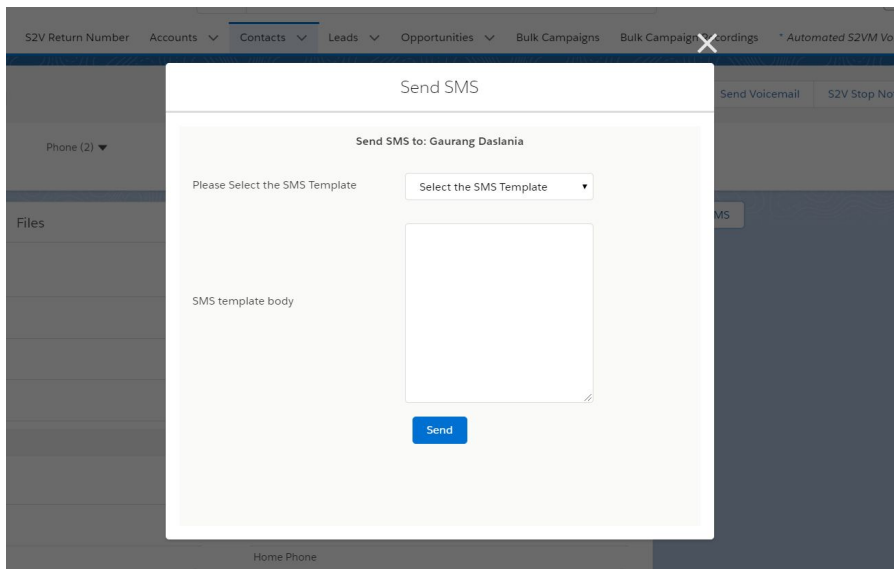
From the above image you will find a task has been created whenever a voicemail will be sent successfully.

Now if you open that task you will find more details about the recording which has been sent to this particular contact.

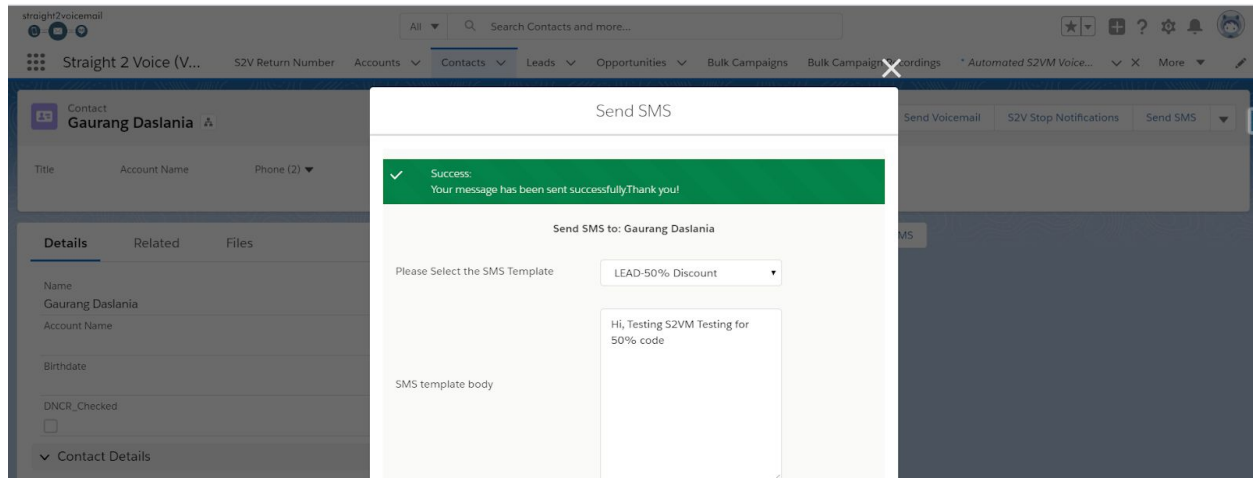
Manually sending SMS to specific contact:



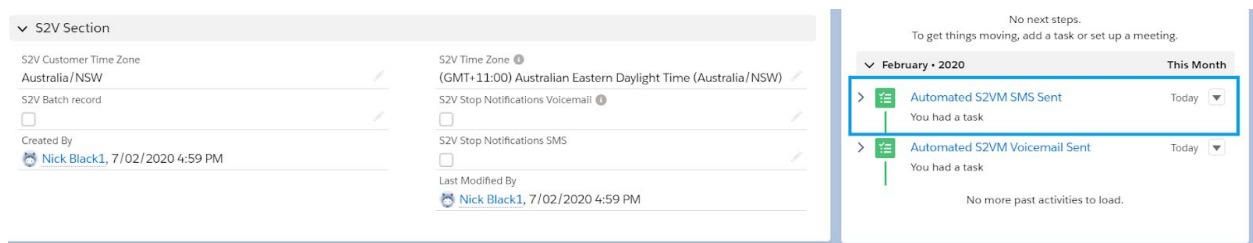
We have created lightning components for sending sms manually for specific contacts.
Click on the Send **SMS** button



You will find a window popped up, select the sms template that you want to send and then click **Send**



You will have a success message of successfully message sent now let's go back to the contact to whom we have sent that sms.



A new task will be created if the sms has been sent successfully to the contact / customer.

2 Way SMS Conversation with the contacts:

The screenshot displays the Salesforce interface for a contact named Gaurang Daslania. The top navigation bar includes the Salesforce logo, a search bar, and various utility icons. The main navigation menu shows options like 'Straight 2 Voice (V...', 'S2V Return Number', 'Accounts', 'Contacts', 'Leads', 'Opportunities', 'Bulk Campaigns', 'Bulk Campaign Recordings', 'Future Voicemails', 'S2V Call History', and 'More'. The contact profile for Gaurang Daslania is shown, with tabs for 'Details', 'Related', and 'Files'. The 'Details' tab is active, displaying fields for Name, Account Name, Birthdate, DNCR_Checked, Contact Details (Email, Mobile, Other Phone, Fax, Home Phone), and Address Details (Mailing Address, Other Address). To the right of the contact profile, there is a 'Send SMS' button and a list of messages. The messages are labeled 'Test' and dated 15/11/2019 and 22/11/2019. A text input field with a placeholder 'Please enter your message.' and a send icon is visible. At the bottom, there are filters for 'All time', 'All activities', and 'All types', along with a 'Refresh' button and a 'View All' link.

Here you can have 2 way conversations with the contacts / customers in real time same as we are sending sms from our mobile phone.

CONT...

2.4 Leads:

Now, let's see how contacts are used with the S2VM Application.

Straight 2 Voice provides one list view called "**Lead contacts phone or mobile**". As we know to send voicemail or sms mobile numbers are the first and mandatory field.

	Name ↑	Email	Company	Phone	S2V Stop...	Mobile	State/Province	Lead Status	U...	Created Date
1	☐ Dhairya Resonant S...	dhairya@resonantcl...	Resonant		☐	123456789	Sydney	Open - Not Contact...	☐	28/03/2017 8:2
2	☐ dhruv s shah		shha		☐	123456789	NSW	Open - Not Contact...	☐	11/07/2018 9:3
3	☐ ds ds		ds		☐	12345789		Open - Not Contact...	☐	19/07/2018 3:5
4	☐ ds ds		ds		☐	123456789		Open - Not Contact...	☐	19/07/2018 8:1
5	☐ ds test		ds test		☐	123456789	NSW	Working - Contacted	☐	4/07/2018 7:48
6	☐ Katie Black	nick@straight2voice...	Straight2voicemail		☐	123456789	New South Wal...	Open - Not Contact...	☐	28/03/2017 8:2
7	☐ Matt Sutton	support@nikon.co...	Resonant	404500225	☐	0404500225	NSW	Open - Not Contact...	☐	21/06/2018 7:1
8	☐ Test Nikon	support@nikon.co...	Test		☐	123456789	NSW	Closed - Converted	☐	1/10/2019 8:03
9	☐ test tst		test	344443	☐	123456789		Open - Not Contact...	☐	24/05/2018 3:0
10	☐ test tst		test	344443	☐	123456789		Open - Not Contact...	☐	20/06/2018 6:5
11	☐ Test-lead		test		☐	123456789		Open - Not Contact...	☐	11/12/2019 3:5
12	☐ Test-lead		test		☐	123456789		Open - Not Contact...	☐	11/12/2019 3:5
13	☐ Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
14	☐ Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
15	☐ Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
16	☐ Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
17	☐ Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5

Please mark some important fields on Lead object below:

1. **Mobile** (which is mandatory to send voicemail or sms to the contacts)
2. **S2V Stop Notification Voicemail** (Voicemail will not be sent to the particular contact)
3. **S2V Stop Notification SMS** (SMS will not be sent to the particular contact)
4. **S2V Customer timezone** (It is mandatory as we are sending voicemail based on the suitable time zone of the contact)

Now let's check how we can send voicemail or sms to more than one contacts at a time:

CONT....

Bulk Voicemail from Lead:

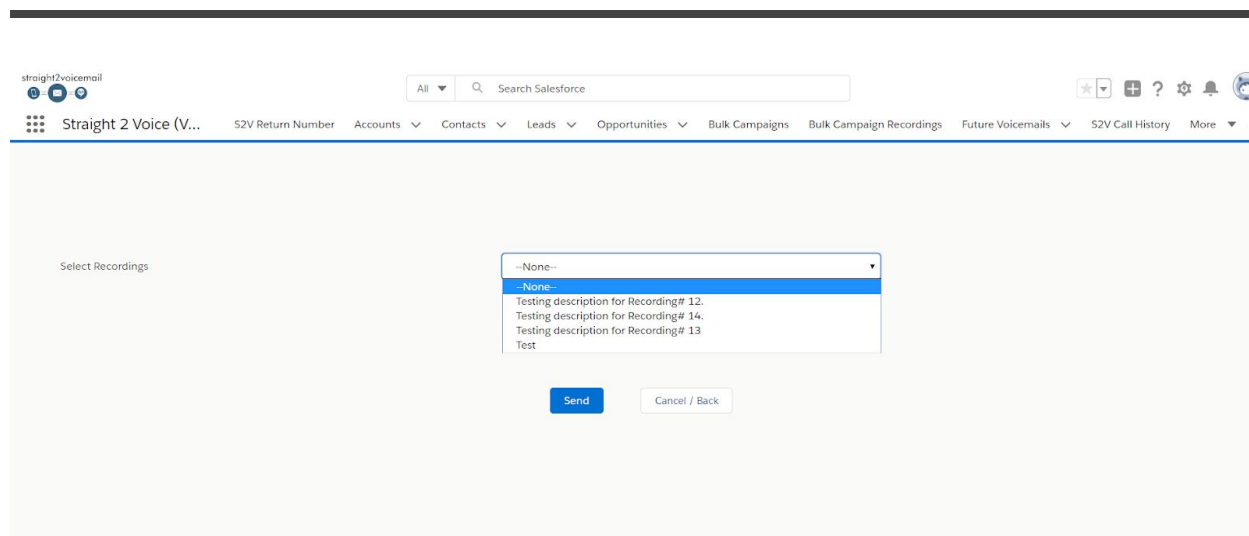
	Name ↑	Email	Company	Phone	S2V Stop...	Mobile	State/Province	Lead Status	U...	Created Date
1	Dhairya Resonant S...	dhairya@resonantcl...	Resonant		☐	123456789	Sydney	Open - Not Contact...	☐	28/03/2017 8:2
2	dhruv s shah		shha		☐	123456789	NSW	Open - Not Contact...	☐	11/07/2018 9:3
3	ds ds		ds		☐	123456789		Open - Not Contact...	☐	19/07/2018 3:5
4	ds ds		ds		☐	123456789		Open - Not Contact...	☐	19/07/2018 8:1
5	ds test		ds test		☐	123456789	NSW	Working - Contacted	☐	4/07/2018 7:48
6	Katie Black	nick@straight2voice...	Straight2voicemail		☐	123456789	New South Wal...	Open - Not Contact...	☐	28/03/2017 8:2
7	Matt Sutton	support@nikon.co...	Resonant	404500225	☐	0404500225	NSW	Open - Not Contact...	☐	21/06/2018 7:1
8	Test Nikon	support@nikon.co...	Test		☐	123456789	NSW	Closed - Converted	☐	1/10/2019 8:03
9	test tst		test	344443	☐	123456789		Open - Not Contact...	☐	24/05/2018 3:0
10	test tst		test	344443	☐	123456789		Open - Not Contact...	☐	20/06/2018 6:5
11	Test-lead		test		☐	123456789		Open - Not Contact...	☐	11/12/2019 3:5
12	Test-lead		test		☐	123456789		Open - Not Contact...	☐	11/12/2019 3:5
13	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
14	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
15	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
16	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
17	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5

Select the contacts by selecting the checkboxes from the 1st column. The last column called **“S2V Stop Notification Voicemails”** you will find the above images that some of the contacts are opted out to send the voicemails so to those contacts the voicemail will not be sent and make sure all the contacts does have mobile number present.

Now on the down arrow after the button called **“Add to Campaign”**

	Name ↑	Account Na...	Phone	Email	Title	Contact Own...	Mobile	S2V Stop Notif...
1	Demo 123					nblac	9898635...	☐
2	Dhairya Shah			dhairya@resonantcloud.info		nblac	0404500...	☐
3	Dhairya Shah Test1		416 023 205			nblac	6141602...	☐
4	Test Forum					nblac	1236985...	☒
5	Test1					nblac	123456789	☐
6	Test10					nblac	123456789	☐
7	Test11					nblac	123456789	☐
8	Test12					nblac	123456789	☐
9	Test123					nblac	6142296...	☒
10	Test13					nblac	123456789	☐
11	Test14					nblac	123456789	☐

You will find two options Send Bulk SMS and Send Bulk Voicemail. Click on the **Send Bulk Voicemail** button



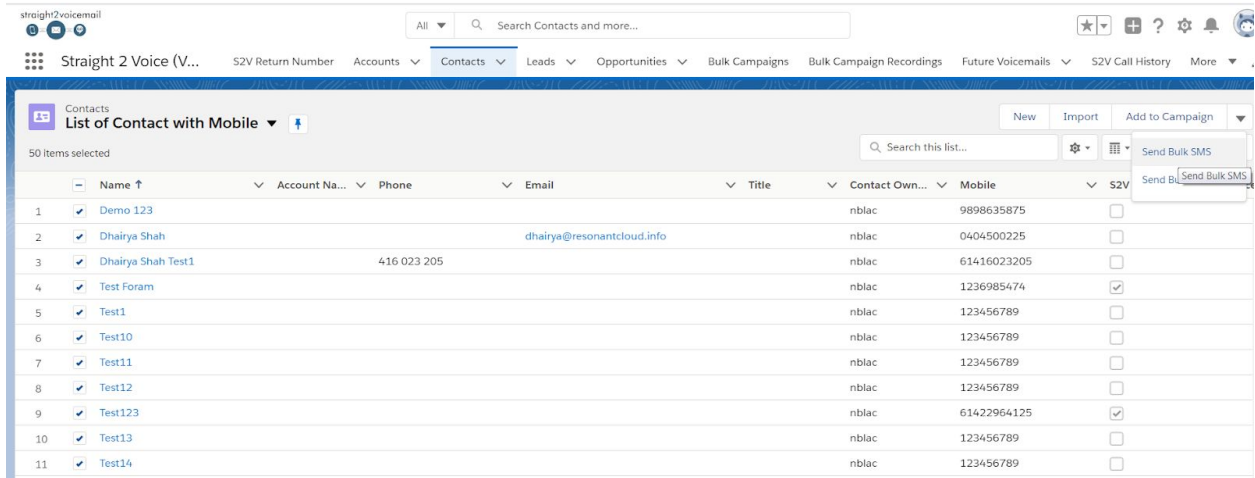
You will find this page where you can select the recording and then click “**Send**” and your voicemail is now on the way to reach out the contacts / customers that you have selected.

Bulk SMS from Lead:

Leads										
Lead Contains Phone or Mobile										
50 items selected										
	Name	Email	Company	Phone	S2V Stop...	Mobile	State/Province	Lead Status	U...	Created Date
1	Dhairya Resonant S...	dhairya@resonantcl...	Resonant		☐	123456789	Sydney	Open - Not Contact...	☐	28/03/2017 8:2
2	dhruv s shah		shha		☐	123456789	NSW	Open - Not Contact...	☐	11/07/2018 9:3
3	ds ds		ds		☐	123456789		Open - Not Contact...	☐	19/07/2018 3:5
4	ds ds		ds		☐	123456789		Open - Not Contact...	☐	19/07/2018 8:1
5	ds test		ds test		☐	123456789	NSW	Working - Contacted	☐	4/07/2018 7:48
6	Katie Black	nick@straight2voice...	Straight2voicemail		☐	123456789	New South Wal...	Open - Not Contact...	☐	28/03/2017 8:2
7	Matt Sutton	support@nikon.co...	Resonant	404500225	☐	0404500225	NSW	Open - Not Contact...	☐	21/06/2018 7:1
8	Test Nikon	support@nikon.co...	Test		☐	123456789	NSW	Closed - Converted	☐	1/10/2019 8:03
9	test tst		test	344443	☐	123456789		Open - Not Contact...	☐	24/05/2018 3:0
10	test tst		test	344443	☐	123456789		Open - Not Contact...	☐	20/06/2018 6:5
11	Test-lead		test		☐	123456789		Open - Not Contact...	☐	11/12/2019 3:5
12	Test-lead		test		☐	123456789		Open - Not Contact...	☐	11/12/2019 3:5
13	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
14	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
15	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
16	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5
17	Test-lead		test		☐	123456789		Open - Not Contact...	☒	11/12/2019 3:5

Select the contacts by selecting the checkboxes from the 1st column. The last column called “**S2V Stop Notification Voicemails**” you will find the above images that some of the contacts are opted out to send the voicemails so to those contacts the voicemail will not be sent and make sure all the contacts does have mobile number present.

Now on the down arrow after the button called “**Add to Campaign**”

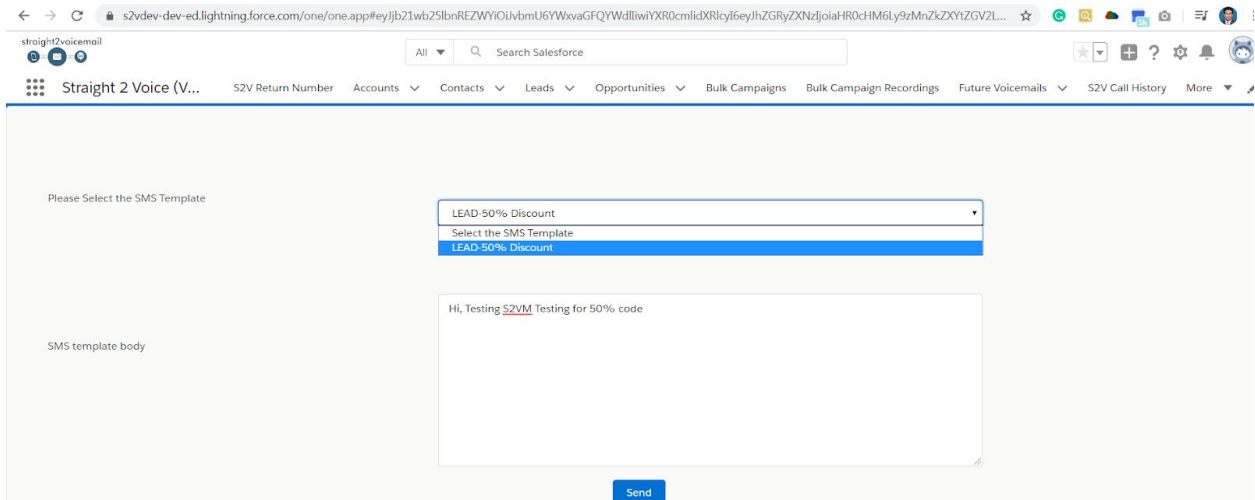


The screenshot shows the Salesforce interface for the 'straight2voicemail' org. The 'Contacts' tab is selected, and a list of 11 contacts is displayed. The 'Add to Campaign' button is highlighted, and a dropdown menu is open, showing two options: 'Send Bulk SMS' and 'Send Bulk Voicemail'.

	Name ↑	Account Na...	Phone	Email	Title	Contact Own...	Mobile	S2V
1	✓ Demo 123					nblac	9898635875	☐
2	✓ Dhairya Shah			dhairya@resonantcloud.info		nblac	0404500225	☐
3	✓ Dhairya Shah Test1		416 023 205			nblac	61416023205	☐
4	✓ Test Forum					nblac	1236985474	☒
5	✓ Test1					nblac	123456789	☐
6	✓ Test10					nblac	123456789	☐
7	✓ Test11					nblac	123456789	☐
8	✓ Test12					nblac	123456789	☐
9	✓ Test123					nblac	61422964125	☒
10	✓ Test13					nblac	123456789	☐
11	✓ Test14					nblac	123456789	☐

You will find two options Send Bulk SMS and Send Bulk Voicemail.

Click on the **Send Bulk SMS** button



The screenshot shows the 'Send Bulk SMS' screen in Salesforce. It includes a dropdown menu for selecting an SMS template, a text area for the SMS body, and a 'Send' button.

Please Select the SMS Template

LEAD-50% Discount

Select the SMS Template

LEAD-50% Discount

SMS template body

Hi, Testing **S2VM** Testing for 50% code

Send

Select the SMS template that you have created, also you can extend text into the body and then click “**Send**” and your sms is now on the way to reach out the contacts / customers that you have selected.

Manually sending voicemail to specific Lead:

Now let's create a lead record:

The screenshot shows the 'Edit Lead' form in the Straight2Voice system. The form is for a lead named 'Dhairya Resonant Shah AHmedabad'. The form is divided into several sections:

- Name Section:**
 - *Name: Dhairya Resonant Shah AHmedabad
 - Salutation: --None--
 - First Name: Dhairya Resonant
 - *Last Name: Shah AHmedabad
- Company Section:**
 - *Company: Resonant
 - Industry: --None--
 - Email: dhairya@resonantcloud.info
 - *Mobile: 123456789
- Lead Status Section:**
 - *Lead Status: Open - Not Contacted
 - Description:
 - Rating: --None--
 - Website:
 - DNCR_Checked: ☐
- Address Section:**
 - Address: 7/39 Addison Road
 - City: Sydney
 - State/Province: Sydney
 - Zip/Postal Code: 2000
 - Country:
- S2V Section:**
 - S2V Customer Time Zone: Australia/Sydney
 - S2V Time Zone:
 - S2V Stop Notifications Voicemail: ☐
 - S2V Stop Notifications SMS: ☐
 - Created By: Nick Black1, 28/03/2017 8:24 PM
 - Last Modified By: Nick Black1, 11/12/2019 10:05 PM

At the bottom of the form, there are buttons for 'Cancel', 'Save & New', and 'Save'.

After saving the record you will find that S2V Customer TimeZone got populated automatically because we have entered **Mailing state as NSW** and **Mailing Country as AU**

The screenshot shows the Salesforce interface for a contact named Gaurang Daslania. The 'S2V Section' is expanded, displaying various fields related to the S2V (Straight 2 Voice) service. The 'S2V Customer Time Zone' is set to 'Australia/NSW', and the 'S2V Time Zone' is automatically populated as 'GMT+11:00 Australian Eastern Daylight Time (Australia/NSW)'. The 'S2V Stop Notifications Voicemail' field is also visible. The 'Send Voicemail' button is highlighted in the top right corner of the contact detail panel.

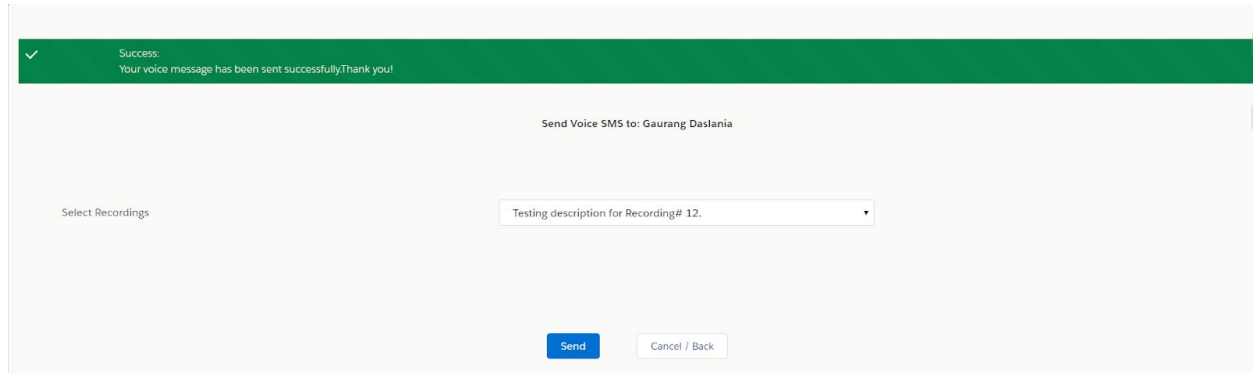
And based on the S2V Customer Timezone field the another field called S2V Time Zone got automatically populated.

Now, on the Lead highlight panel you will find a button called “**Send Voicemail**” let’s click that button and you will find a voicemail sending page:

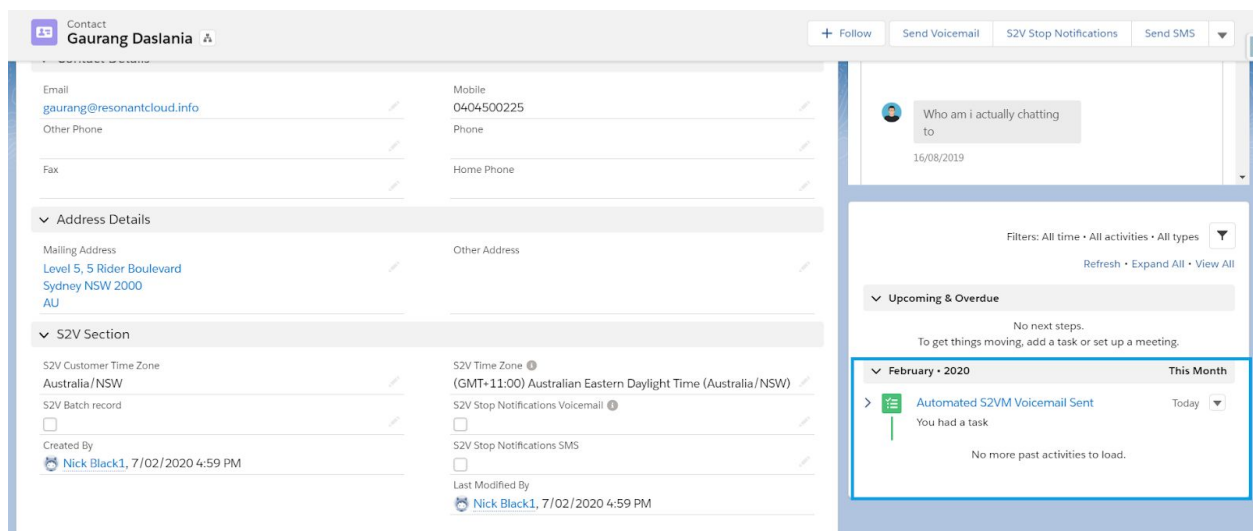
The screenshot shows the 'Send Voice SMS to: Gaurang Daslania' page in Salesforce. The 'Select Recordings' dropdown menu is open, displaying a list of recordings. The recordings include 'Testing description for Recording# 12.', 'Testing description for Recording# 14.', and 'Testing description for Recording# 13'. The 'Send' button is highlighted at the bottom of the page.

From the above image shared you will find the contact name to whom you are sending the voicemail and the list of recordings to send the voicemail.

After sending the voicemail successfully you will have a success message of the voicemail has been sent successfully.



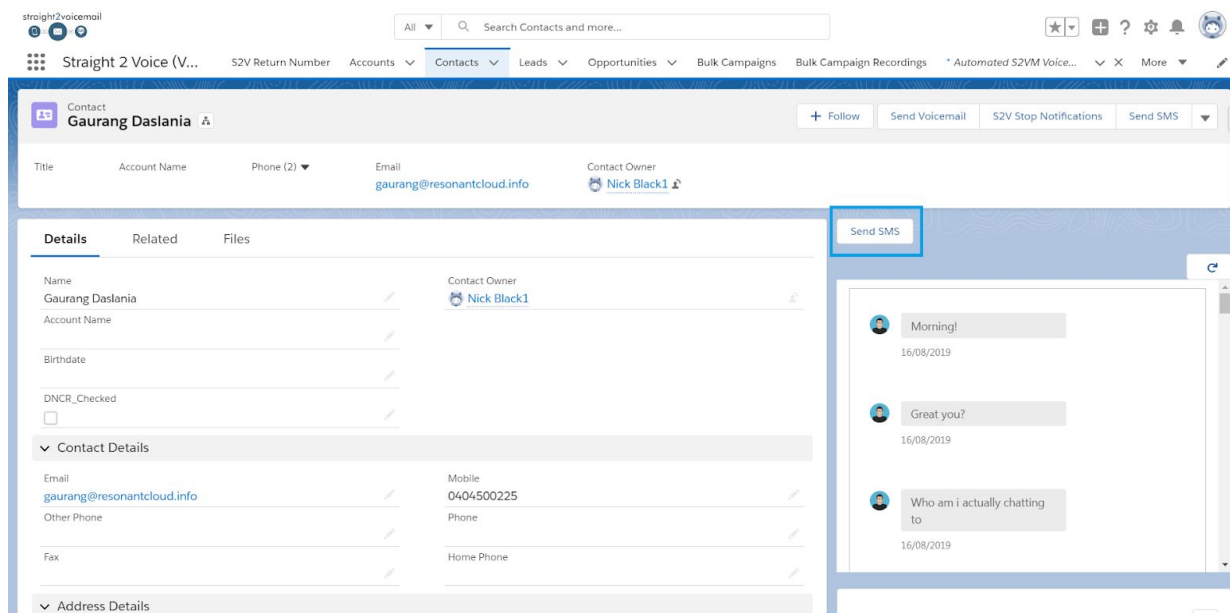
Now click on the Back button and you will be redirected back to that particular Lead.



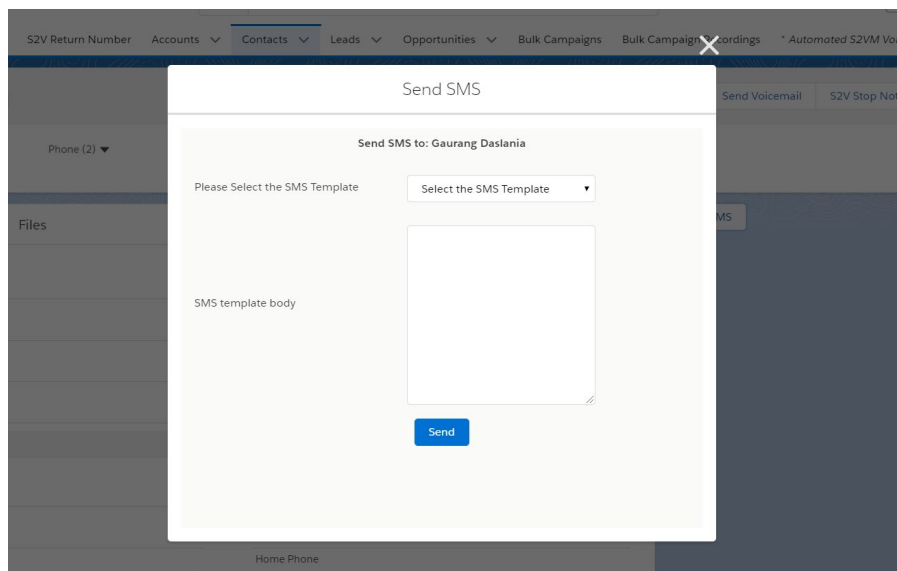
From the above image you will find a task has been created whenever a voicemail will be sent successfully.

Now if you open that task you will find more details about the recording which has been sent to this particular lead.

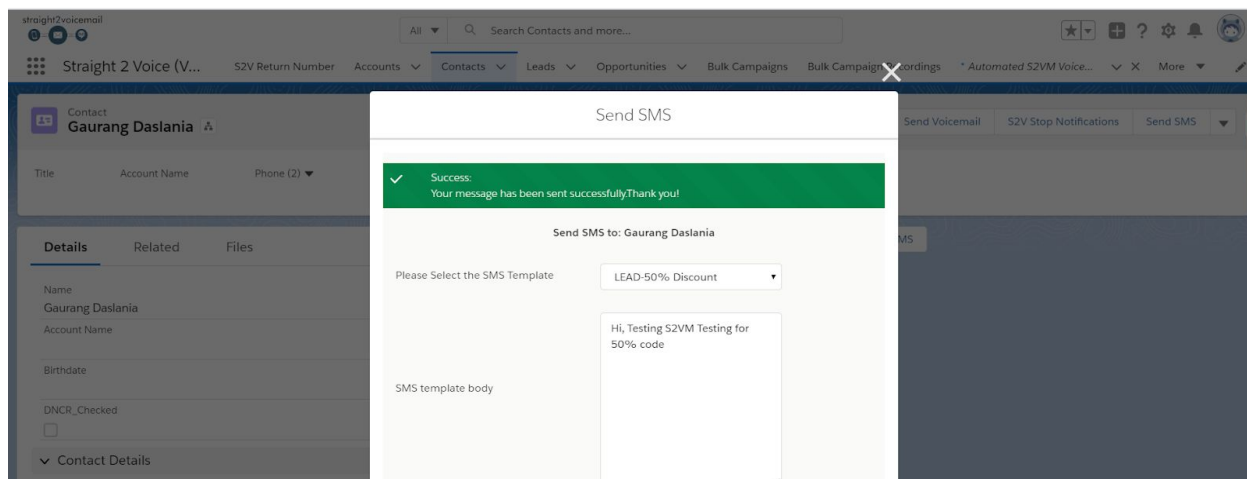
Manually sending SMS to specific Lead:



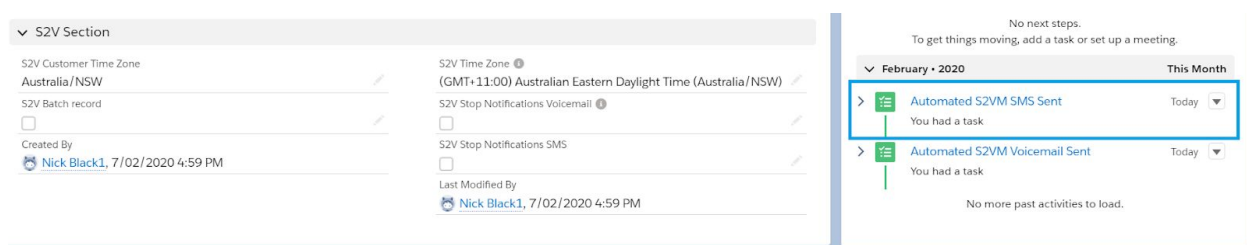
We have created lightning components for sending sms manually for specific leads. Click on the Send **SMS** button



You will find a window popped up, select the sms template that you want to send and then click **Send**



You will have a success message of a successful message sent now let's go back to the lead to whom we have sent that sms.



A new task will be created if the sms has been sent successfully to the lead / customer.

2 Way SMS Conversation with the Leads:

straight2voicemail

Straight 2 Voice (V...

S2V Return Number

Accounts

Contacts

Leads

Opportunities

Bulk Campaigns

Bulk Campaign Recordings

Future Voicemails

S2V Call History

More

Contact

Gaurang Daslania

+ Follow

Send Voicemail

S2V Stop Notifications

Send SMS

Details

Related

Files

Name

Gaurang Daslania

Account Name

Birthdate

DNCR_Checked

☐

Contact Owner

Nick Black1

▼ Contact Details

Email

gaurang@resonantcloud.info

Other Phone

Fax

Mobile

0404500225

Phone

Home Phone

▼ Address Details

Mailing Address

Level 5, 5 Rider Boulevard

Sydney NSW 2000

ALL

Other Address

Send SMS

Test

15/11/2019

Test

15/11/2019

Test

22/11/2019

Please enter your message.

Filters: All time • All activities • All types

Refresh • Expand All • View All

▼ Upcoming & Overdue

Here you can have 2 way conversations with the leads / customers in real time, same as we are sending sms from our mobile phone.

2.5 Opportunities:

We are using the standard Opportunity feature provided by Salesforce and not adding any modification to this particular Opportunity object.

CONT...

2.6 Bulk Campaigns:

A simple way to send voicemail or sms without creating any apex triggers from the S2V Automation tab.

The screenshot displays the 'Straight 2 Voicemail' bulk campaign interface in Salesforce. At the top, there's a navigation bar with tabs for 'Bulk Campaigns', 'Bulk Campaign Recordings', 'Future Voicemails', and 'S2V Call History'. Below the navigation bar, the 'Straight 2 Voicemail campaign' section is visible. It includes a 'Create Campaign' button and a 'Refresh' button. The interface allows users to select between 'Voicemail' (selected) and 'SMS'. There's a search bar for names and a 'Go!' button. Below the search bar, there's a 'Status' filter dropdown and a 'Page Size' dropdown set to 10. The main part of the interface is a table with the following columns: 'ADD MEMBERS', 'STATUS', 'CAMPAIGN NAME', 'CAMPAIGN DATE', 'RETURN NUMBER', 'SELECT VOICE RECORDING', 'DNCR CHECKBOX', 'CHECK DNCR', 'ACTION', and 'CALL HISTORY'. The table contains 10 rows of campaign data. At the bottom, there's another 'Create Campaign' button.

ADD MEMBERS	STATUS	CAMPAIGN NAME	CAMPAIGN DATE	RETURN NUMBER	SELECT VOICE RECORDING	DNCR CHECKBOX	CHECK DNCR	ACTION	CALL HISTORY
Add Member (4)	Completed	Salesforce Developer	4/02/2020 10:02 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	Call History
Add Member (72)	Planned	Testing Campaign today	4/02/2020 9:52 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (0)	Planned	Test Driop	4/02/2020 9:27 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (0)	Planned	Test Driop	4/02/2020 9:26 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (0)	Planned	Dhairya Test	4/02/2020 9:11 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (4)	Completed	Test49	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	Call History
Add Member (2)	Planned	Test48	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (2)	Planned	Test47	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (1)	Planned	Test46	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	
Add Member (1)	Aborted	Test45	21/01/2020 4:50 PM	--Select the return number--	--Select the recording--	☐	Check DNCR	Start Send Out	

Functionalities provided:

- Create Campaign
- Select Voicemail or sms
- Search Campaign
- Change the page size
- Filter by status
- Sort by Campaign Status
- Sort by Campaign Name
- Sort by Campaign Date

Let's create a new Campaign Record:

Click on the “**Create Campaign**” button and you will be redirected to the below page:

The screenshot shows the 'Create Campaign Record' form. At the top, there is a navigation bar with the following items: Straight 2 Voice A..., S2V Account, S2V Return Number, S2V Automation, Drip Campaign, Drip Campaign Recordings, Drip SMS Template, S2V Time Zones, and S2V Active Schedules. Below the navigation bar, the form title is 'Fill out the below details to create the Campaign record.' The form contains two mandatory fields: 'Campaign Name' (a text input field) and 'Select the Country name' (a dropdown menu). Below these fields are 'Save' and 'Cancel' buttons.

Here both the fields are mandatory i) Campaign Name ii) Country

This screenshot shows the same 'Create Campaign Record' form, but with data entered. The 'Campaign Name' field now contains 'Testing Campaign on 4th F' and the 'Select the Country name' dropdown menu is set to 'AU'. The 'Save' and 'Cancel' buttons remain at the bottom.

Save the campaign and now you will have your campaign name listed on the Bulk Campaign page.

Now the question arises: what if you are having different mandatory fields over the Campaign?

So, you don't need to worry about that you can select the standard tab: **Campaign**

The screenshot shows the 'Bulk Campaign' page. At the top, there is a navigation bar with the following items: Straight 2 Voice A..., S2V Account, S2V Return Number, S2V Automation, Drip Campaign, Drip Campaign Recordings, Campaigns (selected), Drip SMS Template, S2V Time Zones, and * More. Below the navigation bar, the page title is 'Campaigns' and the subtitle is 'Recently Viewed'. There is a search bar with the text 'Search this list...'. Below the search bar, there is a table with the following columns: Campaign Name, Parent Campai..., Type, Status, Start Date, End Date, Responses in C..., and Owner Alias. The table is currently empty.

Now, Let's create a new Campaign from this object:

Make sure while creating new campaign a field called “Straight2Voicemail” checkbox should be checked to TRUE because only after you can see this particular campaign record in that Bulk Campaign page.

The screenshot shows a 'Create Campaign' modal form. The 'Straight2Voicemail' checkbox is checked. Other fields include Recording Name, Schedule Frequency, Country code (AU), and Start Date. The form is titled 'S2V Details' and 'Description Information'.

Enter your mandatory data into this campaign and click save.

Now go back to the **Bulk Campaign** and you will find your newly created campaign on the top:

The screenshot shows the 'Bulk Campaign' page. At the top, there is a 'Create Campaign' button and a 'Refresh' button. Below them, the 'Straight 2 voicemail campaign' is listed. The table has columns for ADD MEMBERS, STATUS, CAMPAIGN NAME, CAMPAIGN DATE, RETURN NUMBER, SELECT VOICE RECORDING, DNCR CHECKBOX, CHECK DNCR, ACTION, and CALL HISTORY. The first row shows 'Add Member (0)' in 'In Progress' status, with campaign name 'Salesforce Developer', date '4/02/2020 10:02 PM', and return number '--Select the return number--'.

2.7 Bulk Campaign Recordings:

Before sending voicemail let's record some voices so that it can be sent to the customers.

No.	Record	Progress Bar	Play	Delete	Name	Notes	Update
1	Record Stop	Progress 00:00	Play	Delete	Welcome voicemail1	Testing notes	Update
2	Record Stop	Progress 00:00	Play	Delete	Welcome voicemail2		Update
3	Record Stop	Progress 00:00	Play				Update
4	Record Stop	Progress 00:00	Play				Update
5	Record Stop	Progress 00:00	Play				Update
6	Record Stop	Progress 00:00	Play				Update
7	Record Stop	Progress 00:00	Play				Update

LIMITATION: Every user who has access to S2VM application can record upto 10 voice recordings.

There are multiple column present here in which the interesting column are **Name** and **Notes**

	Recording Name	Recording Number	Description	Notes
1	Rec-0086	5	Sent when Task Created with "S2VM - Sent VM To Call Me Back"	
2	Rec-0087	1	Sent when Send VM to Call Back = True	Testing 12
3	Rec-0088	2	Sent when Campaign Member = Sent	test2

The name column is the Description field of this object and the Notes column is the Notes field of this object the user can update the name and notes.

Let's create the recording on Bulk Campaign Recording page:

The screenshot shows the 'Bulk Campaign Recordings' page in Salesforce. The page has a navigation bar with tabs for 'Straight 2 Voice (V...', 'S2V Return Number', 'Accounts', 'Contacts', 'Leads', 'Opportunities', 'Bulk Campaigns', 'Bulk Campaign Recordings' (selected), 'Campaigns', 'Future Voicemails', and 'More'. Below the navigation bar is a table with 10 rows of recording entries. Each row has columns for 'No.', 'Record', 'Progress Bar', 'Play', 'Save or Delete', 'Name', 'Notes', and 'Update'. The first row is filled with 'Welcome voicemail1' and 'Testing notes'. The other rows are empty.

No.	Record	Progress Bar	Play	Save or Delete	Name	Notes	Update
1	Record Stop	Progress 00:00	Play	Delete	Welcome voicemail1	Testing notes	Update
2	Record Stop	Progress 00:00	Play		Welcome voicemail2		Update
3	Record Stop	Progress 00:00	Play				Update
4	Record Stop	Progress 00:00	Play				Update
5	Record Stop	Progress 00:00	Play				Update
6	Record Stop	Progress 00:00	Play				Update
7	Record Stop	Progress 00:00	Play				Update
8	Record Stop	Progress 00:00	Play				Update
9	Record Stop	Progress 00:00	Play				Update
10	Record Stop	Progress 00:00	Play				Update

Click on the stop button and then you can hear what you have recorded:

The screenshot shows the 'Drip Campaign Recordings' page in Salesforce. The page has a navigation bar with tabs for 'Straight 2 Voice A...', 'S2V Account', 'S2V Return Number', 'S2V Automation', 'Drip Campaign', 'Drip Campaign Recordings' (selected), 'S2V Drip Recording Descripti...', 'Campaigns', and 'More'. Below the navigation bar is a table with 1 row of recording entries. Each row has columns for 'No.', 'Record', 'Progress Bar', 'Play', 'Save or Delete', 'Name', 'Notes', and 'Update Notes'. The first row is filled with 'Sent when Send VM' and 'Testing 12'.

No.	Record	Progress Bar	Play	Save or Delete	Name	Notes	Update Notes
1	Record Stop	Progress 00:26	Play	Save	Sent when Send VM	Testing 12	Update Notes

If the recording looks good let's save the recording.

The screenshot shows the 'Drip Campaign Recordings' page in Salesforce. The page has a navigation bar with tabs for 'Straight 2 Voice A...', 'S2V Account', 'S2V Return Number', 'S2V Automation', 'Drip Campaign', 'Drip Campaign Recordings' (selected), 'S2V Drip Recording Descripti...', 'Campaigns', and 'More'. Below the navigation bar is a table with 1 row of recording entries. Each row has columns for 'No.', 'Record', 'Progress Bar', 'Play', 'Save or Delete', 'Name', 'Notes', and 'Update Notes'. The first row is filled with 'Sent when Send VM' and 'Testing 12'.

No.	Record	Progress Bar	Play	Save or Delete	Name	Notes	Update Notes
1	Record Stop	Progress 00:00	Play	Delete	Sent when Send VM	Testing 12	Update Notes

Now let's use the above recording in the Bulk Campaign page:

First add members to the above created Campaign:

I have added 4 campaign members into this particular campaign:

Now, let's select the Return number (already explained in section 1.2) and then select the recording.

Click on the **Start Send Out** button and then you will see the success message.

You can check your call history for that particular campaign by click the button **Call History**

2.8 Future Voicemails:

We are constantly trying to improve the application so we have added one more functionality called Future Voicemails.

Suppose we are creating an automated process to send the voicemail to different contacts living in different countries so we need to manage their time zones too.

But it definitely won't mean that we will not send voicemail to that respective customers if the customer is not in a valid timezone.

This object handles that customer to whom you have tried to send the voicemail or sms using the automated process but just because of the invalid time zone or we can say the customers who were not in their working hours.

So now let's say how this exactly works.

Let's create an automated process from the S2V Automation tab

(Note: Admin will only have access for this tab)

The below attached image I am using as a simple criteria to send the voicemail. Logic is sending voicemail to the contacts whose mailing country is AU.

So now let's deploy this automated process into the Salesforce system.

CONT...

straight2voicemail

All Search Salesforce

Straight 2 Voice A... S2V Account S2V Return Number S2V Automation Drip Campaign Drip Campaign Recordings S2V Drip Recording Descripti... Campaigns More

Submit Cancel

Step *: Please select any one.

☒ Voicemail ☐ SMS

Step 1: Select Object (on which you wanted to automate the process)

Contact

Step 2: Please select a Type (Contact OR Lead) to whom you wanted to send voice mail

--None--

Step 3: Please select the fields to whom we need to send voicemail

--None--

Step 4: Select User Reference fields based on the above selected type

Owner ID

Step 4A: Select Recording number which you want to send

12 - Testing descripti

Step 5: Option Schedule

Now

Please use below filter conditions to filter records which is eligible for automation (Ex: If OpportunityAmount > 1000)

Field	Operator	Value	
Mailing Country	Equals	AU	AND
Contact ID	Equals		AND
Contact ID	Equals		AND
Contact ID	Equals		AND
Contact ID	Equals		AND
Contact ID	Equals		AND
Contact ID	Equals		AND

Submit Cancel

The time zone for Australia / NSW has been set between 11:00 AM to 5:00 PM.

straight2voicemail

All Search S2V Time Zones and more...

Straight 2 Voice A... S2V Account S2V Return Number S2V Automation Drip Campaign Drip Campaign Recordings S2V Drip Recording Descripti... S2V Time Zones More

S2V Time Zones

Australia/NSW

Edit Delete Clone

Details

S2V Time Zone Name	Owner
Australia/NSW	Nick Black1
Start time	Stop time
11:00 AM	5:00 PM
Created By	Last Modified By
Nick Black1, 13/08/2019 3:40 PM	Nick Black1, 7/02/2020 8:43 PM

Now let's create a new contact which satisfies the above criteria.

The screenshot shows the 'Contact' page for 'Dhairya Shah'. The page is divided into several sections:

- Header:** Includes navigation tabs like 'Straight 2 Voice (V...', 'S2V Return Number', 'Accounts', 'Contacts', 'Leads', 'Opportunities', 'Bulk Campaigns', 'Bulk Campaign Recordings', 'Campaigns', 'Future Voicemails', and 'More'. A search bar is also present.
- Contact Information:** Displays the contact's name 'Dhairya Shah', account name, birthdate, and contact owner 'Nick Black1'.
- Details Tab:**
 - Name:** Dhairya Shah
 - Account Name:**
 - Birthdate:**
 - DNCR_Checked:** ☐
 - Contact Details:**
 - Email:**
 - Other Phone:**
 - Fax:**
 - Mobile:** 9725511900
 - Phone:**
 - Home Phone:**
 - Address Details:**
 - Mailing Address:** NSW, AU
 - Other Address:**
 - S2V Section:**
 - S2V Customer Time Zone:** Australia/NSW
 - S2V Batch record:** ☐
 - Created By:** Nick Black1, 7/02/2020 9:00 PM
 - S2V Time Zone:** (GMT+11:00) Australian Eastern Daylight Time (Australia/NSW)
 - S2V Stop Notifications Voicemail:** ☐
 - S2V Stop Notifications SMS:** ☐
 - Last Modified By:** Nick Black1, 7/02/2020 9:00 PM
- Right Panel:**
 - Send SMS:** A button to send an SMS.
 - No conversation found:** A message indicating no conversation was found.
 - Filters:** All time, All activities, All types.
 - Upcoming & Overdue:** A section showing upcoming and overdue tasks.

Now we are sure that the voicemail has not been sent yet because the current time in Australia is 9:00 PM AEST.

So let's go to the S2V Future Voicemail tab:

The screenshot shows the 'Future Voicemails' page. The page is divided into several sections:

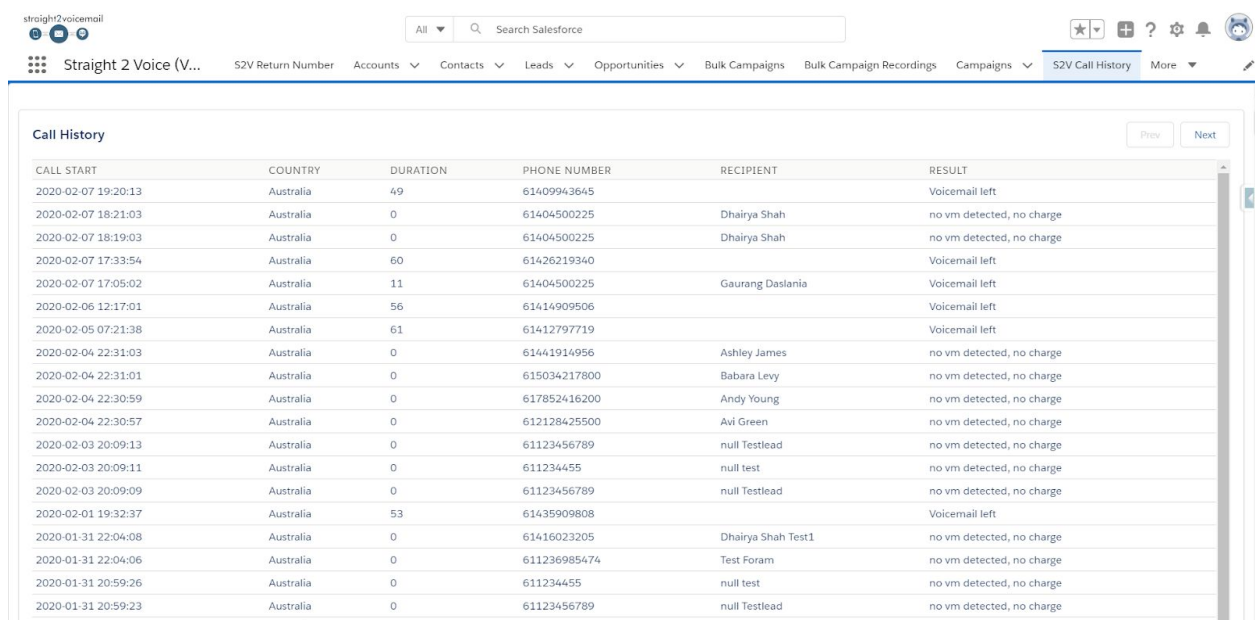
- Header:** Includes navigation tabs like 'Straight 2 Voice (V...', 'S2V Return Number', 'Accounts', 'Contacts', 'Leads', 'Opportunities', 'Bulk Campaigns', 'Bulk Campaign Recordings', 'Campaigns', 'Future Voicemails', and 'More'. A search bar is also present.
- Future Voicemails:** A list of future voicemails. The first entry is 'FV-0000000185'.
- Details Tab:**
 - Future Voicemails Name:** FV-0000000185
 - ContactId:** 0036F00003551QAV
 - LeadId:**
 - Error:**
 - Status:**
 - Queue:**
 - Created By:** Nick Black1, 7/02/2020 9:00 PM
 - Owner:** Nick Black1
 - Record Id:** 0036F00003551QAV
 - Sending method:** Voicemail
 - Subject Name:** Contact
 - Timezone:** Australia/NSW
 - Last Modified By:** Nick Black1, 7/02/2020 9:00 PM
- Activity Tab:**
 - Filters:** All time, All activities, All types.
 - Upcoming & Overdue:** A section showing upcoming and overdue tasks.

If you look at the above image it shows that a new record has been created in which we can find that contact id which was created before and if the status is in **“Queue”**.

So, we are running an apex batch over here which will continuously check the records who are eligible for sending the voicemail or sms.

And once the voicemail is sent the status will be changed from **Queue to Sent**

2.9 S2V Call History:



CALL START	COUNTRY	DURATION	PHONE NUMBER	RECIPIENT	RESULT
2020-02-07 19:20:13	Australia	49	61409943645		Voicemail left
2020-02-07 18:21:03	Australia	0	61404500225	Dhairya Shah	no vm detected, no charge
2020-02-07 18:19:03	Australia	0	61404500225	Dhairya Shah	no vm detected, no charge
2020-02-07 17:33:54	Australia	60	61426219340		Voicemail left
2020-02-07 17:05:02	Australia	11	61404500225	Gaurang Daslania	Voicemail left
2020-02-06 12:17:01	Australia	56	61414909506		Voicemail left
2020-02-05 07:21:38	Australia	61	61412797719		Voicemail left
2020-02-04 22:31:03	Australia	0	61441914956	Ashley James	no vm detected, no charge
2020-02-04 22:31:01	Australia	0	615034217800	Babara Levy	no vm detected, no charge
2020-02-04 22:30:59	Australia	0	617852416200	Andy Young	no vm detected, no charge
2020-02-04 22:30:57	Australia	0	612128425500	Avi Green	no vm detected, no charge
2020-02-03 20:09:13	Australia	0	61123456789	null Testlead	no vm detected, no charge
2020-02-03 20:09:11	Australia	0	611234455	null test	no vm detected, no charge
2020-02-03 20:09:09	Australia	0	61123456789	null Testlead	no vm detected, no charge
2020-02-01 19:32:37	Australia	53	61435909808		Voicemail left
2020-01-31 22:04:08	Australia	0	61416023205	Dhairya Shah Test1	no vm detected, no charge
2020-01-31 22:04:06	Australia	0	611236985474	Test Forum	no vm detected, no charge
2020-01-31 20:59:26	Australia	0	611234455	null test	no vm detected, no charge
2020-01-31 20:59:23	Australia	0	61123456789	null Testlead	no vm detected, no charge

Call History tab is nothing but your call logs that to whom you have sent the voicemail it also checks the result of the voicemail the duration of the voicemail.

CONT..

2.10 S2V Scheduled Voicemails:

It helps to track your scheduled voicemail which you have created directly from the website or from the older version of Straight 2 Voice application and you can directly delete the scheduled record from the given “Delete” button.

straight2voicemail

All Search Salesforce

Straight 2 Voice (V... S2V Return Number Accounts Contacts Leads Opportunities Bulk Campaigns Bulk Campaign Recordings S2V Scheduled Voicemails More

List of Scheduled Voicemails

NAME	CREATED DATE	DELAY	OPTION SCHEDULE	SCHEDULE START DATE	SCHEDULE FREQUENCY	
52321 Richard	2020-02-07 19:20:13.450370+00:00		false		Campaign is completed	Delete
52320 Contact2020-02-07 07:20:17	2020-02-07 18:19:05.645032+00:00		true	2020-02-07 18:20:16+00:00	Once Only	Scheduled campaign sent Delete
52319 Contact2020-02-07 07:19:02	2020-02-07 18:17:51.403830+00:00		true	2020-02-07 18:19:01+00:00	Once Only	Scheduled campaign sent Delete
52318 Garth	2020-02-07 17:33:54.035708+00:00		false		Campaign is completed	Delete
52317 Contact2020-02-07 06:04:27	2020-02-07 17:03:16.489951+00:00		true	2020-02-07 17:04:26+00:00	Once Only	Scheduled campaign sent Delete
52203 Sascha	2020-02-06 12:17:01.362610+00:00		false		Campaign is completed	Delete
52014 Rod	2020-02-05 07:21:38.071593+00:00		false		Campaign is completed	Delete
52010 Salesforce Developer	2020-02-04 22:30:56.796398+00:00		true		Scheduled campaign sent	Delete
51781 Test49	2020-02-03 20:09:09.119342+00:00		true		Scheduled campaign sent	Delete
51619 Adam	2020-02-01 19:32:36.941842+00:00		false		Campaign is completed	Delete
51508 Thanh Dhaiyya Test	2020-01-31 22:04:05.653778+00:00		true		Scheduled campaign sent	Delete
51507 Test49	2020-01-31 20:59:23.172576+00:00		true		Scheduled campaign sent	Delete
51506 Test49	2020-01-31 20:46:06.960692+00:00		true		Scheduled campaign sent	Delete
51505 Test49	2020-01-31 20:10:27.935285+00:00		true		Scheduled campaign sent	Delete