



## Frequently Asked Questions

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### **Where can I find more information about Phone Validation?**

You can view summary, overview, and detailed setup instructions at:

<https://tigerfacesystems.com/products/phone-validation/summary>

### **How do I contact Tigerface Systems for questions?**

For any questions please email: [contact@tigerfacesystems.com](mailto:contact@tigerfacesystems.com)

### **Do you offer discounts for non-profits?**

Yes, non-profits will receive a 13% discount off of monthly or yearly licenses.

### **Do users in my org need a Phone Validation license?**

No because the application is offered as org-wide access so individual user licenses do not apply.

### **What is the difference between Professional and Enterprise versions?**

The Professional version only runs in Salesforce Lightning and renders validation data in Lightning Web Components. The Enterprise version can render validation data in both Lightning and Classic and utilizes custom fields on Account, Contact, and Lead to render the validation data. For more information go to <https://tigerfacesystems.com/products/phone-validation/summary>

### **Are Lightning and Classic supported?**

The Professional version only supports Lightning. The Enterprise version supports both Lightning and Classic.

### **Can I validate phone numbers from a standard list view?**

Only with the Enterprise version of the application. For Professional version a Lightning Web Component list view is utilized.

### **Can I write a Process Builder, Workflow Rule, or other customization to store validation data on parent records?**

If you require validation data to be stored in custom fields on Account, Contact, and Lead use the Enterprise version of the application which supports this capability. Adding this capability to the Professional version is not supported and can result in application errors.

### **Will Apex Batch time out if large numbers of records are validated?**

No, the records leverage the Salesforce batch framework which processes small numbers of records in chunks to enable the batch to scale to large number of records.

### **Why do API Time Outs Occur?**

Salesforce allows up to 120 seconds for all API request to complete in a transaction. If the API response is not received within this time frame then a time out error will occur. In most cases users will not experience this issue. However, if there is network latency between Salesforce and realphonevalidation.com API services then on occasion a time out may occur.

### **What phone number format is supported?**

A valid phone number should have 10 numeric digits. We also allow hyphens, parenthesis, and spaces. Our app takes the value of the phone field and strips out spaces, parenthesis, and hyphens and sends that to the real phone API. The real phone API requires 10 numeric digits.

### **What Salesforce editions are supported?**

All Phone Validation features are supported when installed in an Enterprise and Ultimate edition. Apex batch is not supported when Phone Validation is installed in Professional edition.

### **Why do I see “some value” in a phone validation field?**

The Phone Validation solution stores the actual values returned by the realphonevalidation.com API. For field value definitions please see their API documentation here:

<https://realphonevalidation.com/resources/api-documentation/>

### **Why does Contact Phone field have a label of Business Phone?**

The Phone Validation solution queries Salesforce for the Contact field's Phone label and Salesforce returns "Business Phone". But that field's label in Object Manager is Phone. This is considered "normal" according to Salesforce. However, if you do the following you can change the label to something other than Phone:

- 1) Under setup go to Rename Tabs and Labels
- 2) Click Edit next to Contacts
- 3) Click Next
- 4) Change the label of Phone to something like "Customer Phone" or "Contact Phone"; anything other than "Phone".
- 5) Click Save