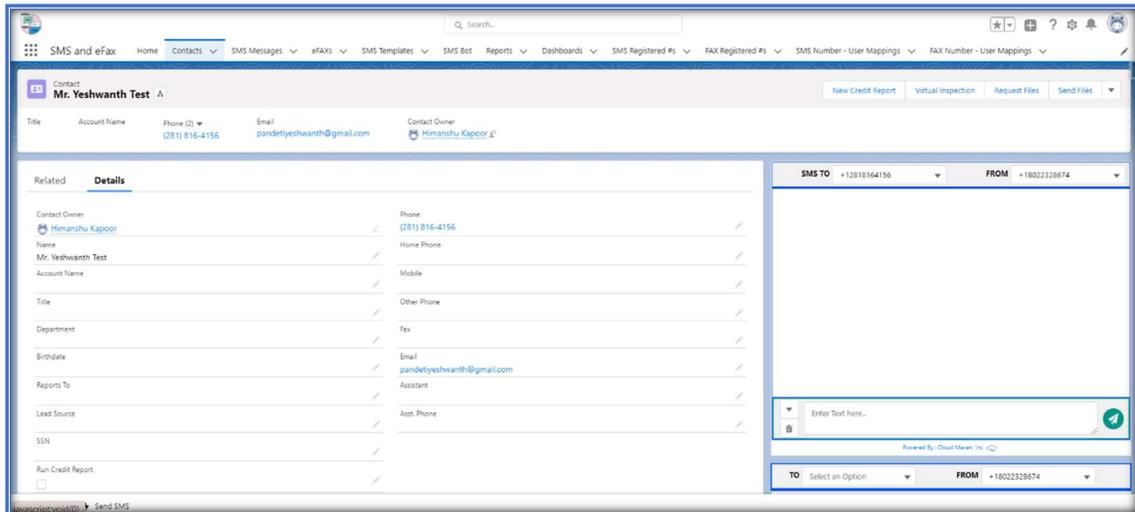


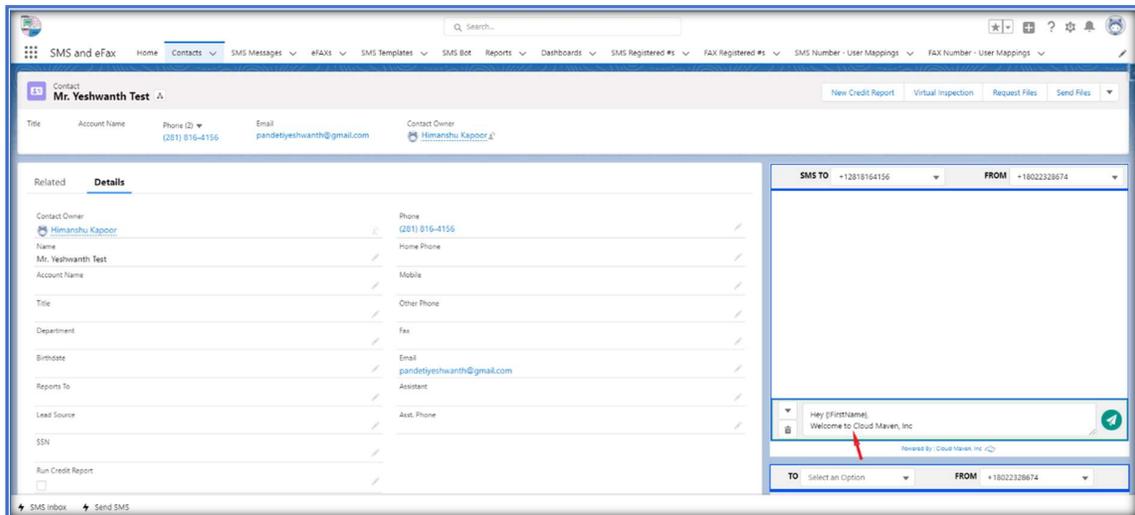
## SMS Functionality Flow

- Log in to your Salesforce Org.
- Go to the existing Contact record or create a new one.



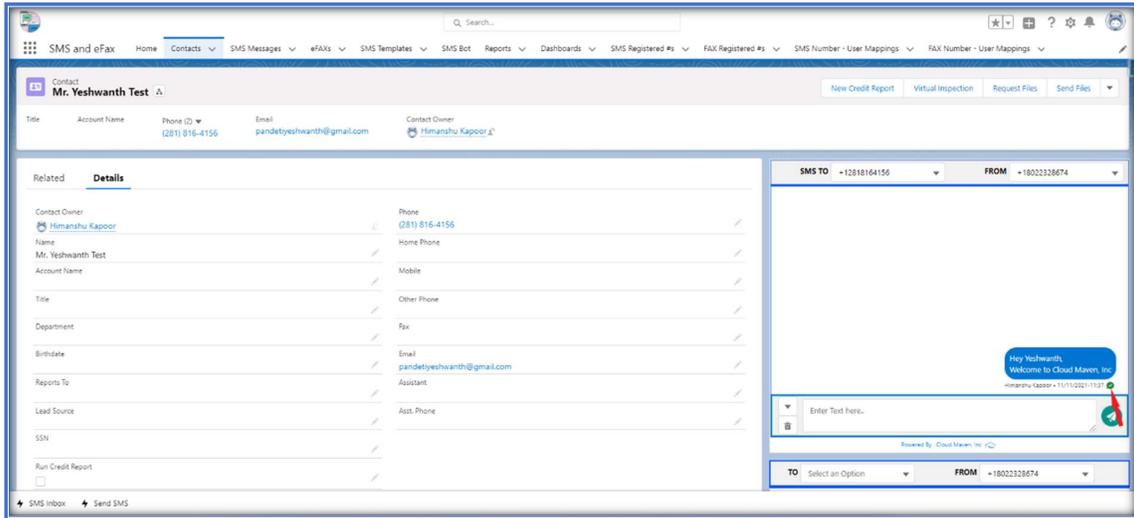
The screenshot shows the Salesforce interface for a contact named Mr. Yeshwanth Test. The contact details are visible on the left, including the contact owner Himanshu Kapoor and the phone number (281) 816-4156. On the right, the SMS screen is open, showing the SMS TO field populated with +12818164156 and the SMS FROM field populated with +18022328674. The message input field is empty, and the Send icon is visible.

- You can see **SMS TO** and **SMS FROM** fields are auto populated in the SMS screen.
- Enter your message and Click on the Send icon.



The screenshot shows the same Salesforce interface as the previous one, but now a message has been entered in the SMS input field: "Hey (First Name), Welcome to Cloud Maven, Inc". A red arrow points to the message text. The Send icon is still visible, and the SMS TO and FROM fields remain populated.

- You can see **Green Tick** which means that the message has been delivered.



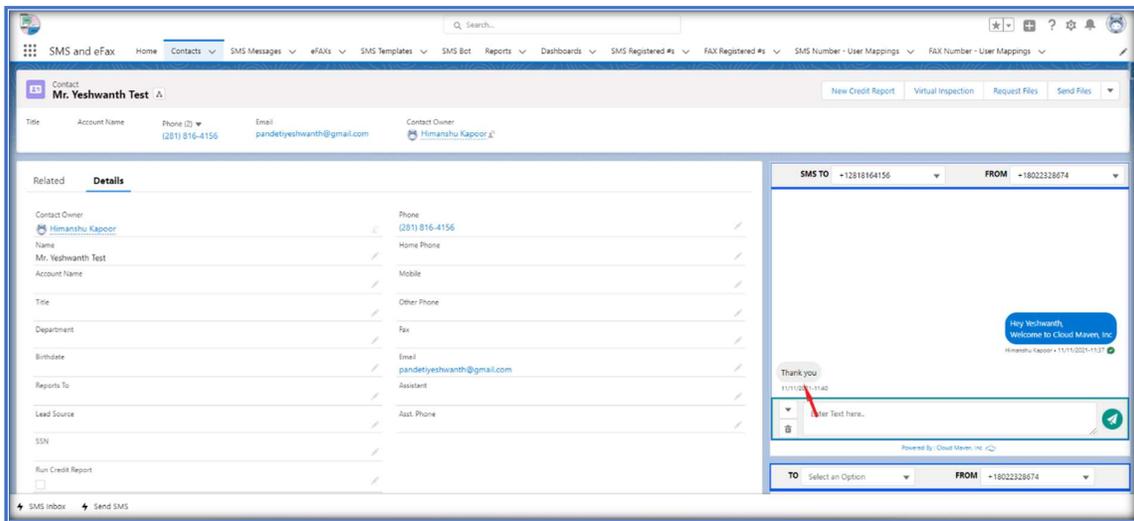
The screenshot shows a CRM interface for a contact named Mr. Yeshwanth Test. The contact details include:
 

- Contact Owner: Himanshu Kapoor
- Name: Mr. Yeshwanth Test
- Account Name: Mr. Yeshwanth Test
- Title: Assistant
- Department: Assistant
- Birthdate: 11/15/2021
- Reports To: Assistant
- Lead Source: Assistant
- SSN: Assistant
- Run Credit Report: Assistant

 The right-hand pane shows an outgoing SMS message:
 

- SMS TO: +12818164156
- FROM: +18022328674
- Message content: "Hi Yeshwanth, Welcome to Cloud Maven, Inc"
- Timestamp: 11/15/2021 11:37
- Status: A green tick icon indicates the message has been delivered.

- "Thank you" message received from the customer.

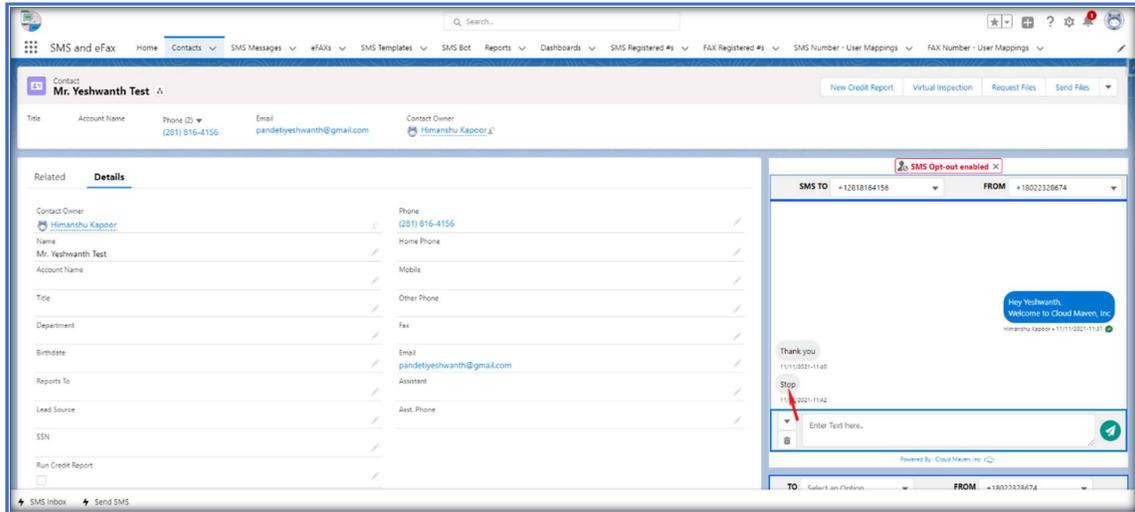


The screenshot shows the same CRM interface for Mr. Yeshwanth Test. The right-hand pane now shows an incoming SMS message:
 

- SMS TO: +12818164156
- FROM: +18022328674
- Message content: "Thank you"
- Timestamp: 11/15/2021 11:40
- Status: A green tick icon indicates the message has been received.

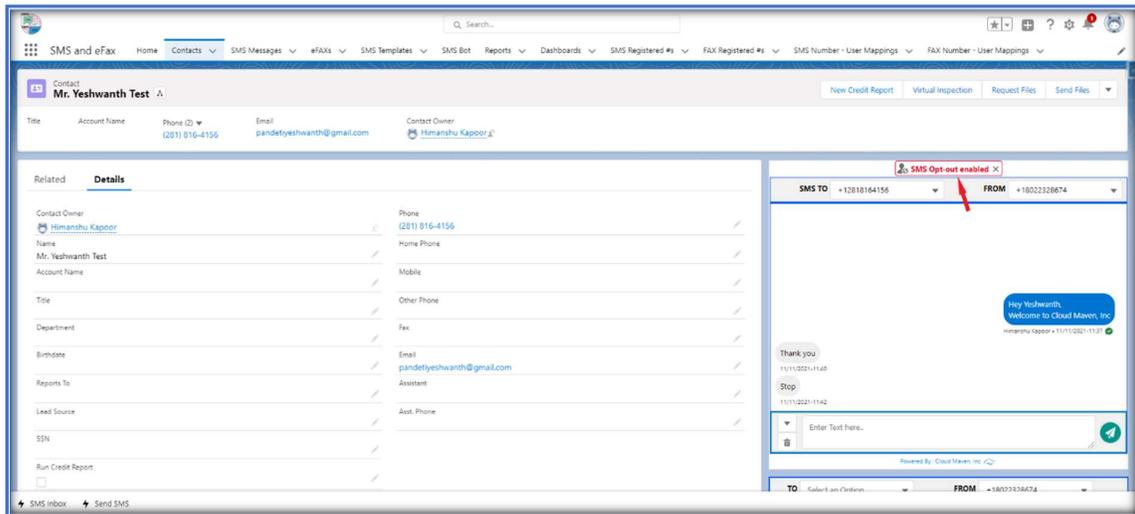
## SMS Opt-Out Functionality

- If the customer sends “Stop” message, **SMS Opt-Out Functionality** will be enabled.



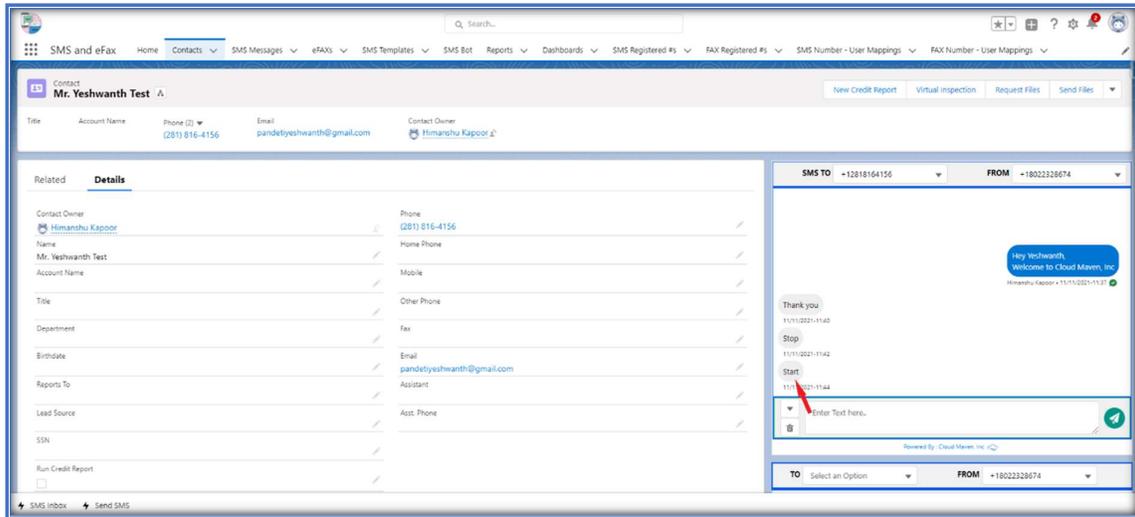
The screenshot shows the Cloud Maven SMS interface for contact 'Mr. Yeshwanth Test'. The 'Details' tab is active, displaying contact information. On the right, the SMS screen shows a message history with a 'Stop' message received on 11/11/2021 11:42. A red box highlights the 'SMS Opt-out enabled' status at the top of the SMS screen. Below the message history, there is a text input field with a placeholder 'Enter Text here.' and a green checkmark icon.

- The SMS Opt-out option is enabled as you can see at top of the SMS screen.



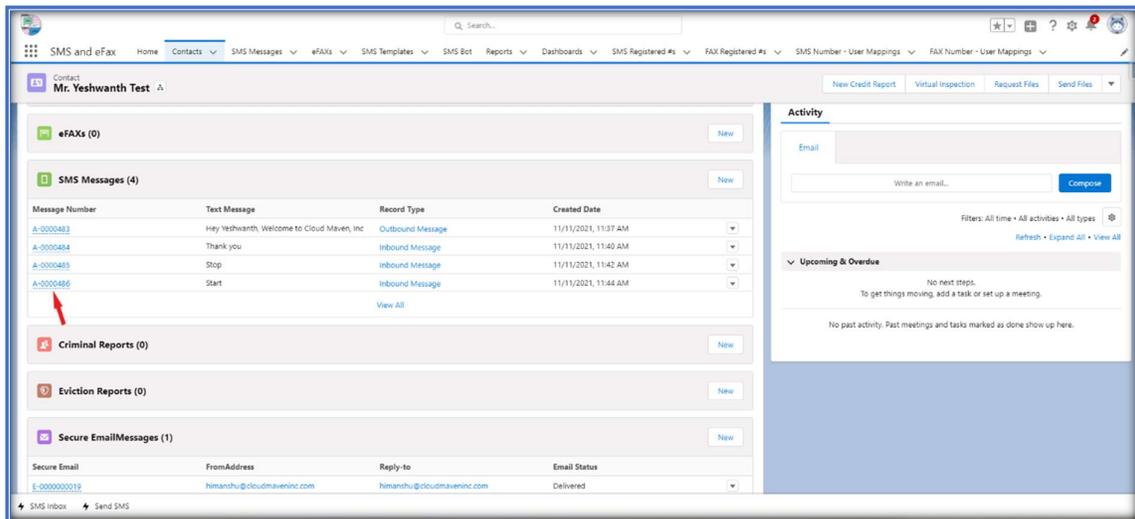
This screenshot is identical to the one above, showing the SMS interface for 'Mr. Yeshwanth Test'. A red arrow points to the 'SMS Opt-out enabled' status at the top of the SMS screen, emphasizing that the option is enabled.

- When **SMS Opt-Out Functionality** is enabled, the message sent by the user will not be delivered.
- If the customer sends **“Start”** message, **SMS Opt-Out Functionality** will be disabled.



The screenshot shows the 'Contact' page for 'Mr. Yeshwanth Test'. The 'Details' tab is active, displaying contact information such as phone number (281) 816-4156, email pandetyeshwanth@gmail.com, and contact owner Himanshu Kapoor. On the right, a message history panel shows an outgoing 'Welcome to Cloud Maven, Inc' message and two incoming messages: 'Thank you' and 'Stop'. A 'Start' message is also visible, with a red arrow pointing to the 'Enter Text here...' input field below it.

- Click on the **Related** Tab of the Record, you will be able to see the SMS Messages.



The screenshot shows the 'Activity' tab for 'Mr. Yeshwanth Test'. It displays a list of 'SMS Messages (4)'. The messages are as follows:

Message Number	Text Message	Record Type	Created Date
A-0000483	Hey Yeshwanth, Welcome to Cloud Maven, Inc	Outbound Message	11/11/2021, 11:37 AM
A-0000484	Thank you	Inbound Message	11/11/2021, 11:40 AM
A-0000485	Stop	Inbound Message	11/11/2021, 11:42 AM
A-0000486	Start	Inbound Message	11/11/2021, 11:44 AM

A red arrow points to the 'Start' message. Below the list, there are sections for 'Criminal Reports (0)', 'Eviction Reports (0)', and 'Secure EmailMessages (1)'.

Please reach out to us at [solutions@cloudmaveninc.com](mailto:solutions@cloudmaveninc.com) in case of any queries or concerns.