

Mercury SMS Version 1.13 Release Notification

6 June 2018

A new version of Mercury SMS (version 1.13) will be released on the AppExchange on Thursday 7 June 2018. This notification has been issued to existing Mercury SMS users. It contains an overview of the new features available with this release, along with instructions on how to upgrade to the new version.

What's new?

This release comprises of a number of enhancements to existing functionality, along with some new features. You'll find details of all the new features below.

Bulk SMS Manager Enhancements

A number of small enhancements have been added to the Bulk SMS Manager, which are detailed below.

Duplicate Management

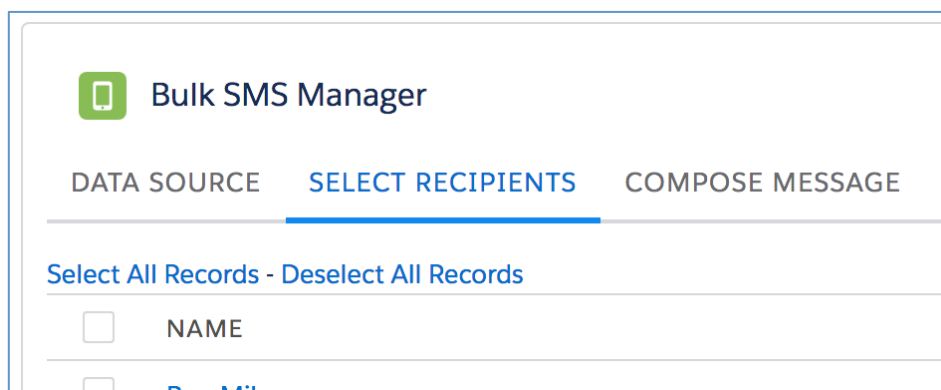
Previously, if you had more than one record in the set of records that you've selected that contained a matching number, an SMS would have been sent to each instance. Now, where duplicates are found in the list, only one message will be sent to the recipient.

Please note, in order for the de-duplication process to apply, the number must match exactly once white space and special characters have been removed. For example, (207) 123 4567 will match 207-123-4567, but 1 207 123 4567 will not.

Merge field values will be taken from the first record (for example, if the first record had a name of Chris and the second record had a name of Christopher, the merged field value would be Chris). A Task will be stored against each record found. Inbound replies will only be matched back to the original record, not the duplicates.

Select All / Deselect All

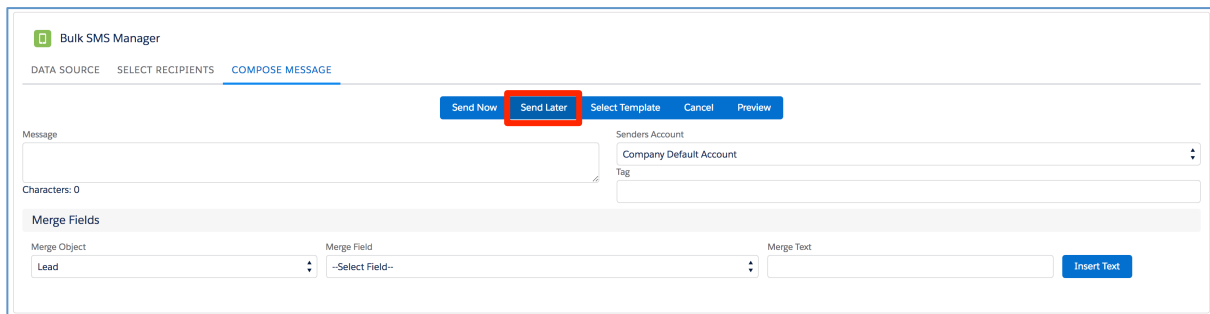
Previously, when you wanted to select all of the records returned from a specific List View, you had to click through each page and tick the 'Select All' Checkbox. To allow you to quickly select all records in the list view, you're now able to click the 'Select All Records' link, which will select all records returned in the List View, not just those on the current page. You can click the 'Deselect All Records' link to quickly deselect all records. See below for location of these links.



Send Later

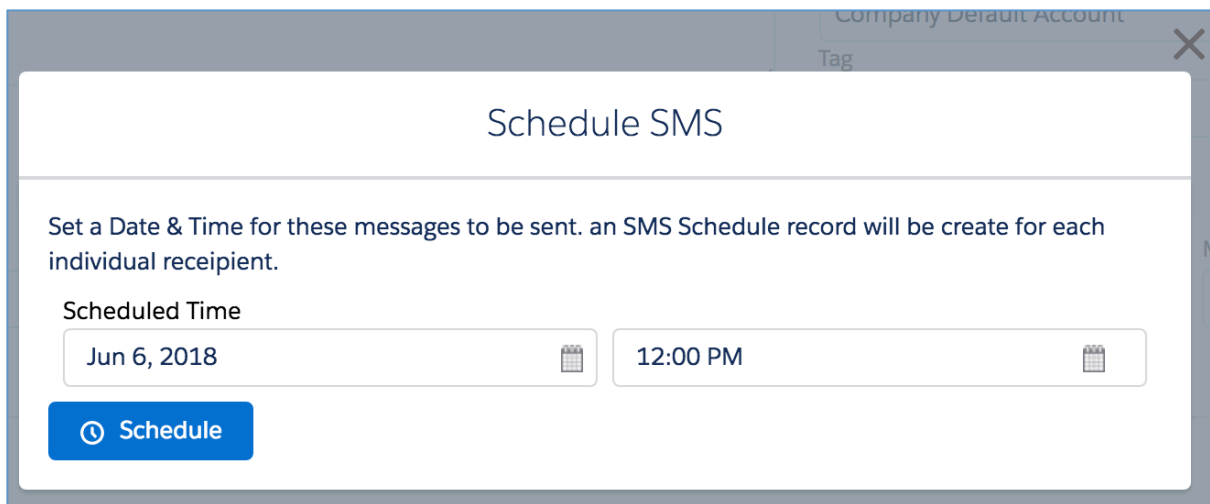
You will now have the option to compose a message and chose to 'Send Later' rather than having to send it immediately.

To schedule the message to be sent at a later time, click the 'Send Later' button.



The screenshot shows the 'Bulk SMS Manager' interface in the 'COMPOSE MESSAGE' tab. At the top, there are buttons for 'Send Now', 'Send Later' (highlighted with a red box), 'Select Template', 'Cancel', and 'Preview'. Below these are fields for 'Message', 'Senders Account' (set to 'Company Default Account'), and 'Tag'. A 'Characters: 0' indicator is present. The 'Merge Fields' section includes a 'Merge Object' dropdown set to 'Lead', a 'Merge Field' dropdown set to '--Select Field--', and a 'Merge Text' input field with an 'Insert Text' button.

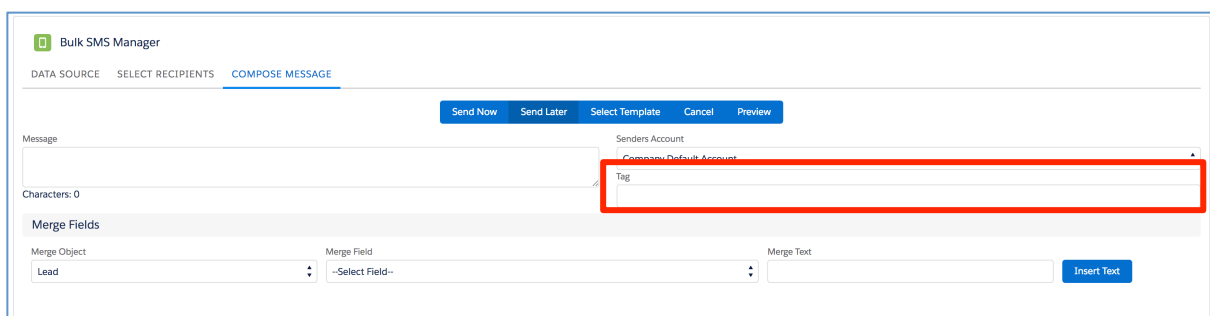
This will open up the 'Schedule SMS' window so you can set the Date and Time that you would like the message to be sent.



The 'Schedule SMS' dialog box is displayed. It contains the text: 'Set a Date & Time for these messages to be sent. an SMS Schedule record will be create for each individual receipt.' Below this, there are two input fields: 'Scheduled Time' with a date picker set to 'Jun 6, 2018' and a time picker set to '12:00 PM'. At the bottom left, there is a blue 'Schedule' button with a clock icon.

Task Tag

A new Field has been added to the Task Object called 'Tag'. This field is available from the Bulk SMS Manager and from the Bulk SMS feature on the Campaign Object. The purpose of the field is to 'tag' the message so all Tasks sent or received as part of this Bulk SMS send can easily be filtered in reports.



This screenshot is identical to the one above, but the 'Tag' input field is highlighted with a red rectangular box to draw attention to it.

Note: You may need to add this to your Task Page Layout and set the Field Level Security so the field is visible to your users.

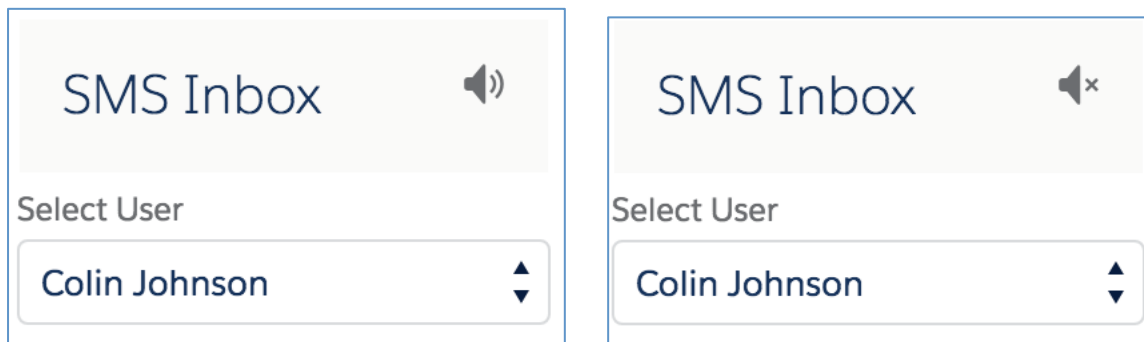
SMS Inbox Enhancements

Two new features have been added to the SMS Inbox, each of which is detailed below.

New Message Sound

When a new inbound message is received, it's now possible to have the SMS Inbox play a sound, notifying you of the arrival of the new message.

There is a new icon in the header of the SMS Inbox that lets you unmute / mute the notification sound.



To enable the audio notification, there is a new setting that has been added to the Setup & Configuration page within the Configuration section.

Configuration

To ensure a User is notified when an Inbound SMS is received, please tick the box below and click Save.

Trigger User Email

If you have had the feature activated, switch on Cloaking for all Users here.
Cloaking is not supported to +1 Destinations

Cloaking Enabled

Set the default status of inbound SMS Messages (Tasks)

Default Task Status

Enable audio notifications and Utility Bar pop ups for the SMS Inbox


SMS Inbox Alerts

Restrict Permissions to look at other Users


A new field has been added to the User record that will allow you to specify whether a User has the ability to switch to view another User's SMS Inbox messages.

If you want to disable the ability to switch, you can set the 'Disable User Switch in the SMS Inbox' field to TRUE. This will remove the 'Select User' picklist at the top of the SMS Inbox.

Additional Information

Cloak SMS Messages 

Mercury SMS Default Account

Disable User Switch in SMS Inbox 

Note: You may need to add this to your User Page Layout and set the Field Level Security so the field is visible to your users.

System-wide Opt Out

Previously the SMS Opt Out feature was only available on the Lead and Contact Objects. The SMS Opt Out logic has now been enhanced to where you can configure it to work with any Object (Standard or Custom) in Salesforce.

To configure the Opt Out process for an Object, you need to create a Checkbox Field on that Object, ensuring it is labelled as follows:

Field Name: SMS Opt Out
API Name: SMS_Opt_Out__c

When an inbound message is now received containing the phrase 'STOP' any 'SMS Opt Out' field across any object will be updated to TRUE, preventing you from sending any further outbound messages to that record.

How do I upgrade?

Version 1.13 will be rolled on based on the following release schedule:

- 7th June – Available to manually upgrade from the AppExchange
- 16th June – Automatic Upgrade to all Sandbox Orgs
- 23rd June – Automatic Upgrade to all Production Orgs

To manually upgrade to the new version of Mercury SMS in your organisation, please follow the steps below.

1. Click www.aprika.com.au/me-app
2. Click the 'Get It Now' button
3. Enter your login details (if required)
4. Click 'Install in Production'
5. Click 'Confirm and Install' (you may need to login again at this stage)
6. Select which users you want to install for ('Install for All Users' is recommended)
7. Click 'Upgrade'
8. Click Done

Feedback

Some of the new features included in this release of Mercury SMS have come from ideas submitted from existing clients. If you have an idea for enhancing Mercury SMS, you can submit it via email on mercury@aprika.com.au.

Questions?

If you have any questions regarding this release notification, please do not hesitate to contact us on support@aprika.com.au.