



## Salesforce - Mitto App Installation User Manual

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### PART 1 PACKAGE INSTALLATION

1. You will receive a link from your Mitto Account Manager. Copy the link into your browser tab.



- 2. Log in to your Salesforce instance if you are not already logged in.
- 3. Select one of the options for profiles. We recommend using installation for admins only so you can expand access to each individual user using this permission set Mitto User Access.

By Kame	eleon Solutions		
<ul><li>Install for</li></ul>	R or Admins Only	Install for All Users	Install for Specific Profiles
You're ins AppExcha	talling a Non-Salesforce ange Partner Program.	Application that is not authorized for d	istribution as part of Salesforce's
I acknowledge that	at I'm installing a Non-Salesf	orce Application that is not authorized for di	stribution as part of Salesforce's AppExchange
Partner Program.			Install
App Name	Publisher	Version Name	Version Number
Mitto	Kameleon So	olutions Mitto	1.0 (Beta 14)

- 4. Select the checkbox that you acknowledge installing a Non Salesforce Application.
- 5. Click Install.

6. Select the checkbox to grant access to the website.

Approve Third-Party Access					
This package may send or receive websites. What if you are unsure?	data from third-party websites. Make sure you trust these				
Website	SSL Encrypted				
rest.mittoapi.com	$\checkmark$				
Ves,	grant access to these third-party web sites Continue Cancel				

- 7. Click Continue.
- 8. If you get the message that it takes too long for the app to be installed, click Done and you will receive an email once the app is installed.

Install Mitto By Kameleon Solutions	
This app is taking a long time to install. You will receive an email after the installation has completed.	
	Done
	Done



# SET UP CALLBACK

#### **Prerequisite:**

your organization must have at least one Salesforce site. See Step 1 for more details.

#### Steps:

1. Select an existing Salesforce site. If you do not have any Salesforce site or you want to create a new one for this app follow these steps. We recommend using a new site especially tailored to Mitto SMS. Otherwise, go to Step 2.

1	Sites
1	What is a Ste?
	Elabelistics apple contains public conditional state of entropy insegration all use entropy insegrations and use of the public state o
	Because befar an hotele of Salentino servers, these are no data integration issues. And because sites are built on native Visualforce pages, data validation on collected information is performed automatically. You can allow users to access your site through you unque Salentine domain and URL, or you can register your on through domain or Modercol by your site.
	Create multiple sites that appeal to different audiences and satisfy your company's various business needs. For example, a software company could oreate one site for new developers, another for customers, and a third for marketing.
	✓ MyCompany.force.com     ✓ MyCompany.force.com     ✓ MyCompany.force.com     ✓ Create Your Force.com Sites
	Yew Salesforce site domain name is mittiyourmobilepartner-developer-edition.na174.force.com Salesforce Sites <u>Terms and Conditions</u>
11	Sites (mitroyourmobilepartner developer -edition.na174.force.com)

**1.1.** Navigate to Sites in Setup.



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**1.2.** Click New to create a new site. If you do not have a company domain you will have to specify it before creating any new Salesforce sites.

Sites House the Project 😣					
What is a Site?					
substrate shake enables you to create public vehicles and applications that are directly integrated with your Salesforce com organization—without requiring users to log in with a username and password. You can publicly expose any information stored in your organization through pages that match the look and feel of your company's band. Use sites to create public community sites to gather creationer feedback, banded login and registration pages for your policit. Who terms for capturing leads, and is on.					
Because altes un bioled of States autoritation of the state of the states and because altes are built on native Visualizes pages, data validation on collected information is performed automatically. You can altrou user to access your site through your unique Salestone domain and URL, or you can experter your own branded domain or subsect by your use					
Create multiple sites that appear to different audiences and satisfy your company's various business needs. For example, a software company could create one site for new developers, another for customers, and a third for marketing.					
Vour Fore.com Domain  Vour Fore.com Domain  (MyCompany.fore.com)  (MyCompany.fore.com/developers  (MyCompany.fore.com/developers)  (MyCompany.fore.com/developers)  (MyCompany.fore.com/developers)					
Create Your Force.com Sites					
Create Your Force.com Sites Vour Satesforce site domain name is mittopuurmobilepartier developer edition.na 174.ferce.com Satesforce Ster <u>Terms and Conditions</u>					
Create Your Force.com Sites           Your Statsfores the domain name is mittoyournobilepartner developer edition.na174.force.com           Stete (mittoyournobilepartner developer edition.na174.force.com)           Sites (mittoyournobilepartner developer edition.na174.force.com)					

**1.3.** Provide details for your new Salesforce site.

Site Label	mitto
Site Name	mitto
Site Contact	Your admin or someone with admin rights
Default Record Owner	Your admin or someone with admin rights
Active	Select this field. You can activate the site later if you like
Active Site Home Page	UnderConstruction
Inactive Site Home Page	InMaintenance
Site Template	Site Template
Default Web Address	mitto
***leave other fields with their default values	

	Save
Site Label	mitto
Site Name	mitto
Site Description	
Site Contact	Your Admin
Default Record Owner	Vour Admin
Default Web Address	
Active	
Active Site Home Page	UnderConstruction
Inactive Site Home Page	InMaintenance
Site Template	Site Template
Site Robots.txt	
Site Favorite Icon	
Analytics Tracking Code	1
URL Rewriter Class	🤹 i
Enable Feeds	
Clickjack Protection Level	Allow framing by the same origin only (Recommended)
Require Secure Connections (HTTPS)	
Lightning Features for Guest Users	i i
Upgrade all requests to HTTPS	1
Enable Content Sniffing Protection	
Enable Browser Cross Site Scripting Protection	
Referrer URL Protection	
Guest Access to the Support API	
	Save

2. Click Public Access Settings.

mitto	2			п					
« <u>Back to I</u>	List: Sites			V					
Site De	etail		Edit Pul	blic Access Settings	Login Settings	URL Redirects	Deactivate		
	Site Label	mitto						Site Name	mitto
	Site Description							Site Contact	
	Active	<b>V</b>						Login	Not Allowed
	Active Site Home Page	UnderConstruction [Preview]						Site Favorite Icon	
	Inactive Site Home Page	InMaintenance [Preview]						Site Robots.txt	
	Site Template	SiteTemplate [Preview]						Enable Feeds	0
	Analytics Tracking Code							URL Rewriter Class	
	Clickjack Protection Level	Allow framing by the same origin only	y (Recommen	(ded)				Require Secure Connections (HTTPS)	🖌 🔳
	Lightning Features for Guest Users	✓ 1						Upgrade all requests to HTTPS	🖌 1
	Enable Content Sniffing Protection	✓ <u>i</u>					Enable Br	owser Cross Site Scripting Protection	🖌 1
	Referrer URL Protection	✓ 1						Guest Access to the Support API	
	Default Record Owner	<b>i</b>							
	Created By							Last Modified By	
			Edit Pu	blic Access Settings	Login Settings	URL Redirects	Deactivate		

3. View Users or Assigned Users if your organization has Enhanced Profile User Interface enabled.

îles		
е		
ofile have the permissions and page	e layouts listed below. Administrators can change a user's r	profile
on uses Record Types, use the Edit	links in the Record Type Settings section below to make or	ne or i
ogin IP Ranges [0]   Enabled Apex Class	s Access [0]   Enabled Visualforce Page Access [12]   Enabled Ext	ernal D
	Edit View Users	
Name	mitto Profile	_
User License	Guest	
	Name User License Description	Name mitto Profile User License Guest Description

4. View Click Site Guest User. Salesforce generates a guest user for each site that you create.



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5. Click Edit Assignments in Permission Set Assignments section.

mitto Site Guest User				WHEP for this Page 🥝
Permission Set 4	astonnenis (1)   Permission Sec Assistments: Activation Required (1)   Permission Sec Group,	Assistments III   Permasion Set License Assistments III   Public Grave M	antiersche III – Gueue Mentiersche III – installet Mobile Acos II	
User Detail	Edit Sharing			
Nam	mitto Site Guest User	User License	Guest	
Alia	guest	Profile	mitto Profile	
Erea		Active	1	
Usernam	mitto@mittoapplication.developer-edition.na174.force.com	Marketing Usar		
Nicknam	estto 1	Wobile Push Registrations	View	
Divisio		Data.com User Type	1	
Time Zon	(OMT+00.00) Greenwich Mean Time (GMT)	Mobile User	1	
Local	English (United States)	Salesforce CRM Content User		
Languag	English	Email Encoding	General US & Western Europe (ISO-8859-1, ISO-LATIN-1)	
Federation 8				
App Registration: One-Time Password Generate				
App Registration: Salesforce Authenticate		Used Data Spane	o s toleni	
Security Kay (U2F	(i)	Used File Space	0 8 (view)	
Lightning Logi		Indevidual		
Temporary Verification Code (Expires in 1 to 24 Hours	(Generate)			
Created B	<b>/</b>	Modified By		
	Edit: Sharing			

6. Enable Mitto Callback permission set and save it.

Permission Sets	
Permission SetAssignments mitto Site Guest User	
	Save Cancel
Available Permission Sets CRM User Sales Cloud User Salesforce Console User Service Cloud User Standard Einstein Activity Capture	Enabled Permission Sets



7. Navigate to the list of your Salesforce sites in Setup and click on the Site Label.

Sites	register your own branded domain or subdor Create multiple sites that appeal to different a	es, were are no uses megitation issues. And beca nain to redirect to your site. audiences and satisfy your company's various busi	tess needs. For example, a software cor	eyes, use reason on consider monitation is per-	ther for customers, ar	rd a third for marketing.	erress han see mondil han audas sassaa	e ovinani ano onc, la you can
CSP Trusted Sub Remote Site Settings			Your Force.co	force.com	developers customers			
Didn't find what you're looking for? Try using Global Search.				Create Your Force.	com Sites			
	Your Salesforce site domain name is mitt Salesforce Sites <u>Terms and Conditions</u>	papplication-developer-edition.na174.force.com						
	Settings							
	Settings	tes.						
	Settings These settings affect all Salesfurce s Assign new records created by Salesfu Assign new records created by Salesfu Assources and Salesfue and Profiles 5	ites. ros Sites guest users to a default owner in the org or setT-registration and user creation. 1	1					
	Settings These settings affect all Salesfurce s C Assign new records created by Salesfu C Assign new records created by Salesfu C Abov using standard adversal purities 1	tes. Tree Stes guest users to a default owner in the org or self-registration and user creation. 1	1 Save Cansal					
	Settings	tes. rea State guest users to a default owner in the org real-regularation and user creation. [1] dition.ns174.forces.com)	1 Seve Cannel					

8. Copy your site's domain name and send it back to Mitto using your email. Consult your Account Manager for more details. In this example the parameter that needs to be sent to Mitto is mittoapplication-developer-edition.na174.force.com/mitto

nitto					Help for this Page
« Back to List: Sites					
Site Detail	Edit Public /	Access Settings Login Settings URL Redirects	Deactivate		
Site Label	mitto		Site Name	mitto	
Site Description			Site Contact		
Active	2		Login	Not Allowed	
Active Site Home Page	UnderConstruction (Preview)		Site Favorite Icon		
Inactive Site Home Page	InMaintenance (Preview)		Site Robots.txt		
Site Template	SiteTemplate (Preview)		Enable Feeds		
Analytics Tracking Code			URL Rewriter Class		
Clickjack Protection Level	Allow framing by the same origin only (Recommended)	)	Require Secure Connections (HTTPS)	✓ 1	
Lightning Features for Guest Users	× 1		Upgrade all requests to HTTPS	1	
Enable Content Sniffing Protection	<ul> <li>✓ ■</li> </ul>		Enable Browser Cross Site Scripting Protection	✓ 1	
Referrer URL Protection	× 1		Guest Access to the Support API		
Default Record Owner					
Created By			Last Modified By		
	Edit Public J	Access Settings Login Settings URL Redirects	Deactivate		
Custom URLs					Custom URLs Help (
Action Domain Name		Path Current HTTPS Option	Certificate and Key	Certificate Expiration Date	Site Primary Custom URL
Edit   Del   View   Preview as Admin mittoapplication	-developer-edition.na174.force.com	/mitto Salesforce Sites Subd	lomain		



### PART 3 PROVIDE ACCESS TO USERS

The best way to provide access to other users without compromising access to your Mitto setup options is to assign each Salesforce user a pre-defined permission set Mitto User Access. If you would like to provide access to Mitto setup options then a separate permission set should be made or it can be done per profile.

# SET UP OPTION FOR SENDING SMS

1. Navigate to your Mitto SMS app in App Menu.



- 2. Specify details on your Setup page.
  - 2.1. Setup tab (this tab will be visible to admins only if you chose to install for admin profiles only)

Provide mandatory details as follows in order to be able to send SMS:

- Product Key. Contact your Account Manager at Mitto. Enter the code. Administrators can see this code in Setup -> Custom Settings -> Mitto Configuration -> Manage -> Default
- Lead Mobile. Select one of the phone fields that contains mobile phone of your recipients.
- Contact Mobile. Select one of the phone fields that contains mobile phone of your recipients.

	Mitto SMS Home Setup SMS Templates	s SMS 🗸
۶	Setup 👤 Default Senders 🛄 Opt-Out Keywo	ords
* Pi	roduct Key	
Lea	d Mobile	
N	lobile Phone	
Cor	ntact Mobile	
	Johile Phone	

Default Senders tab (this tab will be visible to admins only if you chose to install for admin profiles only)

Default SenderIDs ("From" field displayed on mobile device) can be of two types. Consult your Account Manager at Mitto which option should you use:

- Numeric. The limit is 15 characters. (+44776543210)
- Branded. The limit for alphanumeric field type is 11 characters without spaces. (MITTO-SMS)

\*if you want to setup the branded SenderID, registration might be needed, please contact your Account Manager in Mitto for the regulations and process.

🔎 Setup	Default Enders 🛄 Opt-Out Reynolds				
			ADD NEW SENDER		
	NAME	TYPE	EDIT/DELETE		
1	Mitto Test	Branded	1 =		



New senders can be added by clicking the button Add New Sender.

Crea	ite New Default Sender
* Select Type Branded	* Sender's Name
	Cancel Save

2.2. Opt-Out Keywords tab (this tab will be visible to admins only if you chose to install for admin profiles only)

Opt-out keywords are not case sensitive.

			ADD NEW OPT-OUT KEYWORD
1	value stop		EDIT/DELETE
		Create New Opt-Out Keyword	
	*Keyword value	Create New Opt-Out Keyword	

3. Page Layouts Adjustment

Adjust your page layouts as follows. Repeat the steps for leads, contacts and campaigns. Please note that you do not need to make available to users both the quick action and the Mitto lightning component in Lightning. Choose the most convenient option for your users.

3.1. Classic.

Add the Send SMS button to your layouts.

Lead Layout 🗸								Custom Console Co	omponents Mini Page	Layout Mini Console View	e   <u>Video Tutorial</u> <u>Help for</u>
Save V Quick Save Previ	w As V Cancel	🖉 Undo 🐴 Redo	E Layout Properties								
Fields Buttons Quick Actions Mobile & Lightning Actions Expanded Lookups Related Lists Report Charts	Quick Find But Add to Call List Change Owner Change Record Typ Check for New Data	Clean Clone e Convert Delete	Edit     Edit     Find Duplicates     Get Survey Invita     Printable View	Send SMS Sharing Submit for Approval	2						
Lead Sample Highlights Panel Customize the highlights p Quick Actions in the S	anel for this page layou ialesforce Classic	L Publisher 1									
Post File	New Task	Log a Call	New Case New	Note New Event	Link P	Question	Email				
Salesforce Mobile and	Lightning Experie	ance Actions									
Post File Sharing Change	New Task Record Type	Log a Call Edit Chang	New Case New ge Owner Conver	Note New Event	Link P nd Text Email	oll Question (mobile only) Se	Email end SMS	Submit for Approval	Clone	Check for New Data	Delete
Lead Detail			-Star	ndard Buttons							Custom Buttons

#### **3.2.** Lightning

Add the Send SMS Mobile & Lightning Actions to your layouts.

		<u> </u>						Custom Consol	e Components Mini Page La	vout Mini Console View   Video Tutorial Help for this
Save  Quick Save Previ	ew As • Cancel	Jndo 🐴 Redo 📔	Layout Properties							
Fields	Q Quick Find Mobile	Action Name								
Buttons	Add to Call List	Check for New Data	Edit	Find Duplicates	Mobile Smart Actions	New Event	New Opportunity	Printable View	Send Text	
Actions	Call	Clone	Email	Get Survey Invita	New Account	New Group	New Task	Question	Sharing	
ctions	Change Owner	Convert	Email (mobile only)	Link	New Case	New Lead	Poll	Send SMS	Submit for Approval	
Expanded Lookups	Change Record Type	Delete	File	Log a Call	New Contact	New Note	Post	Send SMS	_	
Report Charts									- 2	
Quick Actions in the S	Salesforce Classic Pu New Task Lo	blisher 1 2g a Call New	r Case New No	te New Event	Link P	oll Questi	on Email			
Quick Actions in the S Post File Salesforce Mobile and	Salesforce Classic Pu New Task Lo d Lightning Experienc	og a Call New	r Case New No	ie New Event	: Link P	oll Questi	on Email			
Quick Actions in the s Post File Salesforce Mobile and Post File	Salesforce Classic Pu New Task Lo d Lightning Experienc New Task Lo	blisher I New	r Case New No	te New Event	Link P	oll Questi	on Email	Submit for Approva	Clone C	Check for New Data Delete
Quick Actions in the S       Post       File       Salesforce Mobile and       Post       File       Sharing       Change	Salesforce Classic Pu New Task Lo d Lightning Experienc New Task Lo Record Type Ed	blisher I New og a Call New og a Call New It Change Ov	r Case New Ni r Case New Ni amer Convert	te New Event	Link P Link P Send Text Email	oll Questi oll Questi (mobile only)	on Email	Submit for Approva	Cione	Check for New Data Delete

Add the *MittoSendSMS* lightning component to your lightning record pages.

🖬 Lightning App Builder 📑 Page		Lead Record Page
5 0 2 8 8	🖵 Desktop 💌 Strink To View 💌 🥂 Refresh	
Lightning Components		
No. C. P. Contraction of the Con	Lead	+ Follow New Case New Note Submit for Approval
Q. Search components	ws. Bertha Boxer	
	Title Company Phone (2) 🛩 Email	
Quip	Director of Vendor Relations Farmers Coop. of Florida (850) 644-4200 bertha@f	fcolinet
Quip Document		
Quip Notifications		
0 Recent Items	Working - Contacted Closed - Not C	Converted Converted 🗸 Mark Status as Complete
Recommendations		
Record Detail		
Related List - Single	Activity Details Chatter News	Send SMS
Related List Quick Links	The second	* From
Related Lists	•	+ B MITTO TEST
Related Record	New Task Log a Call New Event Email	*70
Report Chart		Enter a mobile number
Rich Text	Croate a task	Add Select template
Tabs		
Topics	Filters: All time - A	All activities - All types T Message text
Trending Topics	Sec. Sec.	efresh + Expand All + View Al
Twitter	V Upcoming & Overdue	
Visualforce	No next store.	
	To get things moving, add a task or set up a meeting.	(regular) 0 / 160 Sect
No Custom (0)		
• custom (u)	No past activity. Past meetings and tasks marked as done show up here.	
No components available.	-	Related
1	•	
✓ Custom - Managed (3)		

Add the SMS related list to leads, contacts and campaigns.

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# CREATE SMS TEMPLATES

You may create SMS templates for leads, contacts or campaigns. If you would like to personalize your message use merge fields inside the template. Campaign templates can use merge fields that are applicable to both contacts and leads as campaign members.

🔤 SMS T	TEMPLATES		ADD NEW SMS TEMPLATE
"	TEMPLATE NAME	RELATED OBJECT	EDIT/DELETE
1	movie	Campaign	2

At the bottom of each template the number of characters is calculated. It can be either Regular or Unicode. If a template has a personalization string it will show approximate number. For instance, FirstName takes 10 characters in this calculation. The real number of characters can be different when such template is used for sending SMS.

* Select Template	* Template Name
Campaign	\$ Movie campaign
* FROM	
Mitto Test	\$
Select Lead/Contact Merge Field	*Text
	\$ <%=FirstName%>



## SMS CREATION BY OBJECT

SMS records can be created in several ways.

#### 1. Leads

Send SMS directly from a single lead record. You may use lead templates. At the bottom of the component you may see the counter.

* From	
Mitto Test	÷
*To	
Select template	
*Message text	•
hello	
	0

After clicking the button Send, there will be a message saying how many messages have been sent actually.





2. Contacts

The same rules apply here as for leads.

3. Campaigns

Send SMS to all campaign members of a campaign. Navigate to a campaign record page. You may see the number of recipients. Please note the number of recipients may be less than the number of campaign members if some of your campaign members are missing value in the corresponding mobile phone field or they are marked as sms opt-out. Such campaign members cannot receive any SMS. Therefore, they are not counted against recipients of your campaign.

The counter shows the number of characters followed by the limit of one SMS. This is further followed by the number of SMS in squared brackets. The final figure shows the total number of messages that should be sent.\*

\* please note that the actual number of messages can be different due to the personalization string. In the example below (screenshot) some campaign members may have their first name 15 characters long although this string assumes that it is 10 characters by default. That may increase the number of messages. Consult your Account Manager at Mitto for more details.

rom	
Mitto Test	÷
* To	
4 recipients	
Select template	
movie	÷
Message text	
FIRST NAME	



#### 4. Custom Processes

You may integrate functionality of sending SMS into your process builders, flows or APEX triggers. All you need is to call an APEX action called Mitto Send SMS (api: apex-mitto\_\_\_SendSMSHelper) and provide values to its variables. See two examples below.



## SMS RECORDS

All created SMS can be found under the SMS tab. You may add SMS records as a related list to leads, contacts and campaigns.

There is All list view that can be used out-of-the-box. You may add list views on your own.

	Mitto SMS	Home	Setup	SMS Templates	SMS	~						
5 item	SMS All V	• Filtered b	y all sms •	Updated a few secon	ids ago		//>\\\`\\		AN ANGEC IN	<u></u>		
	-				-							
	SMS ID 1	$\sim$	Numbe	er of sent messages	6	$\sim$	То	$\sim$	Delivery status 🗸	Lead	$\sim$	Сог
1	SMS ID 1 SMS-00000	~	Numbe	er of sent messages	5	~	То	$\sim$	Delivery status v DELIVERED	Lead	~	Cor Ma

SMS records contain the most important details such as: leads, contacts and/or campaigns they are related to. The message itself with the actual number of messages sent per SMS record.



# SMS DELIVERY REPORTS

Each SMS record will be updated with changes in their status. Configure SMS page layout by adding a SMS Delivery updates related list. Please note that you must have a callback option enabled and set up for your organization.

	Mitto SMS	Home	Setup	SMS Templates	SMS 🗸					
	sms All ▼ 🖈		vana - X	<i>maz – 1</i> 388	-71(-7			SS 11117 ( - ) )	NNS-711 (	
5 items	s • Sorted by SMS ID	Filtered k	oy all sms •	Updated a few secon	ds ago					
5 item:	s · Sorted by SMS ID	• Filtered b	oy all sms • Numbe	Updated a few secon	ds ago	r To	~	Delivery status 🗸	Lead	✓ Cor
5 item:	s · Sorted by SMS ID SMS ID SMS ID SMS-00000	<ul> <li>Filtered b</li> <li>V</li> <li>00</li> </ul>	Numbe	Updated a few secon er of sent messages	ds ago	To	~	Delivery status 🗸 DELIVERED	Lead	✓ Cor Ma

### **SMS OPT-OUT**

First, specify Opt-Out Keywords under the Setup tab.

Second, add SMS opt-out to leads and contact page layouts. Make sure who should be able to edit this field.

Contact Layout 👻									Custom Consol	e Components Mini Page Layo
Save V Quick Save	Previe	w As V Cancel	P Undo 🐴 Redo 📔	Layout Properties						
Fields	14	Q Quick Find Field	i Name	*						
Buttons		+ Section	Asst. Phone Birthdate	Created By	Do Not Call Email	Fax Opt Out Home Phone	Last Modified By Last Stay-In-Touc	Level Mailing Address	Other Address Other Phone	SMS opt-out
Quick Actions		* Blank Space		Data.com Key						Title
Actions		Account Name	Clean Status	Department	Email Opt Out	Individual	Last Stay-in-Touc	Mobile	Phone	
Expanded Lookups		Assistant	Contact Owner	Description	Fax	Languages	Lead Source	Name	Reports To	
Related Lists Report Charts										

When someone opt outs, this SMS opt-out checkbox will be selected. This lead/contact will not be able to receive any messages. You may manually deselect this checkbox if you want these leads/contacts to receive messages.

	Details	News	
SMS opt-out			

The SMS component will be disabled when someone opts out.

Related	<u>Details</u>	News	
SMS opt-out			

Opt-out messages are stored like any other SMS records. They are distinguished by Message Status. It shows: OPT-OUT.

	Message Status OPT-OUT	
r	Message Id	



