Tinosys SMS Salesforce Notes - FAQ

Q. I have installed the Salesforce package for SMS Salesforce Notes. What next?

Ans.

1. Please deploy the Tinosys AWS CloudFormation template using [this link](). Please note that the stack has to be deployed in the **us-east-1** region of your AWS account.

2. Then follow the Configuration steps mentioned under section 3 of the [User Guide]()

Q. I have installed the AWS CloudFormation template, but my customer is still not receiving the SMS. Why is that?

Ans.   1. Ensure you have completed the AWS and Salesforce Configuration steps mentioned in the [User Guide]()

2. Ensure the Subject of the Note and the Lead/Contact number is as specified in the [User Guide]()

3. Please ensure the [toll free number registration]() in Amazon Pinpoint is Approved

4. Ensure your AWS account is [moved out of the SMS sandbox]()

4. Please wait for at least 5 mins after creating the Note for the SMS to reach the destination.

5. If you have followed the above and are still facing issues, please drop an email to **support@tinosys.com**.

Q. Can I send SMS through my own SMS Service provider?

Ans. No. The App uses SMS services from your linked AWS account.

Q. My customer has replied to my SMS but I haven't received it.

Ans. Ensure the 2 way SMS is enabled in AWS and the correct SNS topic is chosen as mentioned in the User Guide

Q. How do I see the messages sent or received?

Ans. All messages sent/received are available in the Activity History of the Lead / Opportunity / Case / Contact record.

Q. I receive a "No quota left for account" error from Amazon Simple Notification Service (Amazon SNS) when trying to send mobile text (SMS) messages.

Ans. By default, the Account spend limit is set to 1.00 USD. If you want to raise the service quota, submit a request.

- If the amount set in the console exceeds your service quota, Amazon SNS stops publishing SMS messages.
- Because Amazon SNS is a distributed system, it stops sending SMS messages within minutes of the spend quota being exceeded. During this interval, if you continue to send SMS messages, you might incur costs that exceed your quota.
- Request a spending limit increase for SMS messages in Amazon SNS. Refer: Requesting increases to your monthly SMS spending quota for Amazon SNS