



1440 Mobile App User Guide for iOS Devices

Summary:

The 1440 Mobile App is a Salesforce tool designed for end users to engage in conversations with customers on different messaging channels, on mobile devices. To use SMS with the 1440 Mobile App, the application requires a connection to a Salesforce Org with Messaging channels and Omni Routing enabled. Please follow their respective documentation to configure these channels in your Org. In addition, you will need a Salesforce User in the Salesforce Organization where these items are configured, in order to login into the app, accept work, and respond to messages.

Please contact support@1440.io with any questions or concerns.

Prerequisites for Using SMS with 1440 Mobile:

1.) A Salesforce SMS Messaging Channel

SMS must be configured as a Messaging Channel in Salesforce setup. Follow these links for information on setup.

Prepare: [Prepare your Salesforce Org.](#)

Set Up SMS: [Set Up SMS Channels In Service Cloud](#)

2.) Omni-Channel Enabled

Omni-Channel must be enabled in the connected Salesforce Org. Follow the Salesforce documentation provided to confirm all necessary setup steps have been completed.

Enable Omni-Channel for Salesforce: [Omni-Channel Overview](#)

3.) Agent Routing Configured

Omni Routing must be configured for the users who wish to accept work and reply to customers on the 1440 Mobile app.

Omni-Channel Routing: [Omni Routing](#)

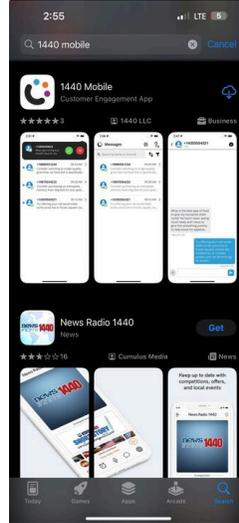


Download the Application

Step 1: Download the 1440 App from the Apple App Store

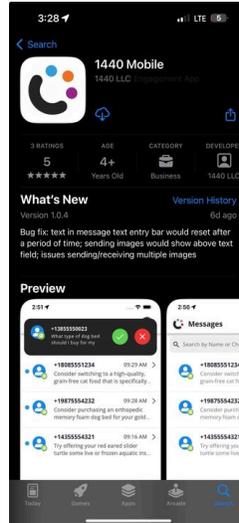
a. Search for “1440 Mobile” in the Apple App Store search

App Store Search



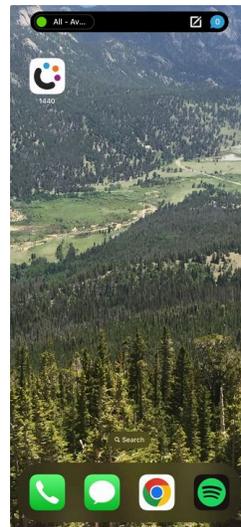
b. Select “1440 Mobile” for download

App Download Page



Step 2: Login to Salesforce through the 1440 App

- a. Search for 1440 and find the Application with the icon in the image

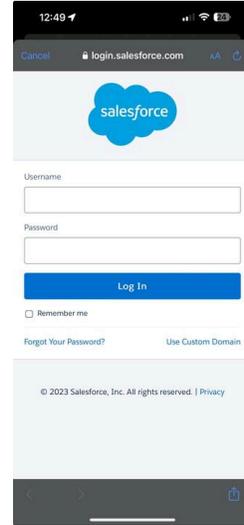


- b. Click into the app and use the Green Button to “Login with Salesforce”.

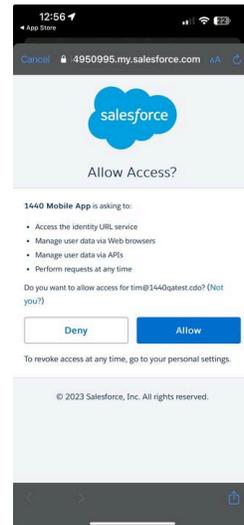
Note: Use the “Login with Sandbox” option to connect a Sandbox Org.



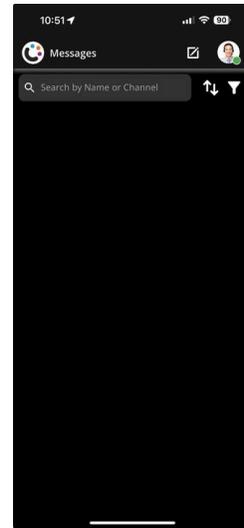
- c. Users will be prompted to login with their credentials to the connected Salesforce Org.



- d. Click “Allow” to Allow Access to 1440 Mobile



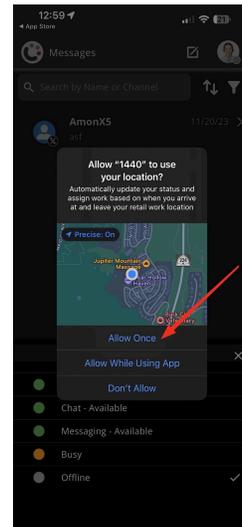
e. Users will now be redirected into the 1440 Mobile App.



Step 3: Set Permissions

Location

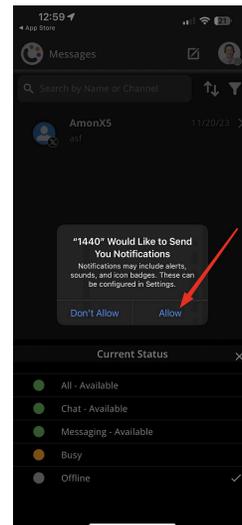
- a. Initially, set the app location permissions to “Allow Once”.



Notifications

- a. The very next screen that will be presented will prompt users to allow 1440 to send notifications.

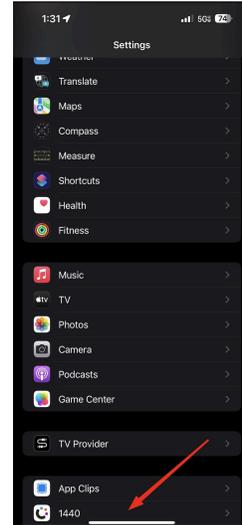
Click “Allow”.



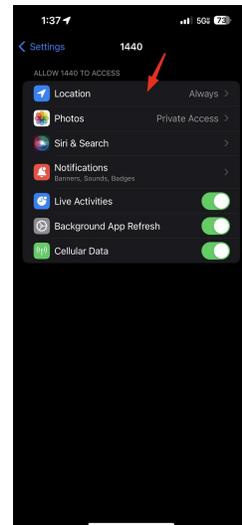
iOS Permission Settings for 1440 App

Location

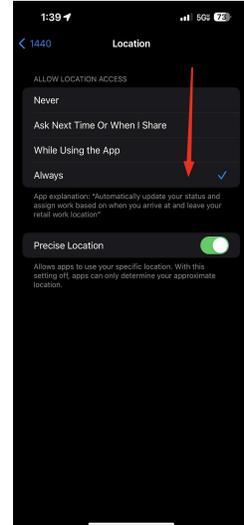
- a. For the best experience, go into the iOS Settings and access 1440.



- b. Select "Location"

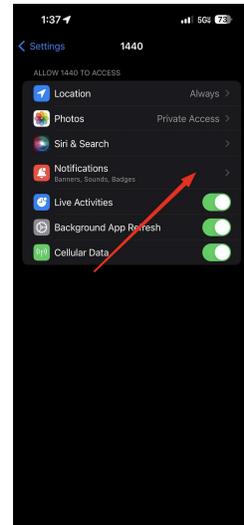


c. Change to “Always”

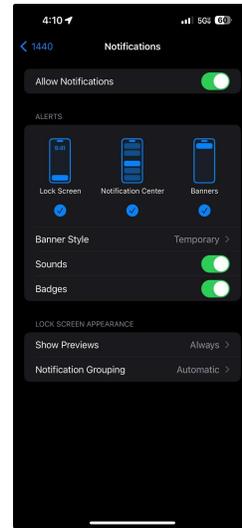


Notifications

a. Select “Notifications” in the iOS app settings to access additional settings.



b. Notification Settings



Note: *If you deny Notifications or Locations permissions, the app will show a full-screen overlay with instructions for updating these permissions.*



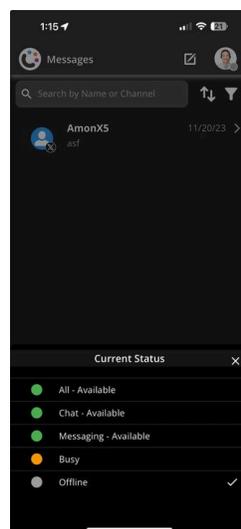
Using the 1440 Application

IMPORTANT: Omni-Channel is **Required** for all 1440 Mobile Users. See Prerequisites and Setup Documentation Links Above: [Prerequisites](#)

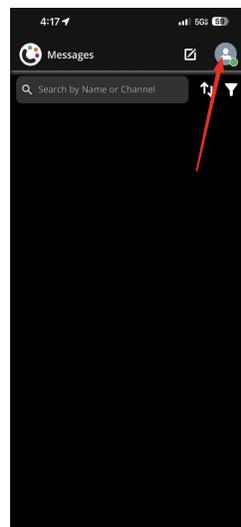
Omni-Channel:

Set or Update Current Status

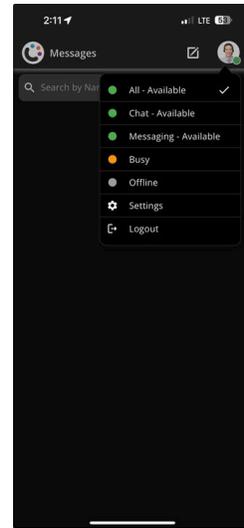
- a. Each time users login to the app, they will be prompted to set a “Current Status” representing their current Omni-Channel availability.



- b. Users can update their current status at any time by clicking the “User Profile Icon” in the upper right corner of the app.

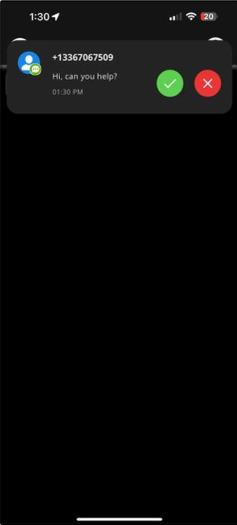
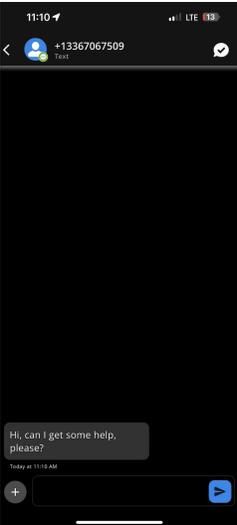


c. Select a status from the drop down menu. The white “check” will indicate the selection.



Accepting New Work

Omni-Channel Status availability will determine the ability to accept new work. When conversations are routed, active 1440 Mobile agents will be prompted to decline or accept messages via a notifications banner.

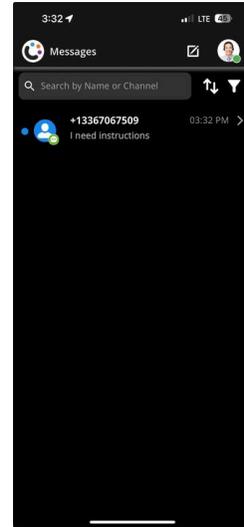
| | |
|---|---|
| <p>a. Use the “Green Check” button to accept ownership of a conversation, or decline work by tapping the “Red X”.</p> |  |
| <p>b. After accepting a conversation users will be redirected into a chat window.</p> |  |



Notifications

In-App Notifications:

Conversations containing new messages will be designated by a blue activity dot to the left of the contact icon.



Home Screen Notifications:

When working outside of the 1440 Mobile App., new message notifications will be pushed to users through a notification banner. Clicking into the banner will redirect users back to the conversation inside of the application.



Lock Screen Notifications

| | |
|--|--|
| <p>New Conversation (Accept Work):</p> <p>Users will be prompted to accept new conversations from the lock screen.</p> <p>On a locked screen, a banner will show a preview of the message. The buttons to accept or decline work are also available in this view.</p> |  |
| <p>Active Conversation:</p> <p>Notifications for ongoing conversations will also show in a banner with preview. Click the banner to be redirected into the app.</p> |  |

IMPORTANT: (For iOS users version 16.1 and above, please see section on “Live Activity” Notifications)*



Live Activity Notifications

| | |
|--|--|
| <p>Live Activity Dynamic Island:</p> <p>A Live Activity banner will be present on both home screens and lock screens, on devices where it is supported.</p> <p>The Live Activity component allows users to start new conversations as well as monitor notifications, active conversations, and Omni-Channel Status.</p> |  |
| <p>Allow Live Activities:</p> <p>Live Activity enablement permissions can be accessed on the home lock screen.</p> |  |



Lock Screen Live Activities:

Users will also have access to a Lock Screen Live Activity banner where their online status will be displayed.

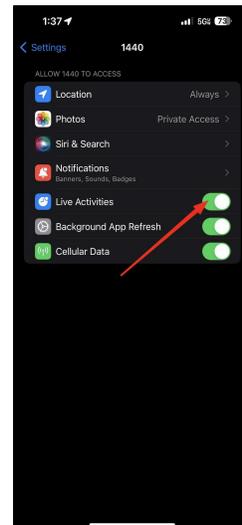
- a. Use the “New Conversation” icon to initiate a new conversation.
- b. The blue “Active Conversations” bubble icon will display the number of “Active” conversations for the app user.



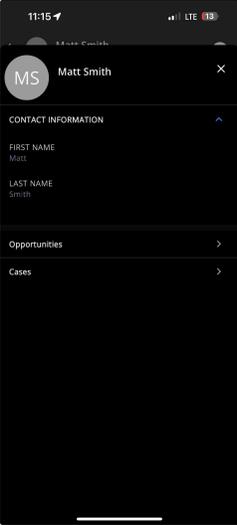
iOS Settings:

Enable Live Activity Notifications in the iOS App Settings

- a. Go to settings, and select “1440”.
- b. Locate and Enable “Live Activities”.



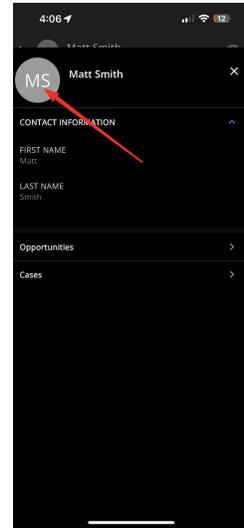
Reply to a conversation

| | |
|---|--|
| <p>Access Contact Information</p> <ol style="list-style-type: none">A contact avatar and the related SMS number will be displayed at the top of the conversation thread. | <p>Contact Avatar</p>  <p>The screenshot shows a mobile messaging interface. At the top, there is a header with a back arrow, a contact avatar (a circle with 'MS'), the name 'Matt Smith', and a status 'Team'. Below the header is a dark conversation area. At the bottom, there is a text message: 'Hi, can I get some help, please?' with a timestamp 'Today at 11:13 AM'. A red arrow points from the text 'a.' in the adjacent cell to the contact avatar in this screenshot.</p> |
| <p>Contact Detail</p> <ol style="list-style-type: none">Clicking into the contact avatar will open a page that displays related Salesforce information. | <p>Contact Detail</p>  <p>The screenshot shows a mobile app interface for contact details. At the top, there is a header with a back arrow, a contact avatar (a circle with 'MS'), the name 'Matt Smith', and a close button 'X'. Below the header is a section titled 'CONTACT INFORMATION' with a chevron icon. Underneath, there are two rows: 'FIRST NAME' with the value 'Matt' and 'LAST NAME' with the value 'Smith'. Below that, there are two rows: 'Opportunities' and 'Cases', each with a chevron icon to its right.</p> |

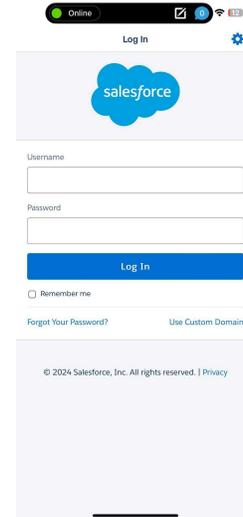


Deep Linking to Salesforce

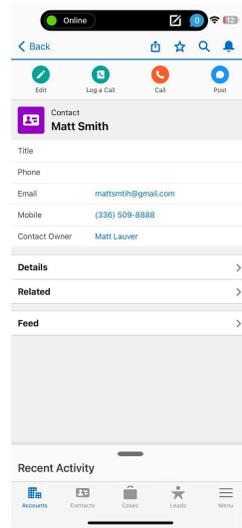
- c. Clicking into the contact icon from this page will redirect users into the Salesforce mobile app.



- d. If users have not yet signed into the Salesforce mobile app they will be prompted to do so.



- e. If users are signed into the Salesforce mobile app, clicking the contact icon will redirect them to a contact detail page.



Accessing the Toolbar

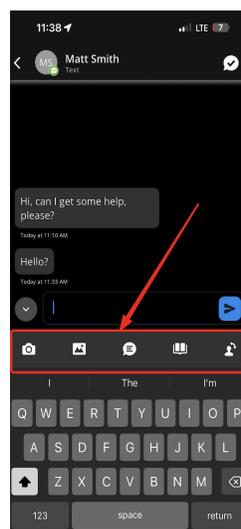
- a. Use the “plus” button, located to the left of the text bar to access the toolbar.

Toolbar Access



- b. Clicking this button will open a toolbar containing 5 icons.

Toolbar

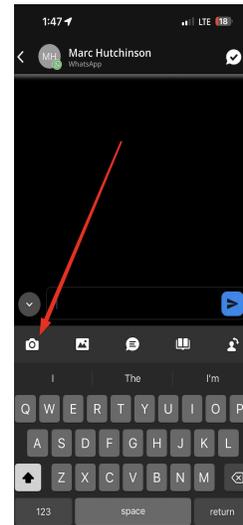


Toolbar Options

1.) Take a New Image

- a. Take a new image to add to the chat by clicking the “Camera” icon. This will open your camera on your iOS Device.

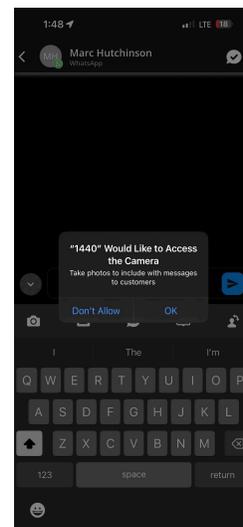
Camera Icon



- b. First time users will need to allow permission for 1440 to use the Camera.

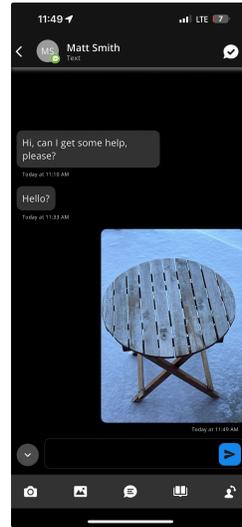
Click “Ok”.

Camera Permission



- c. Once an image is captured, it will automatically be inserted into the conversation.

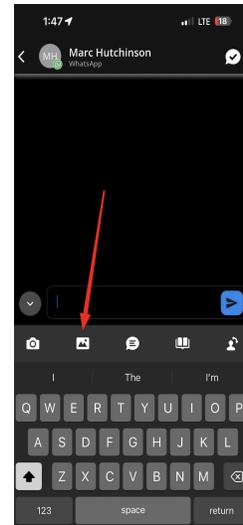
New Image



2.) Attach an Image File

- a. Clicking the “Photos” icon will open up a page of image tiles available for selection.

Photos Icon



- b. Select images from your device.

NOTE: All Photos or Specific Albums can be accessed.

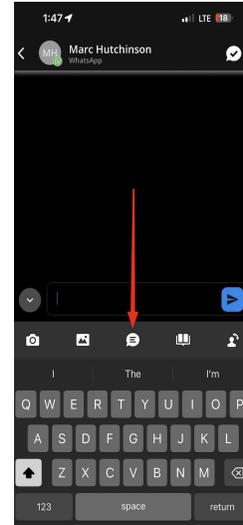
Photo Selector



3.) Quick Text Selection

- a. Use the “Quick Text” icon to open the Salesforce Quick Text selector.

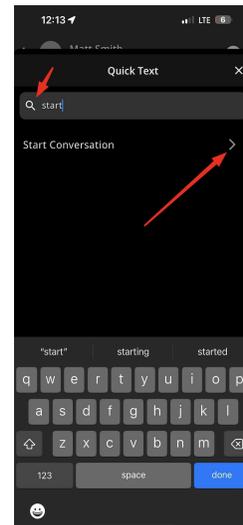
Quick Text Selector



- b. Pre-crafted responses, stored in Salesforce as “Quick Text” records, can be searched by title and selected from a list.

Use the white arrow to click into a response.

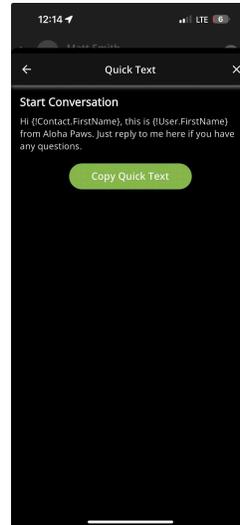
Quick Text Search and Select



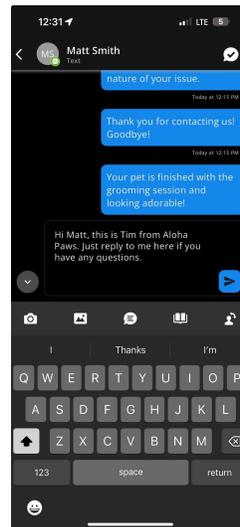
- c. Use the green “Copy Quick Text” button to insert the template into the response window.

- d. **NOTE:** Quick Text can be modified before sending.

Copy Quick Text



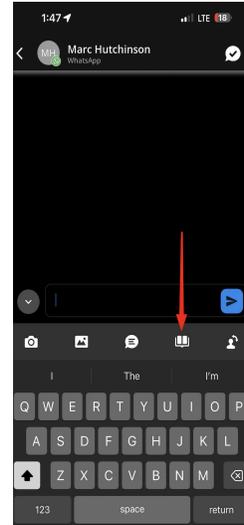
Response Window



4.) Knowledge Article Selection

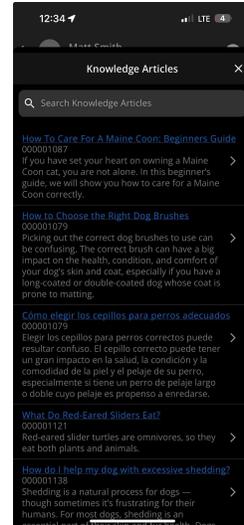
- a. Use the “Knowledge” Icon to open up a page where users can search for and select Salesforce Knowledge Articles.

Knowledge Icon



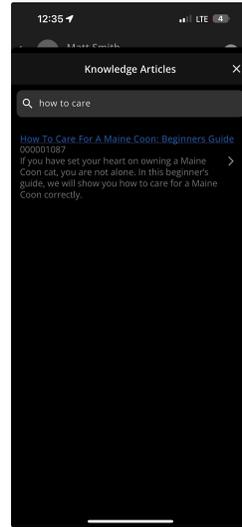
- b. A searchable list of Knowledge Articles will be displayed with a title, an ID and a portion of the text.

Knowledge Articles



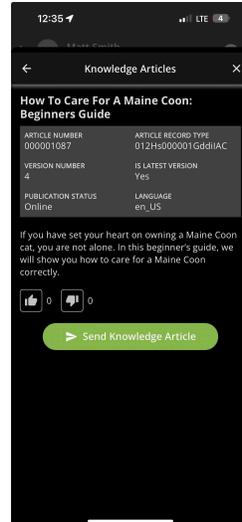
c. Search Knowledge articles by Title.

Knowledge Search



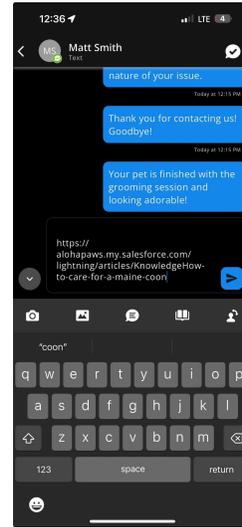
d. Click into an article to access a detailed view. Click the green "Send Knowledge Article" button to send the article directly in the thread.

Knowledge Detail View



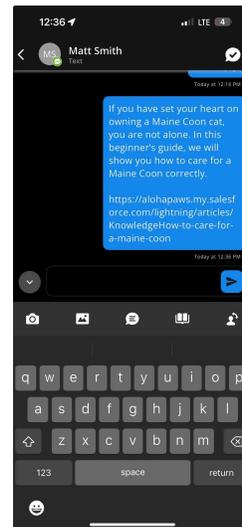
- e. Articles will be displayed in the response window, prior to sending, for review.

Response Window



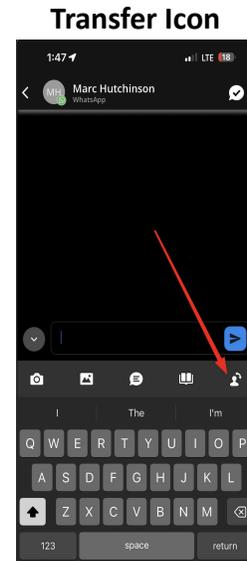
- f. An article preview and a URL will be inserted in the thread, including a link to the full article on the Salesforce Experience Site (if enabled).

Sent Article

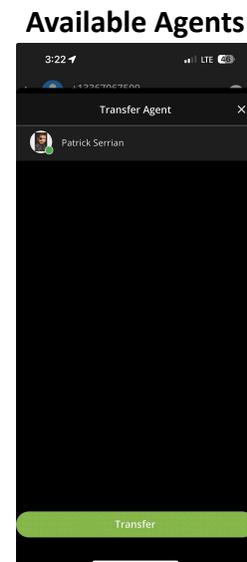


5.) Agent Transfer

- a. Click the “Transfer” icon to access a screen to complete an agent transfer.



- b. Available Agents will be shown in a list.

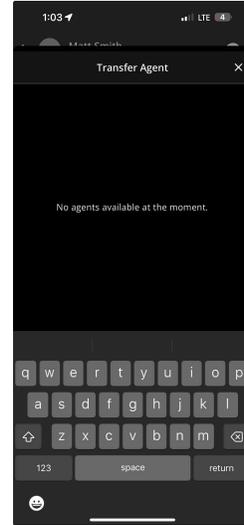


NOTE: If no other agents are online a

No Available Agents

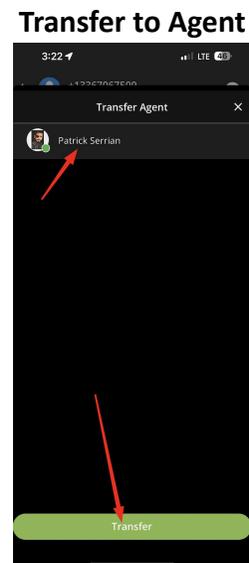


message will display that no agents are available at the moment.



- c. Select an agent to transfer the conversation to. Once selected, the user will be highlighted.

NOTE: If the transfer is successful Users will be returned to the active Conversations screen in the 1440 App.

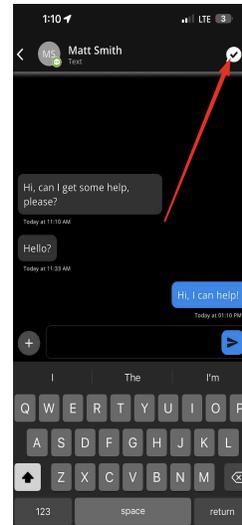


Managing Conversations

Ending conversations

- a. To initiate ending a conversation click the “check mark” button.

End Button



- b. Users will be prompted to mark the conversation as done.

Click the green “End” button to end a conversation. Ending a conversation will redirect users back to the list of “Active” conversations.

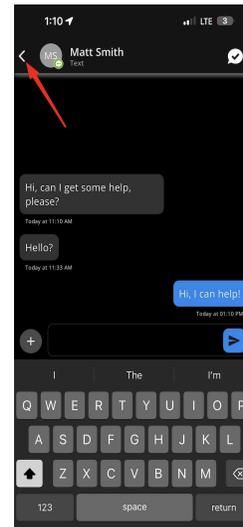
End Chat



Searching for Conversations

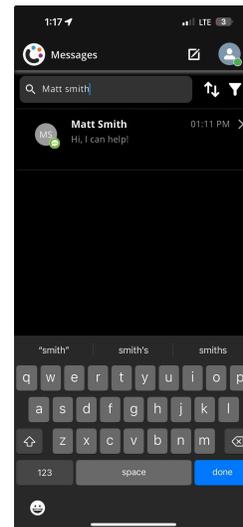
- a. While navigating into an active conversation, use the white “back arrow” to access a list of all active conversations.

Back Button



- b. You can search Conversations with the search bar in the Messages screen. You can search by the Name of the Customer in a Conversation or by the Channel name.

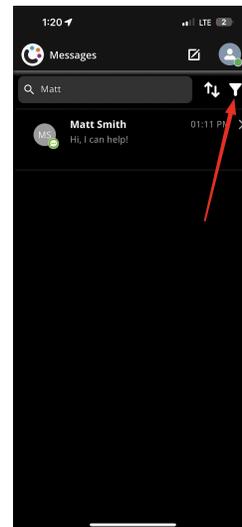
Search



Show conversations in an “ Ended” Status

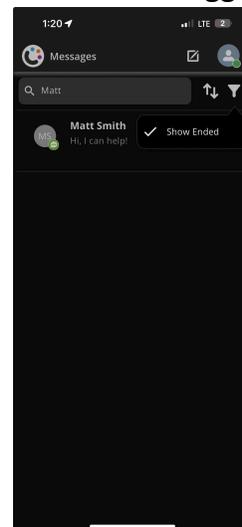
- a. Use the show ended button in order to display conversations in an ended status. This button has a white funnel icon.

Show Ended Button



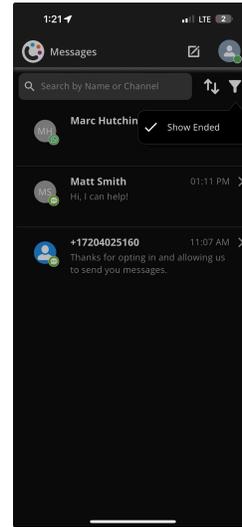
- b. Click “Show Ended”. A check mark will appear over the selection.

Show Ended Toggle



- c. Ended conversation will now be displayed along with Active conversations.

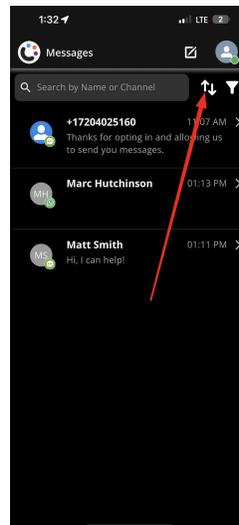
Ended and Active Conversations



Filtering and Sorting Conversations

- a. Sorting options for conversations can be found by clicking the button with “two white arrows”, one facing up and one facing down.

Sort Button



Sort Options

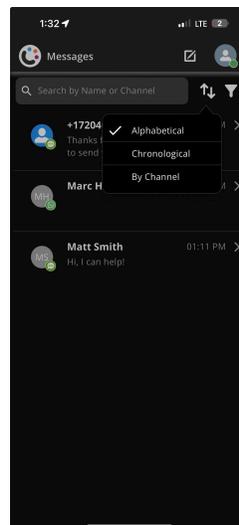
The list can be sorted by three options by default, the Conversations are sorted Chronologically.

Chronologically: Sorts the conversations by the time of their last message.

Alphabetically: Sorts the conversations by name, which is the name or phone number of the Customer they are talking to.

By Channel: Sorts the conversations by their Channel and groups them together in an accordion with a header indicating the Channel they are part of.

Sort Options



| | |
|--|--|
| | |
|--|--|



Contact Us

If you have questions please contact support@1440.io!

