31. Is you App release inline to Salesforce Releases?

Yes, our App is certified on each of Salesforce (Winter, Spring, and Summer) releases but we follow our own quarterly release cycle. More details can be found on our Doc Center Release Notes.

SMS-Magic Converse Compatibility with Salesforce

SMS-Magic Converse Compatibility Matrix

Here is a detailed list of Modules & Features and its compatibility with the Enterprise, Partner Professional, and Professional editions. Due to certain API restrictions, some of the setup steps need to be done manually.

[M] stands for Manual Configuration

[AR] stands for API Required

SMS-Magic Converse Modules	Features/Modules	Enterprise Edition	Partner Professional	Professional
Bulk Messaging	Streaming APIs, Rest APIs, MetaData APIs Supported	□	□	[AR]
NA	Custom code lets you customize your site using markup, such as HTML and JavaScript	□	□	[AR]
Converse App	Object List view in Bulk Campaign	□	□	[AR]
	App Templates add, remove, edit, create	□	□	□
	Converse Apps Automation Actions, Auto Reply, And Notification to User	□	□	□

Converse Settings	Automatic Configuration of Remote Sites via the setup wizard	□	[M]	[M]
	Auto setup of VF pages for custom and standard objects via the setup wizard	□	□	[M]
	Auto setup of Lookups in MOC for custom and standard objects except the object lookups that we package via setup wizard.	□	□	[M]
	Converse Settings Registration	□	□	□
	User Management	□	□	□
	other steps of converse settings	□	□	□
Converse Desk	Object List views filters in converse desk	□	□	[AR]
	Converse Desk Conversation Assignment	□	□	□
	Converse Desk Read/Unread marking conversation	□	□	□
	CRM Actions on custom and standard objects	□	□	□
	Close/Open /Related conversations	□	□	□
	Internal Notes	□	□	□
	Canned Response	□	□	□
	Character Limit	□	□	□
	Sending SMS/MMS/Emoticons/Templates	□	□	□
Converse Templates	Converse Templates Create/Update/Delete, Merge fields	□	□	□
Converse Home	Converse Home	□	□	□
Conversations Component Lightning	Utility Bar	□	□	□
	Embed Desk	□	□	□
	Notifications	□	□	□
Conversation Component Classic	SideBar	□	□	□
Converse buttons on Record details page	Send SMS single and bulk for custom and standard objects	□	□	□
Add Sender ID	Adding Sender ID from Salesforce	□	□	[AR]

SMS-Magic Converse Compatibility with Salesforce Professional Edition

Salesforce Professional Edition is designed for businesses requiring full-featured CRM functionality. It includes straightforward and easy-to-use customization, integration, and administration tools to facilitate any small to midsize deployment.

There are few features that are not available in the professional edition which need to be taken care of. We have listed some of the limitations of the professional edition below:

- No Territory Management, No Account Assignment Rules
- No Sales Teams (aka Opportunity Teams)
- No Joined Reports, No Dynamic Dashboards, No Bucket Fields
- No Cross Filters (e.g. Accounts without Opportunities)
- No Scheduled Dashboards (you can schedule a Report)
- 50 Custom Report Types vs. 200 in Enterprise Edition
- 250 emails sent in a single mass email blast vs. 500 in Enterprise Edition
- Limit of 20 Custom Fields on Activities vs. 100 in Enterprise Edition
- Limit of 10 Custom Tabs vs. 25 in Enterprise Edition
- Limit of 50 Custom Objects vs. 200 in Enterprise Edition
- No Workflow / Approvals / Visual Workflow
- No Person Accounts
- No Ability to mass Grant Login Access to a System Administrator
- No Data Export (Weekly Export Service to backup your Salesforce org)
- Limit of 20 Validation Rules per Object vs. 100 in Enterprise Edition
- Limit of 100 Custom Fields per Object vs. 500 in Enterprise Edition
- No Service Cloud Console, No Partner or Customer Portal
- No Websites (aka Site.com / Force.com Sites)
- To use Chatter Plus (Chatter Only) licenses in Professional Edition, you’ll need to contact Salesforce support and have Profiles enabled
- No Salesforce Communities (released Summer ’13)
- Custom Development and Sandboxes
- No Change Sets (which are needed to deploy custom code)
- No API (thus no ability to use the Data Loader or build custom integrations)
- No Partial Copy Sandbox
- Limit of 10 Developer Sandboxes* (*Change Sets disabled) vs. 25 in Enterprise Edition
- Lightning Professional Edition Limits: 5 Process Builder processes, 2 Permissions Sets, 2 Custom Profiles, 3 Record Types, 2 Page Layouts, 10 Developer Sandboxes

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Version 1.58

Overview

The SMC 1.58 release is focused mainly on the converse desk improvements and to help our customers use the Converse Desk for their existing business process seamlessly.

The use of converse desk can be totally different for sales & support agents. Also, conversations to be displayed in the desk based on logged-in users can be a little taxing for Salesforce admins to configure.

The new converse desk gives you the flexibility to configure the desk depending on who the end-user is and render the front-end with the relevant details and capabilities.

Converse Desk

A few productivity features added to the desk for agents to quickly find, respond and update CRM with conversations details. Refer to below enhancements added with SMC 1.58 release.

1. Assign Conversations in Bulk on Converse Desk

As a manager, you can assign conversations of an agent, who is on leave, to another. You can select multiple conversations at one go and save significant time as you no longer need to assign conversations individually.

You can also apply a filter to select and assign similar conversations to other users.

Read More

2. Marking Multiple Conversations as Read or Unread

This will help you keep your inbox sorted. Even though conversations in your Inbox have been read, you may want to highlight some of them as you may want to visit them later. This feature helps you mark all those conversations as unread. Similarly, you can also mark unread conversations as read if you do not feel they are significant for your business.

Read More

3. Create Lead from Unknown Number

If you are using Texting to generate leads, this will help you to quickly create lead from conversations. It eases the process to create a new lead from an unknown number.

Read More

4. Custom Inbox

As part of the Sales/Marketing/Support team you may need to customize your inbox to receive specific messages relevant for your business. You can also build filters to categorize messages and get a customized view to respond to conversations that are left open by other members of your team. Team leads can also use the custom Inbox to respond to cases that team members have not responded to.

Read More

5. Enhanced Message Box Display Screen

As a business user, you now have better visibility of the Sender ID, phone numbers and templates to be chosen while composing messages in the Converse Desk. The width of the drop-down list for SenderId, phone numbers and templates have been increased to view the complete details before sending the message.

Read More

6. Toggle Message View in Converse Desk and Utility Bar

You can now view individual record's detail from within the Converse Desk. The Message Reply panel on the Converse Desk and the utility bar displays the toggle button that helps you switch between individual record's detail view and the All message view. You can also click **Reset** to revert to the default view.

Read More

7. UI Enhancements in Converse Desk

You can now use improved UI features in the Converse Desk that has enhanced its usability.

Read More

8. Internal Note

As a manager, you can now write and share notes internally with your team from within the Converse Desk. These notes are visible only to members of your team or to other users within your organization. These will, however, not be visible to your customers.

Read More

9. Refresh option on Converse Desk

You can now easily be aware of new incoming/outgoing messages by simply refreshing your Converse Desk view.

Read More

Utility Bar

Quickly refer to the recent conversations for your leads or contacts from any page in Salesforce before who take the next action. Please note this capability is supported in Salesforce lightning only. Refer to below enhancements added with SMC 1.58 release.

1. Contextual Conversations

You can now focus on conversations that are contextual to the record you are viewing. Following are a few examples:

- When on a lead record, the desk displays all conversations related to a lead.
- When on a contact record, the desk displays all conversations related to a contact.
- When on an opportunity record, the desk displays all conversations related to opportunity.

Read More

2. Enhanced Converse Desk on Utility Bar

You can avail the following benefits with the enhanced Converse Desk on the Utility bar:

- View the search results by applying a contextual filter. The record, selected as the contextual filter, is highlighted to indicate that it is in active use. You will continue to receive notification for all incoming messages irrespective of the filter being used.
- You can also reset the contextual filter.
- Revert to viewing All records.

Read More

Converse Settings

Looking to customize the converse desk as per your existing business process? Refer to below enhancements added with SMC 1.58 release.

1. Configurable Converse Desk Settings

As an Admin you can now configure certain Converse Desk settings to help in making the Converse Desk more intuitive. These include the following:

- CRM Actions – Can select which actions the user can have with certain message objects.
- Internal Note – Enable users to send private notes to each other in the same organization during a conversation.
- Desk Themes – Select color theme for the Converse Desk and preview the theme before applying the theme.
- Messages – Automated messages can be given a different color background. Incoming and outgoing messages can contain additional information by

selecting the options in a separate pop up window.
- Conversation Topic – Customize the view of the topic of the conversation. The Admin configures the topic of the conversation to display additional information.

Read More

2. Converse Desk Layout

As an admin, you can now configure the layout of the Converse Desk layout for specific user roles and profiles in the organization. The following can be configured:

- The color or pattern for the Desk theme.
- The**Conversation**topic view
- Color theme displayed for Automated messages in the conversation flow.
- Information to be displayed under each message bubble.
- Information to be displayed in the information lookup field.

The settings under the **General Settings** tab.

Read More

3. Enable Canned Responses

As an admin user, you can enable users and profiles to send canned responses or a template-based response. This disables users from creating custom messages. You can also add specific users and profiles to send canned responses.

Read More

4. Character Limit Restrictions for Converse Desk Messages

As an Admin user, you can restrict the number of characters to any number between 1-700, in all outgoing messages sent from the Converse Desk. Messages longer than that, if required, need to be sent using templates only.

Read More

5. New Custom Permissions in Admin Settings

As an Admin user, can view new custom permissions in the Custom Permissions tab under Permission Management.

Read More

Converse Apps

You do realize how critical it is to avoid sending out duplicate messages in your campaigns. The improved SMC 1.58 release ensures that you are given the flexibility to avoid duplication.

Read More

1. Eliminate Duplicate Messages

You can now ensure that customers are not spammed with duplicate messages while executing campaigns and bulk actions from Converse Apps.

Read More

Known Issues

Serial	Issues
1.	Records are created simultaneously in both SMS History and Error Logs even when permissions for “MMS type” and “MMS URL” from the MMS Detail Field-level Security are removed after the user starts running the campaign.
2.	Not Responded Filter appears within the Not Responded by Customer list view. Toaster Messages in Converse Settings display even for settings that are not modified. In Lightning components the alternative text is blank for spinner.js.
3.	The count of characters configured for messages being sent is not displaying correctly.
4.	Following inconsistencies exist in Utility Bar Behavior enhancements. Notification for incoming messages (the dot near the recipient name) is not consistently visible.Notification for incoming messages (the dot near the recipient name) should disappear only user moves to the All filter.Pagination should appear at the bottom of the page.
5.	The filter icon in the utility bar on the record detail page, fails to navigate user to to the relevant contextual conversation.
6.	Utility bar UI is not displaying conversations as desired.
7.	The Home Page Layout configuration page displays two classic side bar components.
8.	The Converse Desk Theme preview is not updated as per the currently implemented Desk UI.
9.	Unicode characters is not considered as plain text in Salesforce.
10.	“SMS Magic” should be replaced with “SMS-Magic” throughout the interface.
11.	Outgoing message, from an unknown number for which there is an incoming message already present, is creating a new message instead of being linked to its predecessor.
12.	The mobile number last used to send messages is not being displayed as the default number.
13.	Template is trimmed to character limit defined for the campaign and prevents use of the complete version.
14.	The Back button displayed on the message flow window of Contact Records is not functional.
15.	Standard Profiles for which Internal Note/Character counts have been configured are displayed as PT1, PT2 and so on instead of the profile name.

Deprecated Components

Serial	Component
1.	force:recordView

Release Notes