

# Pre-Installation Tasks for SMS-Magic Converse

## **Supported Salesforce Editions**

You can install the SMS-Magic Converse on the following Standard Salesforce editions:

- Enterprise Edition
- Unlimited Edition
- Force.com Edition
- Developer Edition
- Performance Edition
- Professional Edition

In case you want custom Apex Code, then you must have the Enterprise, Unlimited Edition and Force.com.

For the Professional edition, you need to buy streaming APIs. Without streaming API, SMS-Magic will not work on the professional edition.

## **Supported Browsers**

SMS-Magic Converse supports whatever Salesforce supports when it comes to browser compatibility. For more information about supported browsers, see [Supported Browsers](#).

## **Compatibility with Salesforce Classic and Lightning**

SMS-Magic works with both the Classic and Lightning versions of Salesforce. You will need to do some additional settings for Salesforce Lightning.

## **Domain Registration (Required only for Lightning users)**

### **Enable Lightning Experience**

To access SMS-Magic Converse on Lightning, you must have Lightning Experience enabled.

### **Register a My Domain Subdomain**

To access SMS-Magic Converse on Lightning, you must have My Domain enabled. It enables you to use Lightning components in Lightning component tabs, Lightning pages, the Lightning App Builder, or standalone apps.

Register a subdomain with the My Domain wizard and then deploy it. For more information about registering subdomain, see [Domain Registration \(Required only for Lightning users\)](#).

If you don't enable My Domain, then the custom component cannot be added to other objects' record page layout and other sections.

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## SMS-Magic Converse Reporting

SMS-Magic Converse provides Dashboards that help you view the analytics generated from the message volume. The reports displayed on each dashboard provide a graphical view of the data to help in easy comprehension. They are sufficiently detailed covering every aspect of your messaging strategy.

There are three dashboards that are provided to address the needs of users and managers:

- Converse Dashboard – User
- Converse Dashboard – Team
- Converse Dashboard – Messages

Each dashboard comprises widgets that contain a minimum of one report. Reports display data collected over the last 30 days for individual Users as well as Managers. If you are a manager, you will be able to view reports for your entire team. Moreover, the same report may be used in multiple widgets to display more detailed analysis, if required.

For managers to see the dashboards, permissions on the Salesforce objects has to be set correctly. Contact your system administrator for details on setting up of the permissions.

The Converse Dashboards are installed once the app installation is completed. All reports are automatically downloaded once the installation is complete. To know more about SMS-Magic Converse dashboards, see [View Converse Dashboards](#).

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## Plans and Pricing

You get a free 7-day trial and option to purchase the best plan suited to your business needs.



## Trial Steps

First, install the SMS-Magic Converse package on salesforce with the installation link in the first section and then set up the app in Converse Settings. You will have to register with SMS Magic before opting for trial. Post-registration step, you get “Start your Conversation” and “Grow your conversation” plans trial for 7 days each. You can switch your trial in between the trial period which starts from the day you register with SMS-Magic. Go to Converse Home to see manage your plans.

Available plans are Start your Conversations, Grow your Conversations, and Custom Plans.

Business Requirements	Plan
Seema( Marketing) wants to run lead nurture, profiling, and keyword-based automation	Start your Conversations
Thomas(Service) wanted SMS software to manage the volume of customer issues	Grow your Conversations
Morgan wants to buy additional 500 licenses and needed discount with additional dashboards	Custom Plan (We also provide light licenses such as Converse Desk, Automation, View Only, and more on top of your Start or Grow plans. Please contact your SMS-Magic account manager to know more about custom plans.)

For more information about buying a subscription plan, see [Buy a Subscription Plan](#).