Understanding Data Migration

Overview

Data Migration is the process of moving your older data (belonging to version1.48 or earlier) to the newer version (1.49 or later).

It helps you build conversations out of the older data in your Converse Desk. It is not a mandatory step and Organizations that do not require their older data may not perform this activity.

User Profiles for Migration

All customers with SMS-Magic Interact 1.48 or less can migrate to SMS-Magic Converse 1.50 and later versions. Migration process can be handled only by users with Admin profiles.

Prerequisites

- Only Admin users can migrate Data.
- No active process flows, workflow or trigger should be running to update the SMS history.
- All Validation rules for Incoming SMS and SMS History tables should be disabled.

Configure Global Settings

You need to enable the following permissions in the **Global Settings** Setup page:

- IsDataMigrationAccessible – This should be selected in order to run Migration scripts.
- Use Single message object – This should be selected to ensure that SMS history object records both incoming and outgoing messages.