

# Converse Inbox

The Converse Inbox is:

- A minimized version of the Converse Desk.
- It enables user to respond to new or unread messages, opportunities from leads or prospects with ease, without disrupting their workflow.
- It can be accessed from object pages, sales and service consoles as well as from the Salesforce Mobile App.
- It provides similar feature benefits like the Converse Desk.

You can use the following code snippet to integrate the Embedded Desk in Visualforce pages for Classic versions:

For Lightning Interfaces, it will be a GUI based functionality. You will be allowed to make necessary changes by selecting the following values:

- Embed Context = Activity/Detail
- UI Context = Lightning

```
<apex:page showHeader="false" standardController="Lead">
```

```
    <apex:includeLightning rendered="true"/>
    <div id="lightning" />
```

```
    <script>
        var recordId = "{!$CurrentPage.parameters.id}";
        $Lightning.use(
            "smagicinteract:conversationApp",
            function() {
                $Lightning.createComponent(
                    "smagicinteract:conversationView",
                    {
                        recordId : recordId,
                        embedContext : "detail",
                        uiContext : "classic"
                    }
                );
            }
        );
    </script>
```

```
},  
"lightning",  
function(cmp) {  
}
```

Check and modify the following attributes in the code:

<b>Attribute Name</b>	<b>Description</b>
standardController	Type the Object name in which you wish to embed the Desk. For example, Contact.
embedContext	This should display Detail.
UI Context	This should display Classic.