

Edit Character Limit

1. Log in to Salesforce and access SMS-Magic Converse.
2. Click the **Converse Settings** tab.



3. Select the **Conversations** section on the left.
4. Click **General Settings** tab.

Conversations

Define the various settings for conversations for users and user profiles in the organization.

Converse Desk Layouts Message Settings General Settings

Reply Using Canned Responses (Only Templates) Enable

Select from the list of response templates to send as a reply.

USER/PROFILE ▼ REPLY USING CANNED ... ▼ ACTION

Create New

Character Limit Of A Message Enable

Select limit of characters in a message.

USER/PROFILE	CHARACTER LIMIT OF A MESSAGE	ACTION
Screen-Magic Mobile Media Pvt Ltd	700	▼
Custom: Marketing Profile	500	▼

Create New

Internal Note Enable

Allow for sending private messages while in a conversation.

USER/PROFILE	INTERNAL NOTE	ACTION
Screen-Magic Mobile Media Pvt Ltd	Yes	▼
Custom: Marketing Profile	Yes	▼

Create New

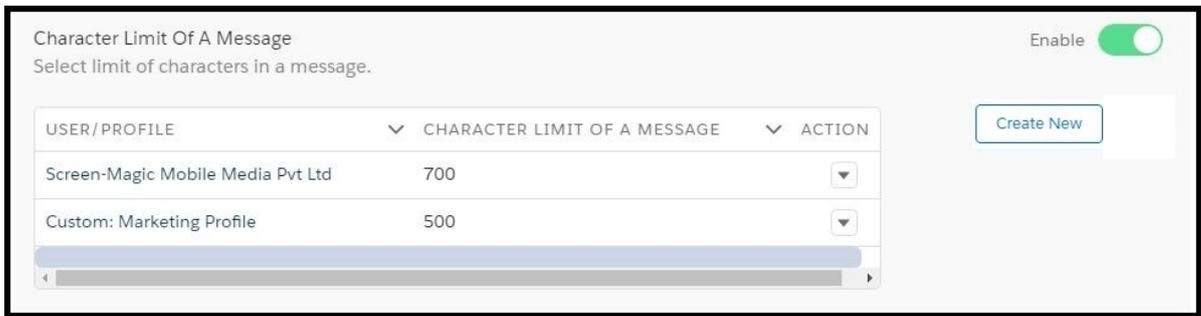
Configure CRM Actions Enable

Select the CRM actions for each object in the list.

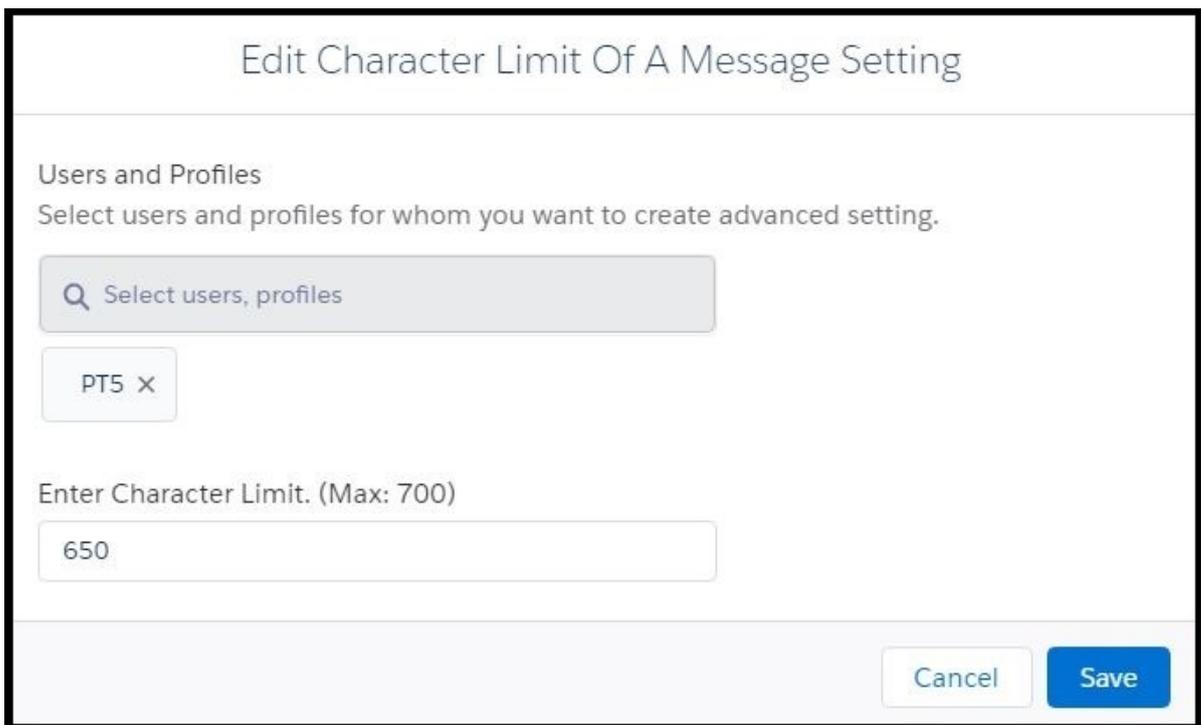
OBJECTS	CRM ACTION	ACTION
Lead	Edit Record, New Task, New Event, New Opportunity, View Record, Convert Lead	▼
Account	Edit Record, New Task, New Event, New Opportunity, New Contact, New Case, View Record	▼
Contact	View Record, Edit Record, New Task, New Event, New Opportunity, New Case	▼
Opportunity	View Record, Edit Record, New Task, New Event, New Opportunity	▼
Unkown	New Lead	▼

Save Changes Go to Next Step >

5. Under **Character Limit of A Message**, identify the user profile whose character limit you want to modify.



6. Under **Action**, click ▼ and then click **Edit**. The **Edit Character Limit Message** pop-up window appears.



7. Under **User and Profiles**, add new profiles or remove existing user profiles.
8. Type a new character limit for the selected user profiles.
9. Click **Save**. The **General Settings** tab page appears displaying the modified configurations.

