

Define Character Limit 1.58

User profiles for which you have enabled the **Reply with Canned Responses** feature are not able to create and send custom messages. Therefore, it will overwrite all character limits you may have defined for the same User profile. Do not enable the Canned Responses feature if you want to define Character Limits for any specific user profile.

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



3. Select the **Conversations** section.
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	▼

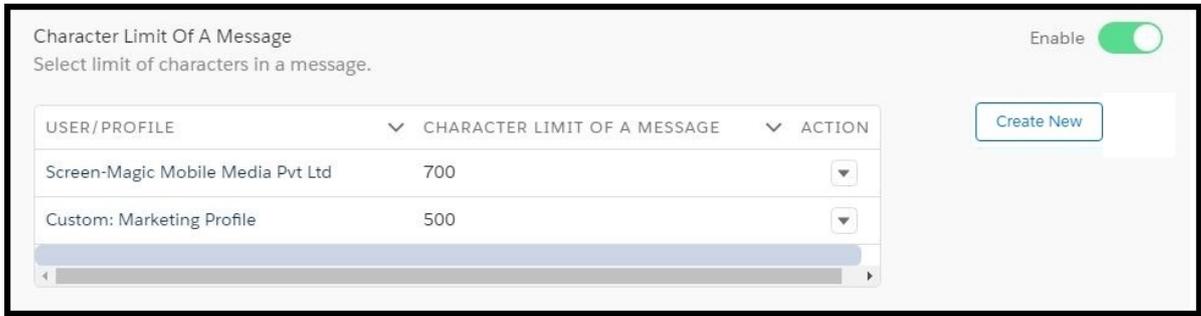
[Create New](#)

Configure CRM Actions Enable
 Select the CRM actions for each object in the list.

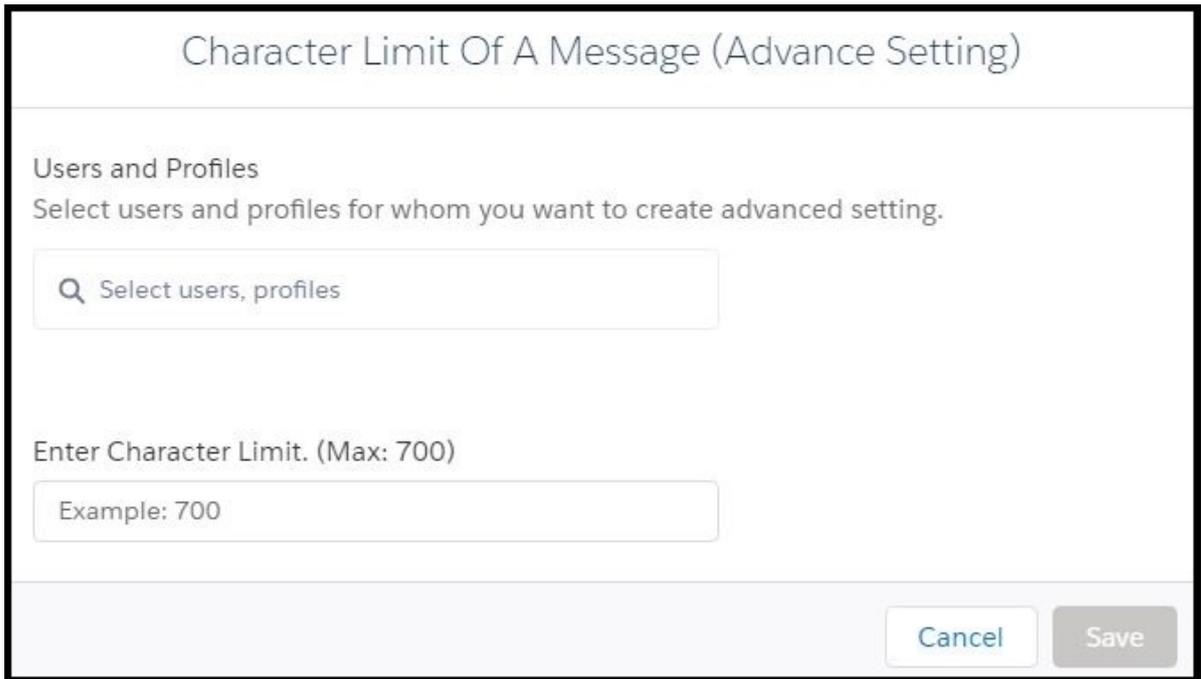
OBJECTS	CRM ACTION	ACTION
Lead	Edit Record, New Task, New Event, New Opportunity, View Record, Convert Lead	▼
Account	Edit Record, New Task, New Event, New Opportunity, New Contact, New Case, View Record	▼
Contact	View Record, Edit Record, New Task, New Event, New Opportunity, New Case	▼
Opportunity	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**, slide the toggle button to enable the feature.



6. Click **Advanced Setting**. The **Character Limit of a Message** pop-up window appears.



7. Under **Users and Profiles**, type any three letters of the User name or profile and select the relevant name from the list that appears.
8. Under **Enter Character Limit** type the maximum number of characters each message sent by the selected user profiles, can contain.
9. Click **Save**. The **General Settings** tab page appears displaying the modified configurations.

