Configure Objects to Send and Receive Messages

SMS-Magic Converse supports messaging from all standard and custom objects. You can choose who you want to message and from which objects. Message objects configuration allows you to configure Salesforce objects from which you can send SMS. You can select one or more phone number fields to send messages to. We support up to 7 mobile phone fields per object. You can configure any number of message objects. This configuration allows you to use phone number fields from the same message object as well related objects, which will save your efforts to create extra formulae fields on the message object. For example, you can configure the Case object but can use mobile fields from the Accounts object.

Message objects configuration would automatically generate buttons, Visualforce pages, and Lightning components, which can be used to configure the messaging interfaces on your object page & search layouts. For more information about configuring the message objects, see Configure Objects to Send and Receive Messages.

SMS-Magic Converse provides a simple configuration to set up messaging on different objects:-

1. **Person Objects** (Lead, Contact, Person, Account, Student, Candidate, etc.) – Person Object has a mobile field which can be used to trigger directly message to persons. For example, you can trigger SMS to leads on the change in status during the account manager assignment.
2. **Business Objects** (Cases, Opportunity, etc.) – Business objects have a direct relationship with a specific person. For example, a contact related to a Case or a contact that is related to an Opportunity such as, you

want to send Case alerts to a contact.

3. **Junction Objects** (Course Allocation, Job Application, Loan Application, etc.) – Junction objects have a relationship to person and information objects together. For example, Job Application (Junction Object) is an application to a Job (Information Object) by a Candidate (Person Object).
4. **Information Objects** – Unrelated (Job, Course, Product, etc.) Information Objects with no association with a person. For example, Product. You might want to run a campaign promoting Product with a list of Leads.

Who you want to SMS?	**In What Situation?**	**What's Message Content?**	**How to Set up?**
Person Object	Lead, Contact, Account, Student, etc.	Custom text or custom text with merge fields from Person Object field.	MOC Configuration to create visualforce pages and lookups. Use Converse Templates for further creation of templates.
Business Object	Cases, Opportunity, Campaigns, etc.	Custom text or Custom text with merge fields from Business Object and its parent object fields.	MOC Configuration to create Visualforce pages and lookups. Use Converse Templates for further creation of templates.

Junction Object	Course Allocation, Job Application, Loan Application, etc.	Custom text or Custom text with merge fields from Person/Business object and information object fields etc.	MOC Configuration to create Visualforce pages and lookups. Use Converse templates for the creation of templates.