Send Your First SMS

Here are the prerequisites to trigger any SMS:

- Make sure your admin has configured objects on which you want to trigger SMS.
- Make sure you have required permission sets and custom settings.
- Mandatory inputs to trigger any SMS are the recipient's phone number, your sender ID, and text message (text/media/templates).

You can trigger SMS from the following sources:

Messaging	Methods
Single SMS	• Converse Desk for Sales, Service consoles and Omnichannel. • Record Detail Page Layout (Send SMS Button & Conversation View). • Converse Desk/Inbox for Salesforce1 Mobile App. • Converse Inbox in Lightning Utility Bar for lightning users and Notifications on the sidebar for classic users
Bulk SMS	• List View • Converse Campaign Manager • Salesforce Campaigns • Reports

For more information about sending messages, see Send Messages in SMS-Magic Converse.