GirikSMS App

SMS App For Salesforce By Girikon

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About Us

Strengthen your Team, Empower your Customer

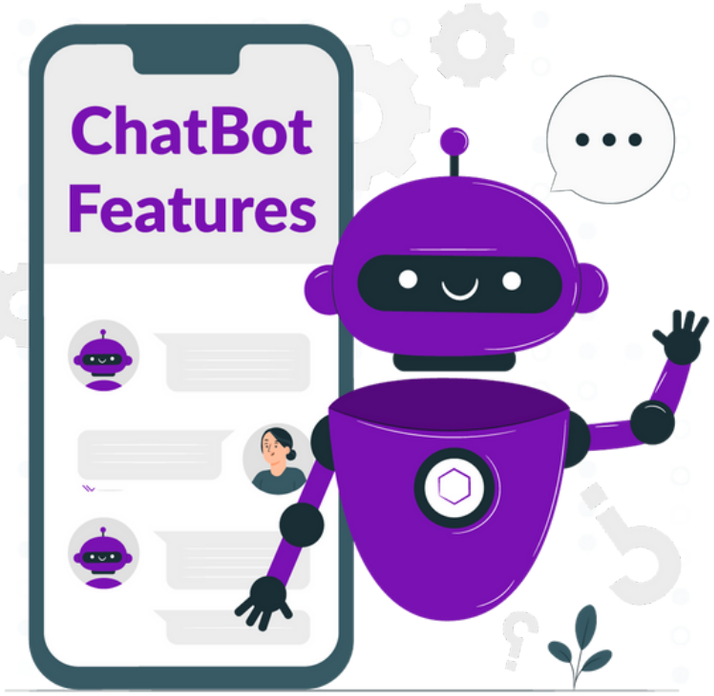
Built natively on Salesforce platform, this robust App enables running of Single/ Bulk SMS/ MMS campaigns. Empower teams to reach out to more customers faster with features including Automation through workflows, customizable SMS templates, consolidated repository of SMS activities and many more.

Additionally, you can rest assured of dedicated and reliable support throughout.

- Lightning Ready
- Single & Bulk SMS
- Send Single / Bulk MMS
- Send Single / Bulk WhatsApp
- Bulk SMS/WhatsApp from any Object
- SMS / MMS Template
- Message History (SMS / WhatsApp)
- Automation through Flow / Workflow / Process Builder
- Pardot Intregation
- Bulk Message from Report (SMS / WhatsApp)
- Easy Guided Setup
- From Number Mapping
- Agent based Chat Window

GirikSMS

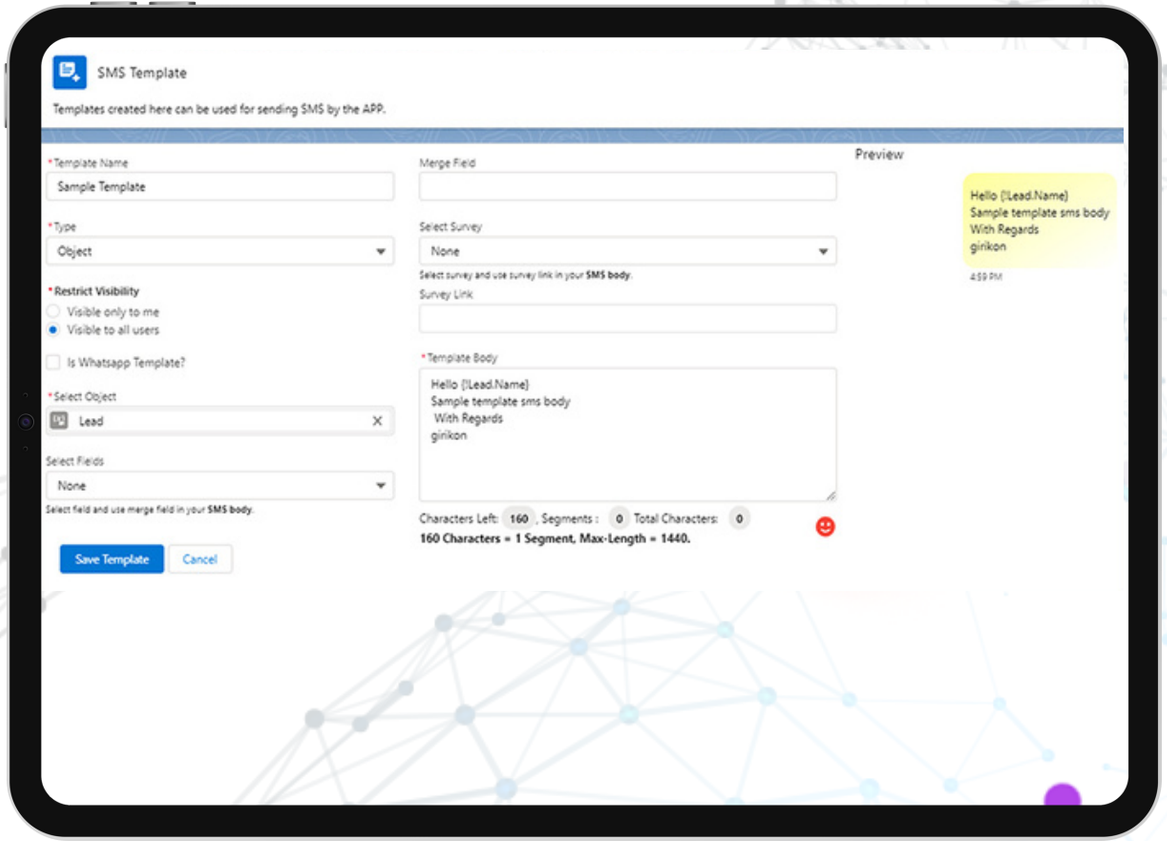
- WhatsApp Integration
- Conversation View Manager
- Drip Campaign
- Reply Directly from Email
- Message Scheduler (SMS / WhatsApp)
- Localized “From” Number / Numbers
- Survey through SMS
- Intelligent Suggestion of Local “FROM” Number
- Agent based Notification
- Define Working Hours in Bot
- Chat Bot
  - WhatsApp
  - SMS
- Create WhatsApp Template Directly from App



- WhatsApp Supported Bot
- SMS Supported Bot
- Support Multiple Bot
  - Sales / Marketing / Utility Bot
  - Customer Service Bot
- Actionable Bot like
  - Can create Case
  - Can raise enquiry
- Ability to transfer between Bot
- Chat Transfer between Agent
- Bot Simulator to test
- Agent can takeover Bot
- Agent Notification
- Dynamic Object field Mapping Per Intent
- Consolidated Repository of Messages

SMS Template

Similar to an email template, you can create, customize, and utilize SMS templates with any object for sending SMS messages .



WhatsApp Template

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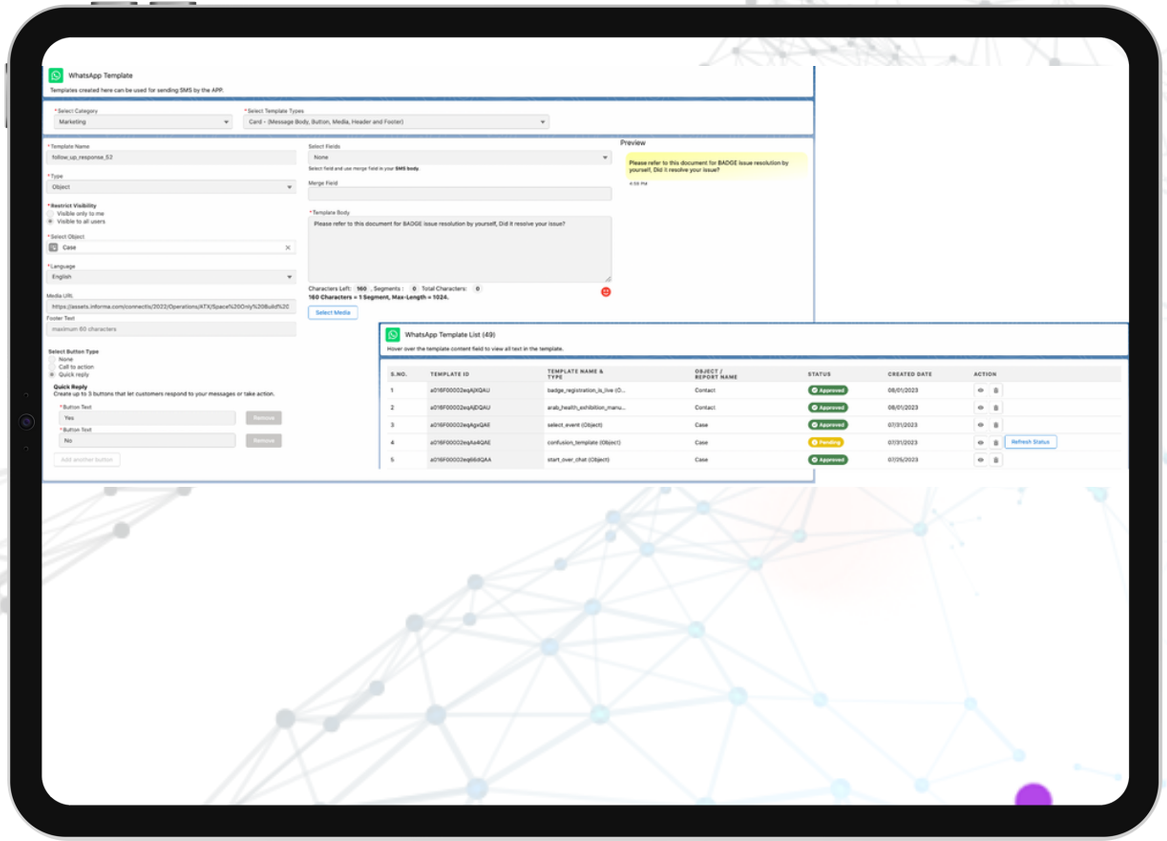
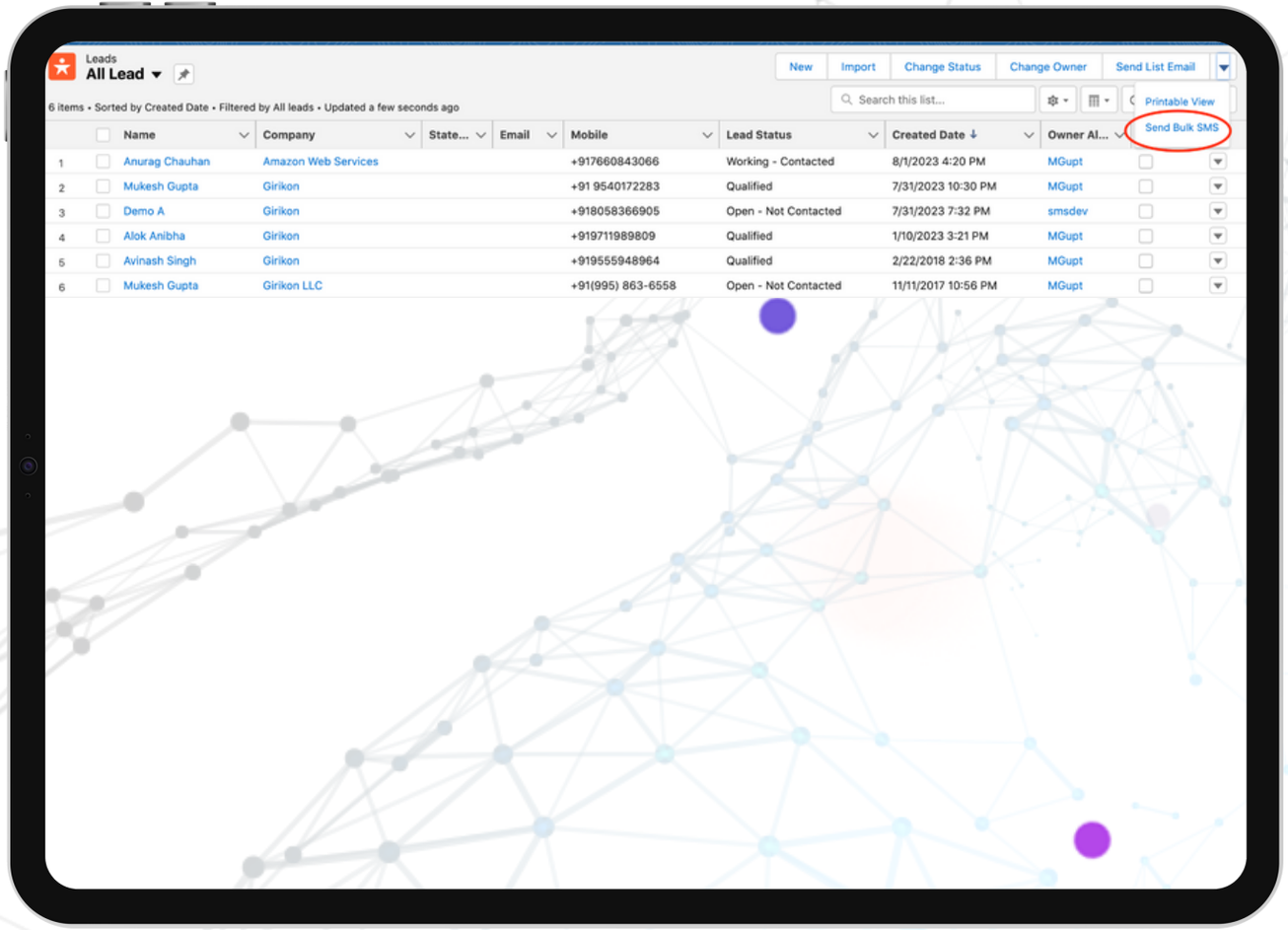


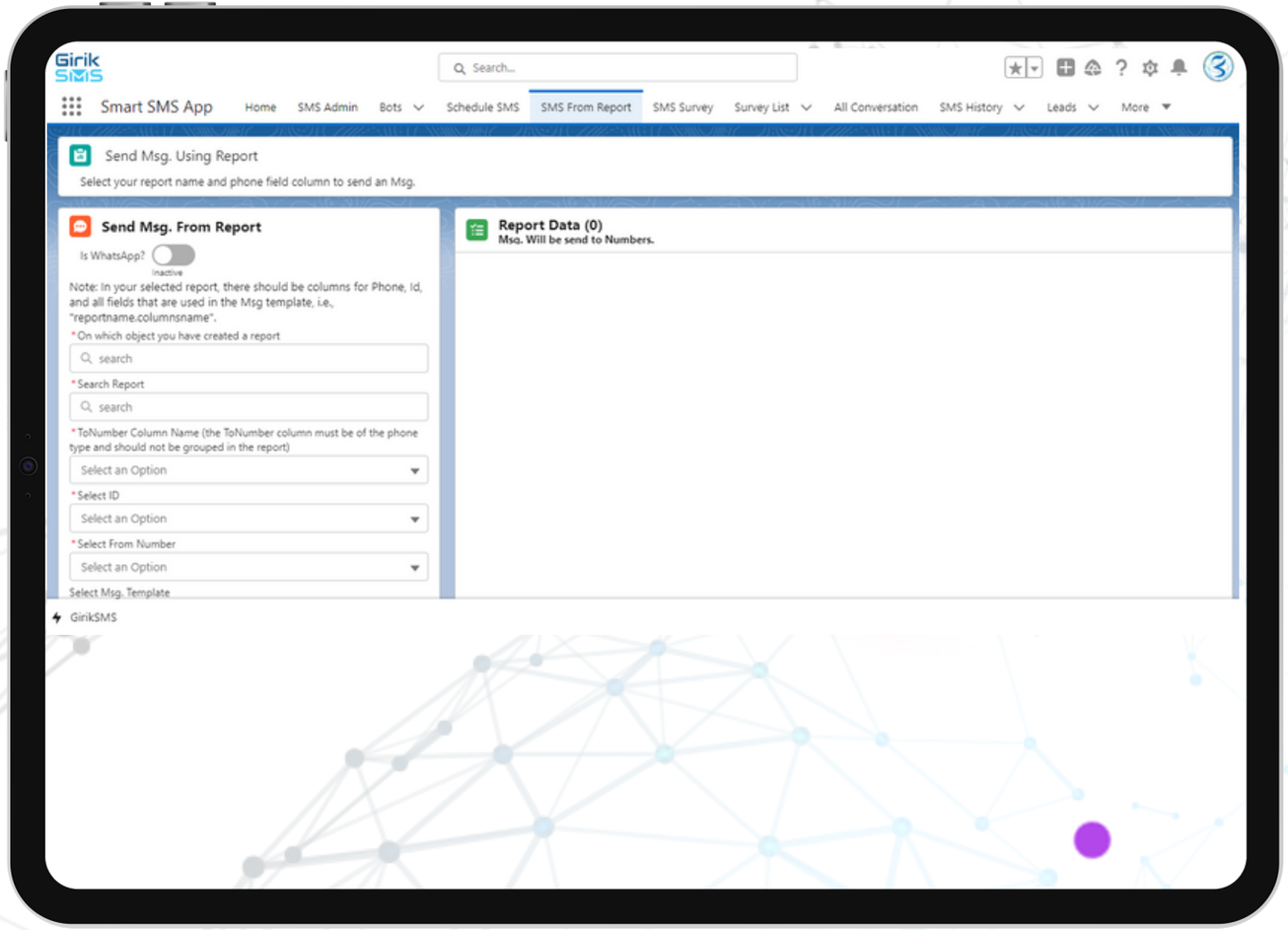
Bulk Messages from Objects

The application permits the sending of bulk SMS/MMS in batches from the list view of any object through the SMS/MMS interface.



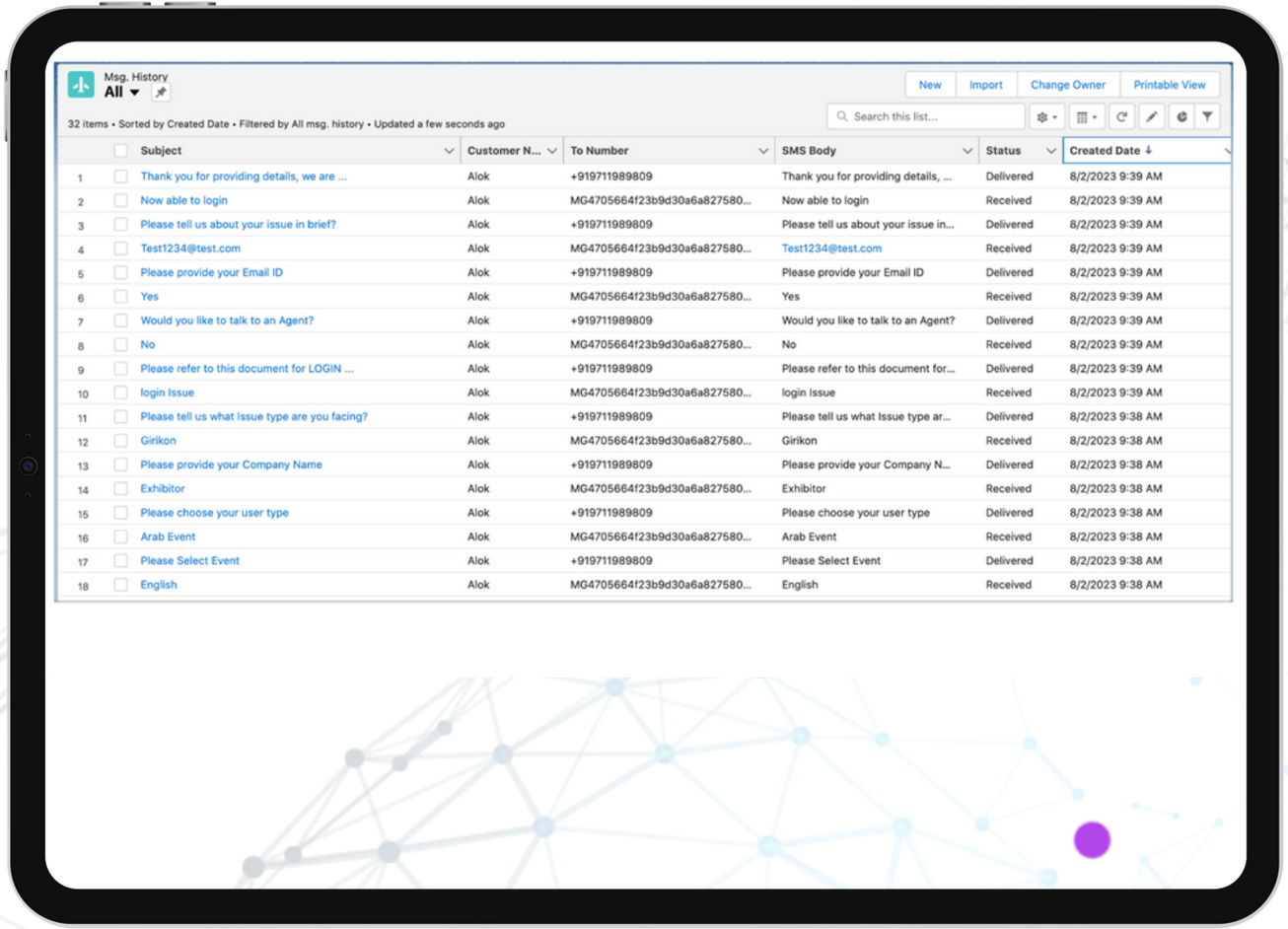
Bulk Messages from Report

Users can send Messages in bulk from any standard Salesforce Report. By simply selecting the report, Message template, phone numbers to and from which they wish to send messages.



Messages History

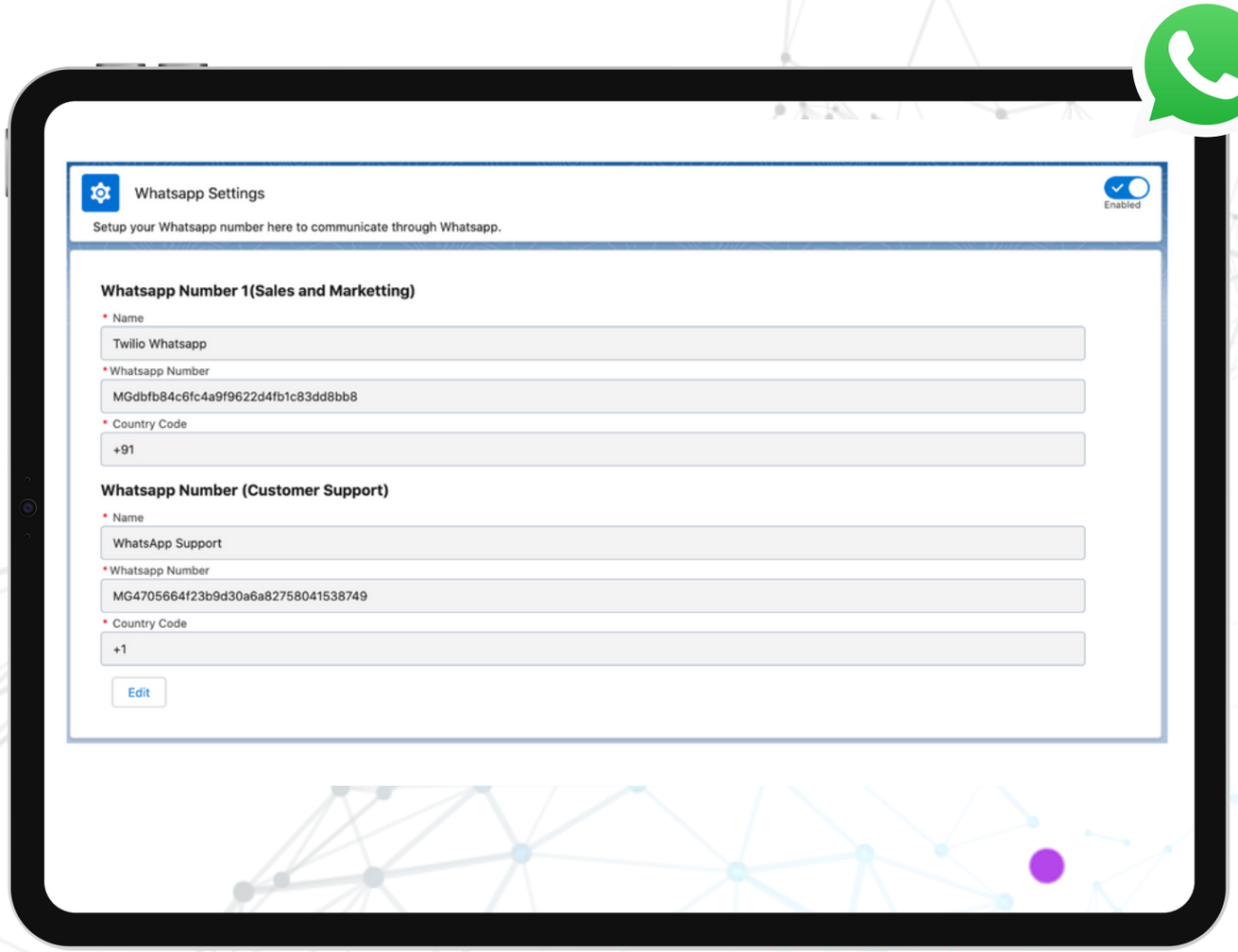
Users can conveniently access and view all sent and received messages (SMS/WhatsApp) along with their corresponding details using the app.



	Subject	Customer N...	To Number	SMS Body	Status	Created Date
1	Thank you for providing details, we are ...	Alok	+919711989809	Thank you for providing details, ...	Delivered	8/2/2023 9:39 AM
2	Now able to login	Alok	MG4705664f23b9d30a6a827580...	Now able to login	Received	8/2/2023 9:39 AM
3	Please tell us about your issue in brief?	Alok	+919711989809	Please tell us about your issue in...	Delivered	8/2/2023 9:39 AM
4	Test1234@test.com	Alok	MG4705664f23b9d30a6a827580...	Test1234@test.com	Received	8/2/2023 9:39 AM
5	Please provide your Email ID	Alok	+919711989809	Please provide your Email ID	Delivered	8/2/2023 9:39 AM
6	Yes	Alok	MG4705664f23b9d30a6a827580...	Yes	Received	8/2/2023 9:39 AM
7	Would you like to talk to an Agent?	Alok	+919711989809	Would you like to talk to an Agent?	Delivered	8/2/2023 9:39 AM
8	No	Alok	MG4705664f23b9d30a6a827580...	No	Received	8/2/2023 9:39 AM
9	Please refer to this document for LOGIN ...	Alok	+919711989809	Please refer to this document for...	Delivered	8/2/2023 9:39 AM
10	login Issue	Alok	MG4705664f23b9d30a6a827580...	login Issue	Received	8/2/2023 9:39 AM
11	Please tell us what Issue type are you facing?	Alok	+919711989809	Please tell us what Issue type ar...	Delivered	8/2/2023 9:38 AM
12	Girikon	Alok	MG4705664f23b9d30a6a827580...	Girikon	Received	8/2/2023 9:38 AM
13	Please provide your Company Name	Alok	+919711989809	Please provide your Company N...	Delivered	8/2/2023 9:38 AM
14	Exhibitor	Alok	MG4705664f23b9d30a6a827580...	Exhibitor	Received	8/2/2023 9:38 AM
15	Please choose your user type	Alok	+919711989809	Please choose your user type	Delivered	8/2/2023 9:38 AM
16	Arab Event	Alok	MG4705664f23b9d30a6a827580...	Arab Event	Received	8/2/2023 9:38 AM
17	Please Select Event	Alok	+919711989809	Please Select Event	Delivered	8/2/2023 9:38 AM
18	English	Alok	MG4705664f23b9d30a6a827580...	English	Received	8/2/2023 9:38 AM

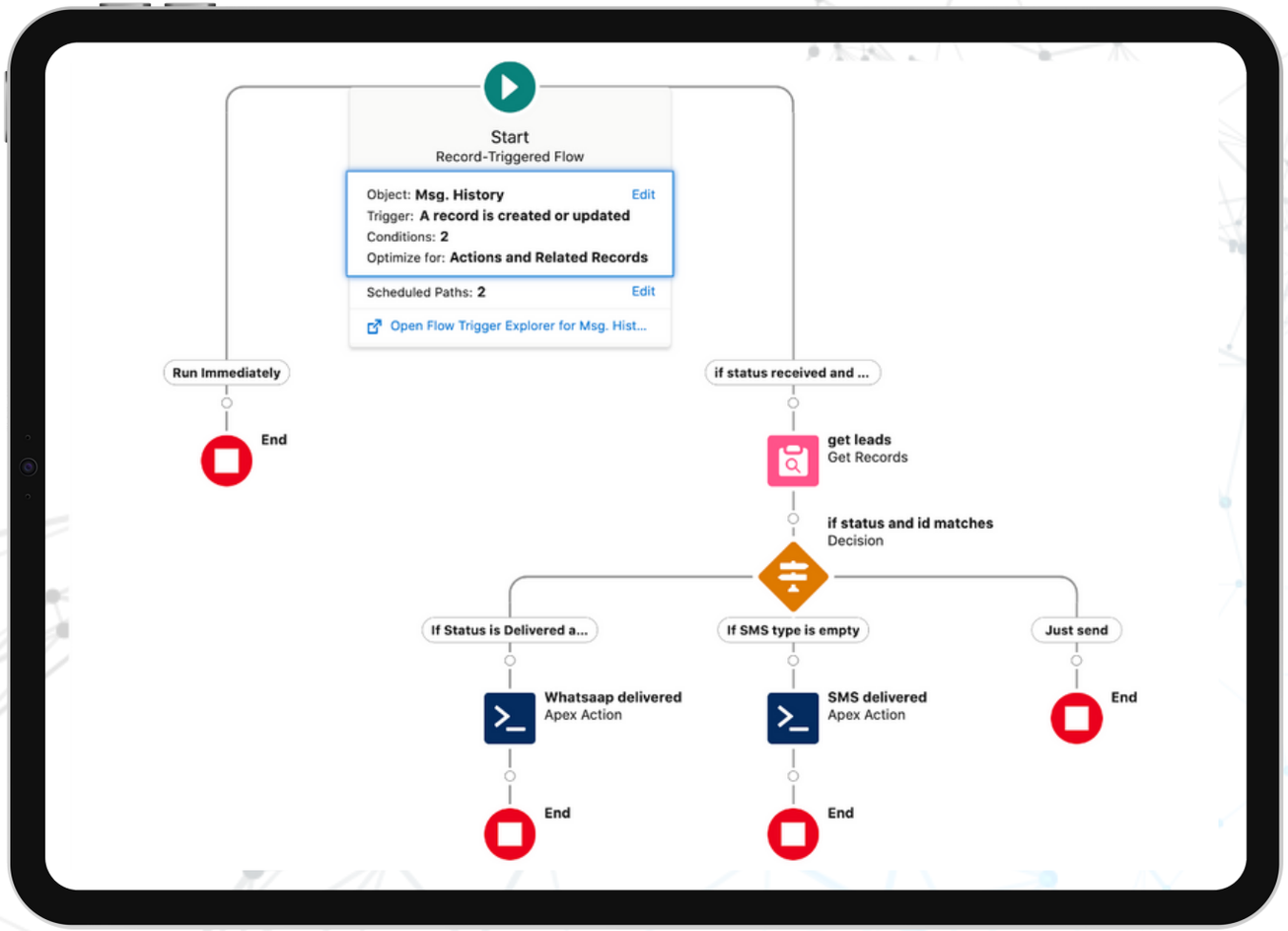
WhatsApp Integration

As per your business needs, you have the flexibility to integrate multiple WhatsApp numbers/channels for sending messages to users.



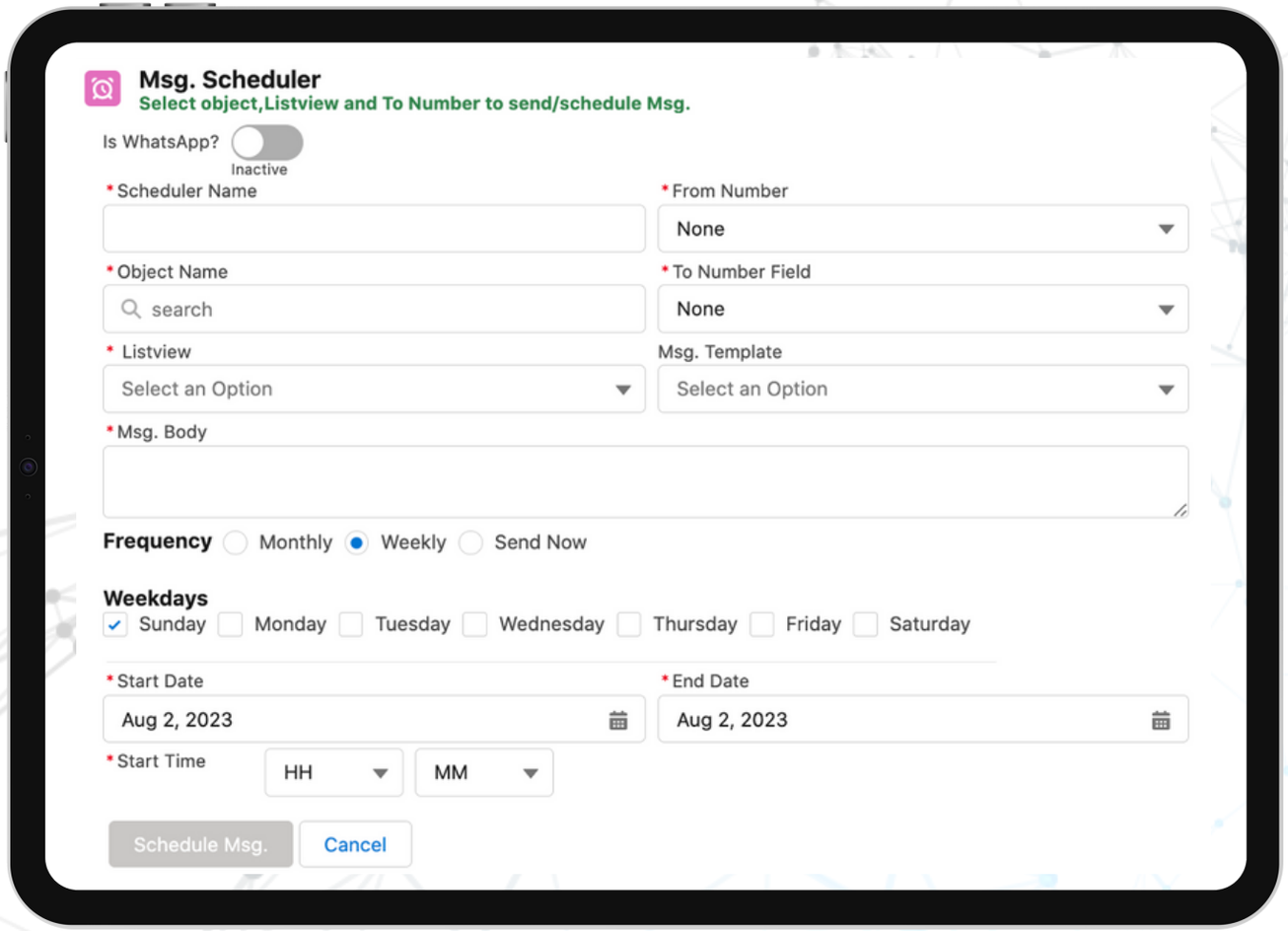
Automation Using Flow

Our app enables you to create drip campaigns and execute various automation activities using a flow-based approach.



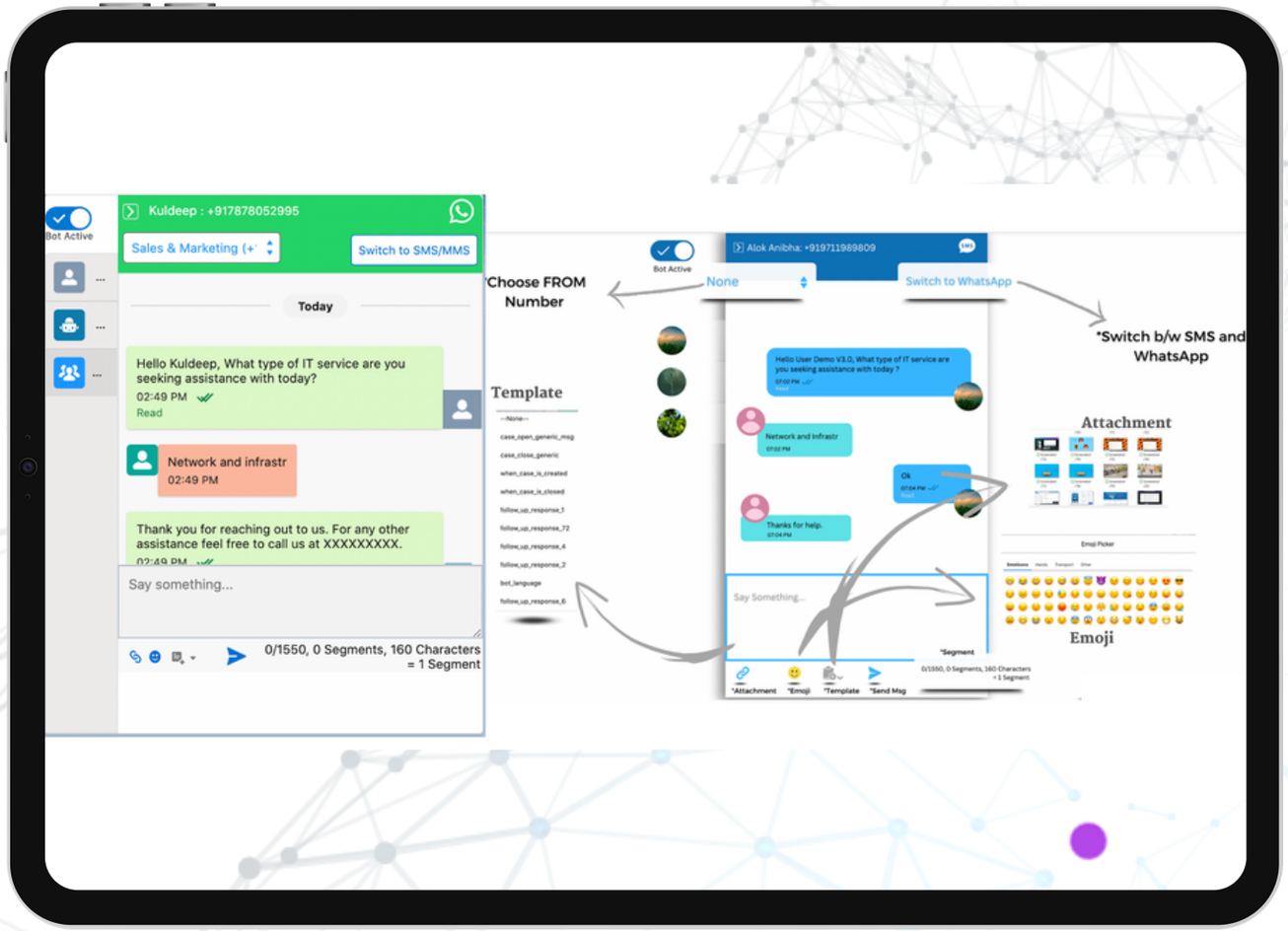
Message Scheduler

With this feature, users can conveniently schedule messages (SMS/WhatsApp) to be sent to their contacts on a daily, weekly, monthly ,or immediate basis (i.e.,Now), and even select the specific time of the day for delivery.



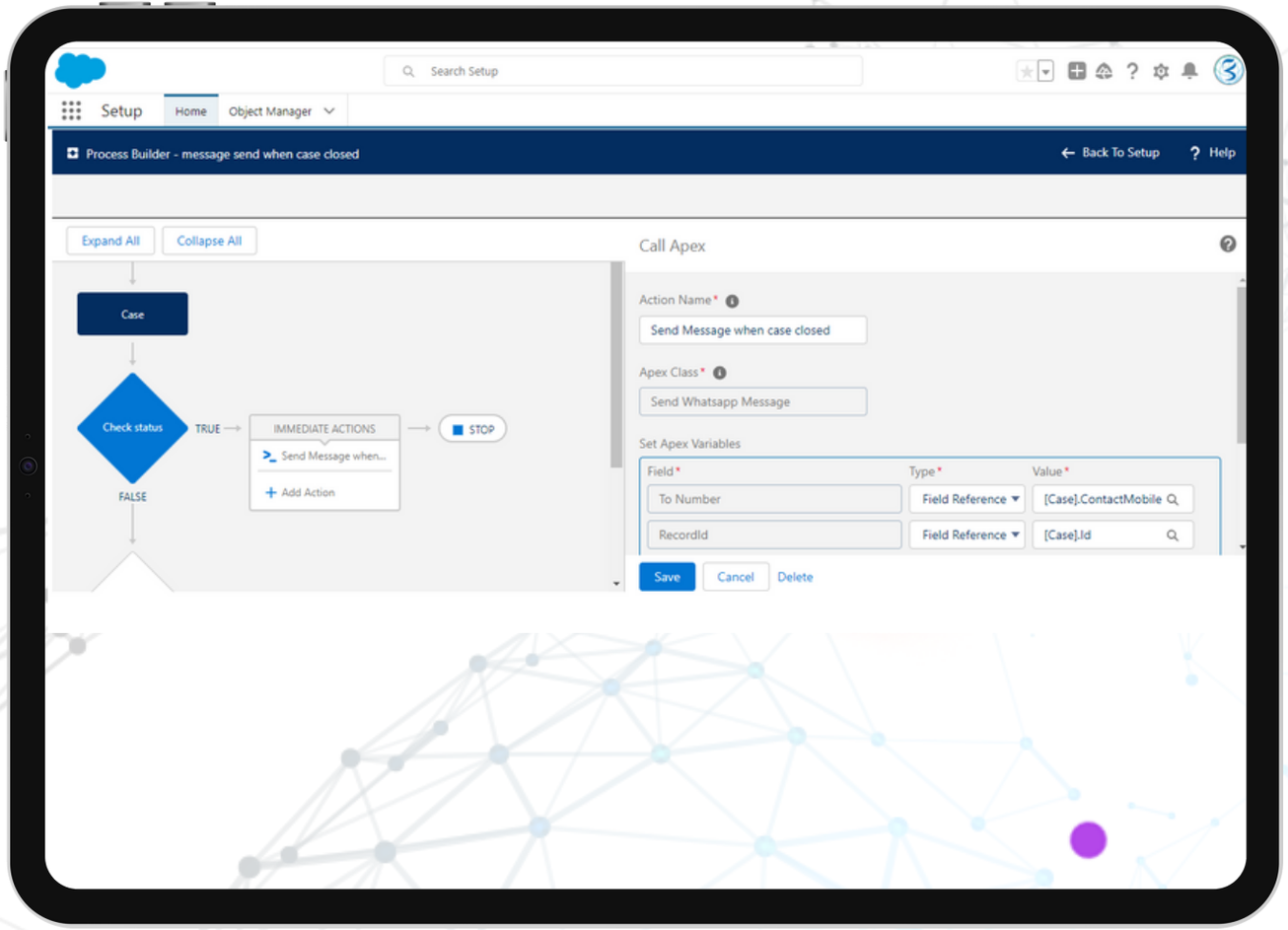
Conversation View

The conversation view empowers you to engage in chat with users through WhatsApp/SMS, providing various additional functionalities such as selecting templates, using emojis, sending attachments, viewing conversations with specific agents, accessing all conversations, and toggling the ability to take over from the Bot.



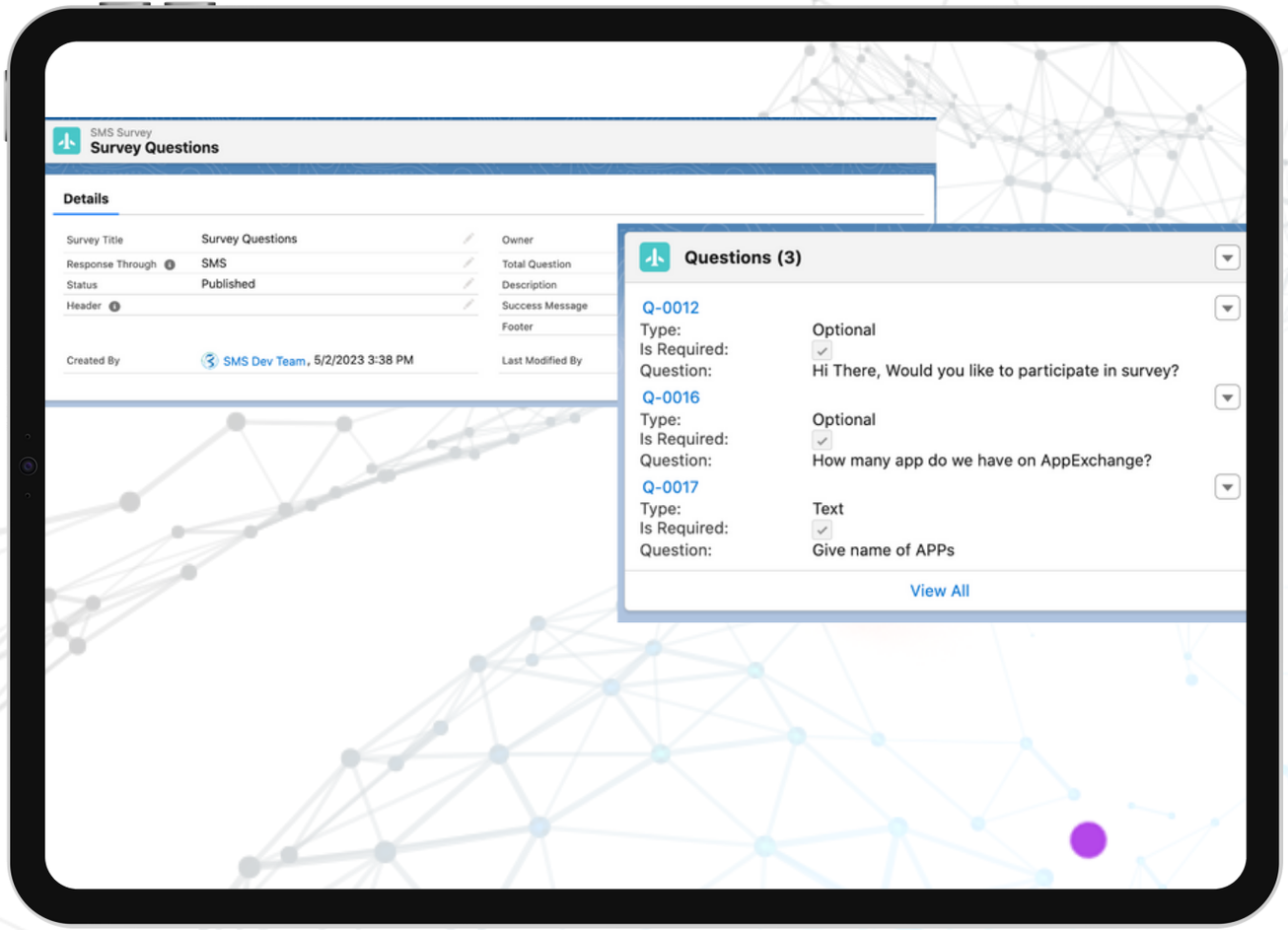
Process Builder / Workflow Rules

By creating a workflow rule or a process builder and a new task, messages will be sent automatically to the recipients when rule criteria are fulfilled.



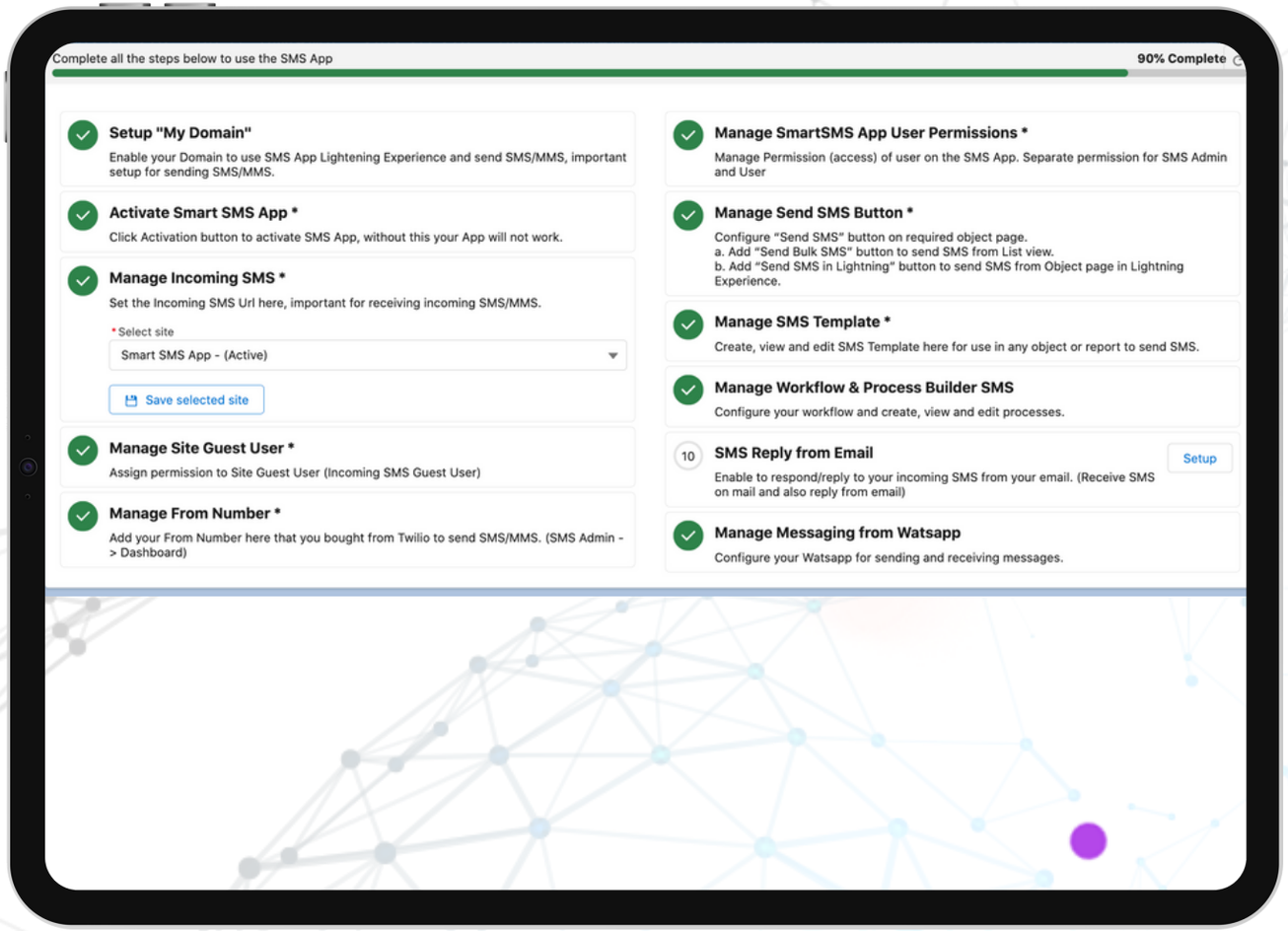
Survey

Surveys can be built and conducted by seamlessly integrating feedback data with Salesforce using workflows that automate survey distribution.



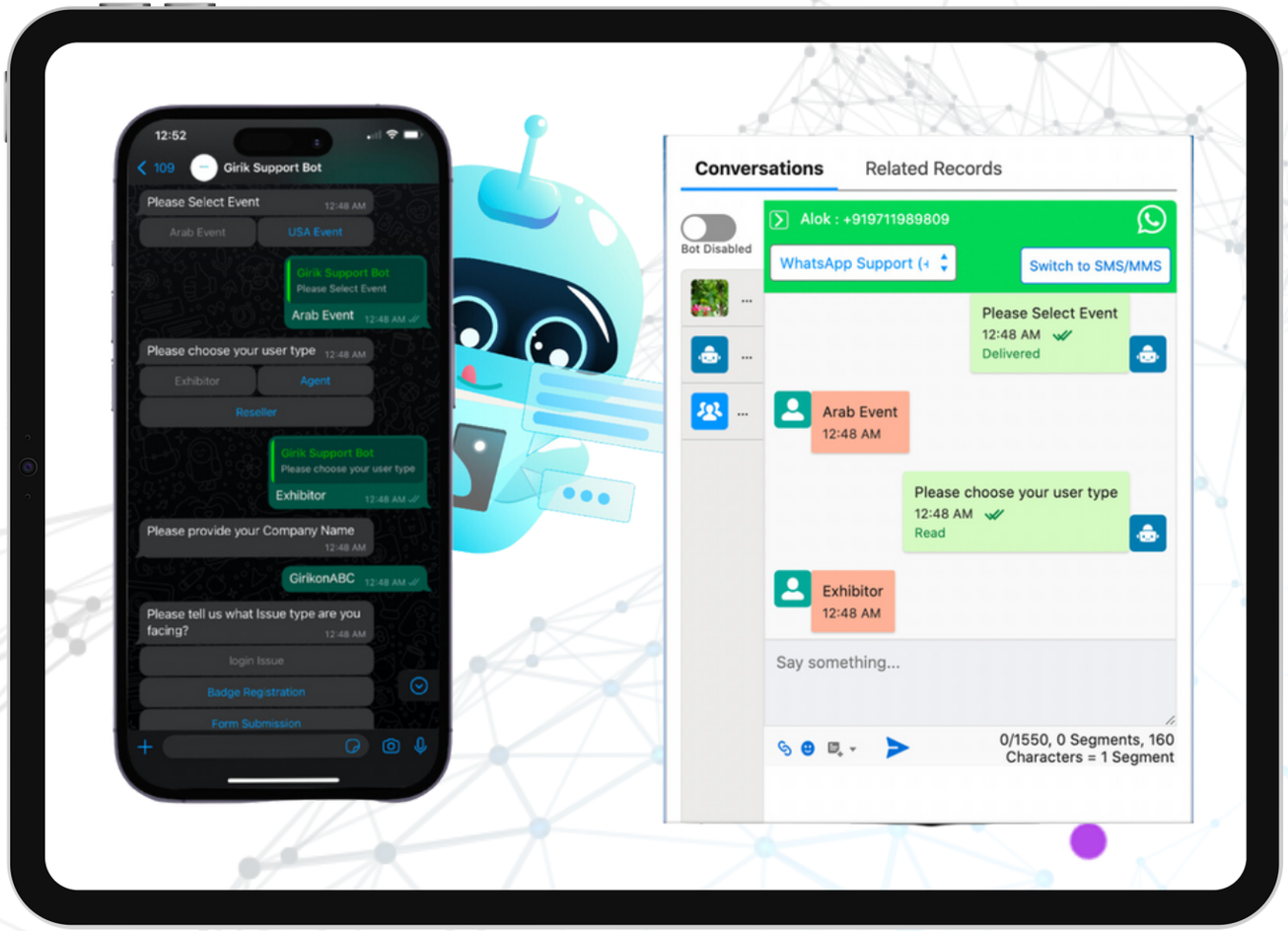
Easy Guided Setup

Easy to install our App with the help of easy guided setup.



Chat Bot in Action

An ongoing, live conversation taking place in real-time between a user and a chatbot.



Drip Campaign

You can leverage our App to design drip campaigns and execute diverse automation activities using a flow-based approach.

Contact Us

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