

# GirikSMS App

SMS App For Salesforce By Girikon

→ Read More



GirikSMS

# 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.



## GirikSMS Features



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 Features



WhatsApp Integration



Conversation View Manager



Drip Campaign



Reply Directly from Email



Message Scheduler (SMS / WhatsApp)



Localized "From" Number / Numbers



Survey through SMS

GirikSMS



Intelligent Suggestion of Local "FROM" Number



Agent based Notification



Define Working Hours in Bot

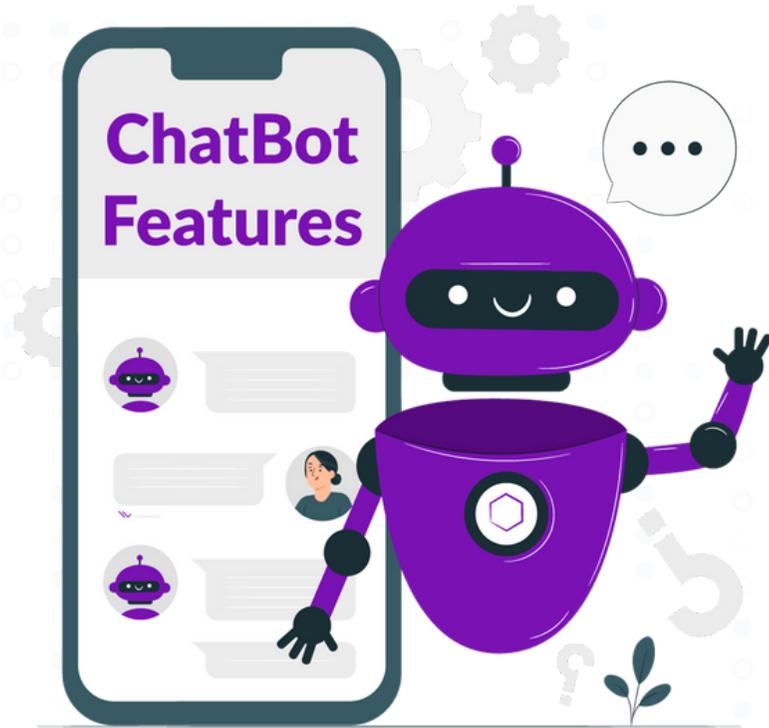


Chat Bot

- 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



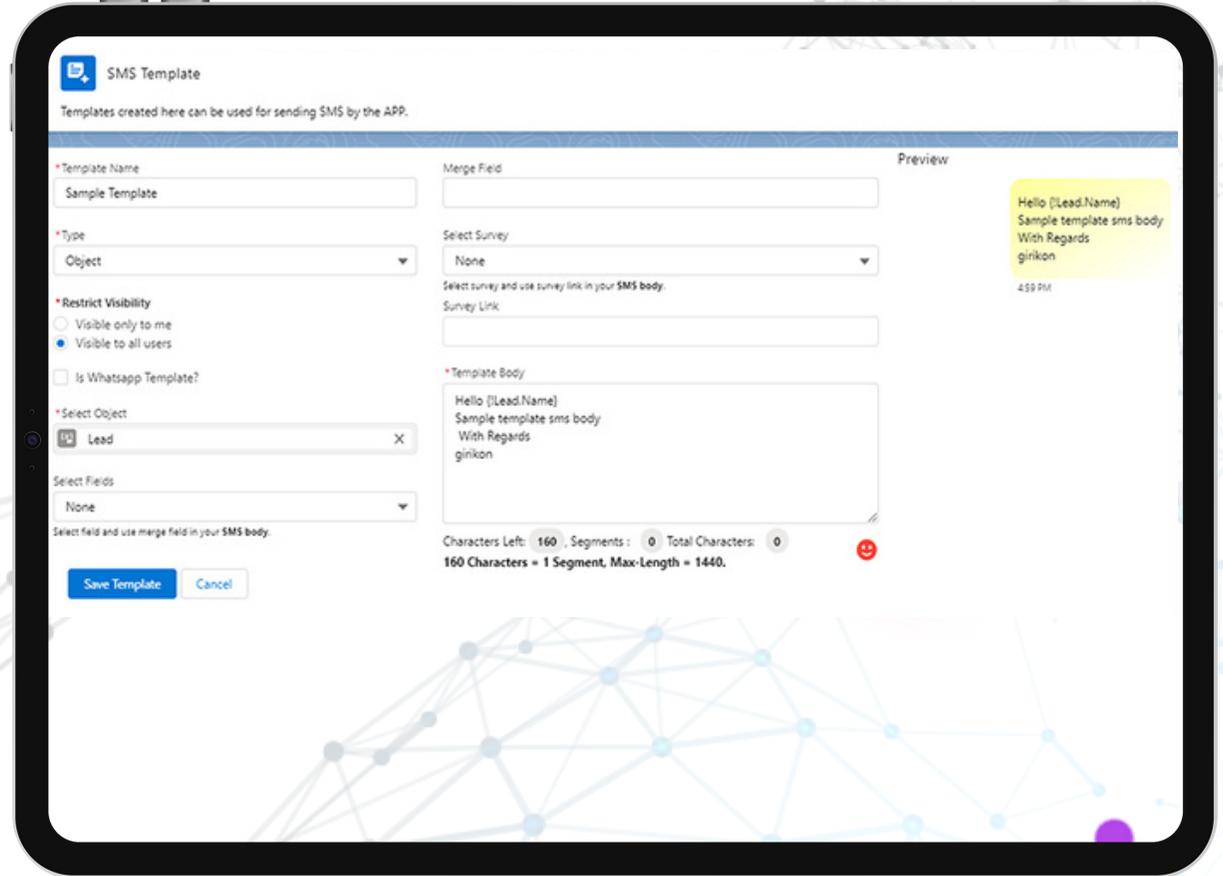
Dynamic Object field Mapping Per Intent



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 .



The screenshot displays the 'SMS Template' configuration page. At the top, it states 'Templates created here can be used for sending SMS by the APP.' The interface is divided into several sections:

- Template Name:** A text input field containing 'Sample Template'.
- Type:** A dropdown menu set to 'Object'.
- Restrict Visibility:** Radio buttons for 'Visible only to me' (unselected) and 'Visible to all users' (selected).
- Is Whatsapp Template?:** An unchecked checkbox.
- Select Object:** A dropdown menu showing 'Lead' with a search icon and a close button.
- Select Fields:** A dropdown menu set to 'None'.
- Merge Field:** An empty text input field.
- Select Survey:** A dropdown menu set to 'None'.
- Survey Link:** An empty text input field.
- Template Body:** A large text area containing the text: 'Hello {(Lead.Name)}  
Sample template sms body  
With Regards  
girikon'.
- Preview:** A yellow box on the right showing a preview of the message: 'Hello {(Lead.Name)}  
Sample template sms body  
With Regards  
girikon' followed by '4:59 PM'.
- Character Count:** A status bar at the bottom right shows 'Characters Left: 160', 'Segments: 0', and 'Total Characters: 0'. Below this, it states '160 Characters = 1 Segment, Max-Length = 1440.' and includes a red smiley face icon.
- Buttons:** 'Save Template.' and 'Cancel' buttons are located at the bottom left.

# WhatsApp Template

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

The screenshot displays the WhatsApp Template management interface. The top section is a form for creating a new template, and the bottom section is a table listing existing templates.

**WhatsApp Template Form:**

- Select Category:** Marketing
- Select Template Type:** Card - (Message Body, Button, Header and Footer)
- Template Name:** Follow-up response 52
- From:** Name
- Object:** Merge Field
- Avatar Visibility:** Visible only to me
- Avatar Object:** Case
- Language:** English
- Media URL:** https://assets.infocms.com/elements/2022/Operations/17/02/04/1300/15208u4fL3Z
- Footer Text:** maximum 60 characters
- Select Button Type:** None
- Quick Reply:** Create up to 3 buttons that let customers respond to your messages or take action.

**Preview:** Please refer to this document for BAOGE issue resolution by yourself. Did it resolve your issue? x 10 px

**Template Body:** Please refer to this document for BAOGE issue resolution by yourself. Did it resolve your issue?

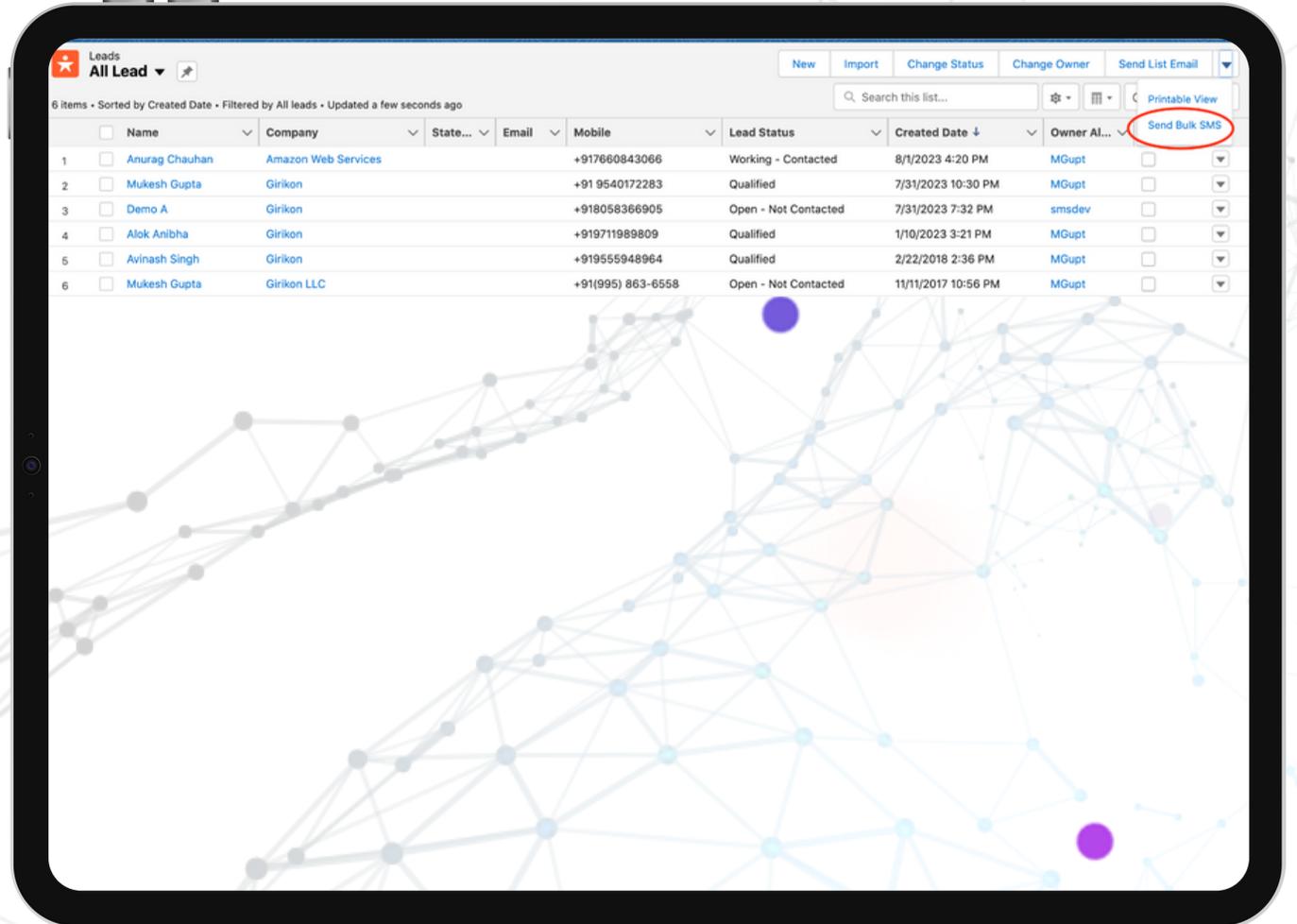
**Character Limits:** Characters Left: 169, Segments: 0, Total Characters: 0, Max Characters: 1 Segment, Max Length: 1024.

**WhatsApp Template List (43):**

S.No.	TEMPLATE ID	TEMPLATE NAME & TYPE	OBJECT / REPORT NAME	STATUS	CREATED DATE	ACTION
1	a719f0002e49d9d4u	badge_registration_is_the (O...	Contact	Approved	08/01/2023	🗑️ 📄
2	a719f0002e49d9d4u	email_verification_name...	Contact	Approved	08/01/2023	🗑️ 📄
3	a719f0002e49d9d4u	select_aware (Object)	Case	Approved	03/01/2023	🗑️ 📄
4	a719f0002e49d9d4u	confusion_template (Object)	Case	Pending	03/01/2023	🗑️ 📄 🔄 Refresh Status
5	a719f0002e49d9d4u	start_new_chat (Object)	Case	Approved	03/05/2023	🗑️ 📄

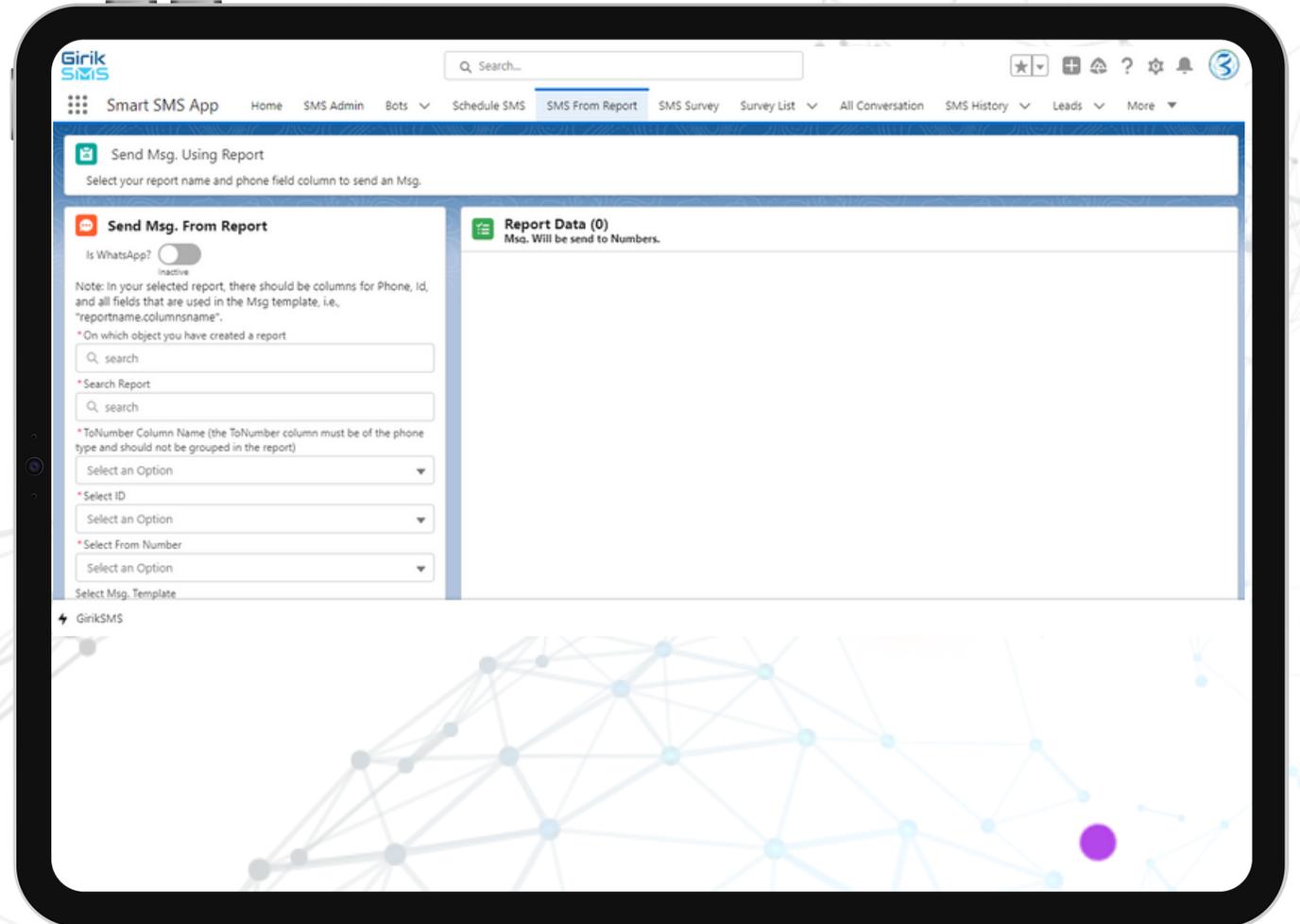
# Bulk Messages from Objects

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



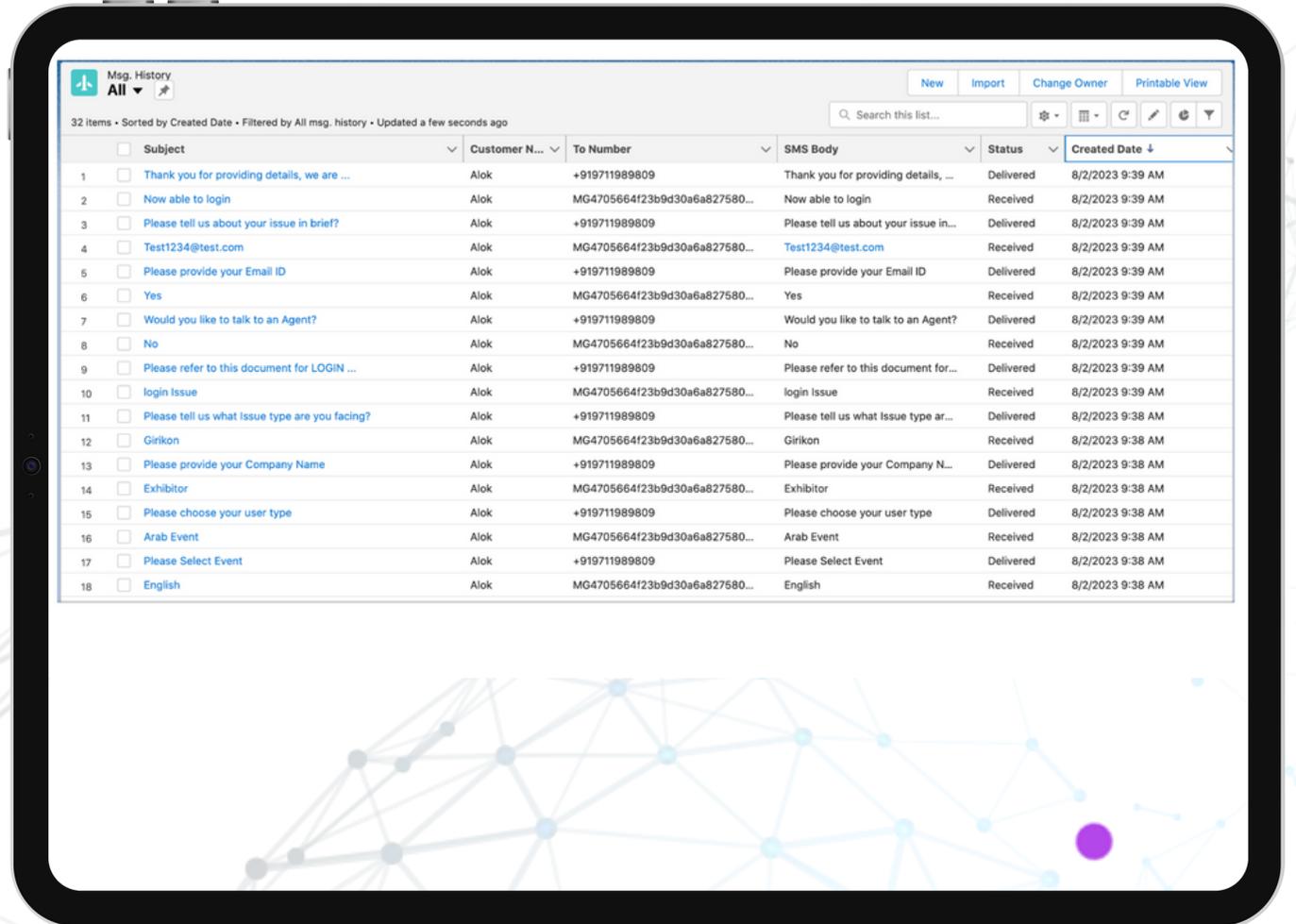
# Bulk Messages from Report

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

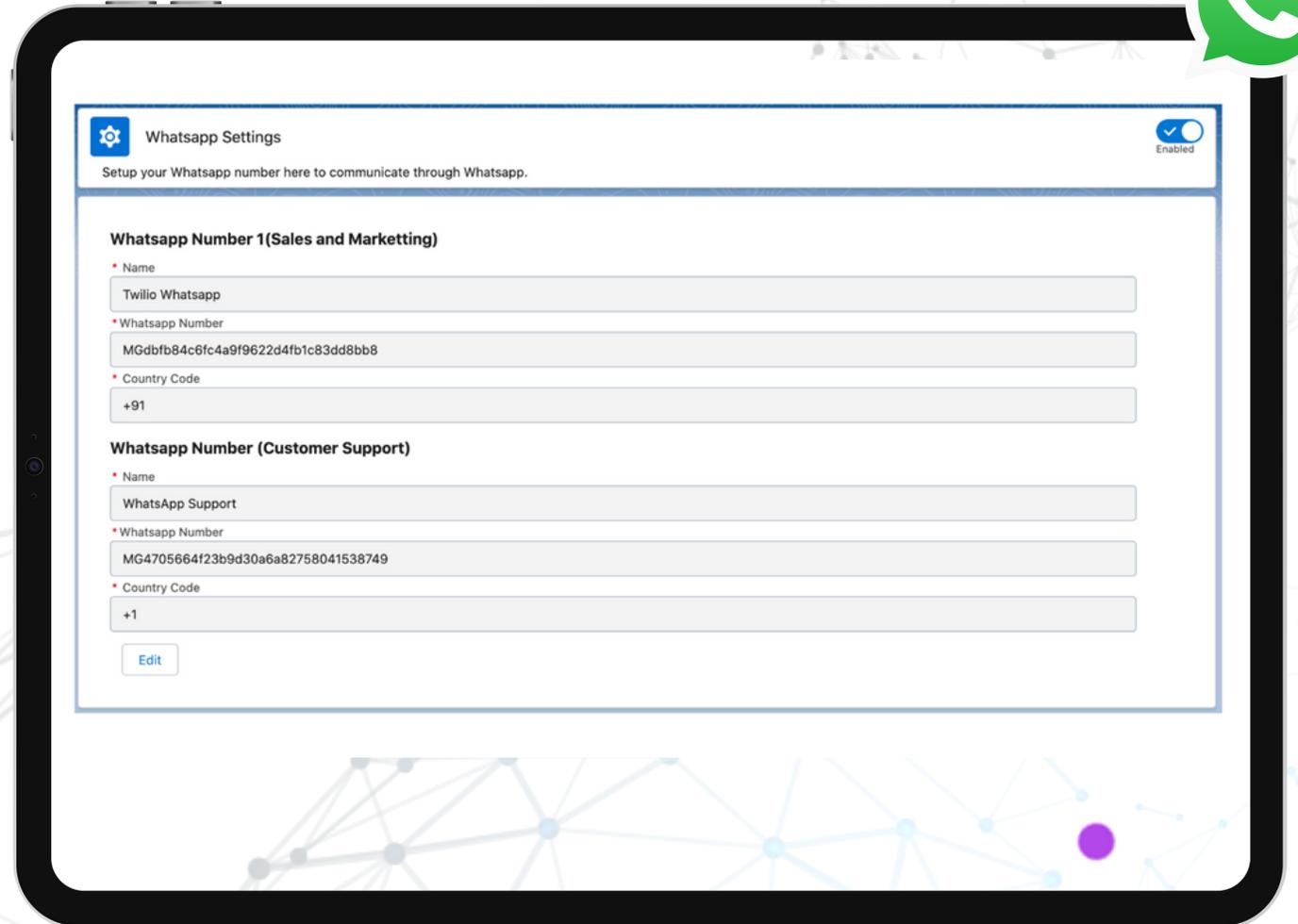
Users can conveniently access and view all sent and received messages (SMS/WhatsApp) along with their corresponding details using the app.



<input type="checkbox"/>	Subject	Customer N...	To Number	SMS Body	Status	Created Date
<input type="checkbox"/>	Thank you for providing details, we are ...	Alok	+919711989809	Thank you for providing details, ...	Delivered	8/2/2023 9:39 AM
<input type="checkbox"/>	Now able to login	Alok	MG4705664f23b9d30a6a827580...	Now able to login	Received	8/2/2023 9:39 AM
<input type="checkbox"/>	Please tell us about your issue in brief?	Alok	+919711989809	Please tell us about your issue in...	Delivered	8/2/2023 9:39 AM
<input type="checkbox"/>	Test1234@test.com	Alok	MG4705664f23b9d30a6a827580...	Test1234@test.com	Received	8/2/2023 9:39 AM
<input type="checkbox"/>	Please provide your Email ID	Alok	+919711989809	Please provide your Email ID	Delivered	8/2/2023 9:39 AM
<input type="checkbox"/>	Yes	Alok	MG4705664f23b9d30a6a827580...	Yes	Received	8/2/2023 9:39 AM
<input type="checkbox"/>	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
<input type="checkbox"/>	No	Alok	MG4705664f23b9d30a6a827580...	No	Received	8/2/2023 9:39 AM
<input type="checkbox"/>	Please refer to this document for LOGIN ...	Alok	+919711989809	Please refer to this document for...	Delivered	8/2/2023 9:39 AM
<input type="checkbox"/>	login Issue	Alok	MG4705664f23b9d30a6a827580...	login Issue	Received	8/2/2023 9:39 AM
<input type="checkbox"/>	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
<input type="checkbox"/>	Girikon	Alok	MG4705664f23b9d30a6a827580...	Girikon	Received	8/2/2023 9:38 AM
<input type="checkbox"/>	Please provide your Company Name	Alok	+919711989809	Please provide your Company N...	Delivered	8/2/2023 9:38 AM
<input type="checkbox"/>	Exhibitor	Alok	MG4705664f23b9d30a6a827580...	Exhibitor	Received	8/2/2023 9:38 AM
<input type="checkbox"/>	Please choose your user type	Alok	+919711989809	Please choose your user type	Delivered	8/2/2023 9:38 AM
<input type="checkbox"/>	Arab Event	Alok	MG4705664f23b9d30a6a827580...	Arab Event	Received	8/2/2023 9:38 AM
<input type="checkbox"/>	Please Select Event	Alok	+919711989809	Please Select Event	Delivered	8/2/2023 9:38 AM
<input type="checkbox"/>	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.

A tablet displaying the WhatsApp Settings interface. The screen shows two WhatsApp numbers configured for use. The first is for Sales and Marketing, and the second is for Customer Support. Each entry includes a name, a WhatsApp number, and a country code. The interface is titled 'Whatsapp Settings' and has an 'Enabled' toggle in the top right corner. A green WhatsApp icon is visible in the top right corner of the tablet frame.

**Whatsapp Settings** Enabled

Setup your Whatsapp number here to communicate through Whatsapp.

**Whatsapp Number 1(Sales and Marketing)**

- Name: Twilio Whatsapp
- Whatsapp Number: MGdbfb84c6fc4a9f9622d4fb1c83dd8bb8
- Country Code: +91

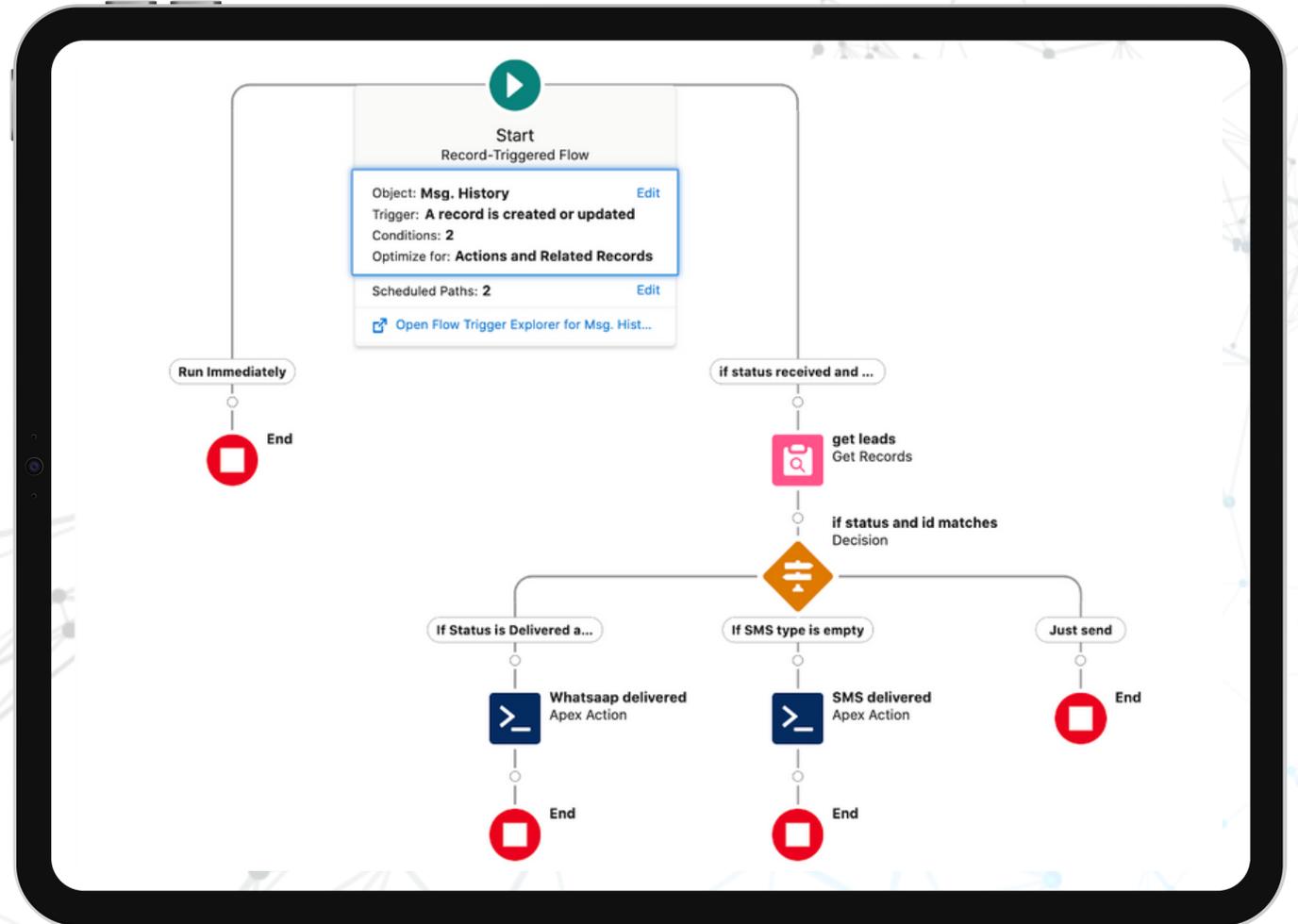
**Whatsapp Number (Customer Support)**

- Name: WhatsApp Support
- Whatsapp Number: MG4705664f23b9d30a6a82758041538749
- Country Code: +1

[Edit](#)

# 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.

**Msg. Scheduler**  
Select object, Listview and To Number to send/schedule Msg.

Is WhatsApp?  Inactive

\* Scheduler Name

\* Object Name

\* Listview

\* Msg. Body

\* From Number

\* To Number Field

Msg. Template

**Frequency**  Monthly  Weekly  Send Now

**Weekdays**  Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

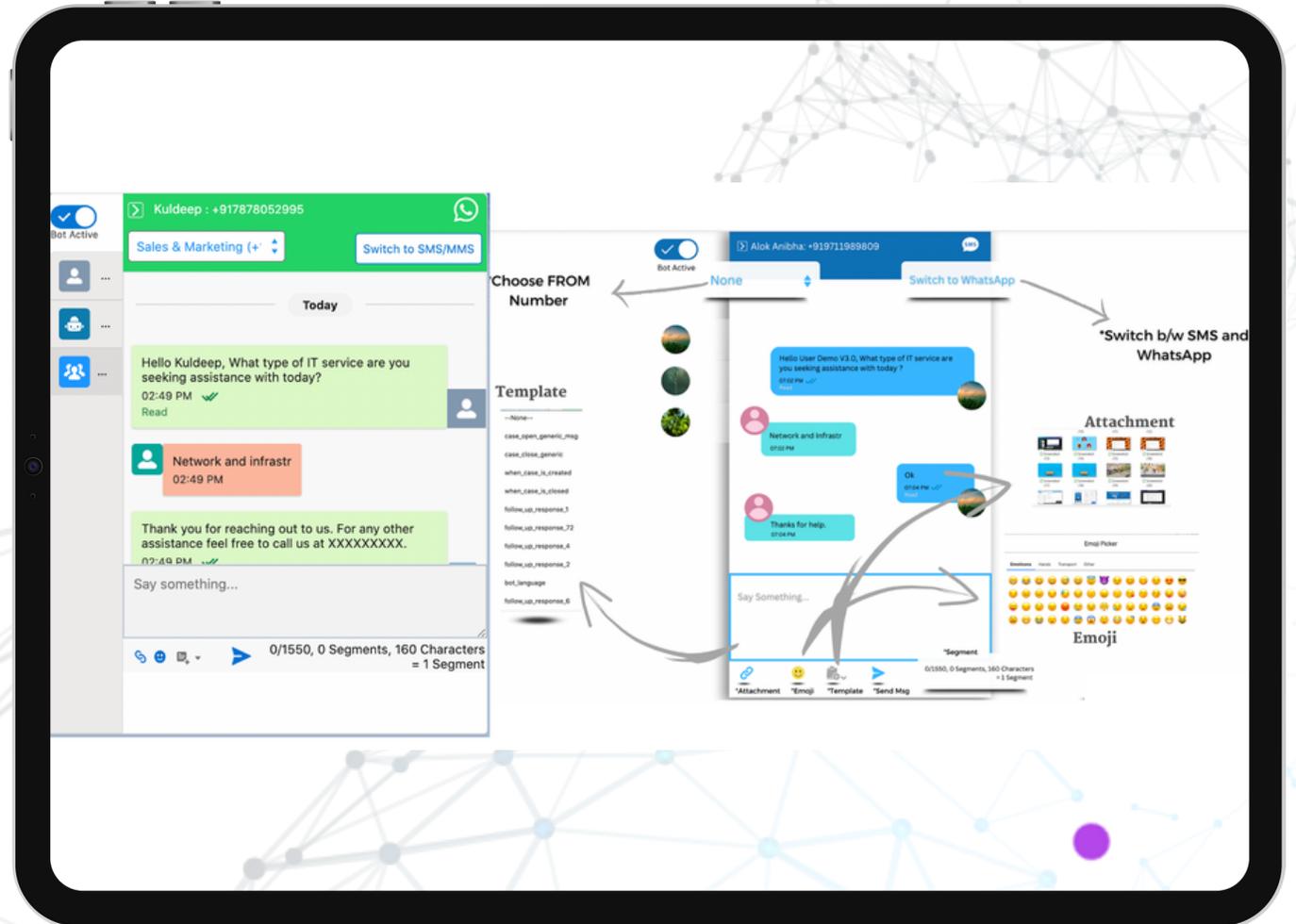
\* Start Date

\* End Date

\* Start Time

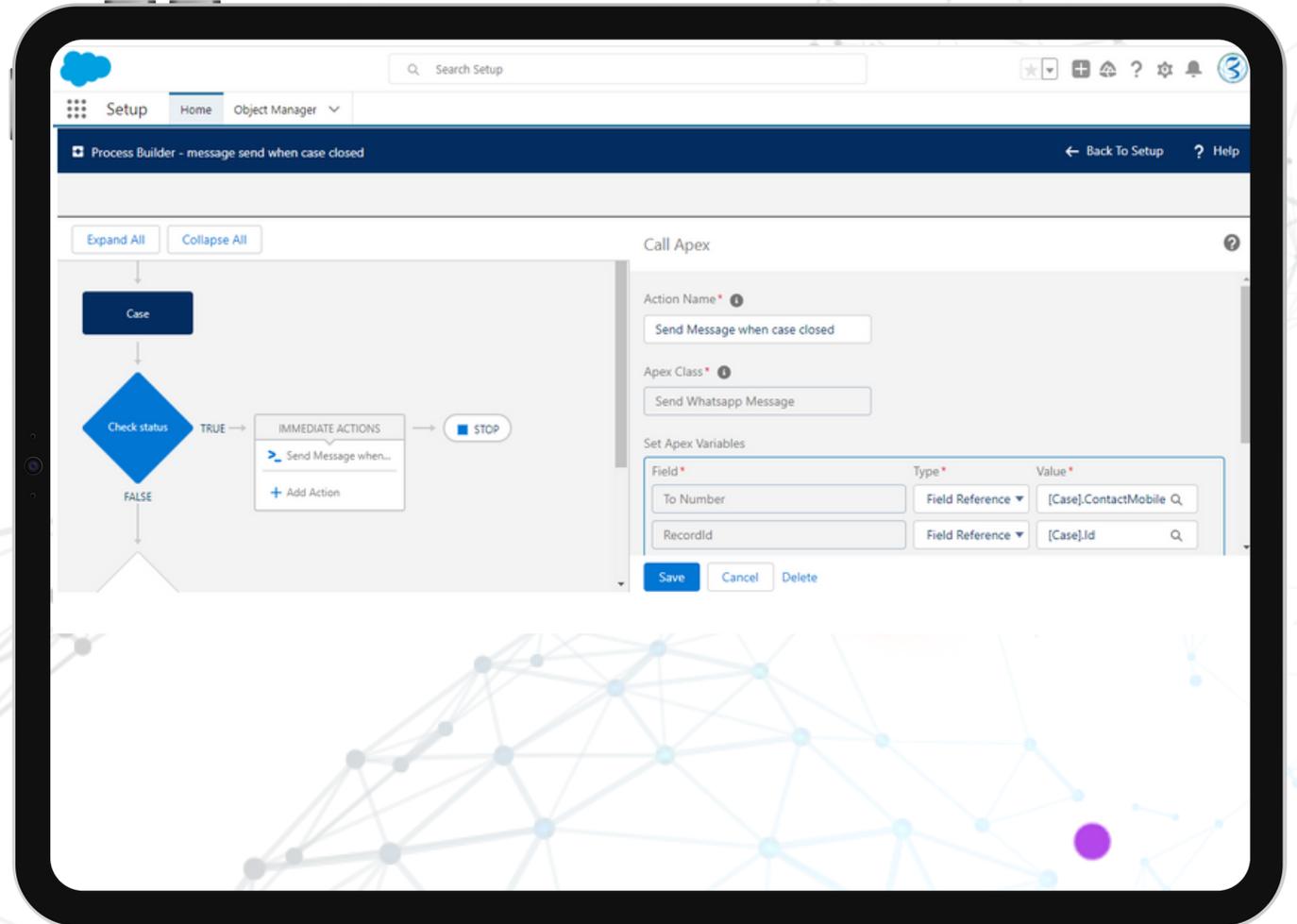
# Conversation View

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.



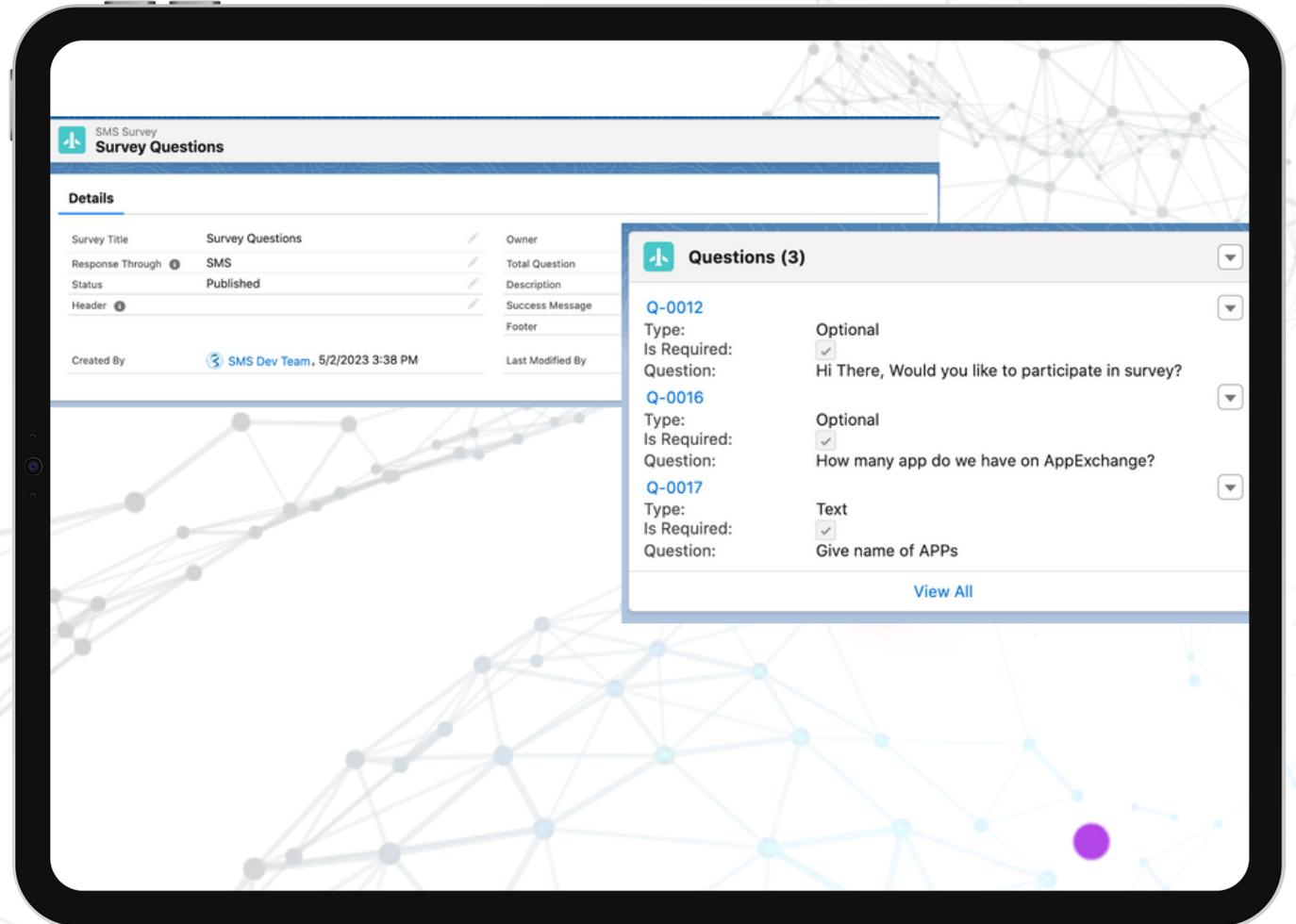
# Process Builder / Workflow Rules

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.



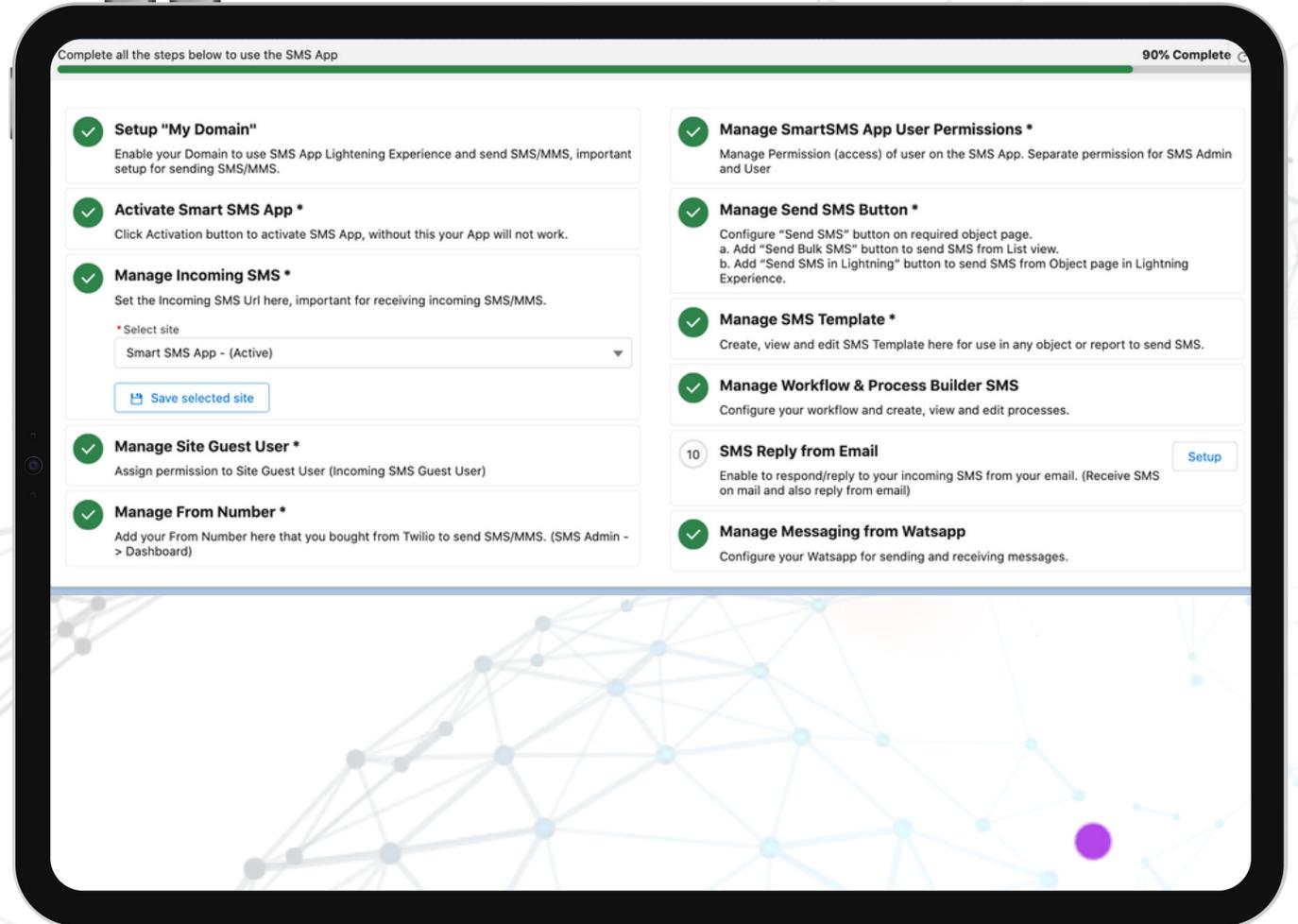
# Survey

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



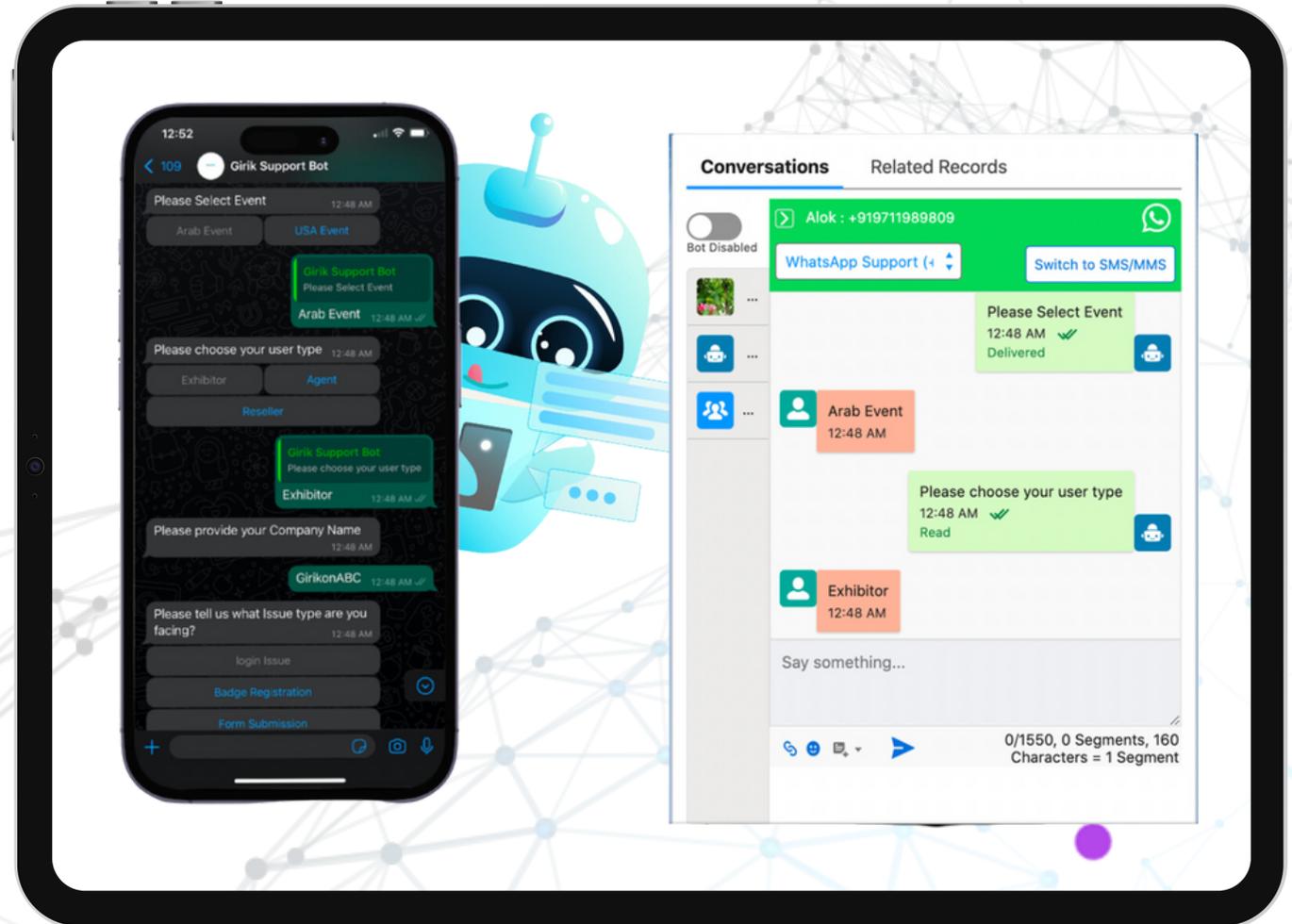
# Easy Guided Setup

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



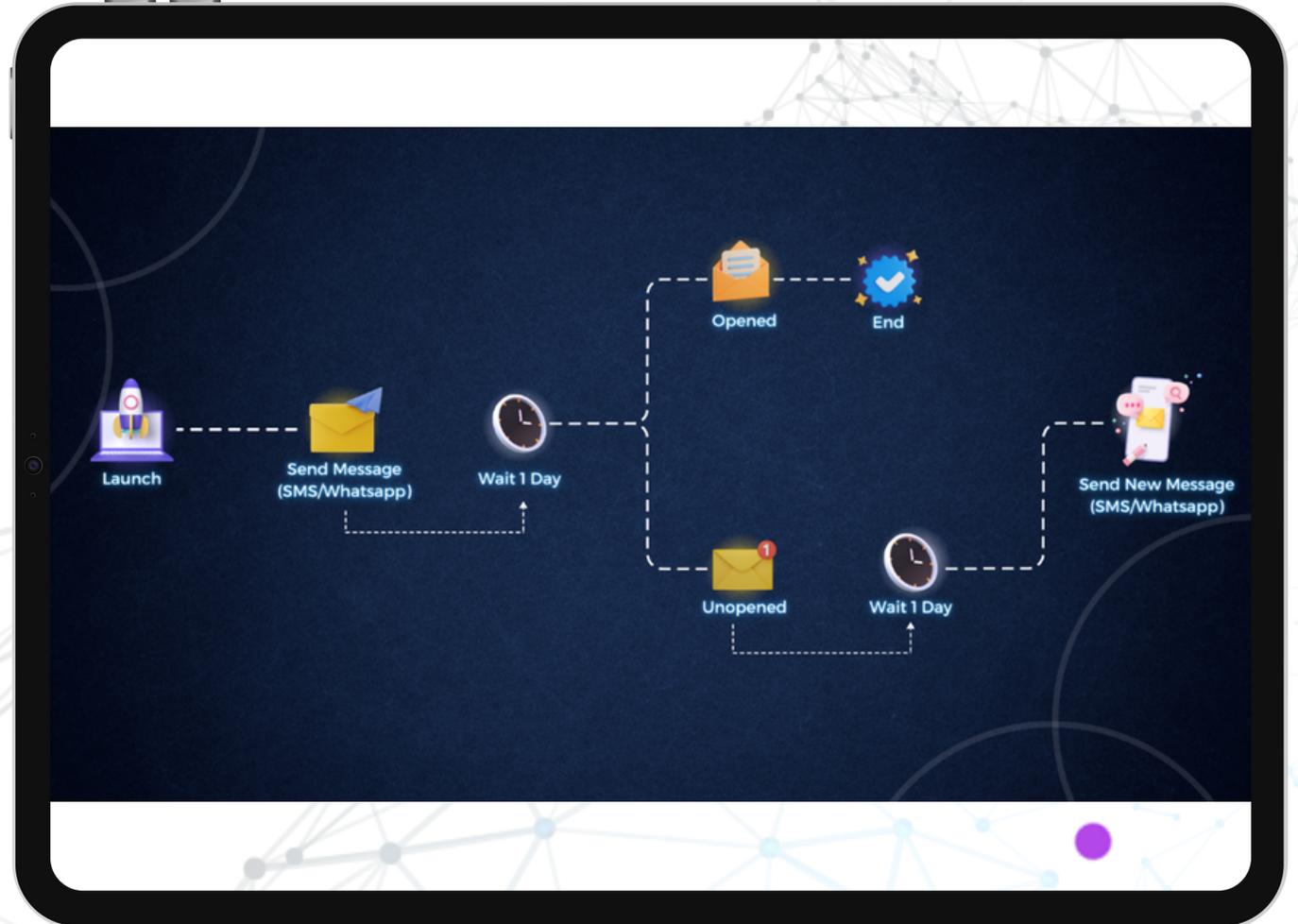
# Chat Bot in Action

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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