



Contact Form

Accelerator Setup Guide

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Contact Form

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General Installation and Setup Notes

Greetings! Thank you for using free, managed apps and components from IBM Consulting, available via AppExchange. To ensure a smooth installation and setup experience, please review the following guidelines before proceeding.

Note on Support:

IBM Consulting does not provide any official support on our free applications that are available via AppExchange. However, we are absolutely interested in your feedback, whether regarding opportunities for improvement or just general input.

Full-featured Accelerators & Premium Support:

IBM Consulting does sell many additional accelerators that are not listed on AppExchange. Please [contact us directly](#) to learn more.

Setup Guide Version

Application features and functionality may change over time. The contents of this setup guide are applicable to the most current version of the application as of the time the guide is published.

Salesforce Product Compatibility

This application can be used in both the Lightning Experience (LEX) and Experience Cloud (community).
LWR Sites are currently not supported at this time.

Installation

Prerequisites

Some products require certain configuration to be completed prior to executing an install. If you install prior to completing these steps, you may encounter errors that prevent installation.

You may need to update the following general settings:

- Enable Communities
- Enable Chatter

Official Documentation

Please review the official [Salesforce notes on package installation](#).

Access

Application Access

Salesforce enforced significant modifications to the sharing of @AuraEnabled Apex classes in the Winter '21 release:

- [Restrict Access to @AuraEnabled Apex Methods for Guest and Portal Users Based on User Profile \(Update, Enforced\)](#)
- [Restrict Access to @AuraEnabled Apex Methods for Authenticated Users Based on User Profile \(Update, Enforced\)](#)

These changes mean that you may need to grant explicit access to certain Apex classes for corresponding profiles. To do that, you will need to grant access via profiles or permission sets. For profiles, you will enable Apex classes at the profile level. For permission sets, you will create a permission set with the relevant access and then add that permission set to relevant users and/or permission set groups. NOTE: Guest users are [handled via the guest user profile](#) at the community level.

Object and Field Access

Many IBM Consulting applications include custom objects. Please ensure that object and field level security is set for any users (including guest users) who will be using the application.

Overview

IBM Consulting Contact Form for Salesforce provides an easy way for users to reach out to your company. Key features include:

- Ability to include as much or as little information as you'd like.
- Clear, visible icons to guide the user to the correct information
- Actionable links for physical address, phone and email enabling one-click action to get in touch with your organization.
- Responsive design available in Lightning Communities, Lightning Experience and Mobile.

Contact Us

We would love to hear from you! Get in touch to find out more about our innovative solutions.

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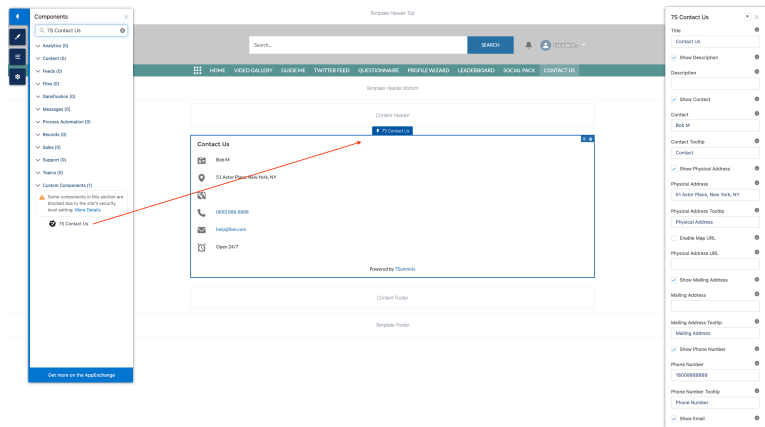
 Central Standard Time
Monday-Thurs 7 a.m. - 6 p.m.
Friday - 8 a.m. - 4 p.m.
Saturday: 8 a.m. - Noon

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This component can be used on any Lightning Community or Lightning Experience page.

To setup this component, follow these steps:



1. From the Components menu, click and drag the component into the Content section of the page
2. The component's property manager is displayed when it is placed on the page. These properties determine the component's appearance and functionality

Refer to the following table to configure the component:

Property	Description
Title	Title of this section. If blank, no title will show.
Show Description	When checked, displays description text
Description	Description text used to provide an introduction or direction to users
Show Contact	When checked, displays the Contact icon and text
Contact	Name of a person to contact. Use at the end of a line to break for a multi-line layout
Contact Tooltip	Text that displays when a user hovers over the Contact icon
Show Physical Address	When checked, displays Physical Address icon and text
Physical Address	Physical address for the organization
Physical Address Tooltip	Text that displays when a user hovers over the Physical Address icon.
Enable Map URL	When checked, allows the Physical Address to appear as a clickable link.
Physical Address URL	URL for a link to map and/or directions to the physical address
Show Mailing Address	When checked, displays Mailing Address icon and text
Mailing Address	Mailing address for the organization. Use at the end of a line to break for a multi-line layout
Mailing Address Tooltip	Text that displays when a user hovers over the Mailing Address icon
Show Phone Number	When checked, displays Phone Number icon and text
Phone Number	Enter the phone number for your organization
Phone Number Tooltip	Text that displays when a user hovers over the Phone Number icon
Show Email	When checked, displays Email icon and text
Email Address	Email address to contact for the organization
Email Address Tooltip	Text that displays when a user hovers over the Email Address icon
Show Business Hours	When checked, displays Business Hours icon and text

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Business Hours	Hours of operation for the organization. Use at the end of a line to break for a multi-line layout
Business Hours Tooltip	Text that displays when a user hovers over the Business Hours icon



NOTE

Phone and email links are dependent on phone/email applications on the device accessing the application