



LiveMessage Migration Readiness

Salesforce, Winter '21



@salesforcedocs
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INTRODUCTION

This migration application is intended to assess the major areas within the LiveMessage managed package that utilize custom components or configurations not available in the Lightning replacement product, Digital Engagement's Messaging. Based on the results, customers can create a plan to successfully migrate their existing LiveMessage (classic) implementation to Digital Engagement' Messaging (Lightning Only).

EDITIONS

Available in:

- Salesforce Lightning
- Enterprise
- Performance
- Unlimited

LIMITATIONS

There is a limit for the total API requests (calls) per 24-hour period for an org. Here are two examples:

- For an Enterprise Edition org with 15 Salesforce licenses, the request limit is 115,000 requests (100,000 plus 15 licenses x 1,000 calls).
- For a Developer Edition org that made 14,500 calls at 5:00 AM Wednesday, 499 calls at 11:00 PM Wednesday, only one more call can successfully be made until 5:00 AM Thursday.

Visit this link for full details (**Total API Requests Allocation**):

https://developer.salesforce.com/docs/atlas.en-us.salesforce_app_limits_cheatsheet.meta/salesforce_app_limits_cheatsheet/salesforce_app_limits_platform_api.htm

INSTALL AND CONFIGURE APPLICATION

Prerequisites for using the app

Prior to installing the LiveMessage Migration Readiness app to your Salesforce org, **LiveMessage (LiveMessage for Salesforce)** must be installed and properly setup.

My domain must be **enabled** and **deployed** to your users.

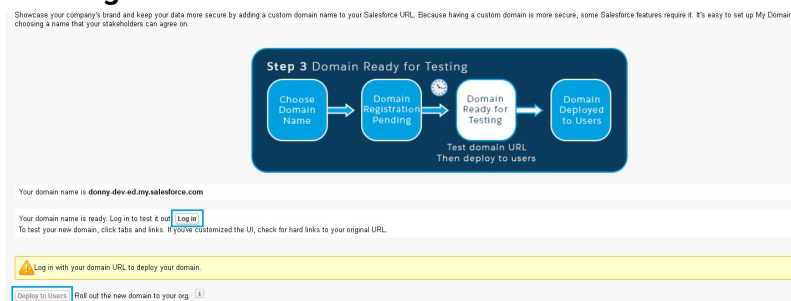
1. From Setup type *domain* in the Quick Find box, click **My Domain** under Company Settings.
2. Enter a URL and check for availability.

EDITIONS

Available in:

- Salesforce Lightning
- Enterprise
- Performance
- Unlimited

3. Click **Register Domain**.



4. **Log In** to test it out and then **Deploy to Users**

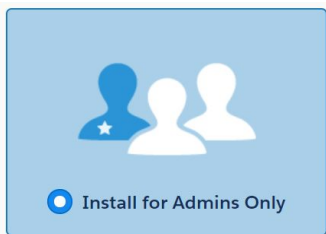
Note: After you click Register Domain, Salesforce takes a few minutes to update its naming registries. You receive an email when it's done.

Install and setup the managed package

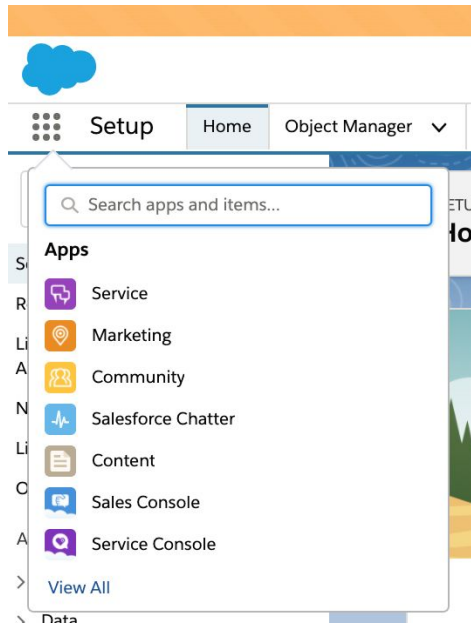
1. Open the AppExchange installation URL:
<https://login.salesforce.com/packaging/installPackage.apexp?p0=04t4W000003Cabi>

Note: If you are installing the app on a Sandbox, change the first segment of the URL from `login` to `test`.

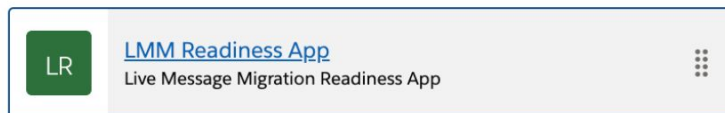
2. During Install process select the option: **Install for Admins Only**



3. After installation is complete, you will find a lightning App with the Live Message Migration Readiness Tab and their Logs tab. **TIP:** Users must be in Lightning Experience to access and run the readiness app.



Click over 'View All' and then choose the lightning App

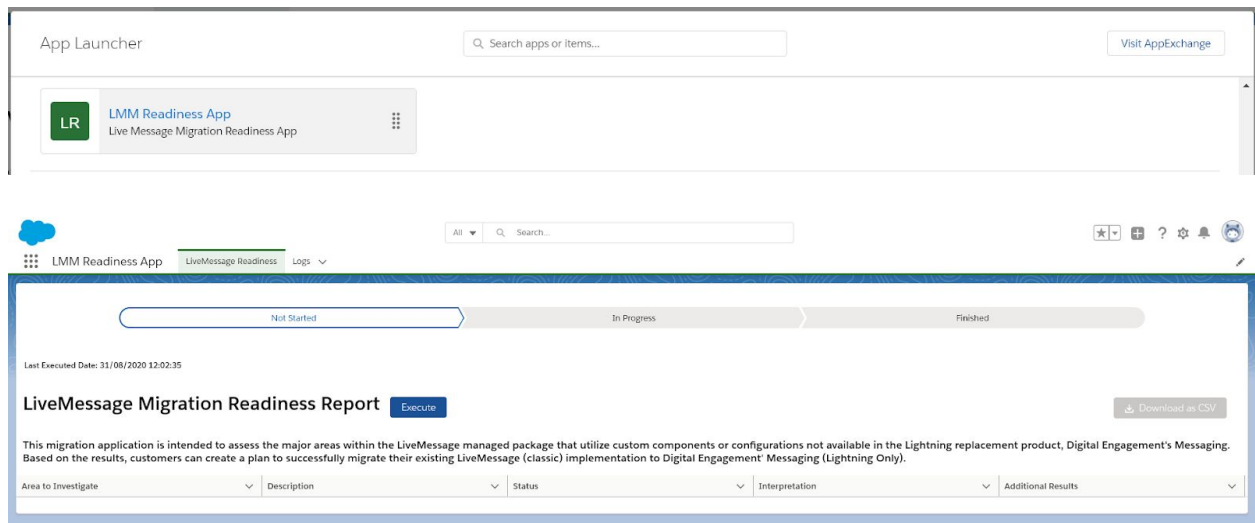


WORK WITH THE APP

Learn the concepts and procedures needed to work with the app.

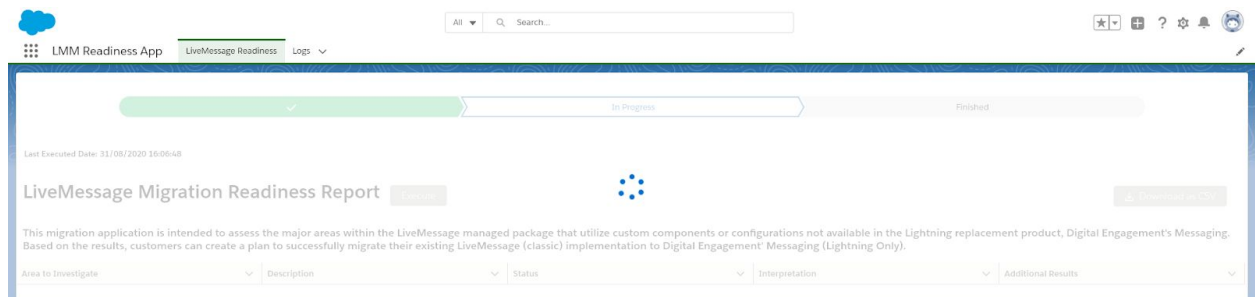
Run Report

1. Go to LiveMessage Migration Readiness Report App -> LiveMessage Migration Readiness Report tab



2. Click on Execute button. **TIP:** Ensure that 'My domain' has been enabled as outlined in the prerequisite section. If not, users will not be able to see the LiveMessage Readiness tab.

Note: Report execution can take several minutes depending on the number of custom objects present in the org



3. Execution completed!

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Interpret Results

Visual Assessment with specific information about the (10) areas included in the report. The report will provide a guide for areas you need to take actions and which require no action in order to migrate to Digital Enagement's Messaging (Lightning Only) .



No Action Needed

No action needed in order to migrate



Action Needed

Read interpretation in order to take actions before migrate



Action Needed

Read interpretation in order to take actions before migrate



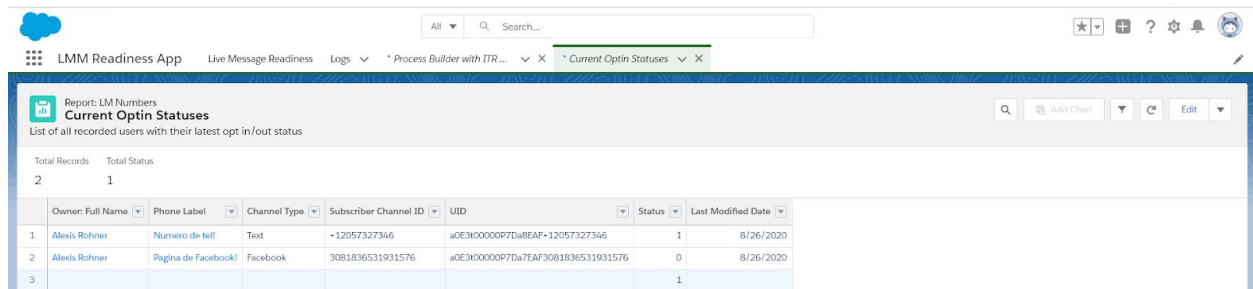
Error

An error occurs when trying to get the report. Please try again

Reports

The following reports are automatically generated and stored in the LiveMessage Migration Readiness Report tab once the migration readiness app has fully run. Results for three areas are presented in the form of a Report, these areas are:

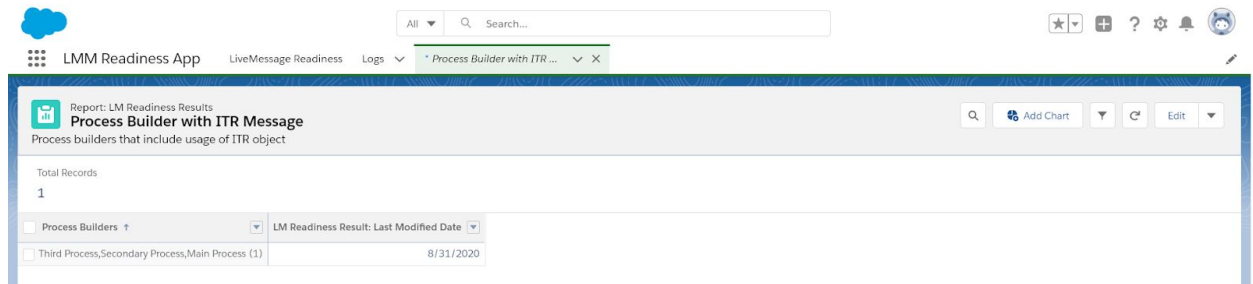
Current Optin Statuses List of all recorded users with their latest opt in/out statuses



	Owner: Full Name	Phone Label	Channel Type	Subscriber Channel ID	UID	Status	Last Modified Date
1	Alexis Rohner	Numero de tel	Text	+12057327346	a0E3H00000P7Du8EAF+12057327346	1	8/26/2020
2	Alexis Rohner	Pagina de Facebook!	Facebook	3081836531931576	a0E3H00000P7Du7EAF3081836531931576	0	8/26/2020

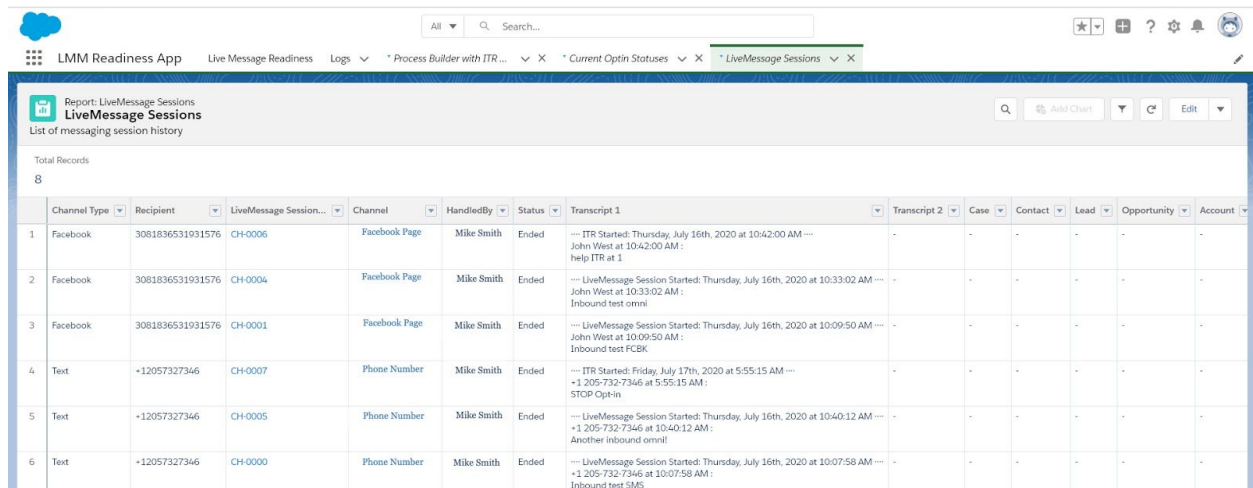
Process Builder Display the name of all active or inactive process builder which works over the ITR Message Object

Note: Changes after removing Process builders may take up to 3-4 minutes to reflect in metadata, please take that into account when running the report again.



	Process Builders	LM Readiness Result: Last Modified Date
1	Third Process,Secondary Process,Main Process (1)	8/31/2020

LiveMessage Sessions List of messaging sessions history



	Channel Type	Recipient	LiveMessage Session...	Channel	HandledBy	Status	Transcript 1	Transcript 2	Case	Contact	Lead	Opportunity	Account
1	Facebook	3081836531931576	CH-0006	Facebook Page	Mike Smith	Ended	--- ITR Started: Thursday, July 16th, 2020 at 10:42:00 AM --- John West at 10:42:00 AM: help ITR at 1	-	-	-	-	-	-
2	Facebook	3081836531931576	CH-0004	Facebook Page	Mike Smith	Ended	--- LiveMessage Session Started: Thursday, July 16th, 2020 at 10:33:02 AM --- John West at 10:33:02 AM: Inbound test omni!	-	-	-	-	-	-
3	Facebook	3081836531931576	CH-0001	Facebook Page	Mike Smith	Ended	--- LiveMessage Session Started: Thursday, July 16th, 2020 at 10:09:50 AM --- John West at 10:09:50 AM: Inbound test FCBK	-	-	-	-	-	-
4	Text	+12057327346	CH-0007	Phone Number	Mike Smith	Ended	--- ITR Started: Friday, July 17th, 2020 at 5:55:15 AM --- +1 205-732-7346 at 5:55:15 AM: STOP Optin	-	-	-	-	-	-
5	Text	+12057327346	CH-0005	Phone Number	Mike Smith	Ended	--- LiveMessage Session Started: Thursday, July 16th, 2020 at 10:40:12 AM --- +1 205-732-7346 at 10:40:12 AM: Another inbound omni!	-	-	-	-	-	-
6	Text	+12057327346	CH-0000	Phone Number	Mike Smith	Ended	--- LiveMessage Session Started: Thursday, July 16th, 2020 at 10:07:58 AM --- +1 205-732-7346 at 10:07:58 AM: Inbound test SMS	-	-	-	-	-	-

Logs

If errors happen during report execution, the app will show a toast with a specific error message. Progress bar will show status: Finished with errors. Errors will be logged : LMM Readiness Report App -> Logs

The screenshot displays the LMM Readiness App interface, specifically the LiveMessage Migration Readiness Report and its associated logs.

LiveMessage Migration Readiness Report

This migration application is intended to assess the major areas within the LiveMessage managed package that utilize custom components or configurations not available in the Lightning replacement product, Digital Engagement's Messaging. Based on the results, customers can create a plan to successfully migrate their existing LiveMessage (classic) implementation to Digital Engagement' Messaging (Lightning Only).

Area to Investigate | Description | Status | Interpretation | Additional Results

Area to Investigate	Description	Status	Interpretation	Additional Results
Business Hours	Is business hours configuration used on a channel	Error	An error occurred retrieving this item's information. The results displayed for this item may not be accurate due to the error, for more information view the logs.	
Channels With ITR Enabled	Which channels have use of ITR object enabled	No Action Needed	No channels have ITR enabled	

LiveMessage Migration Readiness Report (Download as CSV)

This migration application is intended to assess the major areas within the LiveMessage managed package that utilize custom components or configurations not available in the Lightning replacement product, Digital Engagement's Messaging. Based on the results, customers can create a plan to successfully migrate their existing LiveMessage (classic) implementation to Digital Engagement' Messaging (Lightning Only).

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Channels With ITR Enabled	Which channels have use of ITR object enabled	No Action Needed	No channels have ITR enabled	
Object Linking	Is object linking configured	Action Needed	See Salesforce help for information on object linking	Facebook [FCBK Page 2 (429425230849837)] - SMS [SMS Channel (-17206865388)]

Logs

All Logs (4 items - Sorted by Log Name - Filtered by my logs - Updated a few seconds ago)

Log Name	Last Modified Date	Apex Class	Message	Met...	Stack Trace
000W00000LHPW8	8/31/2020 11:13 AM	LMM.MetadataRetriever	You do not have access to the following objects: Business Hours. Please contact your Sal...	exe...	Class LMM.SecurityHandler: line 313, column 1 Class LMM.SecurityHandler.canAccess: I...
000W00000LHPWD	8/31/2020 11:13 AM	LMM.MetadataRetriever	You do not have access to the following objects: Business Hours. Please contact your Sal...	exe...	Class LMM.SecurityHandler: line 313, column 1 Class LMM.SecurityHandler.canAccess: I...
000W00000LHPWI	8/31/2020 11:14 AM	LMM.MetadataRetriever	You do not have access to the following objects: Business Hours. Please contact your Sal...	exe...	Class LMM.SecurityHandler: line 313, column 1 Class LMM.SecurityHandler.canAccess: I...
000W00000LHPWX	8/31/2020 11:27 AM	LMM.MetadataRetriever	You do not have access to the following objects: Business Hours. Please contact your Sal...	exe...	Class LMM.SecurityHandler: line 313, column 1 Class LMM.SecurityHandler.canAccess: I...