

AiChat Lead Capture App FAQ

Q1: Which Salesforce Editions are compatible with the AiChat Lead Capture App?

We support Enterprise, Unlimited, Developer and Performance Editions.

For Professional Edition organizations, please request for API access before installing the AiChat Lead Capture App.

Q2: Which Facebook ad formats can I use with the AiChat Lead Capture App?

Our product works best with [Click-to-Messenger ads](#) and [Sponsored Messages](#). Both formats allow you to seamlessly direct customers to forms that you set up in the AiChat Lead Capture App. All you need for the integration is a simple payload code snippet generated through the App.

Q3: Can I integrate the AiChat Lead Capture App with more than one Facebook Page?

No, you can only connect it to one Facebook page.

Q4: How many forms can I create?

There are no restrictions on the number of forms you can set up in the AiChat Lead Capture App.

Q5: Will leads be erased from my Sales Cloud if I delete a form?

No, leads captured will be saved in your Sales Cloud and will not be erased even if you delete a form.

Q6: Who can I contact if I need help with the setup and/or ongoing support?

You can reach out to our technical support team at hi@aichat.com. We will try our best to respond within 1-2 business days.

Q7: How can I upgrade to a chatbot with full-fledged messaging and marketing capabilities?

You can get in touch with the AiChat sales team at hi@aichat.com.