

This document provides a basic overview of the functionality of the 'RunGopher (Salesforce Cloud)' app, and details the architecture of the app and its integration with the RunGopher platform.

Overview of the app functionality

The app allows the user to do the following:

1. Type message text and send as sms.
2. Load the message text from a template pre-created in RunGopher, edit as necessary, and send as sms.
3. View responses by the sms recipient and choose pre-configured subsequent responses.
4. Type out a custom reply and send as sms.

All the functionality is available through this UI component:

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Contact
Prof. James Moriarty 

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Title	Account Name	Phone (2) ▾	Email	Contact Owner
				 Mark Hingston 

RunGopher

New Tab

[Send SMS](#) [Book Meeting](#) [SMS Template](#)

Quick SMS - Shout Out (Active)

 Holmes says Hello
Gopher (03:53AM Tue 15/09/2020 AEST)

Load new messages

Received Message

 Tell the Gopher what to do

Choose a Re-Gopher option:

☐ Opted Out
[No action]

[Send Regopher](#)

 Take manual control

[Send](#)

The screenshot shows how the component is displayed when added to a new tab within the Contact page. Same can be done for Leads as well. The 3 primary buttons allow sending texts, and the section below shows the current sms conversation with the contact/lead. The section below that presents the user with a choice of pre-determined responses (the possible range of responses will change depending

on the type of template used). The last section allows the user to type in any custom text and send as an sms.

App architecture and integration with RunGopher platform

To use this app, the user must have a valid account for the RunGopher platform with API access. RunGopher will provide the user with an API key, which should be saved as a named credential within Salesforce and used by the app (further details in the app configuration document).

When the user initiates the sending of an sms, the Apex code will call the RunGopher REST API (all API endpoints and details are included in the attached documentation). The authentication for this API call is provided by the named credential mentioned above.

The RunGopher platform will convert the contact/lead name and phone number to a contact of its own domain data model, and persists in an Amazon RDS (PostgreSQL) which is only accessible from within the VPC that the platform runs on.

The user may log in to the RunGopher platform at <https://portal.rungopher.com/portal/> and continue the conversation with the contact from within that platform.

Note that RunGopher has an existing integration with Salesforce. This integration allows the user to work within RunGopher; importing contacts from Salesforce, having a conversation, and writing back details to Salesforce. This is done by a Salesforce connected app, which the user needs to authenticate. Details at <https://rungopher.zendesk.com/hc/en-us/sections/360000257156-Salesforce>. The API key/named credential allows the Salesforce app to call the RunGopher platform, while the connected app allows RunGopher to update Salesforce.