

**Following are the Frequently Asked Questions and Answers for MassMailer.**

- Platform or is it hosted by you?
  - MassMailer is built on the [Salesforce CRM](#) platform and an AppExchange app. MassMailer leverages [the SendGrid](#) platform to deliver emails.
- What Salesforce Editions MassMailer Supports currently?
  - Enterprise Edition, Unlimited, Platform, Community, Developer
- I have 10 Salesforce user licenses. If I want only 2 users to send mass emails can I purchase only 2 licenses from MassMailer or do I need to buy all 10 user licenses?
  - Yes, you just need only 2 user licenses for MassMailer in this case.
- I have few users who will not be sending emails but they want to look at the MassMailer Data such as clicks, opens, Statistics etc. Do they still need to have MassMailer license.
  - Yes, they need to purchase a MassMailer Read-Only User license.
- Based in? Country, state?
  - Delaware, United States.
- Pricing for X emails sent per month.
  - Our pricing is based on the number of users + the monthly email volume. Our complete pricing is on [MassMailer Pricing](#) page. We also support several add-ons such as Email Verifier, Inboxing Service, Additional Domains, IPs for which you can find the pricing as well on our pricing page.
- Do you have non-profit discount?
  - Yes we provide 10% discount for non-profits.
- Do you have discount for annual billing?
  - Yes we provide 10% discount for annual billing.
- Do you have any volume discount?
  - Yes we do provide volume discount. Drop a note at [hello@massmailer.io](mailto:hello@massmailer.io) or call at +1 800 297 0991.
- A/B Split testing?
  - Yes, MassMailer does support this feature.
- Allows Attachments?
  - Yes, MassMailer supports the file attachment feature.
- Auto-responders?
  - You can leverage MassMailer Email Alerts feature to [send and track workflow emails to leads, contacts, cases](#), users, accounts, [opportunity contact roles in Salesforce](#).
- Bounce Tracking?

- Yes bounce tracking is supported in MassMailer.
- Click-through tracking?
  - Yes, MassMailer support Click-through tracking and it actually logs a status event called MassMailer Email Status object which is related to the respective Object in Salesforce if an click event happens.
- Customizable web forms?
  - You can build web-forms leveraging Salesforce platform such as [Lightning](#), or [Visualforce pages](#) or even a plain HTML code using the [Salesforce Web To Lead feature](#).
- Data import-export?
  - You can leverage [Salesforce Data Import Wizard](#) to import the list. You can leverage [Salesforce Report Builder](#) to export the lists.
- Email Client Preview - how emails will look in the various email clients (Outlook, Gmail, Yahoo, iPhone, etc.)?
  - Yes, MassMailer supports the Email Preview option on various devices.
- Email Editor?
  - MassMailer support the Basic and the Advanced Email editor. Basic Editor is great to build a quick and easy text based emails. Advanced editor is great to build HTML rich emails with drag and drop features and also features to ready made templates available with MassMailer.
- Image Library?
  - MassMailer provides the image library when you select Advanced Editor option.
- Multi-Language?
  - MassMailer is multi-language capable email solution.
- Newsletter Management?
  - You can manage newsletters using [Salesforce campaign](#) feature. You can also leverage [Salesforce native email templates](#) to send with MassMailer.
- Opt-in?
  - You can leverage [Salesforce web to lead form](#) feature to create a simple opt-in script.
- Reporting?
  - MassMailer provides several out of the box reports. You can also build your own custom reports using [Salesforce Report Builder](#).
- Social Media Integration?
  - You can add Social Media Content Block using MassMailer Advanced Editor. Currently there is no directly Social Media Integration available with MassMailer.
- SPAM Check?

- You can leverage the MassMailer Email Monitor tool to test the spammy ness of your email before running the actual campaign.
- Subscribe /Unsubscribe?
  - MassMailer supports the subscription groups feature as well as the unsubscribe feature as well. If you enable these features MassMailer automatically adds 'unsubscribe' link at the bottom of the email and also adds 'Email Preferences' link at the bottom of the email. The content on the landing page is completely customizable.
- Survey Management?
  - No MassMailer does not have a survey management feature but you can always embed a survey link in your email campaigns.
- Template Management?
  - MassMailer lets you manage your email templates.
- Time zone support - delayed/advance scheduling of campaigns in Europe/Africa/Asia to arrive at times appropriate in those regions (ability to identify timezone of email addresses)?
  - Yes, you can send emails in the time zone you are looking to send emails just by scheduling at the appropriate time.
- Video supported?
  - Yes, MassMailer lets you embed a video.
- Web Server Requirements? (if is installed in our server)
  - No web server needed.
- Blog?
  - Yes, you can read [MassMailer Blog here](#).
- Knowledge base?
  - Yes, you can read MassMaler knowledge base articles [here on our support portal](#).
- Site Search Feature?
  - MassMailer does not support the Site Search feature at this time.
- Email support?
  - Yes, you can send email our support team at [support@massmailer.io](mailto:support@massmailer.io)
- Phone support?
  - Yes, you can call our support line at +1 800 297 0991
- Chat support?
  - Yes, you can chat with our support using our chat plugin at the bottom of our support page on our [support site](#) or from our [massmailer.io](#) website.