

EasySMS Service – Product Overview

The screenshot displays the 'easySMS Service' web application. The header includes the company logo and navigation links: Home | Contact | Site Map. Below the header is a main navigation bar with links: Home, Contact Management, User Management, SMS Management, Support, and About.

The main content area features a 'View Batch' section with a table of SMS batches. The table has columns for Bulk Name, Submit Date, Scheduled For, Status, and actions (Stats, Delete). A single row is visible for a batch named 'sms_out_070000.txt'.

Below the table is a pagination control showing page 25 of 25, with navigation arrows for first, previous, next, and last pages.

On the right side, there is a 'Search Box' with a search input field and a 'Search' button. Below that is an 'SMS Menu' with links: Home, Incoming SMS, Pending SMS, Sent SMS, Delivery Reports, and Bulk SMS. At the bottom of the right sidebar is a 'Function Menu' with links: Create a Contact Group, Edit a Contact Group, Delete a Contact Group, Create an SMS Template, Edit an SMS Template, and Delete an SMS Template.

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BULK NAME	SUBMIT DATE	SCHEDULED FOR	STATUS	Stats	Delete
sms_out_070000.txt	2008/02/06 08:57:40 AM	2008/02/06 08:57:39 AM	Generated	Stats	Delete

... the very best in SMS

EasySMS Service Overview

The EasySMS Service is a unique customer premise SMS solution providing powerful sms functionality with versatile integration opportunities. Due to the high level of service integration, the system is very easy to install and configure. Multi-User capability opens controlled and authorized access on a company wide basis.

The EasySMS Service is capable of routing to both local and international networks and supports bi-directional sms capability at a user by user level. SMS Delivery reports are supported.

The EasySMS Service consists of two application elements that are deployed on installation as either application servers or services. These are the:

- EasySMS SMS Server responsible for:
 - SMS routing and processing
 - BULK processing (once off or repetitive)
 - Integrated FTP Server
 - Integrated SMTP Server
 - Integrated POP3 Server
 - CSV Processor for processing SMS and CONTACT files
 - Socket Server
 - SMS & SMTP Alerting
 - Plugins
 - customizing SMS processing
 - customizing CONTACT processing
 - synchronization with third-party databases
- EasySMS Web Server responsible for:
 - Providing a versatile website GUI to the SMS Server with
 - User Management
 - User Credit Management
 - Contact Management
 - Bulk Management (once off or repetitive)
 - SMS Tracking and Statistics
 - SMS / Contact import and export
 - SMS submissions via HTTP GETS

Please refer to the following pages covering integration options.

SMTP / POP3 Integration

The EasySMS Service has an integrated SMTP and POP3 Server. This allows for submission of outgoing sms's and reception of incoming sms's. The SMTP & POP3 Server can be configured in the Service INI file. The simplest way of integration is from Microsoft Outlook.

The EasySMS Service will forward the text submitted in the SMTP request to the sms recipient. In order to determine the sms number for the outgoing sms, the EasySMS Service will search the contact database for a contact with an email address that matches the email address submitted with the SMTP request. If the contact is found the sms is submitted with the contacts cellular number. If the contact is not found, the POP3 server responds with an error email to alert the user of submission failure. The POP3 server will also respond with an error email in the event that a blacklisted recipient is specified.

Incoming sms's that are delivered to Outlook via the POP3 Server are removed from the users SMS Inbox.

Bulk SMS's can also be submitted via the SMTP Server by attaching the sms file to the email. In this case, the text in the email is ignored. Please refer to the section on sms file formats.

To configure Microsoft Outlook to connect to the EasySMS Service, do the following:

- Create a new POP3 account.
- Setup the POP3 and SMTP addresses to the name of the PC on which the EasySMS Service is installed. If the default smtp/pop3 port are not used, the ports will also need to be specified.
- Setup the account username and details as per the required EasySMS Service users details.

Please note that the EasySMS Service only supports email bodies in plain text.

HTTP Integration

SMS's can be submitted to the system utilizing HTTP gets. The sms is submitted in the following manner:

<http://servername:port/httprec.exe?username=<USER>&password=<PSWD>&from=<FROM>&to=<TO>&text=<TEXT>&refid=<REFID>>

Where

- <USER> is the EasySMS Service user
- <PSWD> is the EasySMS Service user's password
- <FROM> is the EasySMS Service user's number (this is configured in the EasySMS Service)
- <TO> is recipients cellular number
- <TEXT> is sms text
- <REFID> is the sms reference

The EasySMS Service will respond with a response indicating success or failure

FTP Integration

The EasySMS Service has an integrated FTP Server. This allows for submission of outgoing sms's or the import of contacts. The FTP Server can be configured in the Service INI file.

The following procedure must be followed when submitting sms's via the FTP Server.

- Connect to the FTP Server using the PC name and configured FTP Server port.
- Logon with a valid easySMS Service username and password combination.
- PUT the sms file.
- Rename the sms file to any chosen name. The rename triggers the sms submission.
- Logoff from the FTP session.

Please refer to the section on sms file formats.

The following procedure must be followed when submitting a contact import file.

- Connect to the FTP Server using the PC name and configured FTP Server port.
- Logon with a valid easySMS Service username and password combination.
- Change directory to the Contact sub-folder (ie. type in 'cd Contact' and hit enter)
- PUT the sms file.
- Rename the sms file to any chosen name. The rename triggers the sms submission.
- Logoff from the FTP session.

Please refer to the section on contact file formats.

CSV Integration

The EasySMS Service will import both sms and contact information via comma delimited files.

For Contact Import the contact file must be placed in the contact import directory. The directory is configurable in the Service INI file. The default directory is c:\program files\EasySMS Service\Import>Contact. Please refer to the section on contact file formats.

For SMS Import the import file must be placed in either the FTP or the HTTP import directory. The directories are configurable in the Service INI file. The default directories are c:\program files\EasySMS Service\Import\FTP and c:\program files\EasySMS Service\Import\HTTP. Sms import files that are place in the FTP directory will be sent using FTP and files placed in the HTTP directory will be sent using HTTP. Please refer to the section on sms file formats.

Incoming sms's and delivery reports are placed in the directory c:\program files\EasySMS Service\Import\INC. The directory may be changed in the Service INI file.

Socket Integration

The EasySMS Service has an integrated Socket Server. The default port is 3010 but may be changed in the Service INI file. Sms's may be submitted via the socket. The following string must be used when submitting sms's.

<USER>, <PASSWORD>, <SEND METHOD>, <TO>, <REFID>, <TEXT>|

where

- <USER> is the EasySMS Service user
- <PSWD> is the EasySMS Service user's password
- <SEND METHOD> is 0 for HTTP and 1 for FTP
- <TO> is recipients cellular number
- <REFID> is the sms reference
- <TEXT> is sms text

Note that the | character must follow each sms in the submit string.

DLL Plugins

The EasySMS Service operation can be customized using standardized plugins. The EasySMS Service can execute these plugins once a day or when incoming sms's are received.

These plugins can be used to perform both sms and contact processing providing useful functions such as:

- SMS auto-responders
- Contact synchronization with other applications.
- Automated sms submission and delivery
- Automatic 'unsubscribe' or blacklist plugins

Contact Dev Squared Designs should you wish to utilise EasySMS Service Plugins.

Contact File Format

Contact files submitted via the WebServer or FTP have the following format:

```
Title,First Name,Last Name, Mobile Phone,E-mail Address  
Mr,Peter,Fredson, 0824331042,reg@careersit.co.za  
.....
```

Contact files placed in the import directory must have the following format:

```
[BOF]  
username:Admin  
password:1234  
share:0  
Title,First Name,Last Name, Mobile Phone,E-mail Address  
Mr,Peter,Fredson, 0824331042,reg@careersit.co.za  
.....  
[EOF]
```

The username and password must be a valid EasySMS Service username and password.
The Share value determines whether the contact is shared within the users user-group.

Import files conform to the standard Windows address book CSV format. The EasySMS Service Contact database is completely configurable. The system is installed with the following default fields:

- Firstname
- Lastname
- Reference
- Cellular Number
- Email Address
- Shared flag

The EasySMS Service allows for custom field to be added to the database specific to the end users requirements. The following field types can be defined for any new fields required.

- Integer
- Float
- String
- String List (with defined string options)
- Boolean
- Date / Time

When adding importing data into the new field, the import header must be defined. For example, when adding a birthday field, the import header could be defined as Birthday. When importing with the new field defined, the following file format would then be used.

```
Title,First Name,Last Name, Mobile Phone,E-mail Address,Birthday  
Mr,Peter,Fredson, 0824331042,reg@careersit.co.za,01/04/1961  
.....
```

Custom contact fields can be added using the easySMS Service Wizard.

SMS File Format

SMS files submitted via the WebServer, SMTP or FTP have the following line format:

```
<NUMBER>|<TEXT>|<REFID>|<SCHEDULE>|<VALIDITY>  
.....
```

SMS files placed in the import directory must have the following format:

```
[BOF]  
username:Admin  
password:1234  
<NUMBER>|<TEXT>|<REFID>|<SCHEDULE>|<VALIDITY>|  
.....  
[EOF]
```

For Example:

```
[BOF]  
username:Admin  
password:1234  
0827867106|Hi from CSV import.|FUN4660129|200801301130|2d|  
[EOF]
```

Where:

- <TO> is the sms recipient number
- <TEXT> is the sms text
- <REFID> is the sms reference
- <SCHEDULE> is the sms send schedule date time (yyyymmddhhnn)
 - yyyy = year
 - mm = month
 - dd = day
 - hh = hour
 - nn = minute
- <VALIDITY> sets the expiry time for the sms and can be set to a maximum of 48 hours or 2 days (Eg. 48h and 2d)
 - h = hours
 - d = days

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Logging On To The System

In order to logon to the system the user must supply a valid username and password. Please note that both the username and password are case sensitive.

If no activity occurs after a period of time, the user will automatically be logged off.

User Access Privileges

The EasySMS Service has 5 levels of user access, namely:

- Guest
- Normal User
- Advanced User
- Administrator
- Super User

Please refer to the section on Creating a User for a description of the user level rights.

The SMS Menu

The SMS Menu gives you access to the sms boxes; namely the Incoming, Pending, Sent, Delivery Reports, Batch and Bulk SMS boxes and can be accessed from any page in the system.

SMS's are displayed on a two tier system. The summary page is first displayed indicating the sms count broken down by day. The user is able to select the period viewed by selecting the start and end day as required. If there are more than the default (25) number of entries that can be displayed on one page, the user can scroll backwards and forwards to view all entries for the selected period. The user has the option to delete all sms's for the viewed day by clicking on the 'Delete' hyperlink.

At this level the user may select the day to view a detailed display of all sms's processed on that day. If there are more than the default (25) number of entries that can be displayed on one page, the user can scroll backwards and forwards to view all entries for the selected period. To delete individual sms's click on the 'Delete' hyperlink.

The user may also filter the displayed sms's by status utilizing the filter drop down box, as well as delete individual sms's.

Incoming SMS

This page allows the user to view all SMS's received by the EasySMS Service. Each User will only see the sms's related to their account. For more details on User Accounts refer to Creating a User.

To view the sms, click on the 'View' hyperlink. The SMS will be displayed. You are then able to reply or forward the sms as required

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Pending SMS

This page allows the user to view all SMS's that have not yet been sent.

To view the sms, click on the 'View' hyperlink. The sms will be displayed.

To delete the sms, click on the 'Delete' hyperlink.

Pending SMS's may have one of the following statuses:

- Pending Waiting to be sent at the scheduled date/time
- Failed Send attempted for the number of retry times but failed
- Expired The SMS could not be sent before the validity period expired
- Authorize Waiting to be authorized by the system administrator
- Paused The Batch to which the sms's belong has be de-activated

To view sms's that have a certain status, utilize the filter drop down box.

Sent SMS

This page allows the user to view all SMS's that have been sent.

To view the sms, click on the 'View' hyperlink. The sms will be displayed. The user has the option to forward the sms to another recipient.

To delete the sms, click on the 'Delete' hyperlink.

Sent SMS's may have one of the following statuses:

- None No delivery report received to date
- Delivered The sms has been delivered to the recipients handset
- Submitted The sms has been submitted to the Service Provider
- Delivery Failed The sms could not be delivered
- Submission Failed The sms could not be submitted to the Service Provider
- Rejected The sms was rejected by the service provider
- Invalid Destination The recipient cell number does not exist
- Invalid Source The specified from number is invalid
- Invalid Params The sms submission format is invalid
- Expired The Service provider expired the sms - validity period
- Deleted The sms was deleted by the Service Provider
- Unknown The sms is in an unknown state
- Buffered The sms has been buffered by the Service Provider

To view sms's that have a certain status, utilize the filter drop down box.

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Delivery Reports

This page allows the user to view all Delivery Reports received. Note that when delivery reports are received, the status of the referenced sent sms is updated with the information received in the delivery report.

To delete the Delivery Report, click on the 'Delete' hyperlink.

Delivery Reports have one of the following statuses:

- | | |
|-----------------------|--|
| • None | No delivery report received to date |
| • Delivered | The sms has been delivered to the recipients handset |
| • Submitted | The sms has been submitted to the Service Provider |
| • Delivery Failed | The sms could not be delivered |
| • Submission Failed | The sms could not be submitted to the Service Provider |
| • Rejected | The sms was rejected by the service provider |
| • Invalid Destination | The recipient cell number does not exist |
| • Invalid Source | The specified from number is invalid |
| • Invalid Params | The sms submission format is invalid |
| • Expired | The Service provider expired the sms - validity period |
| • Deleted | The sms was deleted by the Service Provider |
| • Unknown | The sms is in an unknown state |
| • Buffered | The sms has been buffered by the Service Provider |

To view Delivery Reports that have a certain status, utilize the filter drop down box.

Batch SMS

Batches refer to a collection of sms's. Batches are created when

- A file of sms's is submitted to the EasySMS Service via import, FTP or CSV
- A Bulk SMS matures and creates a Batch.

To view a batch of sms's, click on the 'View' hyperlink. The following information will be displayed:

- The Batch name, generate and sms schedule times
- The Batch status (Pending or Generated) and state (Active or Inactive).
- The send status or counts of the Batch
- The delivery statistics associated with the batch

To delete a batch of sms's, click on the 'Delete' hyperlink. The Batch, as well as all associated sms's (pending or sent), will be deleted.

To pause a batch of sms's, click on the 'Deactivate Bulk' hyperlink. The Batch, as well as all associated pending sms's, will be paused. In this state no sms's will be sent. To re-activate the Batch of sms's, click on the 'Activate Bulk' hyperlink.

Note that if a Batch is generated by a user that has been configured for SMS Authorization, the sms's for the bulk will be generated in the Authorize state. The sms's will not be sent until the generated Batch has been authorized by the Administrator. When the SMS's are generated, a sms will be automatically sent to the administrator, requesting authorization.

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Bulk SMS

Bulk SMS's provide a powerful mechanism to send relevant sms's to many recipients at one time.

To view a Bulk's detail, click on the 'Stats' hyperlink. The details of the selected Bulk will be displayed. If the Bulk has been generated at least once, the sms statistics for the Bulk will be displayed.

Bulks can be in one of two modes, Pending or Generated. If the Bulk is a once off Bulk, the Bulk will move from the Pending to the Generated state once the sms's have been generated on the specified date-time. Repetitive Bulks stay in the Pending mode until their validity expires.

Bulks can be temporarily de-activated. Whilst Bulks are in this inactive mode, no sms's will be generated. To de-activate a Bulk, click on the 'Deactivate Bulk' hyperlink. Similarly, to re-enable the Bulk, click on the 'Activate Bulk' hyperlink.

Note that if a Bulk is generated by a user that has been configured for SMS Authorization, the sms's will be generated in the Authorize state. The sms's will not be sent until the generated Batch has been authorized by the Administrator. When the SMS's are generated, a sms will be automatically sent to the administrator, requesting authorization.

Home Page

Once a user has successfully logged on he/she is taken to this section.

The following functions are available from the Function Menu :

Send an SMS

This page allows the user to send an SMS to a single number or a list of numbers. When sending the same SMS to a list of numbers, each number in the list should be separated by a ';'.

To select recipients by name, click on the button to the right of the number box. A popup window will be displayed. Two options are available:

- Type in the first letters of the contact. All the matching contacts will be displayed. Add the contacts as required.
- Click on the button to the right of the entry box. A dropdown list of Contact groups will be displayed. Select the group required. Add the contacts as required.

A scheduled date can be set against these SMS's to specify the date and time at which the Server should send the pending SMS(s).

A sms validity period can be set by selecting the required expiry period. The validity period is based on the time from the scheduled send time.

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Importing an SMS file

Importing SMS's entails importing a file which contains the data for each SMS in a specific format. Imported sms's will be collated into a batch.

Note that if a Batch is generated by a user that has been configured for SMS Authorization, the sms's will be generated in the Authorize state. The sms's will not be sent until the generated Batch has been authorized by the Administrator. When the SMS's are generated, a sms will be automatically sent to the administrator, requesting authorization.

The import files should be normal text files (.txt) and must be in one of two formats, namely:

SMS File format:

In this format each line represents an SMS and which contains its details. Each SMS can be different from the others. Each line should be formatted as follows:

[Number] | [Text] | [MsgRef] | [Schedule Date/Time] | [Validity] |

where:

- Schedule Date/Time is: yyyyymmddhhnn
- Validity period is in hours [h] or days [d] with a maximum period of 48 hours

Thus a typical entry would look like:

```
0117881448|Hi Dev Squared!\r\nHow are you?|0001|200801311200|22h|
```

The MsgReferance is a user defined entry used to keep track of SMS's and should be unique for each entry.

TIP: '\r\n' can be used to place text on a new line within the SMS text and takes the place of a carriage return.

Number List format:

In this format each line specifies a number to which the SMS should be sent. The user must also supply the message text, a scheduled date and validity period in the relevant input boxes. The SMS will be sent to each entry in the import file on the specified date.

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Scheduling a Bulk SMS

Bulk SMS's provide a powerful mechanism to send relevant sms's to many recipients at one time. A bulk sms consists of the following elements.

A generate and schedule time

The generate time refers to the date-time when the actual sms's will be created.

The schedule time refers to the date-time at which the sms's will be sent

SMS validity period.

This will apply to all sms's generated by the Bulk.

An SMS Schedule.

This determines when the Bulk will generate sms's. The Bulk can either be a once off or a repetitive Bulk that will generate as defined by the schedule.

The following schedule types are available:

- Daily The bulk will generate on a multiple of days.
- Weekly The bulk will generate on a multiple of weeks.
- Monthly The bulk will generate on a multiple of months.
- Annually The bulk will generate on a multiple of years.
- Specify Dates The bulk will generate on which every days are specified

A dynamic Contact Group.

SMS's will be generated for all contacts that match the criteria defined in the Contact Group.

An SMS Template.

The SMS Template defines the text that will be generated in the sms's. The template may contain links to Contact information, allowing each sms generated having information pertinent to the recipient.

To create a new Bulk, first create the necessary Contact Group, SMS Template and SMS schedule (if required).

Click on the 'Schedule a Bulk SMS' menu item and fill in the required fields.

Click on 'Add Template' to add the sms text selected.

If you wish to view the contacts to which the Bulk will be sent, click on the button to the right of the Contact Group selection.

Comments

To access the comments page, click on the 'Comments' hyperlink displayed on most pages. Comments provide a mechanism for users to communicate with other users in their usergroup about the product. Users with Admin and Power access levels can view and administer all comments on the system.

Comments can be added by clicking on the Add a new Comment link on the View Comments page.

To edit or delete a comment click on the Edit and Delete links under the comment.

Users that don't have Admin or Power privileges can only edit and delete their own comments.

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Contact Management

Contacts can be added, edited and/or deleted using the function menu. Alternatively you can import contacts using the import section found on the Contact Management home page. For further details see Importing a Contacts File

Contacts can be private to a user or shared between users in the same User Group. Please refer to the section on User Groups.

The EasySMS Service Contact database has the following fields by default:

- Reference
- Firstname
- Lastname
- email
- Cell
- Shared flag

It is possible for each installation to add contact fields to the database to store information suited to their specific application. The database can be modified using the EasySMS Service Manager application. This information can then be used to data-mine recipients for sms's or automatically embed the information into generated sms's. These custom fields can be populated with data when importing a contact file, via manually entering the contact or by synchronizing with an external database.

The following functions are available from the Function Menu :

Adding a Contact

Click on the 'Add a new Contact' menu item. The new contact form will be displayed. If you have customized your database, the additional custom field will also be displayed. Enter the information for the new contact and add the contact.

Viewing a Contact

You have a number of options when viewing contacts. These are:

- View All to display all contacts
- View Group to display contacts associated with a Contact Group
- View Like to display contacts with a firstname or lastname beginning with a selected letter
- View Query to allow you to determine which contacts will be displayed.

Editing a Contact

After selecting a view on contacts, click on the 'Edit' hyperlink to edit the contact. Please note that you can only edit contacts that belong to you i.e. not shared by someone else.

Deleting a Contact

After selecting a view on contacts, click on the checkbox to mark the contacts on the page for deletion and click on the 'Delete Checked' button to actually delete the contacts.

Please note that you can only delete contacts that belong to you.

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Importing a Contacts File

Contacts can be imported from a CSV file by browsing to the required file. The file must be a standard address book formatted CSV file. This format is a text file with contact fields separated by commas. The first line of the file is always the field definition line or header.

The first line has the following format:

Member,First Name,Last Name,Email Address,Mobile Phone

The following lines contain the comma separated contact information, in the order defined by the first line. Please note that if any fields contain a comma, they must be enclosed in inverted commas ie: "25, 1st Ave, Melville"

You can also import custom defined fields (see Custom Contact Database) by specifying the Import Field name in the first line of the file. The import Field name is defined when adding the custom field in the EasySMS Service Manager. For example if you added the field 'Gender', the header line would change to:

Member,First Name,Last Name,Email Address,Mobile Phone,Gender

SMS Management

The easySMS Service provides a number of tools to allow users to formulate and target sms recipients. In addition it is possible to create sms templates that will embed contact information into the generated sms's.

Contact Groups

Contact Groups allow the user to create a dynamic grouping of contacts intended for use with Bulk SMS's. Groups are created by specifying a SQL query to define the group. The query is only executed at the time that a Bulk SMS is generated, returning the sms recipients that match the query expression.

Queries are constructed by selecting the search field and then a matching expression. For example, to find all contacts that have Vodacom cell numbers, the following query will be used.

((SMSNUM LIKE '278%') OR (SMSNUM LIKE '277%'))

Note that all numbers are stored in the system as Country Code, without the preceding 0, followed by the number. ie: instead of 0827561123 the number is stored as 27827561123.

Multiple expressions can be included in a query as show above. Expressions are joined by using AND's and OR's. Expressions should be encapsulated in brackets.

Expressions joined by an AND indicate that both expressions must be true to return a contact.
Expressions joined by an OR indicate that either expression must be true to return a contact.

For example, a query of ((FIRSTNAME = 'ROB') AND (FIRSTNAME = 'PETER')) will not return any contacts as no person has both firstnames.

Alternatively, a query of ((FIRSTNAME = 'ROB') OR (FIRSTNAME = 'PETER')) will return any contacts who has a firstname of either ROB or PETER.

Refer to the section Scheduling a Bulk SMS to see how Contact Groups are utilized.

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SMS Templates

SMS Templates define the text that will be sent with Bulk SMS's. The EasySMS Service allows you to insert database fields into the sms text. For example, a sms text template defined as

Hello [FIRSTNAME], your member number is [MEMBER]

would expand on generation when sent to Robert whose membership is 10213 as

Hello Robert, your member number is 10213

Refer to the section Scheduling a Bulk SMS to see how SMS Templates are utilized.

SMS Schedule

SMS Schedules define the dates and times at which Bulk SMS's are generated and are used to create repetitive Bulks. Note that if a schedule is not assigned to a Bulk SMS, the Bulk will only be generated once.

The following schedule types can be defined.

- Daily The bulk will generate on a multiple of days.
- Weekly The bulk will generate on a multiple of weeks. The day of the week can be specified.
- Monthly The bulk will generate on a multiple of months. The day of the month can be specified.
- Annually The bulk will generate on a multiple of years. The day of the year can be specified.
- Specify Dates The bulk will generate on a specified list of dates

You can also define a date constraint for a schedule. The date constraint will limit the period to which the schedule applies. For example, if a repetitive schedule is defined, with a date constraint to end on the 31st March, the Bulk sms will stop generating Batches after this date, and will change from the Pending Status to the Generated Status.

When scheduling a Bulk SMS, you will be asked to specify a generation and send date-time. If an SMS Schedule is assigned to the Batch SMS, the time between the generation and send times will persist for the lifetime of the Bulk SMS. For example, if you schedule a repetitive Bulk SMS to generate at 11:00 and send at 13:00 every second day but in the SMS Schedule you specified a send time of 12:00, then the Bulk SMS will generate at 10:00 and send at 12:00.

SMS Blacklist

To stop the EasySMS Service from sending sms's to a number, add the number to the Blacklist. This list of numbers is universal to all users on the system. So if user Peter were to add 27827867102 to the Blacklist, the system would stop Rob from being able to send to that number as well.

Please note that numbers will be converted to follow the international format without a preceding 0.
ie: so 0827867102 will be converted to 27827867102

Numbers may also be removed from the Blacklist as required.

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User Management

The EasySMS Service provides user functionality to control access to functions within the system. Users may also be divided into different groupings that limit the sharing of contacts within a specified group.

The EasySMS Service allows for multiple SMS accounts. SMS accounts provide access to sending and receiving SMS via Dev Squared Designs. Each SMS account can support both local and international SMS channels. In addition, each account may have a number of source numbers defined. Each source number provides a private outgoing and incoming sms channel to a user. Users may share a source number, but in this case, the incoming sms's can be viewed by both users.

Accounts and their associated source numbers are defined in the EasySMS Service configuration file. Do not change these.

Creating a User

Each user can be assigned specific user rights based on the SMS role they will need. These are:

- Guest: Can only send single sms's.
- Normal User: Can perform most functions but cannot send BULK sms's.
- Advanced User: Can perform all SMS functions.
- Administrator: Can perform all SMS and Administrative functions.
- Power User can perform all functions and authorize Batches

Before adding users, create any user groups required. This is not necessary if user groups are not required.

When creating a new user do the following:

- Fill in the user details
- Select whether the user needs their Batches of sms's to be authorized before sending
- Select the required User Rights
- Assign a User Group (if required)
- Select the SMS Account that the user will use to send sms's with as well as the subscriber number for the user
- Add the user.

User Groups

User Groups can be defined to limit contact sharing. Users can then be allocated to user groups. If a user in a user group shares contacts, the shared contacts will only be visible to users in the same group.

Users can be assigned to a group when adding a new user, or by editing an existing users account.

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User Credit Management

Each user is assigned a sms account that indicates the number of sms credits they have available. Every time a sms is sent by the user, their account is deducted.

There are two types of credit accounts:

Closed Accounts

When the user with a closed account has no more credits left, they cannot send sms's. Please note that if a batch of sms's is generated, and the user does not have sufficient credits to send the whole batch, no sms's from that batch will be sent. (ie: Partial batches are not sent)

Open Accounts

Users with an open account are not restricted by the number of SMS Credits available to them when sending sms's. The system will deduct credits from their account as per usual but will allow the users credits to run into the negative.

A user can be assigned an open or closed Account when adding/editing the user.

The Power User and Administrators may add credits to a users account regardless of whether it is open or closed. Administrators however can only add credits to users who have user rights lower than the Administrator privilege.

Administrative Functions

To access Administrative functions, first click on Home and then on the Admin hyperlink on the page footer.

The following functions are provided:

Logging

Access to view EasySMS Service logs and error logs

Credit Management

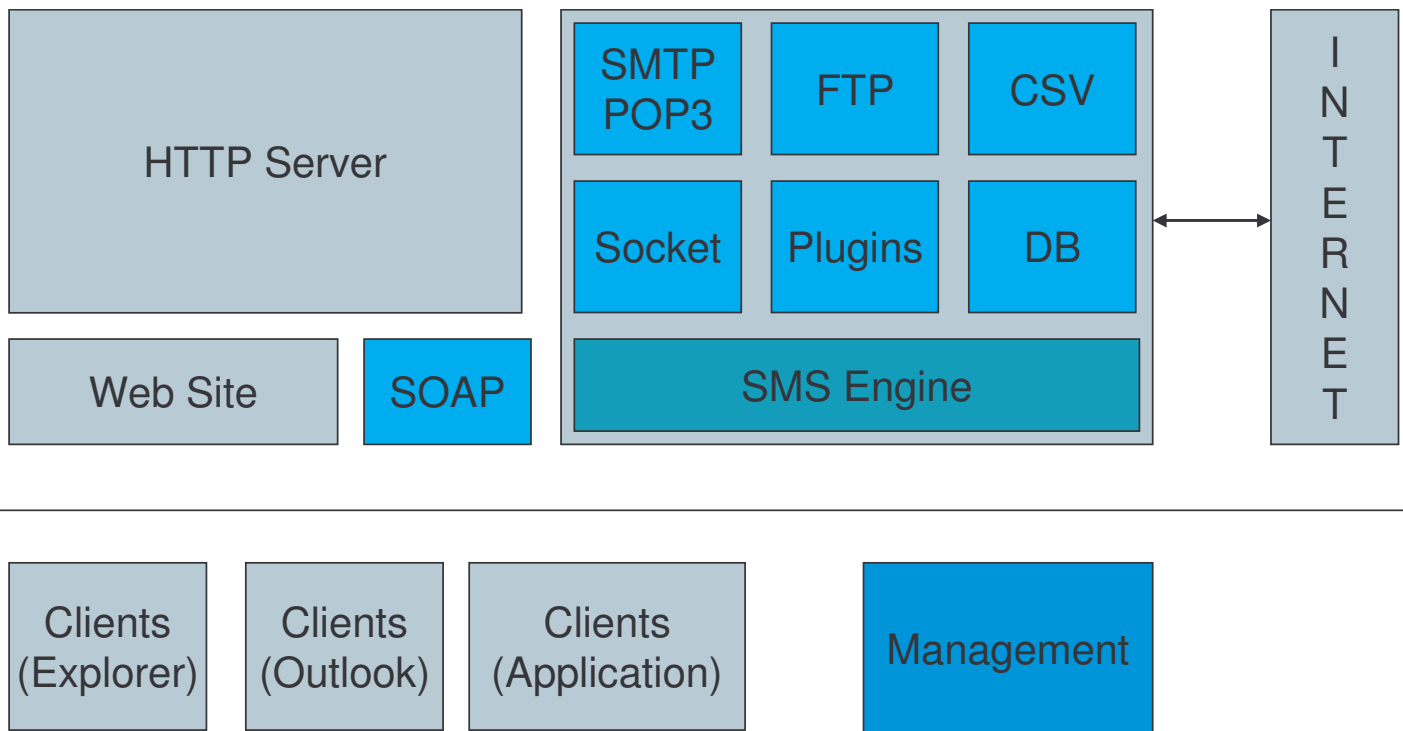
Access to SMS Account Credits for each SMS account. This indicates the number of sms credits remaining on the displayed accounts

Authorization requests

This page can be used by the Power User to authorize batches of sms's. Click on the 'Detail' hyperlink to get more information on the batch.

Note that batches can also be authorized by replying to the authorize sms and including your password in the sms. The password must be typed in between the >< characters.

Block Diagram



Note: SOAP module under development