Bulk SMS Solution

Bulk account

9/22/2010

Actel- Active Telecommunications

Table of Contents

Introduction

Bulk SMS System is a solution that allows users to send many Short Messages to different receivers at once. The solution features a Web GUI embedding the following features:

i- Account management
ii- Groups and Contacts management
iii- Short messages sending (Single, groups and Bulk)
iv- Reporting
v- Credit information

Legend

SMS: Short Message Service

Bulk SMS: Mass SMS.

Single SMS: A single SMS message

Group: A group of contacts

Contact: A person referred to by its phone number

Scope

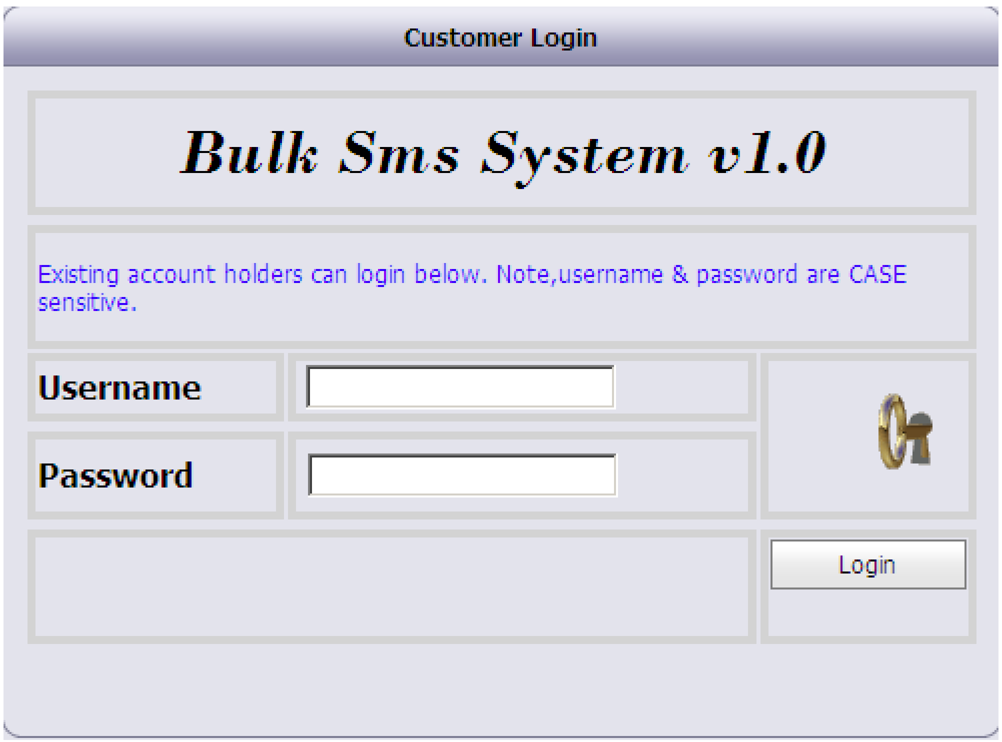
This document is meant to be used by end users who wish to send bulk SMS.

Step 1 – Connection to the system:

Logging In:

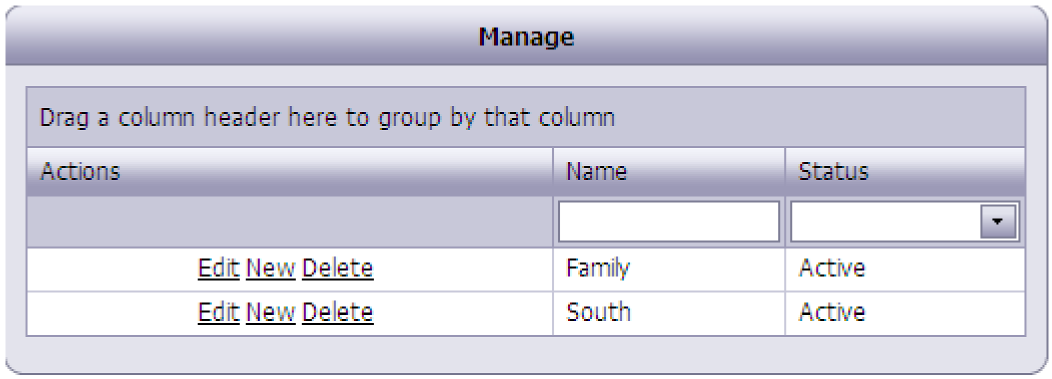
1) Enter the URL : http://bulksms.actelme.com
2) Enter your **username** in the Username field
3) Enter your **password** in the Password field
4) Click on 

Button to enter to the Bulk SMS system.



Step 2- Managing groups

Navigating the Manage Groups page.

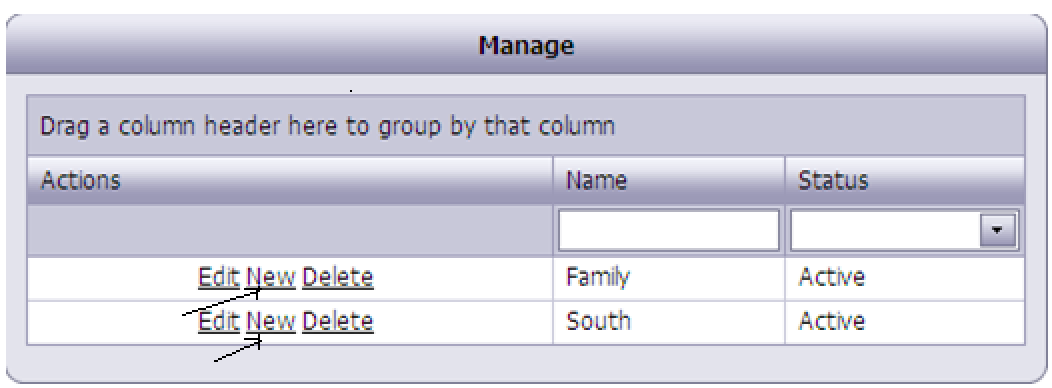


If you wish to send bulk messages using stored contacts you should create your groups of contacts and insert your contacts first.

After selecting the Manage Groups link from the left side navigation bar, a page containing data on the available groups (Actions, Name, and Status) will appear in the center of your screen.

- Actions : could be one of the following
    - Edit: to edit the information of the saved group.
    - New: a button used to create a new group.
    - Delete: a button used to delete a group.

How to create a new group:

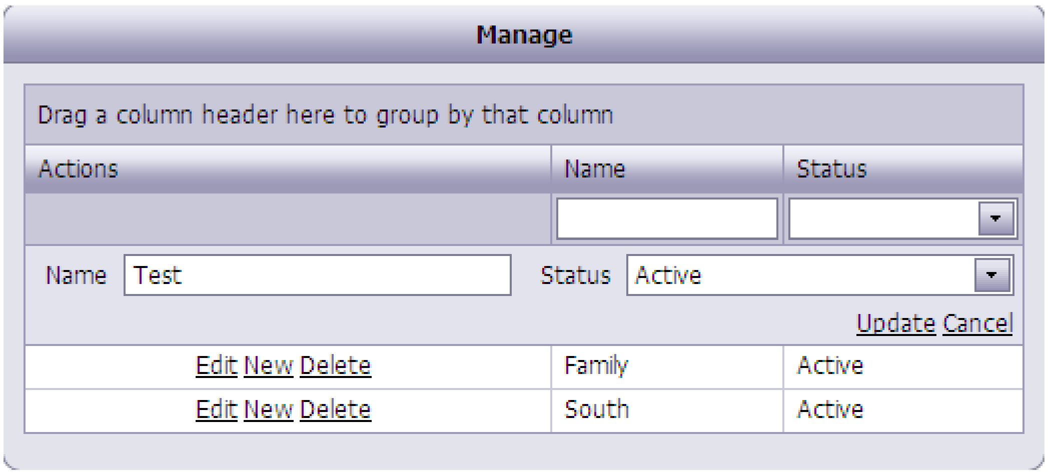


1) Click on any of the new buttons that appears on the page

2) Enter the Name of the group in the text-box labeled (Name)

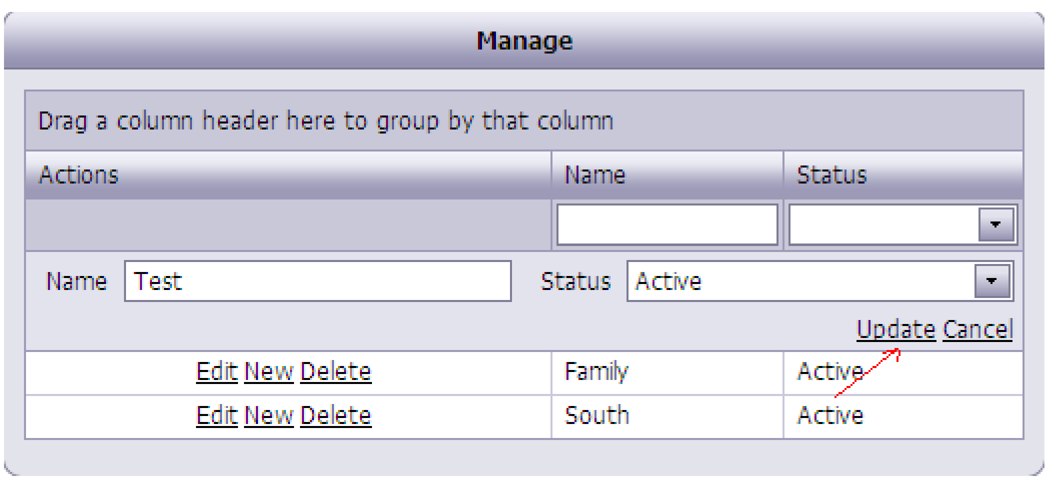
3) Choose the status of the group (Active/Inactive)

   a. Active : Means that you can send to this group and it is visible in all the application
   b. Inactive: Means that the group is found but not available to be used to send bulk to its contacts.



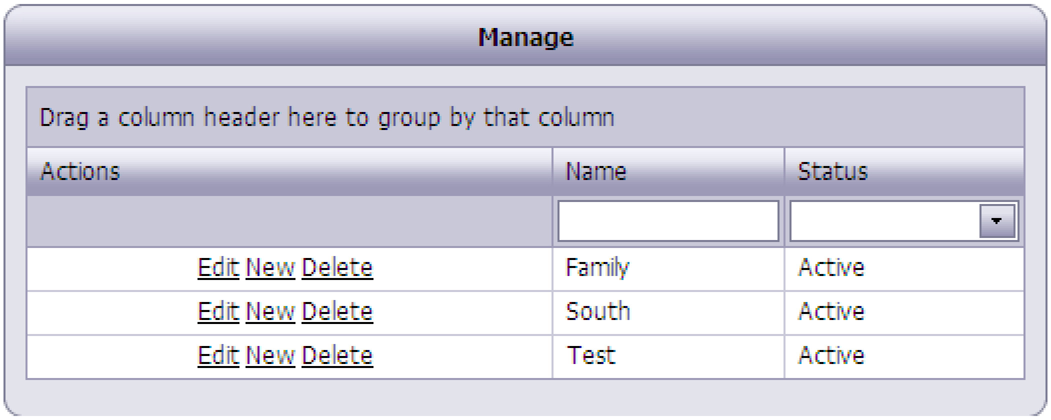
In this example we choose a name to this group called "Test" and we put its status as Active to be used in a later stage when we try to send bulk using stored contacts.

4) Click on Update Button on the right.



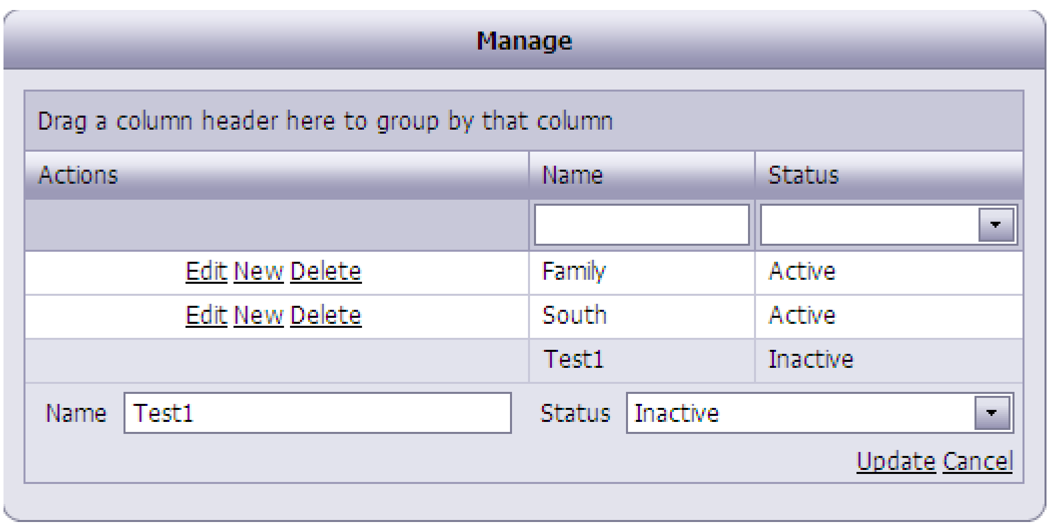
Note: You may elect to drop the creation of the Group by clicking on "Cancel"

After clicking on update button you can see the newly created Group appeared on the grid view.



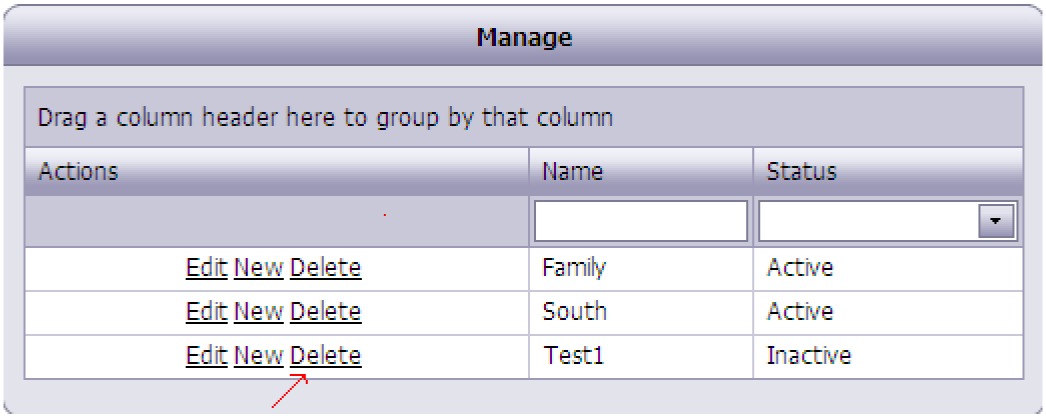
Edit group information:

1) Click on Edit Button **<u>that appears on your group row under the column name(“Actions”)</u>**



2) Change the name or status of the group then click on update button to accept the changes.

Delete a group:

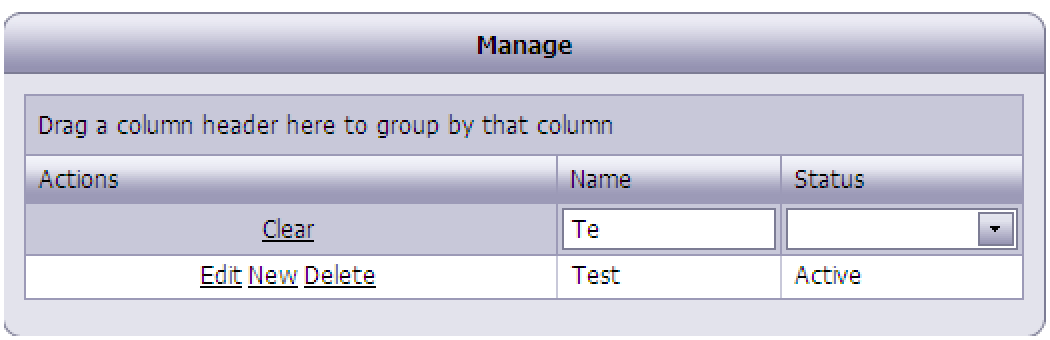


1) To delete a group just refer to the row of the group that you want to delete then click on the related Delete.

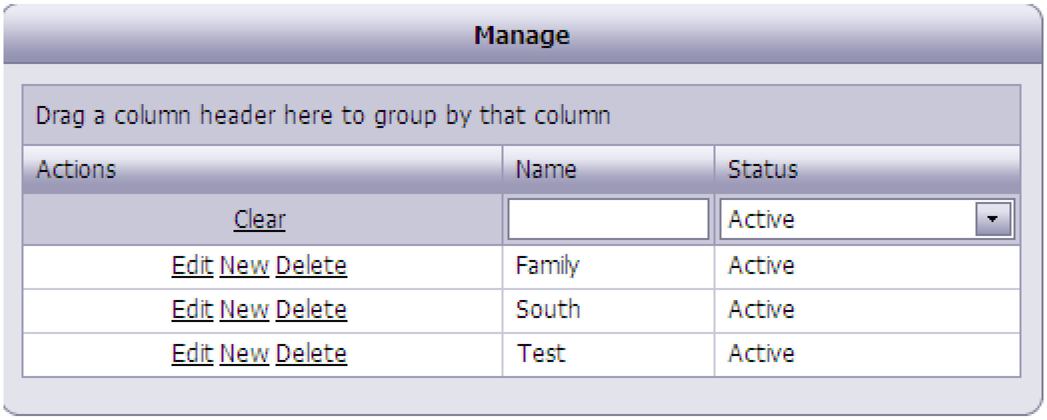
Search to find your group:

Above each column there is a white empty box ready for you to put a text in to search.
If you want to search for a specific group you can easily do so by following these steps:

1) In the white empty box below the column name ("Name") put the name or part of the name of the group you want to search for, then the grid will look for all the matches. To clear this search just click on the clear button appearing below the column name ("Actions")



2) To search for the active groups:
    a. Clear the above search condition using the clear button
    b. choose from the empty list box below the column title ("Status") a specific status to search for the available groups with selected status (e.g. let's search for all available Active Groups.)

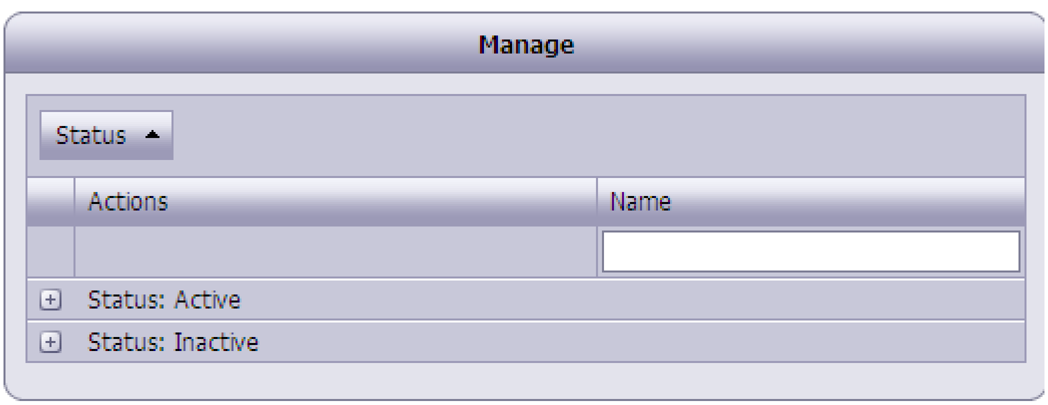


c. After choosing Active from the list box related to Status column, the grid directly searches for the available active groups. You can clear the search by also clicking on the clear button listed above.

Grouping your available data:

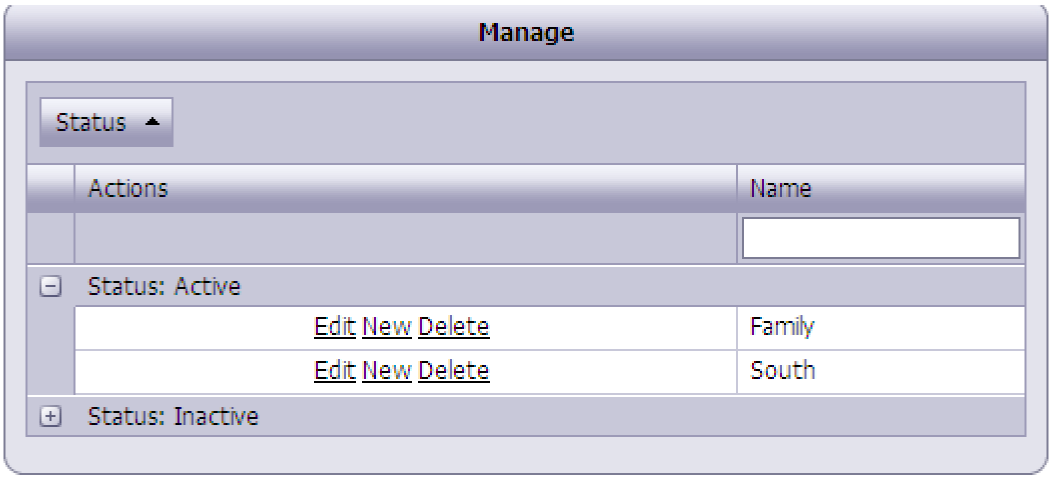
You can group your available data any time and according to any column. In other words, if you want to group your data by Status you will see that all available statuses (Active/Inactive) will be listed in the grid view with a + sign on the side of each row. When you click on the + sign it displays all the related groups.

For example, let us click on the title of the column "Status", drag this title and drop it in the empty space labeled "Drag a column header here to group by that column".



You can see that the list contains the statuses with a + sign on the side of each one of them.

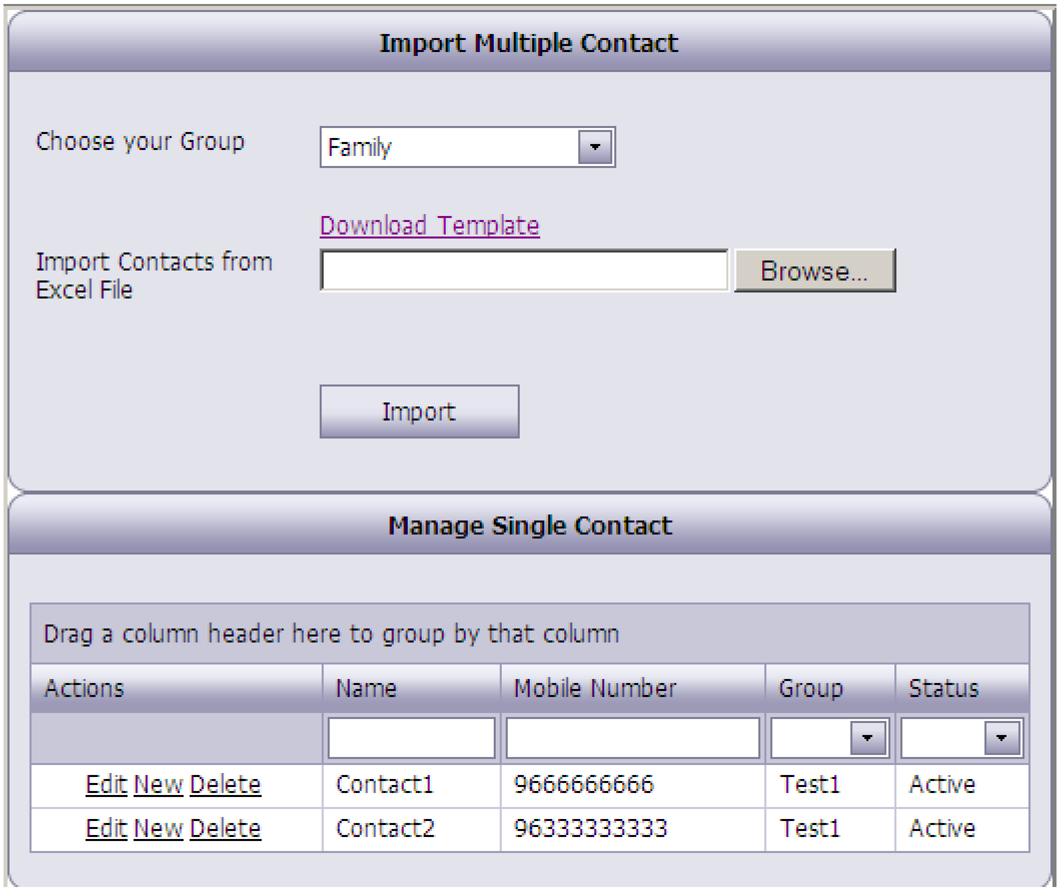
- Click on the + sign beside (Status: Active)



You can see that all Active groups are listed below the “Active”.

Step 3- Manage Contacts

After creating your group, it's time to fill it with contacts. Manage Contacts page is used to add new contacts to an existing group.



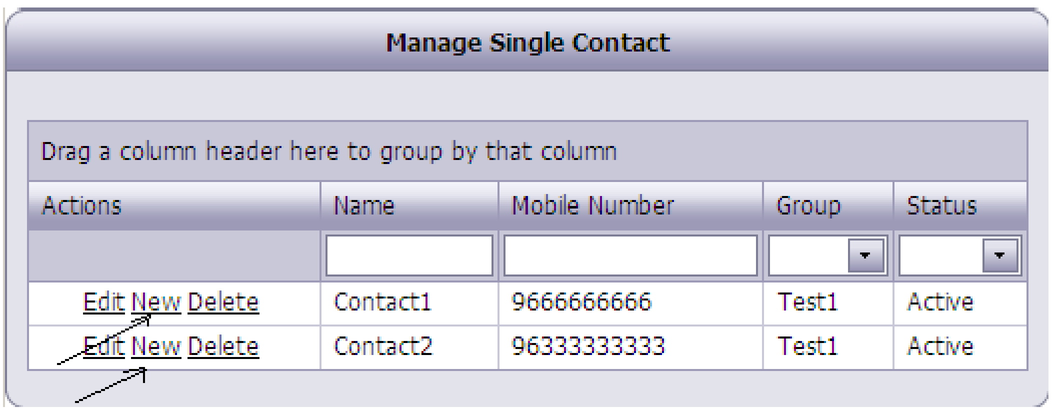
1) Click on Manage contacts link on the left navigation bar.
2) After clicking on it, a new page called Manage Contacts will appear in the center of your screen.

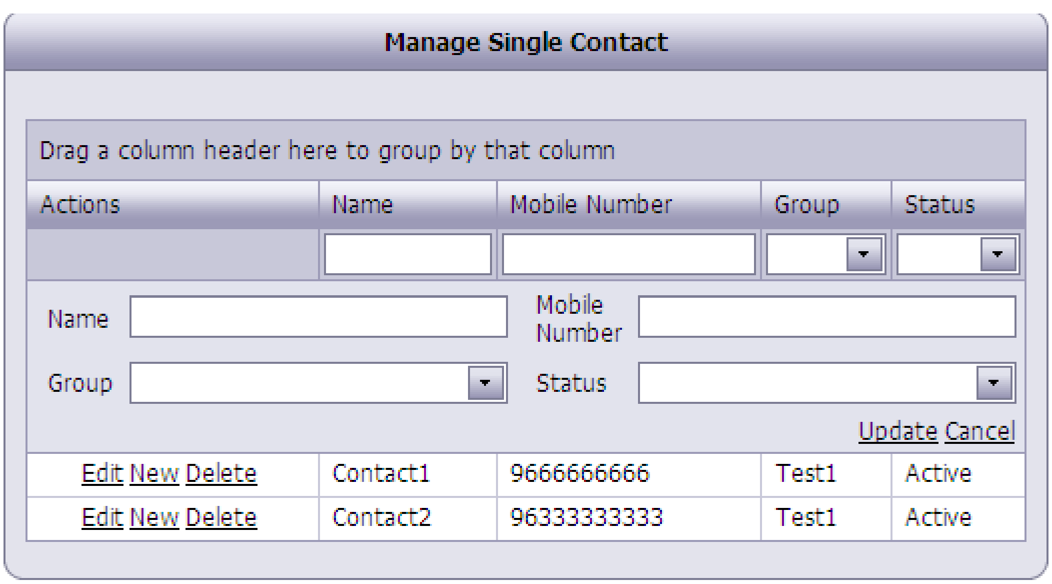
This page is divided into 2 parts:

a) Import Multiple Contacts Part: this part is used to import multiple contacts from an excel file that is saved in your PC.
b) Manage Single Contact: this part is used to add contacts one by one.

How to add a single contact:

1) Go to Manage Single Contact part
2) Click on **New** button.
3) Fill all the needed information. (Contact's Name, Mobile number using the international format,961xxxxxxx,Group,Status)
    a. Name: is the name of the new contact.
    b. Mobile number: Contact's mobile number in international format.
    c. Group: is the group where the contact will be inserted in.
    d. Status: Active/Inactive as mentioned in groups section.
4) Click on **update** button





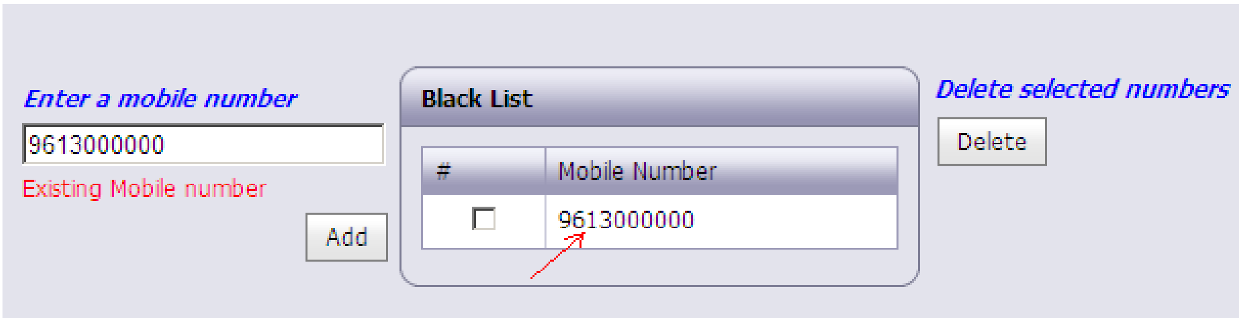
5) If you want to edit some or all contact information, just click on the related edit button, change the info and click on update button.
6) If you want to delete any contact, just click on delete that refers to that contact.
7) As described in groups section, you can search for any record and group displayed data as needed.

How -to-import Multiple Contacts:

1) Choose the group that you want to import contacts to from the list labeled ***choose your group***.
2) Upload an excel file that includes the name and mobile number of each contact listed beside each other .(you can download the template to check how the excel file should be)
3) Click on import button to import the contacts from excel to your group.
4) You can see the uploaded contacts in the below grid view.

Step 4- Manage Blacklist

Black list is a list of mobile numbers that the client fill so that all the campaigns sent will ignore the numbers found in black list.



How -to-add mobile number to black list:

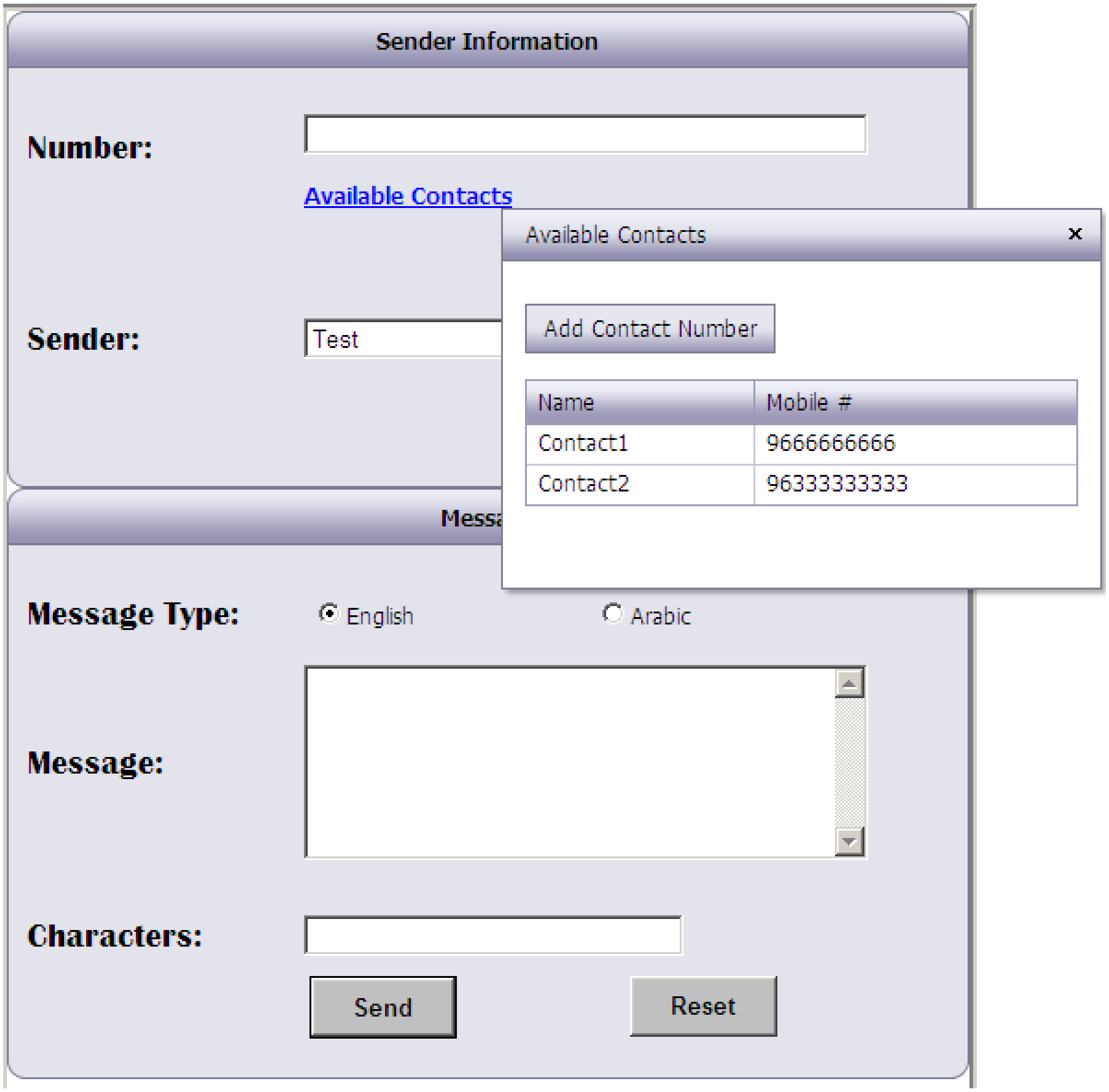
- Enter the mobile number that you wish to be black listed in the white textbox then click **add** button.

How -to-delete mobile number from black list:

- Select mobile numbers in the list and click on **delete** button.

Step 5 – Sending single SMS

We recommend that you adopt "Single SMS" sending as testing procedure before you process your bulk campaign.



1) Go to single sms link on left navigation bar.
2) A new page labeled Send Single SMS will open.
3) Enter the mobile number in the white box labeled "Number". Or move your mouse on available contacts link button , a window will appear showing all available contacts ->click on any one and click add contact button , your contact's number will be added to the number text box.

4) Choose Sender ID from the list box labeled Sender to be used as an originator for the sms
5) Choose from English or Arabic message in the section labeled **Message Type**

6) Enter the body of the message you wish to send in the white box labeled **Message**

7) Character box is a box that counts the characters of the messages in relation to message count.

8) Press 

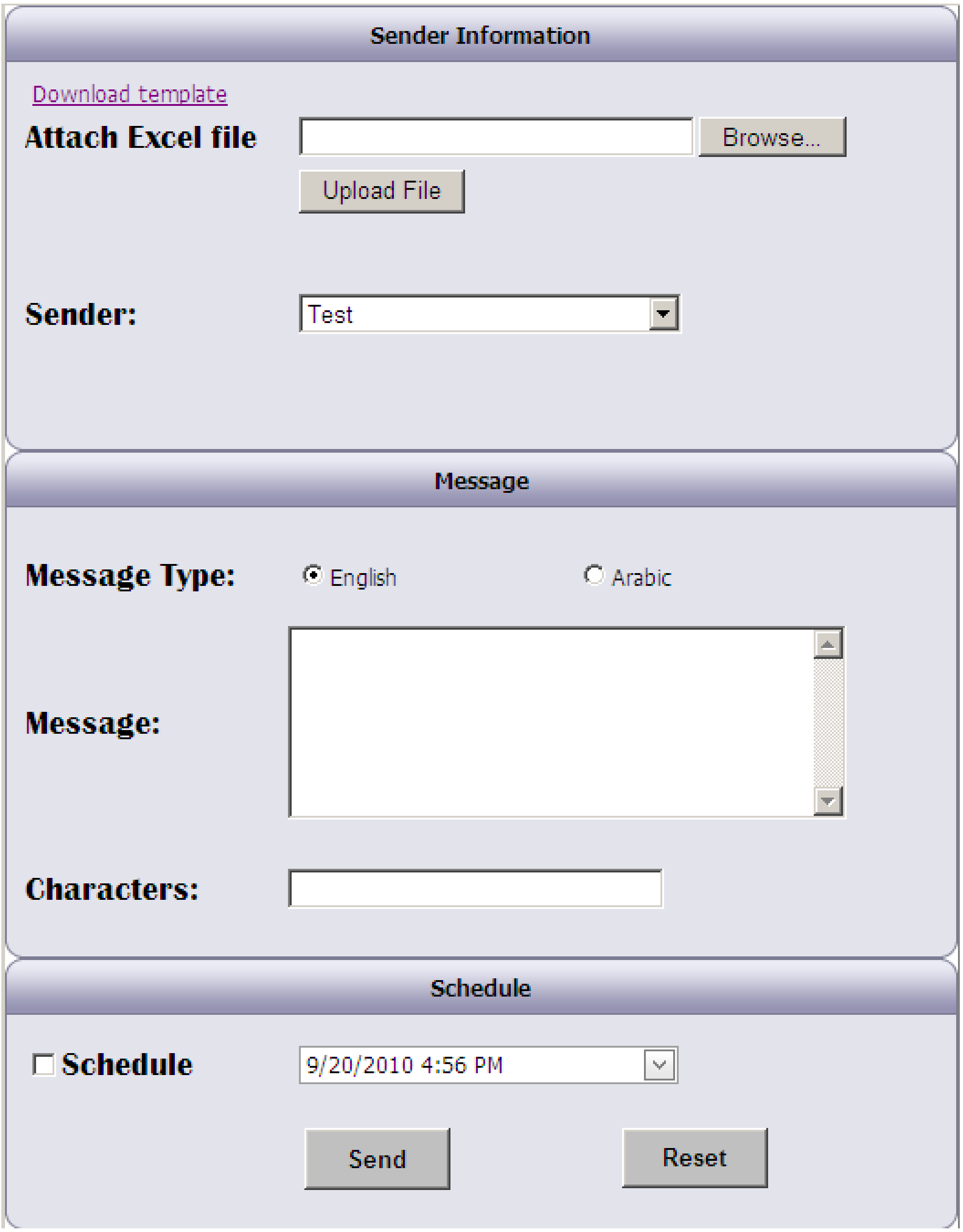
button to send the SMS.

Note: 

button is used to empty all the boxes in the page.

Step 6 – Sending Bulk SMS

You will be shown how to send SMS campaigns. Please follow the below steps.

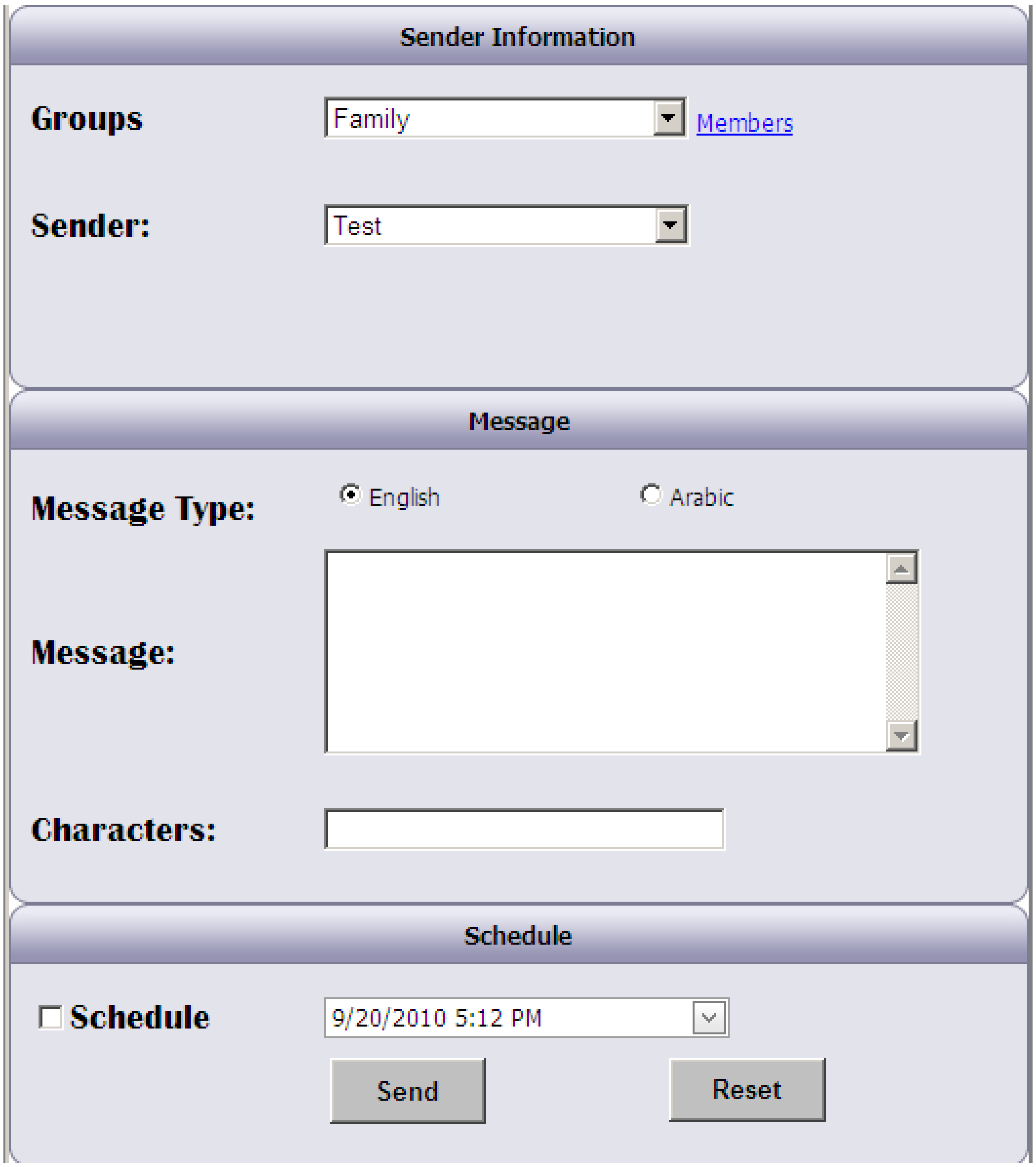


How to send this type of message:

1) Click on bulk sms link on in the left navigation bar, a new page will appear labeled bulk sms.
2) Click on Browse... button to specify the location of the numbers' excel sheet (you can download excel template that will tell you how to format your excel file).
3) After specifying the location of the excel sheet. Click on Upload File to upload the numbers to the application.
4) Choose you're the Sender ID from the list box labeled **Sender.**
5) Choose your message type from **Message Type** Section**.**
6) Insert the body of the message you wish to send in the white box labeled **Message.**
7) Choose a schedule date to send this bulk message from the list box labeled **Schedule** (if you would like to send this bulk in a later time, just specify the schedule date).

Step 7 – Sending Group SMS

A Group SMS is simply a Bulk SMS campaign sent to a group of contacts that you have already created.



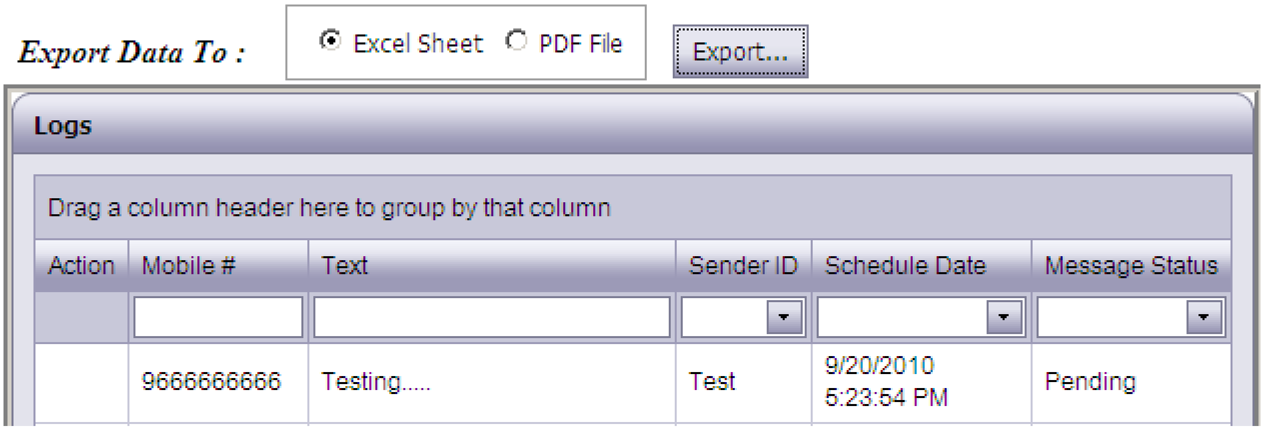
1) Click on **Group sms** link in the left navigation bar, a new page labeled **Group Sms** will appear in the center of your screen.
2) Choose a group from the list box labeled **Groups (**to see the selected group members , just click on **Members** link button a popup window will appear displaying all members in the selected group**)**

3) Choose a Sender ID from the list box labeled **Sender.**
4) Choose **Message Type.**
5) Insert your message body in the box labeled **Message.**
6) Choose the time of sending this bulk from the date picker labeled **Schedule.**
7) Click 

button to send this bulk sms**.**

Step 8 - Reporting

This report is used to see the status of your entire sent message.



Go to sms_log link in the left navigation bar a new page labeled sms logs appears in the center of your screen.

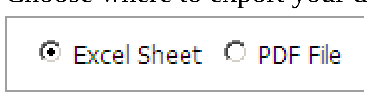
There are 3 statuses that the messages pass by. :

1) Pending: Means that the message is in the 1st step and still not processed in the application engine.
2) Processed: Means that the message is processed but still not delivered.
3) Delivered: Means that the message is delivered to the mobile.

You can search in this grid view as mentioned in group and contacts sections.

After finishing your search you can export your viewed data to excel or PDF files

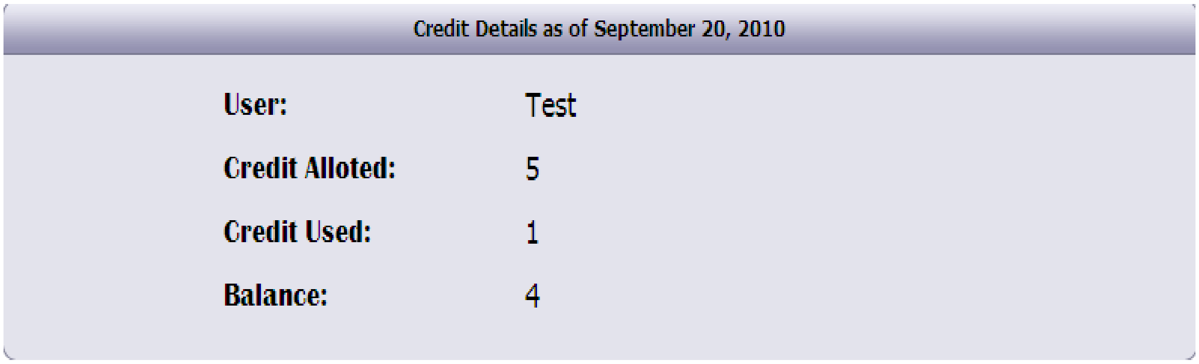
1) Choose where to export your data from the choice list labeled **Export Data To**



2) Click 

button.

Step 9 - Check your credits



To check your credits:

Go to credit details link in the left navigation bar, a new page labeled Credits Details will appear in the center of your screen with the following info.

- User: will display the username of your account.
- Credit Allotted: displays the sum of all credits added to your account.
- Credit used: displays all the used credits by your account.
- Balance: are the available points that could be used.