SMS Subscription Services

Service Management System

3/6/2013 Actel- Active Telecommunications



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Introduction

The Service Management System is the web based interface made available to you by ACTEL to monitor your SMS subscription service. The interface enables you to:

- 1. Get stats on your subscribers
- 2. Send content via the interface
- 3. Track inbound and outbound communication

Scope

This document is written for service managers and moderators.

SMS Subscription types

The same interface is used regardless of the type of your subscription service; MO based or MT based.

In all cases of service types, the Outbox shows all outgoing traffic from your short-codes and the Inbox shows the incoming traffic to your Short-codes.

For example:

- a) When your service is MO based, the Inbox will reveal the messages that were sent by end-users to subscribe
- b) When your service is MT based, the Outbox will reveal the messages that we send by our subscription engine to bill and subscribe them.

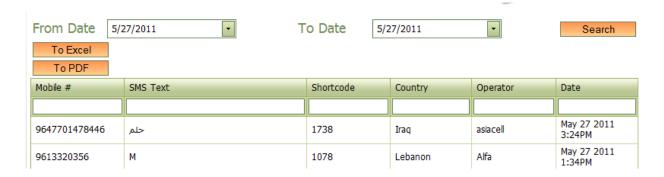
Service Management System sections

All nodes feature a simple date based filtering and an export mechanism to PDF and Excel.

Event Viewer

Inbox

The inbox shows you all incoming messages.



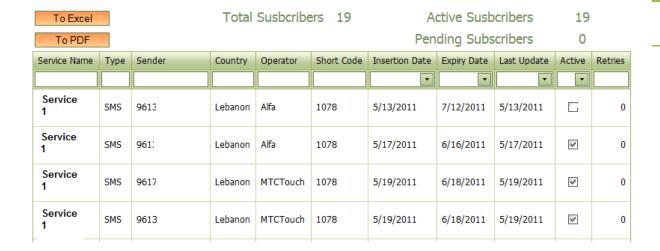
Outbox

All outgoing messages



Subscribers

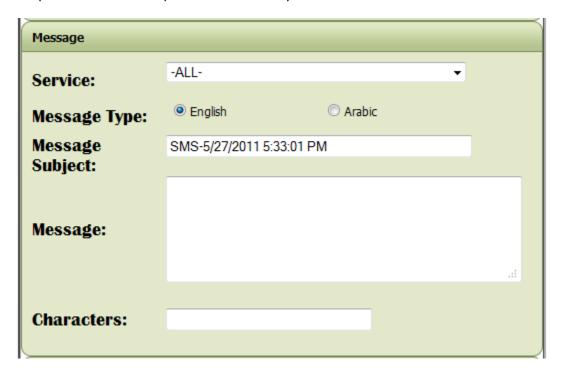
Previous and current subscribers, you may tell the difference by looking at the "Active" flag. If the box is ticketed, the subscriber is active.



Actions

Send SMS

This panel allows to send plain text SMS to all your ACTIVE subscribers.



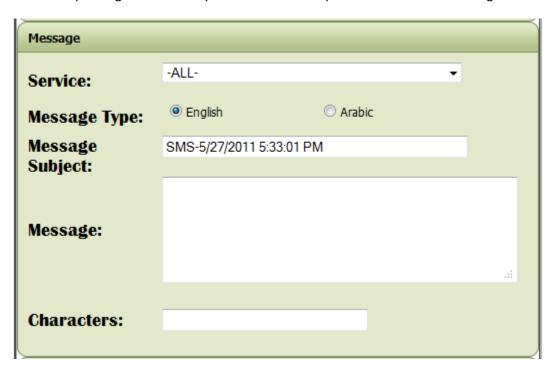
Send MMS

You many send Multimedia messages, where the feature is available at the end-user's operator. You can select the multimedia content by clicking on "URL"



Send WAP

You will be pushing WAP links to your end users. Just paste the URL in the message box.



Statistics

At the moment, ACTEL has a single stats report that was made available to you.

Main

The report reveals the total number of subscriber per operator

