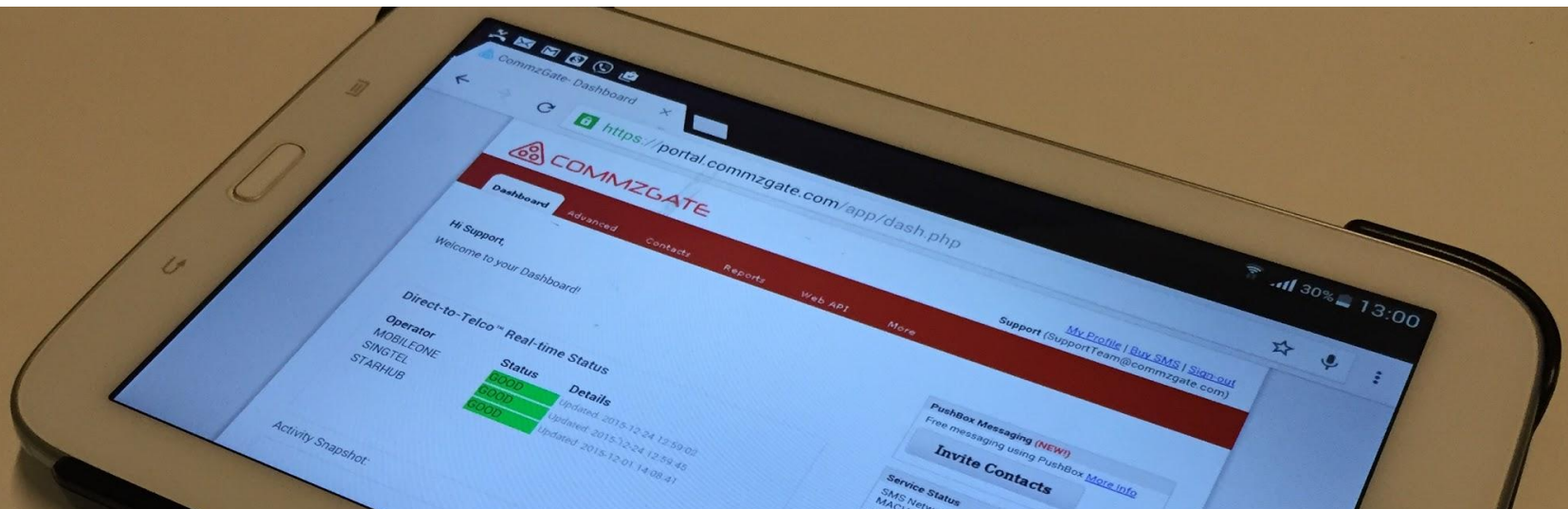# Cloud SMS

User Guide

Welcome!
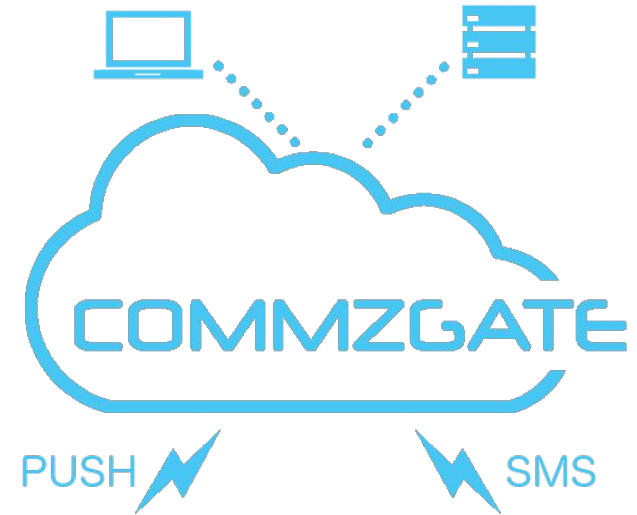
This User Guide takes a visual approach to introducing you to the features found on the CommzGate Cloud SMS Web Portal. Each major part of the User Interface is explained and the entire guide will take about 15 minutes to cover.

The CommzGate Cloud SMS Web Portal is located at https://portal.commzgate.com
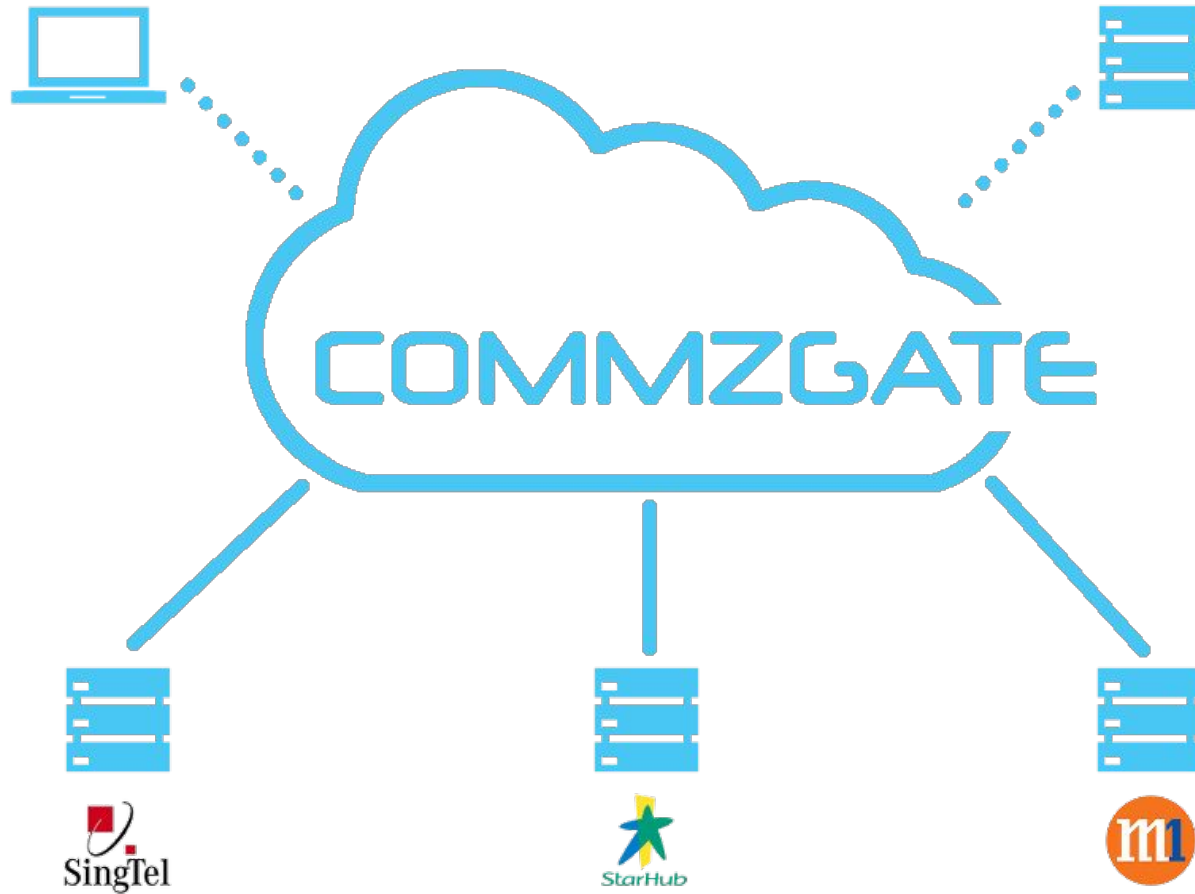
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Cloud SMS Overview

Cloud-based High-Performance SMS service

- Nothing to install, Deploy Immediately

- Easy-to-use, minimal training needed

- Comprehensive API for integration

- Enterprise-grade reliability

- Multi-user capable

- High Performance Direct-to-Telco technology

- Transparent Pricing

- Push Messaging integration with MACH

Direct-to-Telco Technology

1   Dashboard

1.1   Dashboard - Get Started

Dashboard is where you start. It contains shortcuts to the most used features and displays summary data.

1. Main Navigation Menu

2. Getting Started tips will be shown until you send your first message.

3. 'Widgets" contain information such as Account Info and shortcuts.
You can re-arrange the order of the Widgets by dragging them up and down

4. To send free messages, invite your contacts to use PushBox

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1.2 Dashboard - Overview

After you send your first message, Dashboard start to show some additional information.

1. The service health of our Direct-to-Telco connectivity is shown in real-time

2. Activity Snapshot with summary of your activity for the month

3. Your account profile

4. System status

5. User Guides & online Knowledge Base

6. Your account summary

2 Messaging

2.1   Messaging - Modes

There are 3 Web-based Modes of Sending

1. **ClickSend** is designed for quick and easy message sending. Simply click on any contact mobile number to compose and send a message.

2. **QuickSend** is designed for sending time-sensitive, high-priority messages to a small recipient list. Options for message templates and broadcast schedule are available.

3. **Advanced** is designed for sending and receiving large volume of messages with detailed reports grouped by broadcast.
Advanced messaging features such as placeholders will be available.

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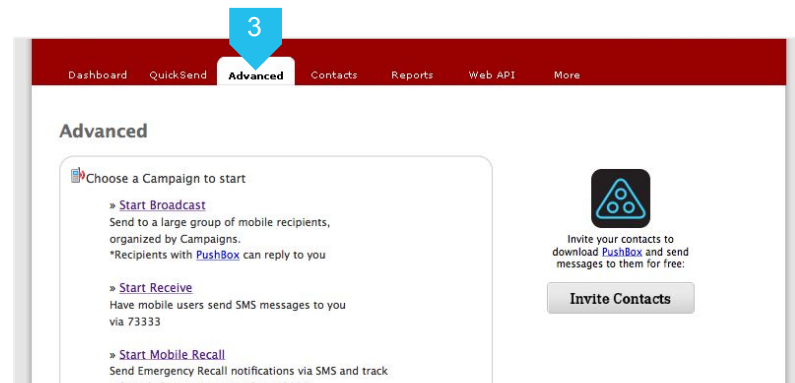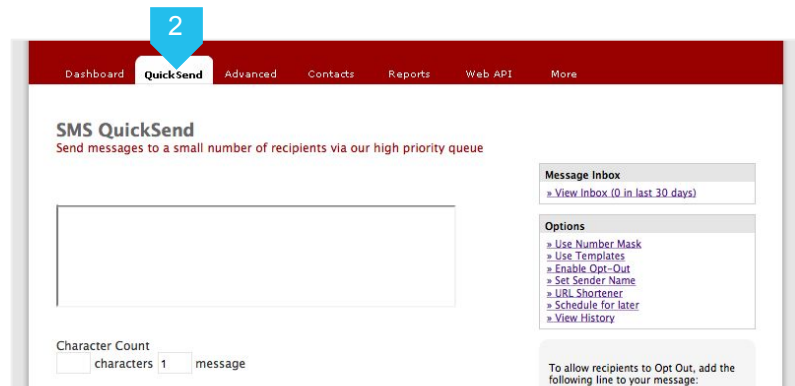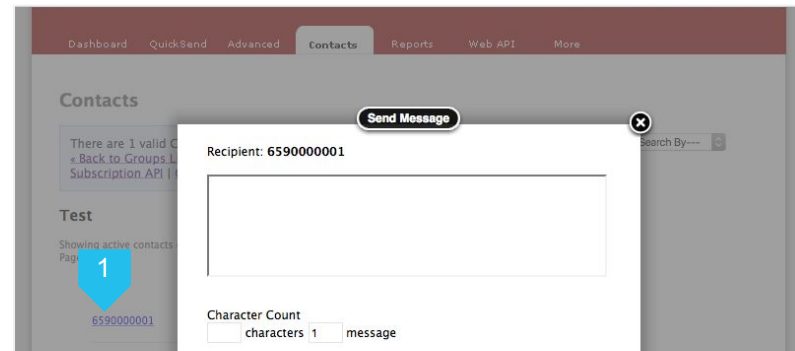
2.2   ClickSend - Contact Mobile Number Link

By clicking on the mobile number of any Contact, you can easily compose and send a message to the mobile number.

1. Click on the mobile number of any Contact in Contacts or Reports. A message box will open for you to compose and send a message.

2. Compose your message. Multilingual and special characters are supported with Unicode.

3. Click "Send Message" to send the message immediately.

4. Your message log can be viewed in your QuickSend history.

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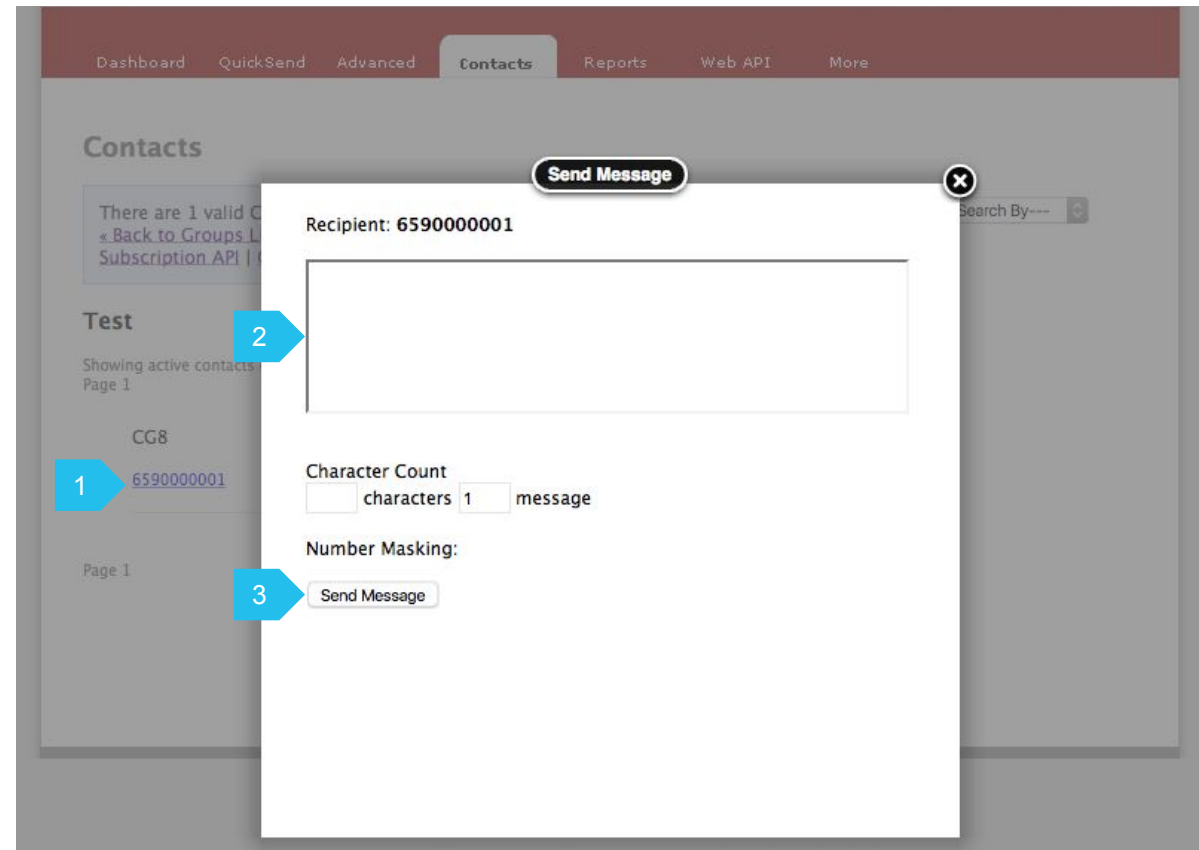
2.3   QuickSend - Overview

Use **QuickSend** for rapid sending of high-priority messages in a ad-hoc manner. This is useful for sending time-sensitive updates, reminders or highly personalized messages.

1.   Input your message here. Multilingual and special characters are supported with Unicode. Supports messages up to 800 characters.

2.   Character counters indicate the number of characters and message parts needed to send the message. Long concatenated messages are sent using multiple SMS parts and will take longer to arrive at the recipient handset.

3.   More options are available in this section. Such as for sending a message at a scheduled time, and to use message templates.

4.   Click "View History" to view the QuickSend message logs, including any replies received from CG PushBox users.

Dashboard   **QuickSend**   Advanced   Contacts   Reports   Web API   More

SMS QuickSend
Send messages to a small number of recipients via our high priority queue

1

Message Inbox
» View Inbox (0 in last 30 days)

Options
3
» Use Number Mask
» Use Templates
» Enable Opt-Out
» Set Sender Name
» URL Shortener
» Schedule for later
4
» View History

Character Count
2   characters 1 message

To allow recipients to Opt Out, add the following line to your message:

To unsub, reply with "NO"

« Apply

Manual Entry   Contacts   Groups   Upload

Recipients selection between tabs are retained. 0 selected.

Enter Mobile Numbers

Want to send messages to your contacts for free? Find out about PushBox Messaging

[+]
Country Code required eg. 6598778888
Separate each number with a newline

Send Message

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2.3.1 QuickSend Recipients - Manual Entry

You can choose to enter mobile numbers manually, by selecting from your Contacts, or by uploading file containing your recipient list.

1. For entering mobile numbers manually, select the tab "Manual Entry".

2. You can do this by typing or by cut & paste from another document containing the numbers.

3. Each mobile number should be on its own line.

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2.3.2 QuickSend Recipients - Select Contacts

If you choose to use "Contacts", you will be prompted to choose a Group from your Contacts.

1. To select recipients from your Contacts in your Contact Groups, select the tab "Contacts"

2. You will be prompted to choose a Group from your Contacts.

3. The individual contacts in the group will load in the left blue box below.

4. To select 1 or more contacts to send a message to, drag the contact to the box on the right.

1

| Manual Entry | Contacts | Groups | Upload |

Recipients selection between tabs are ret___. 0 selected.

2

Load Contacts from: My Team -----(3 Contacts)

To select Recipients, drag them to the box on the right
To de-select, drag the recipients back

3
CG8 ---(6580000000)
SG ---(6580000001)
Siri ---(6590000000)

4

Send Message

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2.3.3 QuickSend Recipients - Upload File

By selecting the "Upload" tab, you can send messages to a list of recipients defined in your file.

You can also personalised message content sent to each recipient.

1. Choose "Upload" tab.

2. Click here to upload your recipient file. The list of mobile numbers will be previewed on the page before you send the message.

3. Click here if your message to each recipient is personalised.

2.3.4 QuickSend - Upload File Formats

Upload File with Mobile Numbers only

1. Mobile Number only

2. Each mobile number should be on its own line.

3. Only CSV file format is accepted.

1

91112222
98561596
97693959

Upload File with Personalised Message

1. Mobile Number followed by a comma, and then the personalised message.

2. The personalised message should be enclosed in double quotes

3. Each mobile number and personalised message should be on its own line.

4. Only CSV file format is accepted.

1   **2**

91112222, "How are you?"
98561596, "Happy Birthday!"
97693959, "The meeting has been postponed"

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2.3.5 QuickSend - Scheduled Messaging

By clicking on the 'Scheduled for Later' link in the 'Options' menu, you will be able to set a future date and time for your message to be sent.

This feature works for all modes of recipient selection.

1. Select the 'Scheduled for Later' link in the 'Options' menu.

2. Choose the date and time that your message should be sent.

3. Click 'OK' to confirm the schedule.

4. Click "Send Message" to submit the message broadcast . The message will be sent at the scheduled time.

SMS QuickSend
Send messages to a small number of recipients via our high priority queue

Message Inbox
» View Inbox (0 in last 30 days)

Options
» Use Number Mask
» Use Templates
» Enable Opt-Out
» Set Sender Name
» URL Shortener
1 » Schedule for later
» View History (9 in last 30 days)

To allow recipients to Opt Out, add the following line to your message:

To unsub, reply with "NO"

« Apply

Character Count
characters 1 message

Manual Entry   Contacts   Groups   Upload

Recipients selection between tabs are retained. 1 recipient selected.

6590000001

[+]
Country Code required eg. 6598778888
Separate each number with a newline

Schedule for a later date
2 2016-02-23
16 : 40

3 OK   Cancel

4 Send Message

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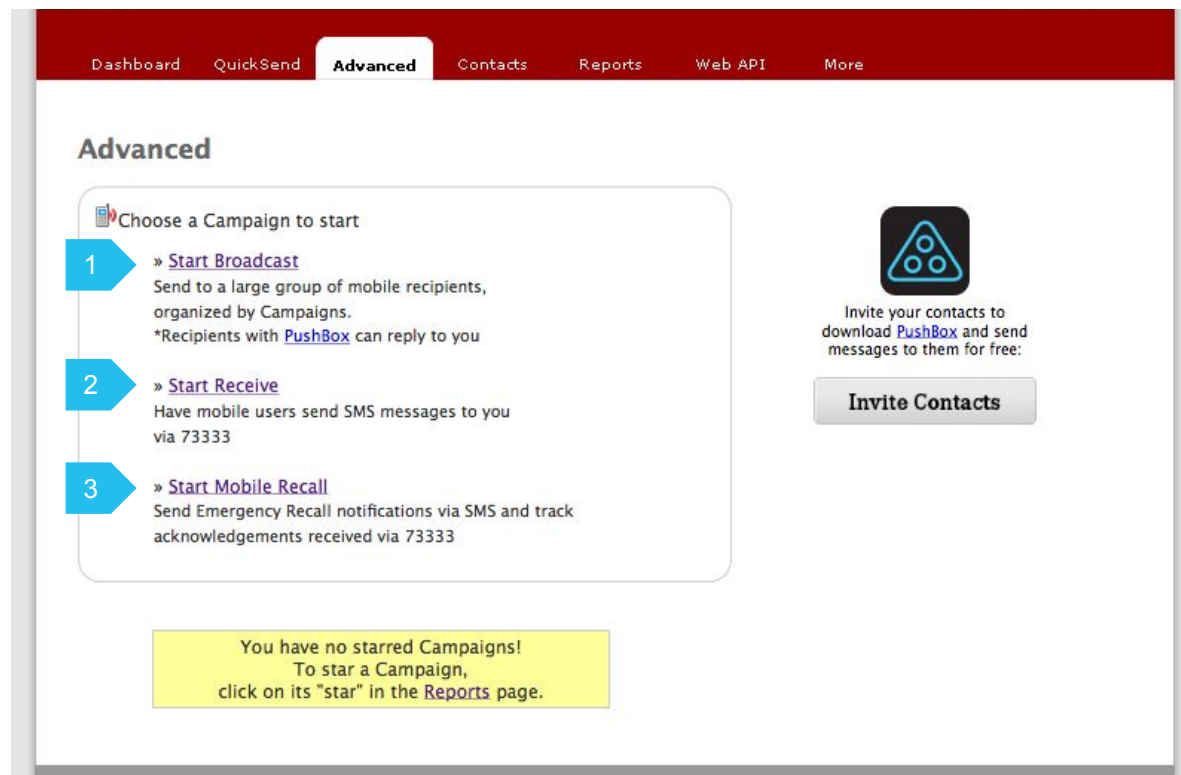
2.4 Advanced - Overview

Advanced is designed for sending and receiving large volume of messages and the report for each broadcast or receive is organized into a Campaign.

Extra features such as automated opt-out functionality can be found here.

1. "Start Broadcast" is for sending of outgoing messages. Recipients with PushBox will be able to reply you.

2. "Start Receive" is for receiving SMS messages from mobile users. You prompt mobile users to send SMS messages to the system shortcode 73333 and these messages will appear in your campaign report.

3. "Start Mobile Recall" is for sending SMS with real-time response tracking of acknowledgements. It is designed for crisis communications and emergency recalls. You can set retry intervals to resend the message if no acknowledgements is received.

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2.4.1 Broadcast Set Up - Campaign Name

On choosing "Start Broadcast", you will be taken through a step-by-step pages to setup your Campaign for sending.

1. Give your campaign a meaningful name so that the report of this Campaign can be easily referenced later.

2. You can click on "Use Current Date" to use the current date as the name for this Campaign.

3. These buttons allow you to proceed to the next step in the setup or to take one step back.

   Click the right arrow to proceed to the next page.

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2.4.1 Broadcast Set Up - Compose Message

Continue the setup of your Broadcast by composing the message for sending.

4. Enter the message to the broadcast here. Supports up to 800 characters.
   Topic is optional and will appear only for MACH recipients.

5. Character counters indicate the number of characters and message parts needed to send the message. Long concatenated messages are sent using multiple SMS parts and will take longer to arrive at the recipient handset.

6. To allow a mobile recipient to opt-out of your future campaigns, you can simply let the recipient know that he or she can reply with the word "NO" to the shortcode 73333.

   The opt-out mobile number will appear in your Contacts page under the "Unsubscribes" section.

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2.4.1 Broadcast Set Up - Using Placeholders

You can use placeholders and other options when composing the message for sending.

7. The use of placeholders allows you to personalize your messages.

   Simply use the placeholder tags where you wish the custom words to appear in your SMS message.

   #CONTACTNAME# = Name
   #PLACEHOLDER1# = Custom 1
   #PLACEHOLDER2# = Custom 2

   The values in the respective fields of your contacts' details will be used in place of the placeholder tags in the message.

8. Additional options are available.

   If you have pre-defined message templates, you can choose from the list of templates.
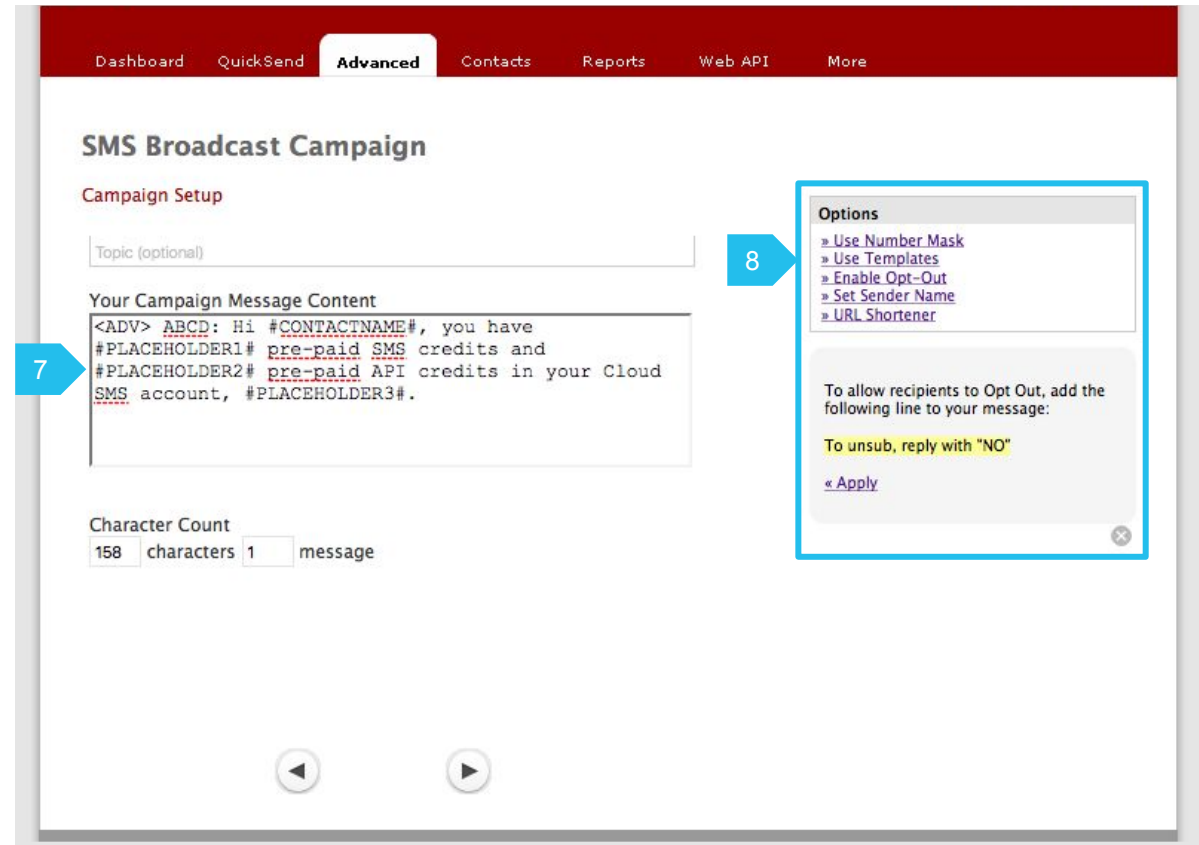
2.4.1 Broadcast Set Up - Select Recipients

After setting up your message and proceeding to the next page, you will be prompted to choose the Contact Group to send this Campaign to.

9. Make the selection by dragging the chosen Group Name to the right blue box.

   You must have at least 1 Group created in your Contacts for them to show up on this page.

2.4.1 Broadcast Set Up - Start Time

This is the final step of the Campaign setup.

10. You can start the broadcast immediately by clicking "Start".

11. Or you can choose to start the Campaign at a later time or date by clicking "later".

12. If you have chosen to start the campaign later, please choose the date and time that your message should be sent.

Click 'OK' to confirm the schedule.

Then click "Start" to submit the broadcast campaign . The broadcast will begin at the scheduled time.

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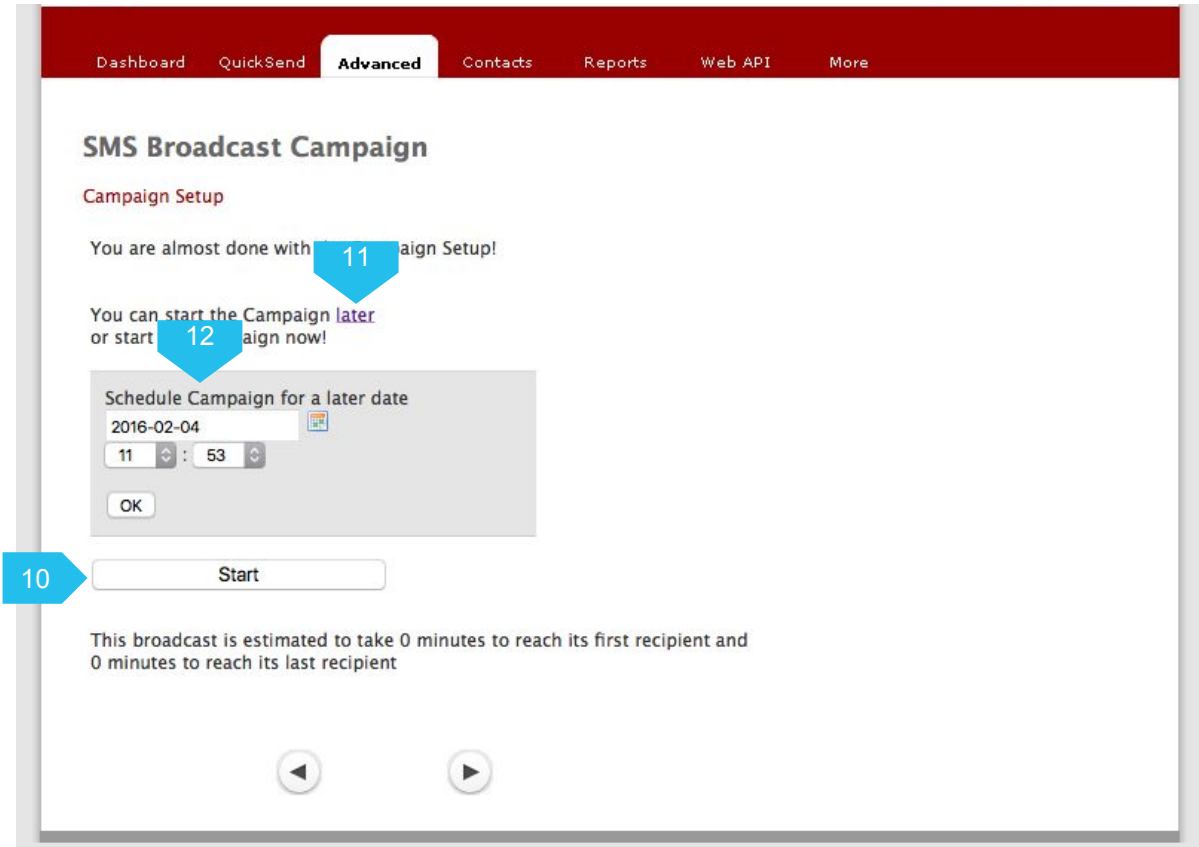
2.4.2 Receive Set Up - Campaign Name

On choosing "Start Receive", you will be taken through a step-by-step pages to setup your Receive Campaign for receiving messages.

This step looks the same as that for the Broadcast Campaign.

1. Give your campaign a meaningful name so that the report of this campaign can be easily referenced later.

2. You can click on "Use Current Date" to use the date as the name for this Campaign.

3. These buttons allow you to proceed to the next step in the setup or to take one step back.

   Click the right arrow to proceed to the next page.

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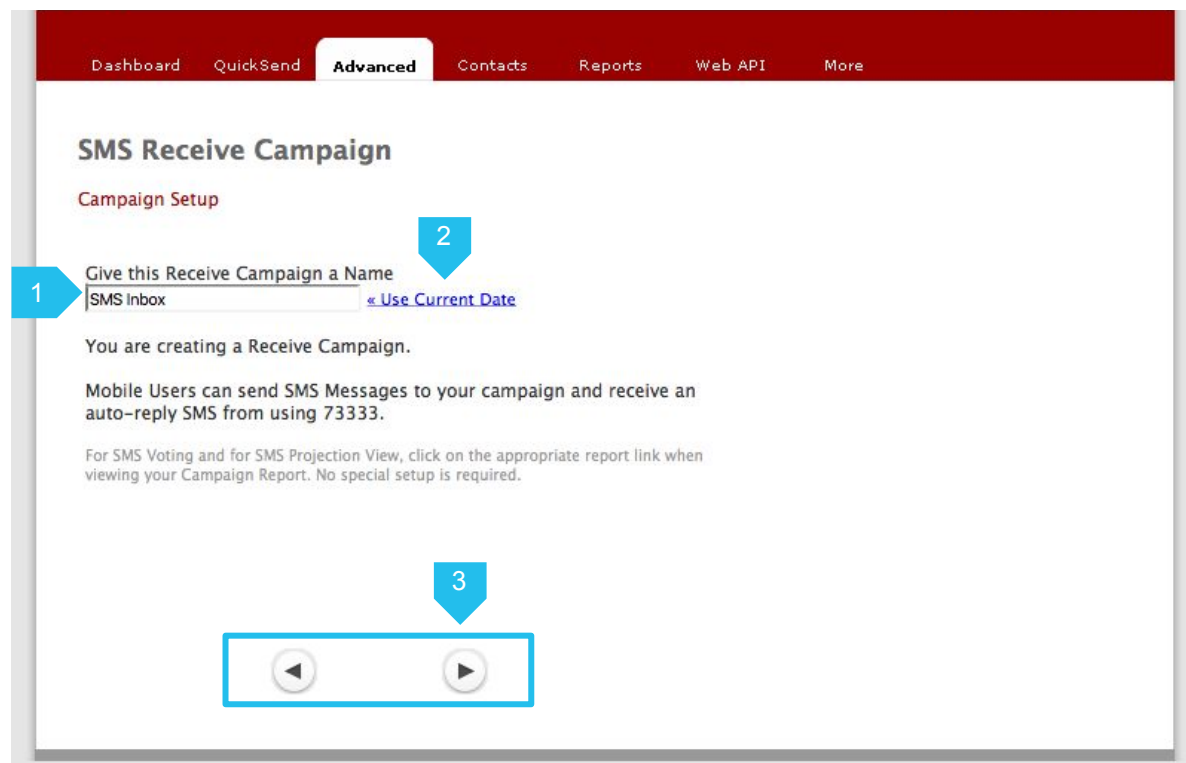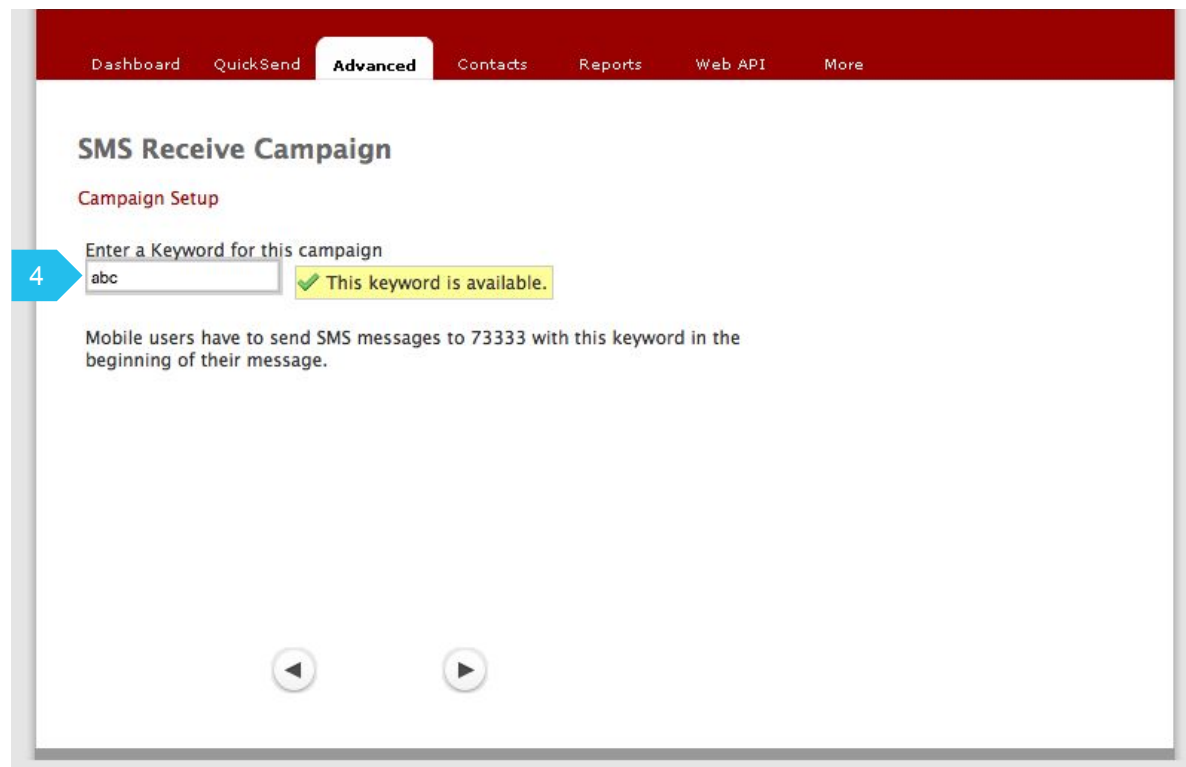
2.4.2 Receive Set Up - Choose Keyword

To have your Receive Campaign receive messages, mobile users **must** send in messages that begin with a keyword linked to your campaign.

4. Enter your chosen keyword here.
   This can be any word that relates to your campaign, brand name or event name.

   A confirmation will be displayed if the keyword is available.

2.4.2 Receive Set Up - Set Auto-Reply

For each message received by your Campaign, you can choose to have an auto-reply message sent back to the mobile user.

5.   Enter your auto-reply message here. Message must be less 160 characters or less.

     You can leave this blank if no auto-reply is required.

6.   Additional options are available.

     If you had registered for Number Masking, you can select a Number Mask value here.
     (Number Masking allows the sending of messages with your customized Sender name instead of a string of numbers.)

     If you have pre-defined message templates, you can choose from the list of templates.

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2.4.2 Receive Set Up - Start & End Time

This is the final step of the Campaign setup.

7. Receive Campaigns require a defined end-date.

   Choose how long you require this Campaign will run by selecting the end-date here.

8. You can choose to start the Campaign at a later date by clicking "later".

9. Otherwise, you can start the broadcast by clicking "Start Campaign"

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2.4.3 Mobile Recall - Set Campaign Name

On choosing "Start Mobile Recall", you will be taken through a step-by-step pages to setup your Recall Campaign.

1. Give your campaign a meaningful name so that the report of this Mobile Recall can be easily referenced later.

2. You can click on "Use Current Date" to use the current date as the name for this Mobile Recall .

3. These buttons allow you to proceed to the next step in the setup or to take one step back.

   Click the right arrow to proceed to the next page.

Mobile Recall

Recall Setup

Give this Mobile Recall a Name

« Use Current Date

You are creating a Mobile Recall
Mobile users will receive SMS Messages from 73333

As Mobile recall is for critical use, unsubscribes filtering and Push routing will be disabled, all messages will be routed via SMS. International Numbers not supported.
By proceeding, you agree to the Terms of Service of this website, including 'Do Not Call' rules under the Personal Data Protection Act 2012

Dashboard   QuickSend   **Advanced**   Contacts   Reports   Web API   More

◄   ►

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2.4.3 Mobile Recall - Response Settings

To have your Mobile Recall track the recipient acknowledgment rate, mobile users **must** send in messages that begin with a keyword linked to your Recall campaign.

4. Enter your chosen response keyword here.
   This can be any acknowledgement code.

   A confirmation will be displayed if the keyword is available.

5. You can set the number of attempts to re-send the message if there is no response from the recipient.

6. You can set the time interval before re-sending the message.

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2.4.3 Mobile Recall - Compose Message

Continue the setup of your Mobile Recall by composing the message for sending.

7. Enter the message to send here (up to 800 characters). A pre-populated message based on the acknowledgement code will appear. You can further edit the message if needed.

   Topic is optional and will appear only for MACH recipients.

8. Character counters indicate the number of characters and message parts needed to send the message. Long concatenated messages are sent using multiple SMS parts and will take longer to arrive at the recipient handset.

9. Additional options are available.

   If you have pre-defined message templates, you can choose from the list of templates.

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2.4.3 Mobile Recall - Set Auto-Reply

For each acknowledgement message received by your Mobile Recall, you can choose to have an auto-reply message sent back to the mobile user.

10. Enter your auto-reply message here. Message must be less 160 characters or less.

    You can leave this blank if no auto-reply is required.

11. Additional options are available.

    If you had registered for Number Masking, you can select a Number Mask value here.
    (Number Masking allows the sending of messages with your customized Sender name instead of a string of numbers.)

    If you have pre-defined message templates, you can choose from the list of templates.

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2.4.3 Mobile Recall - Select Recipients

After setting up your message and proceeding to the next page, you will be prompted to choose the Contact Group to send this Mobile Recall to.

12.   Make the selection by dragging the chosen Group Name to the right blue box.

You must have at least 1 Group created in your Contacts for them to show up on this page.

2.4.3 Mobile Recall - Set Start & End Time

This is the final step of the Mobile Recall setup.

13. Mobile Recall Campaigns require a defined end-date.

    Choose how long you require this Mobile Recall will run by selecting the end-date here.

14. You can choose to start the Mobile Recall at a later date by clicking "later".

    If you have chosen to start the campaign later, please choose the date and time that your message should be sent.

    Click 'OK' to confirm the schedule, followed by clicking "Start".

15. Otherwise, you can start the Mobile Recall immediately by clicking "Start".

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3   Contacts

3.1   Contacts - Overview

The **Contacts** module stores and organizes your Contacts into groups. It also manages functions such as subscriptions and unsubscribes.

1. This blue box contains the features and options which are available for the current page.

2. All your Groups are listed on this page.

3. Click on "Details" to view the individual contacts within the group.

3.2   Contacts - Contact Groups

All your Groups are listed on the Contacts page.

1. You can edit or rename the Contact Groups by clicking on the Contact Group name.

    You can also re-order your groups by dragging a selected Group up or down the page using the group icon.

2. Click on "Details" to view the individual contacts within the group.

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3.2.1 Contacts - Create Contact Groups

When creating a new contact group, you can choose to upload contacts at the same time.

Or you can choose to add contacts manually at a later time.

1. Click on "Add Group & Upload Contacts" link to create a new contact group.

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3.2.1 Contacts - Create Contact Groups

On clicking the "Add Group & Upload Contacts" in the blue menu box , you will be prompted to name your Contact Group and upload your Contacts list.

2.   On clicking the "Add Groups" in the blue menu box , you will be prompted to give a name for your new Contact Group.

3.   You have the option to upload your Contacts list from a CSV file or add contacts at a later time if no file is selected.

4.   Click "Proceed" to create your new Contact Group. The contact group will be populated with any contacts uploaded.

5.   The format of the contacts file to be uploaded is found on this page as well.

Phone,Name,Email,Value1,Value2,Value3

Example,
65-91111111,CG,ceo@abc.com,CEO,001,ABC
1-23774647,Siri,,,,

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3.3   Contacts - Individual Contacts

On clicking the "Details" link for a group, the individual contacts within the group will appear.

1. You can search for a contact within a Group by their Mobile Number, Email or Name.

2. You can click on "Export" to export your list of Contacts to a CSV file which can be opened in a spreadsheet.

3. You can further click on "Edit" to edit the Individual Contact information.

4. You can click on "Remove" to remove the Individual Contact from the group.

5. CommzGate enables free messaging to mobile users who have CG PushBox installed.

   If your contact has CG PushBox, the appropriate icon will show next to the contact.

Dashboard   QuickSend   Advanced   **Contacts**   Reports   Web API   More

Contacts

1

---Select Search By---

2

There are 3 valid Contacts in this Group
« Back to Groups List | Add Contacts | Export | Duplicates | Subscription API | Options

My Team

Showing active contacts only
Page 1

CG8   3   4
6590000001   Edit   Remove

SG   Edit   Remove
6580000001

Siri   5
6590000000 ✈   Edit   Remove

Page 1

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3.3.1 Contacts -Edit Individual Contacts

On clicking the "Edit" link for a Contact, the individual contact details will appear.

1. You can add an optional Contact Name.

2. You can edit the Mobile Number with country code

3. Up to 3 custom fields are available for use.

4. Click "Save" to save your changes.

Contacts

There are 3 valid Contacts in this Group
« Back to Groups List | Add Contacts | Export | Duplicates | Subscription API | Options

---Select Search By---

My Team

Showing active contacts only
Page 1

CG8

6590000001

Edit Contact

Name
1 | CG8

Cell Phone
2 | 65 | 90000001

Email Address

Custom 1

Custom 2
3 |

Custom 3

Edit Remove

4 | Save | Cancel

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3.3.2 Contacts - Add New Contacts

Once a contact group is created, you can add or upload contacts at any time.

1. Click on "Add Contacts" link to display the links to add contacts manually or upload contacts.

2. Select the link "Add Contacts Manually".

3. You can add an optional Contact Name.

4. Add the Mobile Number with country code. Default country code is 65 (Singapore).

5. You can add an optional Email Address.

6. Up to 3 custom fields are available for use.

7. Click "Add Contact to this Group" to add your new contact.

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3.3.3 Contacts - Upload New Contacts

Once a contact group is created, you can add or upload contacts at any time.

1. Click on "Add Contacts" link to display the links to add contacts manually or upload contacts.

2. Select the link "Upload Contacts to this Group".

3. Select the file with your Contacts list . You need to upload your Contacts list from a CSV file in the following format.

    Phone,Name,Email,Value1,Value2,Value3

    Example,
    65-91111111,CG,ceo@abc.com,CEO,001,ABC
    1-23774647,Siri,,,,

    - Each contact should be in a new line.
    - Values can be blank if they are not used.
    - If phone numbers include country code, use a dash to separate the country code from the mobile number

4. Click "Proceed" to upload your contacts.

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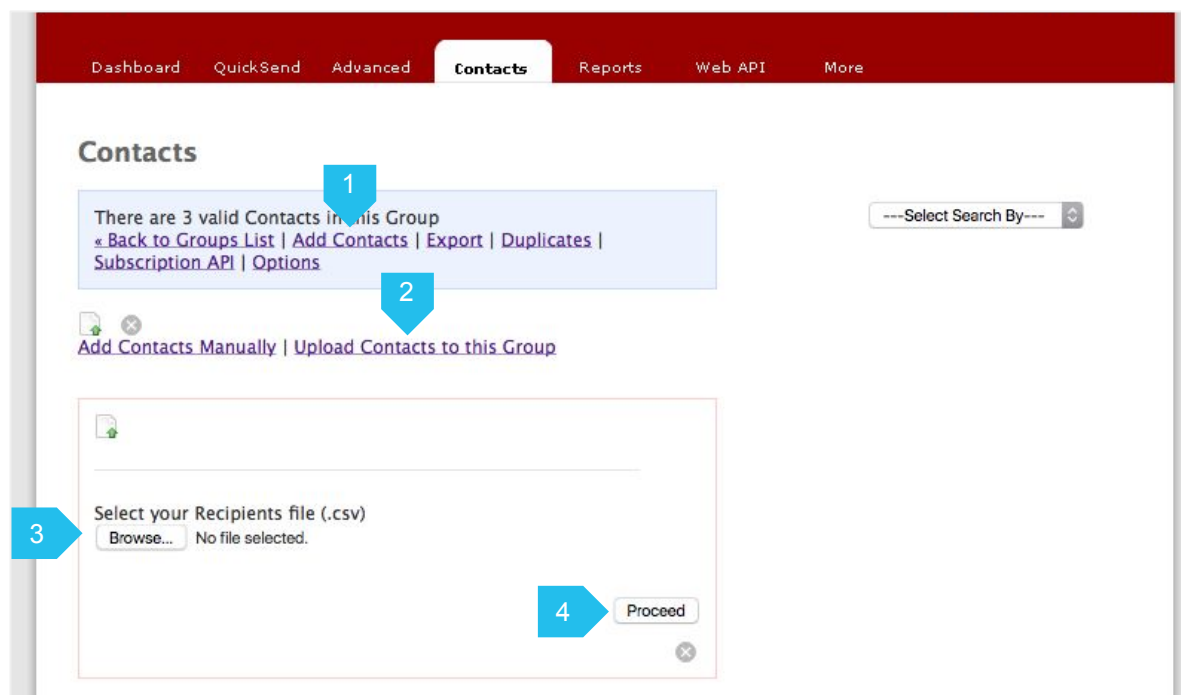
3.3.3 Contacts - Upload New Contacts

Upload File (CSV format)

Each contact should be on its own line.
Only CSV file format is accepted.
The fields should have the following values

1. Phone (Compulsory) - Must be a valid Singapore registered mobile number (Singtel, M1 or Starhub only)

2. Name - Optional. Values can be blank if they are not used.

3. Email - Optional. Values can be blank if they are not used.

4. Custom 1 - Optional.Values can be blank if they are not used.

5. Custom 2 - Optional.Values can be blank if they are not used.

6. Custom 3 - Optional.Values can be blank if they are not used.

| 1 | 2 | 3 | 4 | 5 | 6 |

```
91112222,CEO,ceo@abc.com,HQ,ABC Inc,Zone1
98561596,CTO,cto@aaa.com,ITD,AAA LLP,Zone2
97693959,CFO,cfo@xyz.com,OFC,XYX Ltd,Zone3
```

Example 1a - CSV file (in Text Editor)

```
91112222, , ,HQ,ABC Inc,Zone1
98561596, , ,ITD,AAA LLP,Zone2
97693959, , ,OFC,XYX Ltd,Zone3
```

Example 1b - CSV file with Custom Value Fields only

```
91112222
98561596
97693959
```

Example 1c - CSV file with Mobile number only

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3.3.3 Contacts - Upload New Contacts

1	2	3	4	5	6
91112222	CEO	ceo@abc.com	HQ	ABC Inc	Zone1
98561596	CTO	cto@aaa.com	ITD	AAA LLP	Zone2
97693959	CFO	cfo@xyz.com	OFC	XYZ Ltd	Zone3

Example 2a - CSV file (in Excel)

91112222			HQ	ABC Inc	Zone1
98561596			ITD	AAA LLP	Zone2
97693959			OFC	XYZ Ltd	Zone3

Example 2b - CSV file with Custom Value Fields only (in Excel)

Note: Excel files must be exported to CSV file format before uploading

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3.3.4 Contacts - Advanced Contacts Upload

Advanced Contacts Upload is an option to upload contacts to multiple groups with a single file upload.
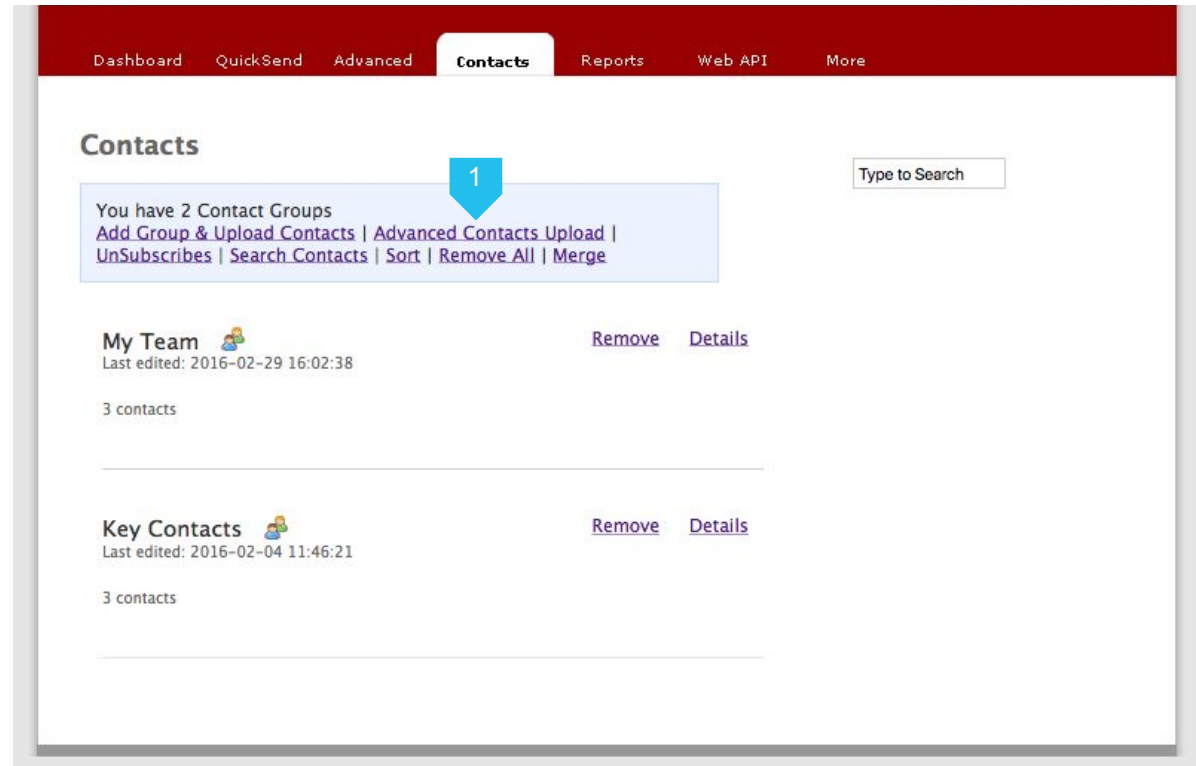
The contacts will be created with mobile numbers and name only.

This option should be used for uploading to existing groups only.

1. Click on "Advanced Contacts Upload".

Important note
The CSV file format is different if you are adding contacts with custom values. You should select "Add Group & Upload Contacts" or "Add Contacts" instead. (see section 3.2.1 and 3.3.3)

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3.3.4 Contacts - Advanced Contacts Upload

Advanced Contacts Upload is an option to upload contacts to multiple groups with a single file upload.

The contacts will be created with mobile numbers and name only.

2. You will be prompted to upload your Contacts list from a CSV file.

3. You need to upload your Contacts list from a CSV file in the following format.

   Phone, Name, Group1, Group2, Group3,
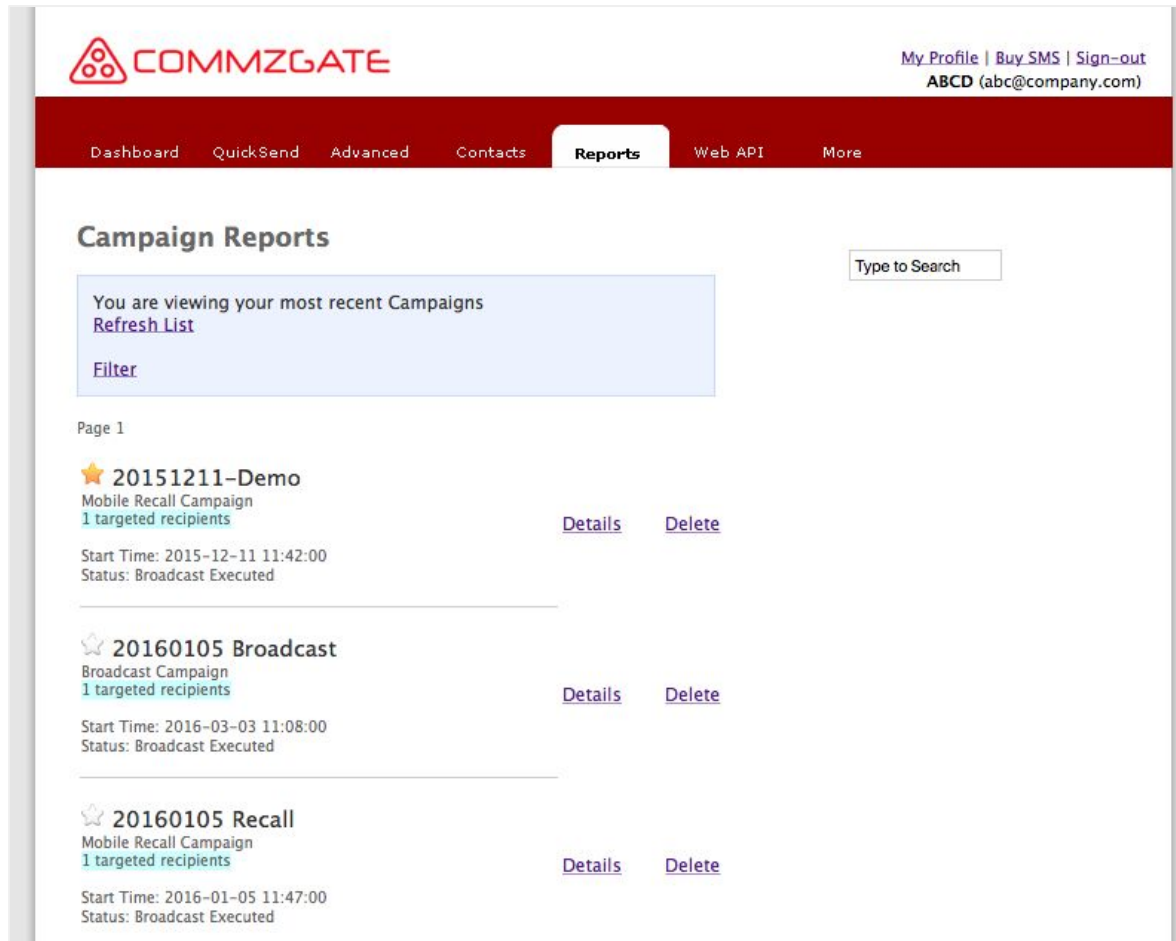
   Example,
   65-91111111,CG8,My Team,Key Contacts

   - Each contact should be in a new line.
   - Group name must be an existing group.
   - If phone numbers include country code, use a dash to separate the country code from the mobile number.

4. Click "Proceed" to upload your contacts.

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4   Reports

4.1   Reports - Overview

Reports contains the information on all the Campaigns that you had created before. Under each report, there is a graphical summary plus details of each message sent or received organized by status.

1. All your Campaign reports are listed here. You can browse by page or search for a Campaign name.

2. You can click on the Star to mark a Campaign as a favorite. Favorite campaigns will appear in the favorites list on the Campaign page.

3. You can click on "Details" to view the Campaign report and details.

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4.2   Reports - Broadcast Campaign

For each report, there is a graphical summary plus details of each message sent organized by status.

1. A summary graph lets you know instantly the overall status of the messages sent for the Campaign.

2. This is the message content you had sent for the Campaign.

3. Details include the real-time progress of a Campaign's broadcast, plus the recipient group it was sent to.

4. The individual message details for each status type can be viewed by clicking "View Logs"
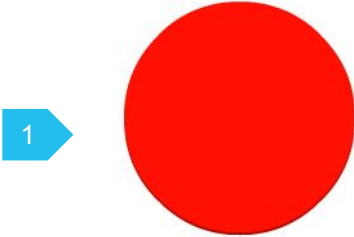
Campaign: HFMD 20080915

Start Time: 2008-09-15 14:41:00

1

Sucessfully Sent: 100%

🟥 Sucessfully Sent   🟧 Unsent

About this Campaign » View Configuration

2

Message Content

Hi all, do not bring your children to School due to a HFMD outbreak. The school will re-open on 31/9/2008. Respond Yes to 73333 for acknowledgement.

3

Overall Status: **Completed**
Broadcast Status :100%

3 Targeted Recipients
Recipient Group: **GCG247**

[Refresh all Logs]

4

3 Messages Sent: »View Logs
0 Messages Unsent: »View Logs
0 Messages Received : »View Log
0 Duplicate Numbers removed : »View Log
0 Unsubscribed Numbers Removed : »View Log

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4.3   Reports - Receive Campaign

For Receive campaign report, you can view the campaign details and the messages received.

1. You can click on the link "View Configuration" to view the campaign details or abort the campaign. The auto-reply message can also be edited here.

2. Details include the real-time status of the Campaign.

3. The individual message details for each status type can be viewed by clicking "View Log"

Campaign Reports

« Back to Reports List | Refresh Entire Report | Printable View | Vote View

Campaign: 20151211-feedback

This campaign is not linked to any Broadcast Campaign:
Start Time: 2015-12-11 11:50:00

1 About this Campaign » View Configuration

Auto-Reply Message (English): [Edit]

Keyword Used: FBK

Number Masking Used: None

Abort this Campaign | Close this Section

2 Overall Status: **Expired**

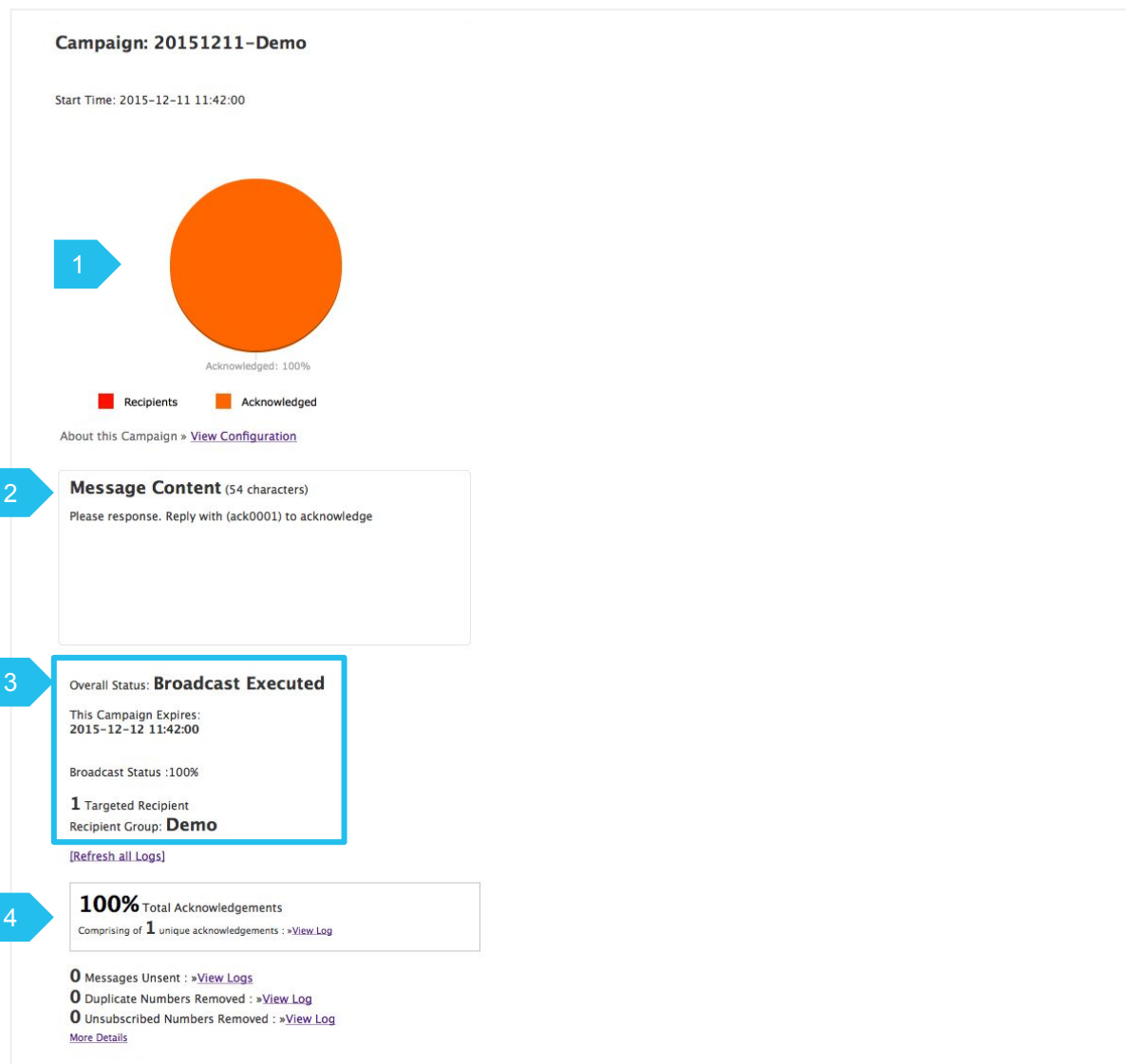This Campaign Expires:
2015-12-12 11:50:00

[Refresh all Logs]

3 **2** Messages Received : »View Log
0 Autoreply Messages Sent : »View Log

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4.4　Reports - Mobile Recall

For Mobile Recall campaign report, you can view a graphical summary of the messages sent with real-time acknowledgement tracking.

1. A summary graph lets you know instantly the overall status of the messages sent and acknowledgements received.

2. This is the message content you had sent for the Campaign.

3. Details include the real-time progress of a Campaign's broadcast, plus the recipient group it was sent to.

4. A summary of the acknowledgement rate is displayed. The individual message details for each status type can be viewed by clicking "View Log".

Campaign: 20151211-Demo

Start Time: 2015-12-11 11:42:00

1 ▸

Acknowledged: 100%

■ Recipients　■ Acknowledged

About this Campaign » View Configuration

2 ▸ **Message Content** (54 characters)

Please response. Reply with (ack0001) to acknowledge

3 ▸ Overall Status: **Broadcast Executed**

This Campaign Expires:
2015-12-12 11:42:00

Broadcast Status :100%

1 Targeted Recipient
Recipient Group: **Demo**

[Refresh all Logs]

4 ▸ **100%** Total Acknowledgements
Comprising of **1** unique acknowledgements : »View Log

0 Messages Unsent : »View Logs
0 Duplicate Numbers Removed : »View Log
0 Unsubscribed Numbers Removed : »View Log
More Details

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5   Cloud API

5.1   Cloud API - Overview

Each account come with an API account, for which access details can be found under the 'Web API' section.

Using this API account, you can enable your custom applications to send and receive SMS.

The secured API URL is located at https://www.commzgate.net

Download the API guide for further details.

1.   Your Web API ID is needed to use our API. This ID is not your portal ID. You can change your API access password via the link to your Profile page.

2.   View API Usage Reports by clicking the link "View API Usage".

3.   You can click on "Manage MO Config" to create keywords for routing incoming MO messages to your application.

6   Administrators

6.1   Administrators - Overview

If you have an Administrator account, you have the additional ability to create and manage sub-user accounts for your department or group.

1. Click on 'Admin' tab to view sub-accounts under your department.

2. Use this menu to create sub-accounts. Your new users will automatically receive a welcome email with instructions on how to login.

3. Edit the status and details of your sub-accounts.

6.2   Administrators - Sub-accounts

On clicking the 'Edit' link next to each
sub-account, you will be able to configure
various details for the sub-account.

1.   You can set a sub-account to Suspended
or De-activated.

User ID: volleyball111
Email: volleyball111@commzgate.com
Status: Active   Edit

Created on: 2013-05-23 02:03:05
Last edited: 2013-06-17 14:37:48

Editing User Account

User Name:	volleyball111
Email:	volleyball111@commzgate
Status:	Active
Password:	Reset Password
API Password:	Reset API Password
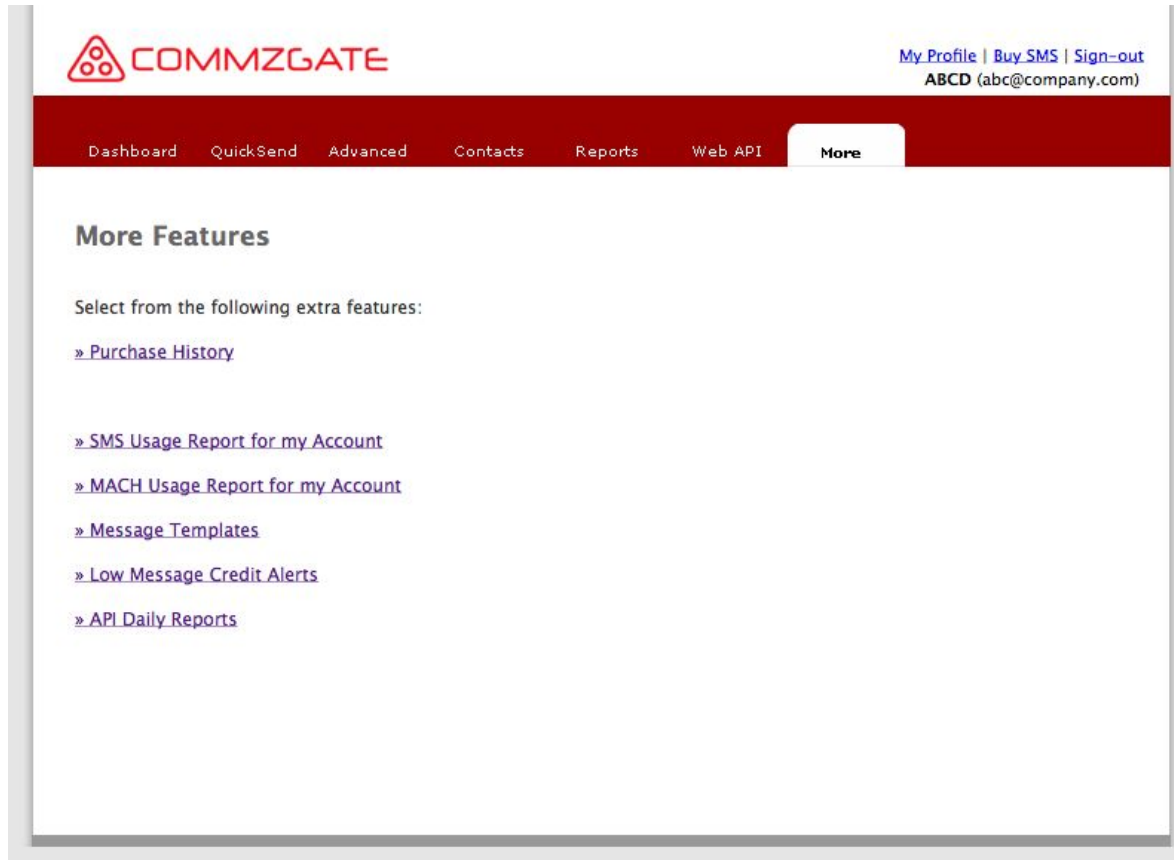
1

Save   Cancel

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7   More Features

7.1   More Features - Overview

Finally, there are many more useful features that we have included in the "More" section.

There are plenty for extra features here for your exploration.

1. Click on the tab, "More", to access the additional features.

2. Usage Reports provides you details on your message usage by month.

3. Message Templates lets you pre-defined commonly used messages for re-use in the Campaign function.

4. If you are on the Basic Plan, you can set to receive email alerts when your account reach below a certain credit level.

5. You can also enable daily email reports to be received for you Web API account.

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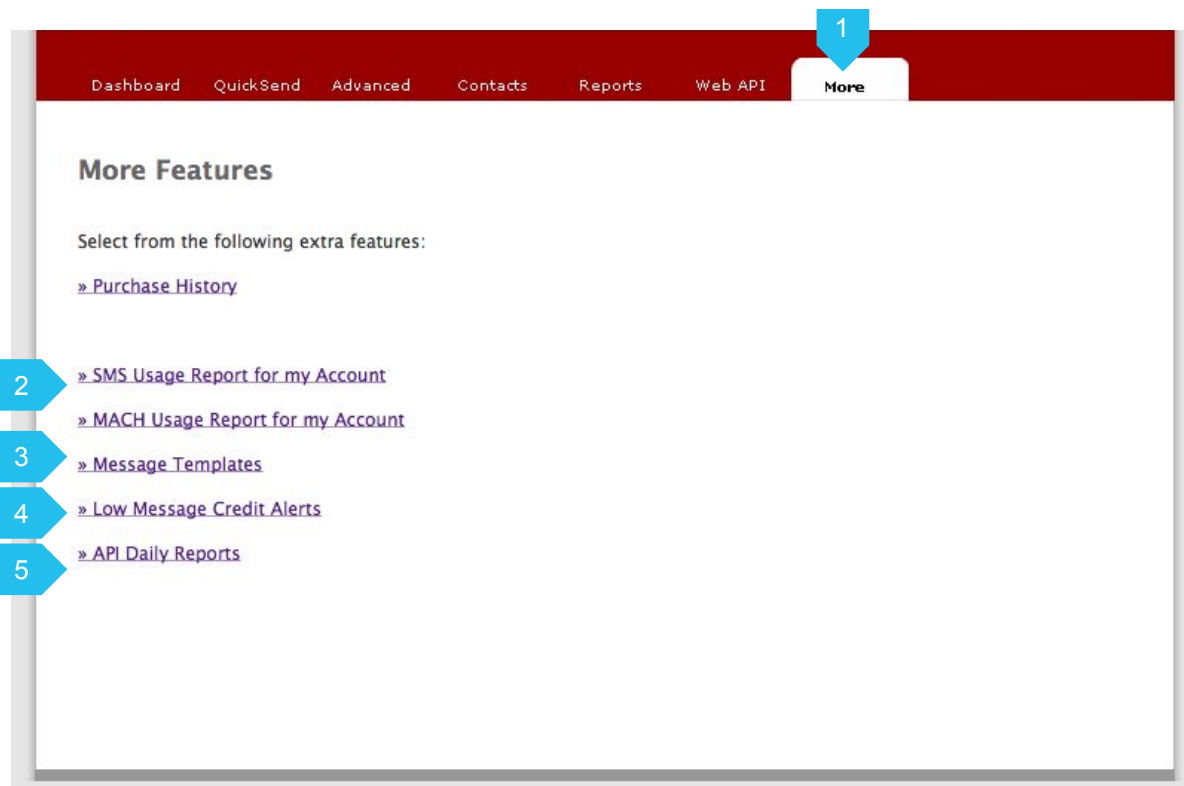
7.2   More Features - Message Templates

On clicking "Message Templates", you will be able to view all previously created templates .

1. Use this menu to create and sort templates.

2. You can view all your templates here.

3. The message content is displayed here.

4. Click "Add Template" to create a new template.

5. Click "Edit" to edit a saved template.

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7.3   More Features - Add MessageTemplates

By clicking "Add Template", you will be able to save commonly used messages.

1. Set a name for the template. This will be used for selecting the template when you compose your messages.

2. Input your message here. Multilingual and special characters are supported with Unicode. Supports messages up to 800 characters.

3. Character counters indicate the number of characters and message parts needed to send the message. Long concatenated messages are sent using multiple SMS parts and will take longer to arrive at the recipient handset.

4. Click "Add New Template" to save your template.

Message Templates

« Back to Templates List

Name

1 → Thank you

Your Template Content

2 →
Thank you

Character Count

3 → 9 characters 1 message

4 → Add New Template

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8   Account Profile

8.1   Account Profile - Overview

You can update your profile and passwords by clicking on the link, "My Profile".

1.   You can use either your configured User Name or Email Address to log in.

2.   You can update your Portal password.

3.   You can update your API password. This password is used with your API ID when you use our API.

4.   Your service plan detail is displayed here

5.   You can set an optional Sender Name to appear at the front of all your messages.

Account Profile

Welcome to your Account Profile.

Personal Info

User Name: *	ABCD
	This will become your MACH sender name
Email Address: *	abc@company.com
First Name: *	
Last Name:	
Password:	Change your Portal password
API Password:	Change your API password
Timezone: *	(GMT+08:00) Singapore
Country: *	Singapore
Mobile Phone:	
	This will be the number authorised to use the Mobile Triggered Broadcast function
Profile Picture:	

Upload New Profile Picture

* indicates required field.

Your Service Plan

Your current Service Plan is : **BASIC**

SMS Features

Your Configured Sender Name is: ABCD
Your Sender Name will appear at the front of all SMS messages to identify yourself to your recipients. Leave blank to disable.

Your available SMS Number Mask/TPOAs are:
None

1
2
3
4
5

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9 Add-on Modules

9.1   Add-on Modules - SFTP Broadcast

If your account is enabled for SFTP batch broadcast, you can send SMS broadcasts by uploading a properly formatted file to our SFTP server using any standard SFTP client.

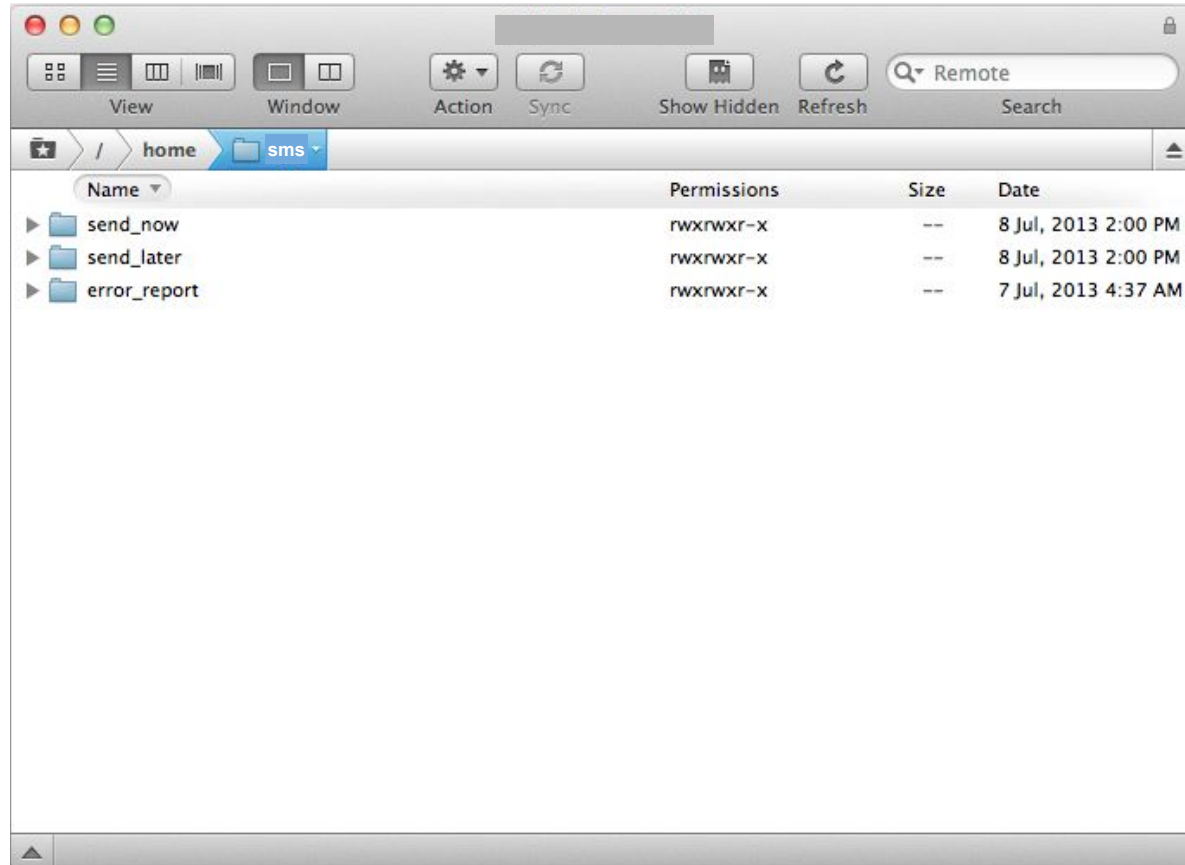A SFTP account and password will be provided to access our SFTP server.

1.   Place files in the folder, **send_now**, to Send Immediately.

2.   Place files in the folder, **send_later**, to Send Later, prefixing your filenames in this format:
YYYYMMDDHHMM
e.g. 201307301000yourfilename.csv

Your message broadcast will begin at the time indicated in your filename.

3.   If there are problems with your file format causing the broadcast not to proceed, an error report will be created in the folder, **error_report**.

	Name ▼	Permissions	Size	Date
1	▶ 📁 send_now	rwxrwxr-x	--	8 Jul, 2013 2:00 PM
2	▶ 📁 send_later	rwxrwxr-x	--	8 Jul, 2013 2:00 PM
3	▶ 📁 error_report	rwxrwxr-x	--	7 Jul, 2013 4:37 AM

/ home sms

View   Window   Action Sync   Show Hidden Refresh   Search
Remote

△ COMMZGATE
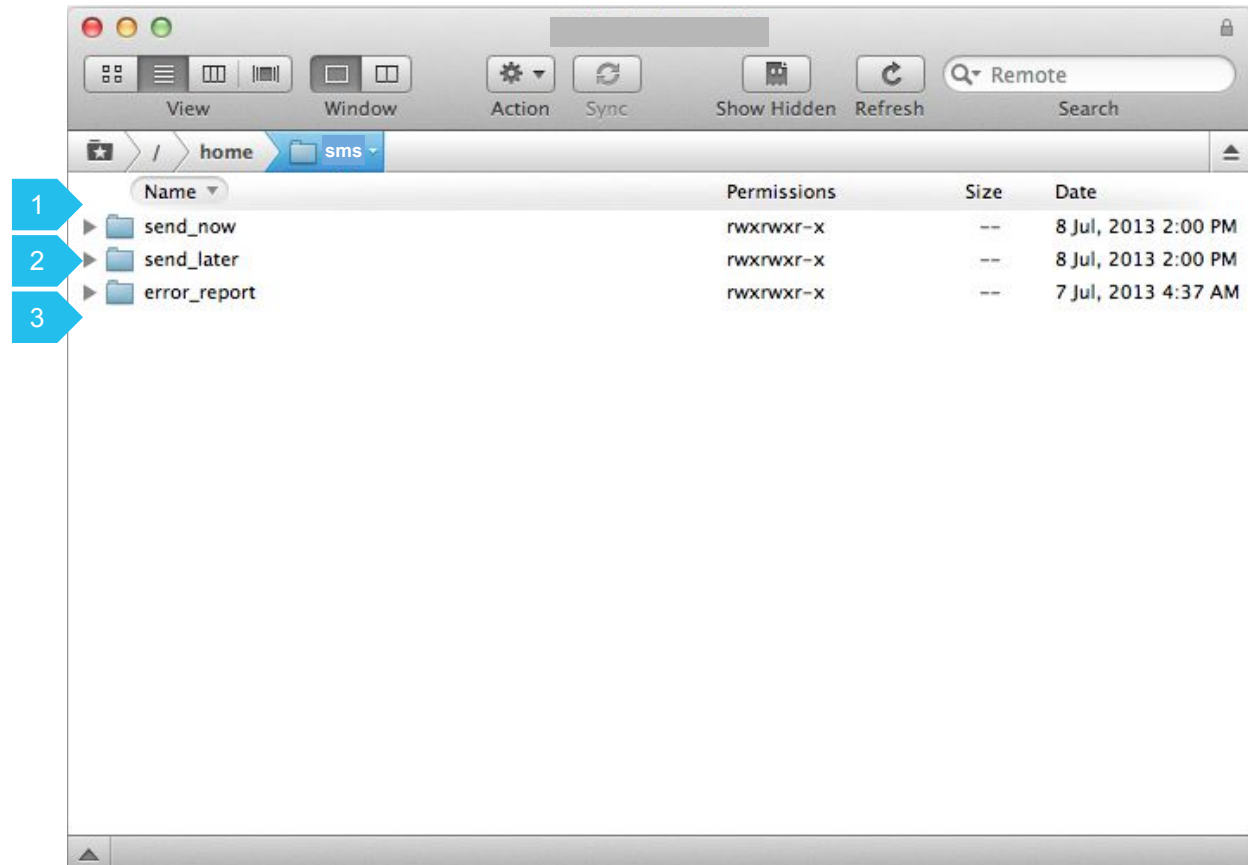
9.1.1   SFTP Broadcast - File Format

Your file should be formatted as follows:

1. Your Identifier.

2. Your account's API ID, which can be retrieved under the Web API section upon login.

3. Each personalised message should be on its own line.

4. Mobile Number in field 1, followed by a comma. Message content in field 2, enclosed in double quotes.

1 **2**
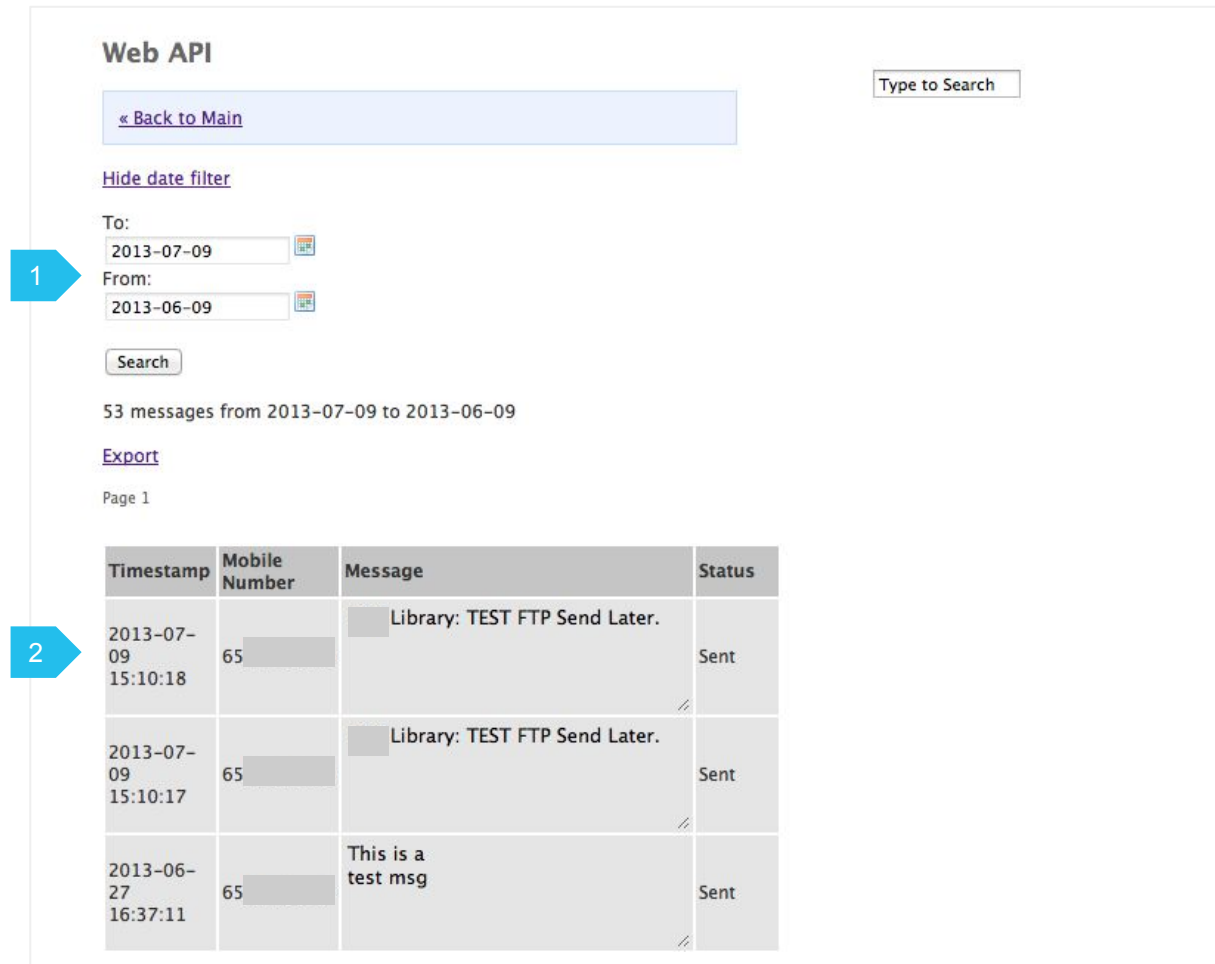
AALBR,XX0002

3 98561596,"AA Library: TEST SFTP Message 1"

4 97777777,"AA Library: TEST SFTP Message 2"

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9.1.2 SFTP Broadcast - Message Logs

Messages sent via SFTP upload can be reviewed under the Web API section of your portal account.

1. Filter message logs by date

2. You can view messages logs with details like sent timestamp, mobile number, message content, and message status.

9.2   Add-on Modules - Email-to-SMS

If your account is enabled for Email-to-SMS, a dedicated module will forward your emails as SMS.

A sub-domain will be assigned to receive your emails. Example, sub-domain ABC. commzgate.net is assigned for your use.

1. If your contact, XYZ, has mobile number 6587654321. Send the email to 6587654321@ABC.commzgate.net

2. Or you can indicate the mobile in the subject. This is optional only.

3. Your email address will be whitelisted to prevent abuse of this service.

4. Email message content will be forwarded as an SMS to 6587654321. Only plain-text format will be accepted.

1 To: 6587654321@ABC.commzgate.net ⌄

Cc:

Bcc:

2 Subject: 6587654321   ! ⌄

3 From: abc@company.com   Signature: None ⌄

4 Your delivery is ready for collection

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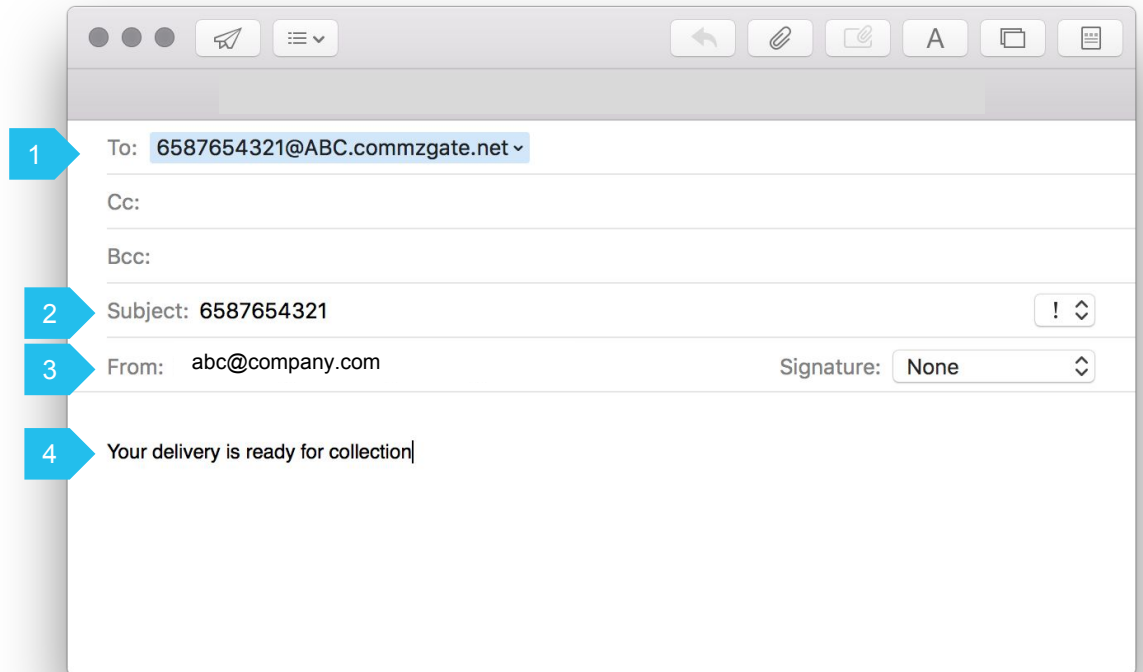
10   Using 🚀 MACH

Use our free ready-to-use
CG PushBox Messaging App

➡️ Available on the App Store   ANDROID APP ON Google play

OR

Integrate your own
Smartphone app to MACH

➡️ Visit our developer portal at
http://app.themach.com

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11   CG PushBox Messaging App

You can send messages for free to recipients with the ready-to-use CG PushBox Messaging App installed (Android and iOS). More info at http://www.commzgate.com/page/pushbox