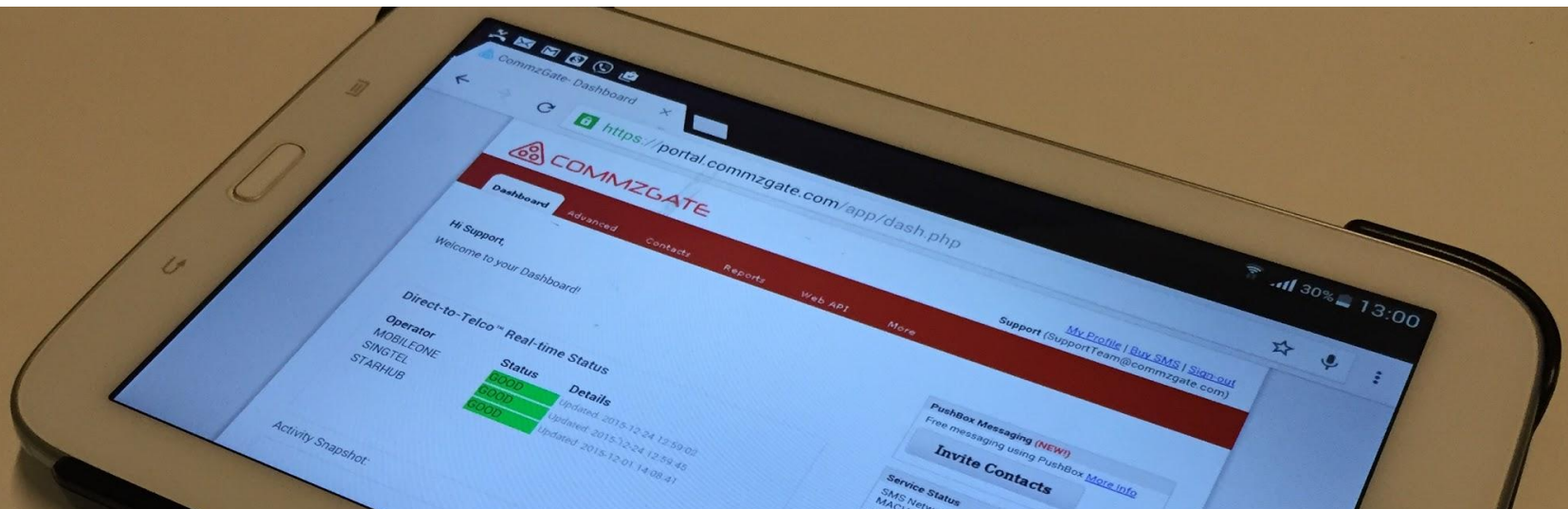


# COMMZGATE



# Cloud SMS

## User Guide

# Welcome!

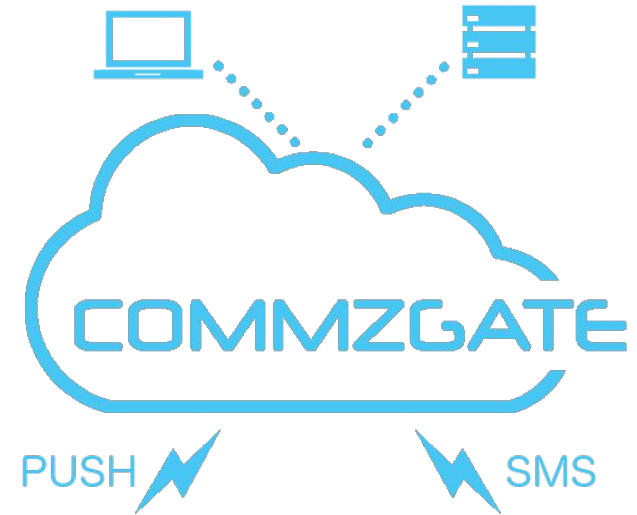
This User Guide takes a visual approach to introducing you to the features found on the [CommzGate Cloud SMS](https://portal.commzgate.com) Web Portal. Each major part of the User Interface is explained and the entire guide will take about 15 minutes to cover.

The [CommzGate Cloud SMS](https://portal.commzgate.com) Web Portal is located at <https://portal.commzgate.com>

# Cloud SMS Overview

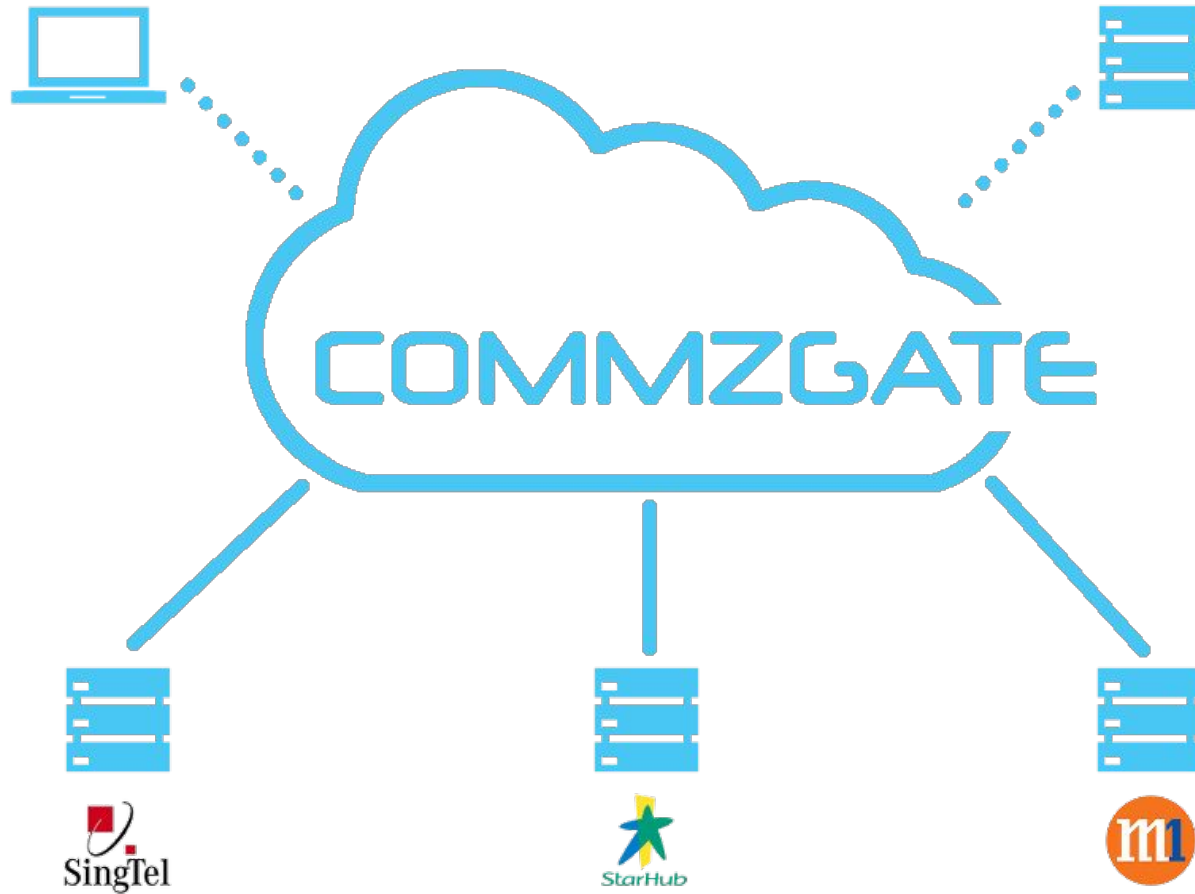
*Cloud-based High-Performance SMS service*

- 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

Direct-to-Telco™



# 1 Dashboard

The screenshot shows the COMMZGATE dashboard. At the top left is the COMMZGATE logo. At the top right are links for 'My Profile', 'Buy SMS', and 'Sign-out', with the user name 'ABCD (abc@company.com)' below them. A red navigation bar contains the following menu items: 'Dashboard' (highlighted), 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'Web API', and 'More'. The main content area is divided into several sections:

- Greeting:** 'Hi ABCD, Welcome to your Dashboard!'
- Direct-to-Telco™ Real-time Status:** A table showing the status of three operators.
- Activity Snapshot:** A summary of user activity.
- PushBox Messaging (NEW!):** A promotional box for free messaging with an 'Invite Contacts' button.
- Service Status:** Information about network status (SMS and MACH Push Networks) and a campaign queue.
- Support:** Links to 'User Guide', 'Request Support', and 'Online Forum'.
- Account Info:** Details about the user's plan (BASIC) and credit balances.
- Shortcuts:** Quick links to 'Start a Campaign' and 'Upload New Contacts'.

Operator	Status	Details
MOBILEONE	GOOD	Updated: 2016-02-04 12:06:24
SINGTEL	GOOD	Updated: 2016-02-04 12:06:22
STARHUB	GOOD	Updated: 2015-12-01 14:08:41

**Activity Snapshot:**

You have:

- 6 [Contacts](#) in 2 [Groups](#)
- 0 [Campaigns](#) and 0 [QuickSend](#) messages this month

# 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

The screenshot shows the COMMZGATE dashboard interface. At the top right, there are links for 'My Profile', 'Buy SMS', and 'Sign-out', along with the user name 'ABCD (abc@company.com)'. A dark red navigation bar contains the following tabs: Dashboard, QuickSend, Advanced, Contacts, Reports, Web API, and More. A blue callout '1' points to this navigation bar. Below the navigation bar, the user is greeted with 'Hi ABCD, Welcome to your Dashboard!' and a yellow box says 'Welcome to the Portal! Let's get started!'. A blue callout '2' points to a 'Getting Started Tips' section which contains six numbered instructions. A blue callout '3' points to a 'Shortcuts' widget with buttons for 'Start a Campaign' and 'Upload New Contacts'. Below that is an 'Account Info' widget showing 'Plan: BASIC', 'SMS Credits for Portal: 10', and 'SMS Credits for API: 10'. Next is a 'Support' widget with links for 'User Guide', 'Request Support', and 'Online Forum'. Below that is a 'Service Status' widget showing 'SMS Network: UP', 'MACH Push Network: UP', and 'Campaign queue under light usage' with a 'Refresh' button. At the bottom right, a 'PushBox Messaging (NEW!)' widget features a 'Free messaging using PushBox More Info' link and an 'Invite Contacts' button. A blue callout '4' points to this 'Invite Contacts' button.

# 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

The screenshot shows the COMMZGATE dashboard interface. At the top, there is a navigation bar with the COMMZGATE logo and a user profile section for 'ABC' with options for 'My Profile', 'Buy SMS', and 'Sign-out'. Below the navigation bar, the dashboard content is organized into several sections:

- 1** (Callout 1): A table titled 'Direct-to-Telco™ Real-time Status' showing connectivity for MOBILEONE, SINGTEL, and STARHUB, all with a 'GOOD' status.
- 2** (Callout 2): An 'Activity Snapshot' section showing '6 Contacts in 2 Groups' and '0 Campaigns and 0 QuickSend messages this month'.
- 3** (Callout 3): A 'PushBox Messaging (NEW!)' section with an 'Invite Contacts' button.
- 4** (Callout 4): A 'Service Status' section showing 'SMS Network: UP' and 'MACH Push Network: UP'.
- 5** (Callout 5): A 'Support' section with links for 'User Guide', 'Request Support', and 'Online Forum'.
- 6** (Callout 6): An 'Account Info' section showing 'Plan: BASIC', 'SMS Credits for Portal: 10', and 'SMS Credits for API: 10'.

Additional sections include 'Shortcuts' with 'Start a Campaign' and 'Upload New Contacts' buttons.

Operator	Status	Details
MOBILEONE	GOOD	Updated: 2016-02-04 12:06:24
SINGTEL	GOOD	Updated: 2016-02-04 12:06:22
STARHUB	GOOD	Updated: 2015-12-01 14:08:41

# 2 Messaging

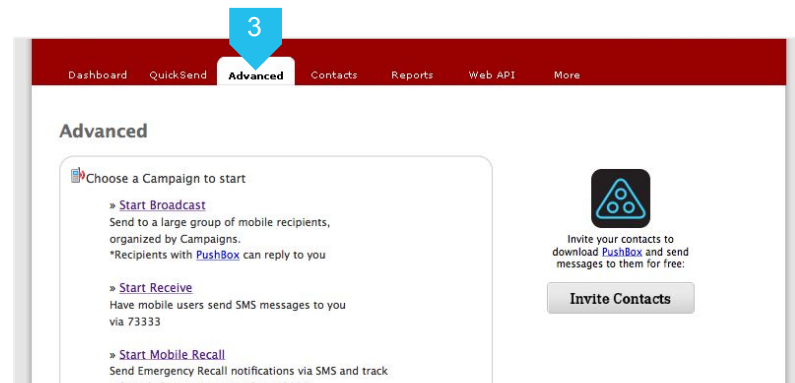
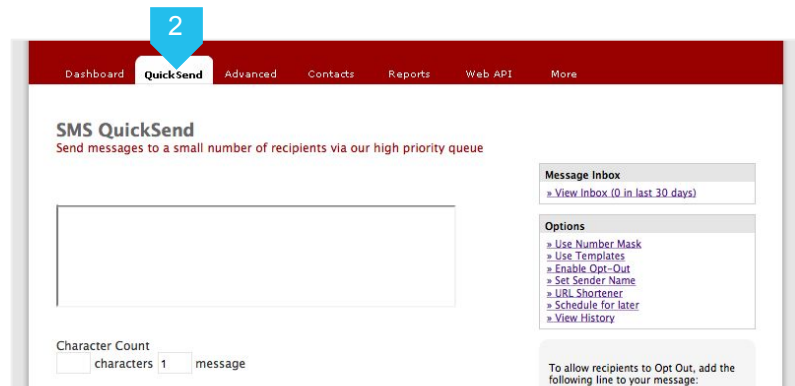
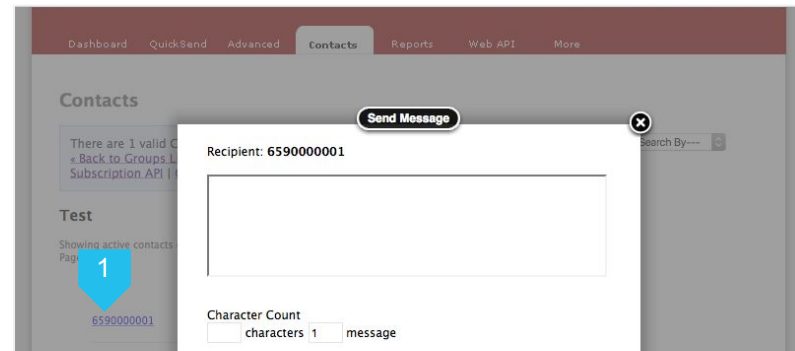
The screenshot shows the 'SMS QuickSend' interface with a red navigation bar at the top containing 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'Web API', and 'More'. The main content area has a title 'SMS QuickSend' and a subtitle 'Send messages to a small number of recipients via our high priority queue'. A large empty text box is provided for the message content. Below it, a 'Character Count' section shows '0 characters' and '1 message'. A recipient selection bar includes tabs for 'Manual Entry', 'Contacts', 'Groups', and 'Upload', with a note that '0' recipients are selected. A text area labeled 'Enter Mobile Numbers' is present, with a note below it stating '[+] Country Code required eg. 6598778888' and 'Separate each number with a newline'. A 'Send Message' button is at the bottom center. On the right side, there are three panels: 'Message Inbox' with a link to 'View Inbox (0 in last 30 days)', 'Options' with links for 'Use Number Mask', 'Use Templates', 'Enable Opt-Out', 'Set Sender Name', 'URL Shortener', 'Schedule for later', and 'View History', and a notification box with the text 'To allow recipients to Opt Out, add the following line to your message: To unsub, reply with "NO"', followed by 'Apply' and a close button. At the bottom right, there is a promotional box for 'PushBox Messaging'.



# 2.1 Messaging - Modes

There are 3 Web-based Modes of Sending

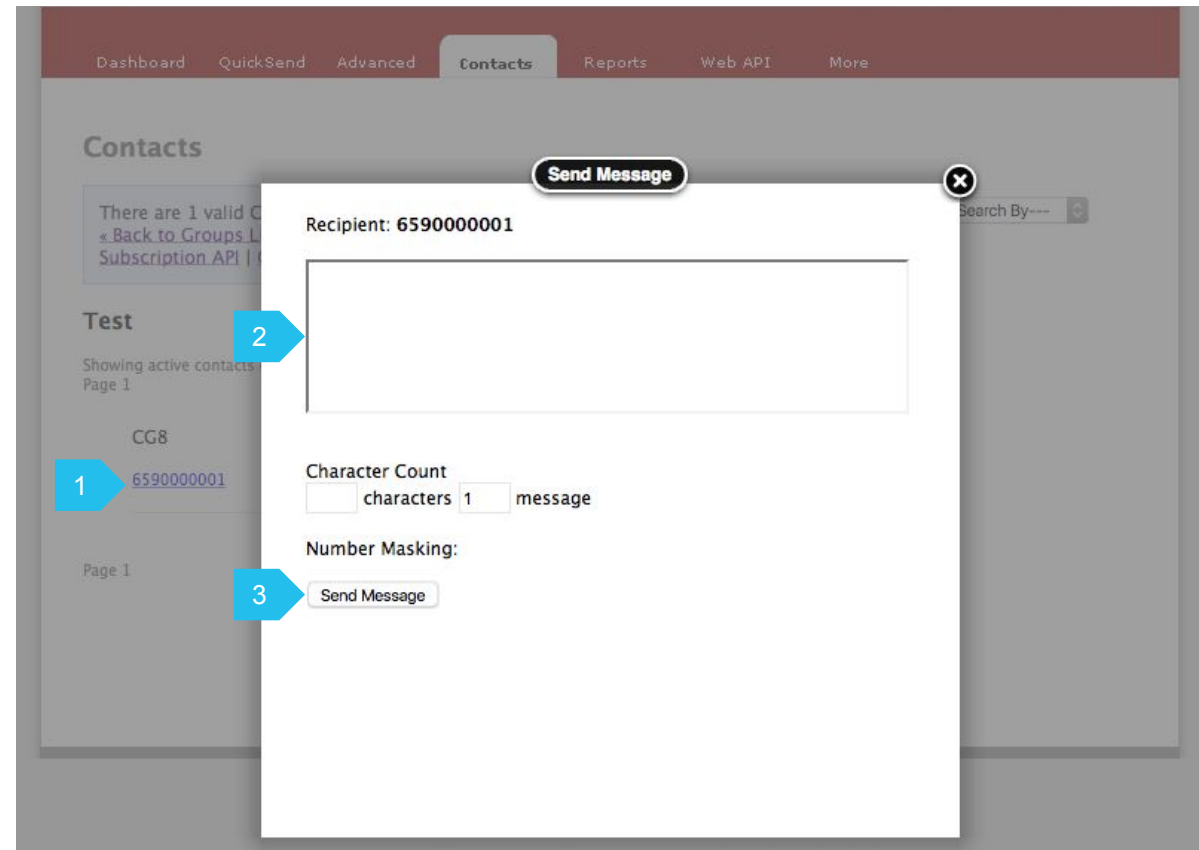
1. **ClickSend** is designed for quick and easy message sending. Simply click on any contact mobile number to compose and send a message.
2. **QuickSend** is designed for sending time-sensitive, high-priority messages to a small recipient list. Options for message templates and broadcast schedule are 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.



## 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.



## 2.3 QuickSend - Overview

Use **QuickSend** for rapid sending of high-priority messages in an 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.

The screenshot shows the QuickSend interface with the following elements:

- 1**: A large text input area for the message content.
- 2**: A character count section showing "Character Count" with a text box containing "characters" and a message count of "1 message".
- 3**: An "Options" sidebar on the right containing links for "Use Number Mask", "Use Templates", "Enable Opt-Out", "Set Sender Name", "URL Shortener", "Schedule for later", and "View History".
- 4**: A "View History" link in the "Options" sidebar.

Additional interface details include a navigation bar with "Dashboard", "QuickSend", "Advanced", "Contacts", "Reports", "Web API", and "More". Below the character count, there are tabs for "Manual Entry", "Contacts", "Groups", and "Upload". A note states "Recipients selection between tabs are retained. 0 selected." Below this is a text area labeled "Enter Mobile Numbers" with a "[+]" icon and instructions: "Country Code required eg. 6598778888" and "Separate each number with a newline". A "Send Message" button is located at the bottom right. A notification box on the right says "To allow recipients to Opt Out, add the following line to your message: To unsub, reply with 'NO'" with an "Apply" link. Another notification at the bottom right asks "Want to send messages to your contacts for free? Find out about PushBox Messaging".

## 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.

The screenshot displays the 'SMS QuickSend' interface. At the top, there is a navigation bar with tabs: Dashboard, QuickSend (selected), Advanced, Contacts, Reports, Web API, and More. Below the navigation bar, the main heading is 'SMS QuickSend' with a sub-heading 'Send messages to a small number of recipients via our high priority queue'. A large empty text box is provided for entering the message content. Below this, there is a 'Character Count' section showing 'characters 1 message'. A tabbed interface below the character count has four tabs: 'Manual Entry' (selected), 'Contacts', 'Groups', and 'Upload'. Below the tabs, it says 'Recipients selection between tabs are retained. 0 selected.' A large text area labeled 'Enter Mobile Numbers' is present, with a blue arrow labeled '2' pointing to it. Below the text area, there is a '[+]' icon and the text 'Country Code required eg. 6598778888' and 'Separate each number with a newline'. At the bottom right, there is a 'Send Message' button. On the right side of the interface, there are several panels: 'Message Inbox' with a link 'View Inbox (0 in last 30 days)', 'Options' with links 'Use Number Mask', 'Use Templates', 'Enable Opt-Out', 'Set Sender Name', 'URL Shortener', 'Schedule for later', and 'View History', a notification box 'To allow recipients to Opt Out, add the following line to your message: To unsub, reply with "NO" Apply', and a promotional box 'Want to send messages to your contacts for free? Find out about PushBox Messaging'.

## 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 retained. 2. 0 selected.

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

4

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

Send Message

## 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.

**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](#)  
» [Schedule for later](#)  
» [View History \(0 in last 30 days\)](#)

To allow recipients to Opt Out, add the following line to your message:  
**To unsub, reply with "NO"**  
[« Apply](#)

Character Count  
 characters  message

Manual Entry Contacts Groups **Upload**

Recipients selection between tabs are retained. 0 selected.

Upload a file containing recipient mobile numbers  
[\[File Format Example\]](#)

**2**  No file selected.

**3** OR [Upload Message Content with Mobile Numbers](#)

## 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"
```

# 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  
 » 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  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  
 2016-02-23  
 16 : 40  
 OK Cancel

Send Message

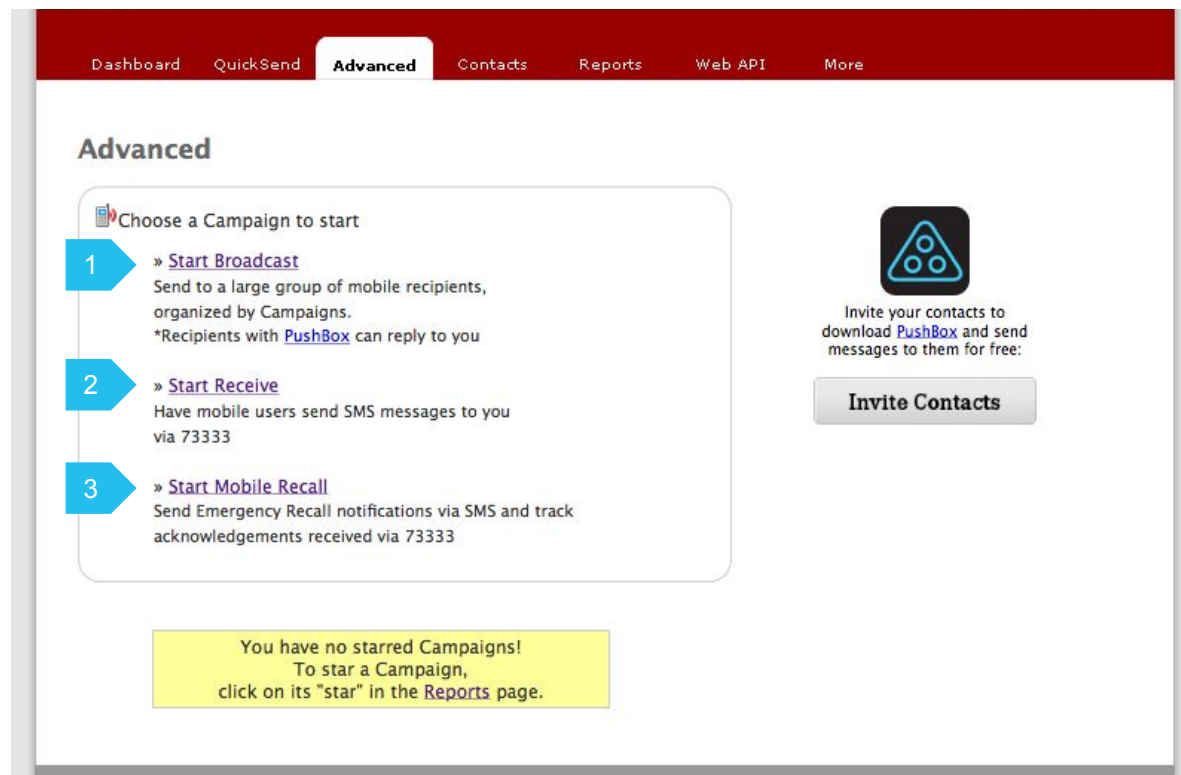


## 2.4 Advanced - Overview

**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.



The screenshot displays the 'Advanced' section of a messaging dashboard. The navigation bar includes 'Dashboard', 'QuickSend', 'Advanced' (selected), 'Contacts', 'Reports', 'Web API', and 'More'. The main content area is titled 'Advanced' and features a 'Choose a Campaign to start' section with three numbered options:

- 1 Start Broadcast**: Send to a large group of mobile recipients, organized by Campaigns. \*Recipients with [PushBox](#) can reply to you.
- 2 Start Receive**: Have mobile users send SMS messages to you via 73333.
- 3 Start Mobile Recall**: Send Emergency Recall notifications via SMS and track acknowledgements received via 73333.

To the right, there is a 'PushBox' icon and a text prompt: 'Invite your contacts to download [PushBox](#) and send messages to them for free:'. Below this is an 'Invite Contacts' button. At the bottom, a yellow box states: 'You have no starred Campaigns! To star a Campaign, click on its "star" in the Reports page.'

## 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.

The screenshot displays the 'SMS Broadcast Campaign' setup page. The navigation bar includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'Web API', and 'More'. The 'Advanced' tab is active. The main heading is 'SMS Broadcast Campaign'. Below it, the 'Campaign Setup' section contains a text input field for 'Give this Campaign a Name' and a link for 'Use Current Date'. A blue arrow labeled '1' points to the input field, and another blue arrow labeled '2' points to the 'Use Current Date' link. To the right, the 'Message Queue Real-time Status' table shows the following data:

Operator	Status
MOBILEONE	GOOD
SINGTEL	GOOD
STARHUB	GOOD

Below the table, a note states: 'Based on current system activity, this broadcast is estimated to reach its first recipient within a minute.' At the bottom, a blue box highlights the navigation arrows, with a blue arrow labeled '3' pointing to the right arrow.

## 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.*

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

### SMS Broadcast Campaign

Campaign Setup

Topic (optional)

Your Campaign Message Content

4 `<ADV> ABCD: Hi #CONTACTNAME#, you have #PLACEHOLDER1# pre-paid SMS credits and #PLACEHOLDER2# pre-paid API credits in your Cloud SMS account, #PLACEHOLDER3#.`

Character Count

5 158 characters 1 message

Options

- » Use Number Mask
- » Use Templates
- » Enable Opt-Out
- » Set Sender Name
- » URL Shortener

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

6 To unsub, reply with "NO"

« Apply

# 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.

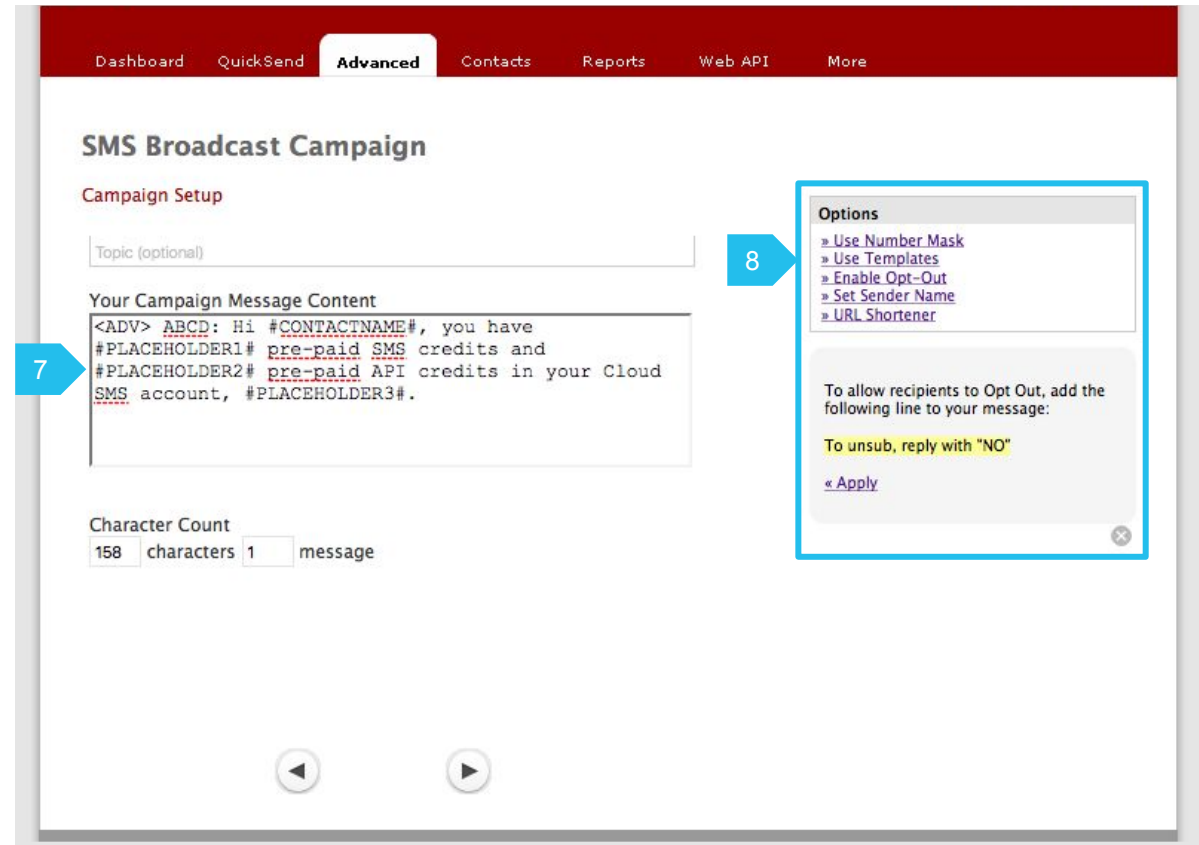
Simply use the placeholder tags where you wish the custom words to appear in your SMS message.

#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.*

The screenshot displays the 'SMS Broadcast Campaign' setup page. At the top, there is a navigation bar with tabs for 'Dashboard', 'QuickSend', 'Advanced' (selected), 'Contacts', 'Reports', 'Web API', and 'More'. Below the navigation bar, the page title is 'SMS Broadcast Campaign'. Underneath, there is a section for 'Campaign Setup' with the instruction: 'To select Recipient Groups, drag them to the box on the right'. A checkbox labeled 'Filter out Global Numbers before sending' is present. On the left, there is a list of contact groups: 'My Team (3 Contacts [Preview](#))' and 'Key Contacts (3 Contacts [Preview](#))'. A blue arrow with the number '9' points to the 'My Team' group. To the right of the list is a large empty blue box for selecting recipients. At the bottom of the interface, it states: 'You have selected 0 SMS recipients and 0 Mach-enabled recipients.' There are also navigation arrows at the bottom of the page.

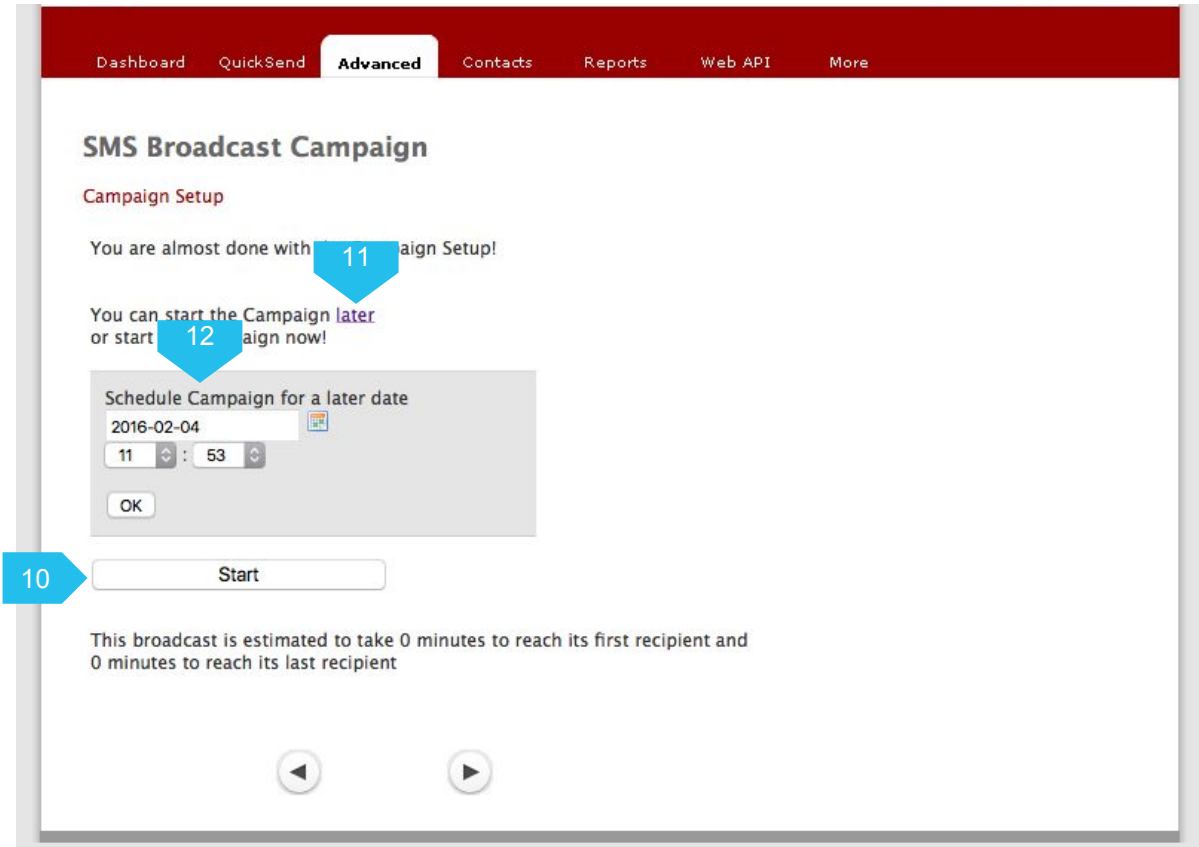
# 2.4.1 Broadcast Set Up - Start Time

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.



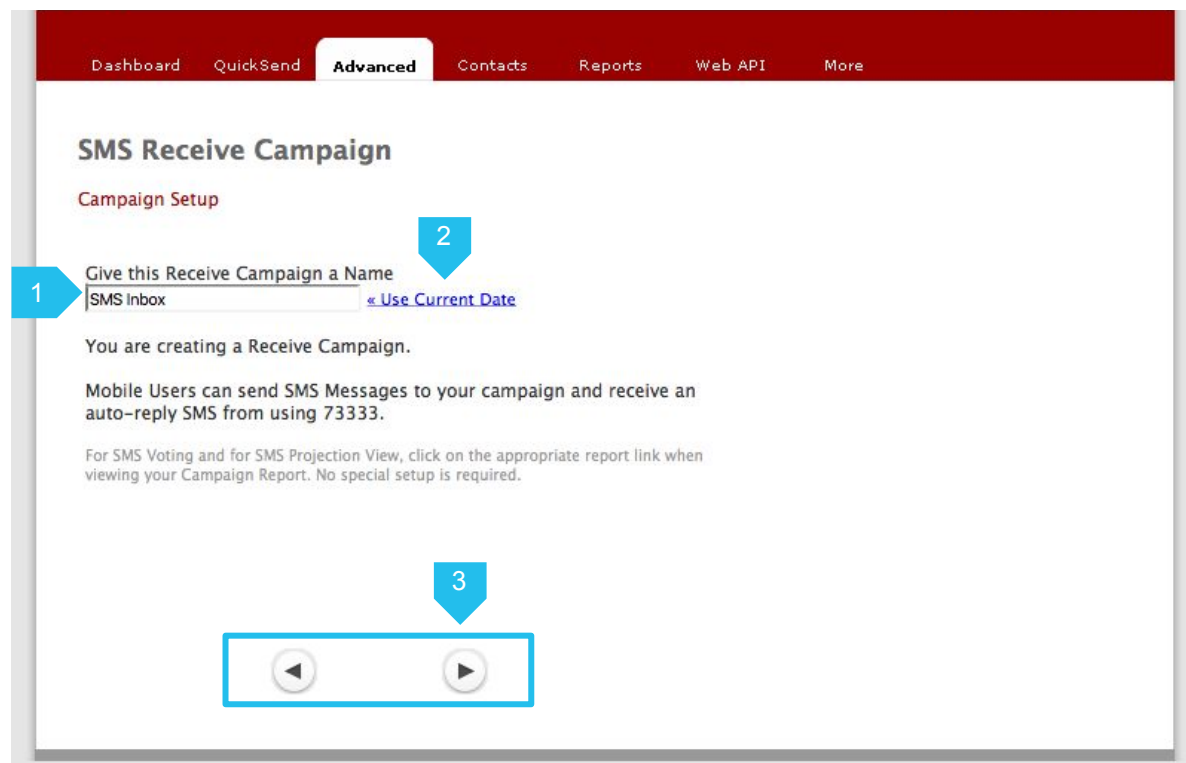
## 2.4.2 Receive Set Up - Campaign Name

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.

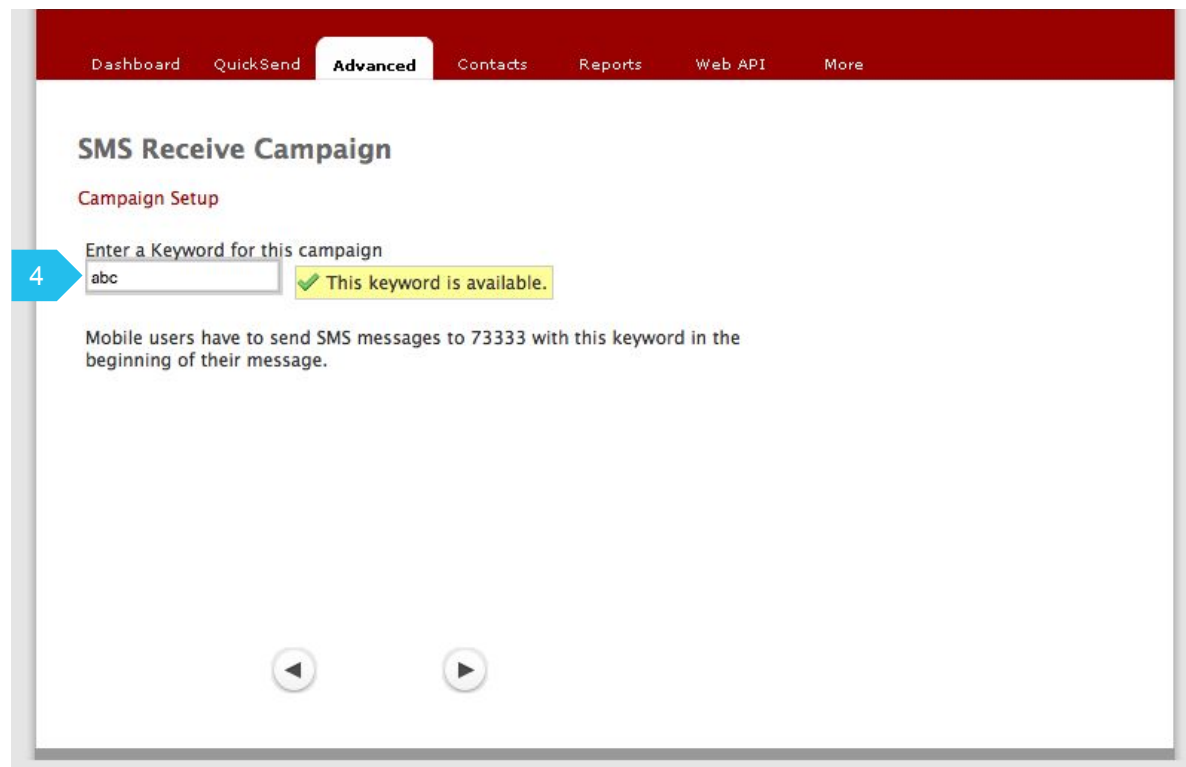


## 2.4.2 Receive Set Up - Choose Keyword

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.*



The screenshot shows the 'SMS Receive Campaign' setup page in a web application. The navigation bar at the top includes 'Dashboard', 'QuickSend', 'Advanced' (selected), 'Contacts', 'Reports', 'Web API', and 'More'. The main heading is 'SMS Receive Campaign' with a sub-heading 'Campaign Setup'. A blue arrow with the number '4' points to an input field labeled 'Enter a Keyword for this campaign' which contains the text 'abc'. To the right of the input field is a green confirmation message: '✓ This keyword is available.'. Below this, a note states: 'Mobile users have to send SMS messages to 73333 with this keyword in the beginning of their message.' At the bottom of the form, there are two circular navigation buttons, one with a left arrow and one with a right arrow.



## 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.

The screenshot shows the 'SMS Receive Campaign' setup page in the 'Advanced' section of the dashboard. The page title is 'SMS Receive Campaign' and the sub-section is 'Campaign Setup'. A blue arrow labeled '5' points to a text input field containing 'Thank you'. Below the input field is a 'Character Count' section showing '9 characters' and '1 message'. A blue arrow labeled '6' points to an 'Options' panel on the right. The 'Options' panel includes a list of links: 'Use Number Mask', 'Use Templates', 'Enable Opt-Out', 'Set Sender Name', and 'URL Shortener'. Below the list is a dropdown menu with 'Thank you' selected and an 'Apply this Template' link. The dashboard navigation bar at the top includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'Web API', and 'More'.

## 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"

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

### SMS Receive Campaign

Campaign Setup

You are almost done with the Campaign Setup!

Customize the date this Campaign will end (default 2 months):

7 2016-03-01

16 : 00

8 You can start the Campaign [later](#) or start the Campaign now!

9

## 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.

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

### 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

Navigation buttons: Left arrow, Right arrow

## 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.

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

### Mobile Recall

Recall Setup

4 Recipients should use this keyword to acknowledge  
ak ✓ This keyword is available.

Mobile users have to send SMS messages to 73333 with this keyword in the beginning of their message.

5 No. of Retries: 0

6 Interval Between Retries: 5 Minutes

## 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.

The screenshot displays the 'Mobile Recall' configuration page in a web application. The top navigation bar includes 'Dashboard', 'QuickSend', 'Advanced' (selected), 'Contacts', 'Reports', 'Web API', and 'More'. The main content area is titled 'Mobile Recall' and contains a 'Recall Setup' section. This section includes a text input field for 'Topic (optional)'. Below this is a larger text area for 'Your Mobile Recall Message Content', which is pre-filled with 'Reply with (ak) to acknowledge'. A 'Character Count' section shows '30 characters' and '1 message'. On the right side, an 'Options' menu is expanded, showing several settings: 'Use Number Mask', 'Use Templates', 'Enable Opt-Out', 'Set Sender Name', and 'URL Shortener'. Three blue callout boxes with numbers 7, 8, and 9 are overlaid on the interface. Callout 7 points to the message content area, callout 8 points to the character count, and callout 9 points to the options menu.

## 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.

The screenshot displays the 'Mobile Recall' configuration page. At the top, there is a navigation bar with 'Advanced' selected. Below it, the 'Recall Setup' section contains a text area for the auto-reply message, a 'Character Count' field set to '1', and an 'Options' dropdown menu. The 'Options' menu is open, showing several options: 'Use Number Mask', 'Use Templates', 'Enable Opt-Out', 'Set Sender Name', and 'URL Shortener'. Blue callout boxes with numbers 10 and 11 highlight the message input field and the options menu, respectively.

## 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.*

The screenshot shows the 'Mobile Recall' setup page in the 'Advanced' tab. The page has a red header with navigation links: Dashboard, QuickSend, **Advanced**, Contacts, Reports, Web API, and More. Below the header, the title 'Mobile Recall' is displayed. Underneath, the section 'Recall Setup' contains the instruction 'To select Recipient Groups, drag them to the box on the right' and a checkbox 'Filter out Global Numbers before sending'. Two blue boxes represent contact groups: 'My Team (3 Contacts Preview)' on the left and 'Key Contacts (3 Contacts Preview)' on the right. A blue arrow with the number '12' points to the 'My Team' box, and a green arrow points from it to the 'Key Contacts' box. Below the boxes, a status message reads 'You have selected 3 SMS recipients and 0 MACH-enabled recipients.' At the bottom of the interface are two circular navigation buttons, one with a left arrow and one with a right arrow.

## 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".

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

### Mobile Recall

**Recall Setup**

You are almost done with the Mobile Recall Setup!

Customize the date this Mobile Recall will end (default 1 day):

2016-02-16 12 : 00

13

You can start the Mobile Recall [later](#) or start the Mobile Recall now!

14

Schedule Mobile Recall for a later date

2016-02-15 12 : 00

OK

15

Start



# 3 Contacts

The screenshot displays the COMMZGATE web interface. At the top left is the COMMZGATE logo. On the top right, there are links for 'My Profile', 'Buy SMS', and 'Sign-out', along with the user name 'ABCD (abc@company.com)'. A dark red navigation bar contains the following menu items: 'Dashboard', 'QuickSend', 'Advanced', 'Contacts' (which is highlighted), 'Reports', 'Web API', and 'More'. Below the navigation bar, the page title is 'Contacts'. To the right of the title is a search box labeled 'Type to Search'. A light blue information box contains the text: 'You have 2 Contact Groups' followed by links for 'Add Group & Upload Contacts', 'Advanced Contacts Upload', 'UnSubscribes', 'Search Contacts', 'Sort', 'Remove All', and 'Merge'. Below this, there are two contact group entries. The first is 'Key Contacts' with a group icon, last edited on 2016-02-04 at 11:27:24, and containing 3 contacts. It has 'Remove' and 'Details' links. The second is 'My Team' with a group icon, last edited on 2016-02-04 at 11:25:15, and also containing 3 contacts. It also has 'Remove' and 'Details' links. Horizontal lines separate the two contact group sections.

# 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.


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

## Contacts

Type to Search

1 You have 2 Contact Groups  
[Add Group & Upload Contacts](#) | [Advanced Contacts Upload](#) | [UnSubscribes](#) | [Search Contacts](#) | [Sort](#) | [Remove All](#) | [Merge](#)

2 **Key Contacts**  [Remove](#) [Details](#)  
Last edited: 2016-02-04 11:27:24  
3 contacts

**My Team**  [Remove](#) [Details](#)  
Last edited: 2016-02-04 11:25:15  
3 contacts

## 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.

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


### Contacts

Type to Search

You have 2 Contact Groups  
[Add Group & Upload Contacts](#) | [Advanced Contacts Upload](#) | [UnSubscribes](#) | [Search Contacts](#) | [Sort](#) | [Remove All](#) | [Merge](#)

**1** **My Team**  [Remove](#) [Details](#)  
Last edited: 2016-02-29 16:02:38  
3 contacts

**2**

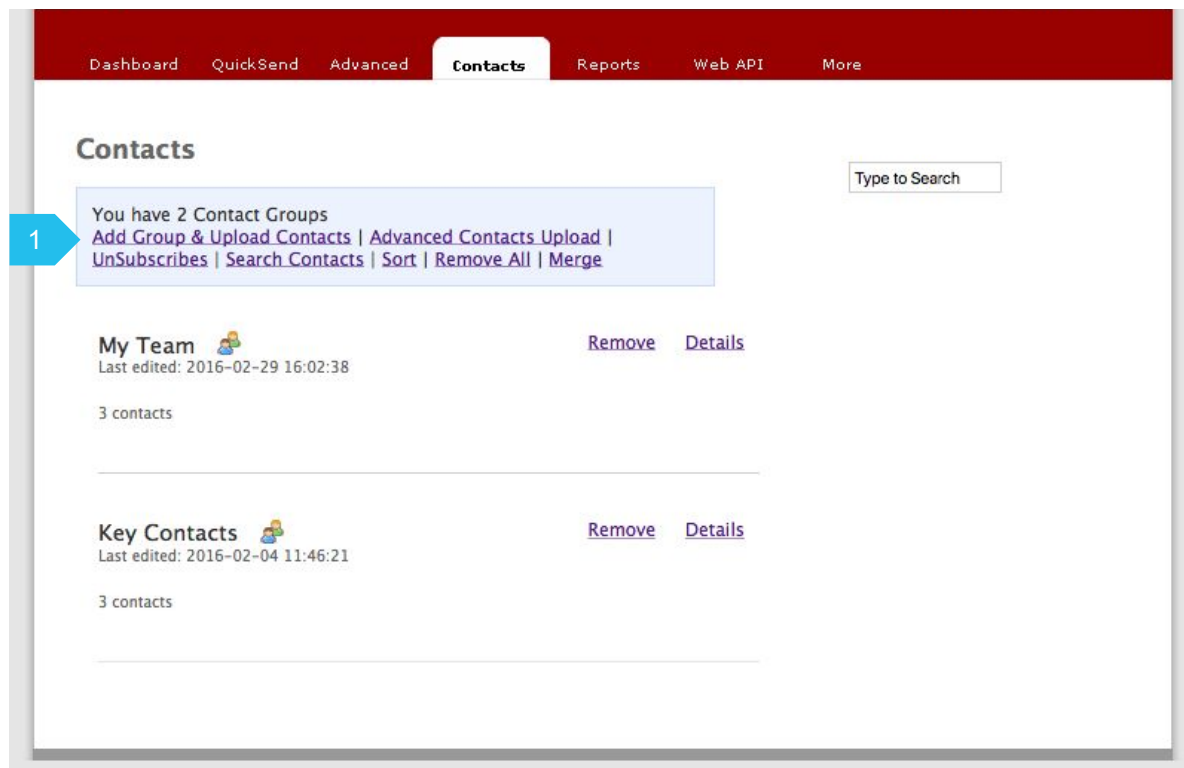
**Key Contacts**  [Remove](#) [Details](#)  
Last edited: 2016-02-04 11:46:21  
3 contacts

## 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.



The screenshot displays the 'Contacts' page in the CommzGate interface. The navigation bar at the top includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts' (highlighted), 'Reports', 'Web API', and 'More'. Below the navigation bar, the 'Contacts' section features a search box labeled 'Type to Search'. A blue callout box with the number '1' points to a notification: 'You have 2 Contact Groups' with links for 'Add Group & Upload Contacts', 'Advanced Contacts Upload', 'UnSubscribes', 'Search Contacts', 'Sort', 'Remove All', and 'Merge'. Below this, two contact groups are listed: 'My Team' (last edited: 2016-02-29 16:02:38, 3 contacts) and 'Key Contacts' (last edited: 2016-02-04 11:46:21, 3 contacts). Each group has 'Remove' and 'Details' links.

## 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,  
 65-9111111,CG,ceo@abc.com,CEO,001,ABC  
 1-23774647,Siri,,,

The screenshot shows the 'Contacts' page in a web application. The navigation bar at the top is red and contains links for 'Dashboard', 'QuickSend', 'Advanced', 'Contacts' (which is active), 'Reports', 'Web API', and 'More'. Below the navigation bar, the main content area is titled 'Contacts' and features a blue button labeled '« Back to Groups List'. The main form area contains a text input field with the prompt 'Give this new Contact Group a name', a file selection area with the prompt 'Select your Recipients file (.csv)' and a 'Browse...' button, and a 'Proceed' button. A sidebar on the right is titled 'Upload File Formats' and contains two sections: 'Local Mobile Numbers' and 'International Mobile Numbers'. Blue arrows with numbers 2, 3, 4, and 5 point to the name input, file selection, 'Proceed' button, and the sidebar respectively.

## 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.

The screenshot displays the 'Contacts' page in the CommzGate application. The navigation bar at the top includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts' (selected), 'Reports', 'Web API', and 'More'. The main content area is titled 'Contacts' and features a search bar (labeled '1') with a dropdown menu. Below the search bar, a notification box (labeled '2') states 'There are 3 valid Contacts in this Group' and provides links for 'Back to Groups List', 'Add Contacts', 'Export', 'Duplicates', 'Subscription API', and 'Options'. The 'My Team' section (labeled '3') shows 'Showing active contacts only' and 'Page 1'. It lists three contacts: 'CG8' with mobile number '659000001' (labeled '4'), 'SG' with mobile number '658000001', and 'Siri' with mobile number '6590000000' and a pushbox icon (labeled '5'). Each contact has 'Edit' and 'Remove' buttons. The page footer indicates 'Page 1'.

# 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**

1 Name  
CG8

2 Cell Phone  
65 90000001

Email Address

Custom 1

3 Custom 2

Custom 3

4 Save Cancel

[Edit](#) [Remove](#)

## 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.

The screenshot displays the 'Contacts' management page in the CommzGate interface. The top navigation bar includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'Web API', and 'More'. The main content area is titled 'Contacts' and shows a summary: 'There are 3 valid Contacts in this Group'. Below this, there are links for 'Back to Groups List', 'Add Contacts', 'Export', 'Duplicates', 'Subscription API', and 'Options'. A search dropdown is visible on the right. The 'Add Contacts Manually' link is highlighted with a blue arrow labeled '2'. The form below contains several input fields: 'Name' (with a blue arrow '3'), 'Cell Phone' (with a country code dropdown set to '65' and a blue arrow '4'), 'Email Address' (with a blue arrow '5'), and three 'Custom' fields (labeled 'Custom 1', 'Custom 2', and 'Custom 3'). A blue arrow '6' points to the 'Add Contact to this Group' button at the bottom right of the form, which is labeled '7'.



## 3.3.3 Contacts - Upload New Contacts

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

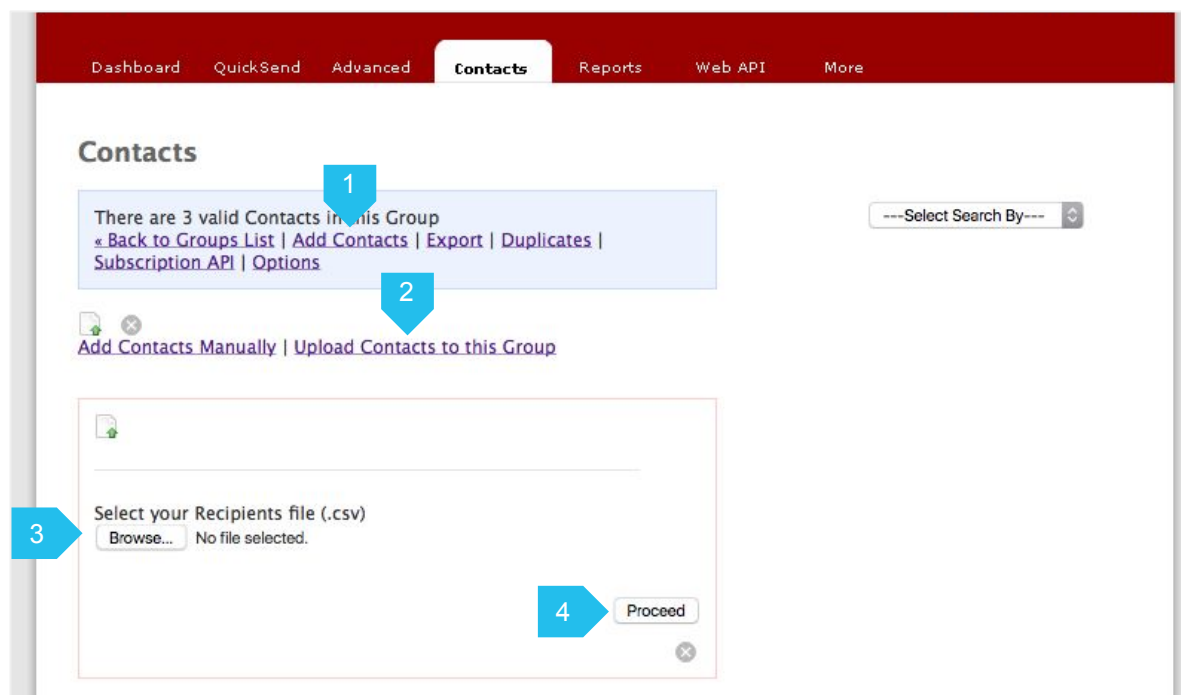
1. Click on "Add Contacts" link to display the links to add contacts manually or upload contacts.
2. Select the link "Upload Contacts to this Group".
3. Select the file with your Contacts list . You need to upload your Contacts list from a CSV file in the following format.

*Phone,Name,Email,Value1,Value2,Value3*

Example,  
 65-9111111,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.



## 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.



```
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

# 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*

## 3.3.4 Contacts - Advanced Contacts Upload

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

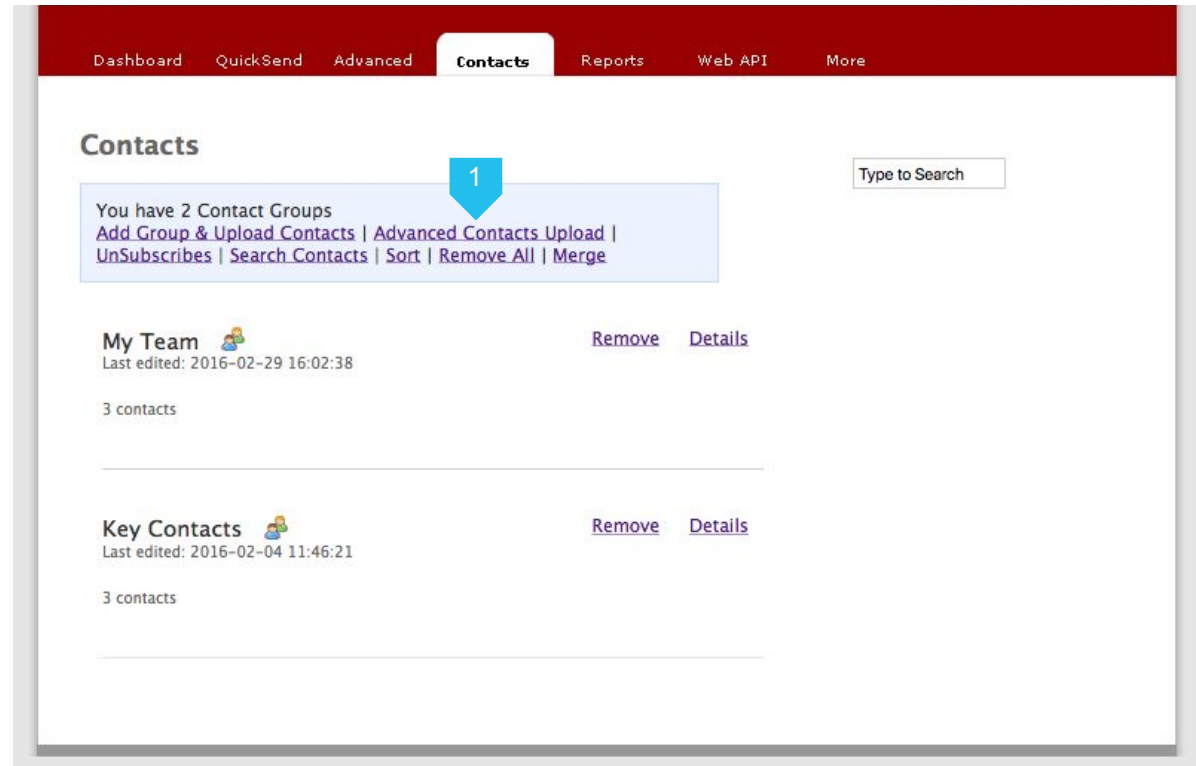
The contacts will be created with mobile numbers and name only.

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)



The screenshot displays the 'Contacts' management page. At the top, a navigation bar includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts' (highlighted), 'Reports', 'Web API', and 'More'. Below the navigation, the 'Contacts' section features a search box labeled 'Type to Search' and a notification box stating 'You have 2 Contact Groups' with a blue arrow pointing to the notification. The notification box contains links: 'Add Group & Upload Contacts', 'Advanced Contacts Upload', 'UnSubscribes', 'Search Contacts', 'Sort', 'Remove All', and 'Merge'. Below the notification, two contact groups are listed: 'My Team' (last edited: 2016-02-29 16:02:38) and 'Key Contacts' (last edited: 2016-02-04 11:46:21). Each group has '3 contacts' listed below it and 'Remove' and 'Details' links to its right.

## 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,*

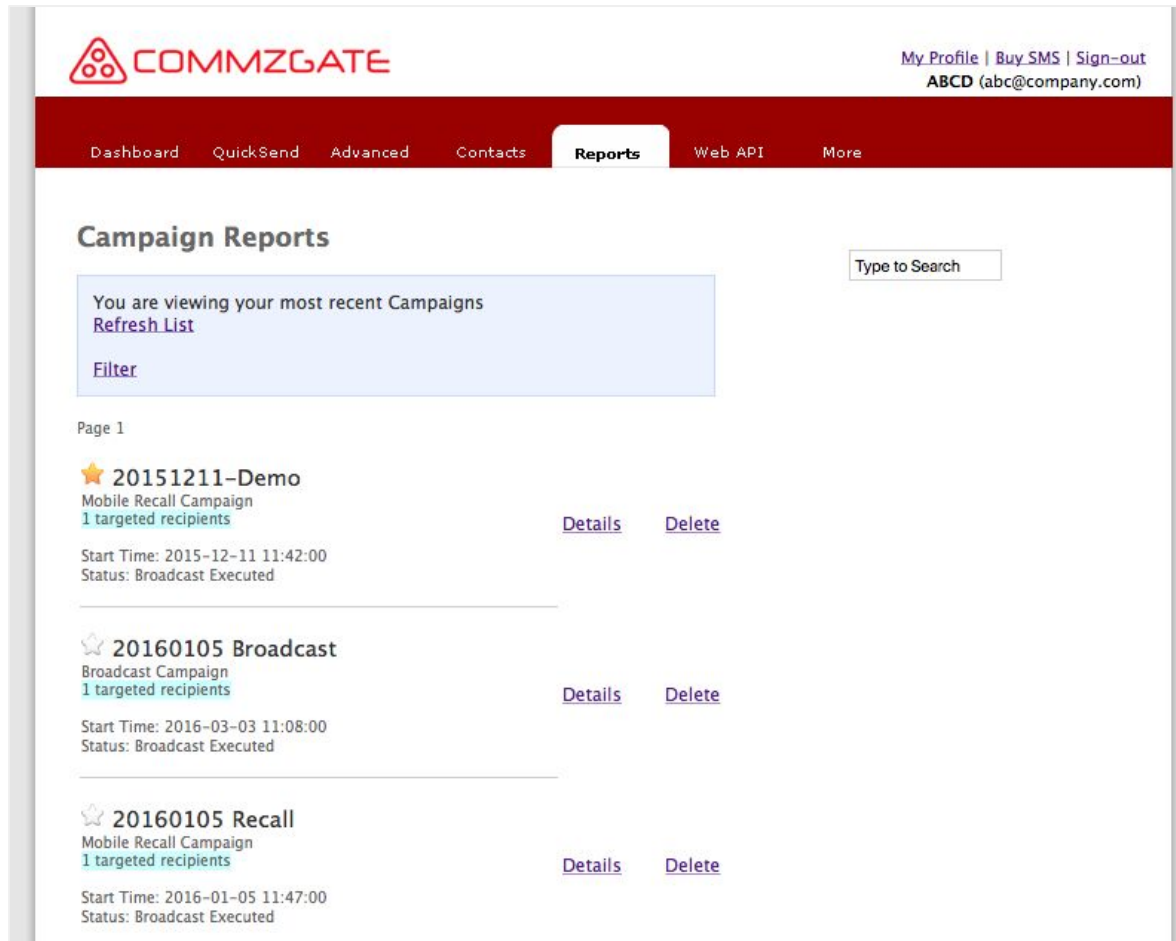
Example,  
*65-9111111,CG8,My Team,Key Contacts*

- 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.

The screenshot displays the 'Advanced Contacts Upload' interface. At the top, a navigation bar includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'Web API', and 'More'. The 'Contacts' section is active, showing a 'Back to Groups List' link. The main content area contains the following text: 'This is an advanced feature for uploading new contacts to existing groups. Group Name must be specified in upload file (see valid file format). Please use "Add Group" for adding contacts to a new group.' Below this, there is a prompt to 'Select your Recipients file (.csv)' with a 'Browse...' button and 'No file selected.' text. A 'Proceed' button is located at the bottom right of the main content area. On the right side, a sidebar titled 'Upload File Formats' provides instructions for 'Local Mobile Numbers' and 'International Mobile Numbers'. Blue arrows with numbers 2, 3, and 4 point to the file selection area, the sidebar, and the 'Proceed' button respectively.

# 4 Reports



The screenshot displays the COMMZGATE web interface. At the top left is the COMMZGATE logo. On the top right, there are links for 'My Profile', 'Buy SMS', and 'Sign-out', along with the user name 'ABCD (abc@company.com)'. A dark red navigation bar contains links for 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports' (which is active), 'Web API', and 'More'. Below this, the 'Campaign Reports' section features a search box labeled 'Type to Search' and a blue box with the text 'You are viewing your most recent Campaigns', a 'Refresh List' link, and a 'Filter' link. The page is identified as 'Page 1'. Three campaign entries are listed, each with a star icon, a title, a description, the number of targeted recipients, start time, status, and 'Details' and 'Delete' links.

Campaign ID	Type	Targeted Recipients	Start Time	Status	Actions
★ 20151211-Demo	Mobile Recall Campaign	1	2015-12-11 11:42:00	Broadcast Executed	<a href="#">Details</a> <a href="#">Delete</a>
☆ 20160105 Broadcast	Broadcast Campaign	1	2016-03-03 11:08:00	Broadcast Executed	<a href="#">Details</a> <a href="#">Delete</a>
☆ 20160105 Recall	Mobile Recall Campaign	1	2016-01-05 11:47:00	Broadcast Executed	<a href="#">Details</a> <a href="#">Delete</a>

# 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.

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

## Campaign Reports

You are viewing your most recent Campaigns

[Refresh List](#)

[Filter](#)

Page 1 of 13

1 2 3 4 5 6 ...13 next »

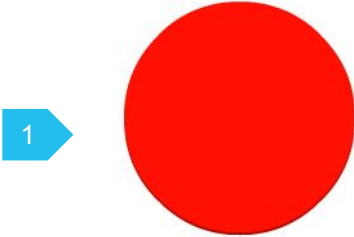
- ★ MOMO  
Mobile Inbox Campaign  
Start Time: 2008-09-16 00:44:00  
Status: In Progress  
[Details](#) [Delete](#)
- ☆ 20080916  
Broadcast Campaign  
Start Time: 2008-09-16 00:42:00  
2 targeted recipients  
Status: Executed  
[Details](#) [Delete](#)
- ★ HFMD 20080915  
Broadcast Campaign  
Start Time: 2008-09-15 14:41:00  
3 targeted recipients  
Status: Executed  
[Details](#) [Delete](#)

## 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



Successfully Sent: 100%

■ Successfully Sent   
 ■ Unsent

[About this Campaign](#) » [View Configuration](#)

**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.

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

**3** Targeted Recipients  
Recipient Group: **GCG247**

[Refresh all Logs](#)

**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](#)



## 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

[\[Refresh all Logs\]](#)

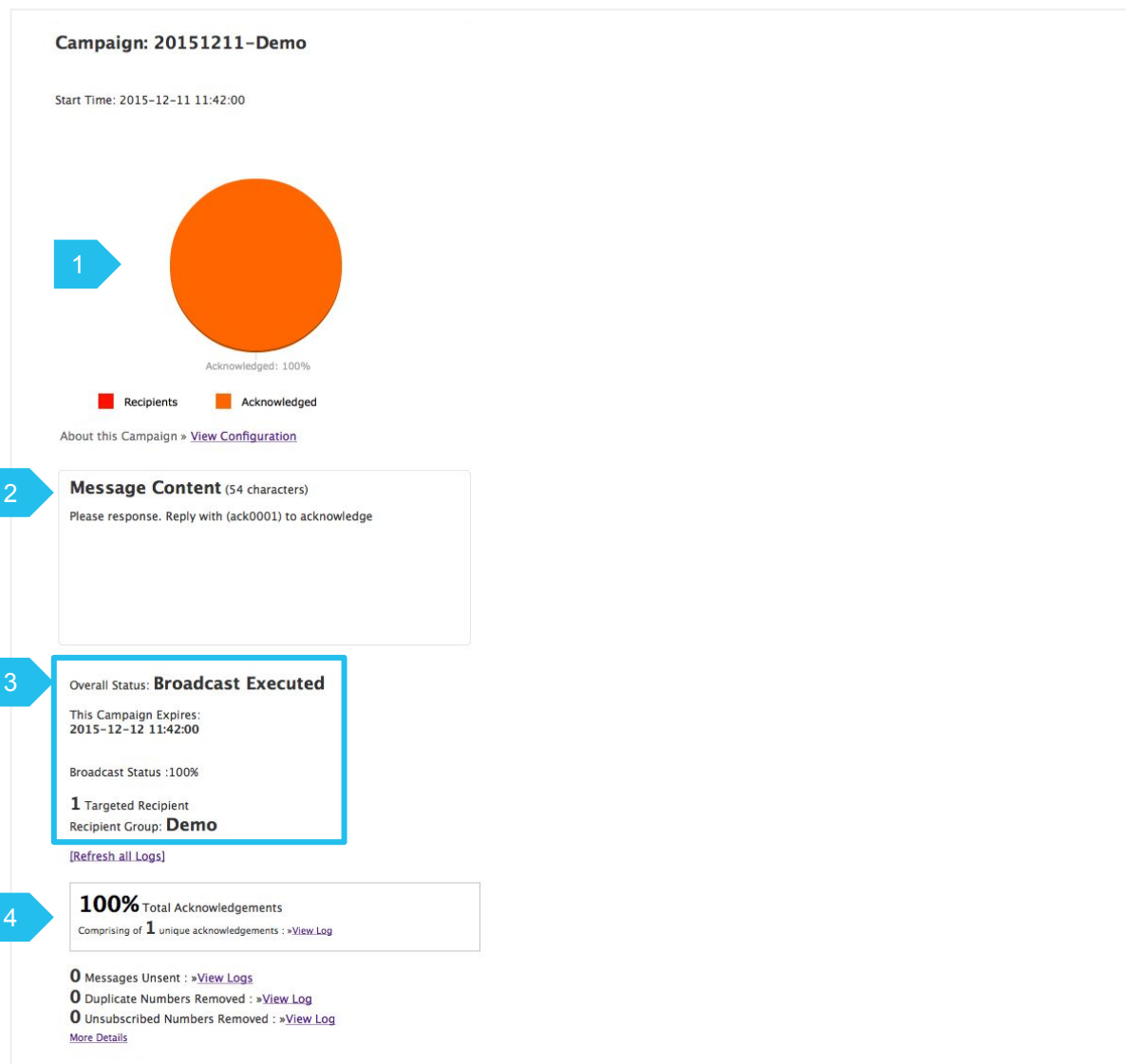
3 2 Messages Received : » [View Log](#)

0 Autoreply Messages Sent : » [View Log](#)

## 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".



# 5 Cloud API

The screenshot displays the CommzGate Web API dashboard. At the top, the CommzGate logo is on the left, and user navigation links (My Profile, Buy SMS, Sign-out) and the user name (ABCD) are on the right. A red navigation bar contains links for Dashboard, QuickSend, Advanced, Contacts, Reports, Web API (selected), and More. The main content area is titled 'Web API' and includes a status message, a table of Direct-to-Telco™ Real-time Status, and API Account Info.

**COMMZGATE** My Profile | Buy SMS | Sign-out  
ABCD (abc@company.com)

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

### Web API

Your Web API account is **Active**  
[View API Usage](#) | [Manage MO Config](#)

#### Direct-to-Telco™ Real-time Status

Operator	Status	Details
MOBILEONE	GOOD	Updated: 2016-02-04 12:03:24
SINGTEL	GOOD	Updated: 2016-02-04 12:03:21
STARHUB	GOOD	Updated: 2015-12-01 14:08:41

#### API Account Info

Your Web API ID is:

Your Web API Password can be set via your [Profile](#) page

Gateway URL to use: <https://www.commzgate.net/gateway/SendMsg>

» [Download API Guide](#)

# 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.

**COMMZGATE** My Profile | Buy SMS | Sign-out  
ABCD (abc@company.com)

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

### Web API

Your Web API account is Active  
[View API Usage](#) | [Manage MO Config](#)

#### Direct-to-Telco™ Real-time Status

Operator	Status	Details
MOBILEONE	GOOD	Updated: 2016-02-04 12:03:24
SINGTEL	GOOD	Updated: 2016-02-04 12:03:21
STARHUB	GOOD	Updated: 2015-12-01 14:08:41

#### API Account Info

Your Web API ID is: XXXXXXXXXX  
 Your Web API Password can be set via your [Profile](#) page

Gateway URL to use: <https://www.commzgate.net/gateway/SendMsg>

» [Download API Guide](#)

# 6 Administrators

The screenshot displays the COMMZGATE Admin interface. At the top, the logo and navigation menu are visible. The 'Admin' tab is selected. The main content area shows 'User Accounts' with a search box and a summary of 4363 users. Below this, a list of 'CommzGate Users' is shown, including email addresses, last edited timestamps, and edit links.

**COMMZGATE** My Profile | Buy SMS | Sign-out  
ABCD (abc@company.com)

Dashboard QuickSend Campaign Contacts Reports Web API **Admin** More

### User Accounts

You have 4363 Users  
[Add User](#) | [Sort By Name](#) | [Sort By Last Modified](#)

Type to Search

### CommzGate Users

Page 1 | [2](#) | [3](#) | [4](#) | [5 next >](#) > [Last\(44\)](#)

abc@abc.com		<a href="#">Edit</a>
Last edited: 2013-07-07 11:33:35		
demo@abc.com		<a href="#">Edit</a>
Last edited: 2013-07-07 11:36:43		
demo@gmail.com		<a href="#">Edit</a>
Last edited: 2013-07-05 23:52:42		
demo2@gmail.com		<a href="#">Edit</a>
Last edited: 2013-07-05 17:14:45		

# 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.


The screenshot displays the CommzGate Admin interface. At the top, the CommzGate logo is on the left, and user information 'My Profile | Buy SMS | Sign-out ABCD (abc@company.com)' is on the right. A red navigation bar contains tabs for Dashboard, QuickSend, Campaign, Contacts, Reports, Web API, Admin (highlighted with a blue arrow labeled '1'), and More. Below the navigation bar, the 'User Accounts' section is visible. A blue box with a white arrow labeled '2' points to a summary box that says 'You have 4363 Users' and includes links for 'Add User', 'Sort By Name', and 'Sort By Last Modified'. Below this is a search bar labeled 'Type to Search'. The main content area is titled 'CommzGate Users' and shows a list of users. A blue box with a white arrow labeled '3' points to the first user entry in the list. The list includes pagination: 'Page 1 | 2 | 3 | 4 | 5 next » > Last(44)'. The user entries are as follows:

Email	Last edited	Action
abc@abc.com	2013-07-07 11:33:35	Edit
demo@abc.com	2013-07-07 11:36:43	Edit
demo@gmail.com	2013-07-05 23:52:42	Edit
demo2@gmail.com	2013-07-05 17:14:45	Edit


## 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:**

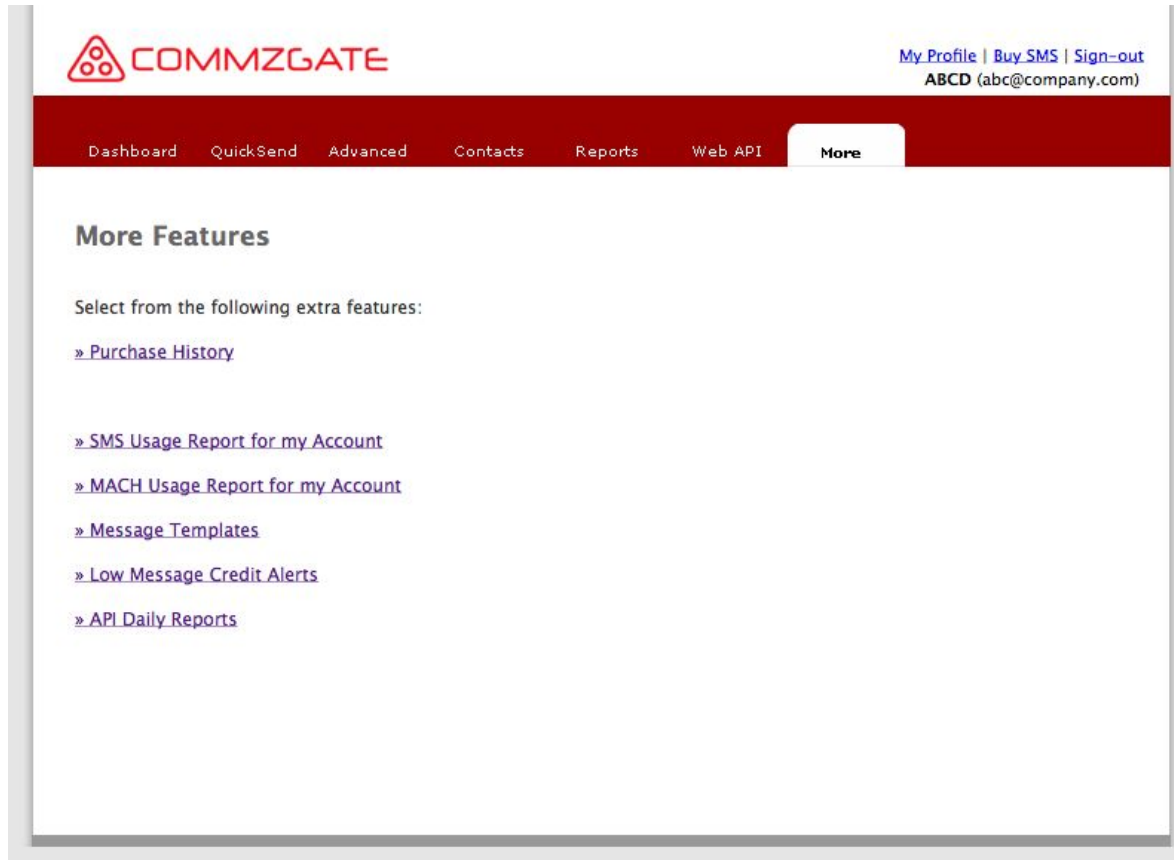
**Email:**


**1** **Status:**

**Password:**

**API Password:**

# 7 More Features



 **COMMZGATE**

[My Profile](#) | [Buy SMS](#) | [Sign-out](#)  
ABCD (abc@company.com)

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

## More Features

Select from the following extra features:

- » [Purchase History](#)
- » [SMS Usage Report for my Account](#)
- » [MACH Usage Report for my Account](#)
- » [Message Templates](#)
- » [Low Message Credit Alerts](#)
- » [API Daily Reports](#)

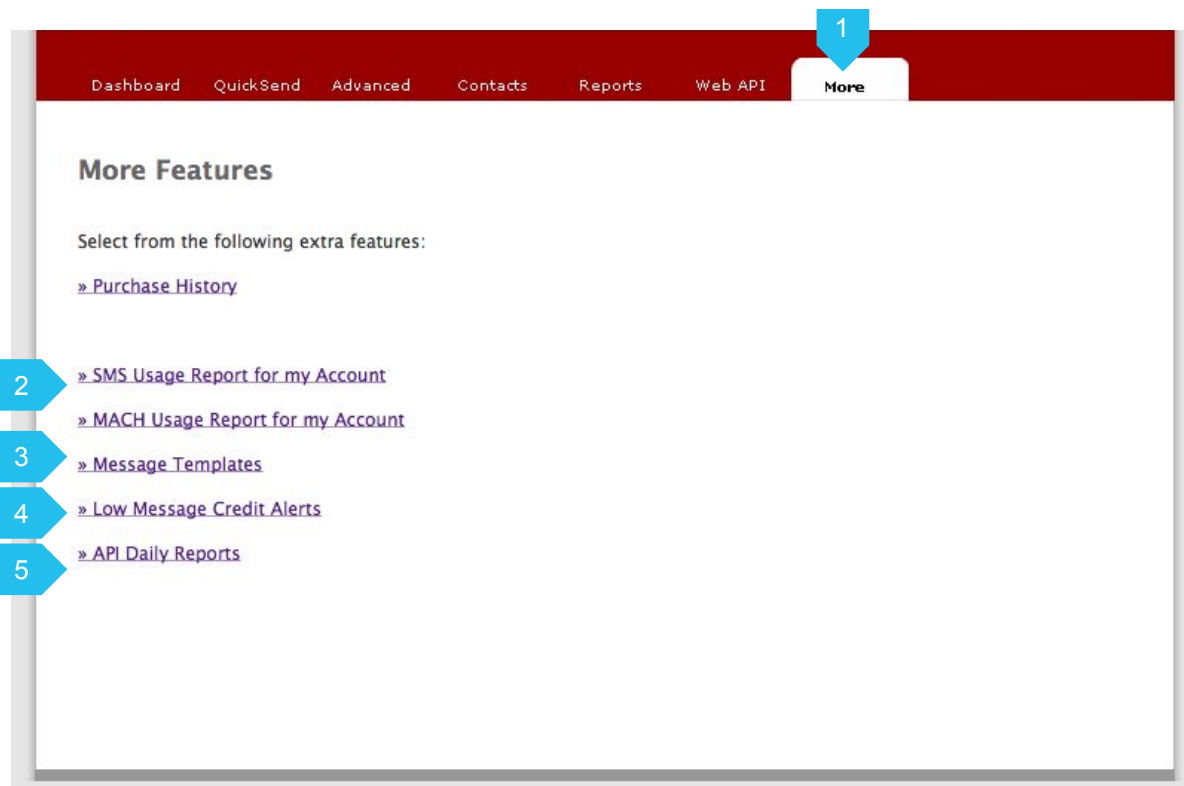


# 7.1 More Features - Overview

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.



## 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.

The screenshot shows a web application interface for "Message Templates". At the top, there is a navigation bar with links for Dashboard, QuickSend, Advanced, Contacts, Reports, Web API, and More. The "More" link is highlighted. Below the navigation bar, the page title "Message Templates" is displayed. A summary box indicates "You have 1 Template" and provides links for "Back to More", "Add Template", "Sort By Name", and "Sort By Last Modified". Below this, there is a "select all" option. A table lists the templates, with one entry "Thank you" shown. The entry includes a checkbox, the name "Thank you", and the creation and last modified dates (2016-02-04 11:51:44). An "Edit" link is visible next to the entry. Five numbered callouts (1-5) are overlaid on the interface to guide the user through the steps described in the list.

# 7.3 More Features - Add Message Templates

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.

Dashboard QuickSend Advanced Contacts Reports Web API More

## Message Templates

[« Back to Templates List](#)

**1** Name  
Thank you

Your Template Content

**2** Thank you

**3** Character Count  
9 characters 1 message

**4** Add New Template

# 8 Account Profile

**COMMZGATE** [My Profile](#) | [Buy SMS](#) | [Sign-out](#)  
ABCD (abc@company.com)

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

## Account Profile

Welcome to your Account Profile.

**Personal Info**

User Name: \*   
This will become your MACH sender name

Email Address: \*

First Name: \*

Last Name:


Password: [Change your Portal password](#)

API Password: [Change your API password](#)

Timezone: \*

Country: \*

Mobile Phone:   
This will be the number authorised to use the Mobile Triggered Broadcast function

Profile Picture:   
[Upload New Profile Picture](#)

\* indicates required field.

# 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

1 **User Name: \***   
This will become your MACH sender name

2 **Email Address: \***

3 **First Name: \***

**Last Name:**

**Password:** [Change your Portal password](#)

**API Password:** [Change your API password](#)

**Timezone: \***

**Country: \***

**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

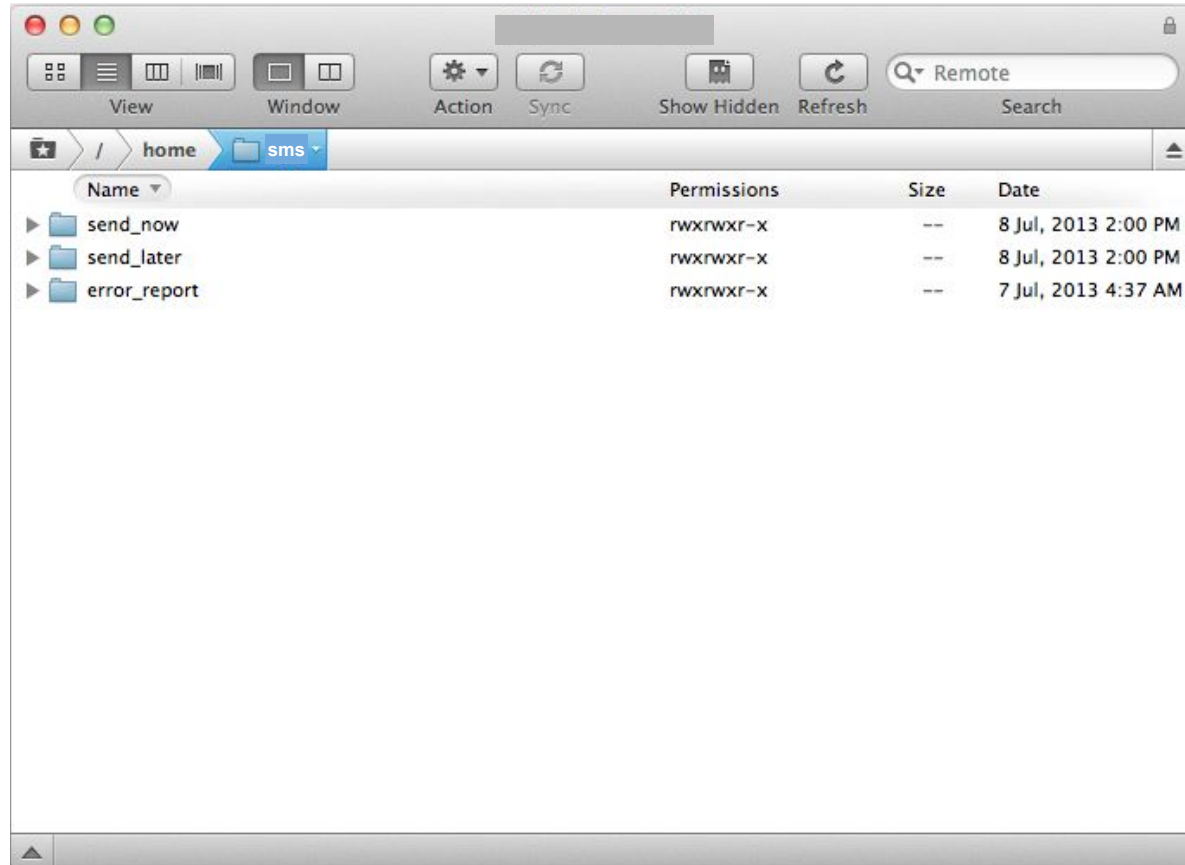
4 Your current Service Plan is : **BASIC**

### SMS Features

5 **Your Configured Sender Name is:**   
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

# 9 Add-on Modules

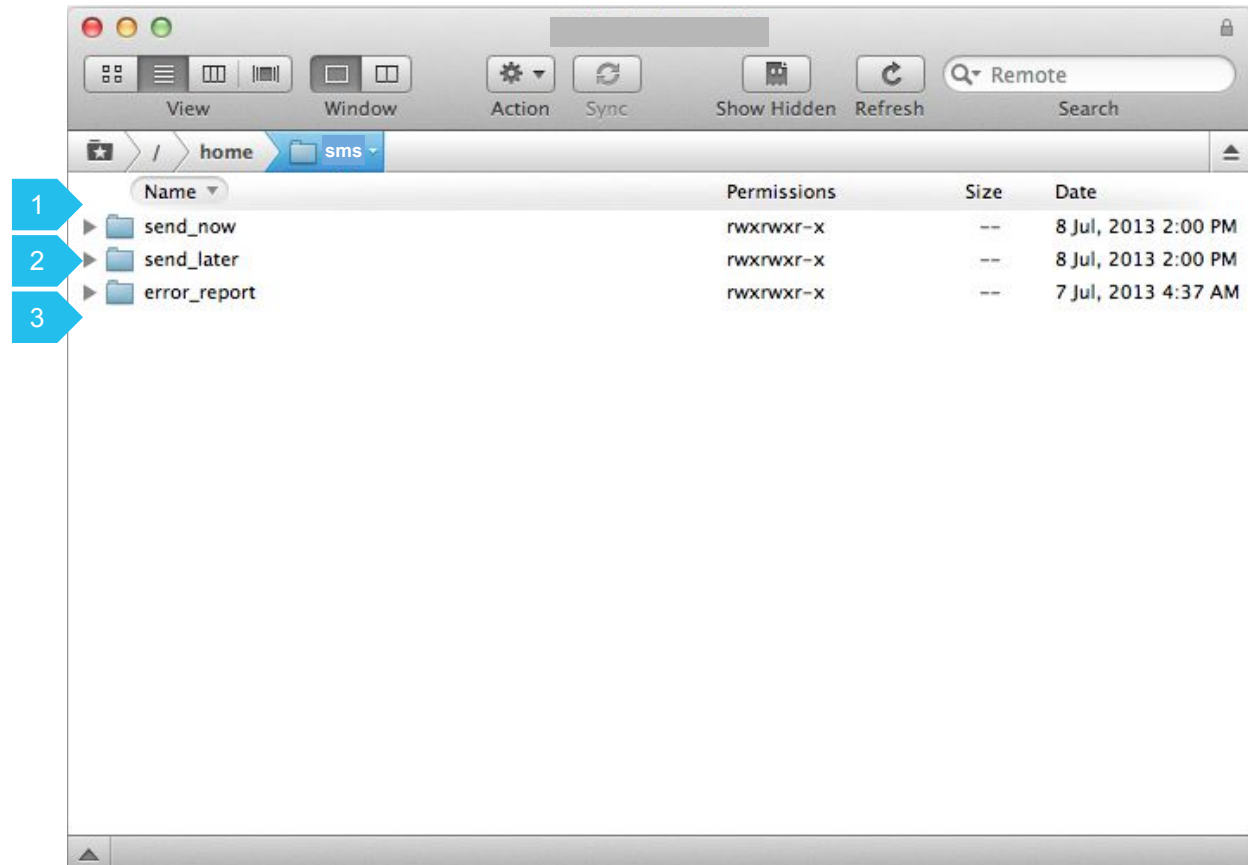


# 9.1 Add-on Modules - SFTP Broadcast

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**.



# 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.

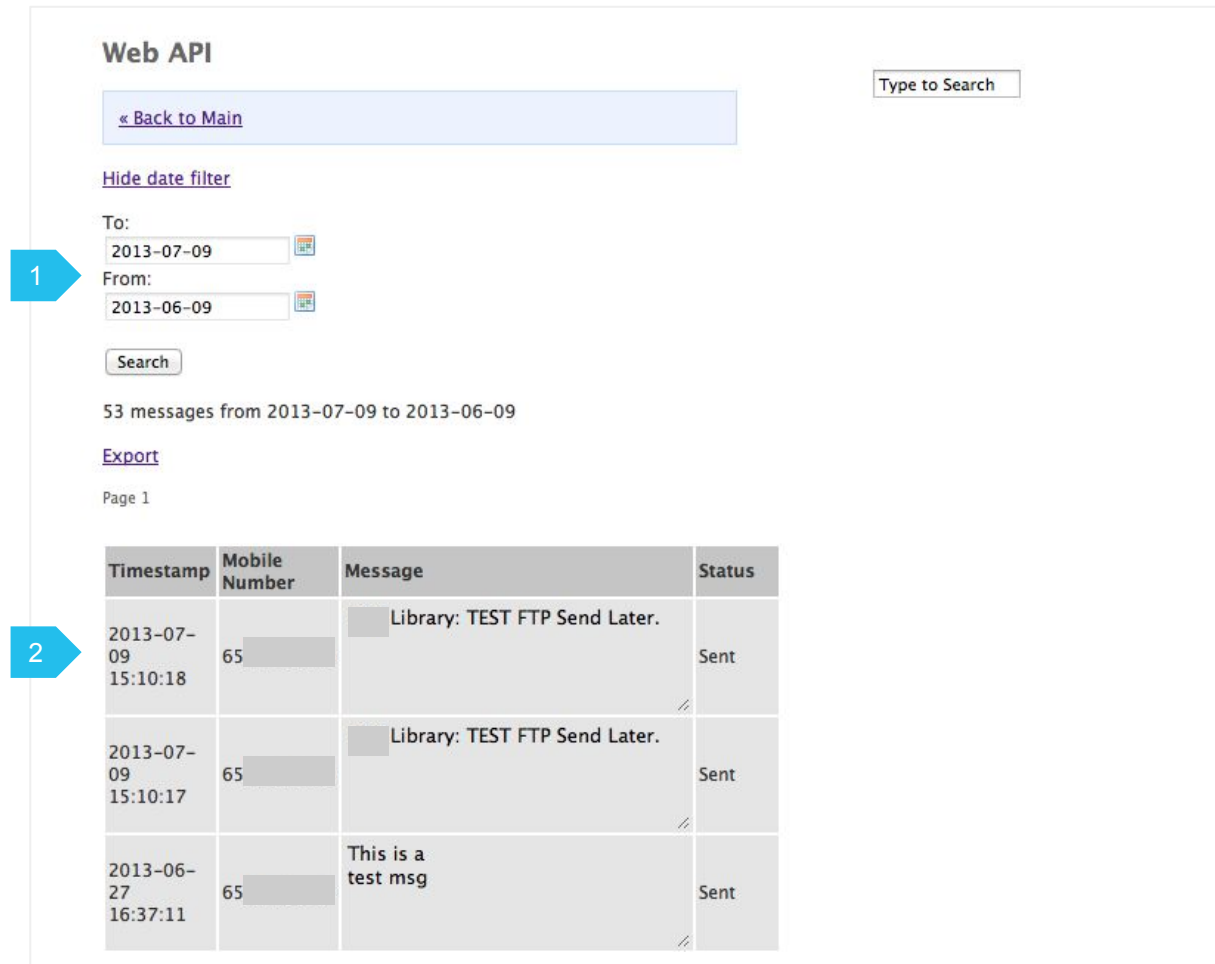
```
1 2  
AALBR,XX0002  
3 4  
98561596,"AA Library: TEST SFTP Message 1"  
97777777,"AA Library: TEST SFTP Message 2"
```



## 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.




**Web API** Type to Search

[« Back to Main](#)

[Hide date filter](#)

To:  

From:  

53 messages from 2013-07-09 to 2013-06-09

[Export](#)

Page 1

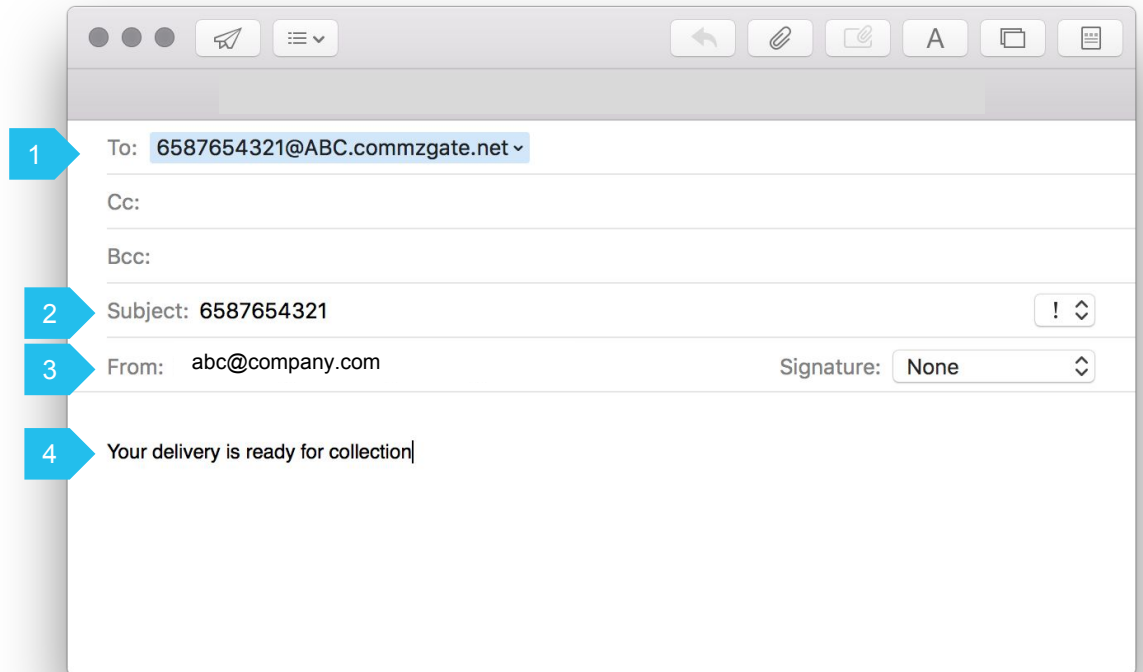
Timestamp	Mobile Number	Message	Status
2013-07-09 15:10:18	65	Library: TEST FTP Send Later.	Sent
2013-07-09 15:10:17	65	Library: TEST FTP Send Later.	Sent
2013-06-27 16:37:11	65	This is a test msg	Sent

## 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.commgate.net is assigned for your use.

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



# 10 Using

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



**OR**

Integrate your own  
Smartphone app to MACH



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

# 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>

