ULTRA SMS SCRIPT

Smart and Effective SMS Marketing Solutions
Grow Your Mobile Audience, Engage Clients and Increase Sales

USER GUIDE

Contents

1.Getting Started

1.1 Overview

UltraSMSScript is a web based group text and SMS marketing software that makes SMS marketing and group texting a convenient and very effective way to get messages to consumers. Our comprehensive feature set we offer will be enjoyed by marketing pros, however our intuitive web-based interface is easy enough for anyone to use.

SMS marketing is fast becoming the most effective yet affordable method to target interested subscribers and increase sales. Almost everyone has a mobile phone, and what better way to reach your customers, in the palms of their hands! No need to worry about email filters. Text messages arrive instantly and are opened 95% of the time.

This **User Guide** helps you understand all the features of **UltraSMSScript** and provides you with the knowledge to work with the application. If you still have questions, don't worry! We are always there to assist you. Contact our technical support team.

1.2 Features & Benefits

- **Bulk SMS**–Allows you to send SMS messages in bulk to your subscribers. Send to 1 group or multiple groups at once to get massive business.
- **Unlimited Mobile Keywords**- Provides you the ability to engage in keyword marketing. Get access to unlimited mobile keywords ideal for mobile marketing campaigns to appeal to a certain target market.
- **Bulk SMS Scheduling**–Allows you to schedule messages in intervals to ensure your customers won't forget about you. Have complete control over when SMS messages can be sent out so that you can schedule out messages months in advance.
- **Autoresponders**–Allows you to setup auto-responders to automatically send SMS back to the subscribers after they subscribe on a preset schedule.
- **MMS / Picture Messaging**-Provides you the capability of using MMS that brings the best of email and urgency of SMS to your customer communications. Paint the whole picture with rich media on every mobile phone, with near-100% open rates.
- **2-Way Messaging** -Allows your existing subscribers to reply to your campaigns, send you text messages, and engage you in 2-way chat. It's a great way to stay connected and answer any your subscribers' questions.

- **Contests**–Allows you to create SMS contests as a way to engage and reward your customers. Keep your current customers happy and engaged with your marketing campaigns.
- **Birthday SMS Wishes**-Helps you to easily collect your contacts' birthdays when they subscribe to your list. Then, on their birthday or even a certain amount of days before, the system will automatically send them your birthday SMS.
- **Facebook Integration**-Provides you the ability to share your message to your Facebook page! Spread the word and increase participation among your fans giving you the ability to grow your subscribers.
- **Bulk SMS Delivery Stats**–Allows you to view detailed stats like number of successful messages, number of failed messages. You can also delete any subscribers that have failed to receive messages.
- **Campaign Analytics**–Allows you to track your campaigns to take a deeper look into which keywords are performing the best, detailed SMS logs, new subscribers and un-subscribers over a certain period of time.
- **Website Signup Widgets**–Allows your customers to join a SMS marketing list through a web based form that is placed on a website, providing yet another cost-effective avenue to reach new consumers.
- **Text-to-Vote**-Allows you to create text-to-vote polls to keep your subscribers engaged and interested in what you have to offer as well as collect valuable information and gain insight into what they want and need from you.
- **Mobile Splash Page Builder**-Helps you to create your own pages with video, images, or any HTML and then send those page URLs out to your subscriber list to view.
- **Appointment Reminders**-Allows you to schedule and send appointment reminders to your customers ensuring they won't forget about an appointment they made.
- **Link Shortening & Tracking**-Allows you to shorten your links so they don't take up as many characters in your text messages and also track how many clicks were made for a given link to see how effective your message was.
- **Assign Multiple Long Codes**-Allows you to add multiple numbers to a user account. Very useful if you have a large number of opt-in contacts to market to, you can spread your workload across multiple numbers!
- **Email Alerts**-Allows you to get new subscriber email alerts as they happen or in a daily summary. Also get low credit balance email alerts so that you'll always be aware of when to replenish your credits.
- **Message Templates**-Allows you to save common or often used SMS messages so that you will not have to re-enter the same message repeatedly. Simply select which template to use and have it auto-populate.

- **Broadcast from Phone**-Allows you to blast out your SMS marketing campaigns with a simple text message from your phone. No need to login to your account!
- **QR Codes**-Allows you to generate QR codes as a way to bridge your offline marketing campaign to the online medium.
- **Segment Your Contacts**-Allows you to easily create groups within your text marketing lists. This organizes your contacts into groups and helps you to keep all your subscribers organized!
- **Voice Broadcasting**-Allows you to broadcast a voice message out to your contacts! Either type in a message and the system will convert the text into voice, or upload your own message via a MP3 file.
- **Upload Your Subscriber Lists**-Allows you to migrate an opt-in SMS marketing list from somewhere else, provided you have explicit written consent from your subscribers.
- **Voicemail / Call Forwarding**- Voicemail and call forwarding capability. Have the option to have your calls go directly to voicemail, where you can then listen to them inside the control panel, or have your calls forwarded to any number you wish!
- **SMS to Email/Email to SMS**-Provides you the ability to get email notices when someone texts in something to your online number (SMS to Email). You can then respond directly to that email from your email client, the system will take that email, turn it around, and text them back (Email to SMS).
- **Name and Email Capture**-Allows you to collect the name and email from a new subscriber joining your opt-in list to personalize your SMS messages and emails.
- **Contact Management**-Allows you to easily search and manage all your subscribers in the contact management system that contains your contacts/subscribers.
- **SMS Loyalty Rewards**-Allows you to offer SMS "punch card" loyalty rewards to your customers and build loyalty to your brand to keep customers happy and coming back.
- **Kiosk Builder**–Allows you to create an easy to use kiosk display. It provides your on-site customers with a user friendly display – letting them join a mobile club, check-in to a loyalty program, and check their current status.

1.3   Creating an Account

To create an account, follow the steps given below. Depending on how it's setup, you can be given some free credits to start with. Those credits will be given automatically after account registration.

1.   Enter our site URL in your favorite browser.

2. Click **Sign Up** or **Create Your Account**.

Note: You may even click the **Create an Account** button on the **Login** page of the application.

The **Register** page will be displayed.

Register

Enter your personal details below:

Milton

③

Mattox

demo1234 ④

miltonmattox@gmail.com ⑤

0491468945 ⑥

Infotech ⑦

•••••••• ⑧

•••••••• ⑨

(UTC-11:00) Midway Island ⑩ ▼

Afghanistan ⑪ ▼

yoqAE ⑫

Y O Q A E

Reload Captcha

Back   Register

3. Enter your first name and last name in the first two fields.

4. Enter the user name that you want to use in order to log into the system, in the **User Name** text entry box.
5. Enter your email address in the **Email** field.
6. Enter your phone number in the **Phone** text entry box.
7. Enter your company name in the **Company Name** text entry box.
8. Enter your password in the **Password** text entry box. The recommended password requirements are
   - Should contain at least a character;
   - Should contain at least a number (0-9);
   - Should contain at least one Letter (a-z);
   - Should contain letters, numbers or symbols [!@#$^&*()-=];
9. Re-enter the password for confirmation in the **Confirm Password** text entry box.
10. Select the time zone from the **UTC** drop down list.
11. Select the name of the country from the drop down list. The country selected here will determine the numbers you will have access to assigning to your account as well as the packages you can purchase in the system. Each country is associated with its own numbers and credit packages since each country has different rates.
12. Enter the text displayed in the captcha image in the next text entry box.
13. Click **Register**.

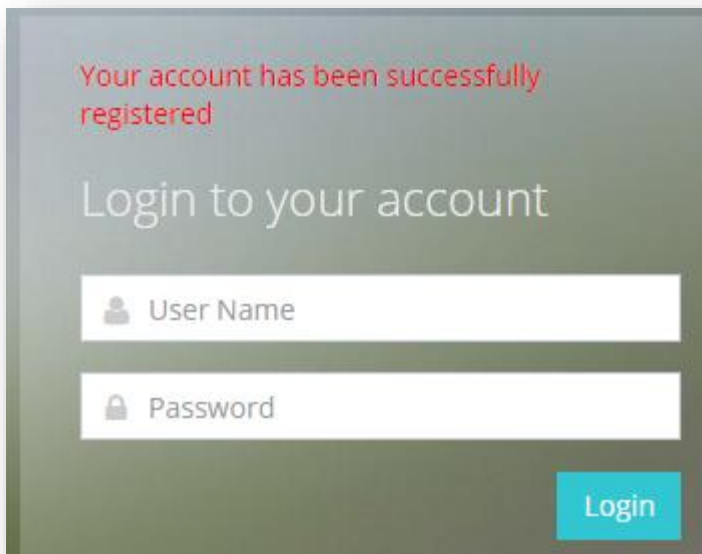The message confirming the saving of the user account will be displayed.

You have been saved as a user.

To complete the register process, you must click the link from the email you will receive.

14. Now check your mail and click the link in the mail received from our team.
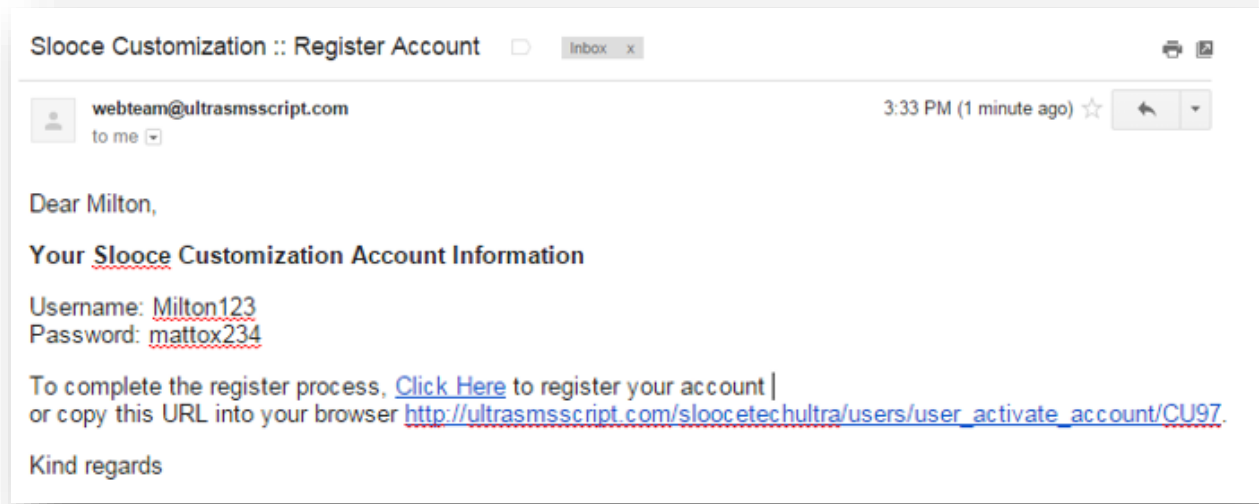
The message informing about the successful registration of your account will be displayed.
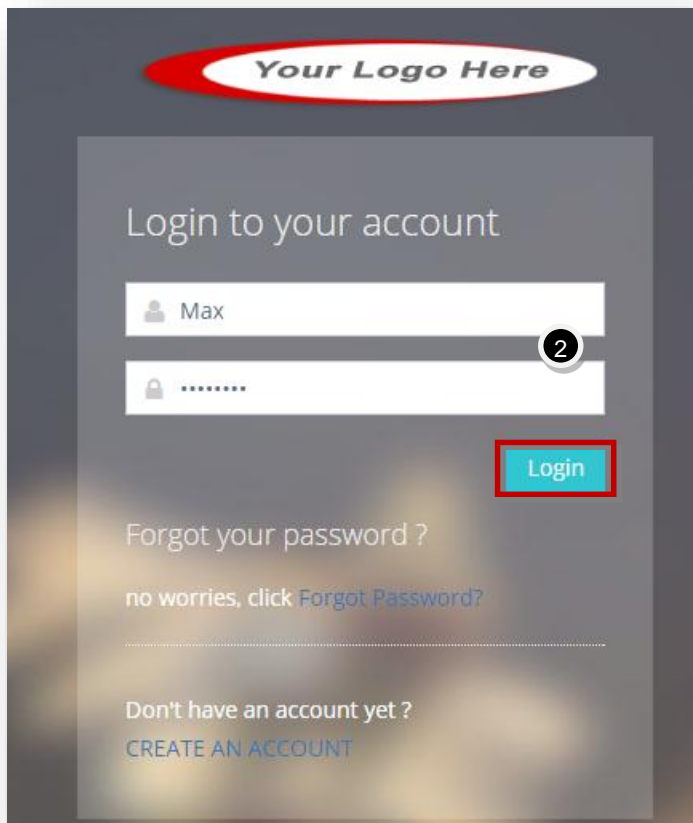

You may now log into the application. For more information, refer to the section, Logging In and Logging Out.

1.4   Logging In and Logging Out

To access and log into **UltraSMSScript**, follow the steps given below.

1. Open your favorite browser and enter the URL for the application. Then click the login link at the top right.

The **Login** page will be displayed.

2. Enter the login credentials such as user name and password you entered at the time of registering with **UltraSMSScript**.
3. Click **Login**.

The **UltraSMSScript** dashboard will be displayed.
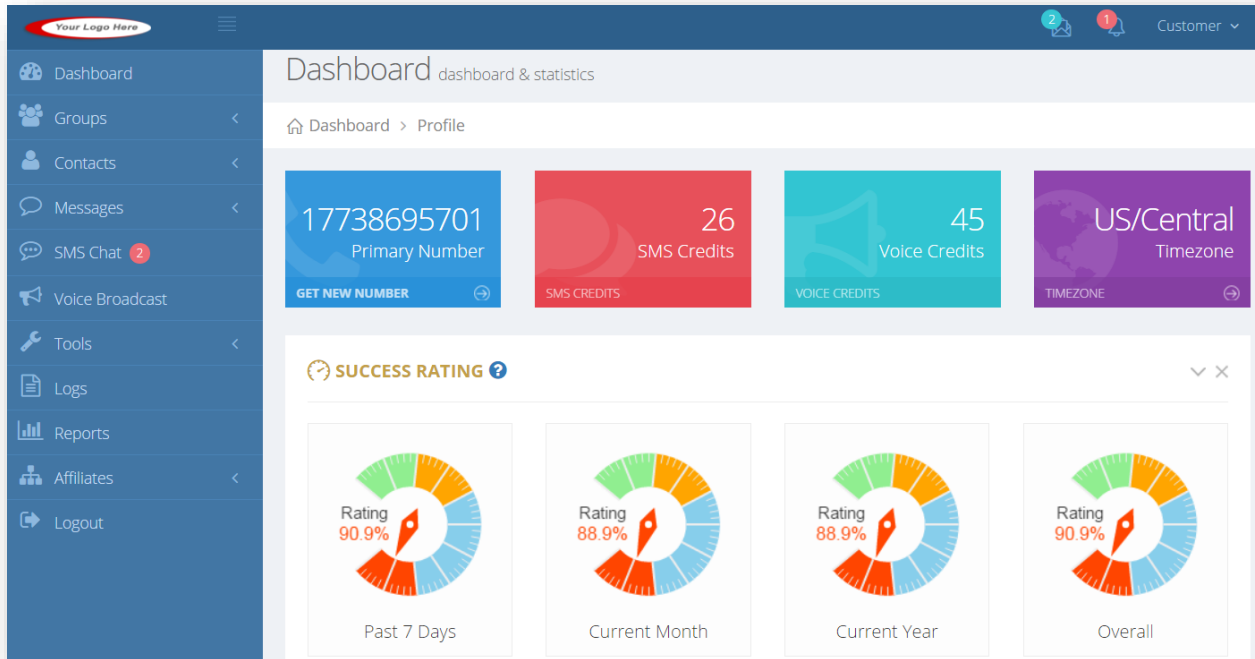
You can start exploring all the features within the application.

Note: If the system is configured where you must pay an activation fee to activate your account, you will be taken to a separate page (screenshot below) where you can pay to have your account activated. Once payment is successfully made, your account will be activated and you will automatically be given some free credits to start with. You will then have access to getting your first (primary) number.

4. To log out of **UltraSMSScript** interface, simply click the **Logout** option from the side bar in the left section or click **Logout** option from the username dropdown list on the top right corner of the screen.
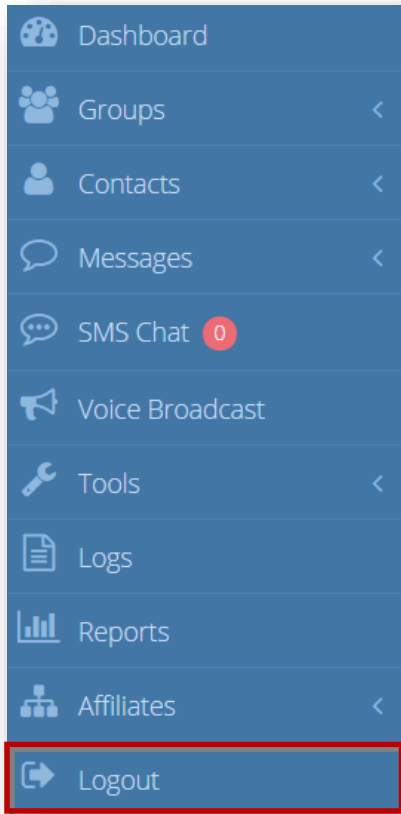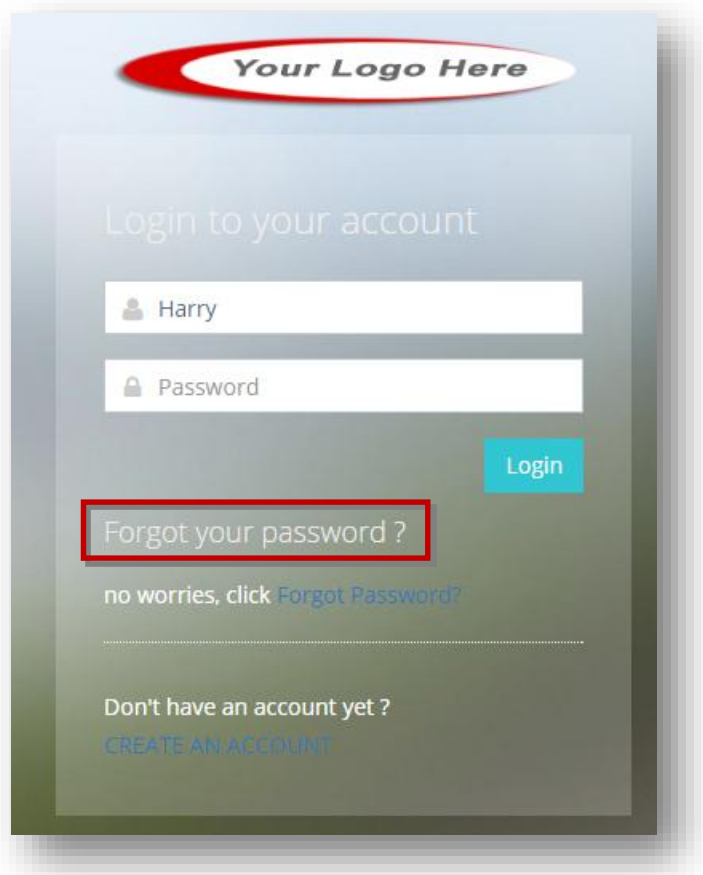

Or
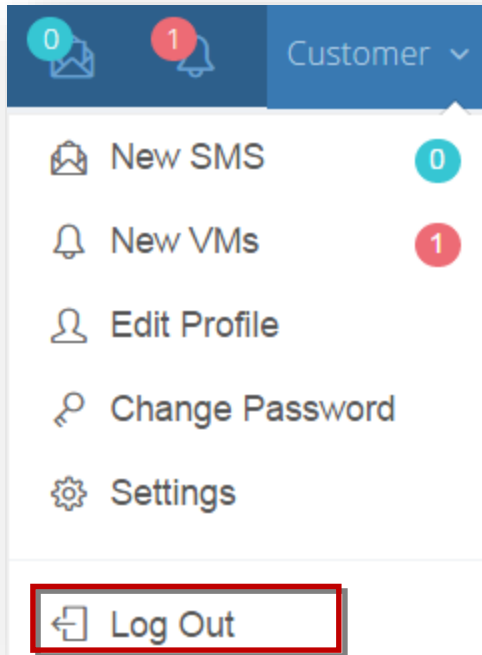
You will be logged out of **UltraSMSScript** application.
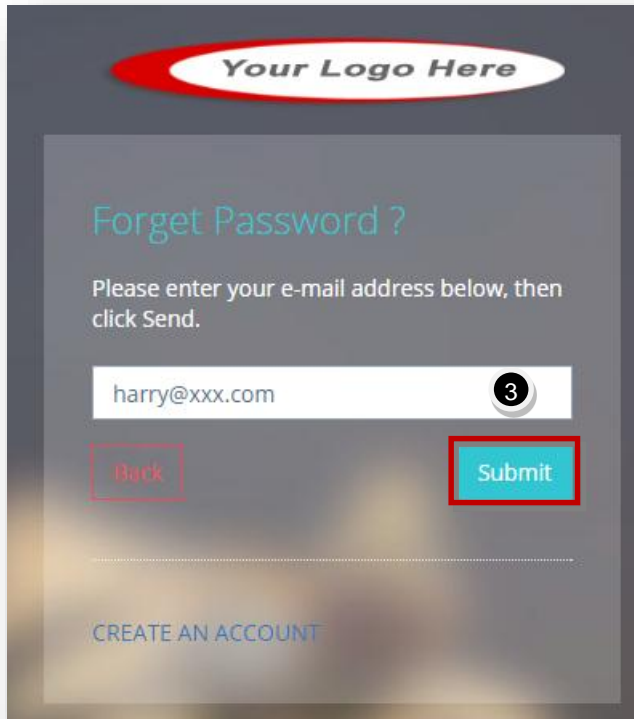
1.5   Retrieving Your Password

If you forget the password to your **UltraSMSScript** application, you can request for a new password. To do so, follow the steps given below.

1. Navigate to the **UltraSMSScript Login** page.

2. Click the **Forgot Your Password** link.

The **Forgot Password** dialog will be displayed.

3. Enter your email address you used when registering your account to get your password in the text entry box.
4. Click **Submit**.

The message informing you to check your email for instructions to reset your password will be displayed. You will receive an email from the **UltraSMSScript** team with a link to reset your password. Once you click this link, a new email will be sent to you with your new password and will be automatically re-directed to the log-in page.

You can log in to the **UltraSMSScript** control panel by using the new password sent to you in the email. Once you have logged in to the application, it is better to change the password.

For more information, refer to Changing Password section.

1.6   Interface Overview

The **UltraSMSScript** interface gives you an easier and quicker access to various modules such as **Dashboard, Groups, Contacts, Messages, Voice Broadcast, Tools, Logs, Reports** and **Affiliates**. For more detailed information, you must refer to the respective sections.
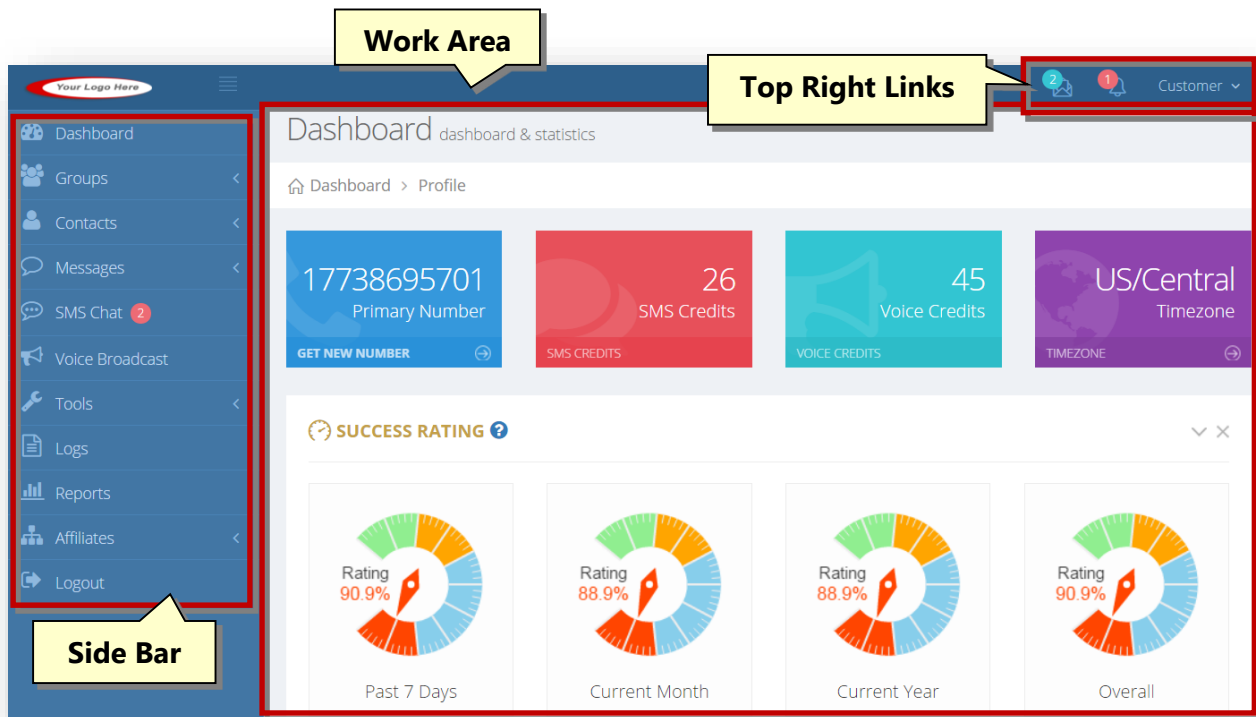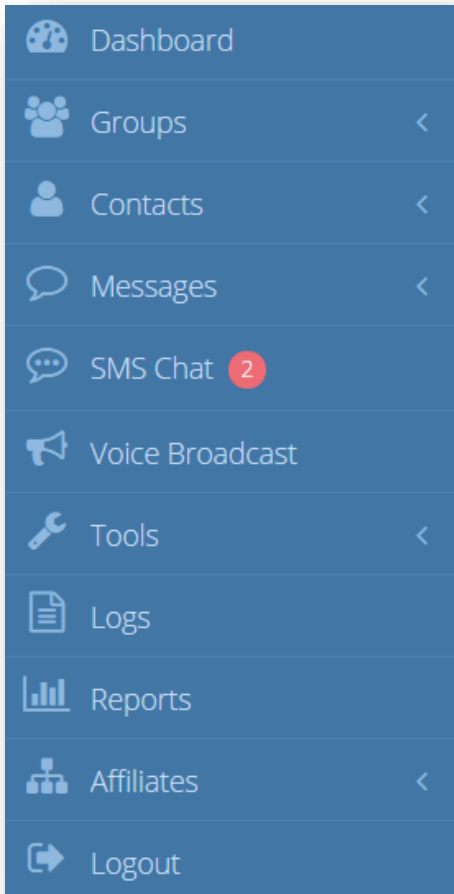
The components of interface are

- Side Bar
- Top Right Links
- Dashboard

Side Bar

The **Side Bar** provides you with access to the core modules of the **UltraSMSScript** application such as **Dashboard, Groups, Contacts, SMS Chat, Messages, Voice Broadcast, Tools, Logs, Reports, Affiliates** and **Logout.**
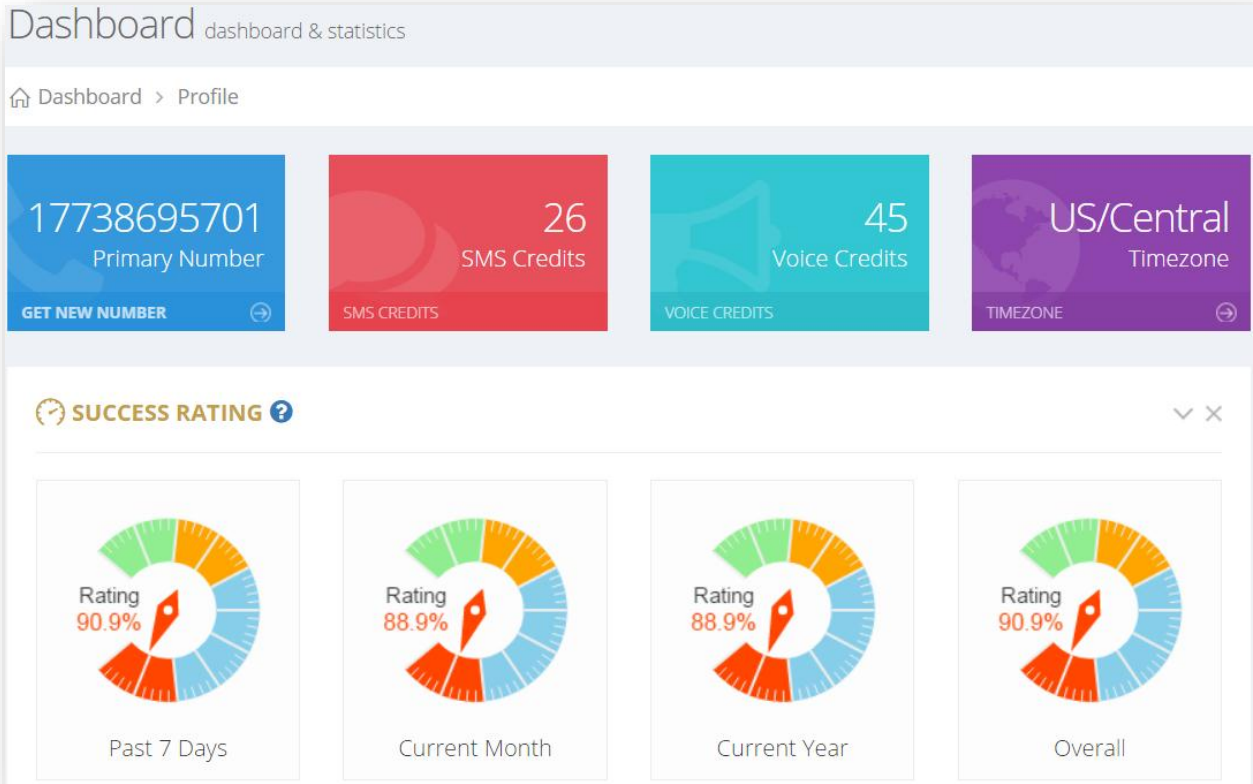
Top Right Links

The **Top Right Links** provide you with quick access to **new incoming messages**, **new voicemails**, and **User Profile** settings and options.
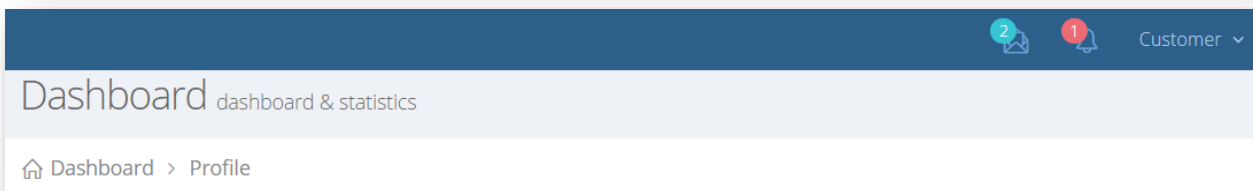

Work Area

This is the area in which you view dashboard and various other modules within the application.

Dashboard dashboard & statistics

⌂ Dashboard > Profile

17738695701
Primary Number
GET NEW NUMBER →

26
SMS Credits
SMS CREDITS

45
Voice Credits
VOICE CREDITS

US/Central
Timezone
TIMEZONE →

⊘ SUCCESS RATING ?

Rating
90.9%
Past 7 Days

Rating
88.9%
Current Month

Rating
88.9%
Current Year

Rating
90.9%
Overall

1.7   Viewing Incoming Messages or Voicemail

1. To view a new incoming **Message**, click the message icon on the top right corner of the screen.
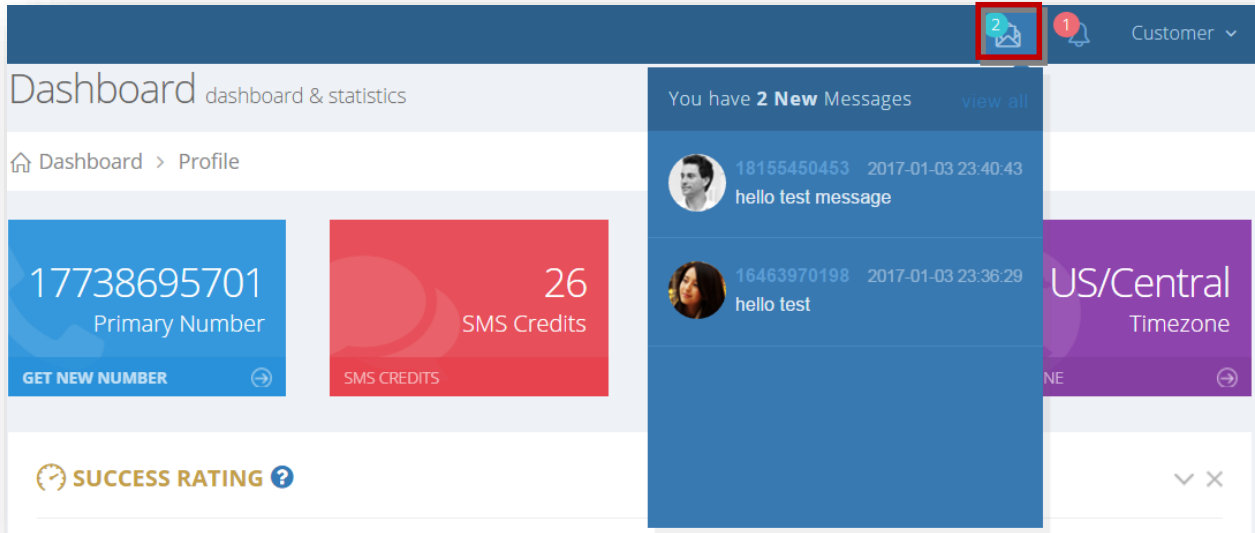
The messages screen will be displayed with the 10 most recent messages that haven't been read yet. The number in the blue bubble represent the number of all new incoming messages that haven't been read yet. For more information on incoming SMS messages, refer to the section, Viewing SMS Inbox Logs.

2. To view **Voicemails**, click the voicemail icon on the top right corner of the screen.
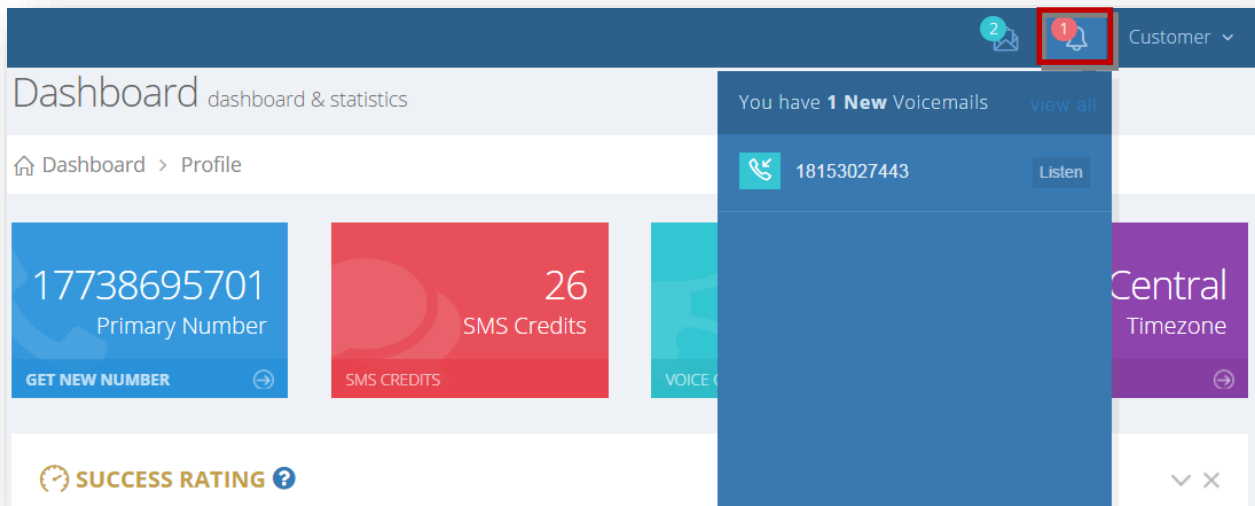
The new voicemails screen will be displayed with the 10 most recent voicemails. The number in the red bubble represent the number of all new voicemails. For more information on voicemails, refer to the section, Viewing and Downloading Voicemail Logs.
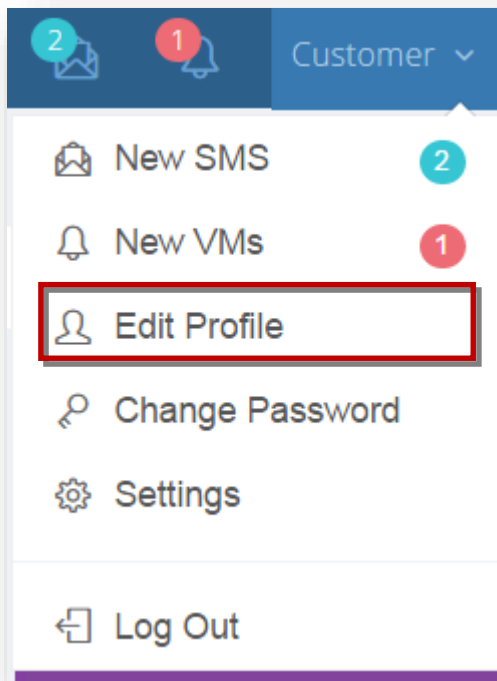
1.8 Editing Profile

A profile contains your personal information you entered when creating your account along with a few additional fields used for voicemail.

To edit your profile, follow the steps given below.

1. Select **Edit Profile (🧍)** option from the **<User Name>** drop down list.

The **Edit Profile** page will be displayed.

Edit Profile

👤 EDIT PROFILE

First Name

Customer ②

Last Name

Service ③

Email

josh.vallera@gmail.com ④

Personal Phone Number

8153027443 ⑤

Company Name

ABC Company 123 ⑥

Paypal Email

lainie76@hotmail.com ⑦

Voicemail notify Email

⑧

Voicemail Welcome Msg Type ⑨

⦿ Text To Voice

○ MP3 Audio

Greeting

please leave a voicemail at the beep. thank you.

⑩

Timezone

(UTC-06:00) Central Time (US & Canada) ⑪

Country

United States ⑫

Update Cancel

2. Edit/enter your first name in the **First Name** text entry box.
3. Edit/enter your last name in the **Last Name** text entry box.
4. Edit/enter your email address in the **Email** text entry box.
5. Edit/enter your personal phone number in the **Personal Phone Number** text entry box.
6. Edit/enter your company name in the **Company Name** text entry box.
7. Edit/enter the paypal email address in the **Paypal Email** text entry box.
8. Edit/enter the email address for voicemail notification in the **Voicemail Notify Email** text entry box.
9. Specify the type of the voicemail welcome message by checking the radio button in the **Voicemail Welcome Msg Type** field. The available options are **Text To Voice** and **MP3 Audio**.
10. Edit/enter the greeting text in the **Greeting** text entry box. This is used only for the Text to Voice option above.
11. Select the required time zone from the **Timezone** drop down list. This will be the timezone you're currently located in.
12. Select the required country from the **Country** drop down list.
13. Click **Update**.

The changes made to the profile will be updated.

1.9   Changing Your Password

It is best practice to change your password often for security reasons. To change your password, follow the steps given below.

1. Click the **Change Password** from your username dropdown list on the top right corner of the screen. For this document, the user name is Demo.
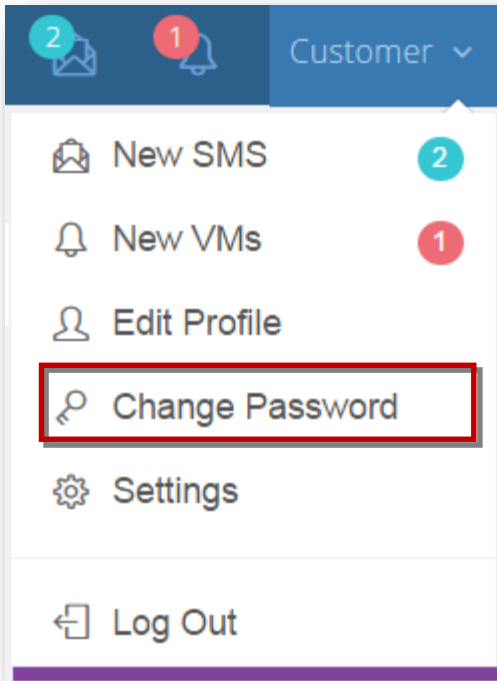
The **Change Password** dialog will be displayed.

2. Enter your existing password in the **Old Password** text entry box.
3. Enter your new password in the **New Password** text entry box.

The recommended password requirements are:

- Should contain at least a character;
- Should contain at least a number (0-9);
- Should contain at least one Letter (a-z);
- Should contain letters, numbers or symbols [!@#$^&*()-=_]

4. Re-enter the password for confirmation in the **Confirm New Password** text entry box.
5. Click **Change**.

The new password will be set and you can now login with your new password.

1.10 Configuring Settings

You can configure settings and alerts to turn on/off and customize the options specific to your requirements. Settings such as new subscriber, low credit balance, and incoming SMS alerts. Turning on birthday SMS wishes, name/email capture, and SMS to email features, among others.

To configure settings, follow the steps given below.

1. Select **Settings ( )** option from the **<User Name>** drop down list.
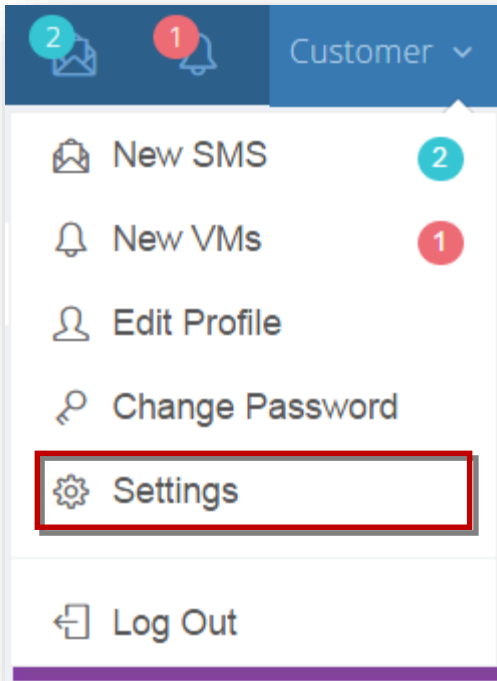
The **Settings** page will be displayed.

⚙ SETTINGS

New Subscriber Alerts **②**

As they happen
◉
Daily Summary
○
On ○ Off ◉

Birthday Capture (Birthday SMS wishes) ❷ **③**

On ◉ Off ○

Name and Email Capture ❷ **④**

On ○ Off ◉

Email To SMS And SMS To Email ❷ **⑤**

On ○ Off ◉

Low Credit Balance Alerts **⑥**

Low SMS Credit Threshold
```
10
```

Low Voice Credit Threshold
```
5
```
On ◉ Off ○

Incoming SMS Alerts **⑦**

Email ○
SMS ◉
Mobile #:
```
18153027443
```
On ○ Off ◉

2. **New Subscriber Alerts** – Specify the new subscriber alerts by checking the radio button in the required option. The available options are **As they happen, Daily Summary** and **On/Off.**
   - **As they happen** - You'll receive notifications each time a new subscriber registers to the subscription list.
   - **Daily Summary** – This is a daily summary that shows the details of all subscribers registered for the day.
   - **On/Off**– Enable or disable new subscriber alerts.
3. **Birthday SMS Wishes** – After user subscribers via SMS/Web Widget, this will text them back asking to provide their birth date for the purpose of sending them your birthday wishes on or before their birthday, all handled automatically. This also has to be enabled at the group level.
4. **Name and Email Capture** – After user subscribes via SMS/Web Widget, this will text them back asking to provide their name and email address. Great for personalizing future text messages and promoting with your email marketing campaigns.
5. **Email To SMS And SMS To Email** – Get email notices to your registered email address for incoming text messages to your online number (SMS to Email). You can then respond directly to that email from your email client, the system will take that email and text them back (Email to SMS).
6. **Low Credit Balance Alerts**– Configure when you would like to receive low credit alerts based on the number of credits remaining in your account. The available options are **Low SMS Credit Threshold, Low Voice Credit Threshold** and **On/Off**.
   - **Low SMS Credit Threshold -** This is the number threshold for sending alerts when SMS credit balance reaches this threshold.
   - **Low Voice Credit Threshold -**This is the number threshold for sending alerts when voice credit balance reaches this threshold.
   - **On/Off -**Enable or disable low credit balance alerts.
7. **Incoming SMS Alerts**- Specify the type of the incoming SMS alerts by checking the radio button in the required option. The available options are **Email, SMS**, **Mobile** and **On/Off.**
   - **Email -** The system will send an email notification alert when you receive an incoming sms.
   - **SMS -** The system will send a SMS notification alert when you receive an incoming SMSs.
   - **Mobile # -** Enter the mobile number to which the SMS alert will be sent when receiving the incoming SMS.
   - **On/Off -**Enable or disable incoming SMS alerts.

Scroll down for more options.

8. **Call Forward** – Specify whether or not to turn on the incoming calls being forwarded to a specified number.
   - **On/Off -** Enable or disable incoming calls being forwarded. If turned on, any incoming calls to the assigned number will forward to the forward number.
   - **Assigned Number** - This is the number to which the incoming calls are received.
   - **Forward Number** -This is the number to which the incoming calls are forwarded.
9. **Broadcast From Phone** – You have the ability to blast out your SMS marketing campaigns with a simple text message! No need to login to your account to manage this process. In order to use the broadcast from phone feature, there's a couple things to keep in mind.

   - Enter the phone number who will be texting in the command for the system to send out your marketing campaign. This will probably be your personal cell phone number.
   - The number you are texting is one of your primary/secondary SMS-enabled long codes numbers.

Here's the command format you will be texting in: **send [group's keyword]: message**

So if you want to blast out a message to a group called "Vitos Pizzaria" and that group has the keyword "pizza", the exact command is: send pizza: stop in today to receive a 20% discount on all large pizzas!

10. Click **Save**.

The changes made to the settings will be updated.

1.11 Support

For any questions or technical issues, you can contact us. Here are our contact details.

E-mail: http://www.ultrasmsscript.com/helpdesk
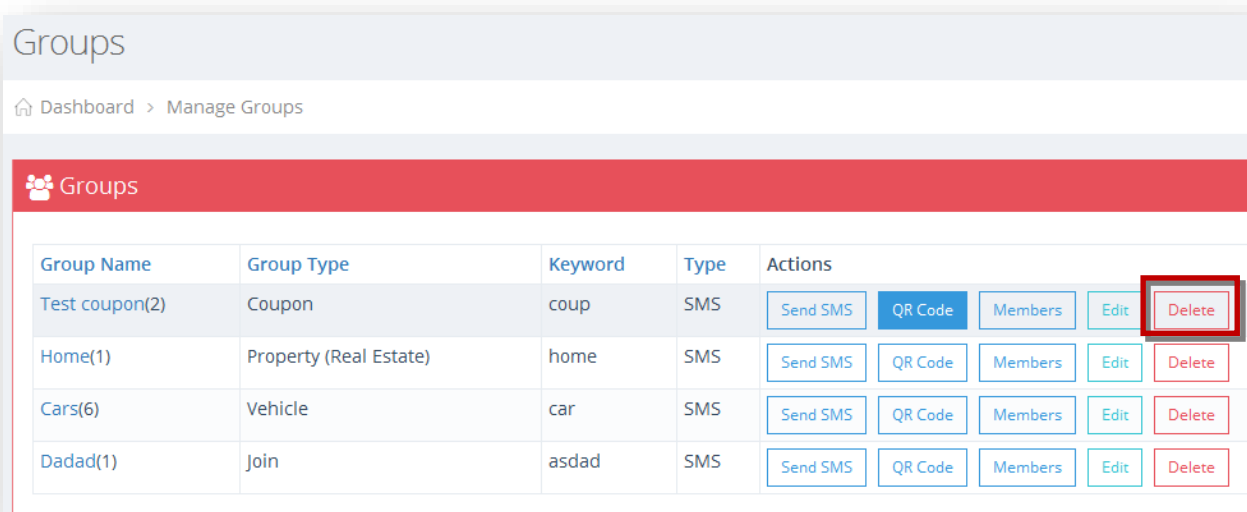
2. General Operations and Tasks

2.1   Deleting Record

There are multiple occasions within the application where you may want to remove records that are no longer used in the system. The steps to delete a record remain the same throughout the system. In the following example, a group record is being deleted. To delete a record, follow the steps given below.

1. Navigate to **Groups > Manage Groups**.

The **Groups** page will be displayed.

2. Click **Delete** button in the row of the group you wish to delete.

The message box asking you confirm the deletion of the selected group will be displayed.
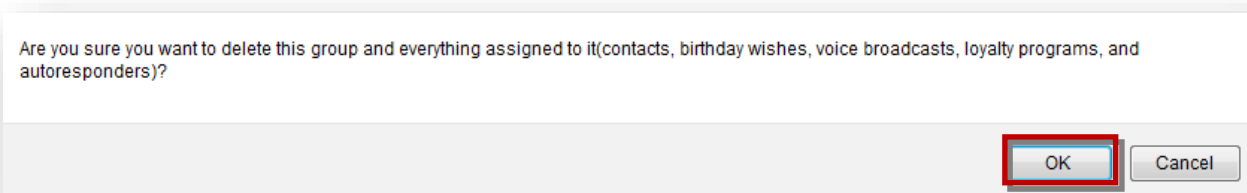
3. Click **OK**.

The selected group will be removed from the system.
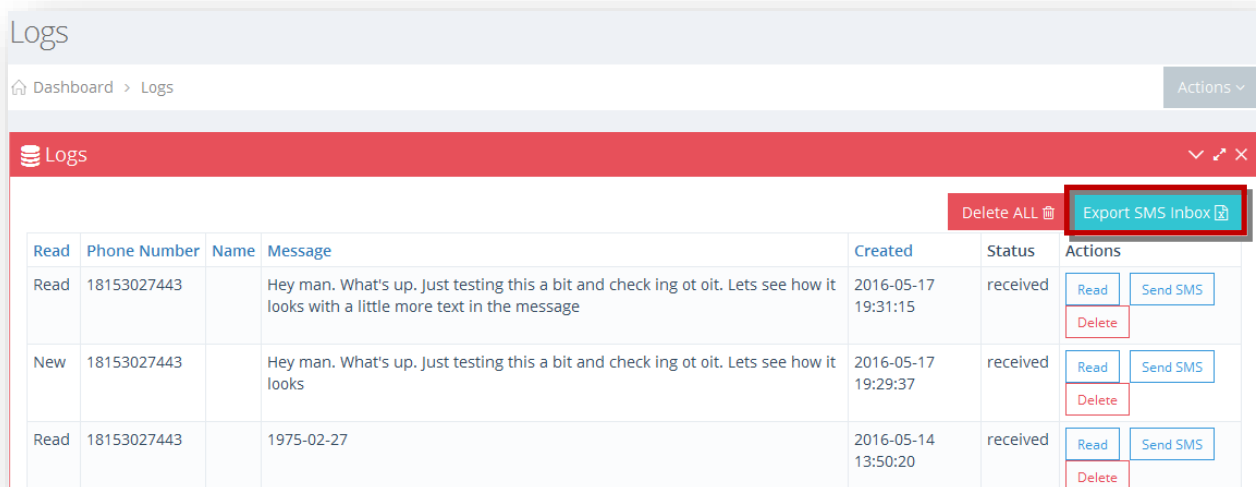
2.2 Exporting Records

Records from several sections can be exported to excel format. The steps to export records remain the same throughout the system. In the following example, log records are being exported.

To export records, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.

2. Click **Export SMS Inbox** ( ).

The log details will be exported in excel format to your system.

logs2016.06.30 - Microsoft Excel

A1 | Phone Number

	A	B	C	D	E	F	G	H	I	J
1	Phone Nu	Message	Voice Url	Call Durat	Route	Msg Type	Status	Created		
2	1.82E+10	Hey man. What's up. Just testir			inbox	text	received	########		
3	1.82E+10	Hey man. What's up. Just testir			inbox	text	received	########		
4	1.82E+10	########			inbox	text	received	########		
5	1.82E+10	1987-23-02			inbox	text	received	########		
6	1.82E+10	Birthday:1978-03-12			inbox	text	received	########		
7	1.82E+10	Bahhshsbhs			inbox	text	received	########		
8	1.82E+10	########			inbox	text	received	########		
9	1.82E+10	Hshsbbs			inbox	text	received	########		
10	1.82E+10	########			inbox	text	received	########		
11	1.82E+10	&2*2*2**2			inbox	text	received	########		
12	1.82E+10	########			inbox	text	received	########		

3. Managing Dashboard

3.1   Dashboard Overview

The **Dashboard** shows the overall statistics on the performance and status of your SMS marketing. Keep track of everything in near real time and see how well your campaigns are performing, where your subscribers are coming from, and how well you are performing. View the detailed statistics in the form of charts on various parameters.

To manage **Dashboard**, follow the steps given below.

1.   Navigate to the **Dashboard** option in the side menu.

The **Dashboard** page will be displayed.
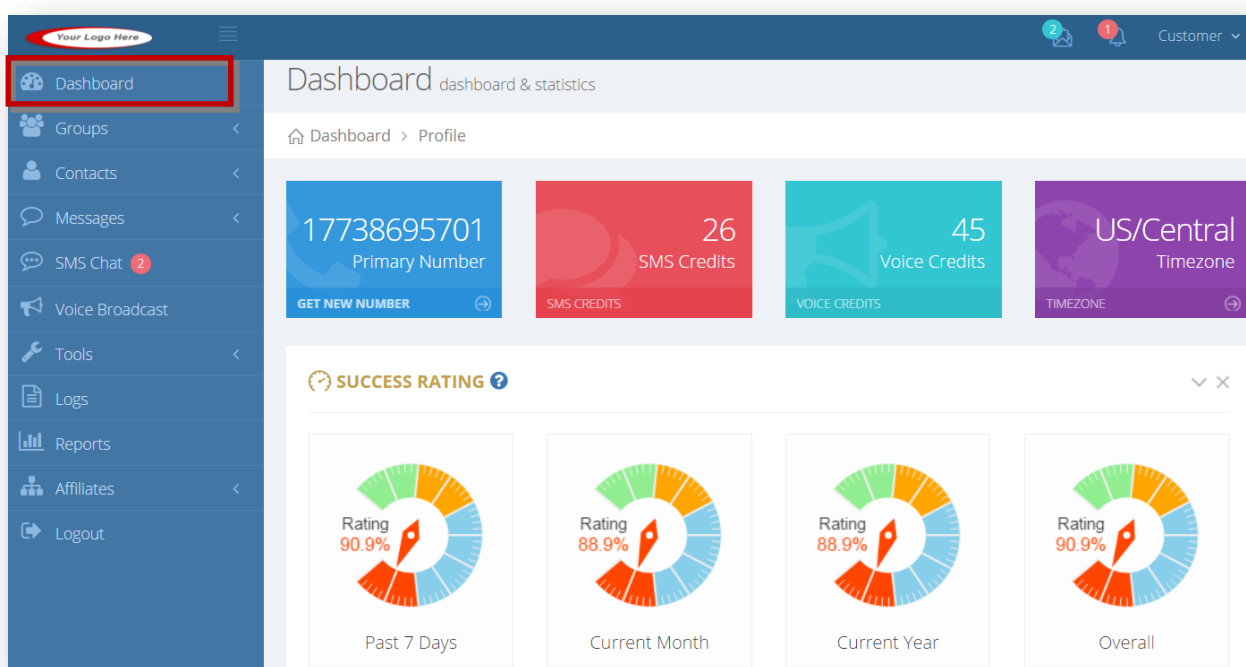
For more information, refer the following sections:

- [Success Rating](#)
- [Subscribers By Keyword](#)
- [Subscribers By Source](#)
- [Subscribers By Carrier](#)

- [Subs/Unsubs Monthly](#)
- [Subs (By Keyword) Monthly](#)
- [Subs Current Year Vs Prior Year](#)
- [Unsubs Current Year Vs Prior Year](#)
- [Secondary Numbers Assigned](#)
- [Messages](#)
- [Current Credit Package](#)
- [Past Receipts](#)
- [Current Numbers Package](#)

3.2 Dashboard Profile

The **Dashboard Profile** provides information on items such as **Primary Number, SMS Credits, Voice Credits** and **Timezone**.
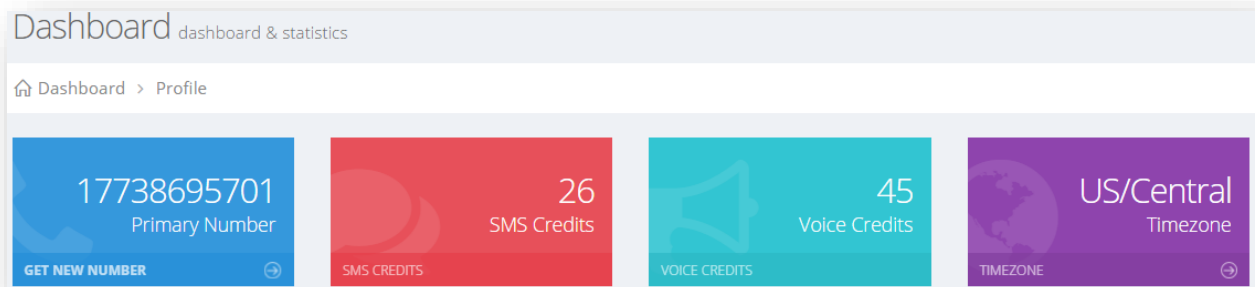
Primary Number

The **Primary Number** is the first number assigned to your account. This will be the number all outgoing and incoming messages will be sent from/to.
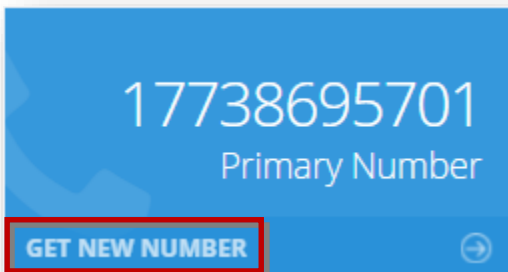
To get a primary number or add a secondary number, follow the steps given below.

1. Click **Get New Number**.

The **Select Country for Phone # Search** dialog will be displayed.

2. The required country from the **Country** dropdown list will automatically be selected based on the country in which you registered your account with. For example, if you created an account in the United States, then you will only have access to get numbers from the United States.
3. Select the type to search phone number from the **Select Type** drop down list.
4. Click **Search**.

The search parameters can vary depending on what country you are searching for. Some countries allow searching on area code and zip code. You may also see different options depending on system setup.

Note: The 1st number (primary) is always free and included with your account. However, depending on system configuration, if you need additional(secondary) numbers, you may need to purchase a numbers subscription package first, which will give you access to purchase that many more numbers depending on the package you purchased. The popup window you will see in this case is below.
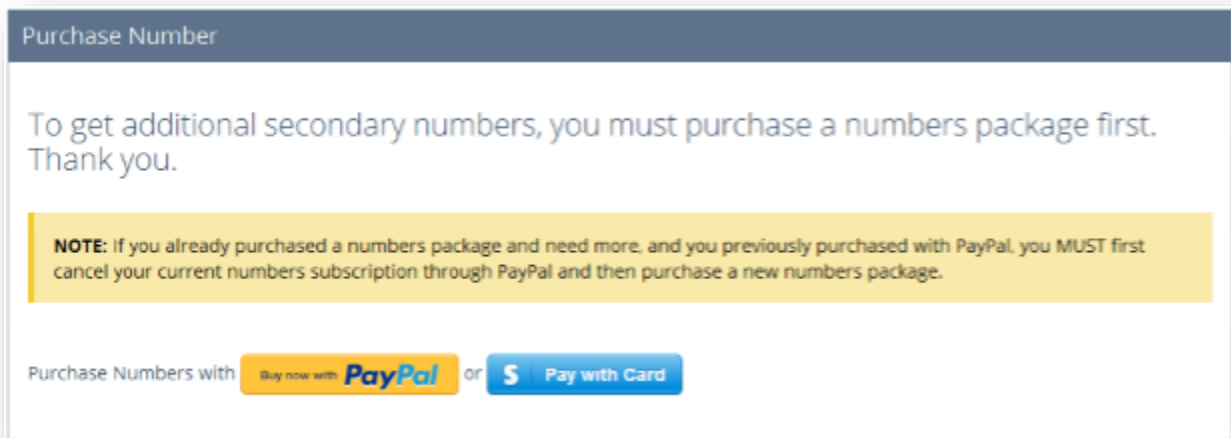
The **Choose a Phone Number** dialog will be displayed.
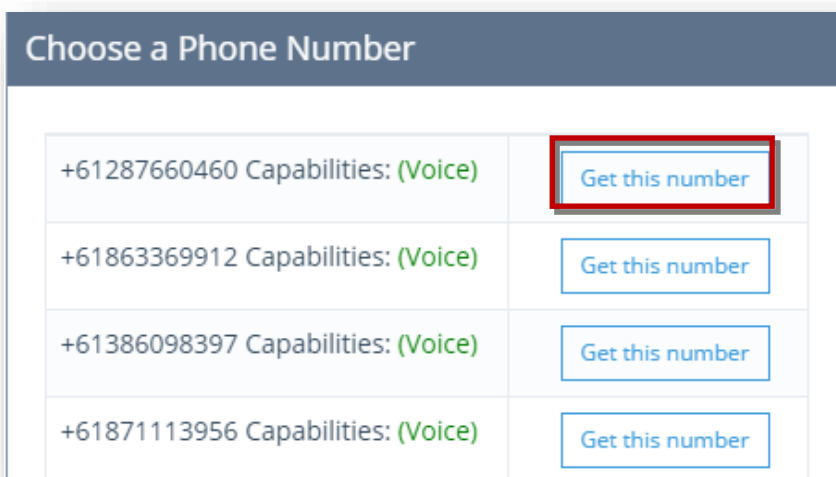
5. Click **Get this Number** link in the row of the phone number you want.

The new phone number will now be added to your account and ready to use.

SMS Credits

The **SMS Credits** simply shows how many SMS credits the user has left in their account. In the example here, 136 SMS Credits are present.
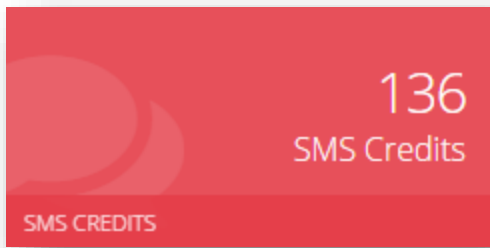
Voice Credits

The **Voice Credits** simply shows how many voice credits the user has left in their account. In the example here, 100 voice credits are present.
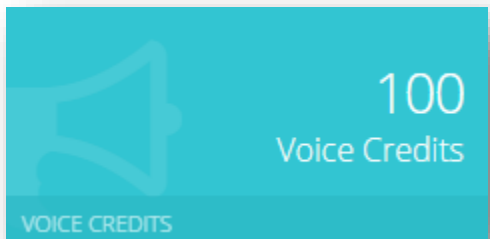
Timezone

The **Timezone** specifies the user's current timezone and is used for features such as scheduling of bulk SMS messages since you want your scheduled messages to go out based on your current timezone and not the server time.

You may also change the time zone.

1. Click **Timezone.**

The **Edit Profile** page will be displayed.

2. Scroll down and select the preferred timezone from the **Timezone** dropdown list.
3. Click **Update.**

The changes will be updated and the new timezone is set.

3.3   Success Rating

The **Success Rating** section shows an outlook on the percentage of people who have subscribed vs. unsubscribed in the given timeframe. For example, if 10 people subscribed and 1 un-subscribed, the success rating would be 90% for the given timeframes This really shows you a quick snapshot into how well your campaign is performing in the short term and long term.

1. Navigate to **Dashboard**>**Success Rating.**
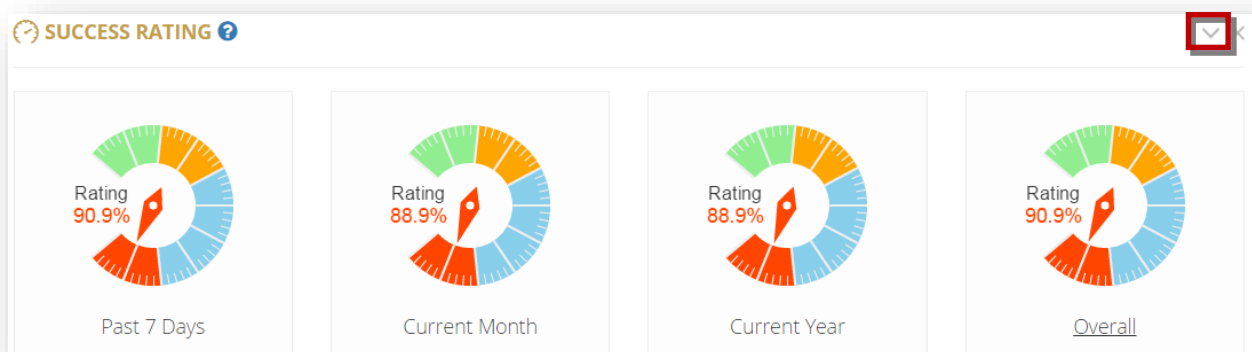
2. View the success rating charts for the **Past 7 Days, Current Month, Current Year** and **Overall**.
3. Expand or hide the chart by clicking the **Collapse/Expand (⌄)** button on the top right corner of the section.

3.4   Subscribers by Keyword

The **Subscribers by Keyword** section provides a percentage breakdown on the number of subscribers by specific Keywords for all the years. Since you can setup multiple keywords in the platform, this will show you what keywords have the best response rate. You can view the statistics in the form of raw data also. Each keyword is represented by different color on the chart.

1. Navigate to **Dashboard**>**SUBSCRIBERS by Keyword.**
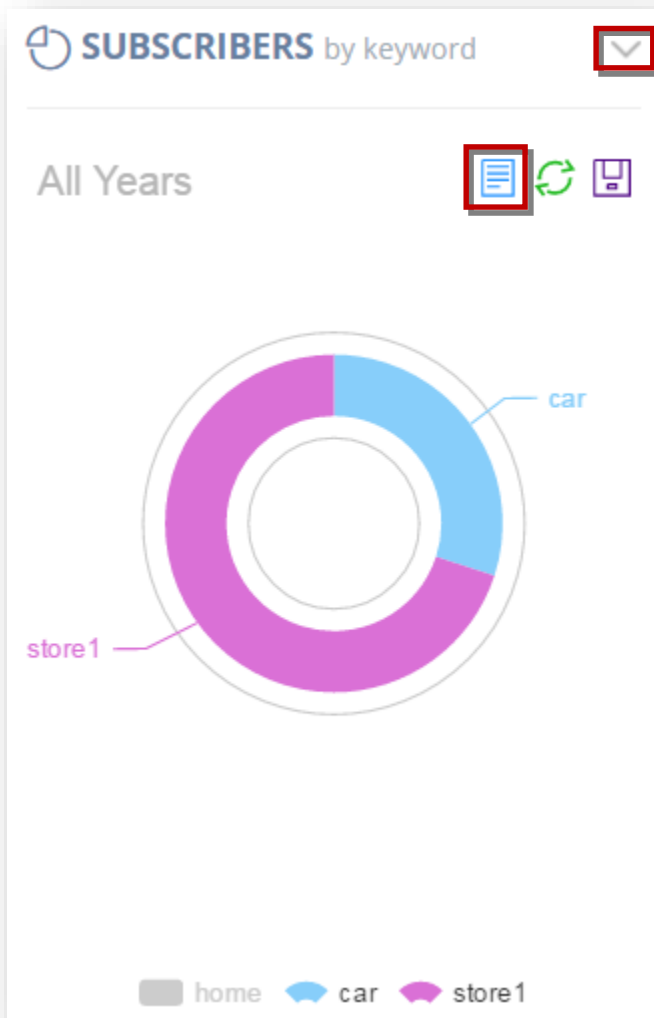
2. Expand or hide the chart by clicking the **Collapse/Expand (⌄)** button in the top right corner of the section.

3. Click **View Data ( )** icon on the right corner of the chart.

This option shows the statistics in the data form.
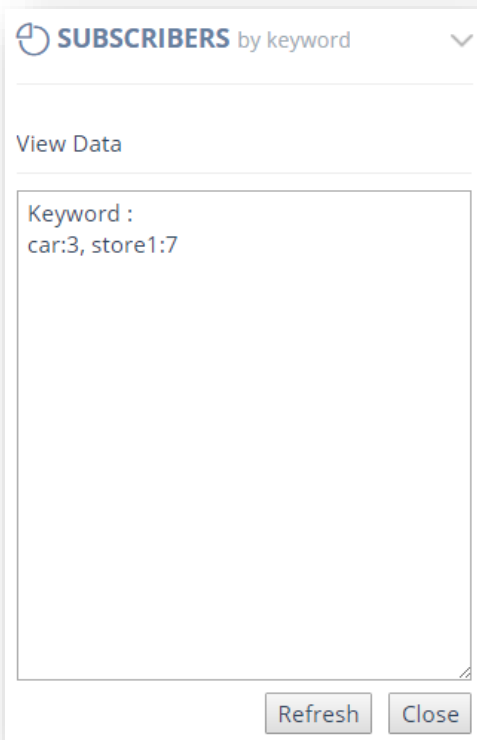
4. Click **Close**.

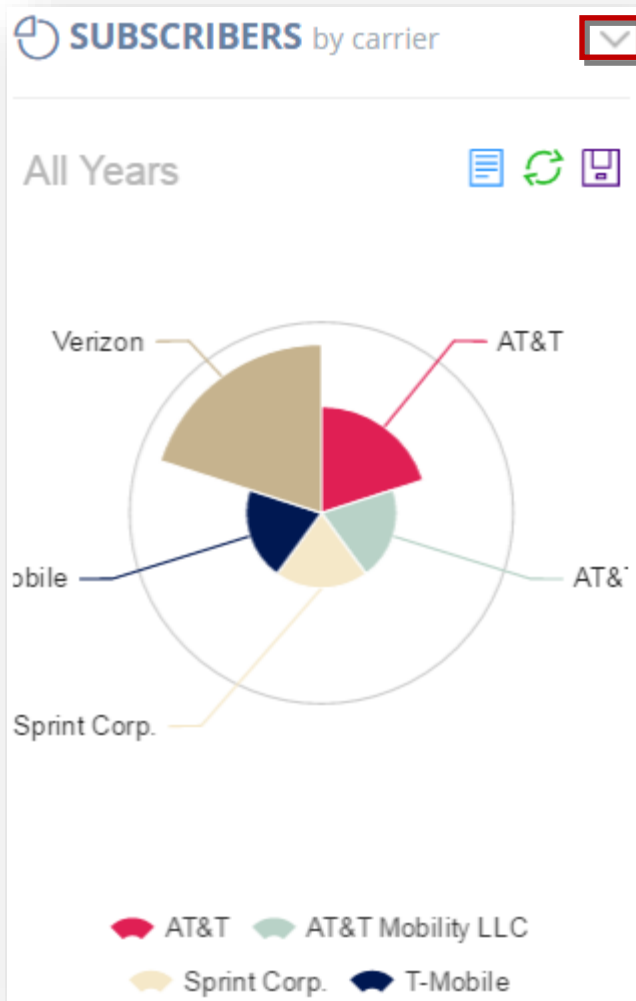For more information, refer to the section, [Viewing Statistics in Data/Chart Form.](#)

5. To restore the statistics, click **Restore (↻)**.
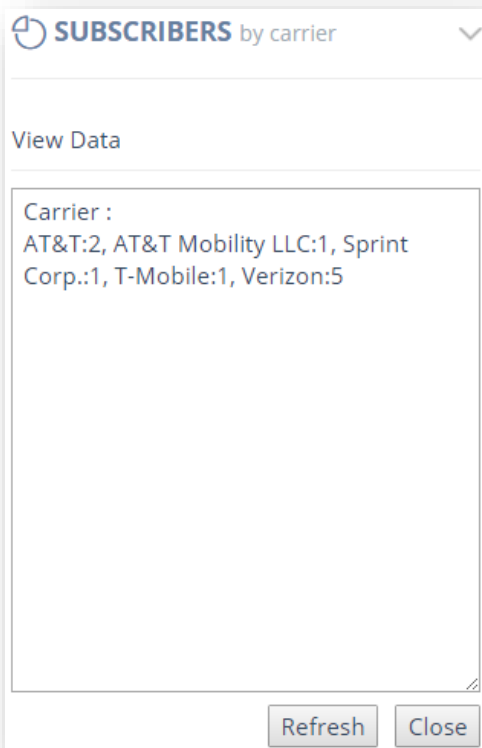6. To save the image, click **Save Image (💾)**.

3.5   Subscribers by Source

The **Subscribers by Source** section provides a percentage breakdown of the source of all your sign-ups(SMS, web widget, kiosk) for all the years. Any subscriber added manually via Contacts section or import function will not be shown here. It only shows the number of subscribers added through SMS, Web Widget and Kiosk like all the charts on the dashboard. This is useful because it allows you to see how you are obtaining all your subscribers in a quick snapshot.

1. Navigate to **Dashboard**>**SUBSCRIBERS by source.**
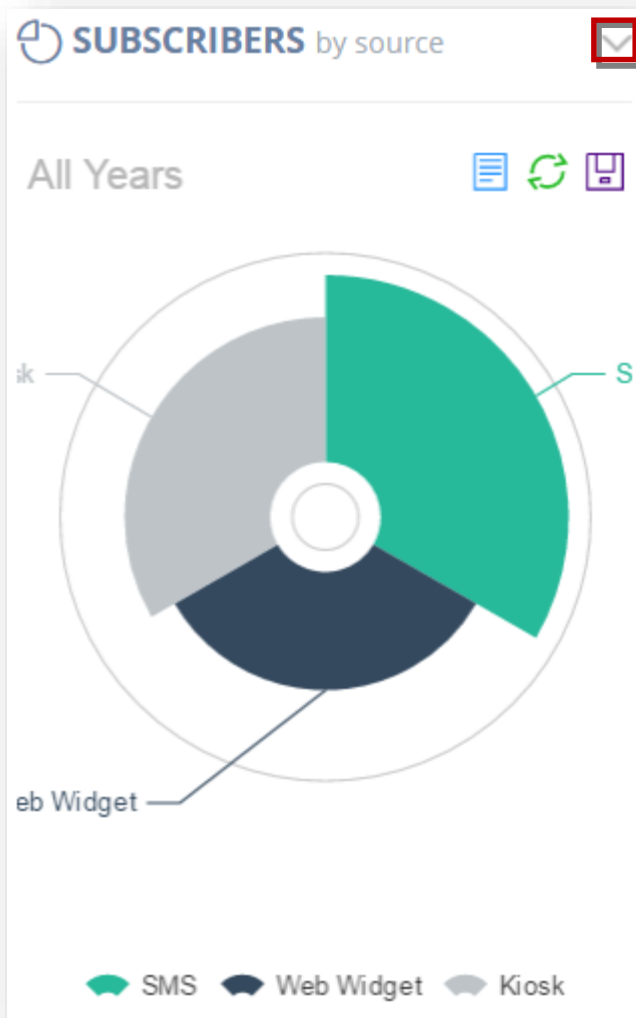
2. Expand or hide the chart by clicking the **Collapse/Expand (⌄)** button in the top right corner of the section.

3. Click **View Data ( )** icon on the right corner of the chart. This option shows the statistics in the data form.

You can even edit the numbers in raw data form and see how it changes the graph.
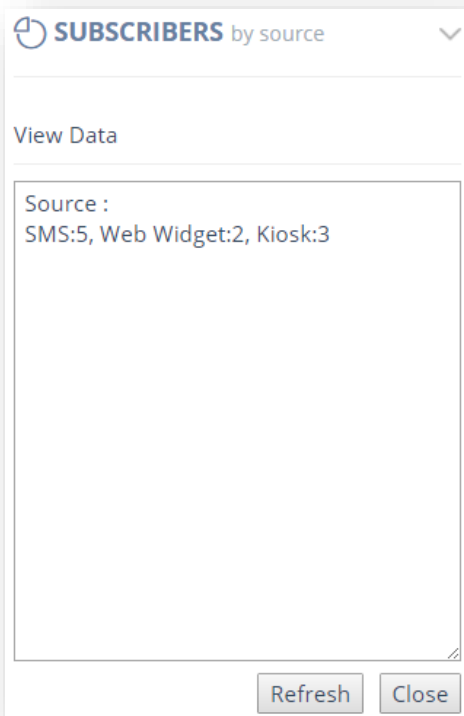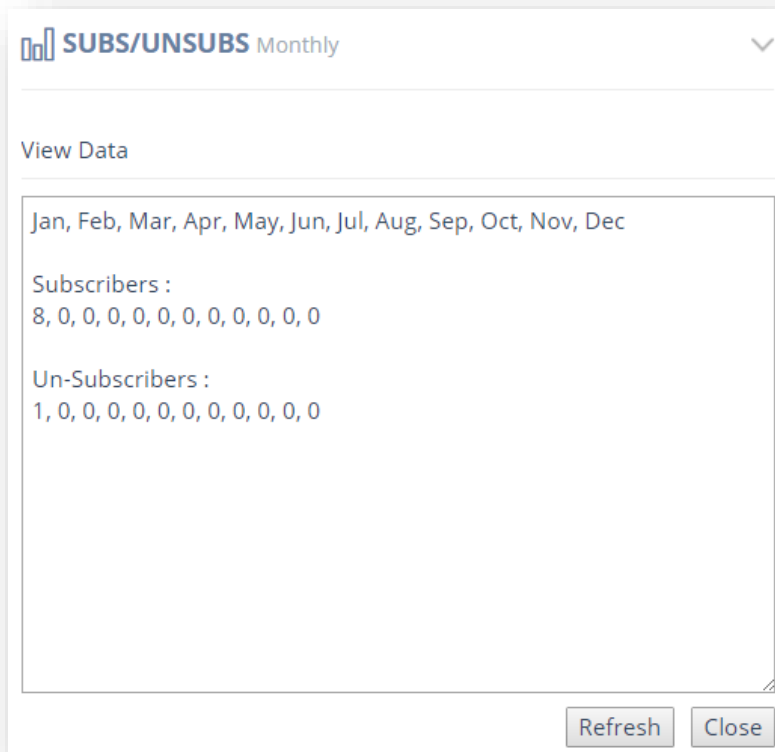
4. Click **Close**.

For more information, refer to the section, <u>Viewing Statistics in Data/Chart Form.</u>

5. To restore the statistics, click **Restore (⟳)**.
6. To save the image, click **Save Image (💾)**.

3.6   Subscribers by Carrier

The **Subscribers by Carrier** section provides a percentage breakdown on the number of subscribers by carrier for all the years. **Note**: Number portability data is not yet included, so this feature is only capable of recognizing the carrier an individual phone number was originally registered with. Number portability data eventually will be included. When it is, it will be reflected automatically.

1. Navigate to **Dashboard**>**SUBSCRIBERS by Carrier.**

2. Expand or hide the chart by clicking the **Collapse/Expand (∨)** button in the top right corner of the section.

3. Click **View Data (▤)** icon on the right corner of the chart. This option shows the statistics in the data form.

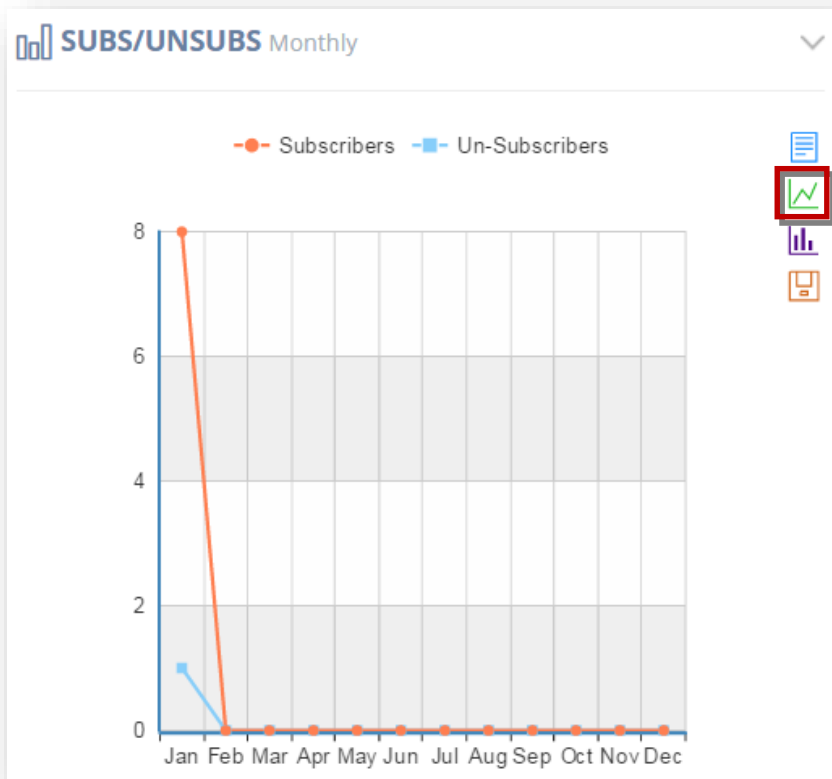You can even edit the numbers in raw data form and see how it changes the graph also.

4. Click **Close**.

For more information, refer to the section, [Viewing Statistics in Data/Chart Form](#).

5. To restore the statistics, click **Restore (⟳)**.
6. To save the image, click **Save Image (💾)**.

3.7   Subs/Unsubs Monthly

1. The **SUBS/UNSUBS** section provides valuable information on the number of subscribers and un-subscribers for each month of the current year via SMS/Web Widget/Kiosk. Any subscribers added manually via the contacts add or import function will not show here. You can view the statistics in the form of a bar chart or line chart or just the raw data. Navigate to **Dashboard**>**SUBS/UNSUBS Monthly.**
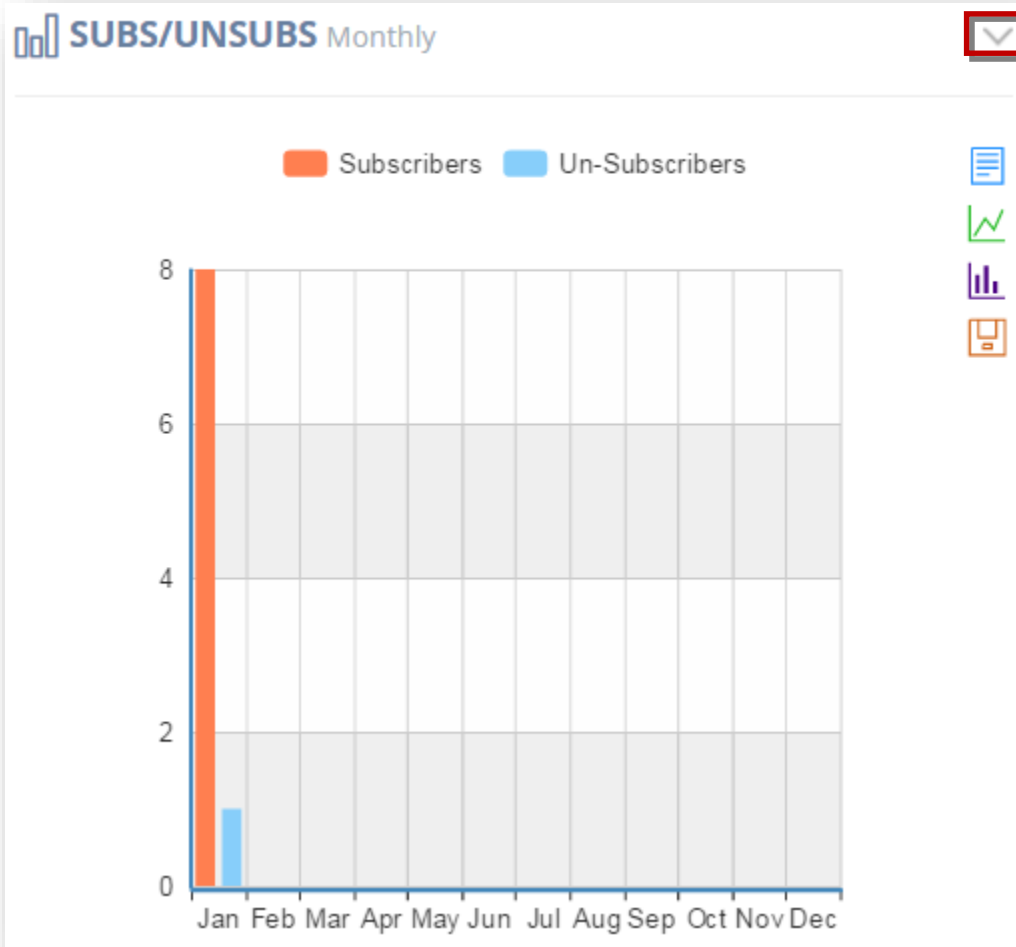
- **Subscribers -**
- **Un-subscribers -**

2. Expand or hide the chart by clicking the **Collapse/Expand (∨)** button in the top right corner of the section.

3. Click **View Data ( )** icon on the right corner of the chart. This option shows the statistics in the data form.

You can even edit the numbers below in raw data form and see how it changes in the graph also.
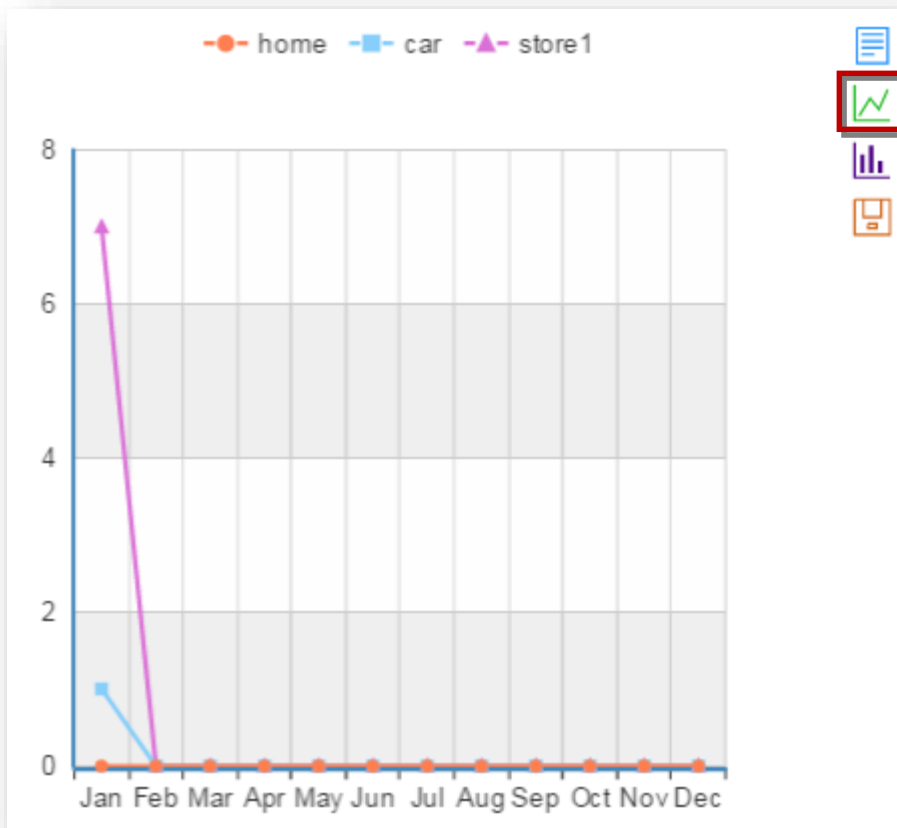
4. Click **Close**.

For more information, refer to the section, Viewing Statistics in Data/Chart Form.

Line Chart

This option shows the statistics in the form of a line chart.

5. Click **Line Chart ( )** icon in the right corner of the chart.

The **Line Chart** will be displayed.

- **Subscribers -** ![orange circle icon]
- **Un-Subscribers -** ![blue square icon]

Bar Chart

This option shows the statistics in the bar chart form.

6. Click **Bar Chart (![bar chart icon])** icon in the right corner of the chart.

The **Bar Chart** will be displayed.

Save Image

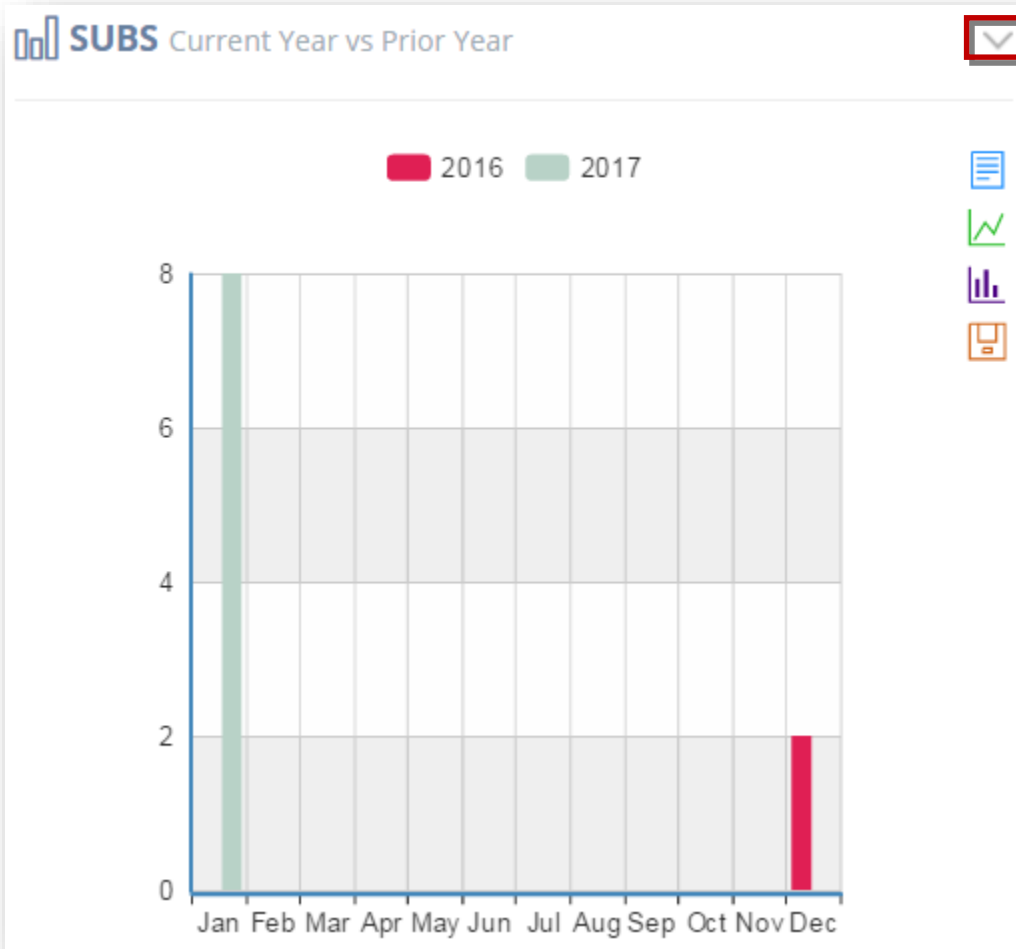7. To save the image, click **Save Image (🖫)**.

The selected image will be saved.

3.8   Subs (By Keyword) Monthly

The **Subs (By Keyword) Monthly** section provides valuable information on the number of subscribers via specific Keywords monthly for the current year. Since you can setup multiple keywords in the platform, this will show you what keywords have the best response rate. You can view the statistics in the form of a bar chart or line chart or just the raw data. Each type of user is represented by different color on the chart.

1.   Navigate to **Dashboard**>**SUBS (BY KEYWORD) Monthly.**
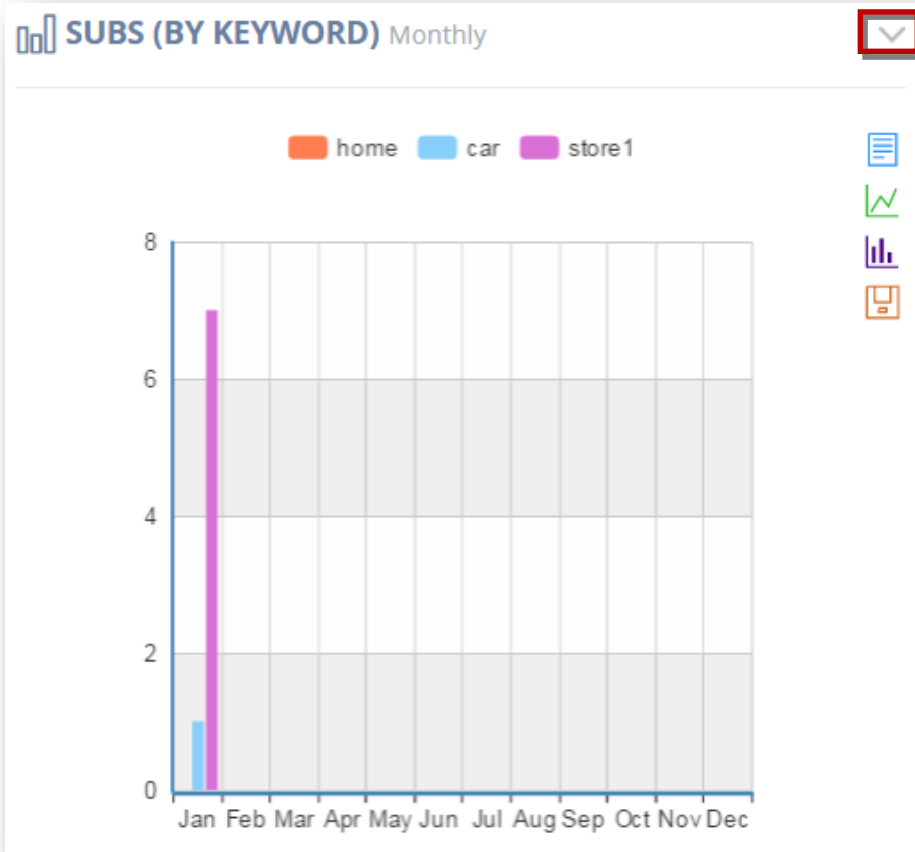
2. Expand or hide the chart by clicking the **Collapse/Expand (⌄)** button in the top right corner of the section.

3. Click **View Data ( )** icon on the right corner of the chart. This option shows the statistics in the data form.

You can even edit the numbers in raw data form and see how it changes in the graph also.

SUBS (BY KEYWORD) Monthly

View Data

Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

home :
0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

car :
1, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

store1 :
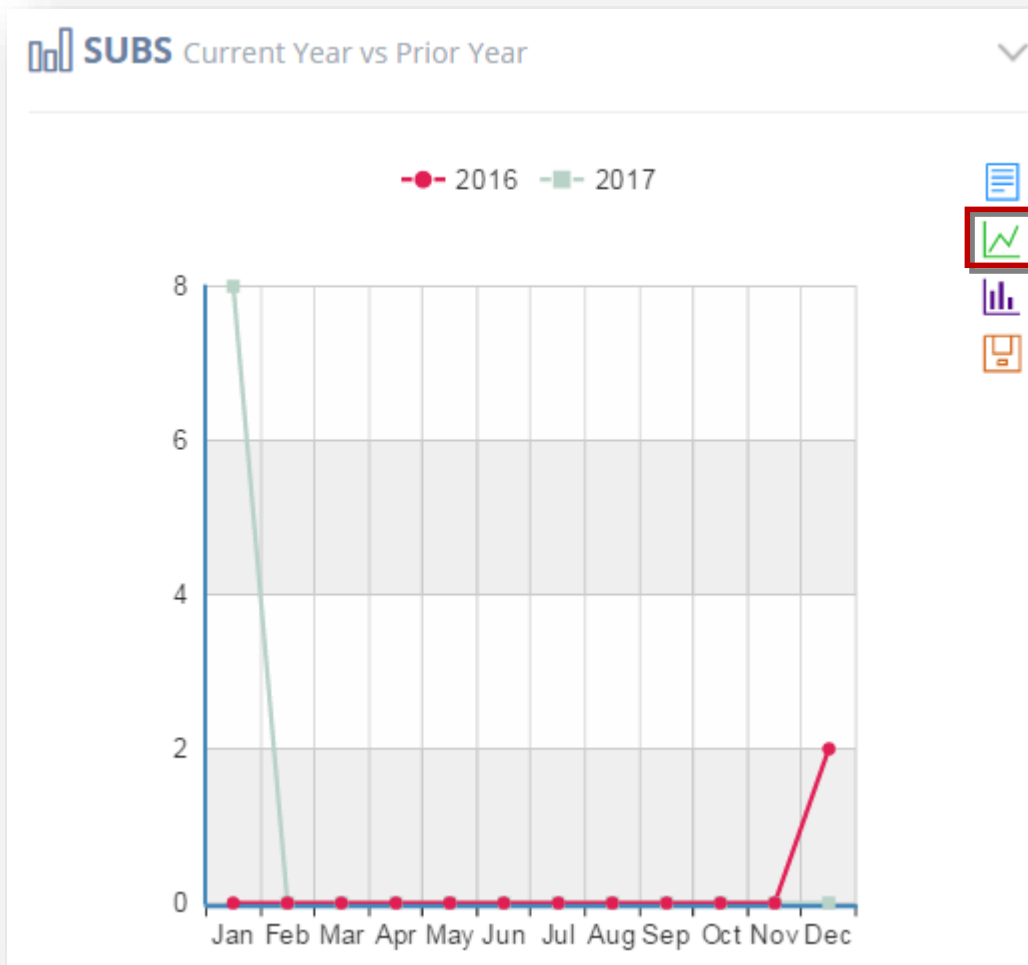7, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

Refresh   Close

4. Click **Close**.

For more information, refer to the section, Viewing Statistics in Data/Chart Form.

Line Chart

This option shows the statistics in the form of a line chart.

5. Click **Line Chart ( )** icon in the right corner of the chart.

The **Line Chart** will be displayed.
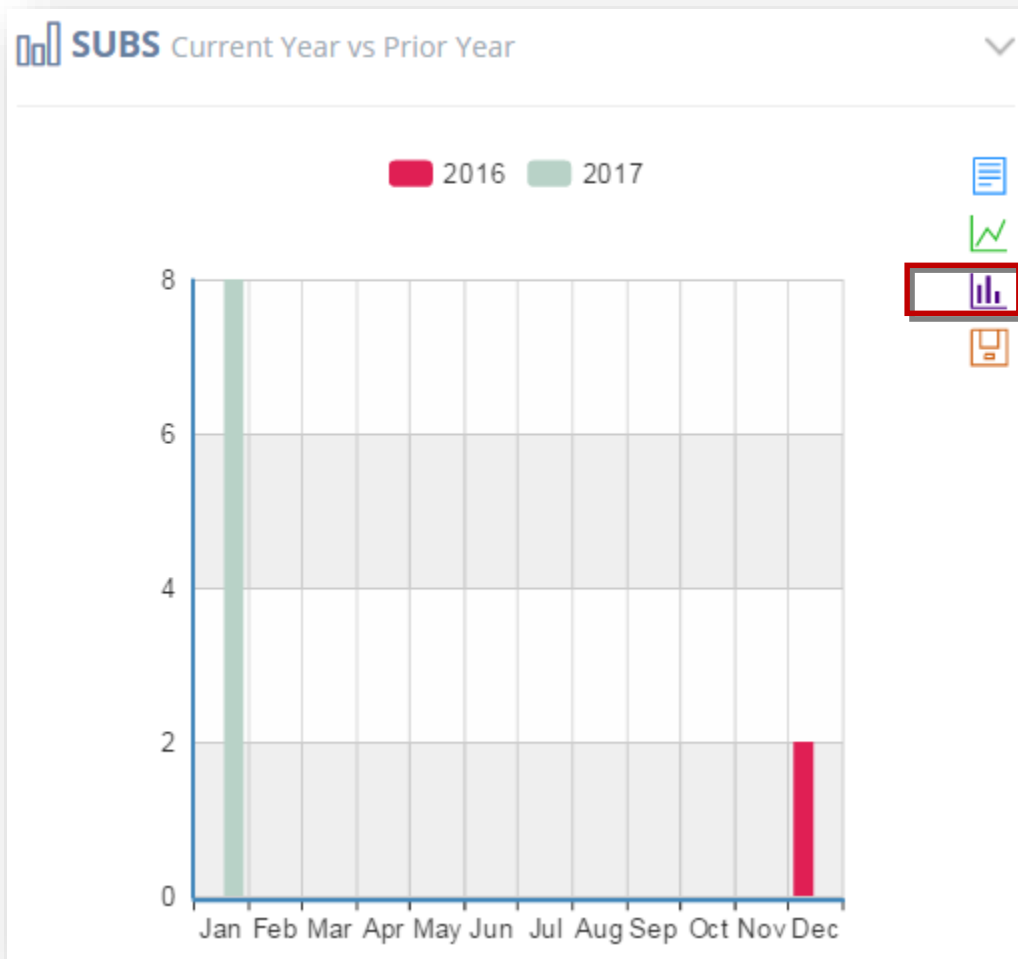
Bar Chart

This option shows the statistics in the bar chart form.

6. Click **Bar Chart ( )** icon in the right corner of the chart.

The **Bar Chart** will be displayed.
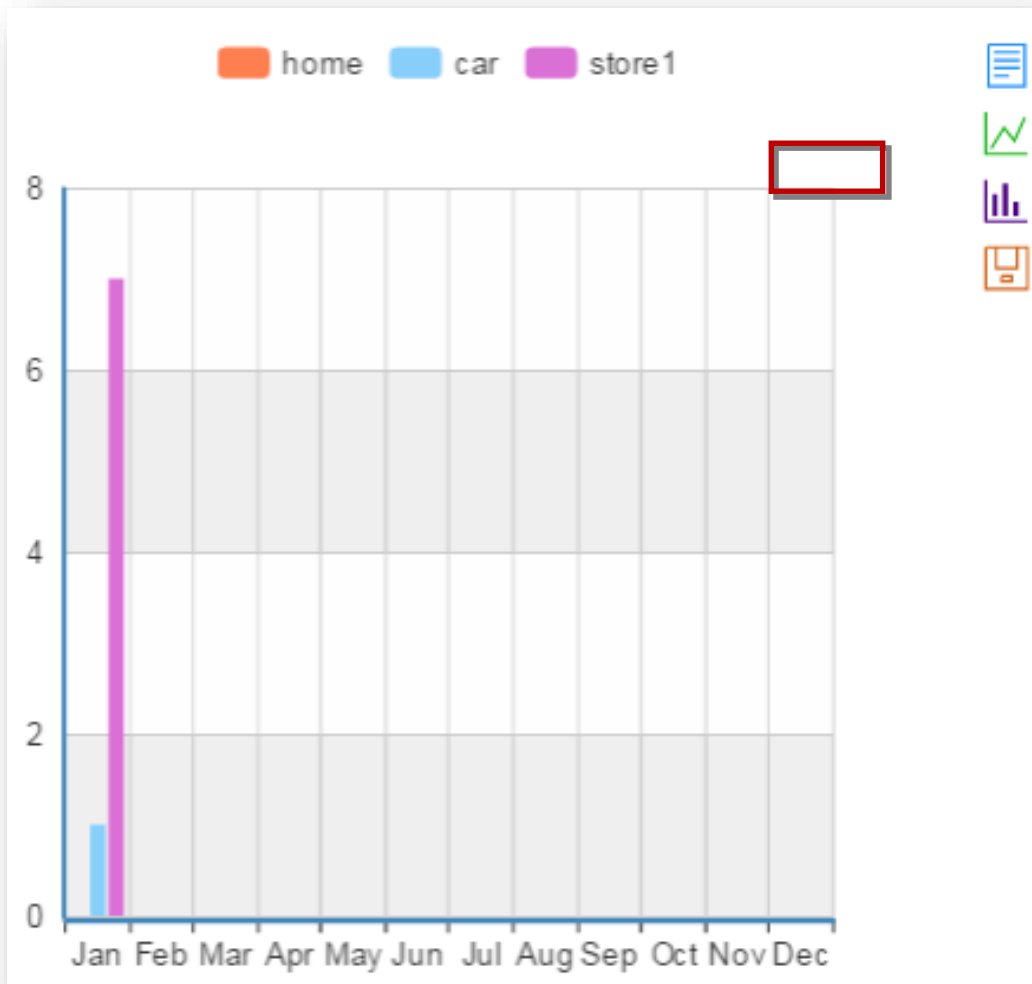
Save Image

7. To save the image, click **Save Image (💾)**.
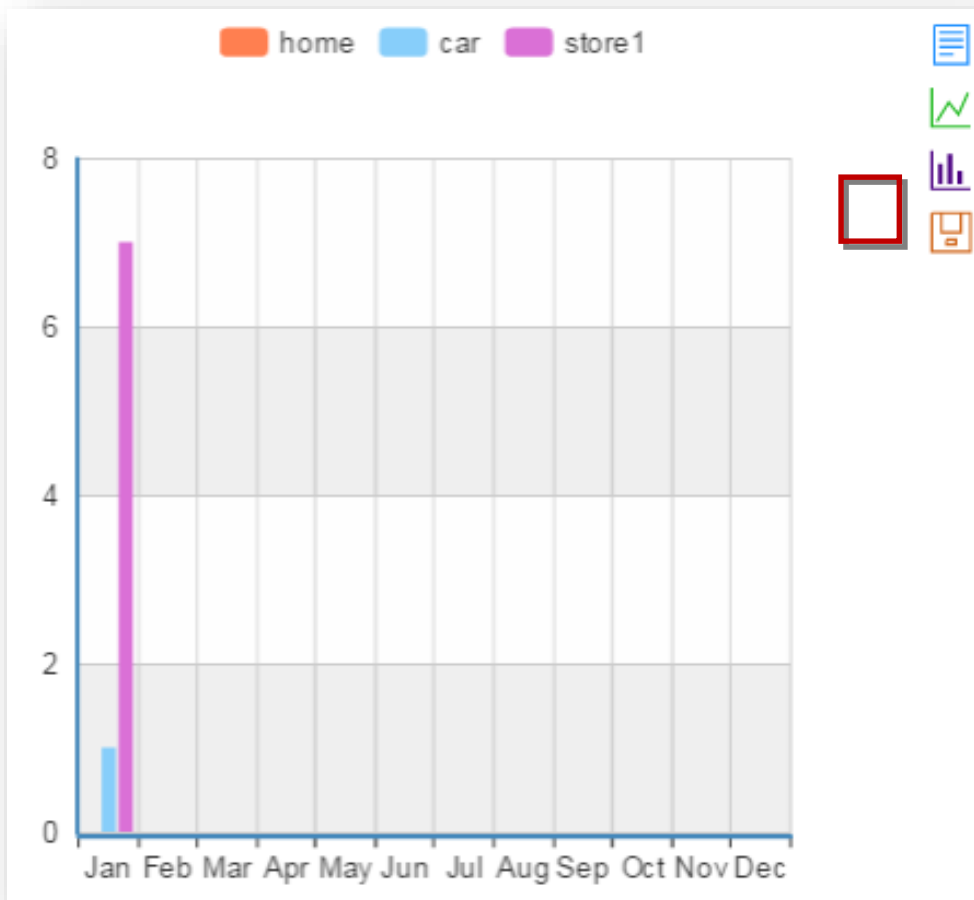
The selected image will be saved.

3.9   Subs Current Year VS Prior Year

The **Subs Current Year VS Prior Year** section shows a monthly comparison of the number of subscribers for the current year vs previous year. You can view the statistics in the form of a bar chart or line chart or just the raw data. Compare this data and how you are performing for the current year vs prior year for each month.

1.   Navigate to **Dashboard**>**SUBS Current Year VS Prior Year.**

- **2016 -**
- **2017 -**

2. Expand or hide the chart by clicking the **Collapse/Expand (⌄)** button in the top right corner of the section.

3. Click **View Data (▤)** icon on the right corner of the chart. This option shows the statistics in the data form.

You can even edit the numbers in raw data form and see how it changes in the graph also.

4. Click **Close**.

For more information, refer to the section, Viewing Statistics in Data/Chart Form.

Line Chart

This option shows the statistics in the form of a line chart.

5. Click **Line Chart ( )** icon in the right corner of the chart.

The **Line Chart** will be displayed.

- **2016 -** ●
- **2017 -** ■

Bar Chart

This option shows the statistics in the bar chart form.

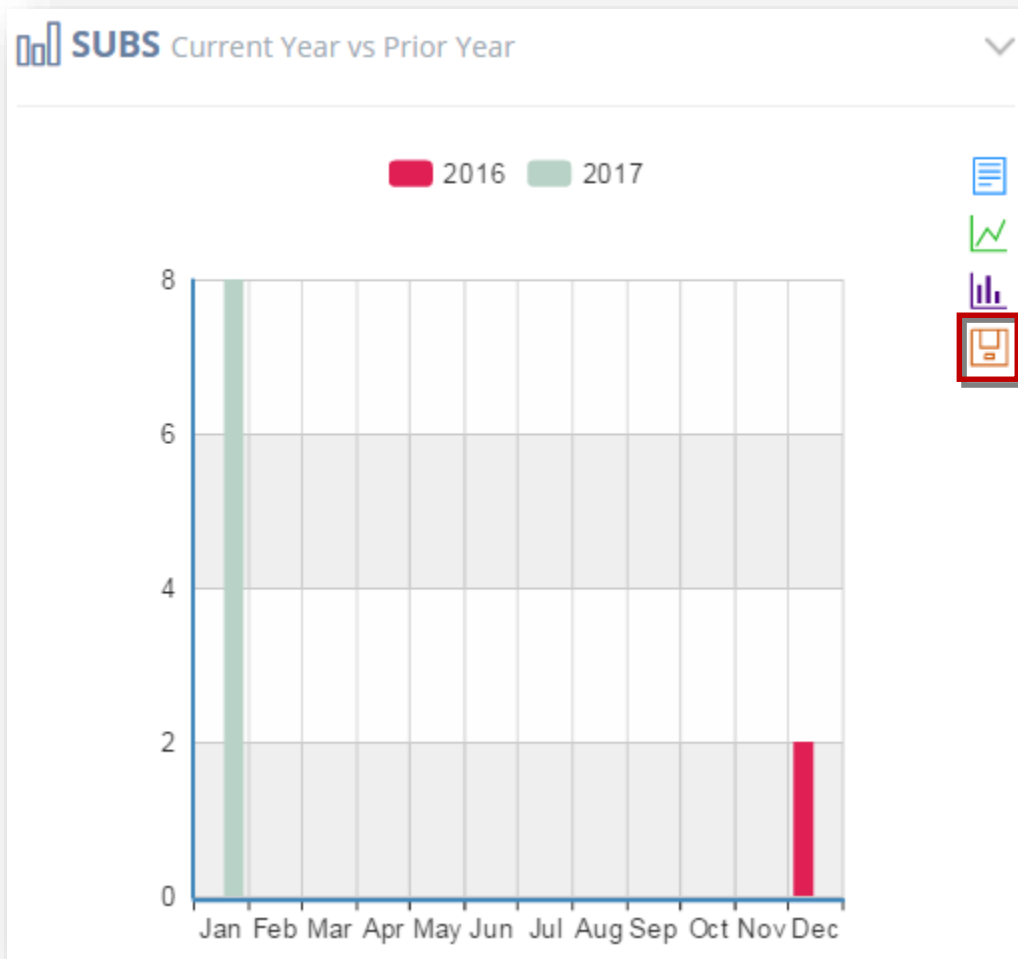6. Click **Bar Chart (** ▥ **)** icon in the right corner of the chart.

The **Bar Chart** will be displayed.

Save Image

7. To save the image, click **Save Image (🖫)**.

The selected image will be saved.

3.10 Unsubs Current Year VS Prior Year

The **Unsubs Current Year VS Prior Year** section shows a monthly comparison of the number of un-subscribers for the current year vs previous year. You can view the statistics in the form of a bar chart or line chart or just the raw data. .
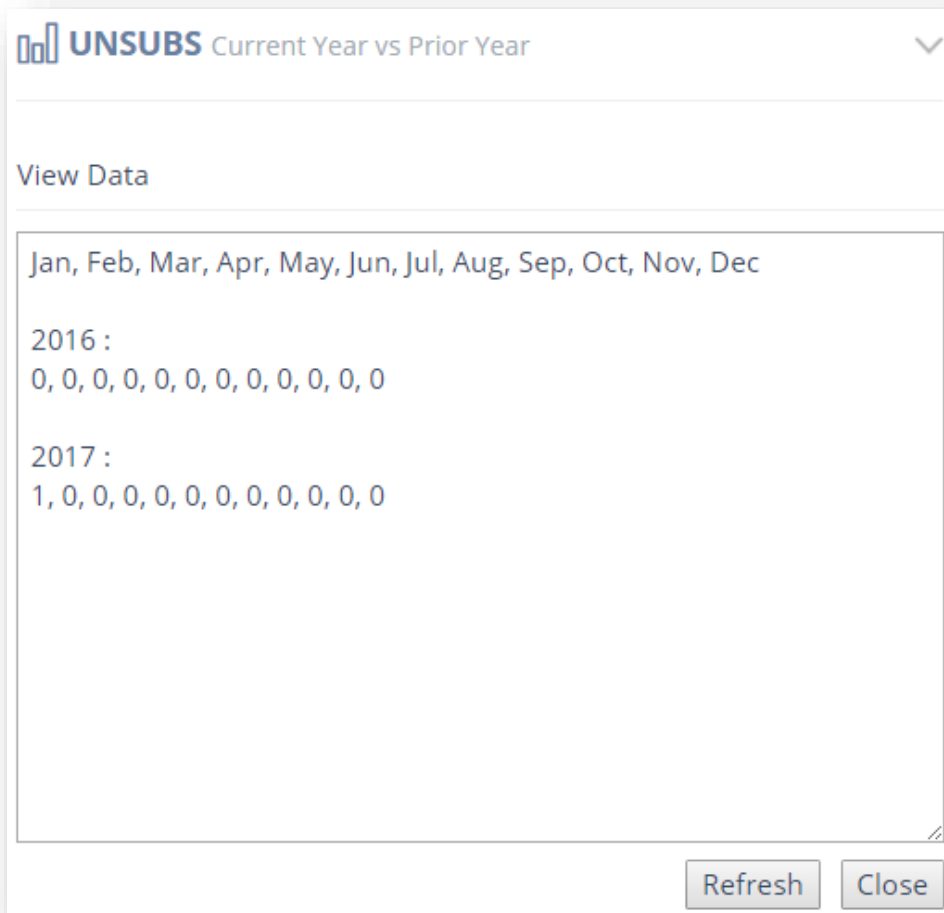
1. Navigate to **Dashboard**>**UNSUBS Current Year VS Prior Year.**
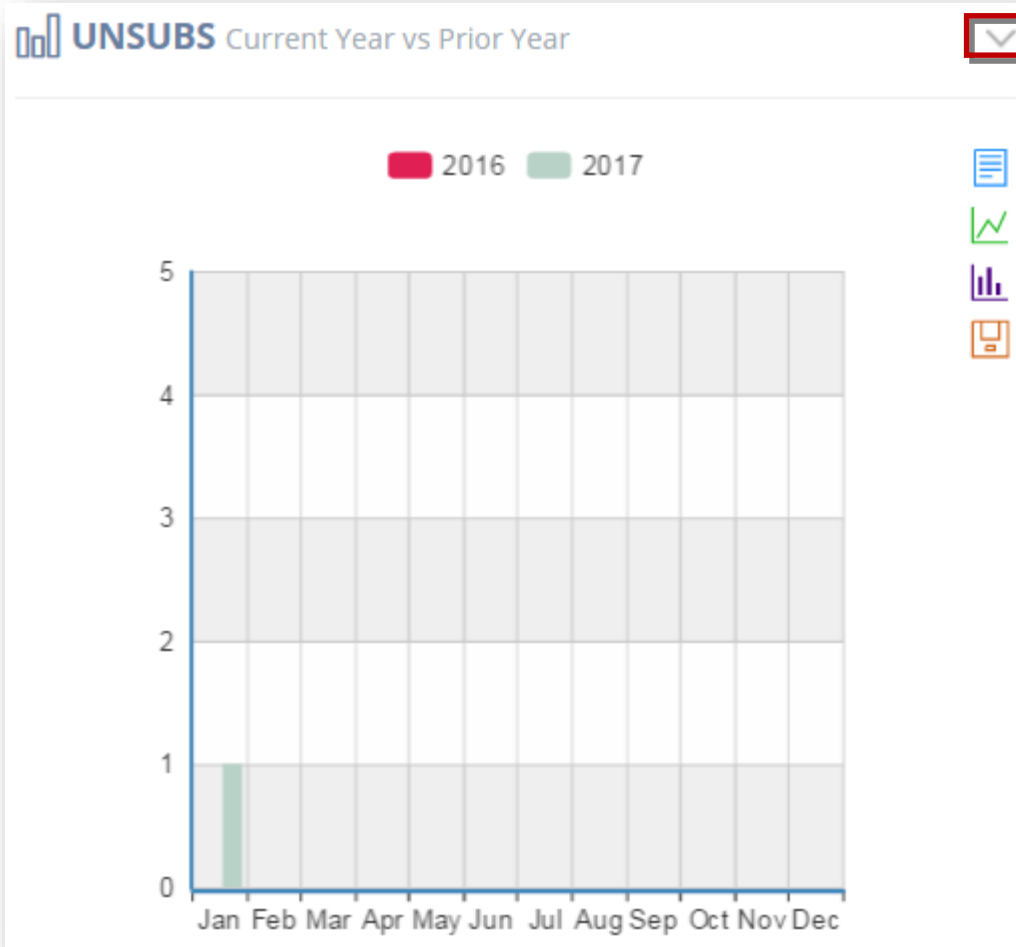
- **2016** - ▮
- **2017** - ▮

2. Expand or hide the chart by clicking the **Collapse/Expand (˅)** button in the top right corner of the section.

3. Click **View Data (▤)** icon on the right corner of the chart. This option shows the statistics in the data form.

You can even edit the numbers in the raw data dialog and see how it changes in the graph also.

UNSUBS Current Year vs Prior Year
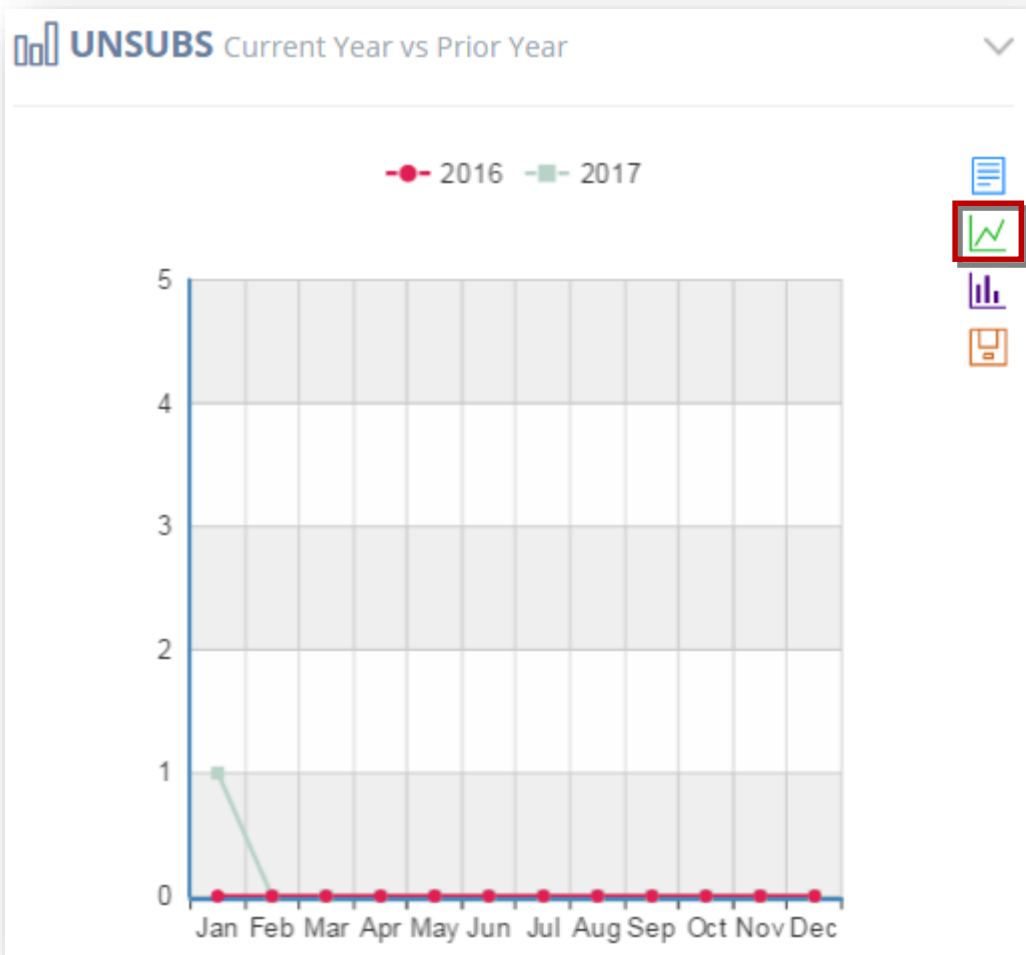
View Data

Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

2016 :
0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

2017 :
1, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

Refresh   Close

4.   Click **Close**.

For more information, refer to the section, Viewing Statistics in Data/Chart Form.

Line Chart

This option shows the statistics in the form of a line chart.

5.   Click **Line Chart ( )** icon in the right corner of the chart.

The **Line Chart** will be displayed.

- **2016 -** ━━●━━
- **2017 -** ━━■━━

Bar Chart

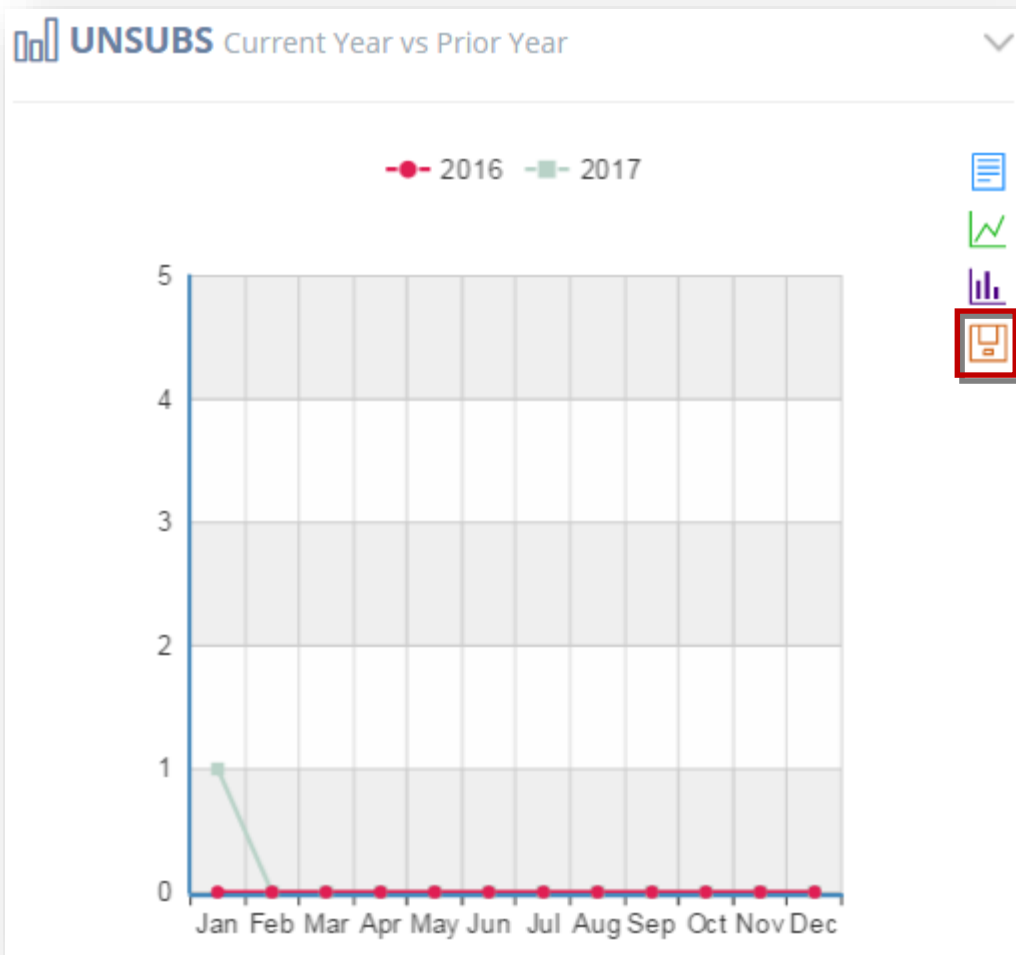This option shows the statistics in the bar chart form.

6. Click **Bar Chart (▥)** icon in the right corner of the chart.

The **Bar Chart** will be displayed.
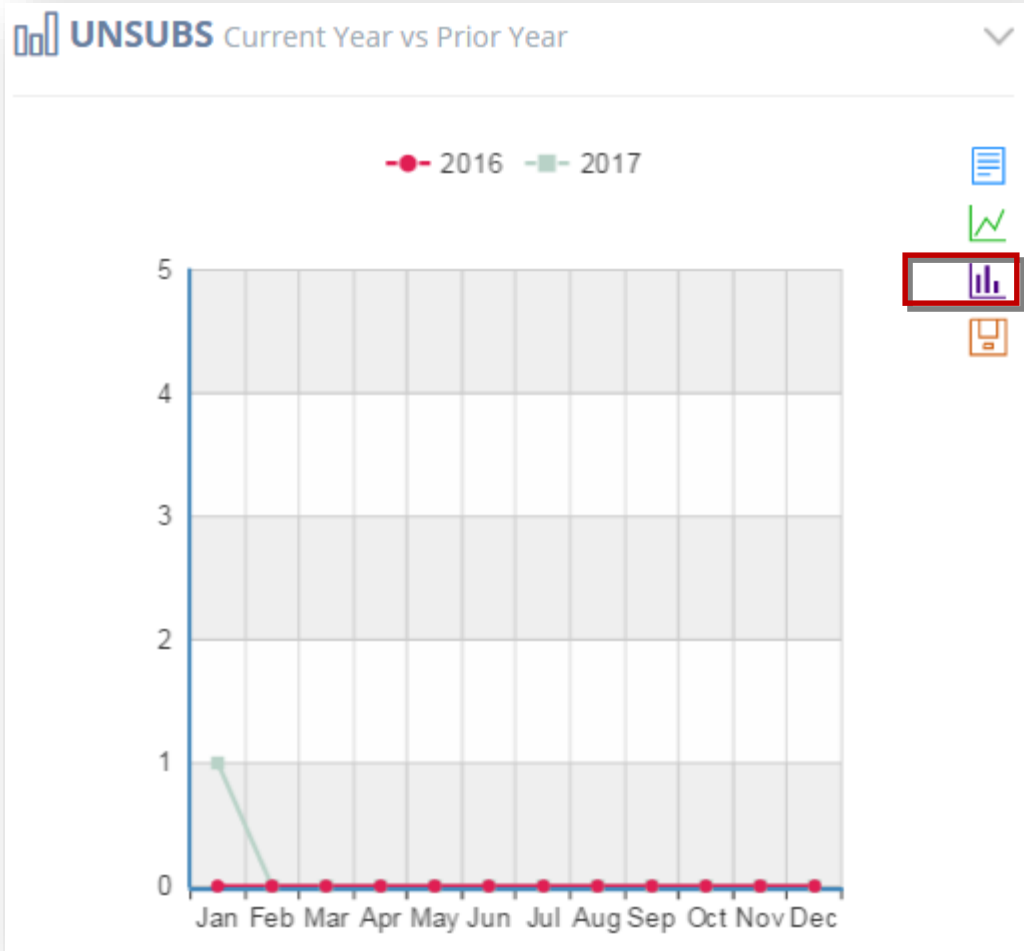
Save Image

7. To save the image, click **Save Image ( )**.

The selected image will be saved.

## 3.11 Viewing Statistics in Data/Chart Form

You can view the statistics in the form of a bar chart or line chart or just the raw data. In the following example, we will view the statistics in the **SUBS/UNSUBS Monthly** section.
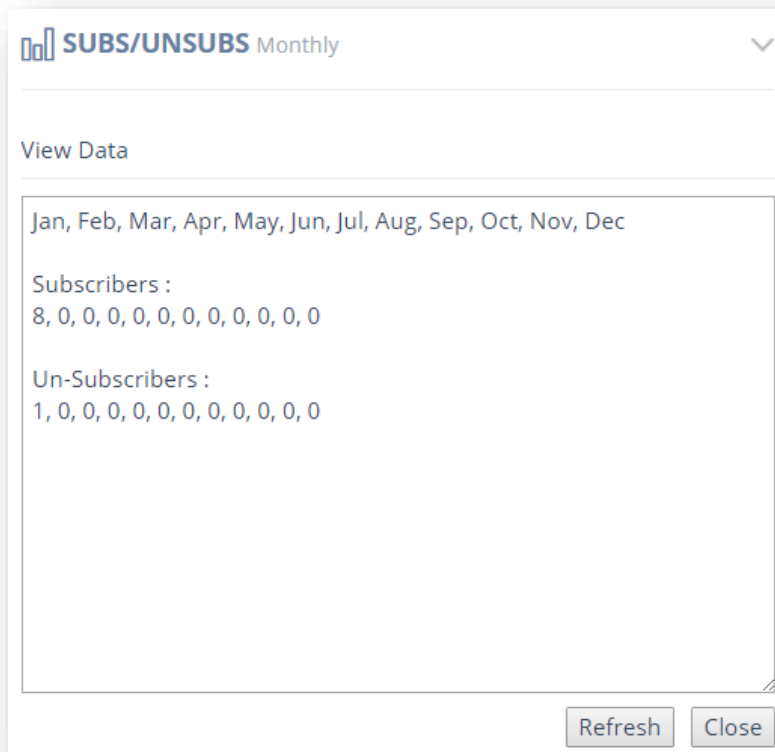
1. Navigate to **Dashboard** > **SUBS/UNSUBS Monthly.**

View Data

This option shows the statistics in the data form.

2. Click **View Data (🗋)** icon on the right corner of the chart.
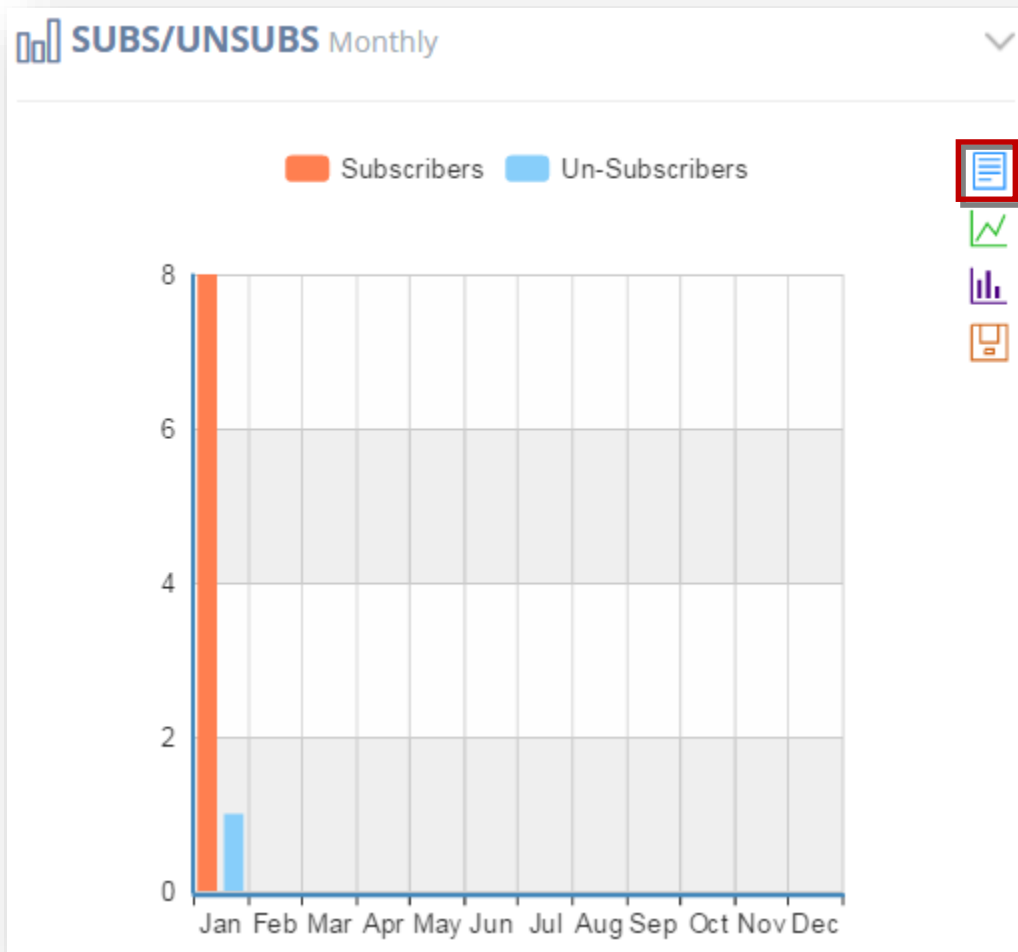
The statistics is displayed in data form. You can even edit the numbers below in raw data form and see how it changes the graph for data forecasting.

SUBS/UNSUBS Monthly

View Data

Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec

Subscribers :
8, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

Un-Subscribers :
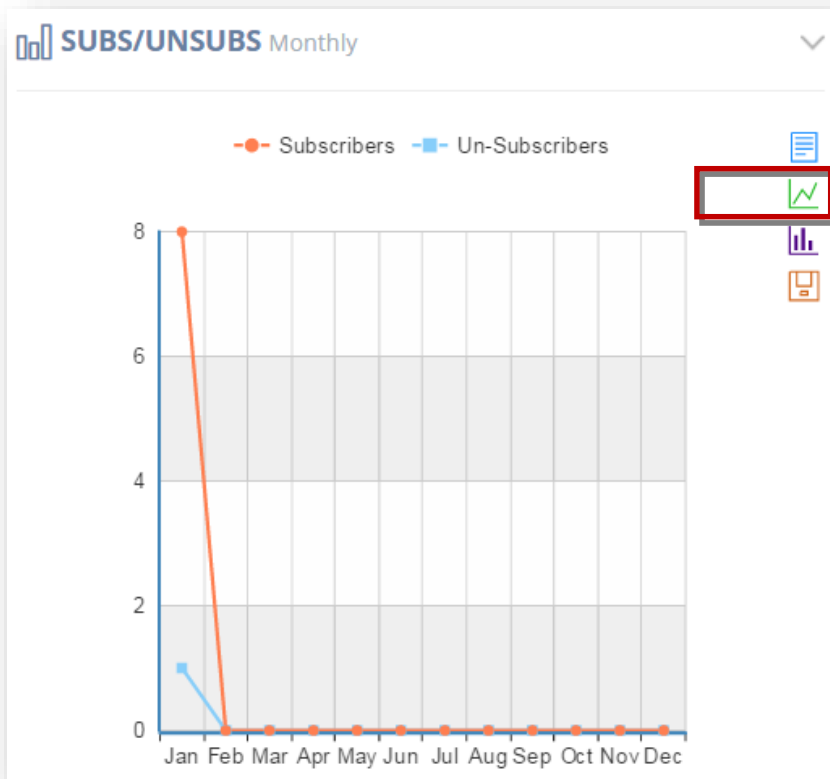1, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

Refresh   Close

3. Click **Close**.

Line Chart

This option shows the statistics in the form of a line chart.

4. Click **Line Chart ( )** icon in the right corner of the chart.
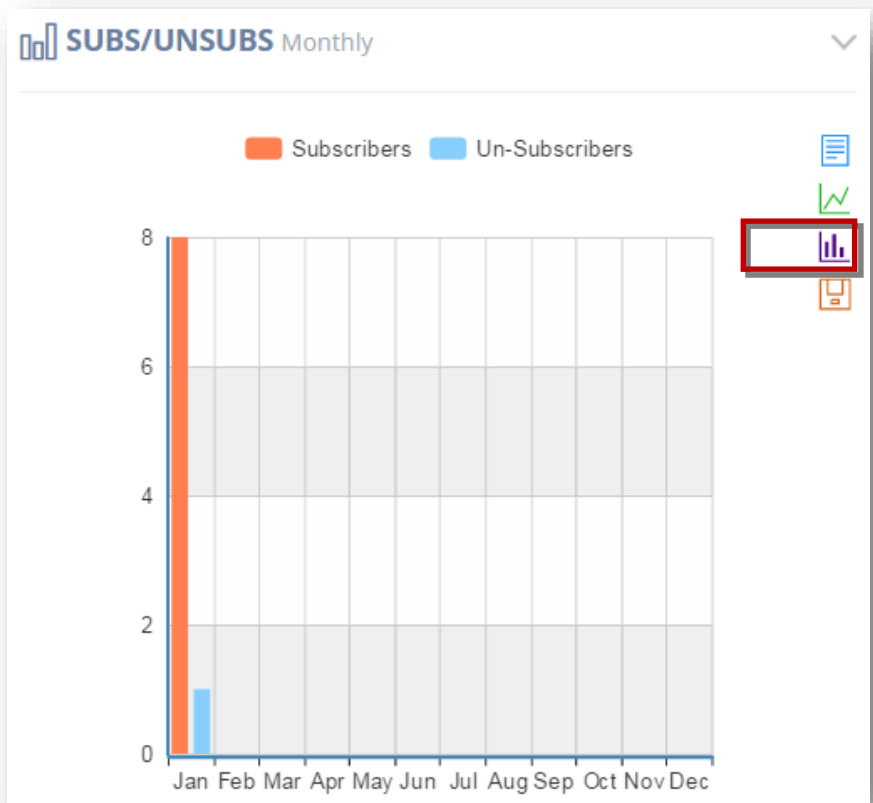
The **Line Chart** will be displayed.

- **Subscribers -** ●
- **Un-Subscribers -** ■

Bar Chart

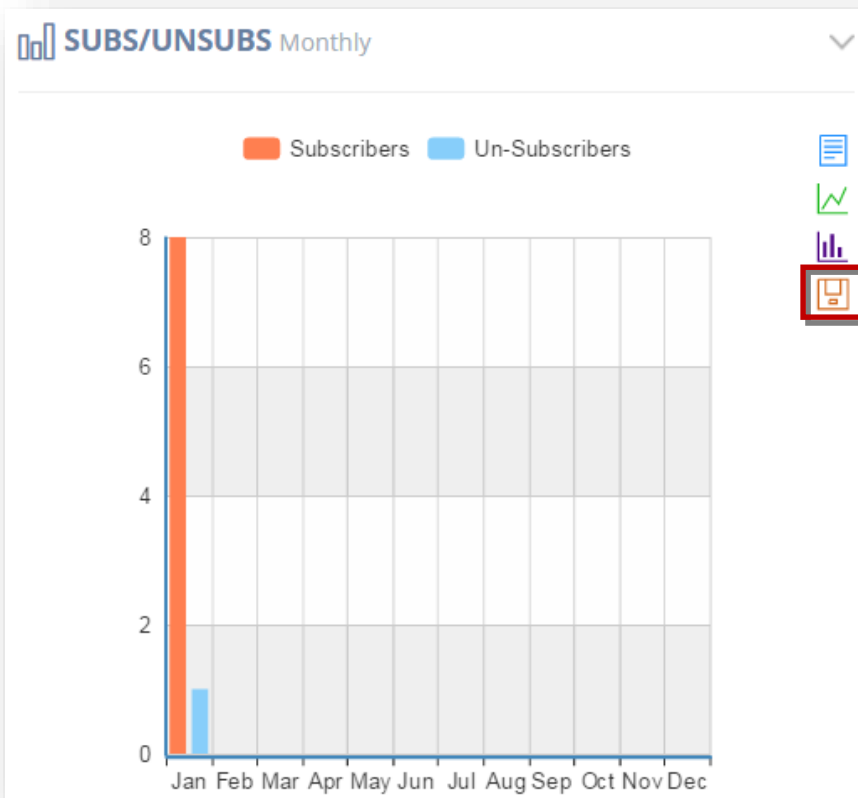This option shows the statistics in the bar chart form.

5. Click **Bar Chart ( )** icon in the right corner of the chart.

The **Bar Chart** will be displayed.

Save Image

6. To save the image, click **Save Image (🖫)**.

The selected image will be saved.

3.12 Secondary Numbers Assigned

The **Secondary Numbers Assigned** section shows all the additional numbers assigned to your account. After creating your account, you will only have access to assign 1 number, which will be your primary number. If you need more numbers, you can contact the admin and he can give you access to assign more. These additional numbers are called your secondary numbers.

You can then rotate through all your numbers (both primary and secondary numbers) when sending bulk SMS. This provides a good safety measure in that to mitigate potential problems, it's best to distribute the load of your SMS traffic, so that SMS messages with identical or similar contents are sent from as many different outgoing phone numbers as possible.

Note: The 1st number (primary) is always free and included with your account. However, depending on system configuration, if you need additional(secondary) numbers, you may need

to purchase a numbers subscription package first, which will give you access to purchase that many more numbers depending on the package you purchased. The popup window you will see in this case is below.
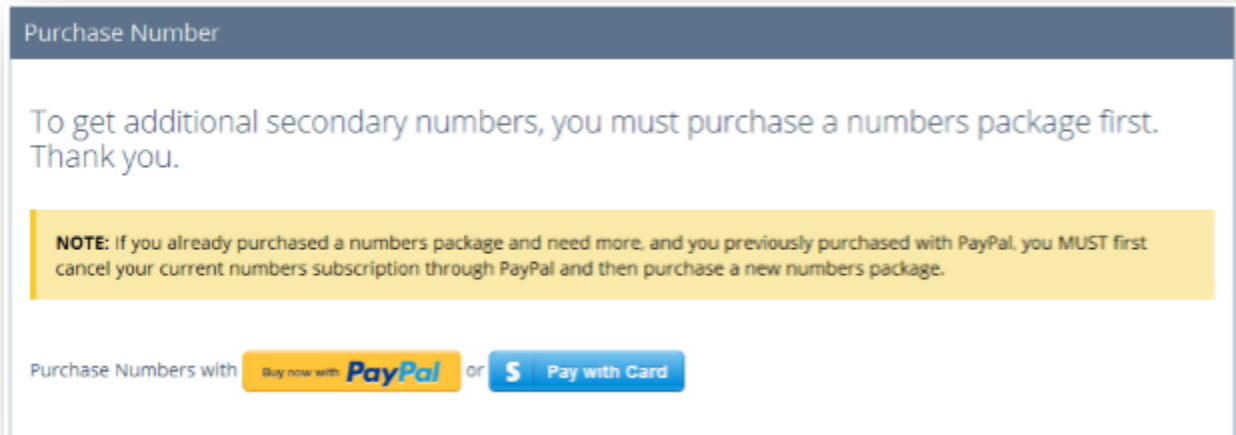
1. Navigate to **Dashboard**>**Secondary Numbers Assigned.**
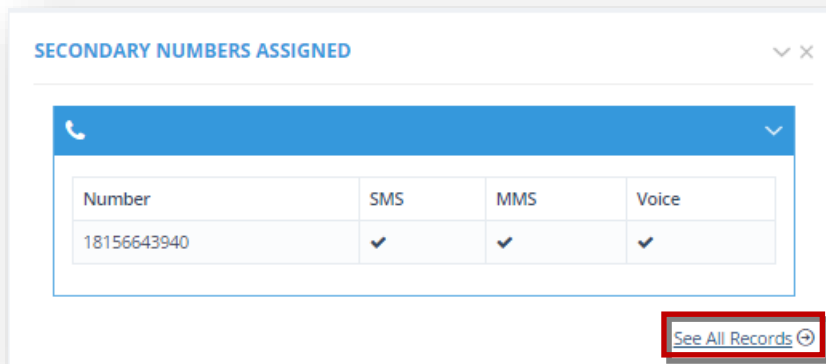
You will see the capabilities each number has. Whether that number has SMS, MMS, and/or Voice capabilities.

2. To view all the records, click **See All Records** link in the bottom right corner of the section.

The **Number List** page will be displayed.

3.13 Messages

The **Messages** section shows the statistical line charts of the number of **SMS Sent, SMS Received** and **Voice Sent** over each day for the current month. It provides a quick view on the usage of the system.

1. Navigate to **Dashboard** > **Messages.**
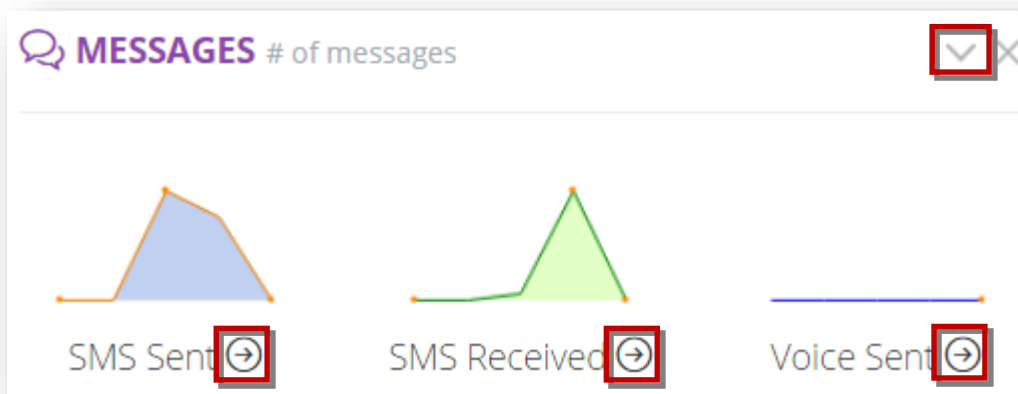
2. Expand or hide the chart by clicking the **Collapse/Expand (⌄)** button in the top right corner of the section.
3. Click **Logs (⊙)** icon under each sub-chart such as **SMS Sent, SMS Received** and **Voice Sent** to view the details of those logs separately.

The **Logs** page will be displayed.

For more information, refer to the section, <u>Managing Logs.</u>

3.14 Current Credit Package

The **Current Credit Package** section shows the details of the existing credit package the current user account has subscribed to and it also shows the next renewal date. You'll also have the option to purchase additional credits using multiple payment methods according to how the platform is configured.

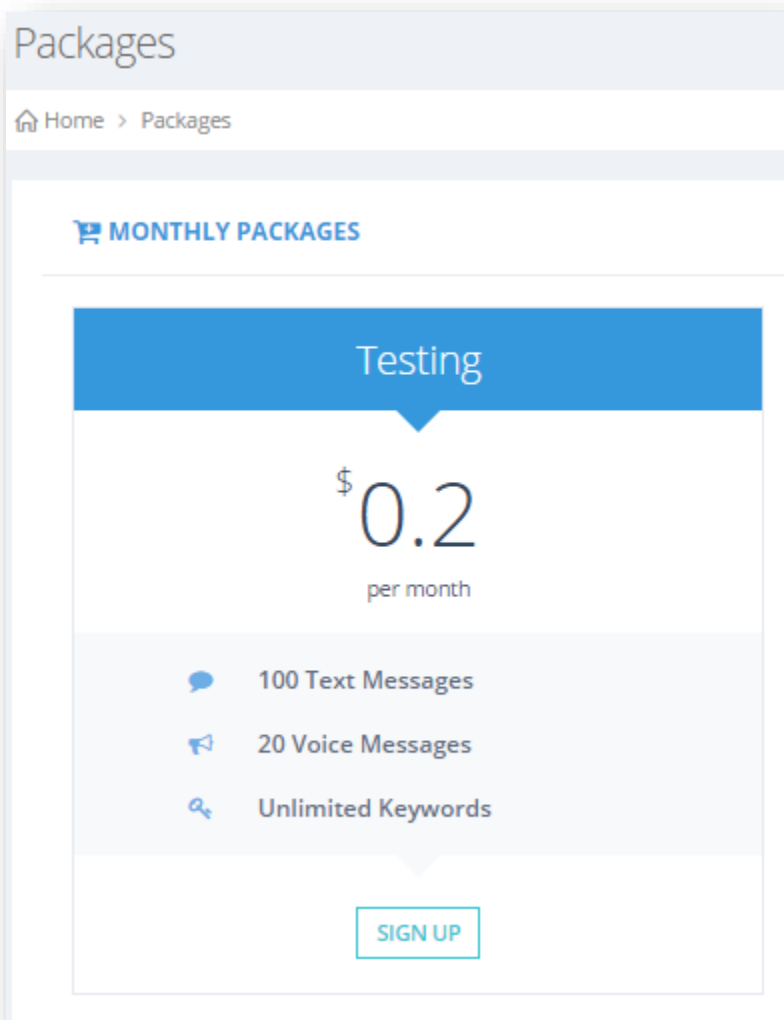1. Navigate to **Dashboard**>**Current Credit Package.**

2. To purchase credits, click **Pay with Card** or **PayPal** button. You may only see PayPal, or Pay with Card or both, depending on how the admin has configured the system.

The **Packages** page will be displayed.

Packages

Home > Packages

🛒 MONTHLY PACKAGES

Testing

$0.2

per month

💬 100 Text Messages

📢 20 Voice Messages

🔍 Unlimited Keywords

SIGN UP

3. Select the package and proceed to checkout. Depending on how the admin has setup the system, you may be able to purchase monthly subscription packages and/or add-on credit packages. "pay-as-you-go" or add-on credit packages are 1-off purchases if you want to top-off your account before your subscription period renews and you have used up your credits, or simply if you don't want to be locked into monthly payments.
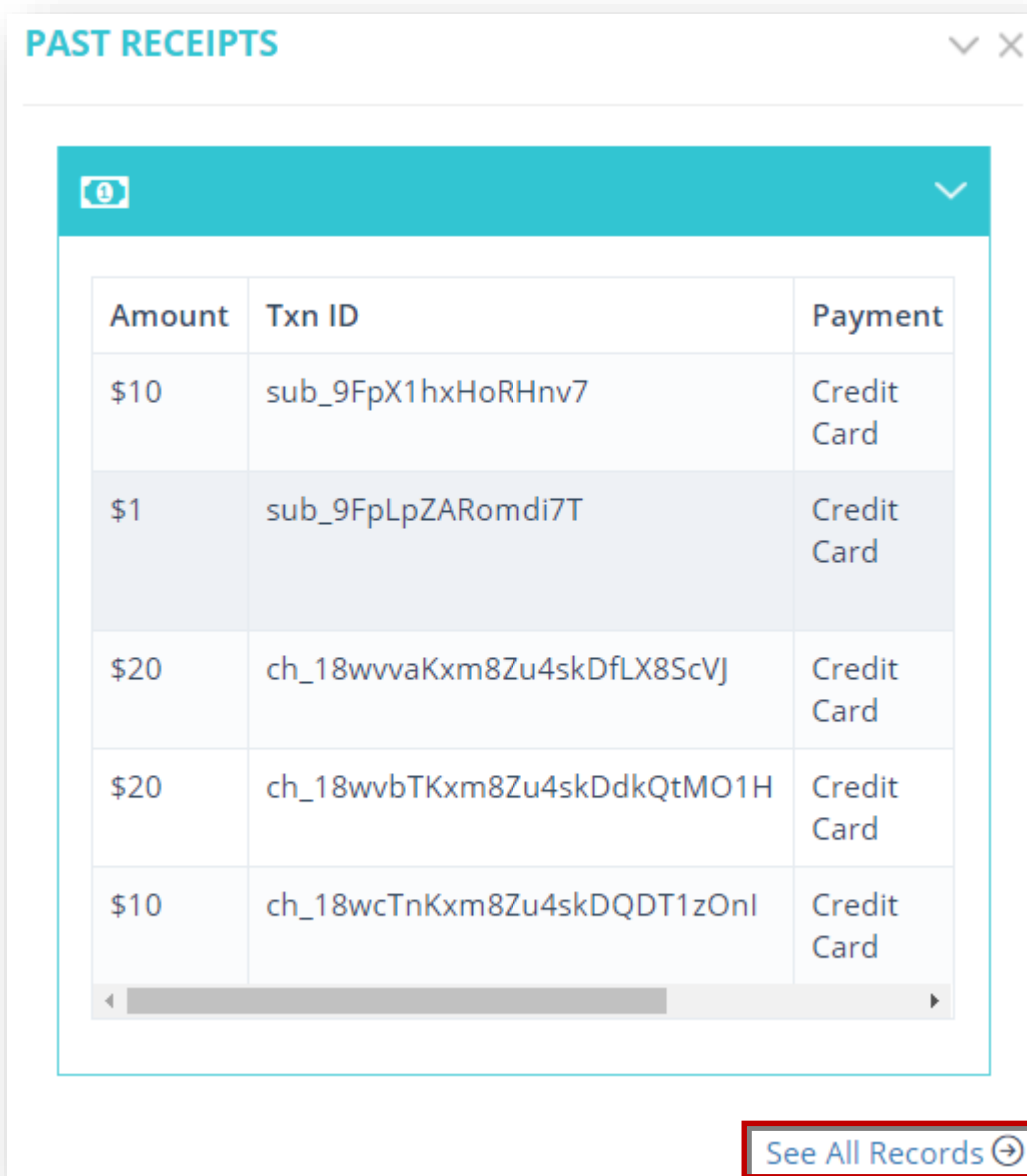
The credit details will be updated.

3.15 Past Receipts

The **Past Receipts** section shows all the past payments made by the user account. It will track all numbers and /or credit subscription payments, as well as add-on payments. After each payment is made, the details will show here.

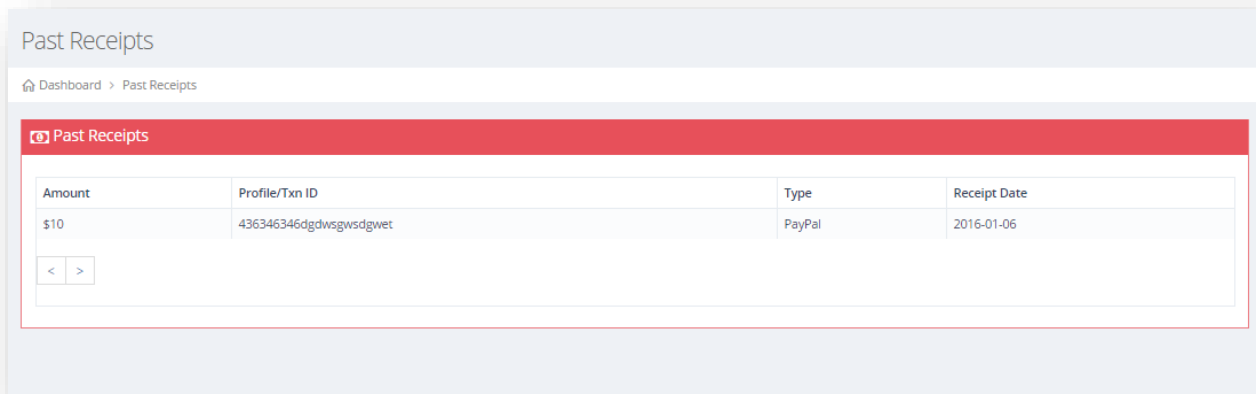1. Navigate to **Dashboard**>**Past Receipts.**

2. To view all the past records, click **See All Records** link at the bottom right corner of the section.

The **Past Receipts** page will be displayed.

3.16 Current Numbers Package

The **Current Numbers Package** section shows the details of the current number package, the current user account has subscribed to and it also shows the next renewal date. If the admin has configured the platform to charge for additional(secondary numbers), you will see this box here and you will have the option to purchase secondary numbers if you need them via number packages.

1. Navigate to **Dashboard**>**Current Numbers Package.**

4. Managing Groups

4.1   Groups Overview

You can send SMS messages in bulk to your subscribers. Send to one group or many groups at once! **UltraSMSScript** allows users sending SMS messages in bulk, which is ideal for any SMS marketing campaign. Group segments your contacts and allows you to keep organized all your subscribers and where they are coming from.

Organize contacts into groups, and you can easily send each message to just the right people.

To manage groups, follow the steps given below.

1.   Navigate to **Groups** > **Manage Groups.**

The **Groups** page will be displayed.
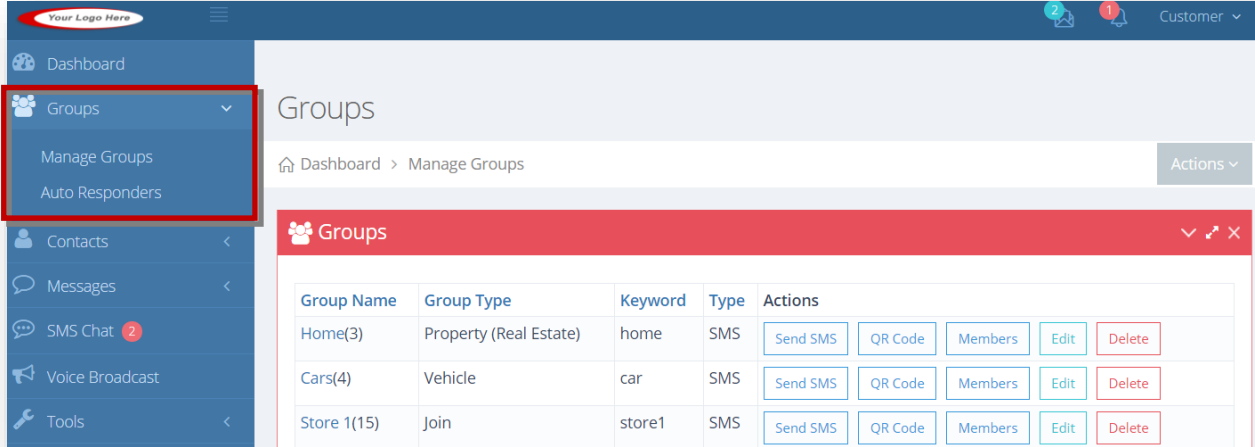
For more information, refer to the following sections.

- [Adding/Editing Group](#)
- [Sending SMS to Group](#)
- [Generating QR Code](#)
- [Adding/Removing Members](#)
- [Sending SMS to Members of the Group](#)

4.2   Adding/Editing Group

To add or edit group, follow the steps given below.

1. Navigate to **Groups**>**Manage Groups.**

The **Groups** page will be displayed.
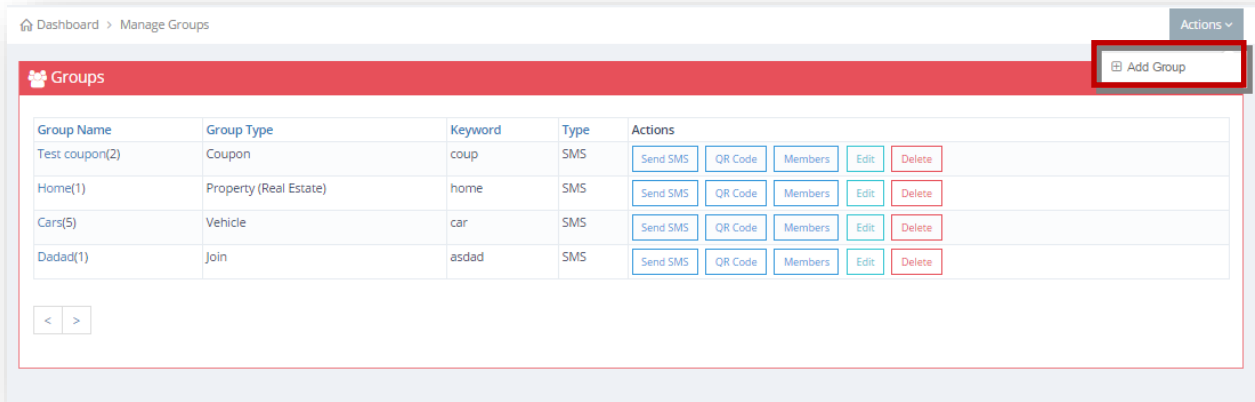
2. Select **Add Group** option from the **Actions** drop down list.

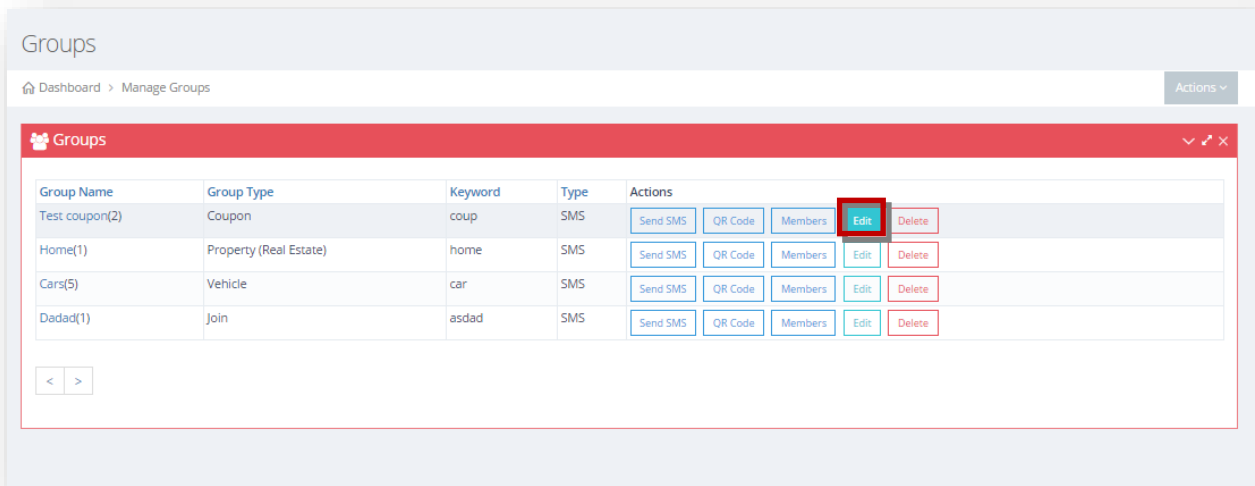The **Create Group** page will be displayed.

3. Enter the name of the group in the **Group Name** text entry box.

4. Enter the keyword for the group in the **Keyword** text entry box. The **Keyword** is that word that the subscribers will text into your primary/secondary number to join your contact list and will be added to this group.
5. Select the type of the group from the **Group Type** dropdown list:
   - **Coupon-** Users can continually text in the keyword to receive the auto-reply message. Example: You may update the message weekly or monthly with a new coupon code and the user can text in to receive it.
   - **Join-**Users can only text in the keyword once to be added to the group. If they text in the keyword again, it will inform them they are already subscribed to this group.
   - **Property (Real Estate)-** Perfect for realtors. Enter in all the property details, and those details will be sent back to the prospective buyer when they text in the keyword.
   - **Vehicle-** Perfect for car dealers. Enter in all the vehicle details and those details will be sent back to the prospective buyers when they text in the keyword.
6. Specify whether the user wishes to **Capture Birthdays** for the purpose of sending out his or her birthday SMS wishes. This will enable or disable for this group. If enabled here and under settings, a message will be sent back to them to enter their birth date after subscribing to this group and also send them theirbirthday SMS wish on their birthday or even a certain number of days before.For more information, refer to the section, Birthday SMS Wishes Overview.
7. Specify the type of message that can be sent to the group. The available options are SMS and MMS.
8. Enter the auto-reply message that the new subscribers will receive in the **Message** text entry box after they text in the keyword to join this group. It's recommended you include the precise number of messages that users will receive per month (example: 'Get 5 messages/month'). Maximum characters allowed are 107.

Note: Special characters are not allowed such as ~ {} [];

9. The **Mandatory Appended Message** field is the mandatory message that needs to be appended to the auto-reply message field after the new subscriber texts in the keyword to join the group.
10. Specify whether or not to be notified via SMS whenever someone subscribes to this group by checking or un-checking the box in the **Notify Signup** field. The notification will include the number that subscribed and the group they subscribed to.
11. Click **Save.**

The new group will be added.

12. To edit the selected group, click **Edit** button in the row of the group you wish to edit.

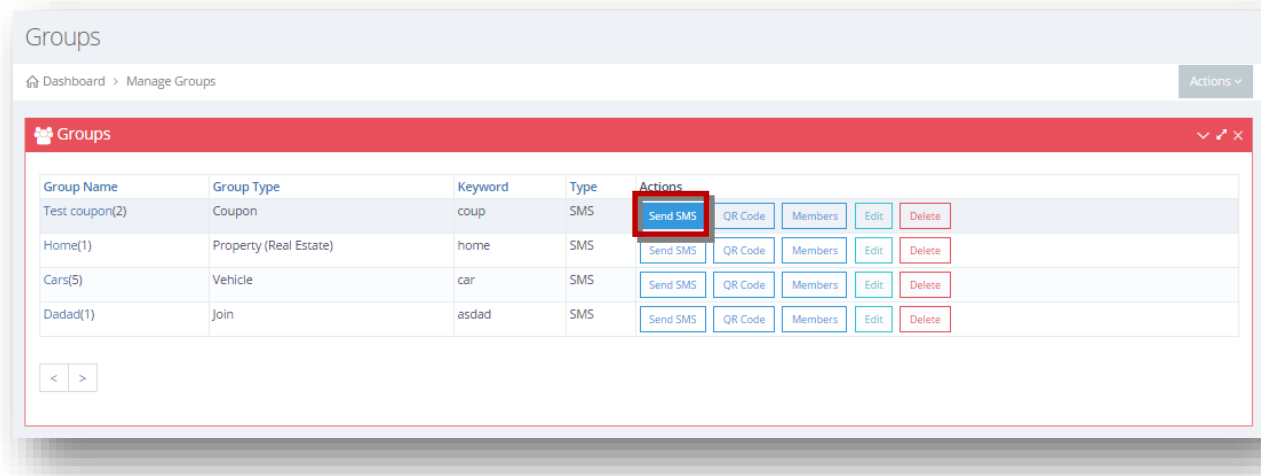The **Edit Group** page will be displayed.
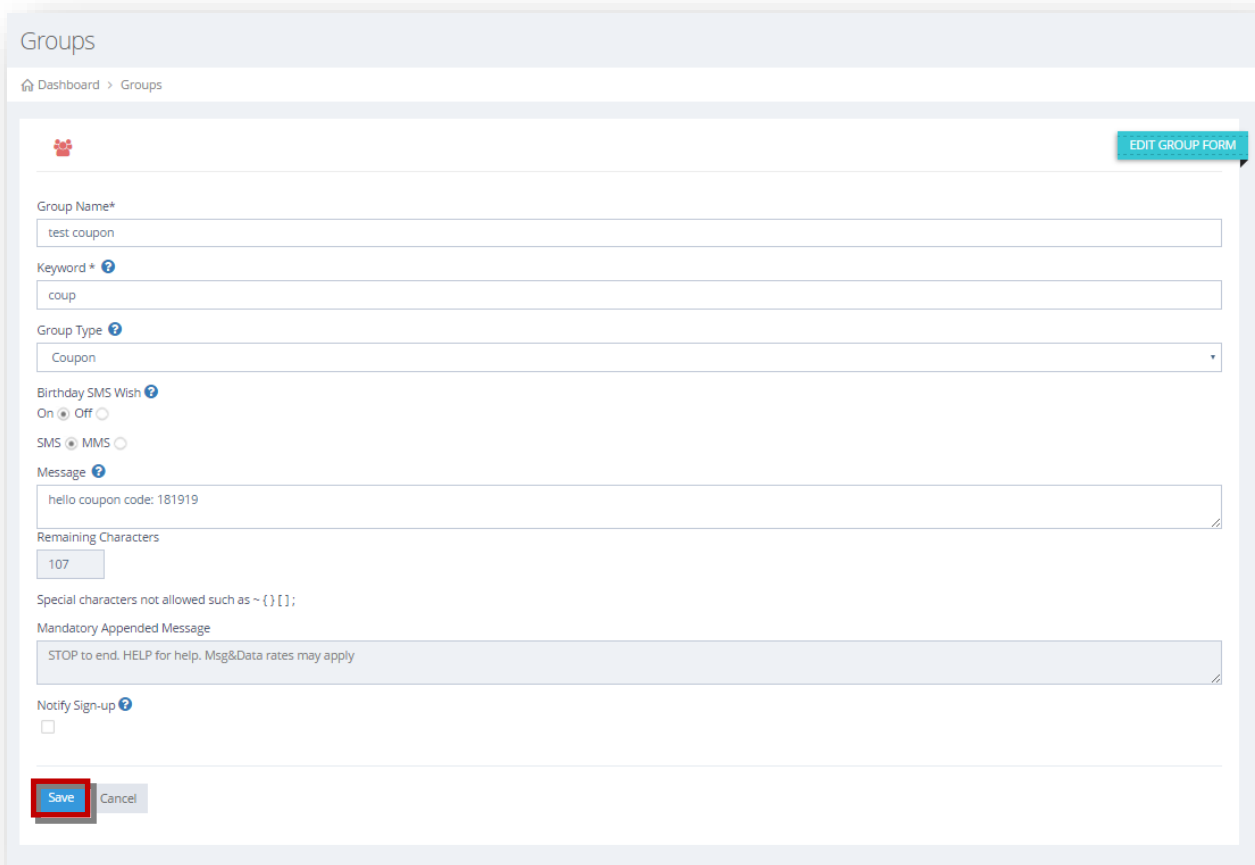
13. Make the necessary changes in the required fields.
14. Click **Save**.

The selected group will be updated.
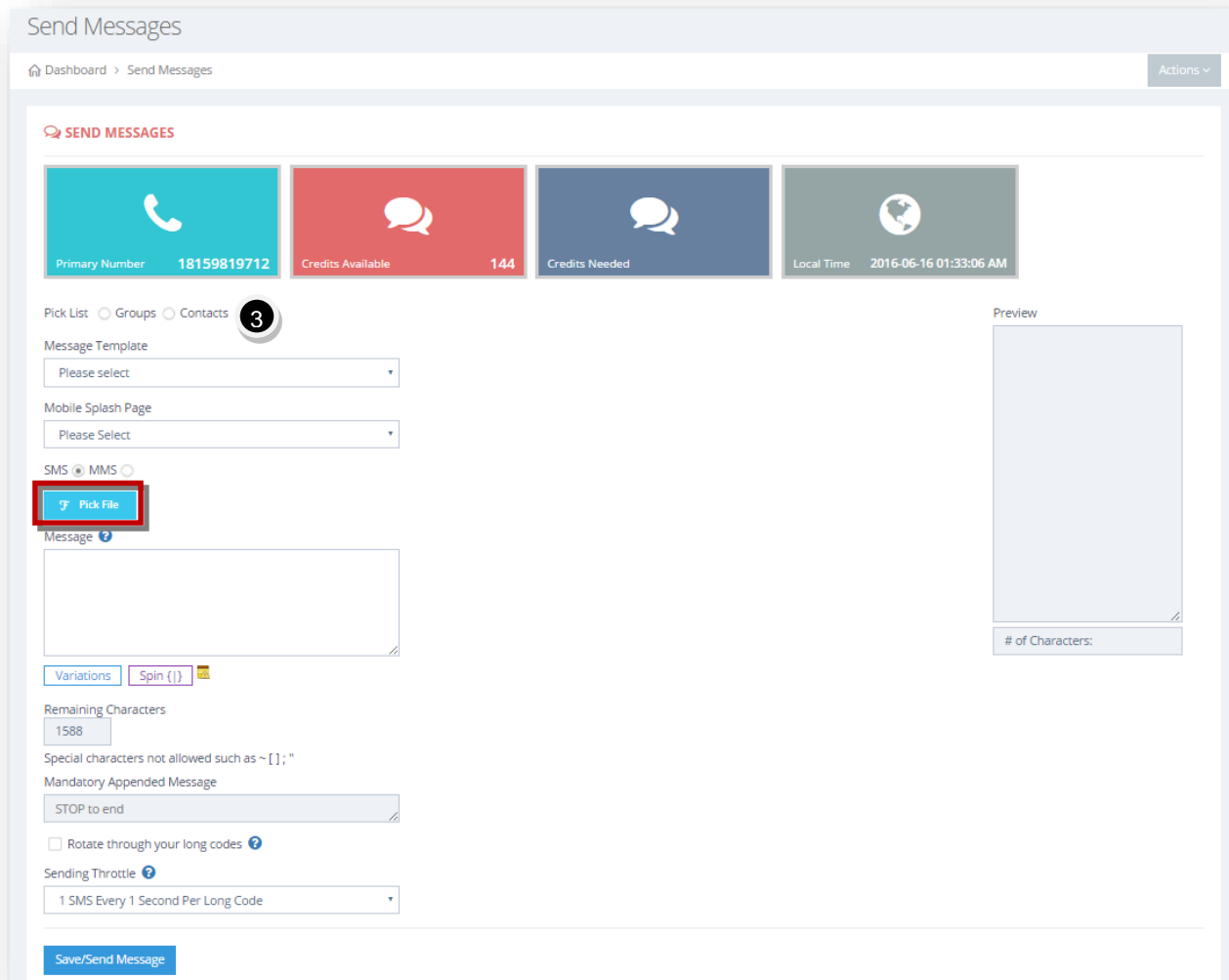
4.3 Sending SMS to Group

You can send SMS messages in bulk to your subscribers. Send to one group or many groups at once! To send SMS to a group, follow the steps given below.

1. Navigate to **Groups**>**Manage Groups.**
2. Click **Send SMS** button in the row of the group to which you wish to send SMS.

The **Send Messages** page will be displayed.

3. Select the pick list to send message by checking the box in the required option in the **Pick List** field. The available options are **Groups** and **Contacts**.

    A. If you select **Groups** in the previous step, select the required group from the available list.

NOTE: the group will be automatically selected according to what row you selected to send the SMS to from the groups index page.
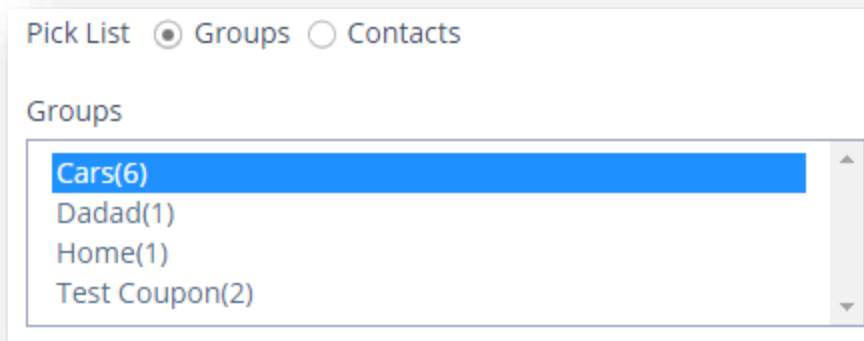
B. If you select **Contacts** in the previous step**,** select the required contact from the available list.

Scroll down for more options.

Schedule Delivery ❓

02-01-2007 00:45 ④

(To send now, don't select a date)

Message Template

surjit ⑤ ▼

Mobile Splash Page

Message type here ⑥ ▼

SMS ⦿ MMS ◯ ⑦

𝓕 Pick File

Message ❓ ⑧

http://ultrasmsscript.com/sloocetechultra/lp.php?id=MQ

⑨ ⑩

Variations   Spin {|} 🗒

Remaining Characters

1588

Special characters not allowed such as ~ [ ] ; "

Mandatory Appended Message

STOP to end ⑪

☑ Rotate through your long codes ❓ ⑫

Sending Throttle ❓

1 SMS Every 1 Second Per Long Code ⑬ ▼

Save/Send Message

4. Schedule your messages to be sent from 8:00AM to 9:00PM local time to adhere to the applicable guidelines published by the CTIA and the Mobile Marketing Association from the **Schedule Delivery** field. Choose a date and time.

Note: If you want to send your message immediately, leave the field as is and don't choose anything.

5. If you want to use a message template already created, select the message template you want to use, from the **Message Template** drop down list.
6. If you want to send a link to a mobile page you created, select the splash page you want to send with message from the **Message Splash Page** drop down list.
7. Specify whether you wish to send your message via SMS or MMS by checking the radio button in the required field. The available options are **SMS** or **MMS**.

    A. If you select **MMS** option, then choose the image file from your computer.

    Note: Please be aware that mobile carriers are much more restrictive when sending images to many numbers in rapid succession from 1 long code number since there is much more bandwidth to factor in.

    B. If you select **SMS** option, you can also choose to send a link to any image you want by clicking **Pick File**.

    The **Filepicker** dialog will be displayed.

C. Select the required file from any social media option or directly from the computer. You may even drag and drop the file from your computer.
D. Click **Open**.

The selected file will be uploaded.

8. Enter the message in the **Message** text entry box. 1 credit is charged for each 160 character segment. If you have a message that is 300 characters, and you are sending to 10 people, 20 credits will be deducted (2 credits for each person). You cannot exceed 1588 characters.

Note: Messages containing non-GSM (Unicode) characters will be charged 1 credit for each 70 character segment. Also, special characters such as ~ [ ] ; " are not allowed.

9. Click **Variations** to view the number of message variations possible. This is used when including spintax in your message.
10. You can spin your messages with the use of spintax to create multiple variations of your messages when sending. Mobile carriers are a little more cautious letting someone send thousands of identical SMS messages at 1 time for SPAM reasons. Click **Spin** to see the generated output in the preview box each time you click Spin.
11. The **Mandatory Appended Message** field will be appended to the message when sending

12. Specify whether or not you want to rotate through your long codes by checking or un-checking the box in the **Rotate through Your Long Codes** field. Useful if you have a large number of option in contacts (>500), you can spread your workload across multiple numbers in your account. If checking, please include your business name in the message. When rotating, the system will automatically rotate through all your numbers assigned to your account, including primary and secondary numbers.
13. Select the rate of sending from the **Sending Throttle** drop down list. In the fastest (default setting), you can send SMS on 1 long code is 1 SMS/second. However, you can slow that down to exercise extra caution. The slowest setting will send at rate of 10 SMS per minute or 1 SMS every 6 seconds.
14. Click **Save or Send Message**.

The new message will be sent immediately or scheduled for a future date/time based on the selected delivery schedule.
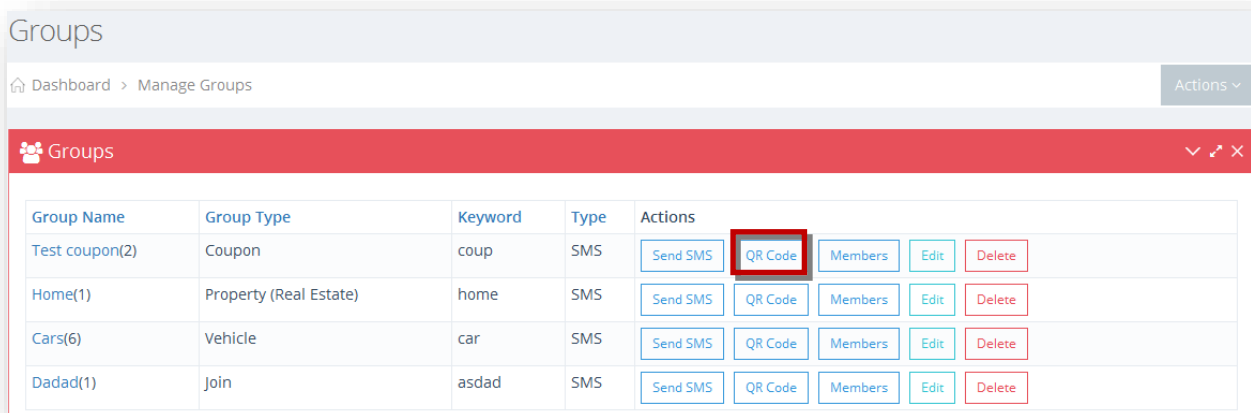
4.4　Generating QR Code

QR Code helps the members to subscribe their numbers to the group so that you can bridge your offline marketing campaign to the online medium.

To generate QR code, follow the steps given below.

1. Navigate to **Groups>Manage Groups.**
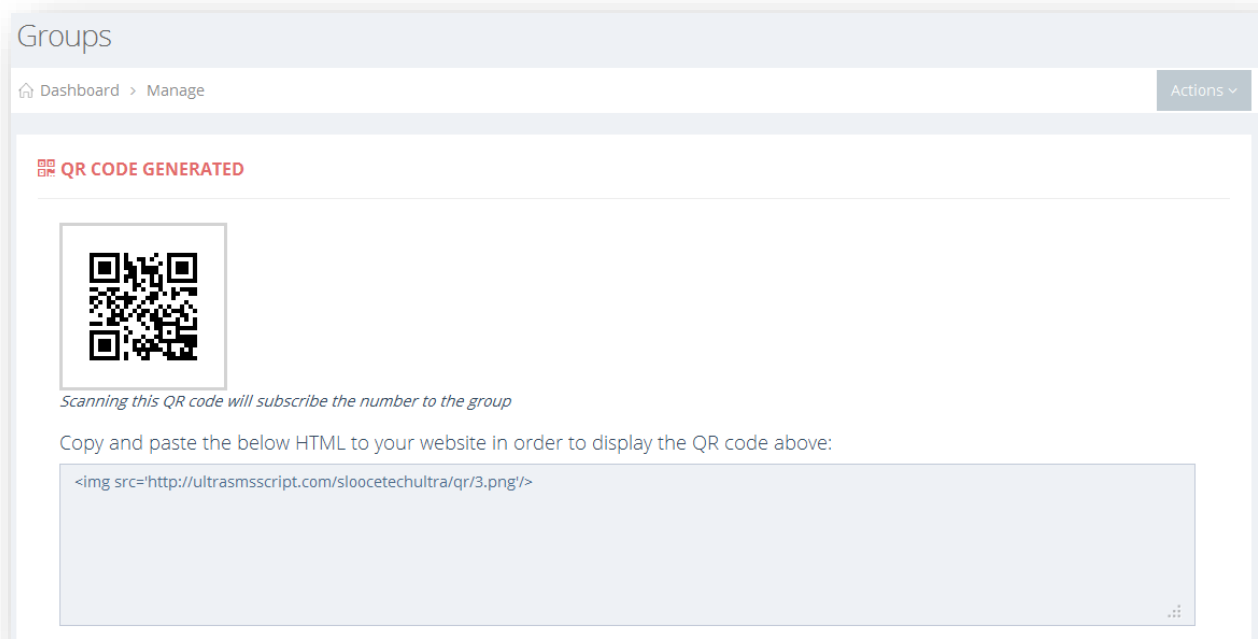
The **Groups** page will be displayed.

2. Click **QR Code** button in the row of the group for which you wish to generate QR Code.
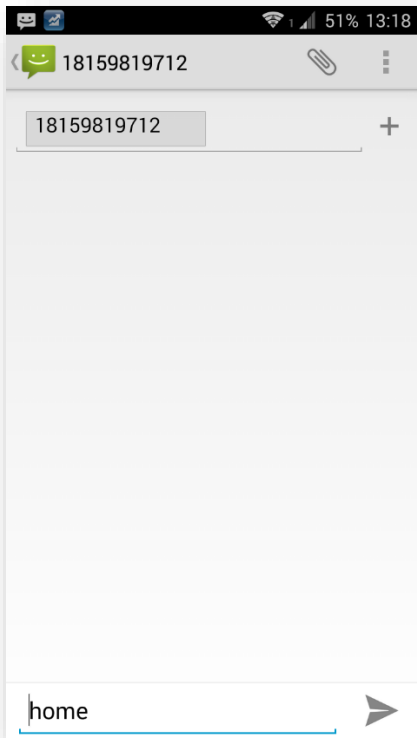
The **QR Code** for the selected group will be generated.

3. Place your mobile QR code scanner and adjust the scanning location on the QR code.
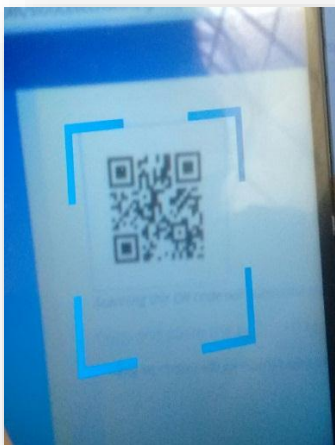
The primary number of the account is added with the keyword of that group auto populated and the user can now send that in to be subscribed to the group.

4. You may also copy the html version of QR code and place it in your website in order to display the QR code.

4.5   Adding/Removing Members

A new member can be manually added to a group. You may also remove a member.

To add or remove members, follow the steps given below.

1. Navigate to **Groups**>**Manage Groups.**

The **Groups** page will be displayed.

2. Click **Members** button in the row of the group for which you wish to add or remove members.

The **Members** dialog will be displayed. This will display all members/subscribers associated with this group.

3. Click **Add New Contact ( )**.

The **Add Contact** dialog will be displayed.
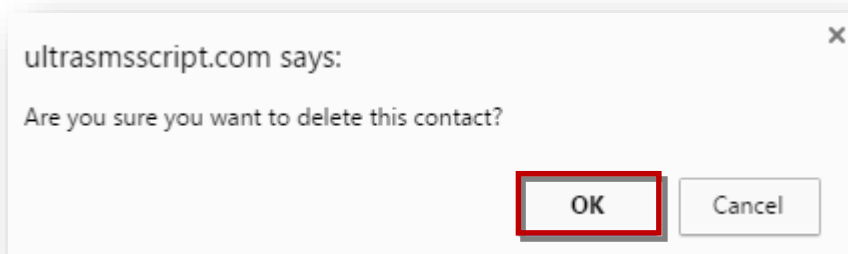

4. From here, you can add new contact details. For more information, refer to the section, Adding/Editing Contact.

Once the contact is added, the member is included to the selected group.
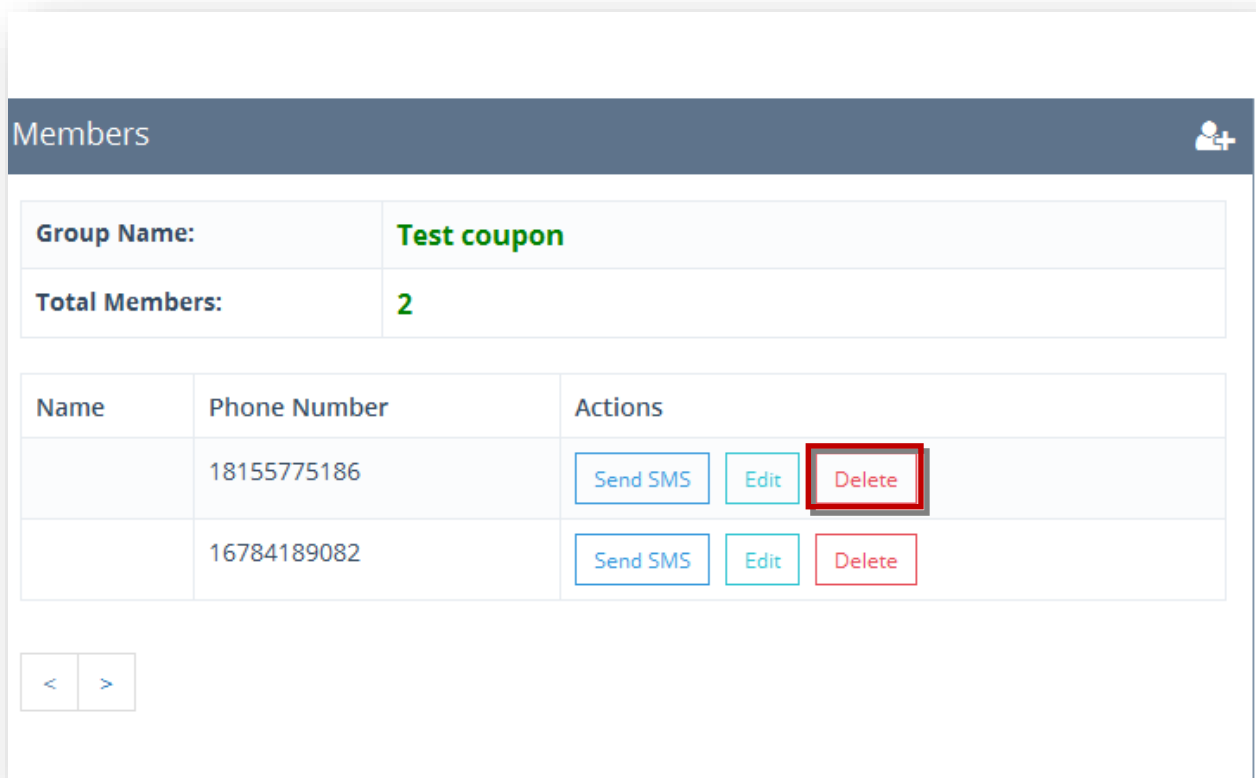
5. To remove a member from the group, click **Delete** button in the row of that member.

The message box asking you to confirm the removal of the selected member will be displayed.
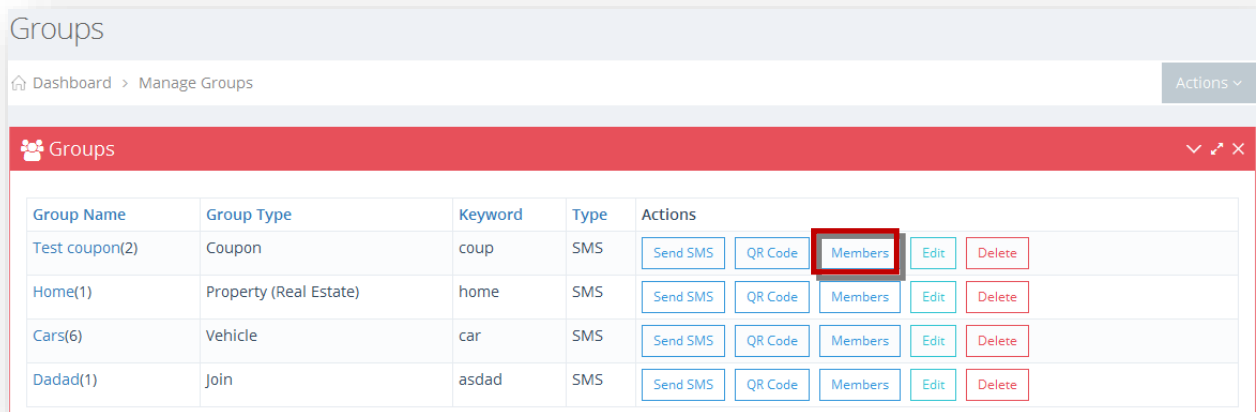

6. Click **OK**.

The selected member will be removed from the group.

4.6   Sending SMS to Members of the Group

SMS can be sent to individual members of the group. To send SMS to a member of a group, follow the steps given below.

1.   Navigate to **Groups**>**Manage Groups.**

The **Groups** page will be displayed.

2.   Click **Members** button in the row of the group.

The **Members** dialog will be displayed.

3. Click **Send SMS** button in the row of the member for whom you wish to send SMS.

The **Send a Single SMS** dialog will be displayed.

Send a Single SMS

Select a contact

Milton ④

OR
Phone number

18155775186

Message

Welcome ⑤

Remaining Characters 153

Send

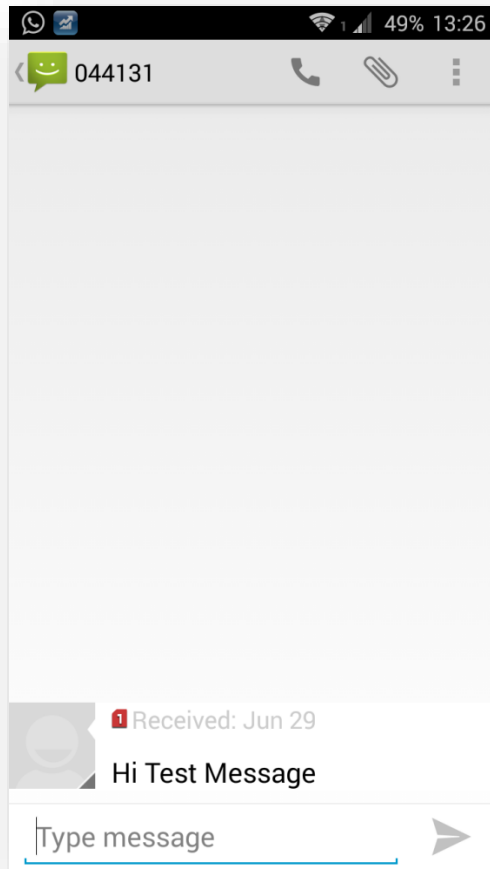4. Select a contact from the **Select a Contact** drop down list.

Or

Enter the phone number in the **Phone Number** text entry box.

Note: the phone number will be automatically populated with the number of that member.

5. Enter the SMS you want to send to the member of the group in the **Message** text entry box.
6. Click **Send.**

The SMS will be sent to the individual member.

4.7   Adding/Editing Auto Responders

You can setup the autoresponders to automatically send SMS back to the subscribers after they subscribe on a preset schedule much like email autoresponders work. Automatically send them a message 1 day, 7 days or 30 days after they subscribe. Setup an entire follow-up SMS campaign with them after they subscribe. Engage your subscribers and keep them interested.

To add or edit auto responder, follow the steps given below.

1.   Navigate to **Groups**>**Auto Responders.**

The **Auto Responders** page will be displayed.
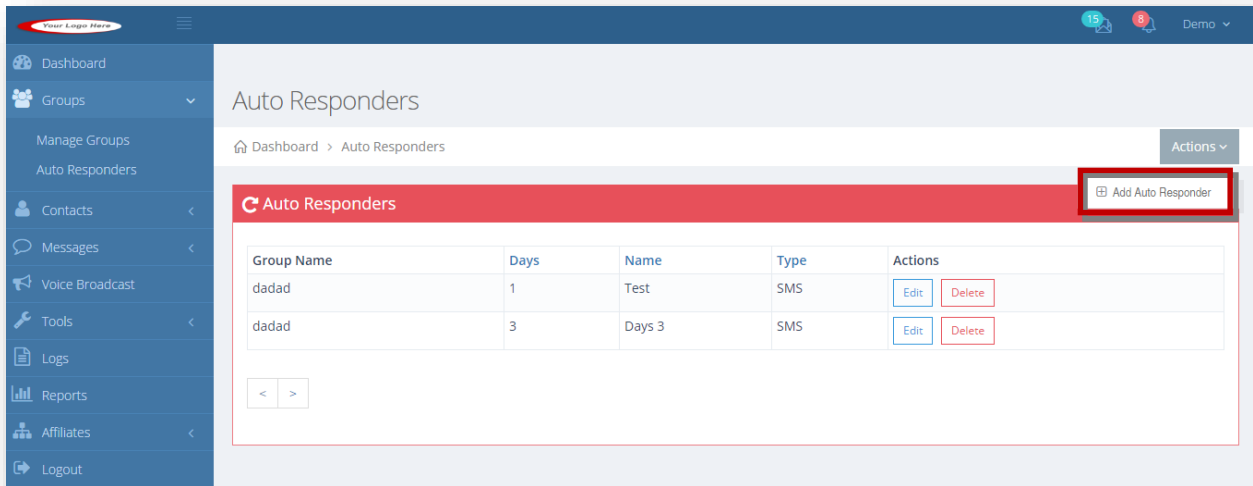
2. Select **Add Auto Responder** option from the **Actions** drop down list.

The **Create Auto Responders** page will be displayed.
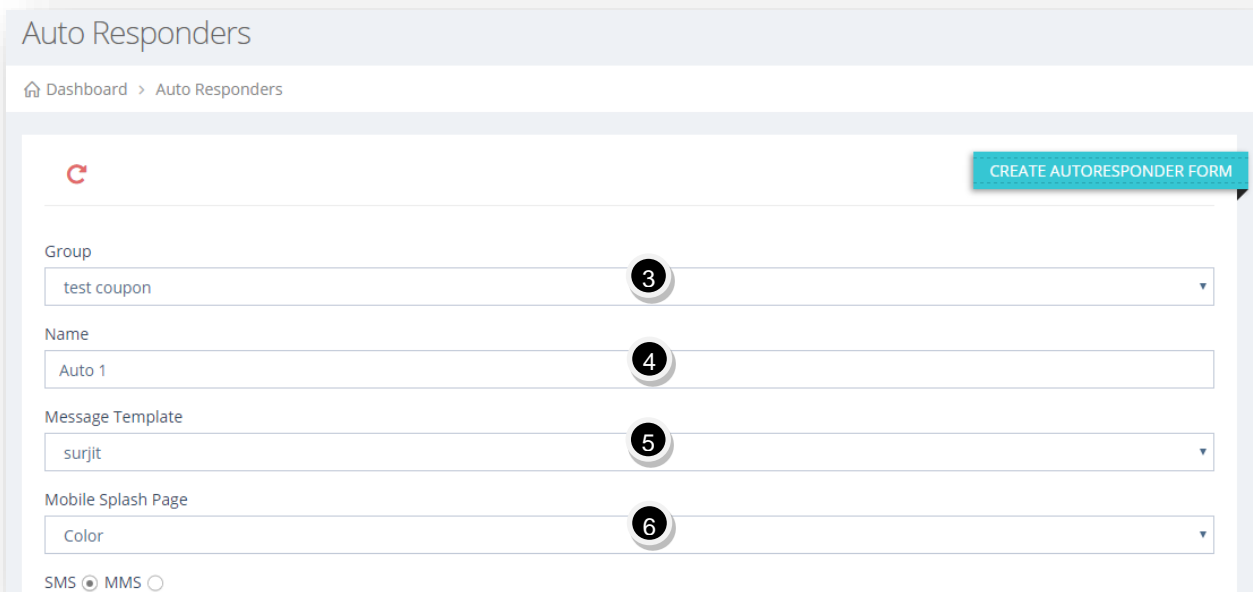
3. Select the name of the group from the **Group** drop down list. Autoresponders are associated with groups and get sent to all members of the associated group.
4. Enter the name of the auto responder in the **Name** text entry box.
5. If you want to use a message template already created, select the message template you want to use, from the Message Template drop down list.

6. If you want to send a link to a mobile page you created, select the splash page you want to send with message from the Message Splash Page drop down list.

Scroll down for more options.

7. Specify whether you wish to send your message via SMS or MMS by checking the radio button in the required field. The available options are **SMS** or **MMS**.

A. If you select **MMS** option, then choose the image file from your computer.

Note: Please be aware that mobile carriers are much more restrictive when sending images to many numbers in rapid succession from 1 long code number since there is much more bandwidth to factor in.

B. If you select **SMS** option, you can also choose to send a link to any image you want by clicking **Pick File**.

The **Filepicker** dialog will be displayed.

C. Select the required file from any social media option or directly from the computer. You may even drag and drop the file from your computer.
D. Click **Open**.

The selected file will be uploaded.

8. Enter the auto responder message in the **Responder Message** text entry box. You cannot exceed 148 characters, which factors in the mandatory appended message.

Note: Messages containing non-GSM (Unicode) characters will be charged 1 credit for each 70 character segment. Also, special characters such as ~ [ ]; "are not allowed.

9. The **Mandatory Appended Message** field will be appended to the message when sending.
10. Enter the number of days you wish to send the responder after a new user signup in the **Send # of days after Signup** text entry box. Enter **0** to send immediately. Examples: Enter 1 to send the responder 1 day after a new user signs up. Enter 7 to send 7 days after a new user signs up.
11. Click **Save.**

The new responder message will be saved and sent based on the Send # of days after signup field. It's important to note that if you enter 0 in the Send # of days after signup field, which will send responder message immediately after signup, that the user will get 2 auto-reply messages sent to their phones immediately after sign-up. The auto-reply message from the actual group they are subscribing to and also this responder.

The new auto responder will be added.

12. To edit the selected auto responder, click **Edit** button in the row of the auto responder you wish to edit.

The **Edit Auto Responder** page will be displayed.

13. Make the necessary changes in the required fields.
14. Click **Update**.

The selected auto responder will be updated.

5. Managing Contacts

5.1   Contacts Overview

In **Contacts** module, manage your professional list of subscribers. For every new subscriber that joins a list by texting in a keyword that is setup in the system, they get added to the contact/subscriber list. Contacts can also be added by subscribing themselves via web sign-up widget that may be placed on another website, and through a digital loyalty kiosk setup in stores. You can view the source of all sign-ups through the contacts module, whether they signed up through SMS keyword, web widget, kiosk, or if they were manually added.

The contacts module also includes a comprehensive search feature so you can search for your contacts based on different criteria. Search on name, number, group and source of sign-up. Send these contacts a SMS individually from here or as part of a group from the bulk SMS module. You also have the ability to manually add and import contacts into the system via a .CSV file upload. If you already have a list on permission-based contacts maintained somewhere and would like to upload these contacts in 1 fell swoop without adding them 1 by 1, you can do that with our bulk import feature.

To manage contacts, follow the steps given below.

1. Navigate to **Contacts** > **Manage Contacts.**

The **Contacts** page will be displayed.
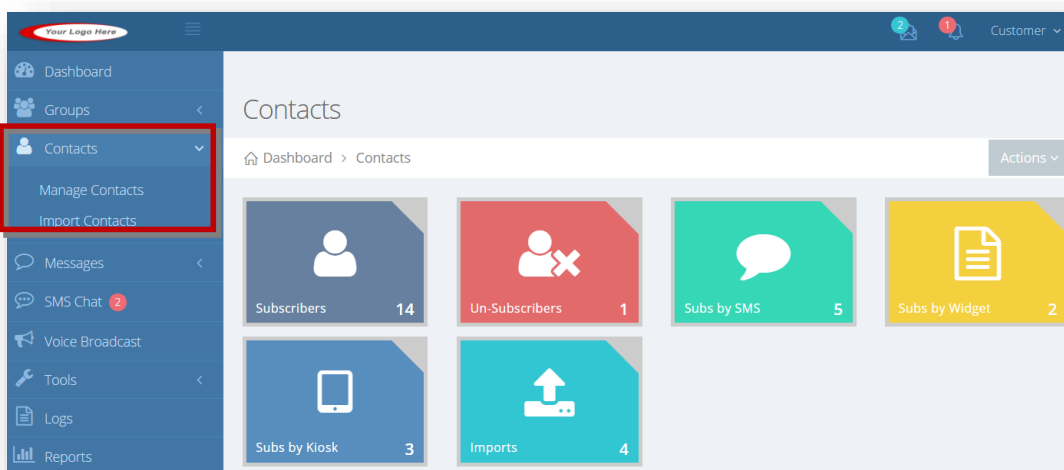
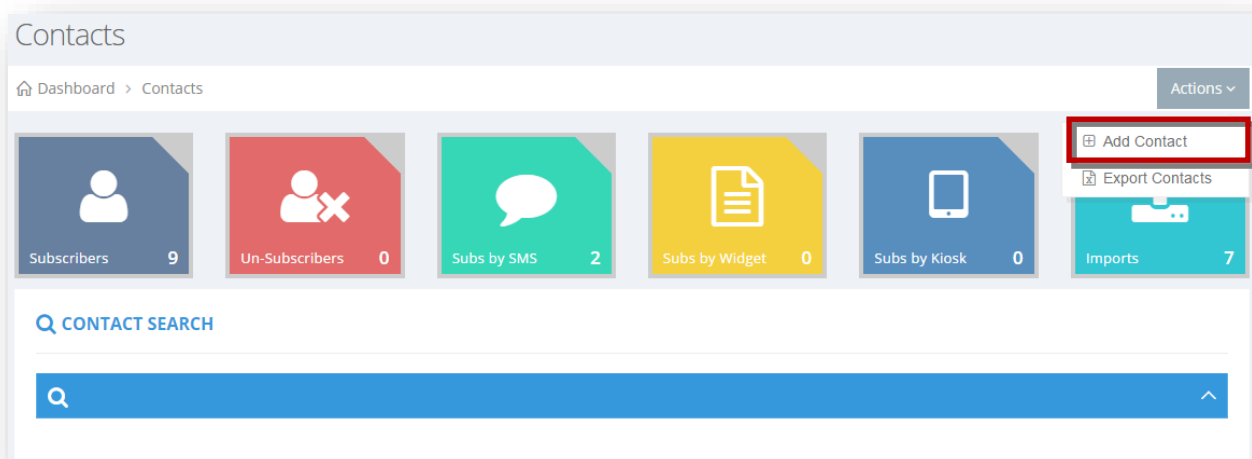For more information, refer to the following sections.

- [Adding/Editing Contact](#)
- [Searching Contact](#)
- [Scheduling Appointment Reminder](#)
- [Sending SMS](#)
- [Importing Contacts](#)

5.2 Adding/Editing Contact

You can manually add or edit a contact. To add or edit a contact, follow the steps given below.

1. Navigate to **Contacts** >**Manage Contacts.**

The **Contacts** page will be displayed.

2. Select **Actions > Add Contact**.

The **Add Contact** dialog will be displayed.

Add Contact

Groups

Cars(6) ③
Dadad(1)
Home(1)
Test Coupon(2)

Name

Milton ④

Phone Number

545698746544 ⑤

Email

miltonmattox@gmail.com ⑥

Birthday

03-01-1986 ⑦

NO spaces, dashes, or parentheses in phone numbers
Include country code in the number
US Example: 12025248725 UK Example: 447481340516

Send

3. Select the required group to which this contact can be added, from the **Groups** field.
4. Enter the name of the contact person in the **Name** text entry box.
5. Enter the phone number of the contact in the **Phone Number** text entry box.
6. Enter the email address of the contact in the **Email** text entry box.
7. Enter the birth date of the contact in the **Birthday** text entry box.
8. Click **Send**.

The new contact will be saved.

Contact has been saved

9. To edit a contact, click **Edit** button in the row of that contact.

The **Edit Contact** dialog will be displayed.

10. Make the necessary changes in the required fields.
11. Click **Send**.

The changes made to the contact details will be updated.

5.3 Searching Contact

The **Contact Search** section within **Contacts** module allows you to search for a contact based on various search criteria like name or phone number. You can also apply filter to view contacts from a specific group or source.

To search for a contact, follow the steps given below.

1. Navigate to **Contacts** >**Manage Contacts.**

The **Contacts** page will be displayed.
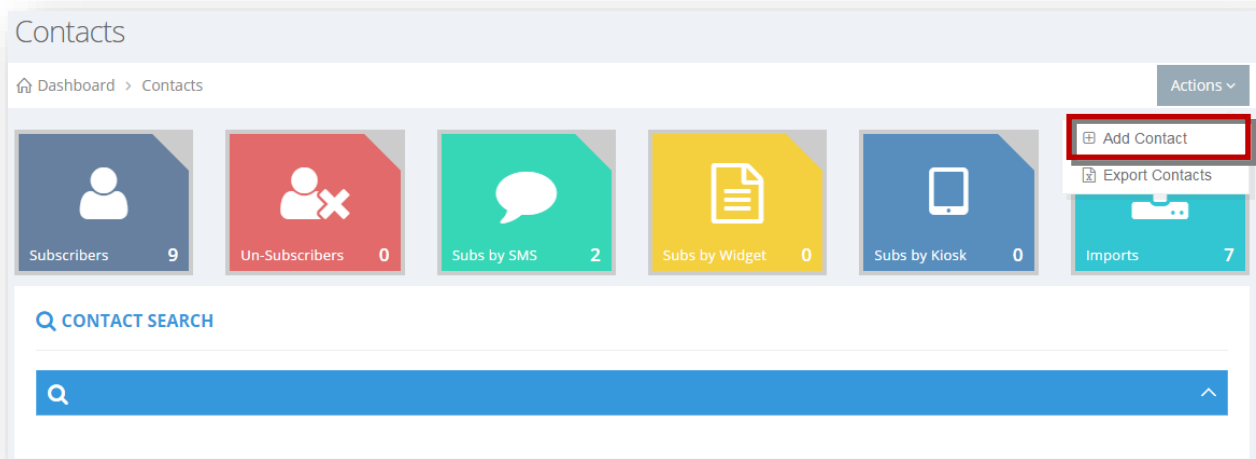
2. Expand the **Contact Search** section by clicking the button (   ).

The **Contact Search** will be expanded and various options for searching for a contact will be displayed.

3. Enter the name or phone number of the contact you want to search in the first field.
4. Depending on what you want to search on, a name or a phone number in the first field, you need to select name or phone number from the drop down list.
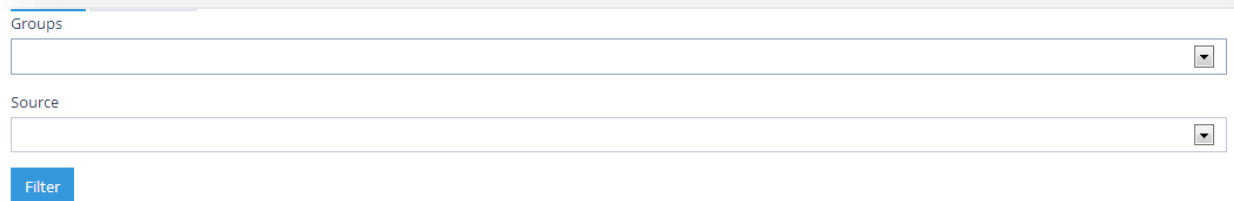5. Click **Search**.

The search results based on the given name or phone number will be displayed.

In the same section, you can also apply filter on the contact records to view contacts belonging to specific group or source.

6. Select the group based on which you want to filter the contacts, from the Groups drop down list. This is the source of sign-up, which could be via import, kiosk, SMS via keyword, or web widget.
7. Select the source from the Source drop down list.
8. Click Filter.

The filter will be applied on contacts and the list of contacts belonging to the selected group or source will be displayed.

**Note**: To view all contact records, clear the filters by clicking the **Clear Filters** button.

5.4   Scheduling Appointment Reminder

You can schedule appointment reminders to your contacts at the appropriate date and time. By sending appointment reminders to your customers you will make sure that they won't forget about an appointment they made. Search for your contacts then easily schedule an SMS to go out to them at a specific date and time. A great way for companies to reduce no-shows because their clients forgot about an appointment, which saves valuable time and money. Works great in the medical field for doctors and dentists, and even for salons/spas and restaurants for reservations you have.

To schedule an appointment reminder, follow the steps given below.

1. Navigate to **Contacts** >**Manage Contacts.**

The **Contacts** page will be displayed.
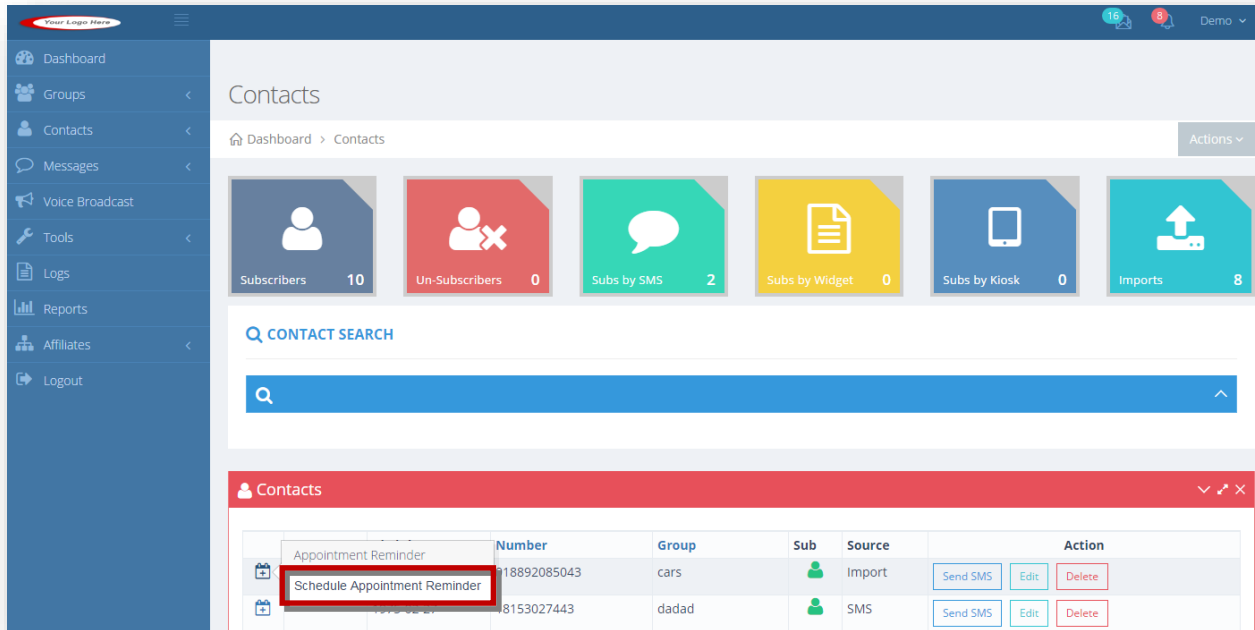
2. Click **Add (** **)** icon and select **Schedule Appointment Reminder** option in the row of the contact details for which you want to schedule an appointment reminder.

The **Send Messages** page will be displayed with that contact pre-selected in the contact pick list. You can then enter in all the details according to the Send SMS section.
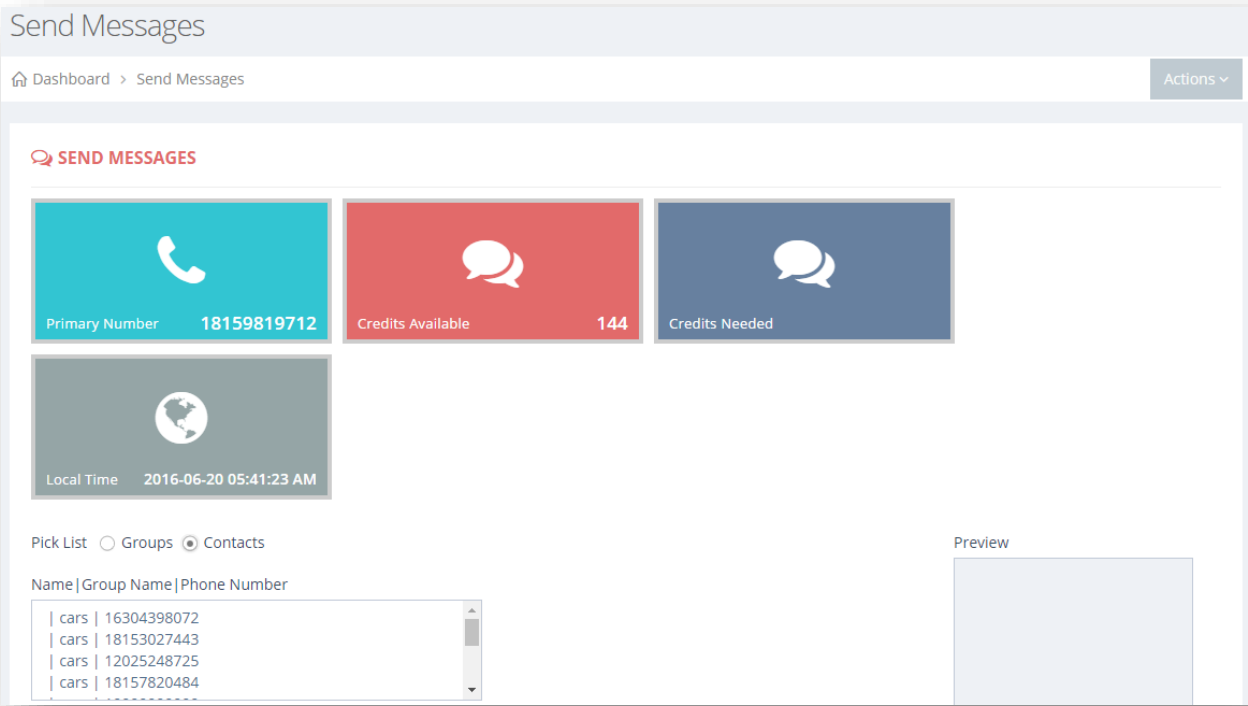
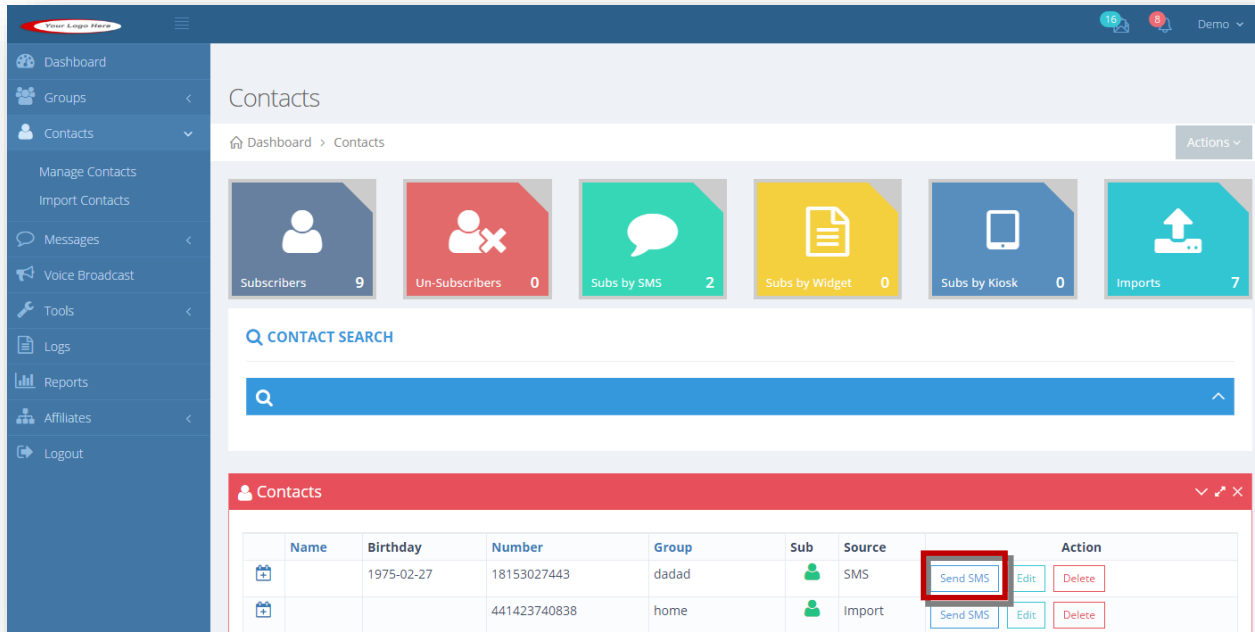For more information, refer to the section, <u>Sending Messages</u>.

The new appointment remainder will be scheduled and can be viewed in the **View Contacts Scheduled Messages** under the **Actions** drop down list.

5.5   Sending SMS

To send a single SMS to 1 contact, follow the steps given below.

1. Navigate to **Contacts** >**Manage Contacts.**

The **Contacts** page will be displayed.

2. To send SMS, click **Send SMS** button in the row of the contact for which you wish to send SMS.

The **Send a Single SMS** dialog will be displayed.

3. Select the required contact to send a single SMS from the **Select a Contact** drop down list.
4. Or you can enter the phone number of the contact person in the **Phone Number** text entry box.

Note: the phone number will be automatically populated with the number of that contact.

5. Enter the message to be sent as SMS in the **Message** text entry box.
6. Click **Send**.

The SMS will be sent to the selected contact.

5.6   Importing Contacts

You have the ability to manually add and import contacts into the system via a .CSV file upload. If you already have a list on permission-based contacts maintained somewhere and would like to upload these contacts in 1 fell swoop without adding them 1 by 1, you can do that with our bulk import feature.

This utility is ONLY to be used when migrating over a list from another SMS marketing provider's service or gathered from a website which clearly states why you are collecting phone numbers. In other words, these people have already given permission to you to be marketed to and are 100% opt-in. This utility is NOT to be used for anything else such as any purchased list and any 3rd party list.

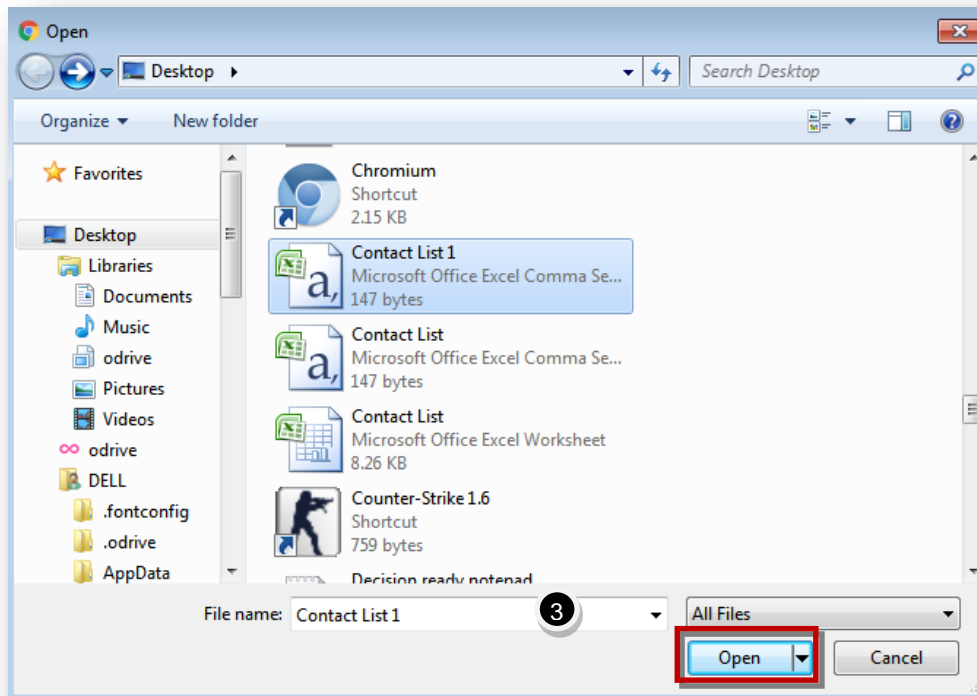To import contacts, follow the steps given below.

1. Navigate to **Contacts** >**Import Contacts.**

The **Contacts** page will be displayed.
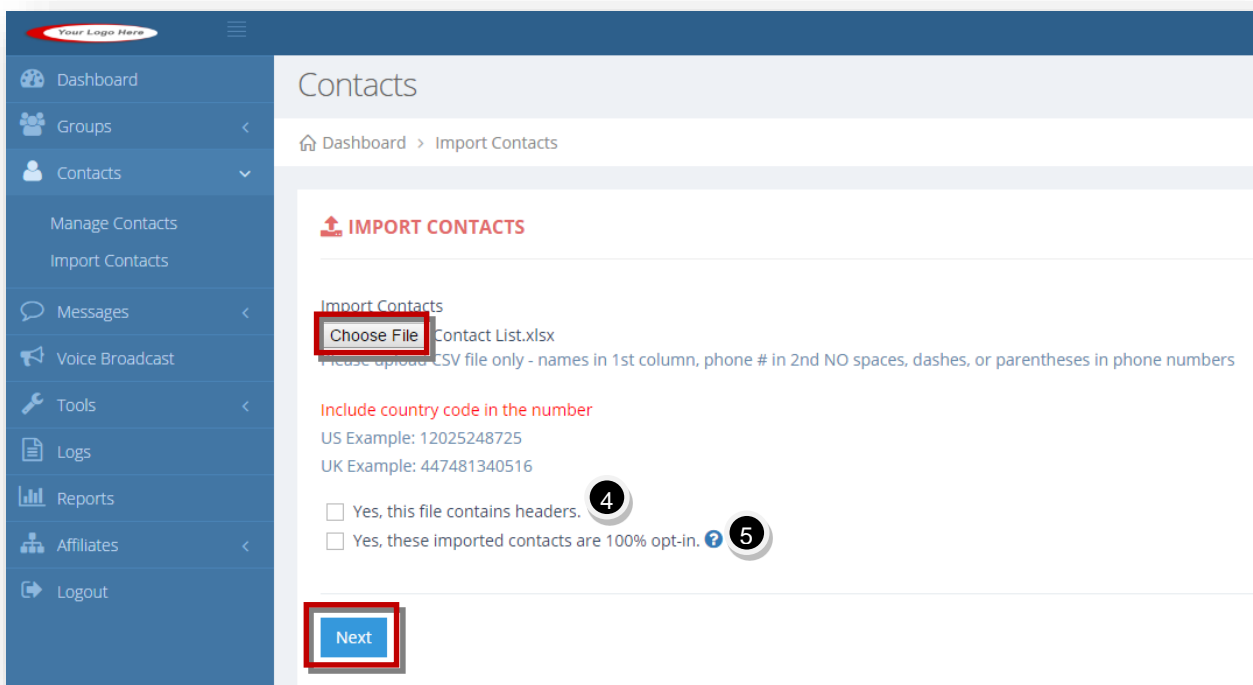
2. Click **Choose File** button to upload contacts.

The standard **Open** dialog will be displayed.

3. Select the file you wish to upload and click **Open**.

Note: Upload CSV file only - names in 1st column, phone # in 2nd.

Note: NO spaces, dashes, or parentheses in phone numbers.

Include country code in the number

US Example: 12025248725
UK Example: 447481340516

If the file you are importing does NOT have names, but only numbers, your csv file should leave the first row empty and your numbers should be in the second row.

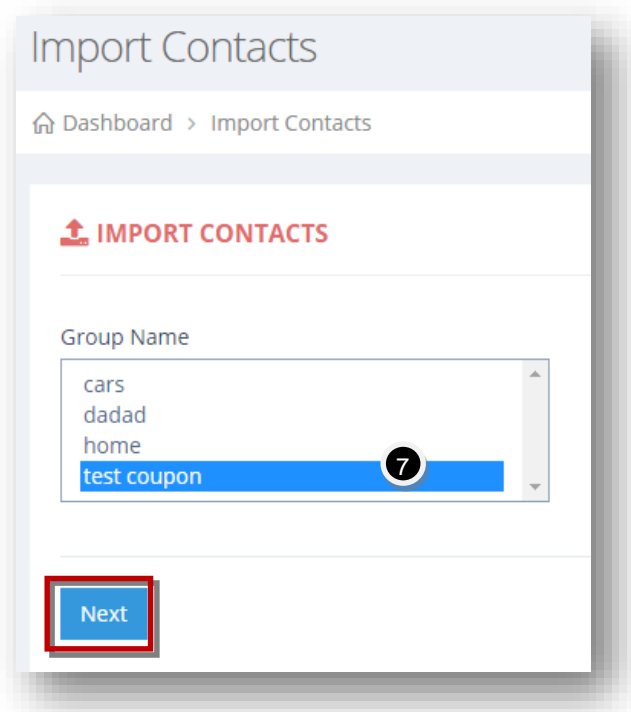The selected CSV file will be uploaded.

4. Specify whether this CSV file contains headers or not by checking or un-checking the box in the **Yes, This File Contains Headers** field. Example: if the first row in your csv file contains a header for name in the first column and number in second column, then check this box. If there are no headers, and the 1st row contains an actual name and number, then leave box unchecked.

5. Specify whether these imported contact are 100% opt-in or not by checking or un-checking the box in the **Yes, These Imported Contacts Are 100% Opt-In**field.

Note: These contacts must be 100% opt-in and have already given permission to you to receive SMS notifications. This import utility is intended to be used when migrating over your list of opt-in contacts from another service or collected from your website which clearly states why you are collecting phone numbers. If importing contacts that are NOT opt-in, your account with us will be banned.

6. Click **Next**.

The **Group Name** list will be displayed.

7. Select the required group name from the **Group Name** list. This will import all contacts in the csv file into this group.
8. Click **Next**.

The contacts list will be uploaded and displayed on the **Contacts** page.

Contacts

Actions ⌄

Subscribers	11
Un-Subscribers	0
Subs by SMS	2
Subs by Widget	0
Subs by Kiosk	0
Imports	9

🔍 CONTACT SEARCH

🔍

Contacts have been uploaded

👤 Contacts

|	Name	Birthday	Number	Group	Sub	Source	Action
📅	Milton	1984-02-15	45668953159	cars	👤	Import	Send SMS Edit Delete
📅	Milton	1986-01-03	545698746544	cars	👤	Import	Send SMS Edit Delete
📅		1975-02-27	18153027443	dadad	👤	SMS	Send SMS Edit Delete
📅			441423740838	home	👤	Import	Send SMS Edit Delete
📅			19999999999	cars	👤	Import	Send SMS Edit Delete

6.Working with Messages

6.1 Messages Overview

At the heart of a SMS marketing campaign is the ability to send SMS messages in bulk to your subscribers. Send to 1 group or many groups at once! Our platform allows users sending SMS messages in bulk, which is ideal for any SMS marketing campaign. Send messages to your customers to announce deals or discounts you want to promote which can bring in massive business.

The **Messages** module helps you to send and manage messages to groups or contacts.

To manage messages, follow the steps given below.

1. Navigate to **Messages** >**Send Bulk SMS.**

The **Messages** page will be displayed.
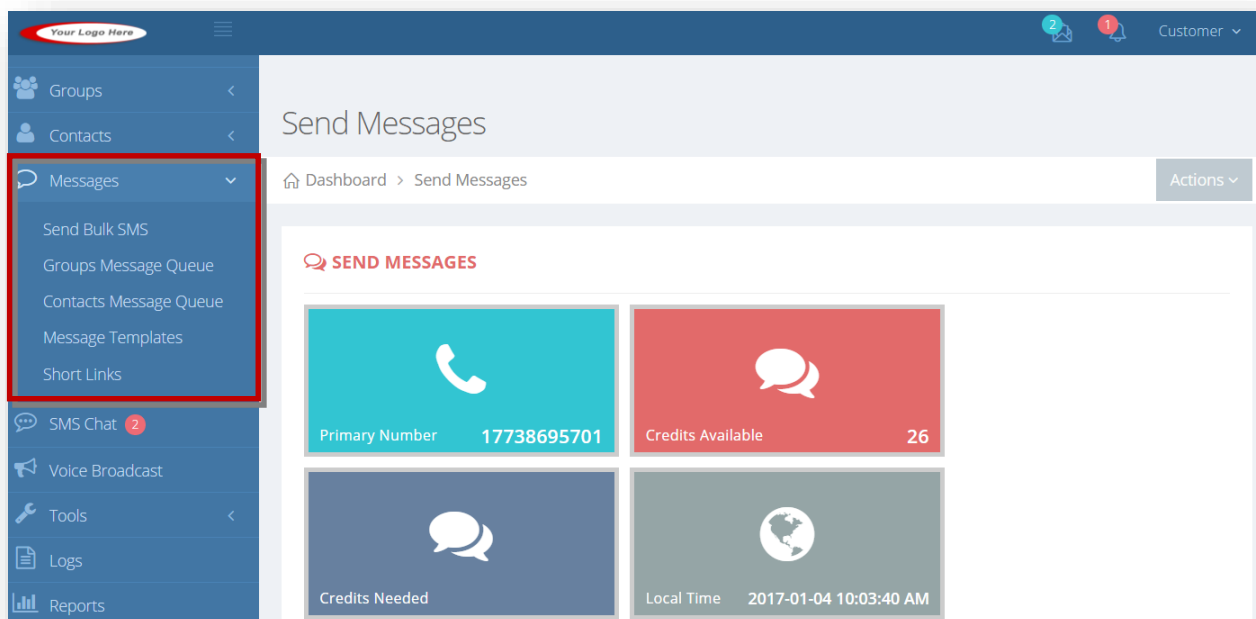
For more information, refer to the following sections.

- [Sending Messages](#)
- [Viewing Group Scheduled Messages](#)
- [Viewing Contact Scheduled Messages](#)

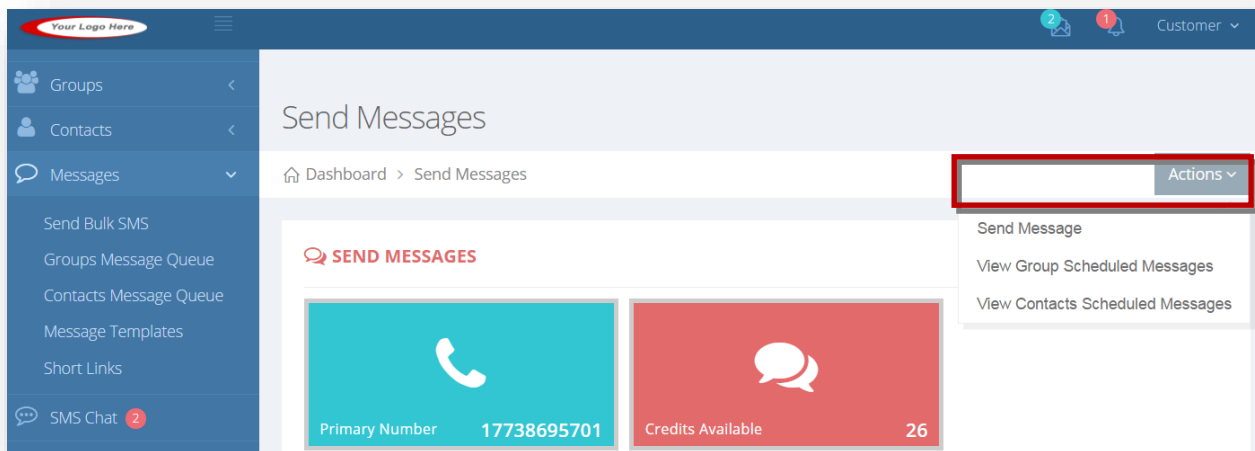- [Copying Weekly Increment](#)
- [Copying Monthly Increment](#)

6.2   Sending Messages

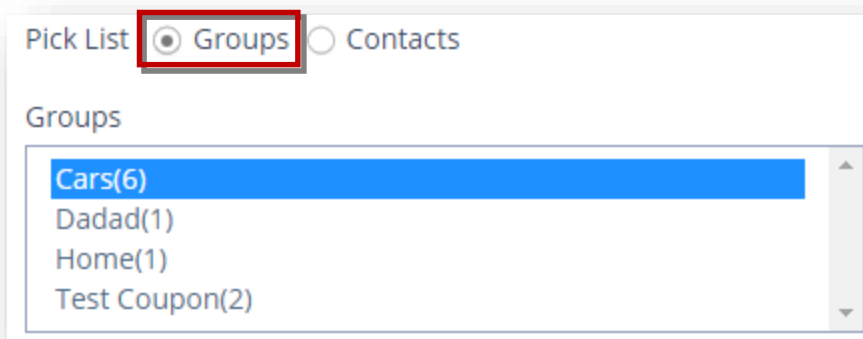You can send a message to a group or groups or to individual contacts.

To send messages, follow the steps given below.

1. Navigate to **Messages** >**Send Bulk SMS.**

The **Send Messages** page will be displayed.

2. Select the pick list to send message by checking the box in the required option in the **Pick List** field. The available options are **Groups** and **Contacts**.
    A. If you select **Groups** in the previous step, select the required group from the available list.

B. If you select **Contacts** in the previous step**,** select the required contact from the available list.

Scroll down for more options.

3. Schedule your messages to be sent from 8:00AM to 9:00PM local time to adhere to the applicable guidelines published by the CTIA and the Mobile Marketing Association from the **Schedule Delivery** field. Choose a date and time.

Note: If you want to send your message immediately, leave the field as is and don't choose anything.

4. If you want to use a message template already created, select the message template you want to use, from the **Message Template** drop down list.
5. If you want to send a link to a mobile page you created, select the splash page you want to send with message from the **Message Splash Page** drop down list.
6. Specify whether you wish to send your message via SMS or MMS by checking the radio button in the required field. The available options are **SMS** or **MMS**.
   A. If you select **MMS** option, then choose the image file from your computer.

   Note: Please be aware that mobile carriers are much more restrictive when sending images to many numbers in rapid succession from 1 long code number since there is much more bandwidth to factor in.

   B. If you select **SMS** option, you can also choose to send a link to any image you want by clicking **Pick File**.

   The **Filepicker** dialog will be displayed.

C. Select the required file from any social media option or directly from the computer. You may even drag and drop the file from your computer.

D. Click **Open**.

The selected file will be uploaded.

7. Enter the message in the **Message** text entry box. 1 credit is charged for each 160 character segment. If you have a message that is 300 characters, and you are sending to 10 people, 20 credits will be deducted (2 credits for each person). You cannot exceed 1588 characters.

Note: Messages containing non-GSM (Unicode) characters will be charged 1 credit for each 70 character segment. Also, special characters such as ~ [ ];"are not allowed.

8. Click **Variations** to view the number of message variations possible. This is used when including spintax in your message.

9. You can spin your messages with the use of spintax to create multiple variations of your messages when sending. Mobile carriers are a little more cautious letting someone send thousands of identical SMS messages at 1 time for SPAM reasons. Click **Spin** to see the generated output in the preview box each time you click Spin.

10. The **Mandatory Appended Message** field will be appended to the message when sending.

11. Specify whether or not you want to rotate through your long codes by checking or un-checking the box in the **Rotate through Your Long Codes** field. Useful if you have a large number of option in contacts (>500), you can spread your workload across multiple numbers in your account. If checking, please include your business name in the message. When rotating, the system will automatically rotate through all your numbers assigned to your account, including primary and secondary numbers.
12. Select the rate of sending from the **Sending Throttle** drop down list. In the fastest (default setting), you can send SMS on 1 long code at a rate of 1 SMS/second. However, you can slow that down to exercise extra caution. The slowest setting will send at rate of 10 SMS per minute or 1 SMS every 6 seconds.
13. Click **Save or Send Message**.

The new message will be sent based on the selected delivery schedule.

6.3   Viewing Group Scheduled Messages

In this section, you can view the message that is scheduled for a group in the scheduled messages queue. These are all the messages scheduled for any groups for the date/time you selected from the **Schedule Delivery** field on the Bulk SMS page above.

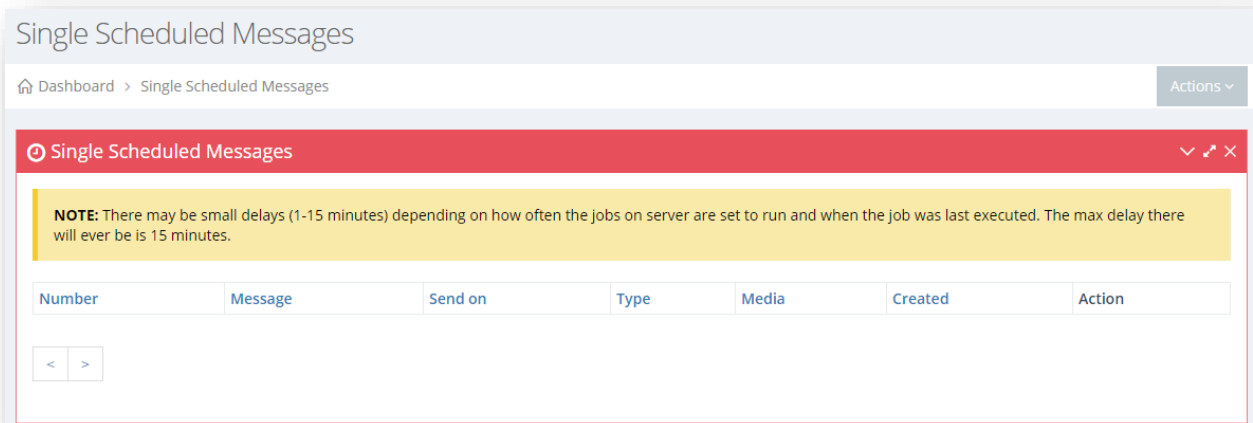To view scheduled messages of groups, follow the steps given below.

1.   Navigate to **Messages.**

The **Send Messages** page will be displayed.
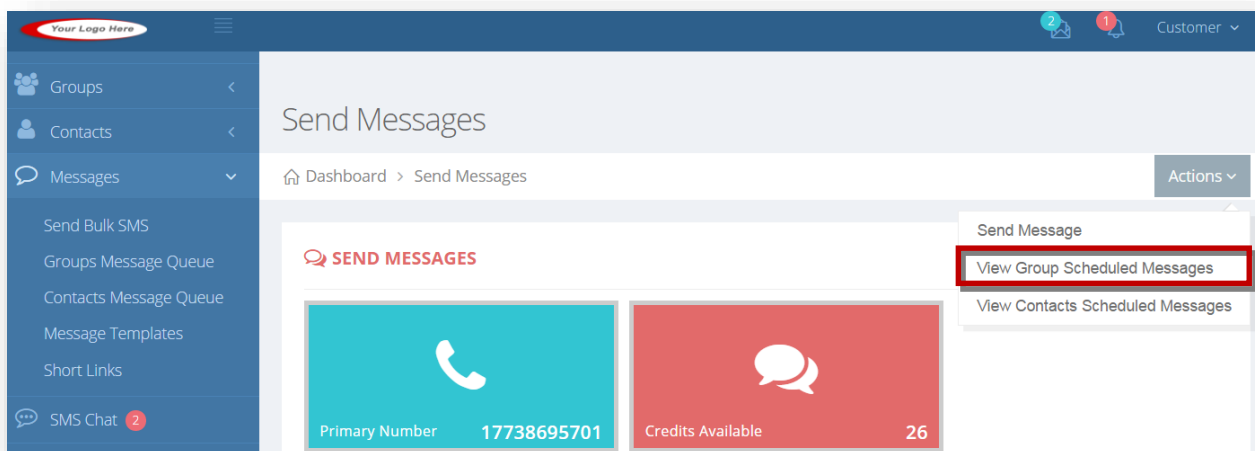
2. Select **View Group Scheduled Messages** option from the **Actions** drop down list.

The **Group Scheduled Messages** page will be displayed.
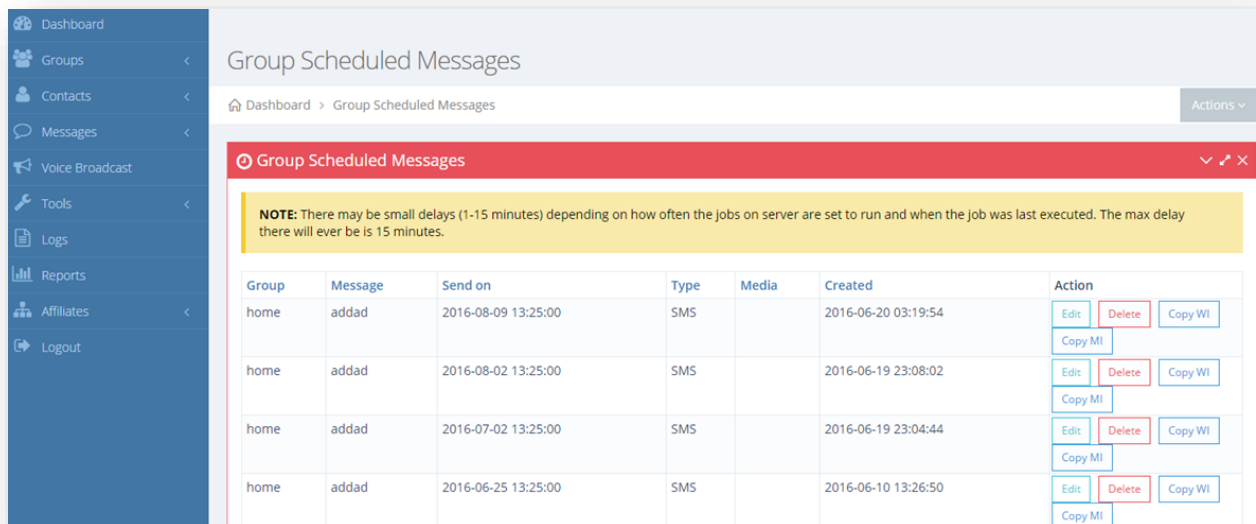
3. View the scheduled messages and their associated details.
4. Edit or delete the scheduled message.
5. You can also copy weekly or monthly increments.

For more information, refer to the following sections.

- Copying Weekly Increment
- Copying Monthly Increment

6.4   Viewing Contact Scheduled Messages

In this section, you can view the message that is scheduled for an individual contact. These are all the messages scheduled for any individual contacts for the date/time you selected from the **Schedule Delivery** field on the Bulk SMS page above.

To view the scheduled messages of contacts, follow the steps given below.

1. Navigate to **Messages** >**Send Bulk SMS.**

The **Send Messages** page will be displayed.

131
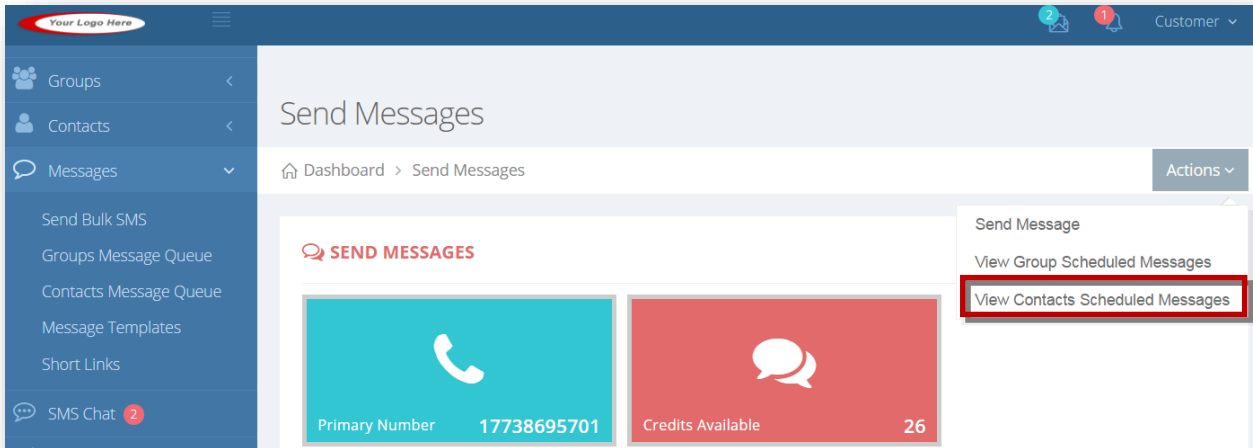
2. Select **View Contacts Scheduled Messages** option from the **Actions** drop down list.

The **Single Scheduled Messages** page will be displayed.

3. View the scheduled messages and their associated details.
4. Edit or delete the scheduled message.
5. You can also copy weekly or monthly increments.

For more information, refer to the following sections.

- [Copying Weekly Increment](#)
- [Copying Monthly Increment](#)

6.5 Copying Weekly Increment

Copy WI (Weekly Increment) - If you want to create a recurring weekly scheduled SMS, "Copy WI" will create an exact duplicate of that scheduled SMS, but with a send on date 1 week later.

1. Navigate to **Messages** >**Send Bulk SMS.**
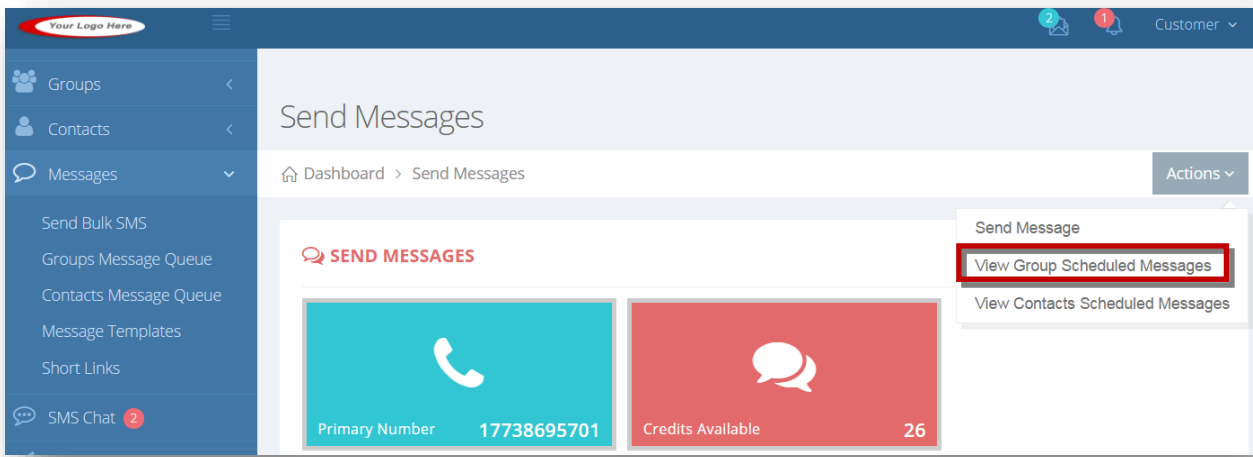
The **Send Messages** page will be displayed.

2. Select **View Group Scheduled Messages** option from the **Actions** drop down list.

The **Group Scheduled Messages** page will be displayed.
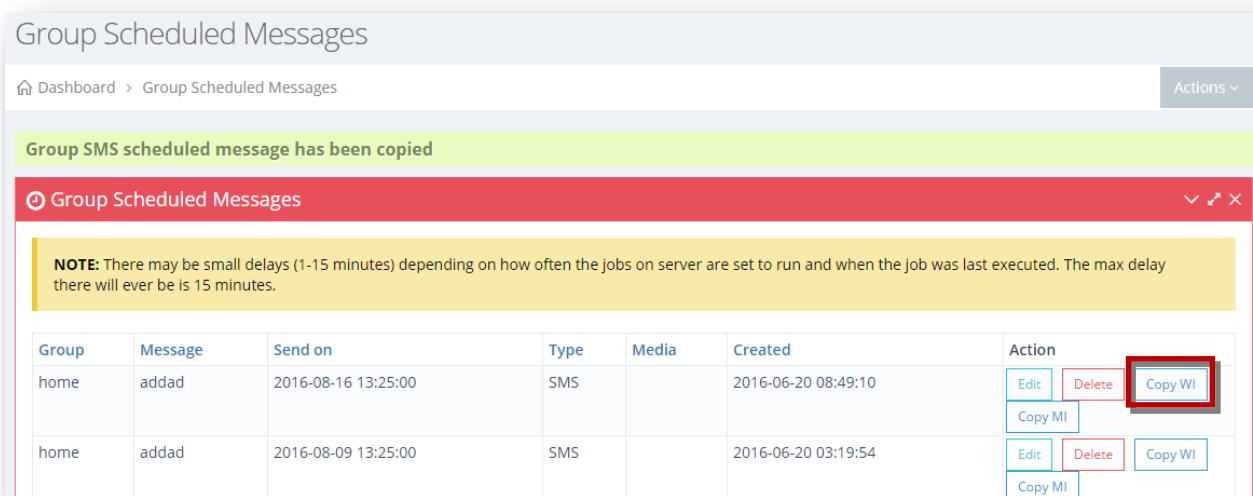
3. Click **Copy WI** button in the row of the scheduled message to copy its weekly increment.

The message box informing you about the copying of the weekly increment of the selected scheduled message will be displayed.

6.6 Copying Monthly Increment

Copy MI(Monthly Increment) - If you want to create a recurring monthly scheduled SMS, "Copy MI" will create an exact duplicate of that scheduled SMS, but with a send on date 1 month later.

To copy weekly increment, follow the steps given below.

1. Navigate to **Messages** >**Send Bulk SMS.**

The **Send Messages** page will be displayed.

2. Select **View Group Scheduled Messages** option from the **Actions** drop down list.

The **Group Scheduled Messages** page will be displayed.

3. Click **Copy MI** button in the row of the scheduled message to copy its monthly increment.

The message box informing you about the copying of the monthly increment of the selected scheduled message will be displayed.

6.7 Adding/Editing Message Template

The message template can be created to save common or often used SMS messages so that you will not have to re-enter the same message repeatedly on the bulk SMS page. Simply select which template to use and have it auto-populate.

To add or edit a message template, follow the steps given below.

1. Navigate to **Messages** >**Message Templates.**

The **Message Templates** page will be displayed.
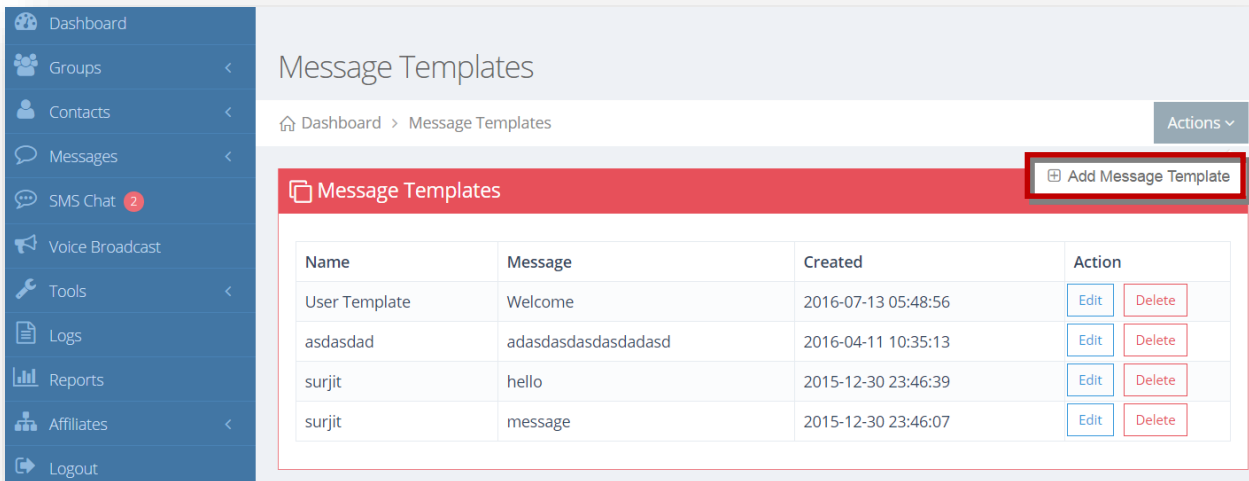
2. Select **Add Message Template** option from the **Actions** drop down list.

The **Message Templates** page will be displayed.
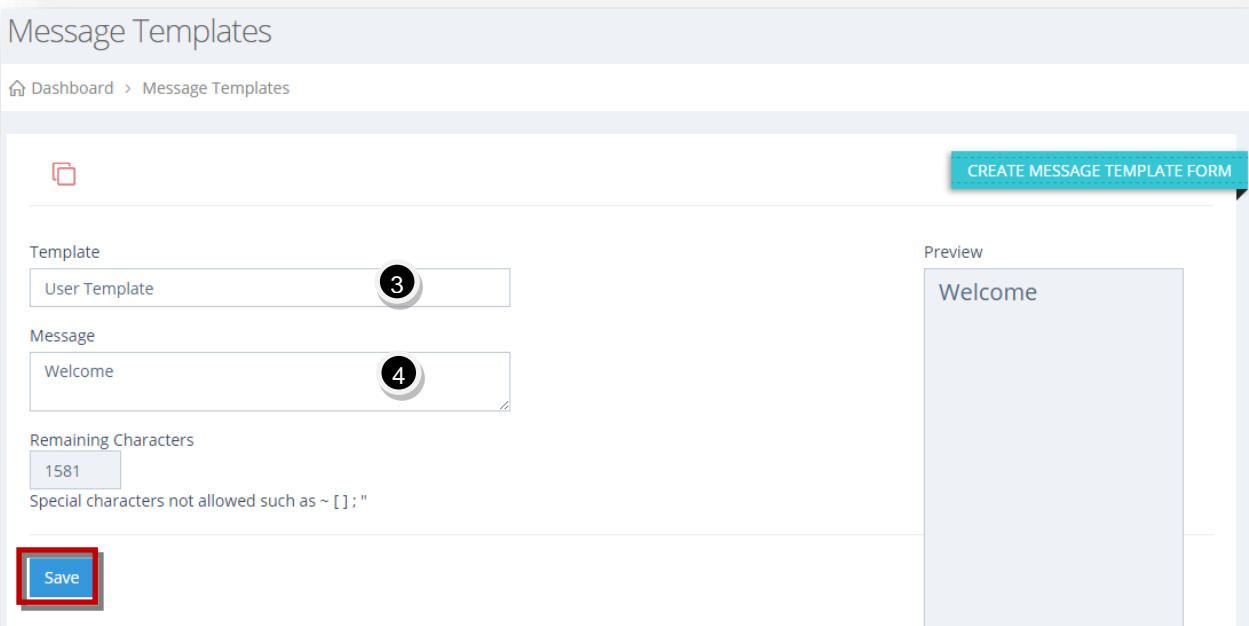
3. Enter the name of the template in the **Template** text entry box.
4. Enter the message for the template in the **Message** text entry box.
5. Click **Save**.

The new message template will be added.

6. Click **Edit** button in the row of the message template you wish to edit.

The **Edit Message Template** page will be displayed.

7. Make the necessary changes you wish to edit in the required fields.
8. Click **Save**.

The selected message template will be updated.
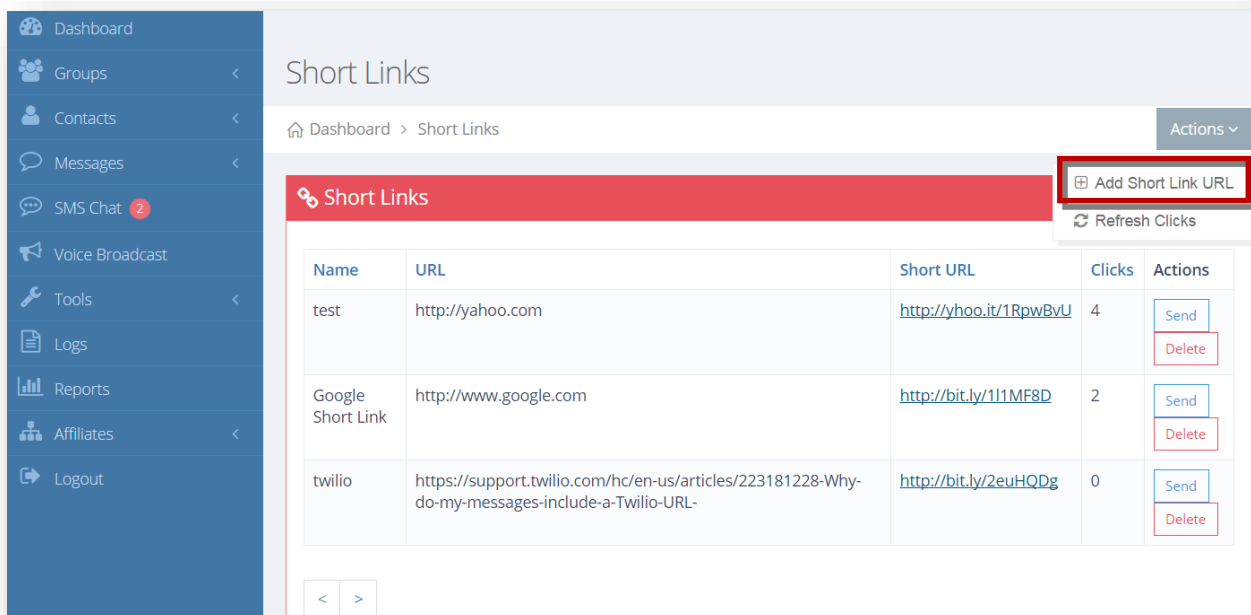
6.8 Adding/Editing Short Link URLs

You can shorten your links so they don't take up as many characters in your text messages. You can shorten any of your links and include that in your bulk SMS, auto responders, polls, contests or wherever you want. You can also track how many clicks were made for a given link to see how effective your message was. Obviously more clicks on a link means more interest in that message. You will have insight on what messages work and what doesn't, allowing you to tweak your message content for campaigns that garnered a low CTR rate.

We're integrated with bitly.com, the world's leading link management platform, to shorten and track link clicks in the platform.

1. Navigate to **Messages >Short Links.**

The **Short Links** page will be displayed.

2. Select **Add Short Link URL** option from the **Actions** drop down list.

The **Short URLs** page will be displayed.

3. Enter the name of the short URL in the **Name** text entry box.
4. Enter the URL that you want to shorten, in the **URL** text entry box.
5. Click **Save**.

The new short URL will be added.

6. To refresh the clicks and see how many clicks that link received in your campaign, select **Refresh Clicks** option from the **Actions** drop down list.

The short clicks will be refreshed.

Short Links

Actions ⌄

Clicks have been refreshed

🔗 Short Links

Name	URL	Short URL	Clicks	Actions
test	http://yahoo.com	http://yhoo.it/1RpwBvU	4	Send Delete
Google Short Link	http://www.google.com	http://bit.ly/1l1MF8D	2	Send Delete

< >

7.2-Way SMS Chat

7.1   SMS Chat Overview

The **SMS Chat** module connects you or your customer service department to your mobile customers, via SMS! Have a 2-way chat with them, much like any instant messenger tool like Skype or GTalk, but communication will all be handled through SMS. SMS chat gives you the ability to actively engage with your clients, giving you new ways to reach out in real time.

Some of the benefits of 2-way SMS chat are improving customer support, giving companies an easy, fast and efficient way of interacting with customers. All communication is in real-time, so you can follow-up in a timely manner and see their responses almost immediately. Gather valuable feedback and make communication with your customers a 2-way street, all via SMS with an instant messenger interface!

1. Navigate to **SMS Chat.**

The SMS Chat page will be displayed. The most recent incoming messages from your contacts will be displayed at the top on the left panel that list your contacts. When on this page, you will hear an audible beep notification when a new incoming message arrives, along with a red bubble next to the contact indicating the number of new messages that contact has sent.
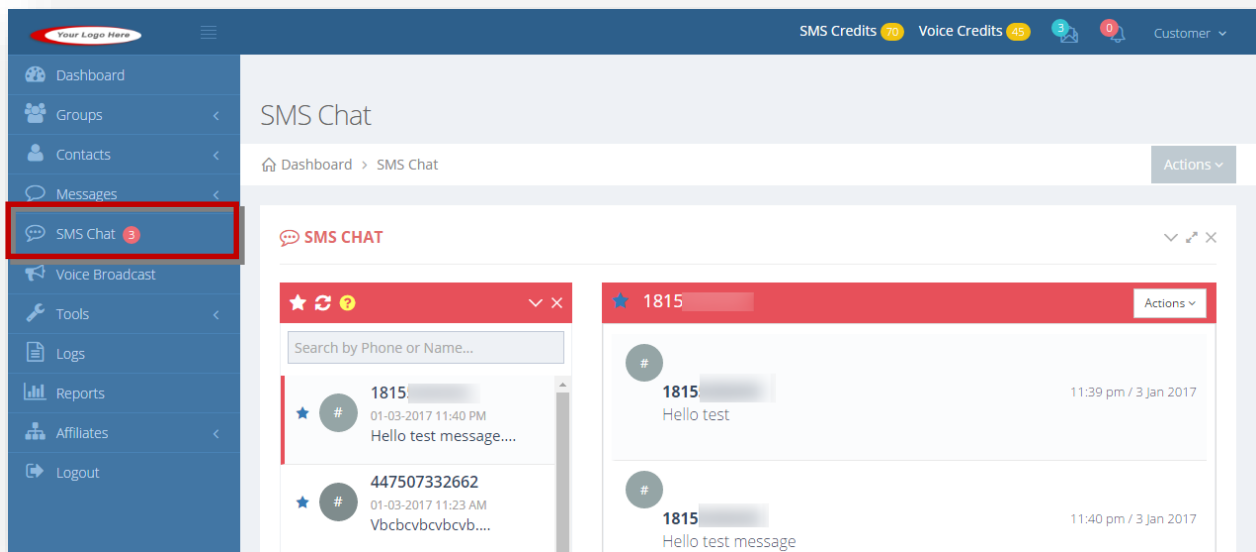
For more information, refer to the following sections.

- [Sending SMS to Contact](#)
- [Viewing Favorites](#)
- [Refreshing Contact List](#)
- [Searching by Phone or Name](#)
- [Marking/Unmarking Contact as Favorite](#)
- [Marking Message as Read or Unread](#)
- [Deleting Message](#)
- [Adding Contact](#)
- [Importing Contacts](#)
- [Deleting Contact](#)
- [Downloading Chat History](#)
- [Scheduling Message](#)

7.2   Sending SMS to Contact

You can send SMS to contacts by manually entering the message or using the message templates if you have any created to save you time. Add short links or merge tags in the SMS. Even files can attached via URLs while sending SMS.

To send SMS to a contact, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
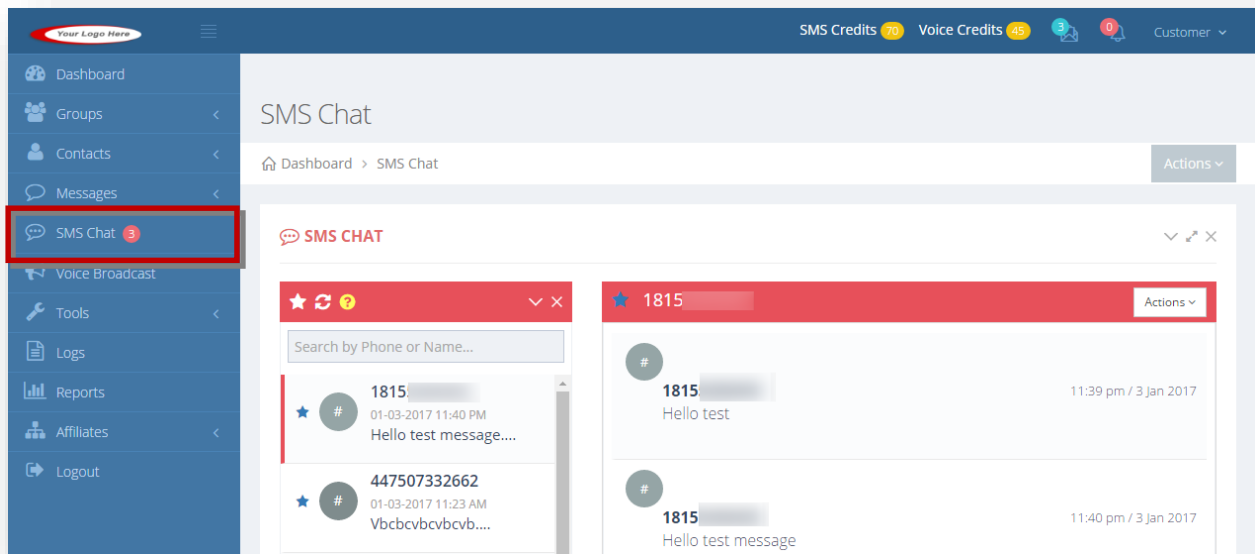
2. Select the phone number of the contact for which you wish to send SMS from the phone numbers available on the left side. NOTE: Only 50 contacts will be returned in the list, with the contacts who sent in the most recent messages ordered at the top. However, you can still search by name or number from all contacts in your list. If you hear a new notification beep and the message didn't come from any of the 50 contacts displayed, just refresh your contact list to bring the new message to the top.

The selected phone number will be displayed on the right side inside the chat window. Now you can begin a 2-way SMS chat with your contact.

3. Scroll down to enter your message.
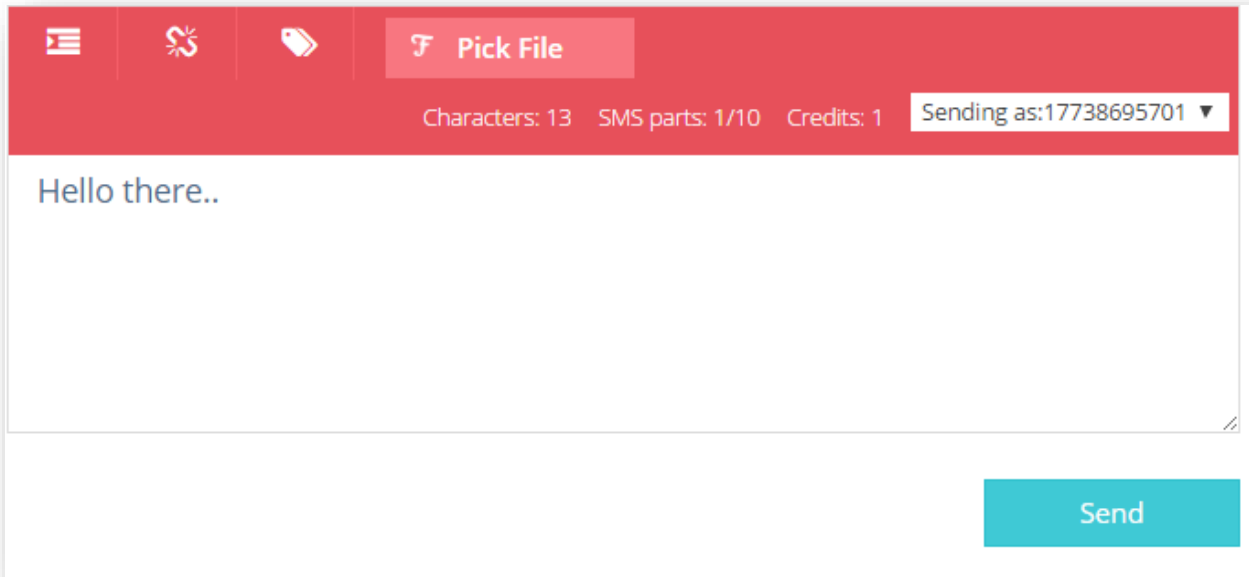
4. Enter your message in the text box. The maximum number of characters allowed is 1600 characters. 1 credit is charged for each 160 character segment. If you have a message that is 300 characters, 2 credits will be deducted. Messages containing non-GSM(unicode) characters will be charged 1 credit for each 70 character segment.

Using Message Template

5. To use a message template, click **Message Templates (** **)** icon.

The **Message Templates** dialog will be displayed.
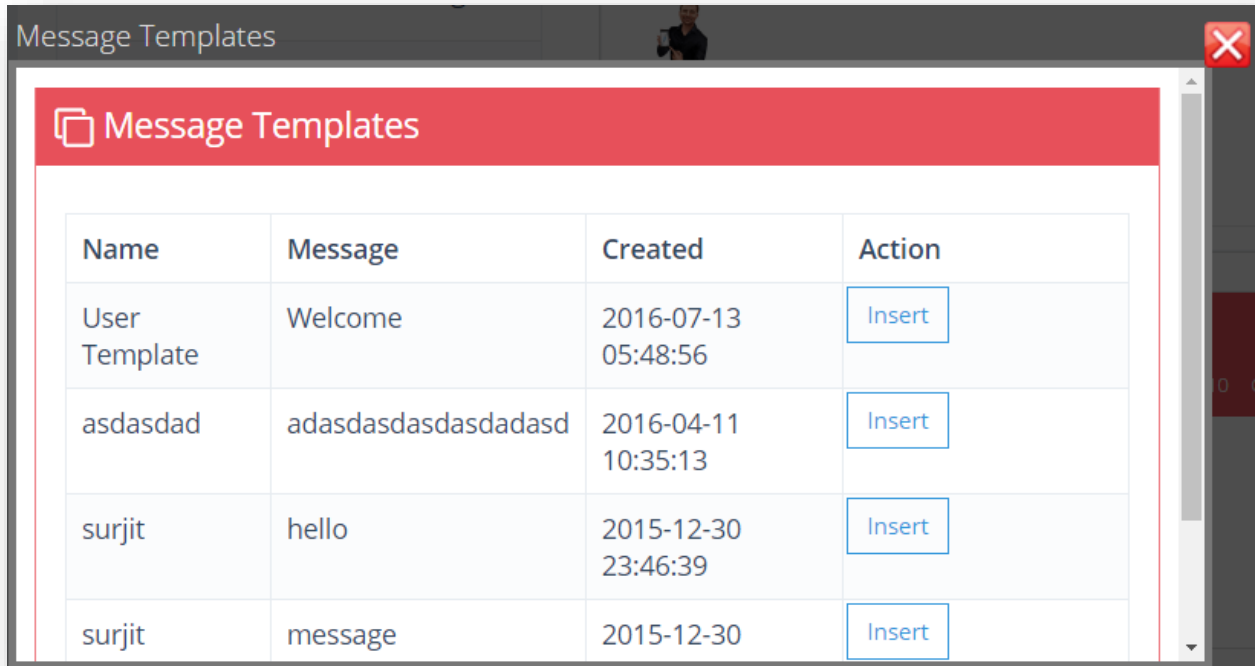
6. Click **Insert** button in the row of the template you wish to insert.

The selected message template will be inserted.

7. Click **Send**.

The SMS will be sent to the selected recipient and displayed in the list.

Adding Short Links

8. To add a short link to SMS, click **Short Links (** ⬚ **)** icon.

The **Short Links** dialog will be displayed.

9. Click **Insert** button in the row of the short link you wish to insert.

The selected short link will be inserted.

Merging Tags

10. To use merge tags, click **Merge Tags ( )** icon.

The tags will be displayed. For example, if you want to insert the contact's email address into the message, and they have one in the system, when sending it will automatically insert their email in place of the actual tag.
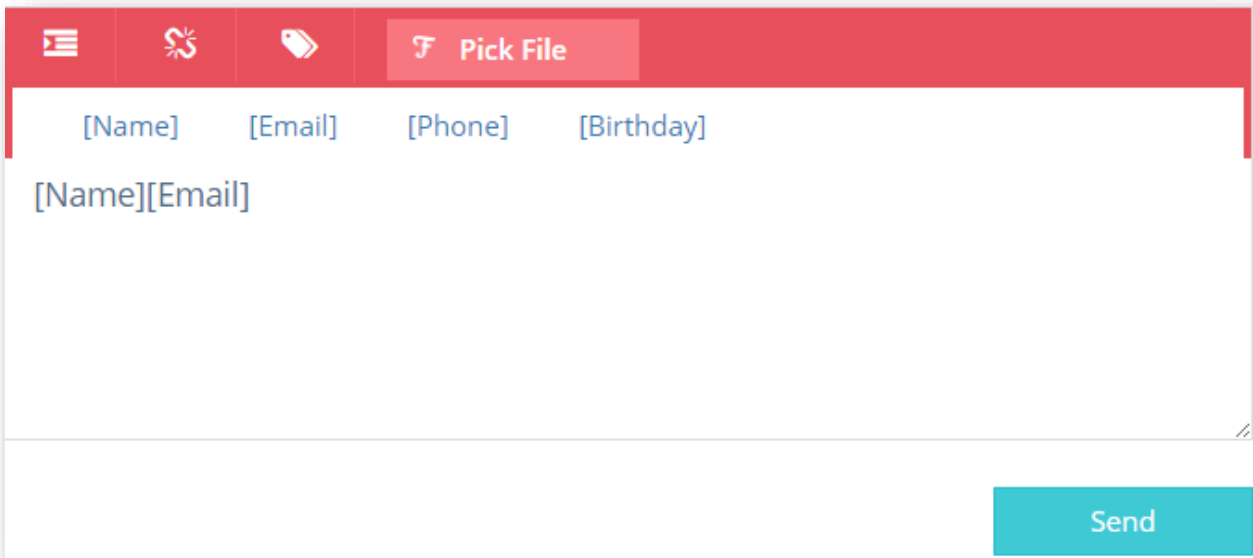
11. Click on the tag you wish to insert.

The selected tag will be inserted.

Adding Attachment

12. To attach a file, click **Pick File**.

The select file dialog will be displayed.
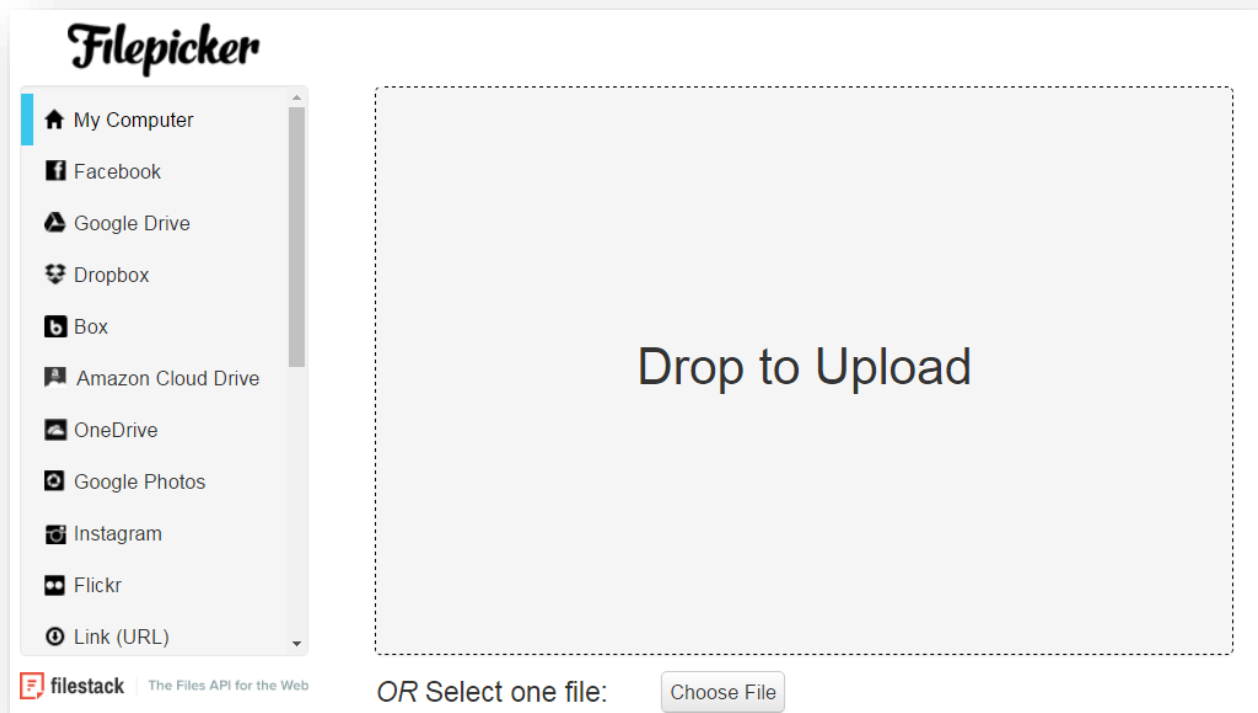
13. Click **Choose File**.

The standard **Open** dialog will be displayed.

14. Select the required file you wish to send and click **Open**.

The selected file will be attached.

Or

Drag and upload the file.

15. Click **Send**.

The SMS will be sent to the selected recipient and displayed in the list.

7.3 Viewing Favorites

To view or filter only your favorites from the left contacts panel, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
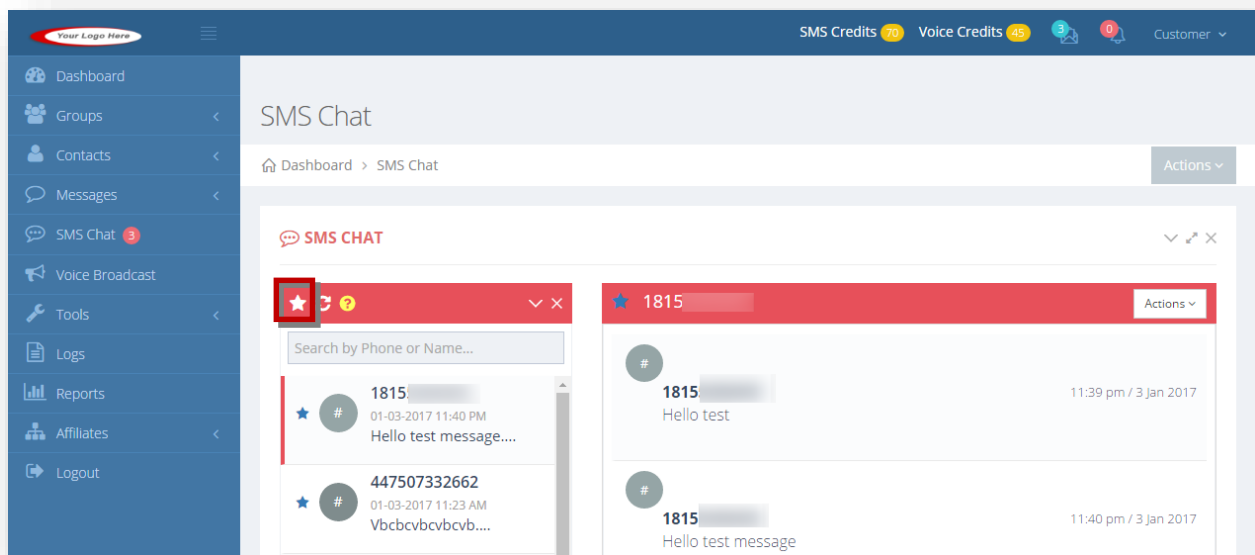
2. Click **Return Favorites ( ) icon.

The SMS chat list will be refreshed to return only the favorites you have marked
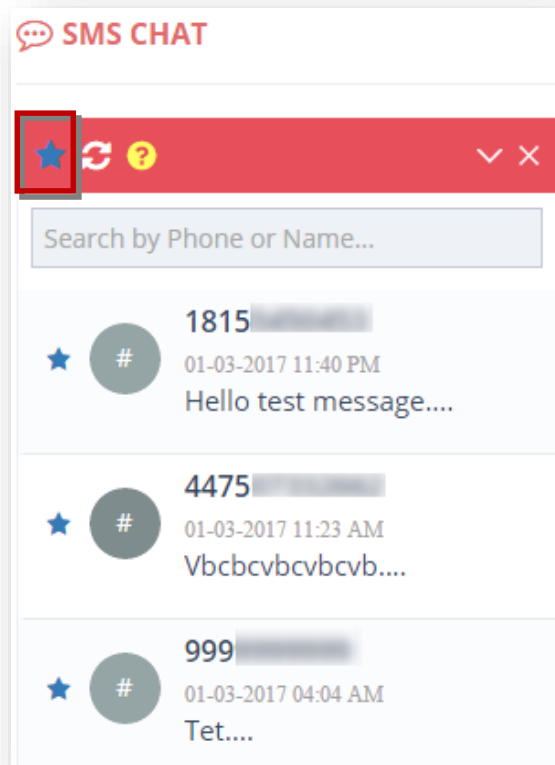
3. To view all contacts, again click on the (⭐) icon.

7.4   Refreshing Contact List

To refresh contact list, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
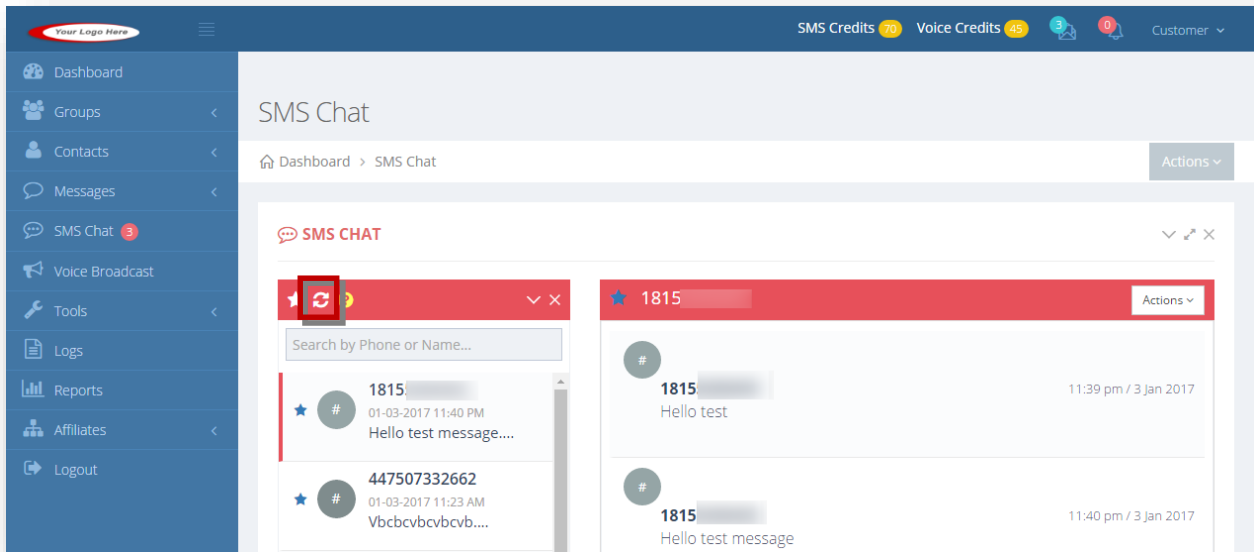
2. Click **Refresh ( ).**

The SMS chat list will be refreshed. This is useful if you're in the SMS chat page and you want to see if any new contacts have been added or subscribed. Also, if you hear a beep notification signaling a new incoming message from one of your contacts and the message didn't come from any of the 50 contacts displayed, just refresh your contact list to bring the new message to the top.

7.5 Searching by Phone or Name

Search for a contact based on various search criteria like name or phone number. This will search for ALL your contacts across all lists, not just the 50 that are displayed in the SMS chat page.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
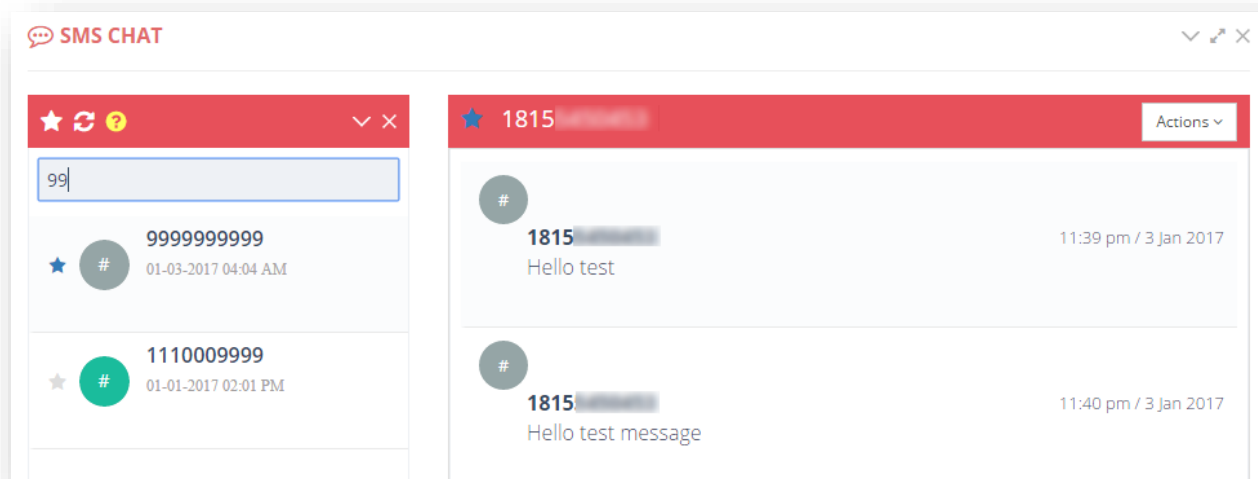
2. Enter the name or phone number of the contact you want to search in the first field.

The search results based on the given name or phone number will be displayed as you type in the search box.

7.6 Marking/Unmarking Contact as Favorite

To mark/unmark a contact as favorite, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
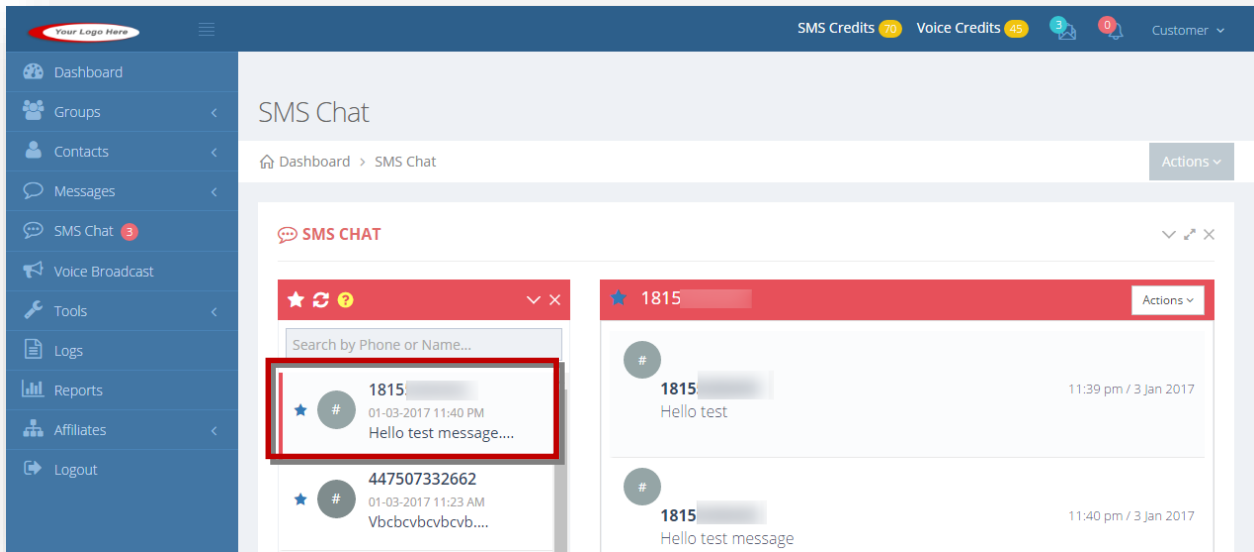
2. Click **Mark as Favorite** (⭐) in the row of the contact that you wish to mark as favorite.

3. Click **Un-Mark as Favorite** (⭐) in the row of the contact that you wish to un-mark as favorite.
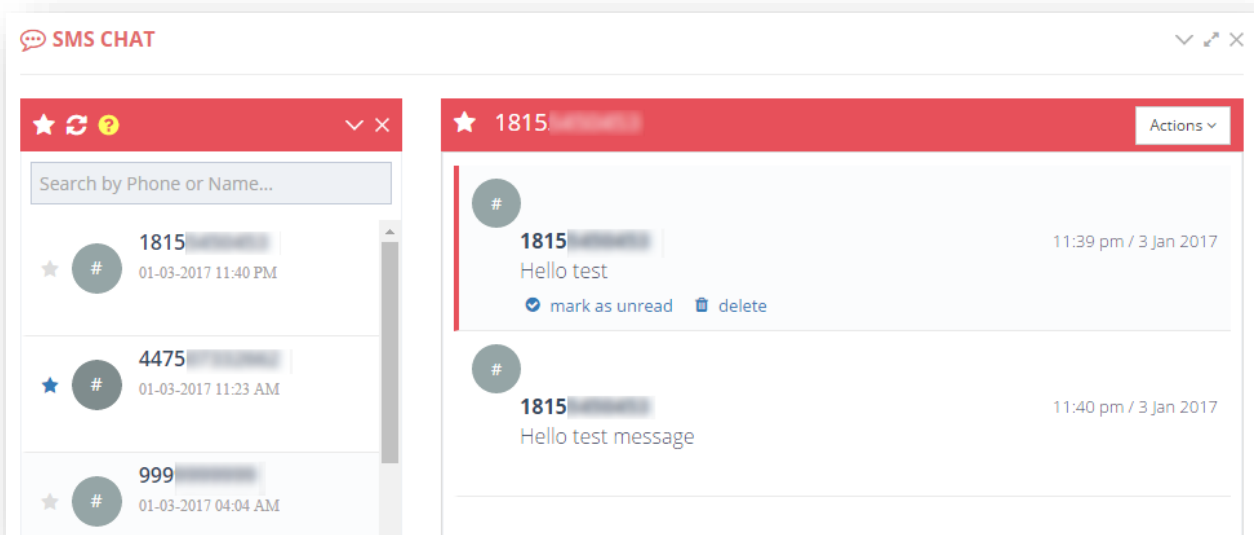
7.7 Marking Message as Read or Unread

To mark a message as read or unread, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
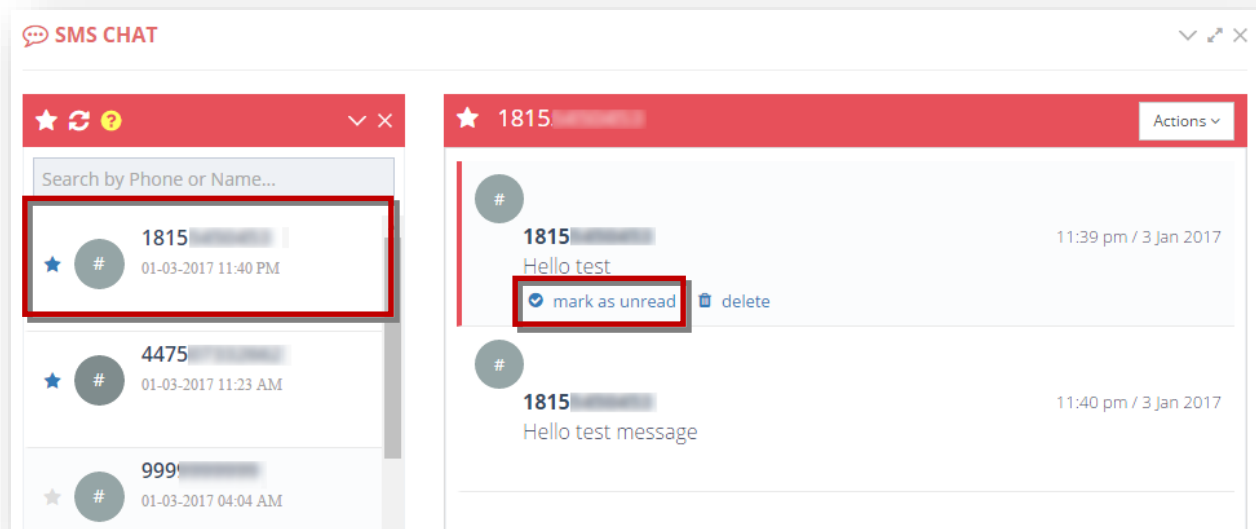
2. To mark the chat message as unread, click **Mark as Unread** in the row of that chat.

The selected chat will be marked as unread.
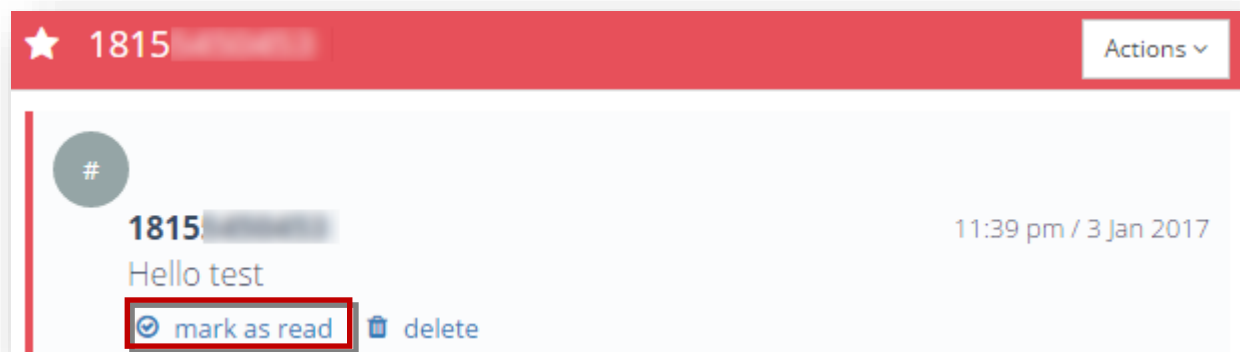
3. To mark the chat message as read, click **Mark as Read** in the row of that chat.

The selected chat is marked as read. After you respond to that contact and send them a message, it will automatically mark the message as read.
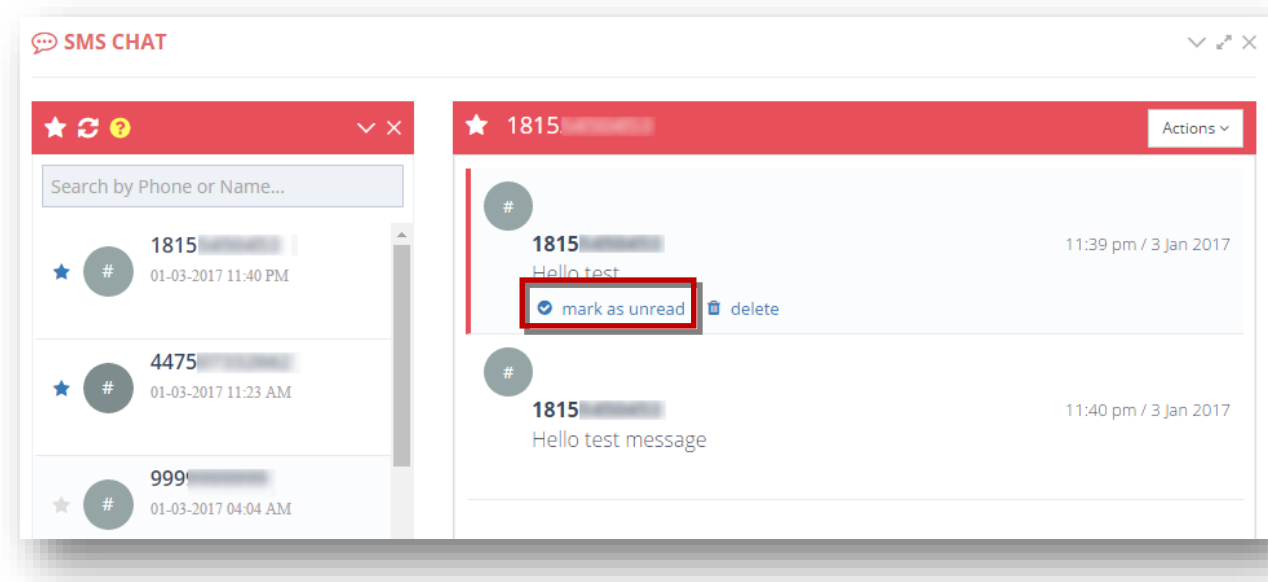
7.8 Deleting Message

You can delete a chat message that is no longer required.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
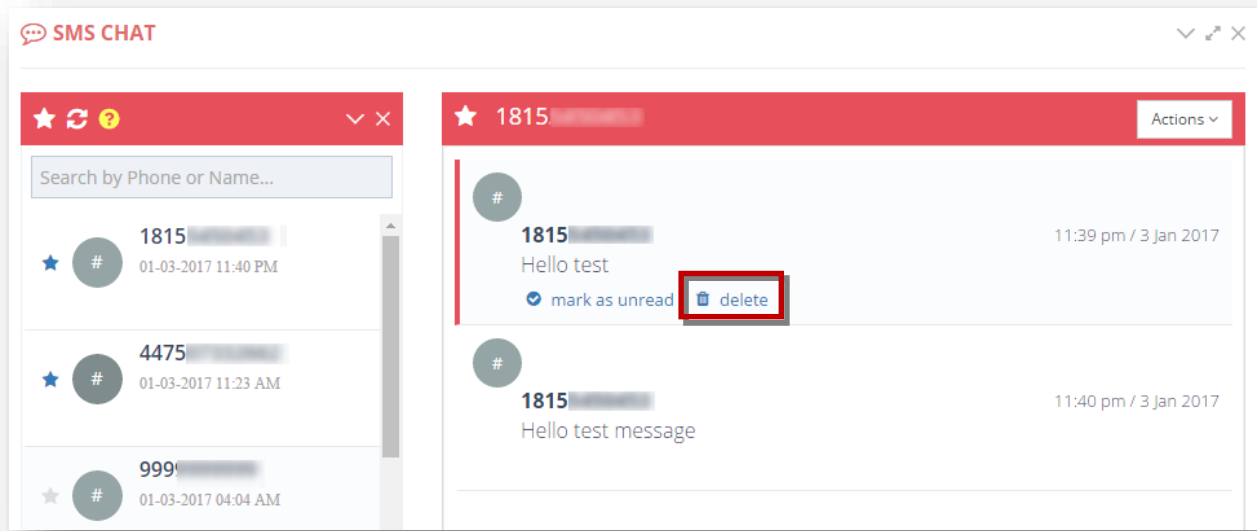
2. To delete the chat message, click **Delete** in the row of that chat.

The message box asking you to confirm the deletion of the chat will be displayed.
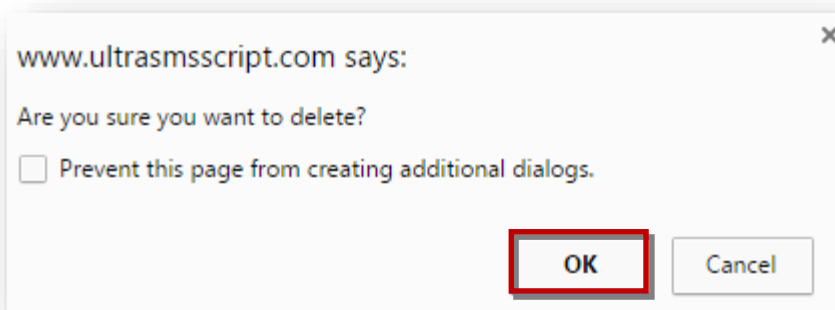
3. Click **OK**.

The selected SMS chat message will be removed from the list.

7.9   Adding Contact

You can manually add a contact.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
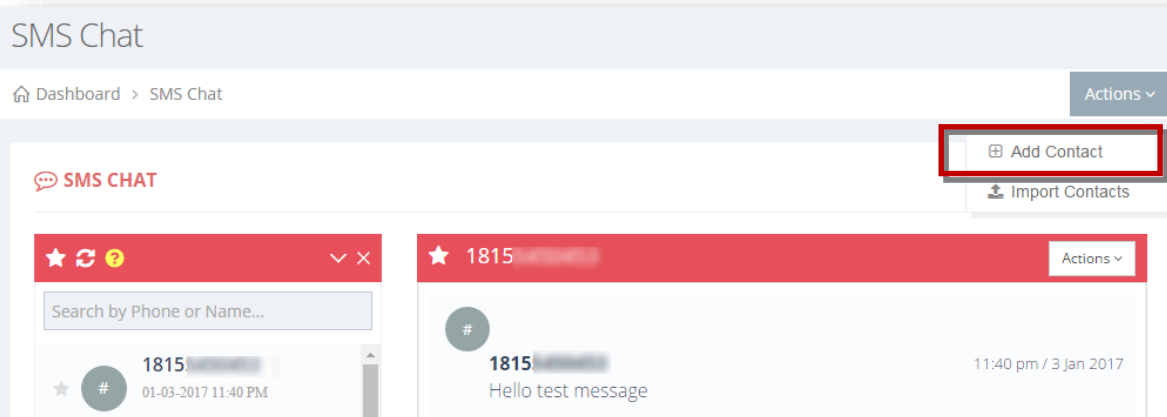
2.   Select **Add Contact** option from the **Actions** drop down list.

The **Add Contact** page will be displayed.

3. Select the group for which you wish to add contact from the available list in the **Groups** field.
4. Enter the name of the contact person in the **Name(optional)** text entry box.
5. Enter the phone number of the person in the **Phone Number** text entry box.
6. Enter the email address of the person in the **Email(optional)** text entry box.
7. Enter the birth date of the person in the **Birthday(optional)** text entry box.
8. Click **Send**.

The new contact will be saved to the SMS chat list and your list associated to the group you selected.
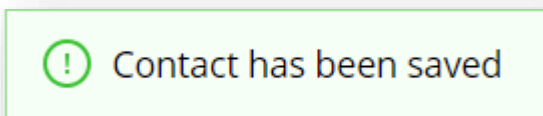
7.10 Importing Contacts

Contacts can be imported in bulk.

To import contacts, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
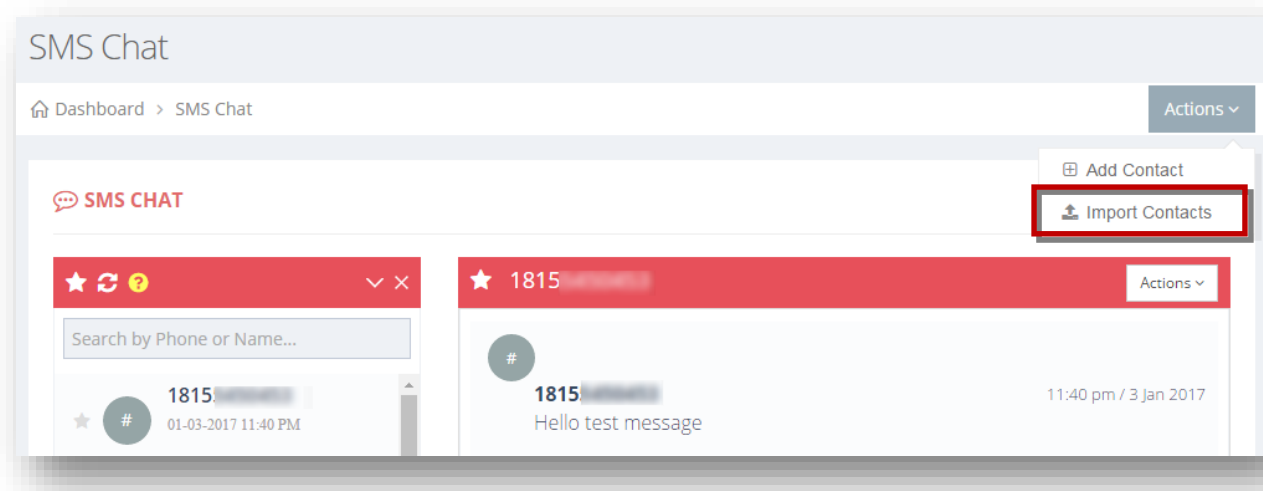
2. Select **Import Contacts** option from the **Actions** drop down list.

The **Import Contacts** page will be displayed.

3. To import contact details, click **Choose File**.

Note: Upload CSV file only - names in 1st column, phone # in 2nd NO spaces, dashes, or parentheses in phone numbers.

The standard **Open** dialog will be displayed.

4. Select the required CSV file you wish to upload and click **Open**.

The selected CSV file will be attached.

5. Specify whether this file contains header or not by checking or un-checking the box in the **Yes, this file contains headers** field.
6. Specify whether these imported contacts are 100% opt-in or not by checking or un-checking the box in the **Yes, these imported contacts are 100% opt-in** field.

Note: These contacts must be 100% opt-in and have already given permission to you to receive SMS notifications. This import utility is intended to be used when migrating over your list of opt-in contacts from another service or collected from your website which clearly states why you are

collecting phone numbers. If importing contacts that are NOT opt-in, your account with us will be banned.

7. Click **Next**.

The contacts from the list will be uploaded.

7.11 Deleting Contact

You can delete a contact that is no longer used in the system. To delete a contact, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
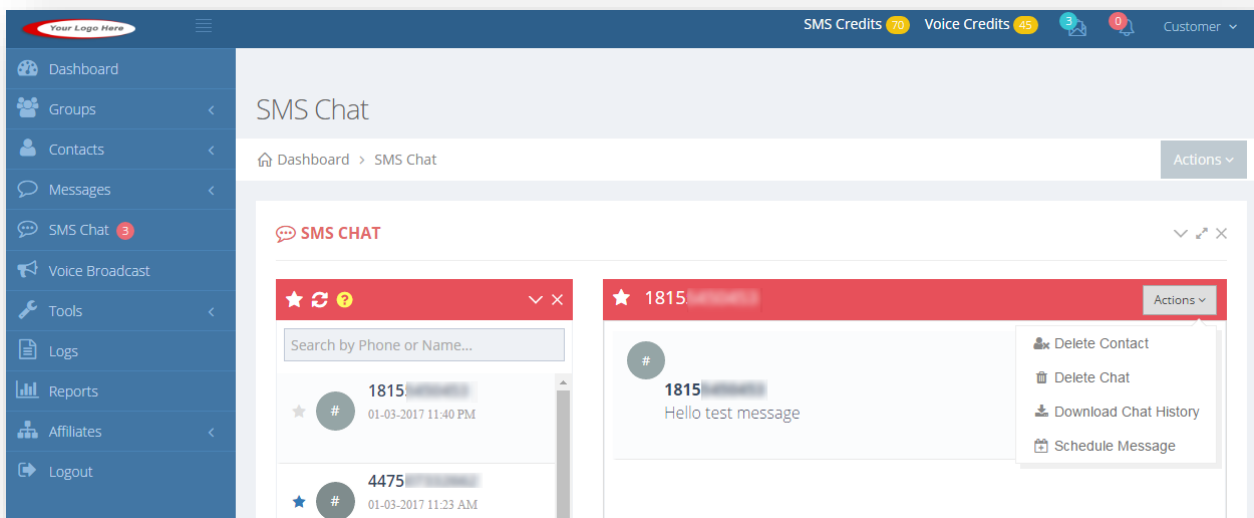
2. Select the contact you wish to delete from the SMS chat list on the left side. This will also delete the contact from your list, removing them from receiving further messages from your marketing campaigns.

The selected contact details will be displayed on the right side.

3. Select **Delete Contact ( )** option from the **Actions** drop down list.

The message box asking you to confirm the deletion of the contact will be displayed.
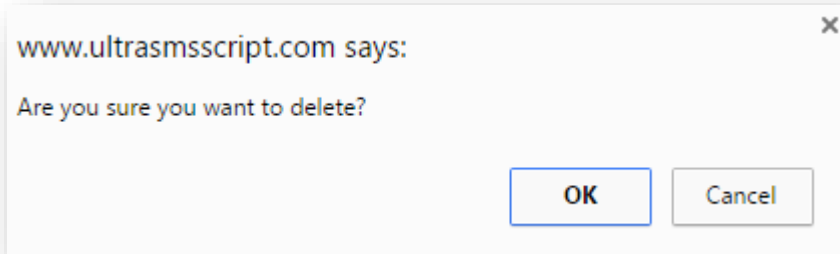
4. Click **OK**.

The selected contact will be removed from the list.

7.12 Downloading Chat History

To download the entire chat history you have had with a contact, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
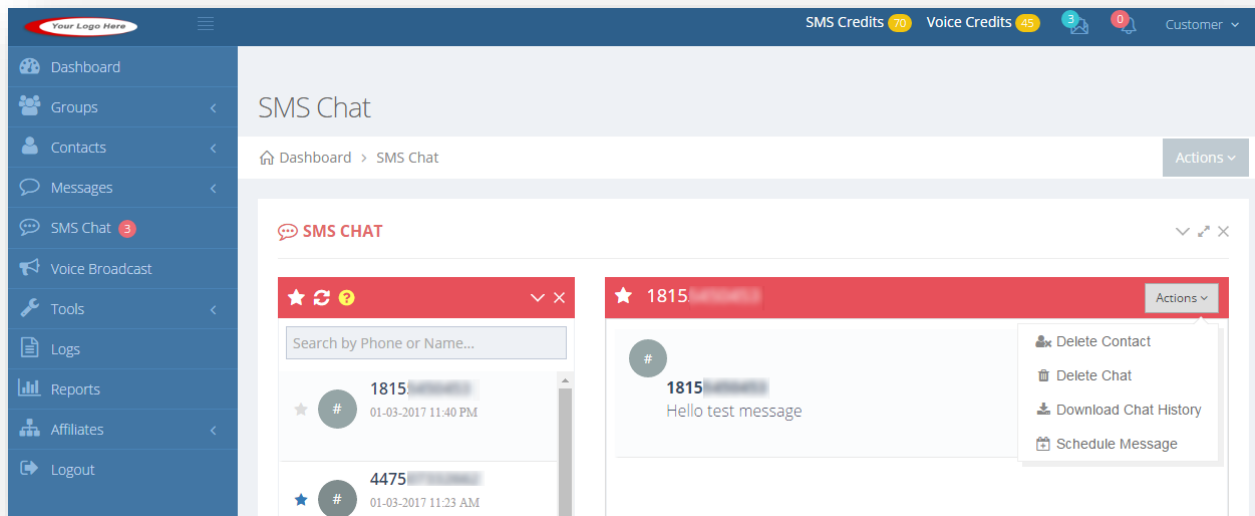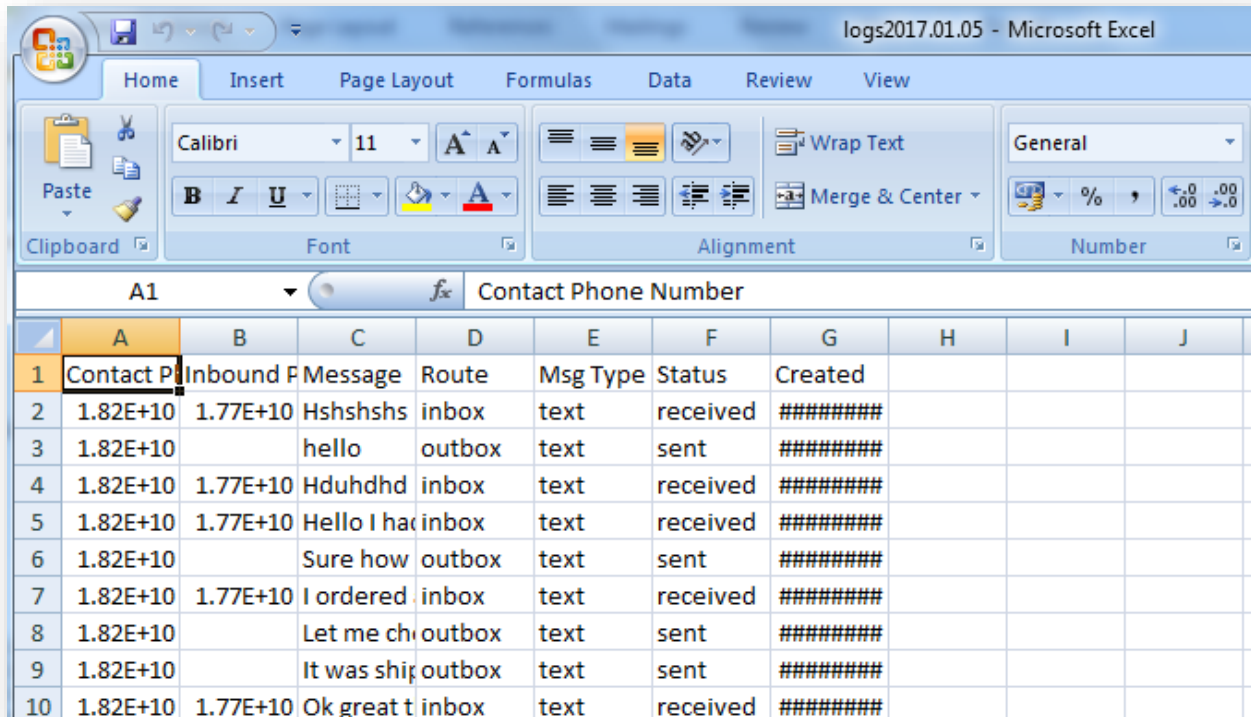
2. Select the contact you wish to download its chat history from the SMS chat list on the left side.

The selected contact's chat details will be displayed on the right side.

3. Select **Download Chat History (📥)** option from the **Actions** drop down list.

The chat history of the selected contact will be downloaded to your computer in the CSV format.

7.13 Scheduling Message

You can schedule to send messages on specific date. This will take you to the Bulk SMS page with that contact already pre-selected saving you time and an extra step from having to search for that name in the contacts list. This is useful for when having a chat with a contact, and they want to be notified of something on a future date. To schedule a message, follow the steps given below.

1. Navigate to **SMS Chat.**

The **SMS Chat** page will be displayed.
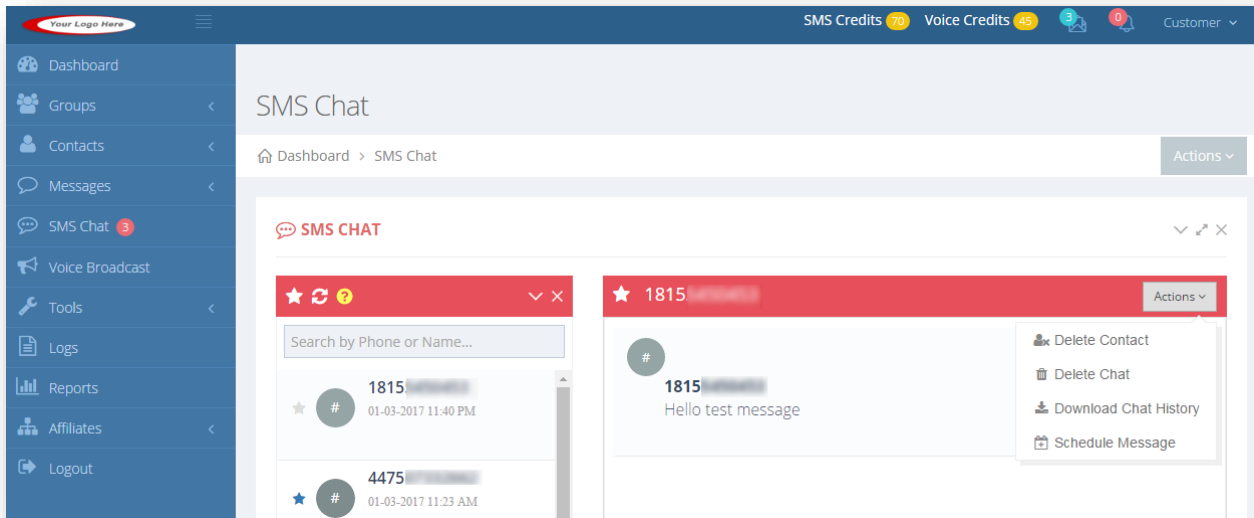
2. Select the contact you wish to schedule message from the SMS chat list on the left side.

The selected contact details will be displayed on the right side.

3. Select **Schedule Message ( )** option from the **Actions** drop down list.

The **Send Messages** page will be displayed.
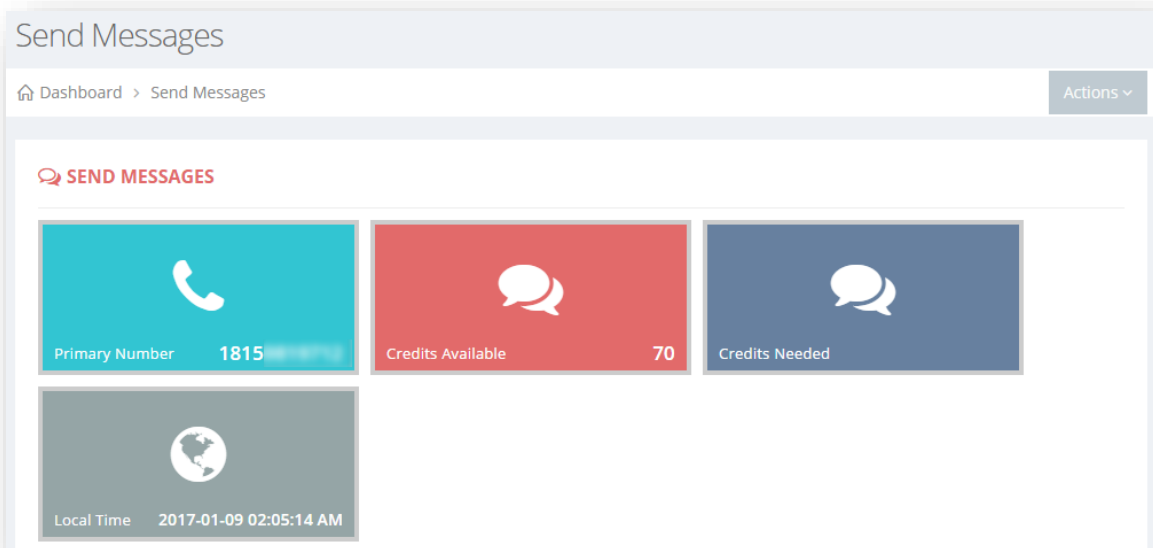
From here, you can schedule a message. For more information, refer to the section Sending Messages.

8. Managing Voice Broadcasts

8.1 Voice Broadcasts Overview

UltraSMSScript has a voice broadcasting feature so you can broadcast a voice message out to your contacts! Either type in a message and the system will convert the text into voice, or upload your own message via a MP3 file. You can send a text to voice message in over 20 different languages, repeat that message a specified number of times, and wait a certain number of seconds before playing that message when the contact picks up. Just another great way to communicate and keep your contacts engaged in your offerings.

Sometimes voice adds a little personal touch when you need it that SMS can't exactly convey. Since broadcasting a voice message puts a heavy load on the server, we recommend you use a VPS instead of a shared server if you want to use this feature, especially if broadcasting to a large group of people.

To manage voice broadcasts, follow the steps given below.

1. Navigate to **Voice Broadcasts**.

The **Voice Broadcasts** page will be displayed.
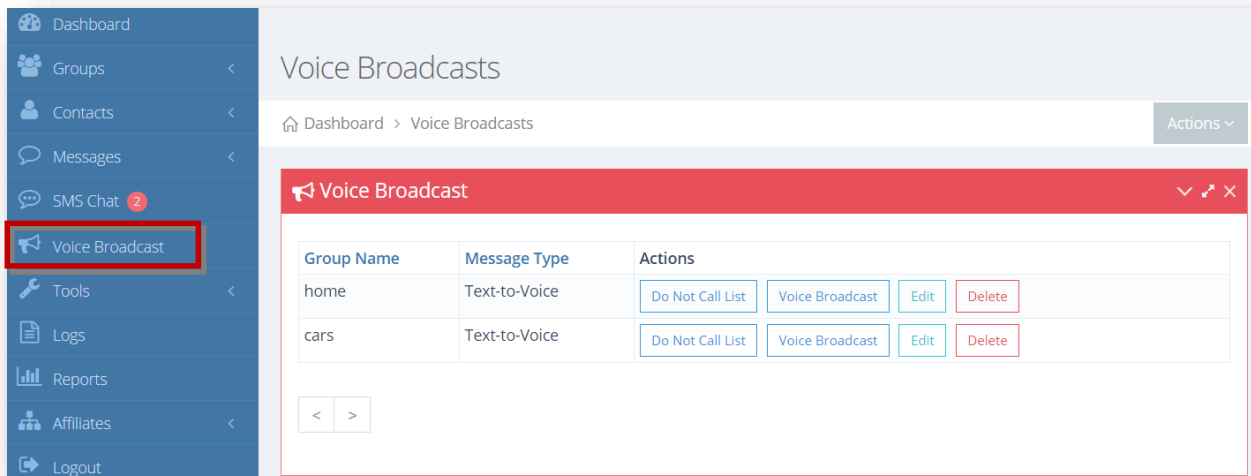
For more information, refer to the following sections.

- [Adding/Editing Voice Broadcast](#)
- [Viewing Do Not Call List](#)

- [Sending Voice Broadcast](#)

8.2 Adding/Editing Voice Broadcast

You can type in a message and the system will convert the text into voice. You may also record a voice message to your subscribers and save it to your computer in MP3 audio file format. Then select the voice record from your computer to send it to the subscriber.

To add or edit voice broadcast, follow the steps given below.

4. Navigate to **Voice Broadcasts**.

The **Voice Broadcasts** page will be displayed.
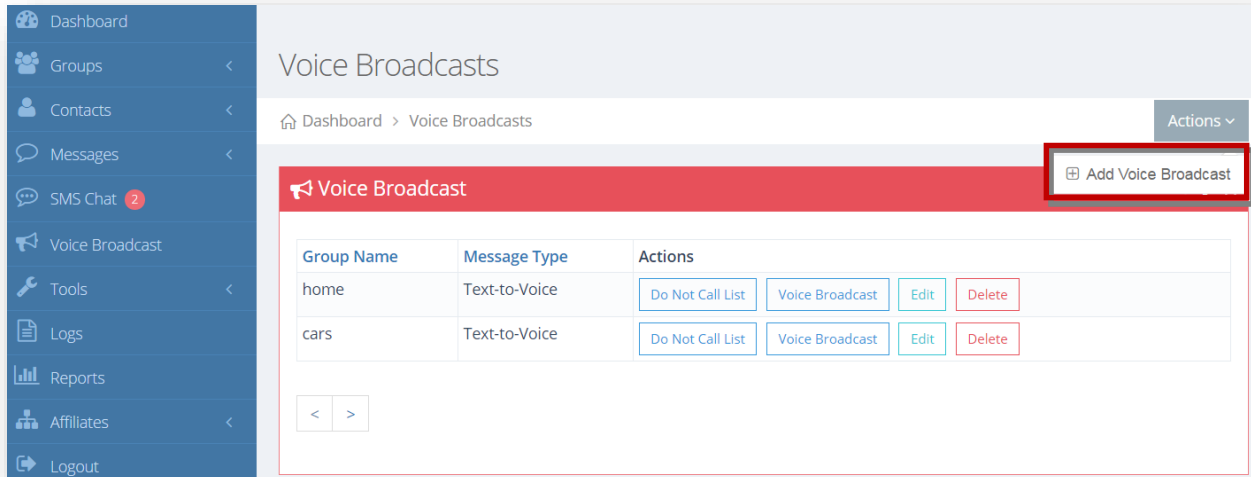
5. Select **Add Voice Broadcast** option from the **Actions** drop down list.

The **Voice Broadcasts** page will be displayed.

Note: If you intend to send voice broadcasts to this group who have opted-in to receive SMS messages from you, make sure on your digital and print media where these contacts are subscribing to your SMS list, that there is some writing on their stating they will also be receiving voice calls as well. It's imperative that your subscribers know what they are signing up for.

6. Select the required group from the **Select Group** drop down list.
7. Specific the type of the voice broadcast message type by selecting the required option in the **Voice Broadcast Msg Type** field. The available options are **Text to Voice** and **MP3 Audio**.
8. Enter the message in the next text entry box. This is only applicable when the msg type is Text to Voice.
9. Click **Save**.

The new voice broadcast message will be saved.
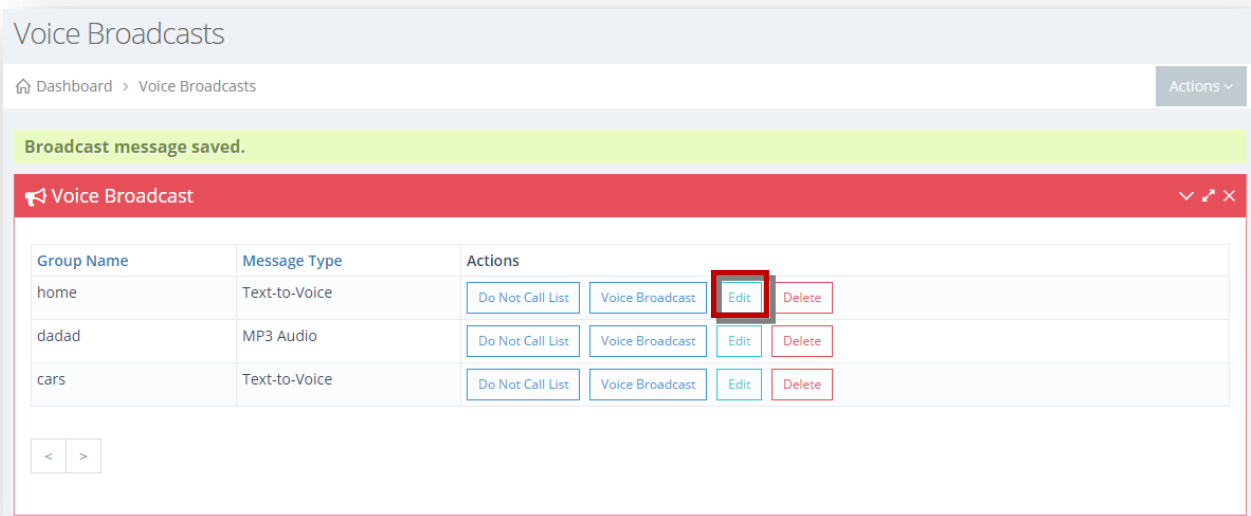
10. Click **Edit** button in the row of the voice broadcast message you wish to edit.

The selected voice broadcast message will be displayed in edit mode.
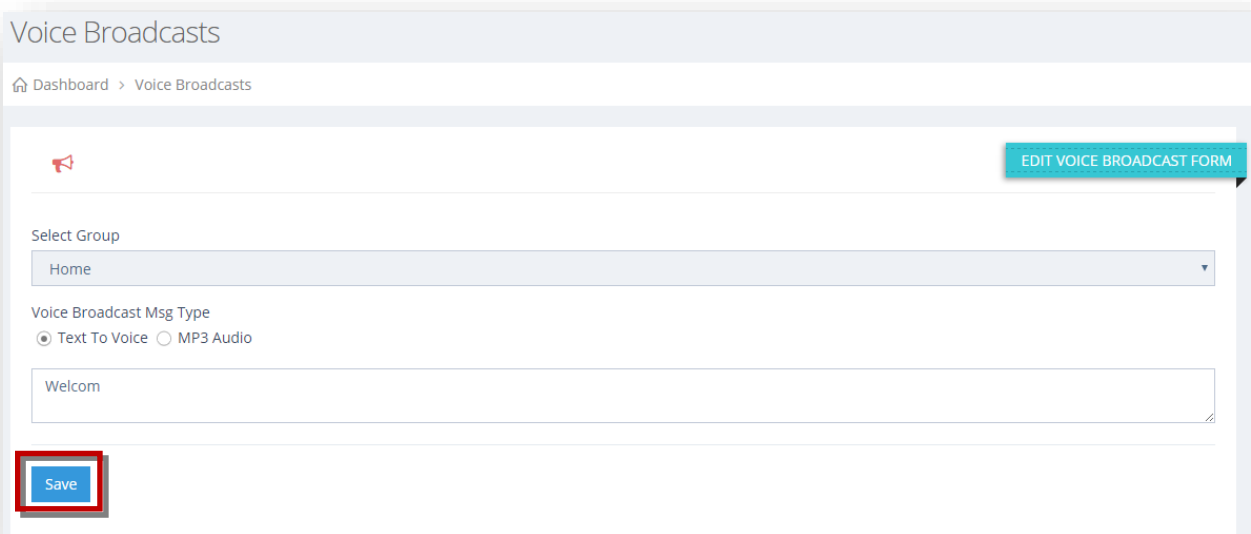
11. Make the necessary changes you wish edit in the required fields.
12. Click **Save**.

The selected voice broadcast message will be updated.

8.3 Viewing Do Not Call List

You can view the list of people who have unsubscribed from your list and do not wish to receive calls.

To view do not call list, follow the steps given below.

1. Navigate to **Voice Broadcasts**.

The **Voice Broadcasts** page will be displayed.
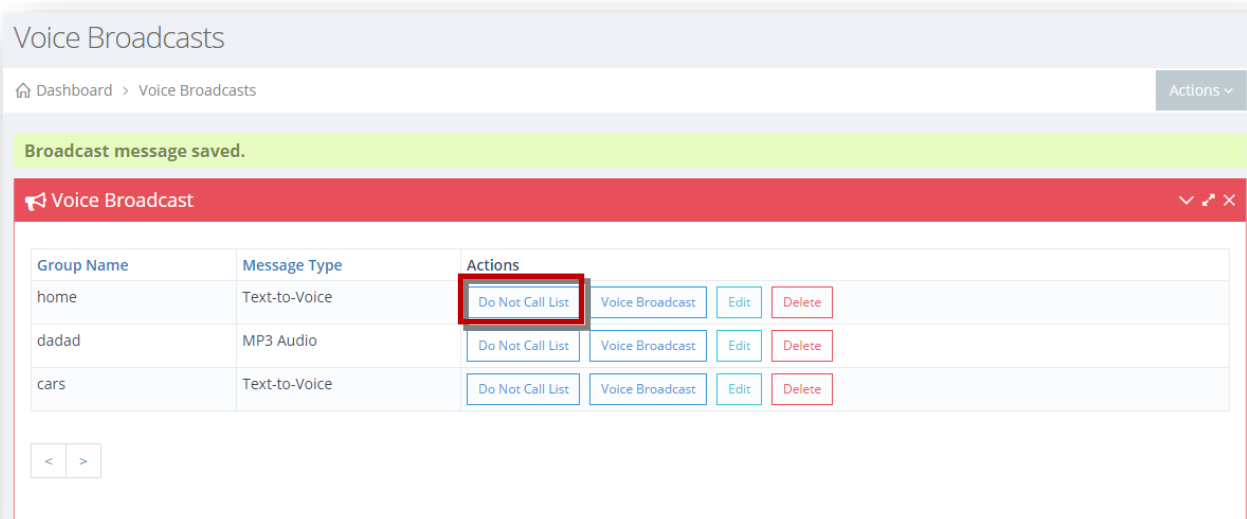
2. Click **Do Not Call List** button.

The **Do Not Call List** dialog will be displayed.

Do Not Call List

Group Name: Home

Total Members: 1

UnSubscriber Name	Phone Number

| < | > |
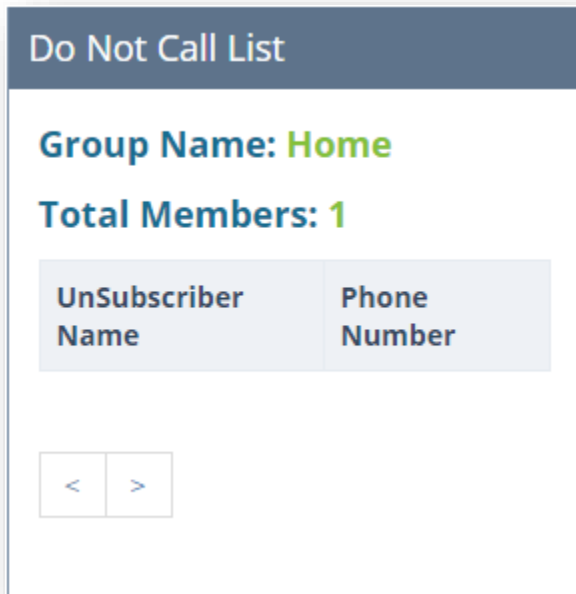
3. You can view the list of all contacts who have unsubscribed to the specific voice broadcast.

8.4   Sending Voice Broadcast

You can send a voice message in various languages and specify the number of times that message can to be repeated and seconds that is paused before playing the voice message.

To send voice broadcast, follow the steps given below.

1. Navigate to Voice Broadcasts.

The **Voice Broadcasts** page will be displayed.

2. Click **Voice Broadcast** button in the row of the voice broadcast message you wish send.

The **Send Broadcast** dialog will be displayed.

3. Select the phone from which you wish to send the message from the **Caller ID (Send from)** drop down list.
4. Select the required language to send message from the **Text-to-Voice Language** drop down list. Only applicable if the voice broadcast type is Text to Voice.
5. Select how many times the message needs to be repeated from the **Repeat Msg (# of times)** drop down list.
6. Select number of seconds the message will be paused before playing, from the **Pause (# of seconds before playing msg)** drop down list.
7. Click **Send Voice Broadcast**.

The voice broadcast will be sent to the members of the associated group.

9. Configuring Tools

9.1   Tools Overview

The **Tools** module allows you to configure and customize various tools such as polls, contests, loyalty programs, kiosk builders, birthday SMS wishes, mobile splash page, QR code etc.

To configure tools, follow the steps given below.

1.   Navigate to **Tools > Polls**.

The **Polls** page will be displayed.
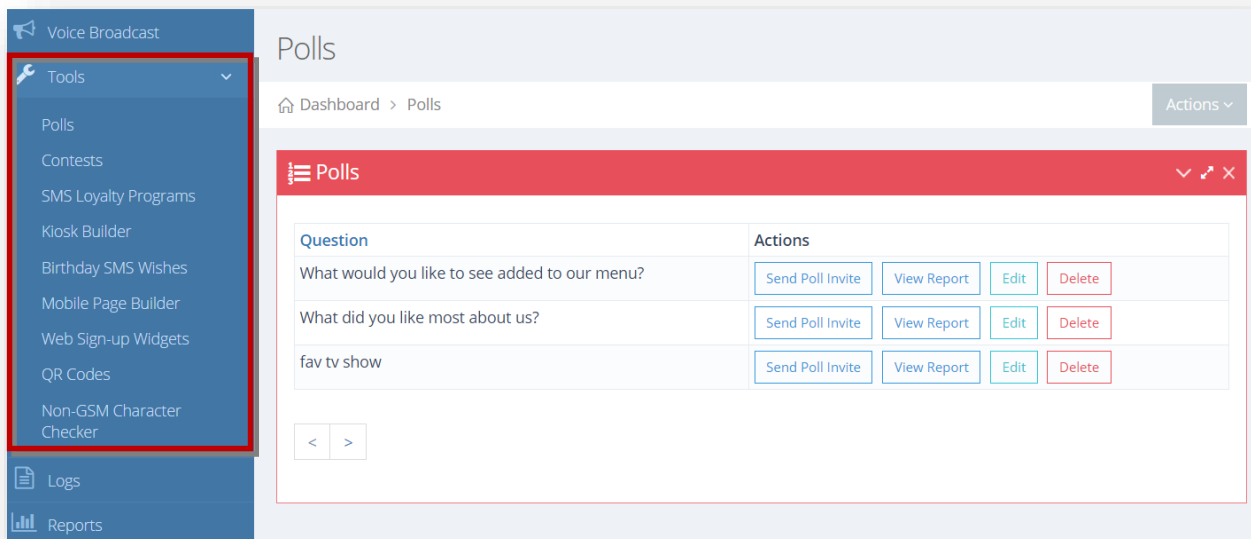
From here, you can configure tools. For more information, refer to the following sections.

- [Polls Overview](#)
- [Contests Overview](#)
- [SMS Loyalty Programs Overview](#)
- [Kiosk Builder Overview](#)
- [Birthday SMS Wishes Overview](#)
- [Mobile Splash Builder Overview](#)
- [Building Web Signup Widget](#)
- [Generating QR Code](#)

- [Checking Non-GSM Character](#)

9.2 Polls Overview

With **UltraSMSScript**, you can create SMS or text-to-vote polls as another way to keep your subscribers engaged and interested in what you have to offer. What better way to engage a large audience than by sending a question out to your subscribers allowing them to vote on their favorite menu item, or favorite song for example. This is a great way for you to keep your subscribers engaged as well as collecting valuable information from your customers.

One of the biggest hurdles in mobile marketing is the ability to retain members or subscribers. If you can keep your audience interested, then mobile marketing can truly benefit your business. One way to retain your audience is by keeping them engaged with SMS polls. These types of polls don't have to be very long, and they can be beneficial for you as well.

To manage polls, follow the steps given below.

1. Navigate to **Tools > Polls**.

The **Polls** page will be displayed.
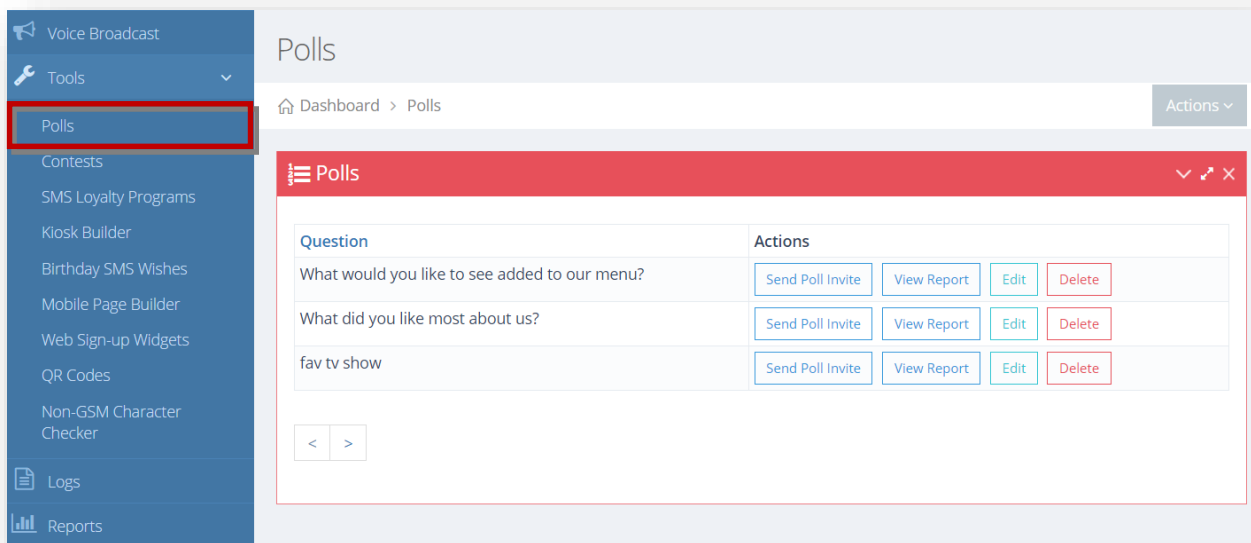
From here, you can manage polls. For more information, refer to the following sections.

- [Adding/Editing Poll](#)
- [Sending Poll Invite](#)

- [Viewing Poll Report](#)

9.2.1 Adding/Editing Poll

Add a new question with various options or edit the information in the existing poll.

To add or edit poll, follow the steps given below.

1. Navigate to **Tools > Polls**.

The **Polls** page will be displayed.
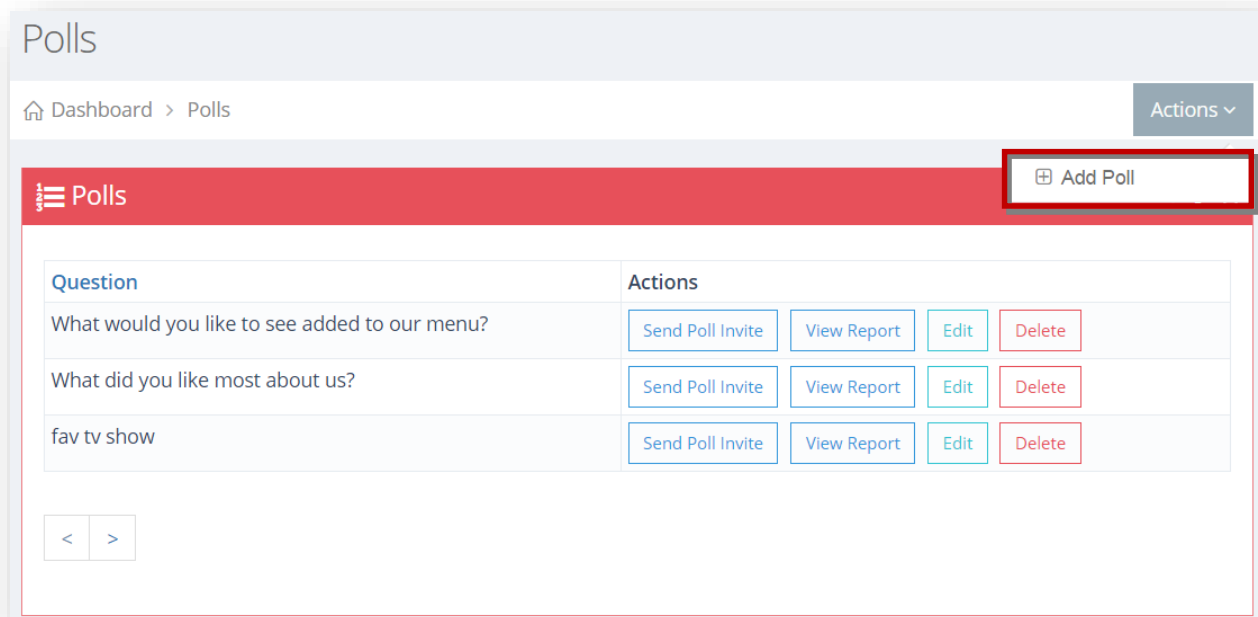
2. Click **Add Poll**.

The **Add Polls** page will be displayed.

Polls

🏠 Dashboard > Polls

Poll Question*

What is your favorite player? ③

Remaining Characters

21

Option A *

bears ④

Autoresponder message Option A ❓ ⑤

Option B *

sox

Autoresponder message Option B ❓

Option C *

cubs

Autoresponder message Option C ❓

Option D*

hawks

Autoresponder message Option D ❓

Auto-reply Message*

thanks ⑥

Save

3.   Enter the poll question in the **Poll Question** text entry box.

4. Enter the options for **A, B, C** and **D** in the respective text entry boxes. Each poll will have 4 different options the user can vote for.
5. Enter the auto responder message options for **A, B, C** and **D** in the respective text entry boxes. These are optional. If you want a specific autoresponder sent if the user votes A, then enter an autoresponder message Option A. Likewise for B, C, and D.
6. Enter the auto reply message in the **Auto-reply Message** text entry box. This is the default message that gets sent if no autoresponder messages were created for any of the specific options above.
7. Click **Save**.

The new poll will be saved.
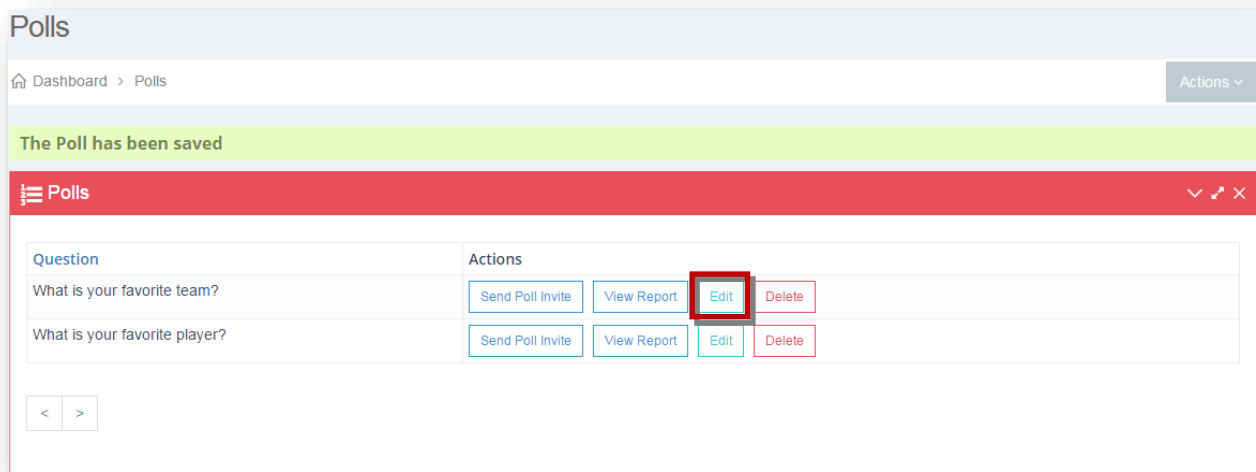
8. Click **Edit** button in the row of the poll you wish to edit.

The **Edit Poll** page will be displayed.

9. Make the necessary changes in the required fields.
10. Click **Save**.

The changes made to the selected poll will be updated.

9.2.2 Sending Poll Invite

Send a poll invitation in the form of question with 4 different options to a specific group.

To send poll invite, follow the steps given below.

1. Navigate to **Tools > Polls**.

The **Polls** page will be displayed.
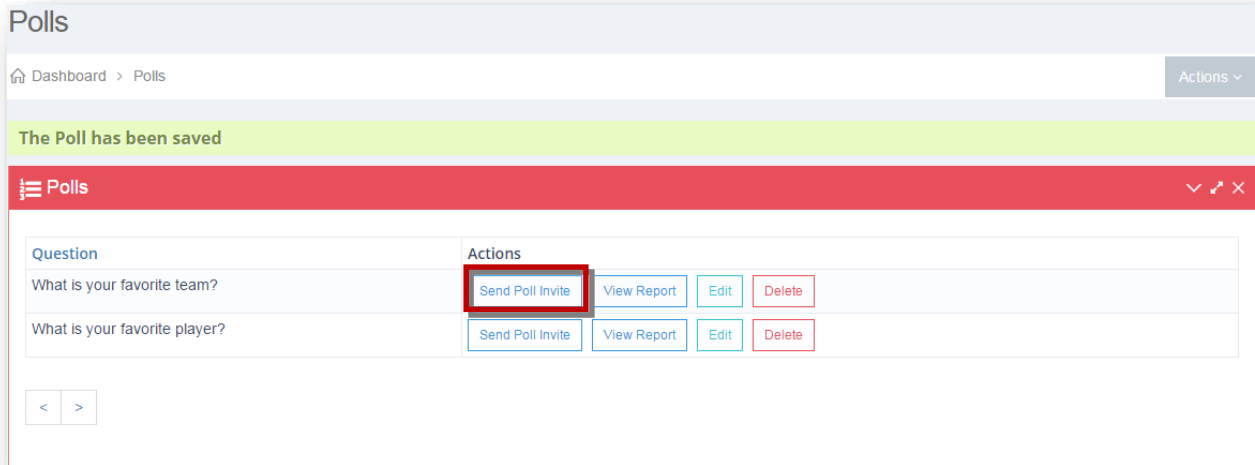
2. Click **Send Poll Invite** button in the row of the poll question you want to send.

The **Send Poll Question** dialog will be displayed.
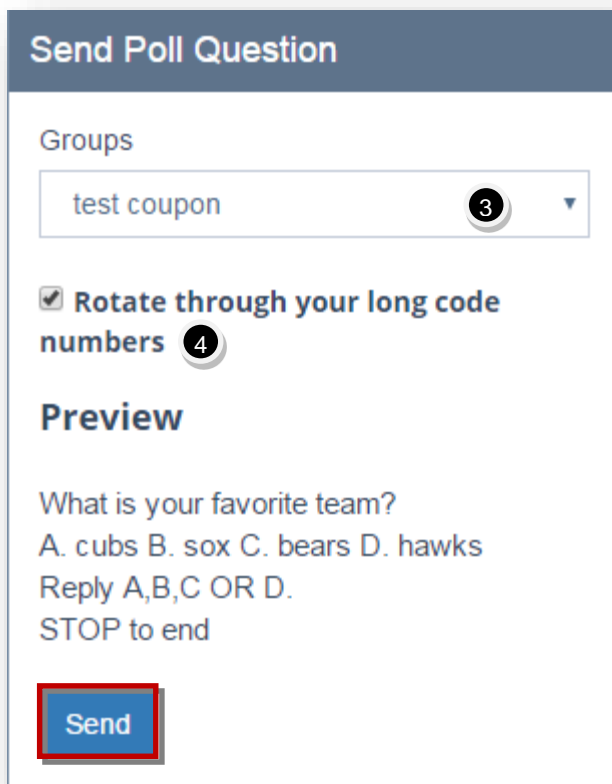
3. Select the group to invite from the **Groups** drop down list. This will send the poll to all members of this group.

4. Specify whether or not to rotate the poll through your long code numbers by checking or un-checking the box in the in the **Rotate through Your Long Code Numbers** field. Useful if you have a large number of option in contacts (>500), you can spread your workload across multiple numbers in your account. When rotating, the system will automatically rotate through all your numbers assigned to your account, including primary and secondary numbers.
5. Click **Send**.

The poll invitation will be sent to the selected group.

9.2.3 Viewing Poll Report

You can view the report of each poll and how users have voted. The number of votes for the particular Poll is displayed in a graphical bar chart. This provides valuable insight into what your subscribers want and need from you, particularly if sending a poll to collect information on how to improve your products or services.

To view poll report, follow the steps given below.

1. Navigate to **Tools > Polls**.

The **Polls** page will be displayed.
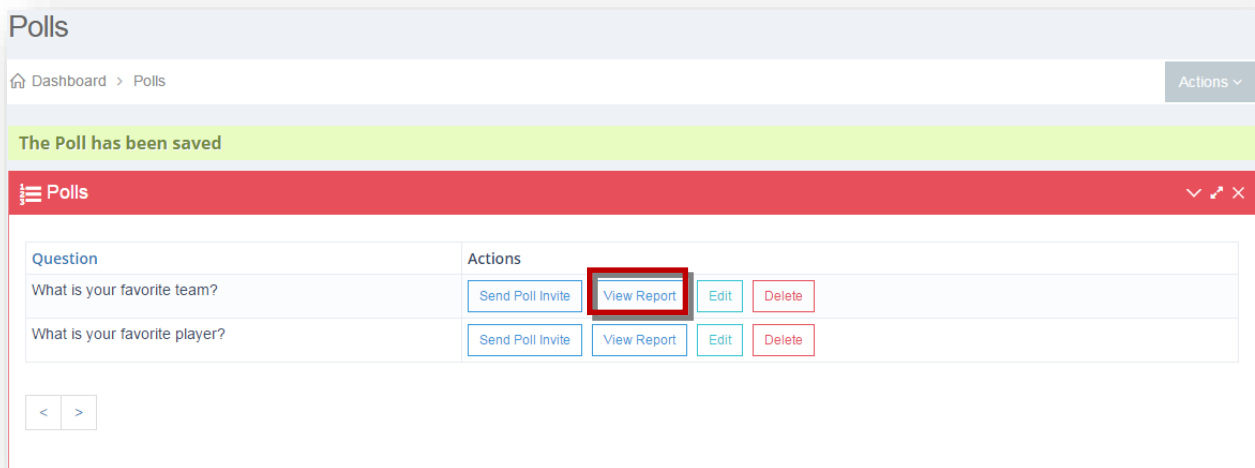
2. Click **View Report** button in the row of the poll you wish to view its report.

The **View Polls** page will be displayed.
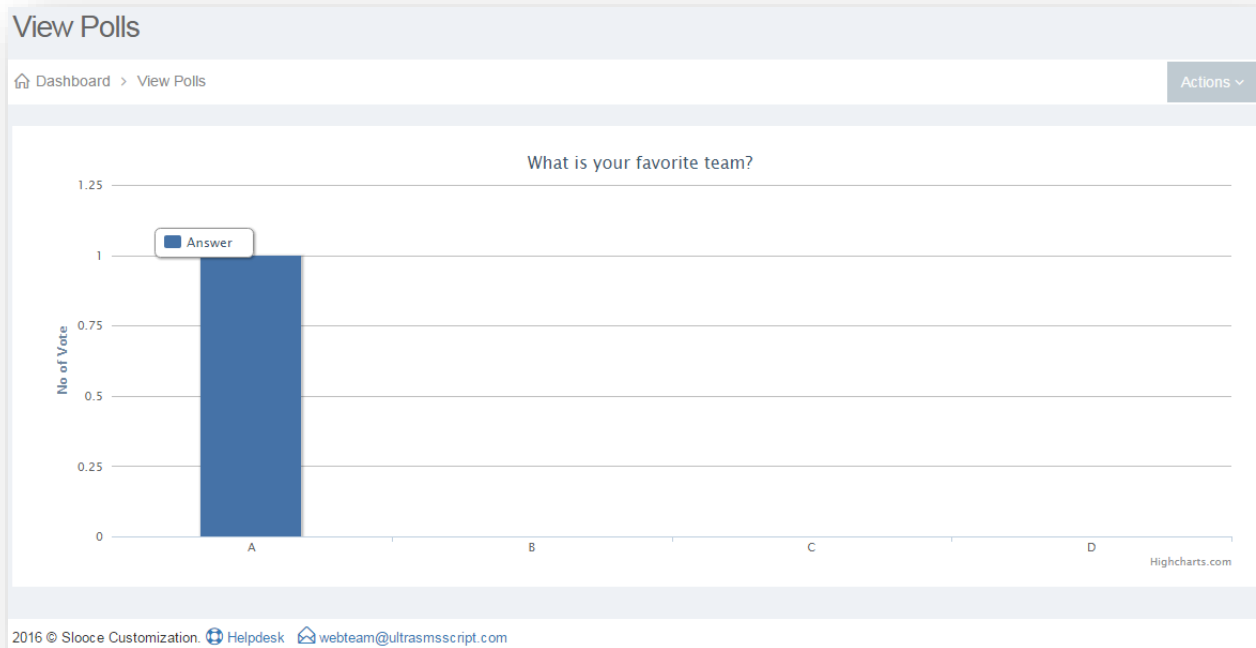
The graph shows the number of votes received for each option in the poll.

9.3 Contests Overview

In this section, you can add contests. You'll create SMS contests as a way to engage and reward your customers. Keep your current customers happy and engaged with your marketing campaigns.

To manage contests, follow the steps given below.

1. Navigate to **Tools > Contests**.

The **Contests** page will be displayed.
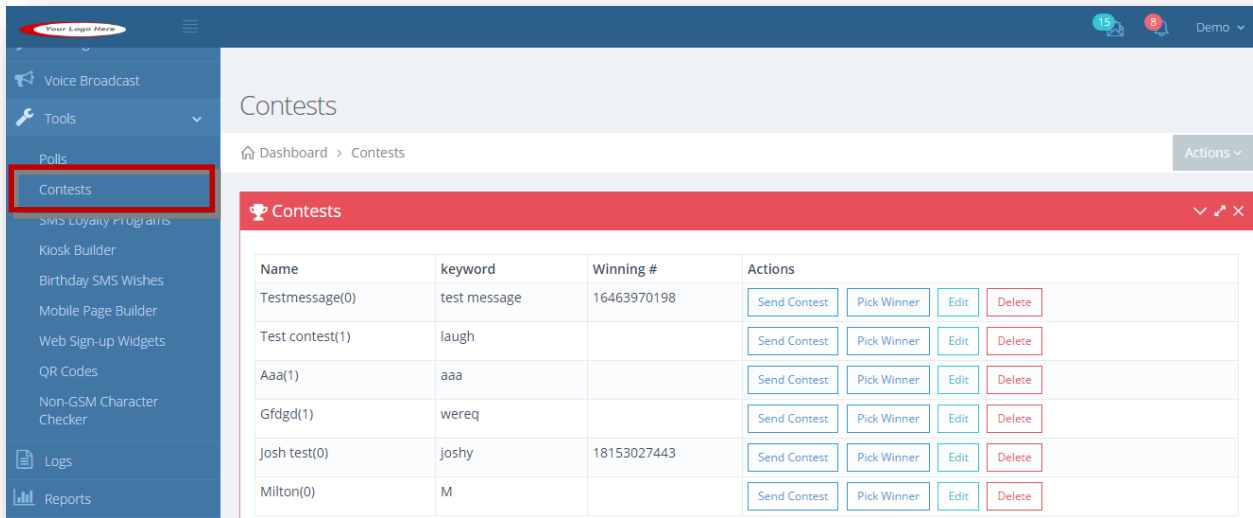
From here, you can manage contests. For more information, refer to the following sections.

- [Adding/Editing Contest](#)
- [Sending Contest](#)
- [Picking Winner](#)

9.3.1 Adding/Editing Contest

Add a new contest with an auto-reply message and a keyword. You can also update the contest information.

To add or edit a contest, follow the steps given below.

1. Navigate to **Tools > Contests**.

The **Contests** page will be displayed.
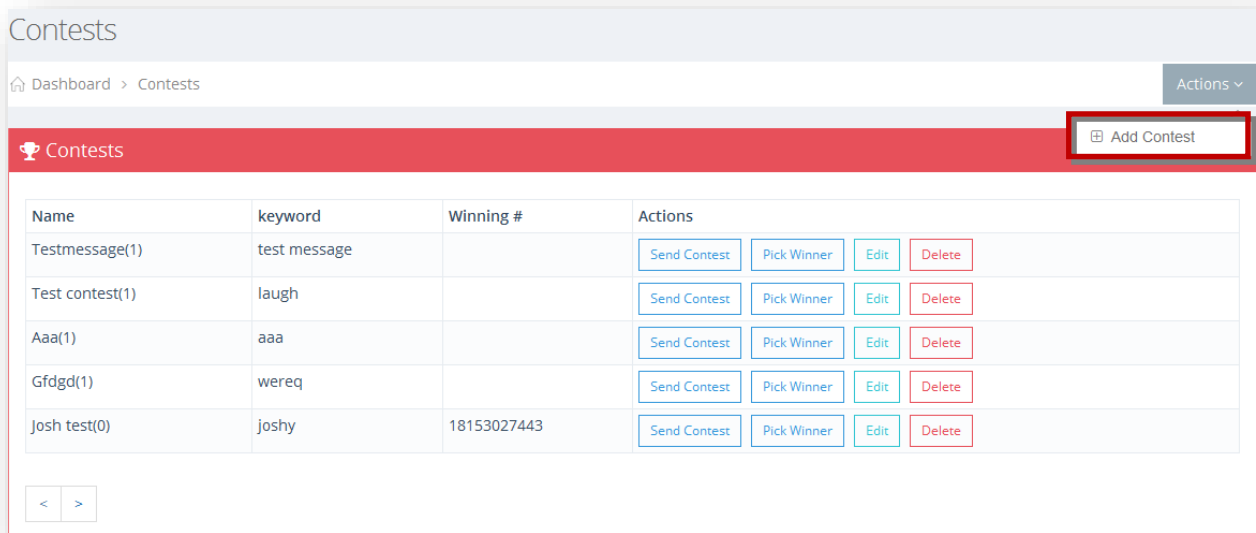
2. Select **Add Contest** from the **Actions** drop down list.

The **Create Contest Form** will be displayed.
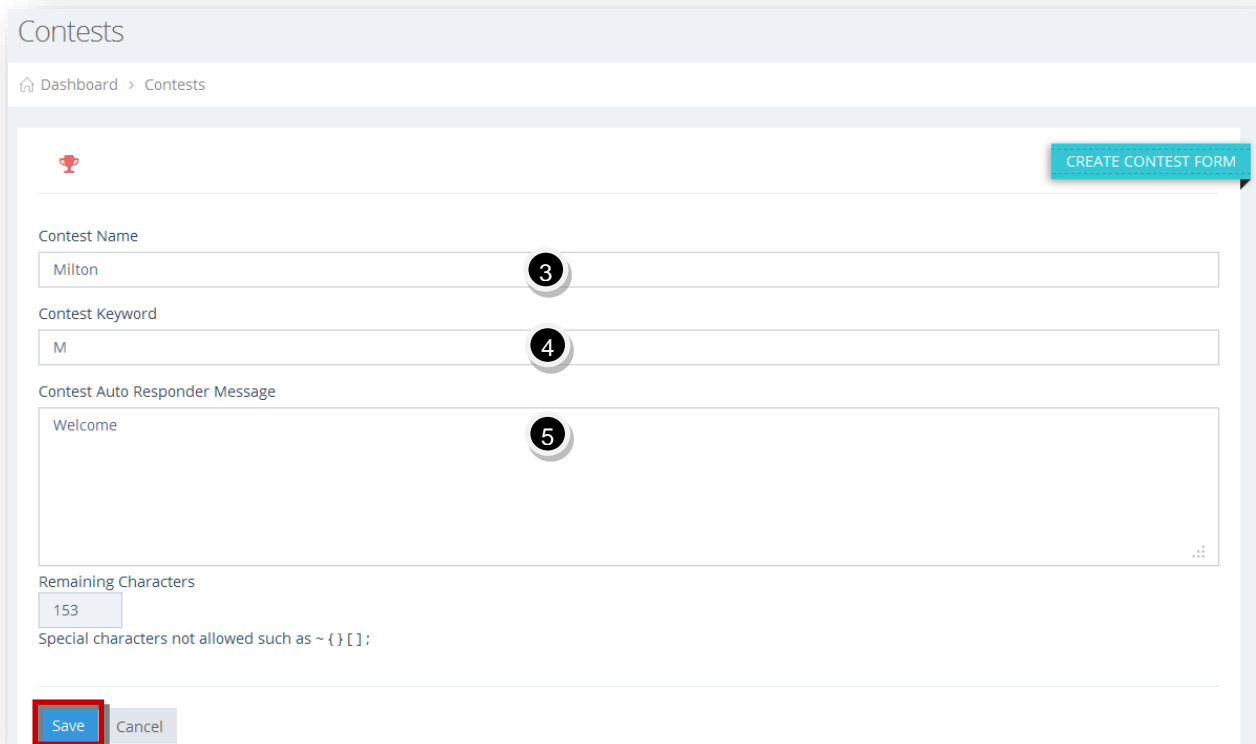
3. Enter the name of the contest in the **Contest Name** text entry box.

4. Enter the keyword of the contest in the **Contest Keyword** text entry box. This is the word the subscribers will text back to automatically be entered into the contest.
5. Enter the auto responder message for the contest in the **Contest Auto Responder Message** text entry box. This is the message sent to the user after they have entered into the contest by texting in the keyword.
6. Click **Save**.

The new SMS contest will be added.

Note: In parenthesis next to the contest name under the 1st column contain the number of entries for that contest.


7. Click **Edit** button in the row of the SMS contest you wish to edit.

The **Edit Contest Form** will be displayed.

8. Make the necessary changes in the required fields.
9. Click **Update**.

The changes made to the selected SMS contest will be updated.

9.3.2 Sending Contest

You can send a contest to a group with a contest message. In order for your subscribers to join your contest, you need to send them your contest.

To send a contest, follow the steps given below.

1. Navigate to **Tools > Contests**.

The **Contests** page will be displayed.

Name	keyword	Winning #	Actions
Testmessage(1)	test message		Send Contest · Pick Winner · Edit · Delete
Test contest(1)	laugh		Send Contest · Pick Winner · Edit · Delete
Aaa(1)	aaa		Send Contest · Pick Winner · Edit · Delete
Gfdgd(1)	wereq		Send Contest · Pick Winner · Edit · Delete
Josh test(0)	joshy	18153027443	Send Contest · Pick Winner · Edit · Delete
Milton(0)	M		Send Contest · Pick Winner · Edit · Delete

< >

2. Click **Send Contest** button in the row of the contest you wish to send.

The **Send Contest** dialog will be displayed.

3. Select the name of the group form the **Groups** drop down list. This is the group the contest will be sent to. In parenthesis next to the group name are how many subscribers belong to that group. So in this example, the contest will be sent to 6 people.
4. Enter the contest message in the **Contest Message** text entry box. This would be the details of the contest and what they are entering to win. Below this box is the appended message that will also be sent along with the contest message. Next to "Reply" is the contest keyword the members of the group will need to text back to be entered into the contest.
5. Specify whether or not to rotate the contest through your long code numbers by checking or un-checking the box in the in the **Rotate through Your Long Code Numbers** field. Useful if you have a large number of option in contacts (>500), you can spread your workload across multiple numbers in your account. When rotating, the system will automatically rotate through all your numbers assigned to your account, including primary and secondary numbers.

6. Click **Send**.

The message informing that SMS contest has been sent will be displayed.

9.3.3 Picking Winner
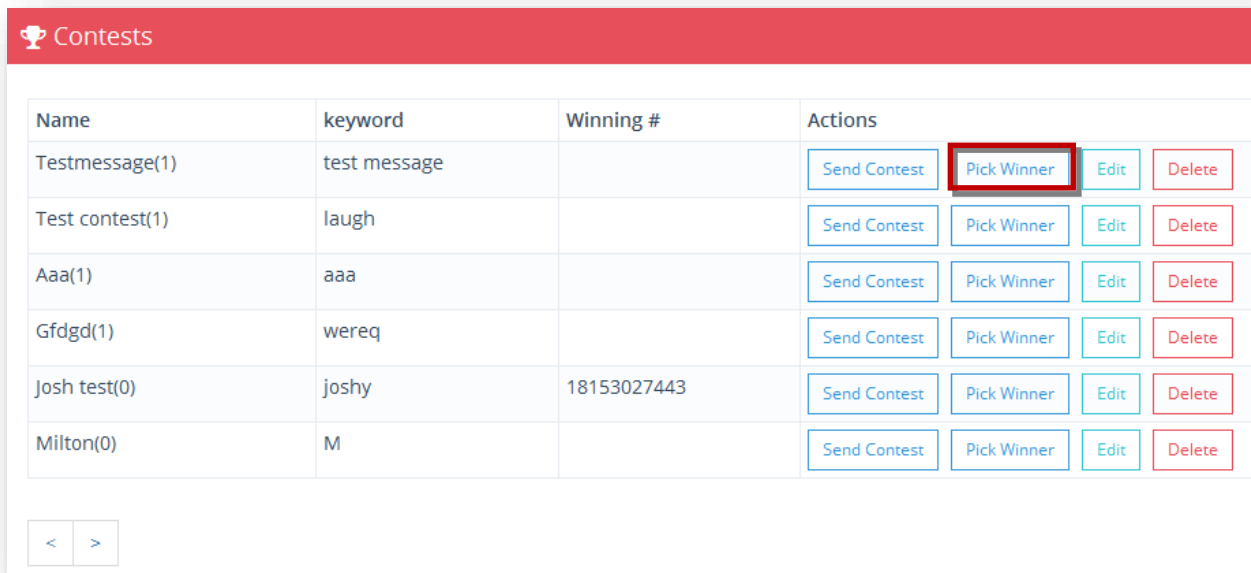
In this section, the winner of the contest will be randomly chosen with the phone number and you can write a message for the winner of the contest.

To pick winner, follow the steps given below.

1. Navigate to **Tools > Contests**.

The **Contests** page will be displayed.

Note: In parenthesis next to the contest name under the 1st column contain the number of entries for that contest.

2. Click **Pick Winner** button in the row of the contest for which you want to pick the winner.

If there are no contest entries to pick a winner, the message will be displayed.
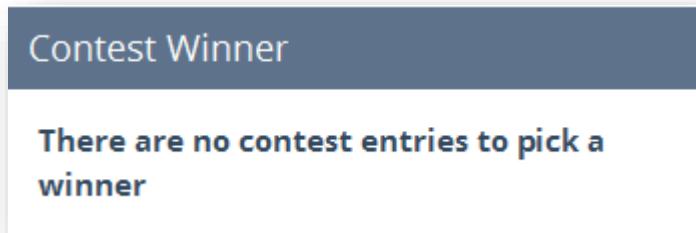
Or

The **Contest Winner** dialog will be displayed.
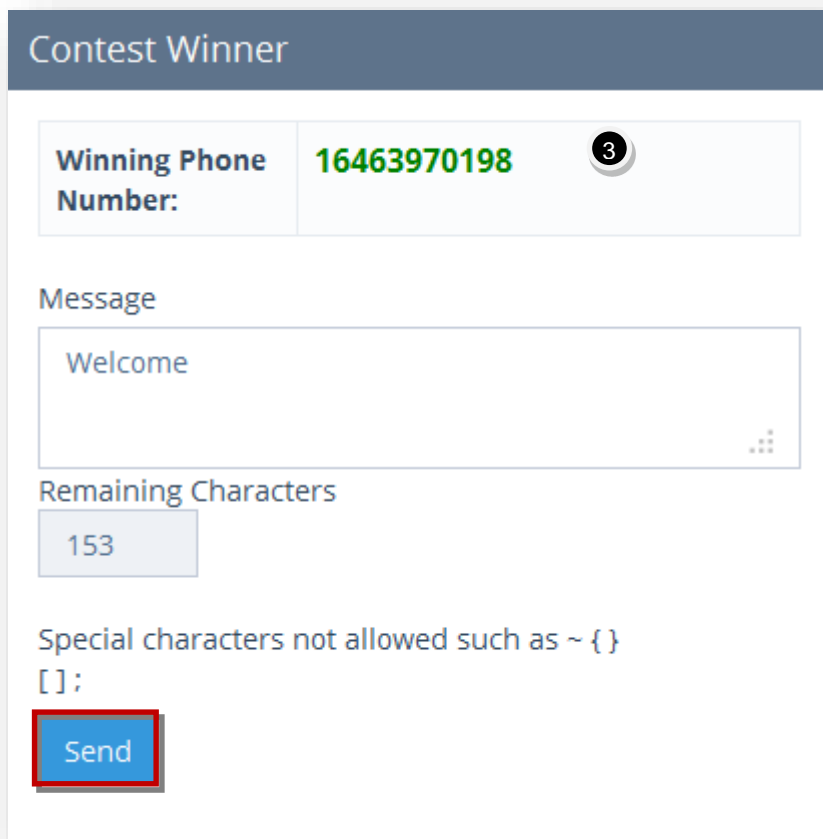
3. The winning phone number that was randomly chosen by the system when the **Pick Winner** button was clicked.
4. Edit the contest winner message in the **Message** text entry box. This is a message you would like to send to the winning number. Example: Congratulations! You won our Free meal for a week contest! Stop in and show this message to redeem your free meals!
5. Click **Send**.

The message will be sent to the contest winner successfully.

9.4 SMS Loyalty Programs Overview
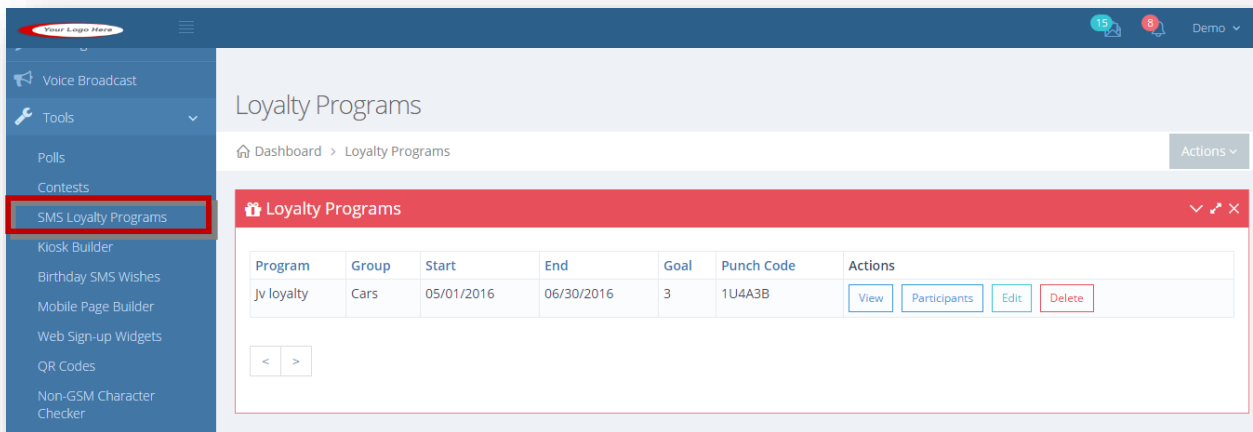
Forget those archaic and often misplaced paper punch cards. You can offer SMS "punch card" loyalty rewards to your customers and build loyalty to your brand to keep customers happy and coming back. Digital punch cards remove any unnecessary hurdles and dramatically increase customer engagement. No paper punch cards to keep track of, which always seem to get lost or misplaced.

Just a simple text with the program punch code for that day and points are automatically tracked for a given user. When a specified amount of points are obtained, a reward message will be sent to that user, who can then redeem their reward. Different loyalty reward programs can be created, each having their own start and end dates, reward points and messages. Works great in many different industries.

To manage SMS loyalty programs, follow the steps given below.

1. Navigate to **Tools >SMS Loyalty Programs**.

The **SMS Loyalty Programs** page will be displayed.

For more information, refer to the following sections.

9.4.1 Adding/Editing Loyalty Program

Create a new Loyalty program with details like name of the Loyalty Program and its duration. The unique punch code that will be automatically generated and the message is sent to the users informing about the number of points required to achieve the reward. The changes can be updated by using Edit option.

To add or edit loyalty program, follow the steps given below.

1. Navigate to **Tools > SMS Loyalty Programs**.

The **Loyalty Programs** page will be displayed.
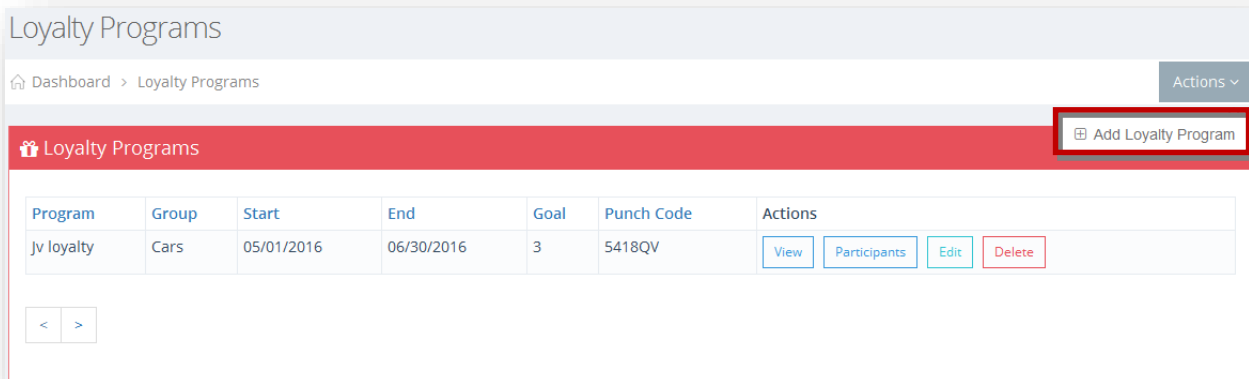
2. Select **Add Loyalty Program** from the **Actions** drop down list.

The **Create Loyalty Programs** page will be displayed.

SMS Loyalty Programs

Dashboard > Loyalty Programs

CREATE LOYALTY PROGRAM FORM

Program Name

Program Name ③

Opt-in List

Please select list ④

Start Date

Select Start Date ⑤

End Date

Select End Date ⑥

Reach Goal After(# of visits or purchases)

⑦

Notify Punch Code ❓ ⑧

☐

Punch Code(automatically generated daily) ❓

119QT6

Status Keyword ❓

⑨

3. Enter the name of the program in the **Program Name** text entry box.
4. Select the group from the **Opt-in List** drop down list. In order to participate, the user must already be subscribed to this group. If not, they will receive a message informing them of this.
5. Select the starting date of the SMS loyalty program from the **Start Date** calendar.
6. Select the ending date of the SMS loyalty program from the **End Date** calendar.
7. Enter the number of visits or purchases to reach the goal in the **Reach Goal After (# of visits or purchases)** text entry box.
8. Specify how you want to be notified with the punch code by checking or un-checking the box in the **Notify Punch Code** field.The **Punch Code (automatically generated daily)** is the code your customers will text in to get a punch added on their virtual card. Each day a new punch code will be generated automatically to prevent abuse of system. This is the code that you advertise in your business for your loyalty program.
9. Enter the keyword that user can text in to check their current status in the program in the **Status Keyword** text entry box. If texting this keyword, the system will text them back letting them know how many points they currently have.

Scroll down for more options.

190

Add Points Message(Punch Code) ❓

Hi %%Name%%, you now have %%STATUS%% point(s). You are one step closer to your reward.

(10)

Remaining Characters

160

SMS ⦿ MMS ◯ **(11)**

Reach Goal Message(Reward Offer) ❓

Hi %%Name%%, congratulations, you have reached your goal!

(12)

Remaining Characters

160

Check Status Message(Status Keyword) ❓

Hi %%Name%%, you have %%STATUS%% out of %%GOAL%% points. Keep going, you are almost there.

(13)

Remaining Characters

160
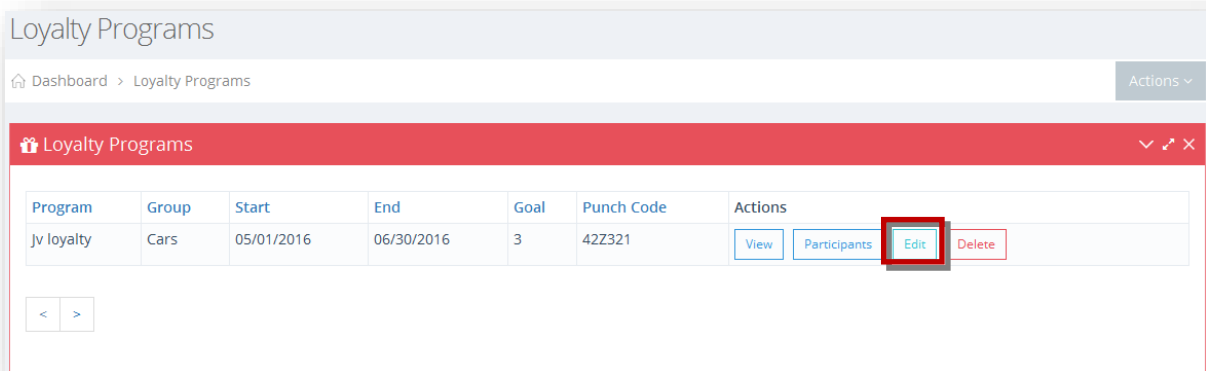
Save   Cancel

10. Enter the message that needs to be sent after user texts in a punch code to add a point to their account in the **Add Points Message (Punch Code)** field.
11. Specify whether you wish to send the reward or reach goal message through SMS or MMS by checking the radio button in the appropriate option. The available options are

SMSand**MMS**. After reaching the required number of points, you may want to send them an actual coupon image. MMS will only be available if admin has system configured for MMS.

12. Enter the message that needs to be sent after user has collected required number of points to reach reward goal, in the **Reach Goal Message (Reward Offer)** field. Redeem link will automatically be appended to the message.
13. Enter the message that is sent after user texts in status keyword to check their status, in the **Check Status Message (Status Keyword)** field.
14. Click **Save**.

The new loyalty program will be added.

15. Click **Edit** button in the row of the loyalty program you wish to edit.

The **Edit Loyalty Program Form** will be displayed.

16. Make the necessary changes in the required fields.
17. Click **Save**.

The changes made to the SMS loyalty program will be updated.

9.4.2 Viewing Loyalty Program Details

You can view the complete details of the newly created Loyalty Program along with the created date and time.

To view the details of the loyalty program, follow the steps given below.

1. Navigate to **Tools > SMS Loyalty Programs**.

The **Loyalty Programs** page will be displayed.
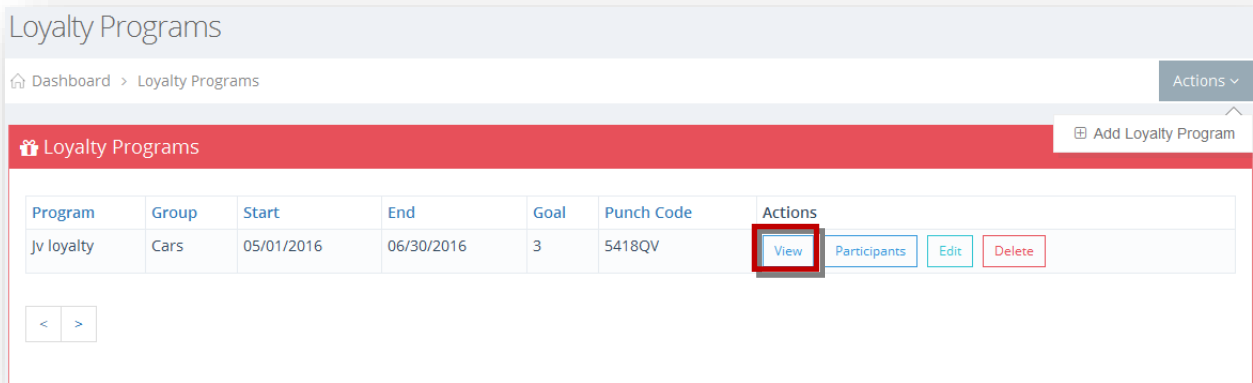
2. Click **View** button in the row of the loyalty program you wish to view.

The **Loyalty Details** page will be displayed.
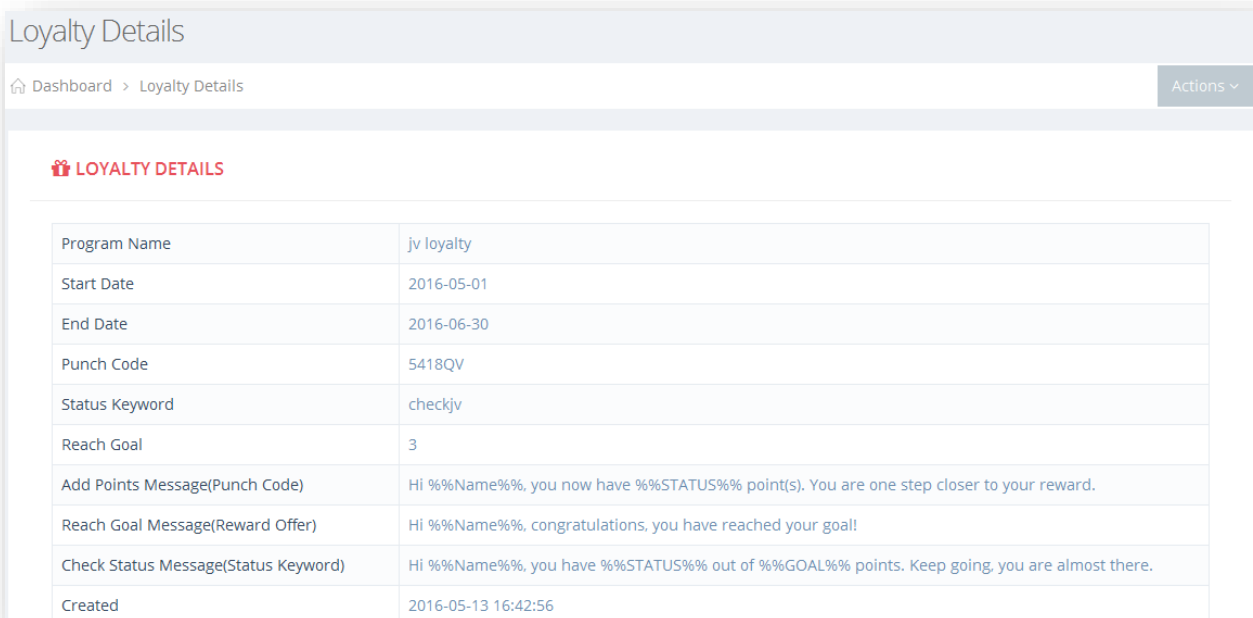
9.4.3 Viewing Participants

You can view the details of the participants of the loyalty program. The participant details include information like participant name, phone number, punches and date.

To view participants of loyalty program, follow the steps given below.

1. Navigate to **Tools > SMS Loyalty Programs**.

The **Loyalty Programs** page will be displayed.
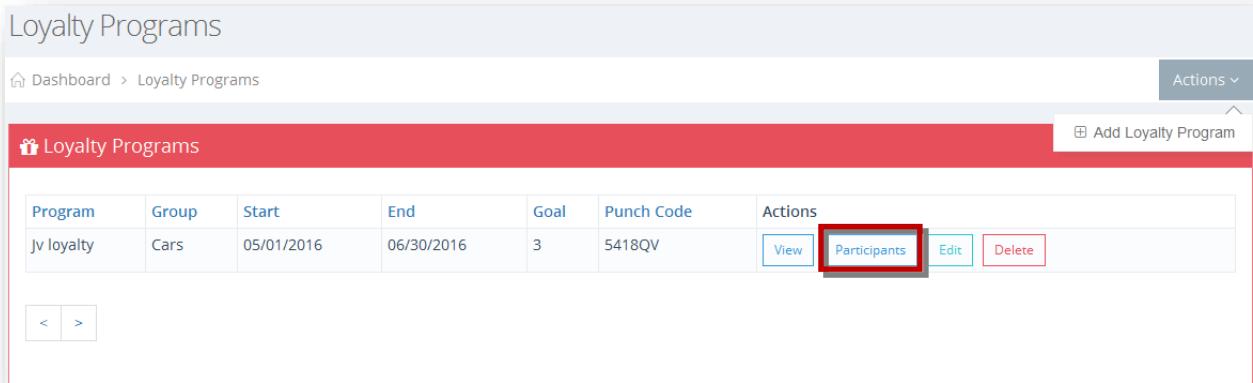
2. Click **Participants** button in the row of the loyalty program you wish to view its participants.

The **Loyalty Program** dialog will be displayed.
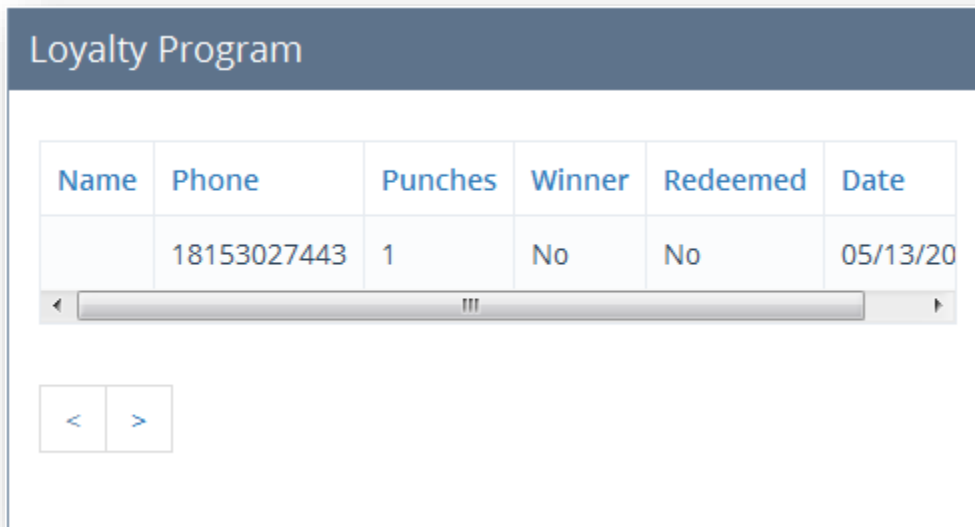
You can view the list of all participants in the loyalty program, with details such as participant's name(if one exists), phone number, number of punches that participant has obtained thus far and the date the punch was added. Also view whether or not the participant won by obtaining the required number of points/punches for the loyalty program and if they redeemed the

reward yet.They will have redeemed the reward only when they have clicked the Redeem link on the text message they receive after winning.

9.5   Kiosk Builder Overview
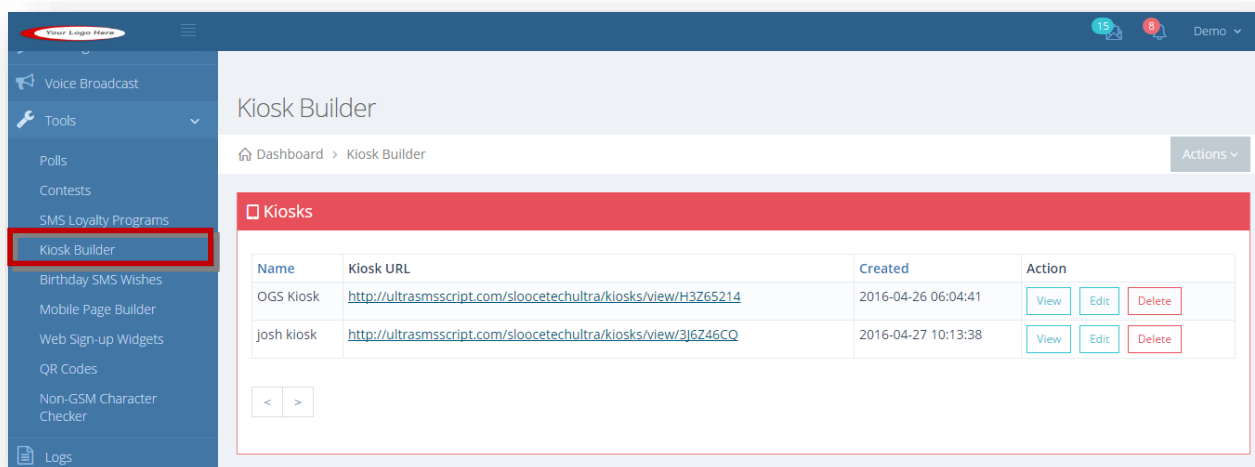
Our kiosk builder is for those who wish to build loyalty kiosks and display those in the stores. The digital loyalty kiosk is a new cutting edge tool that lets you create an easy to use digital kiosk display. A digital kiosk provides your on-site customers with a user friendly and engaging display – letting them join a mobile club, check-in to a loyalty program, and check their current status.

The loyalty kiosk is a standalone tool that is easy to create, deploy and can be fully customized for any business. Eliminate the need for customers to carry paper or plastic punch cards which are often lost, misplaced, or forgotten. Customers can now easily check-in to a loyalty program directly through the digital kiosk by inputting their mobile number. Our kiosk ties into our current SMS loyalty program feature, and once the kiosk is created, it will look great displayed on a 7-10 inch tablet display.

To manage kiosk builder, follow the steps given below.

1. Navigate to **Tools > Kiosk Builder**.

The **Kiosk Builder** page will be displayed.

For more information, refer to the following sections.

- [Creating/Editing Kiosk](#)
- [Viewing Kiosk Details](#)

9.5.1 Creating/Editing Kiosk

You can create a new kiosk program by choosing any Loyalty Program you want to associate with itand represent it attractively with your logo, various background colors, font colors, along with many additional configuration options.Update the information using Edit option.

To create or edit kiosk, follow the steps given below.

1. Navigate to **Tools > Kiosk Builder**.

The **Kiosk Builder** page will be displayed.
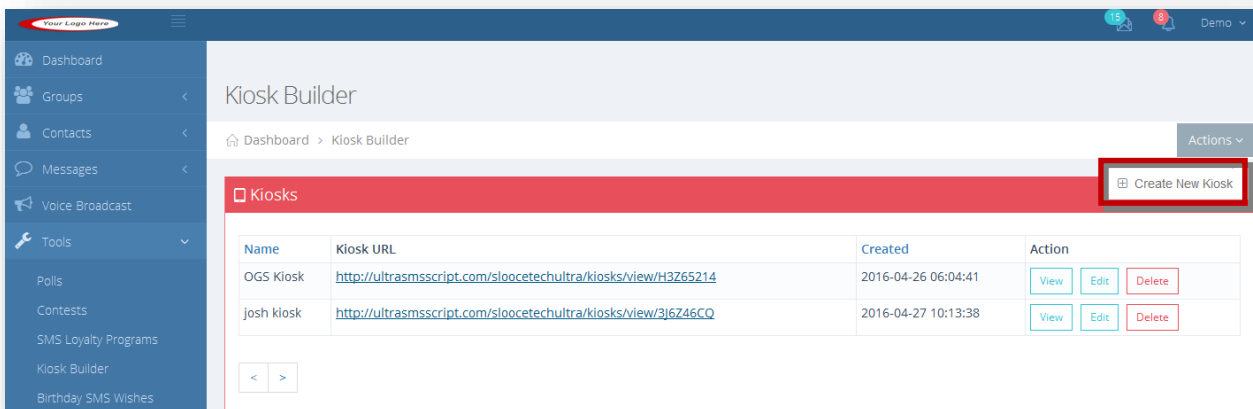
2. Select **Create New Kiosk** option from the **Actions** drop down list.

The **Create Your kiosk** page will be displayed.

3. Enter the Kiosk name in the **Kiosk Name** text entry box.
4. Select the loyalty program from the **Loyalty Programs** drop down list. To create a Kiosk, you must first create the loyalty program which will contain all the necessary options for this kiosk. Kiosks are associated to loyalty programs.
5. Select the background color from the pallet or enter in a specific hex color code in the **Background Color** field.
6. Optionally, click the **Browse** button to upload a background file.

The standard **Open** dialog will be displayed.

7. Select the file you wish to upload and click **Open**.

The selected file will be uploaded.

8. Select the required style from the **Style** drop down list. This will only apply if you uploaded a background file.

Scroll down for more options.

9. In the **Business Logo** section, to upload your business logo, click **Browse** button.

The standard **Open** dialog will be displayed.

10. Select the file you wish to upload and click **Open**.

The selected file will be uploaded.

11. Enter the header text to be displayed in the **Text Header** text entry box.
12. Select the alignment for the header text from the **Alignment** drop down list.
13. Select the font for the header text from the **Font** drop down list.
14. Select the size for the header text from the **Size** drop down list.
15. Select the font color for the header text from the pallet or enter in a specific hex color code in the **Color** field.
16. Select the font style by checking the box on the required option in the **Style** field. The available options are **Bold, Italic** and **Underline**.

Scroll down for more options.

17. In the **Kiosk Button** section, specify what kiosk buttons are to be used by checking the box in the required option. The available options are **Join Button, Punch Card** and **Check Points.**
18. Enter the text to be displayed for the join button in the **Join the Program Text** field.
19. Similarly add text to be displayed for the check in button in the **Check in Text** field.
20. Enter the text to be displayed in check points, in the **Check Points Text** field.
21. Select the button color from the pallet or enter in a specific hex color code in the **Button Color** field.
22. Select the text color from the pallet or enter in a specific hex color code in the **Text Color** field.

Scroll down for more options.

KeyPad Buttons

Button Color ㉓

▪

Text Color ㉔

▪

Bottom Text

Copyright 2016 - All Rights Reserved ㉕

Alignment

Center ㉖

Font

Arial ㉗

Size

8 ㉘

Color

▪ ㉙

Style ☑ B ☐ I ☐ U ㉚

Collect Additional Information ㉛ ☑ First Name   ☑ Last Name
                                  ☑ Email   ☑ Date Of Birth

Save   Cancel

23. In the **Keypad Buttons** section, select the required button color from the pallet or enter in a specific hex color codein the **Button Color** field.
24. Select the required text color from the pallet or enter in a specific hex color codein the **Text Color** field.
25. Enter the text to be displayed at the bottom of the kiosk in the **Bottom Text** field.
26. Select the alignment for the bottom text from the **Alignment** drop down list.
27. Select the font for the bottom text from the **Font** drop down list.
28. Select the size for the bottom text from the **Size** drop down list.
29. Select the font color for the bottom text from the pallet or enter in a specific hex color codein the **Color** field.
30. Select the font style by checking the box on the required option in the **Style** field. The available options are **Bold, Italic** and **Underline**.
31. Specify what additional information can optionally be collected by checking theappropriate boxes. The available options are **First Name, Last Name, Email** and **Date of Birth**.
32. Click **Save**.

The new Kiosk formwill be created.
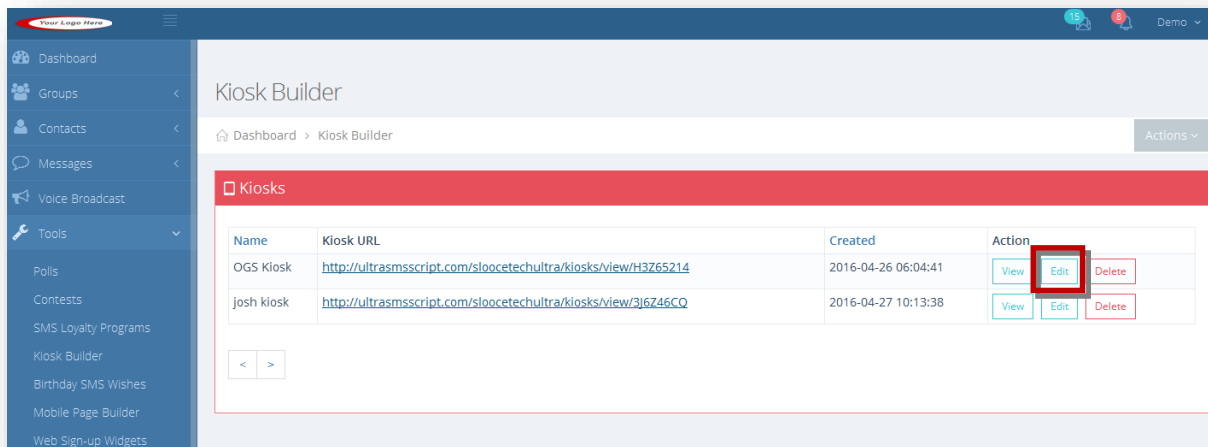
33. Click **Edit** button in the row of the Kiosk form you wish to edit.

The **Edit Kiosk** pagewill be displayed.

34. Make the necessary changes in the required fields.
35. Click **Update**.

The changes made to the Kiosk will be updated.

9.5.2 Viewing Kiosk Details

The kiosk can be viewed with the kiosk URL. To view the kiosk, follow the steps given below.

1. Navigate to **Tools > Kiosk Builder**.

The **Kiosk Builder** page will be displayed.
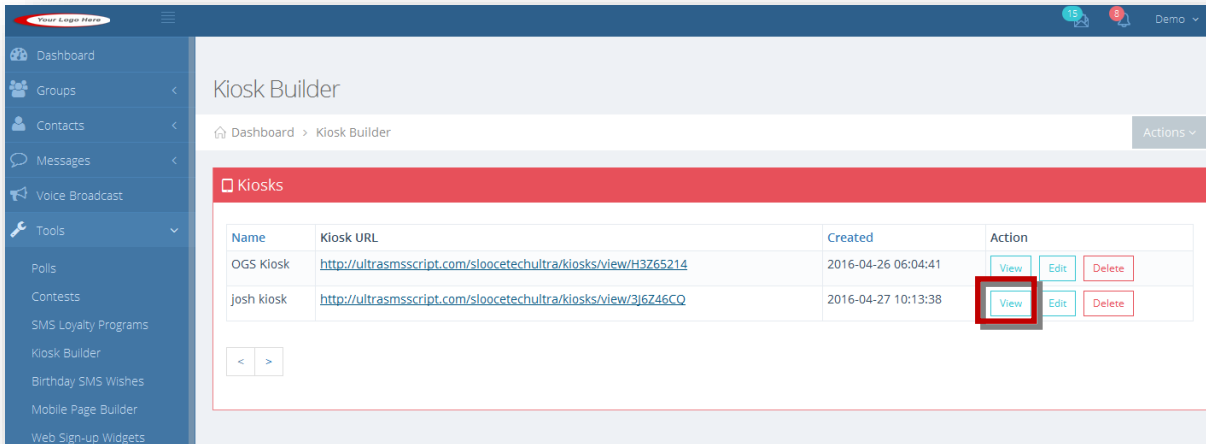
2. Click **View** button in the row of the kiosk you wish to view or click on the Kiosk URL link from the Kiosk URL column.

The selected kiosk will be displayed. The Kiosk URL is the URL entered in a mobile device such as a tablet so it will be displayed at the store.
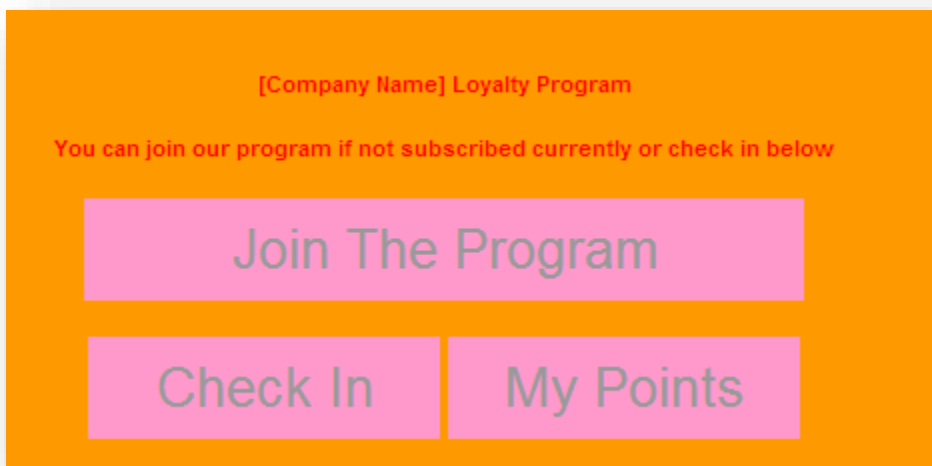
In this page, you can join the program if you are not currently subscribed to it. If you are already subscribed to the program, you can check in or view your points.

9.5.2.1 Joining the Program

Join a kiosk loyalty program to earn points. Each kiosk is associated to a loyalty program and each loyalty program is associated to a group. When joining a program, the mobile number will

be added to the group that the loyalty program is associated with. Joining the program is the same thing as the user subscribing to your list, with the source of that signup being "Kiosk".
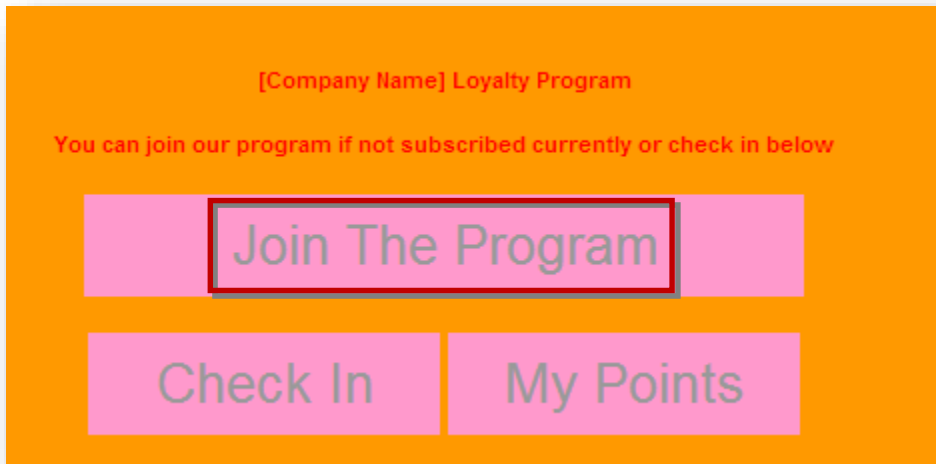
1. On the Kiosk home page, click **Join the Program.**
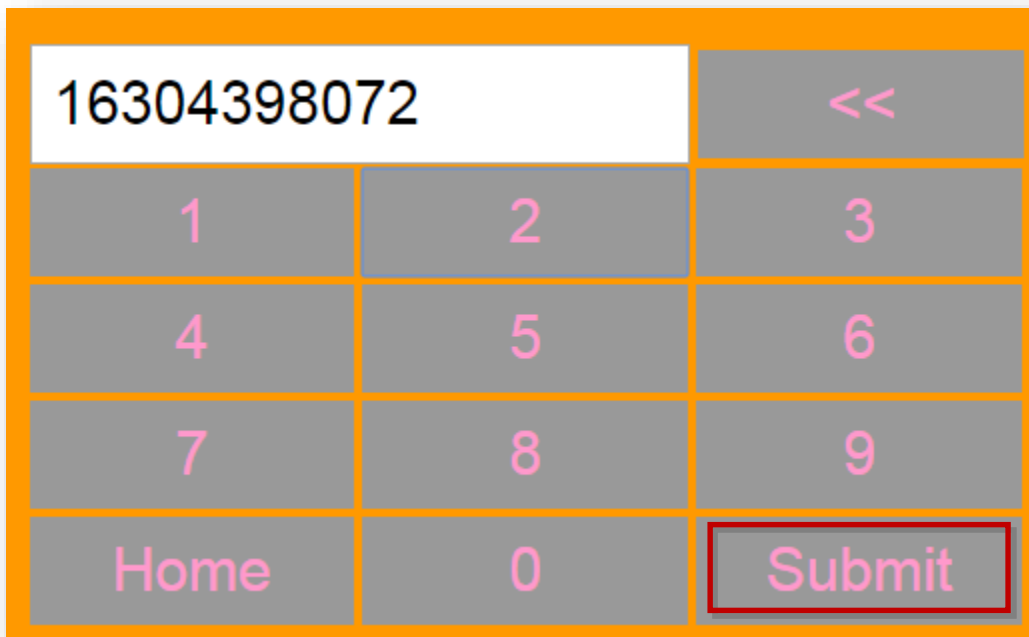
2. Enter the phone number with appropriate country code to join the program.
3. Click **Submit**.

The screen asking you to confirm joining of the program will be displayed.
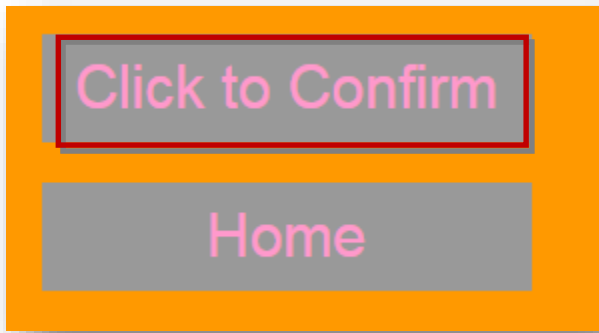
4. Select **Click to Confirm**.

You have joined the program and have been added to the group and now you may return home to check-in and add a point to your account. The green message below is the same auto-reply message for the group associated to this loyalty program and kiosk.
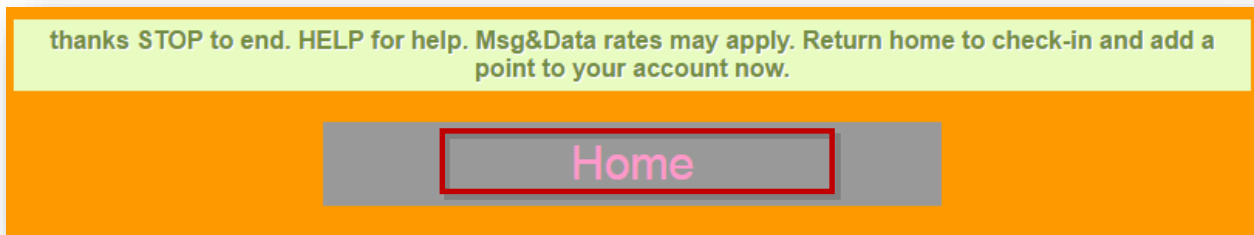
5. Click **Home**.

The Kiosk home page will be displayed.

9.5.2.2 Checking In

If you have already subscribed to the program, you can easily check in and add a point.

Note: You can add only one point in a day.
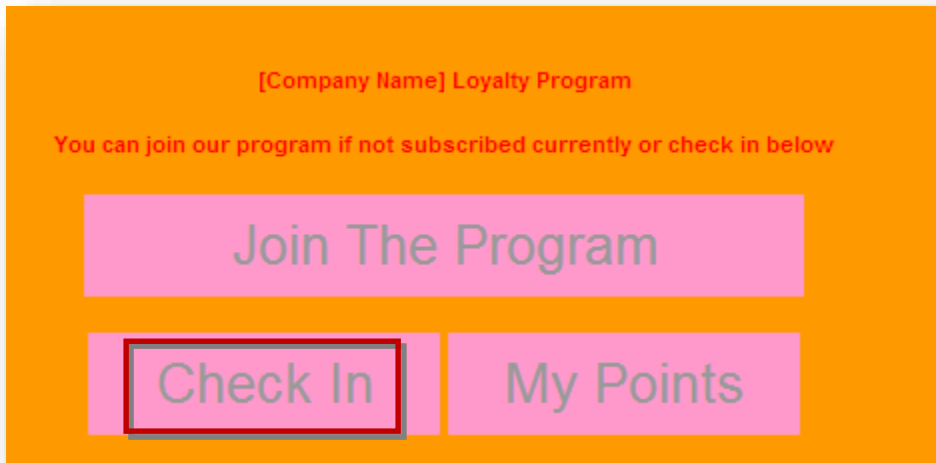
1. On the Kiosk home page, click **Check In**.
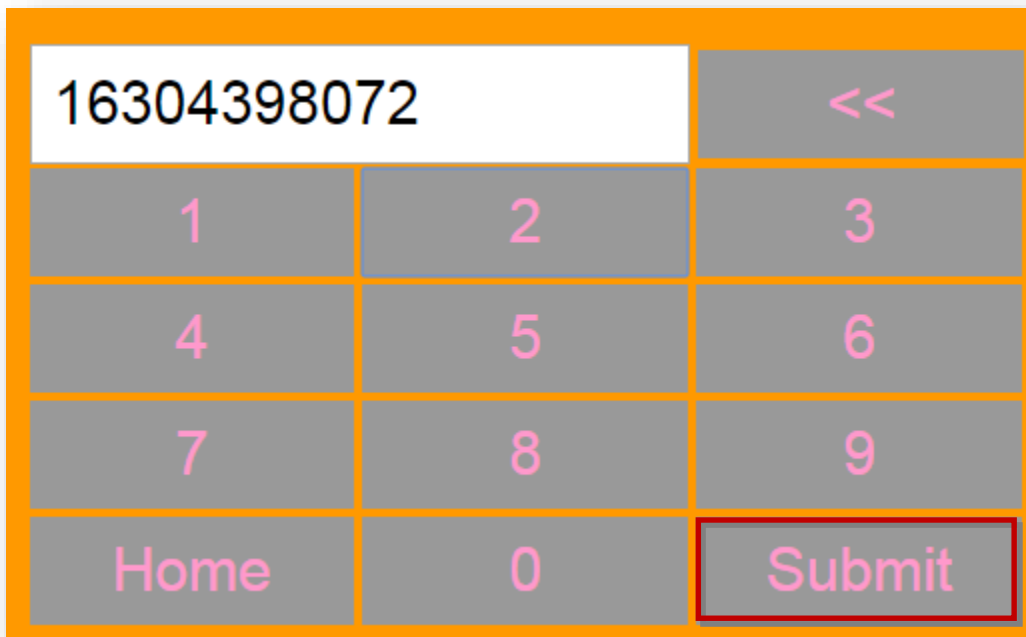
2. Enter the phone number with appropriate country code.
3. Click **Submit**.

The screen showing the number of points you earned will be displayed. If you have reached the reward goal points setup in the loyalty program associated to this kiosk, you will see that reward goal message here with a redeem link appended to it.
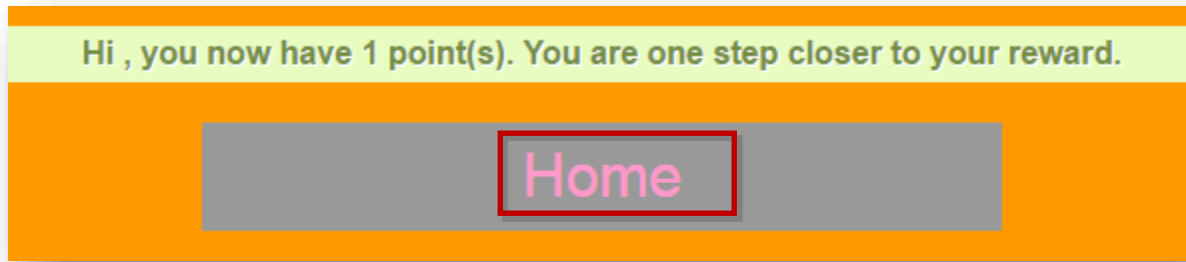
4. Click **Home**.

The Kiosk home page will be displayed.

9.5.2.3   Viewing My Points

After joining the program, you can view your points at any time and where you currently stand in obtaining your reward.
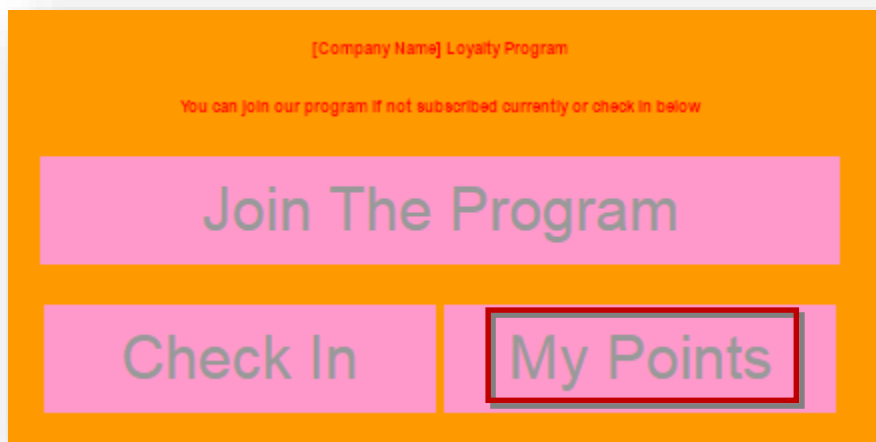
1. On the Kiosk home page, click **My Points**.
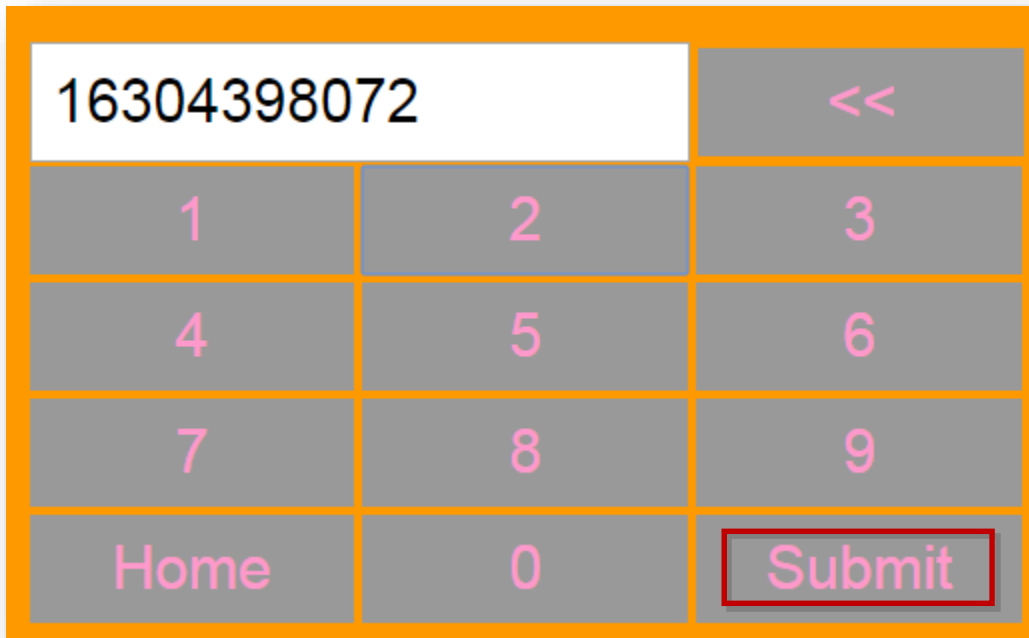
2. Enter the phone number with appropriate country code.
3. Click **Submit**.

The status of your points will be displayed. If you have reached the reward goal points setup in the loyalty program associated to this kiosk, you will see that reward goal message here with a redeem link appended to it.
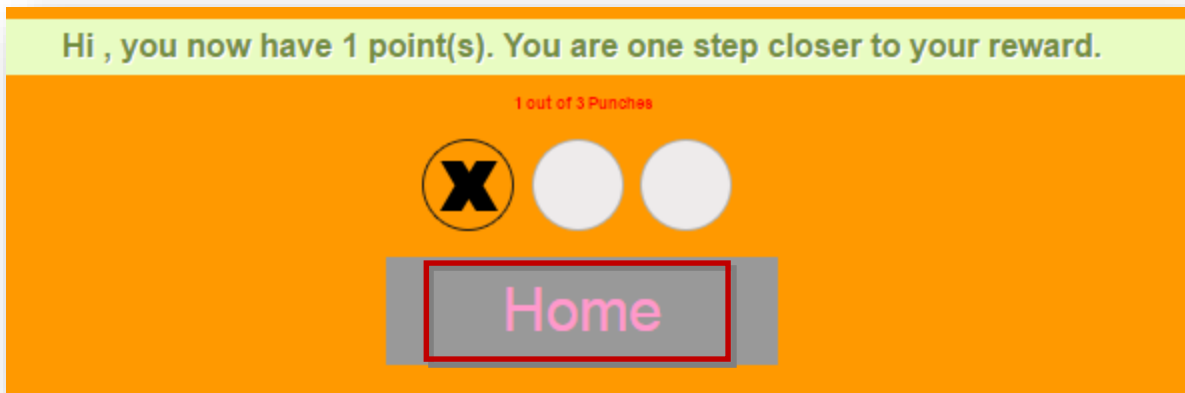
In the example above, you can see that you have earned 1 point. This loyalty program has 3 total points to reach your reward and you have earned 1 out of the 3 possible points.

9.6 Birthday SMS Wishes Overview

Easily collect your contacts' birthdays when they subscribe to your list. If this feature is turned on in the platform, it will automatically send them a text message back after they subscribe asking them to provide their birth date in YYYY-MM-DD format. Then, on their birthday or even a certain amount of days before, our system will automatically send them your customized birthday text message. Could be a simple text message, or even a birthday card sent over as MMS! You can send them a special discount or coupon to use on their special day.

You can even turn this on/off for certain groups of subscribers. Maybe you only want to collect birthdays for one group and not the rest. We give you that flexibility. What is just as important in gaining subscribers to your list, is retaining them. SMS birthday wishes are just another way to keep your subscribers engaged and happy in what your offering.

To manage birthday SMS wishes, follow the steps given below.

1. Navigate to **Tools > Birthday SMS Wishes**.

The **Birthday SMS Wishes** page will be displayed.
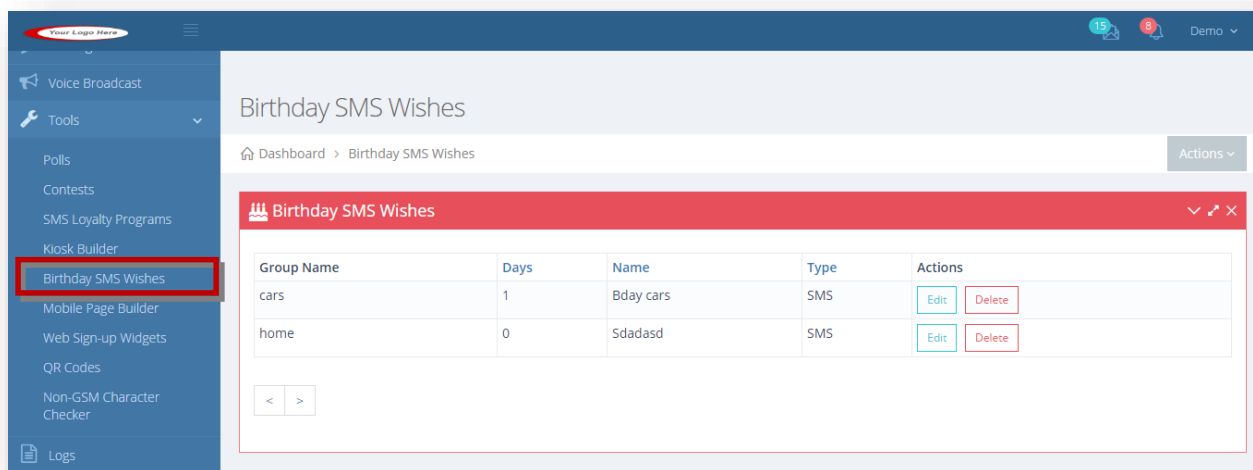
From here, you can manage birthday SMS wishes. For more information, refer to the following section.

- [Adding/Editing Birthday SMS Wish](#)

9.6.1 Adding/Editing Birthday SMS Wish

You can add the birthday SMS wishes here.To add or edit birthday SMS wish, follow the steps given below.

1.   Navigate to **Tools > Birthday SMS Wishes**.

The **Birthday SMS Wishes** page will be displayed.
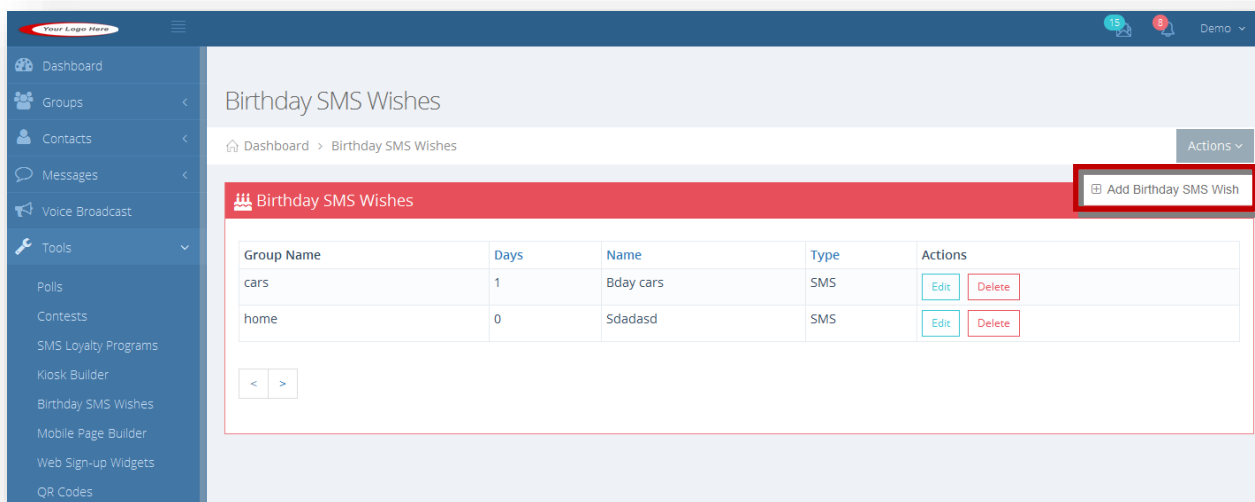
2.   Select the **Add Birthday SMS Wish** option from the **Actions** drop down list.

The **Create Birthday SMS Wishes** page will be displayed.

3. Select the required group from the **Group** drop down list. Subscribers to this group will only be included.
4. Enter the name of the birthday SMS wish in the **Name** text entry box.
5. If you want to use a message template already created, select the message template you want to use, from the **Message Template** drop down list.
6. If you want to send a link to a mobile page you created, select the splash page you want to send with message from the **Mobile Splash Page** drop down list.
7. Specify whether you wish to send the message through SMS or MMS by checking the radio button in the option. The available options are **SMS** or **MMS** field. If you select MMS option, then choose the image file from your computer.
8. If you select **SMS** option, you can also choose to send a link to any image you want by clicking **Pick File**.

The **Filepicker** dialog will be displayed.
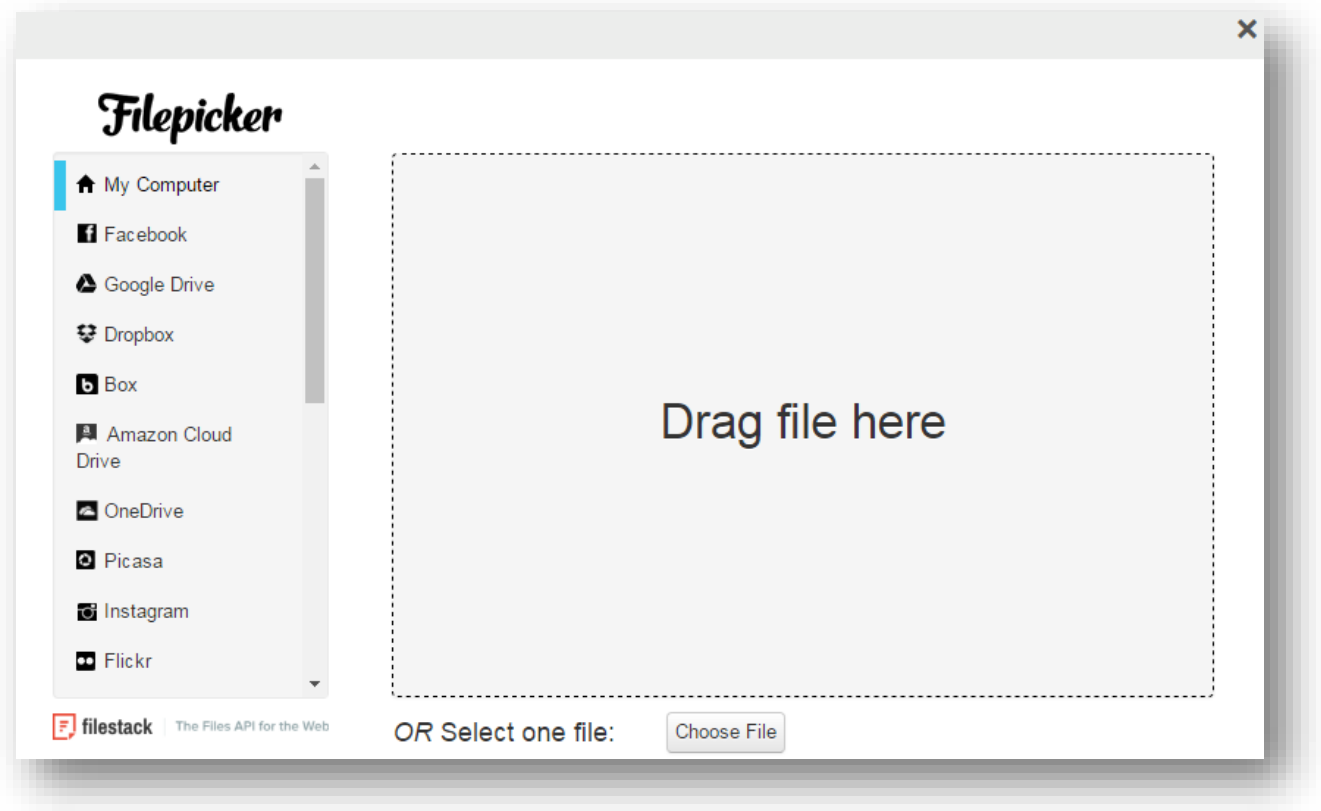
9. Select the required file from any social media option or directly from the computer. You may even drag and drop the file from your computer.
10. Click **Open**.

The selected file will be uploaded.

Scroll down for more options.

Birthday Message

adasdasdasdasdadasd (11)

Remaining Characters

148

Special characters not allowed such as ~ [ ] ; "

Mandatory Appended Message

STOP to end

Send # of days *before* birthday - Enter 0 to send the day of:*

1 (12)

Save   Cancel

11. Enter the birthday message in the **Birthday Message** text entry box.
12. Enter the number of days before birthday to send message in the **Send # of days before Birthday** text entry box. If you want to send the birthday wish on the day of their birthday, enter 0 in this field. If you want to send 3 days before their birthday, enter 3 in this field.
13. Click **Save**.

The new birthday SMS wish will be saved and scheduled.

14. Click **Edit** button in the row of the birthday SMS that you wish to edit.

The **Edit Birthday SMS Wishes** pagewill be displayed.

15. Make the necessary changes in the required fields.
16. Click **Update**.

The changes made to the birthday SMS will be updated.

9.7   Mobile Splash Builder Overview

Our mobile splash page builder is perfect for users that want to create their own pages with video, images or any HTML and then send those page URLs out to their subscriber list to view. It works great for people, to give one example, who want to invite their subscribers to an event with a flyer or postcard, include driving directions and much more content than would be allowed by a standard SMS message. It's perfect for events and coupons and would allow ANY user to easily create their own pages who might not have their own website. The pages created with our mobile splash page builder are all hosted on the admin's server and does not require anything at all from the user.

The mobile splash page builder is equipped with a full-featured HTML editor which allows uploading images and inserting videos using YouTube embed code or the video URL. Users can upload a header logo and change the header, body and footer text and background colors. In addition to that, with each mobile splash page that is created also comes with a QR code! Users can place this QR code anywhere, from an existing website they own, flyer, poster, store front, etc. the list goes on. When someone scans this QR code from their mobile phone, it will take them to the mobile splash page that was created. Very powerful feature here.

To manage mobile splash builder, follow the steps given below.

1.   Navigate to **Tools > Mobile Page Builder**.

The **Mobile Splash Page** will be displayed.
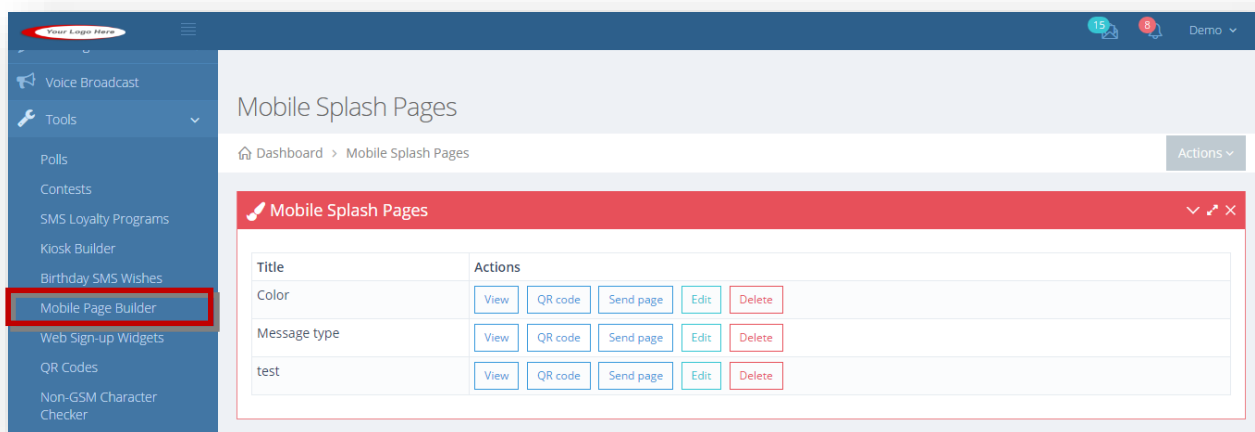
For more information, refer to the following sections.

9.7.1 Adding/Editing Mobile Splash Page

You can add new Mobile Splash page with logo, image, and description. Choose various background and font colors for text, body, header and footer text areas. The changes can be made using Edit option.
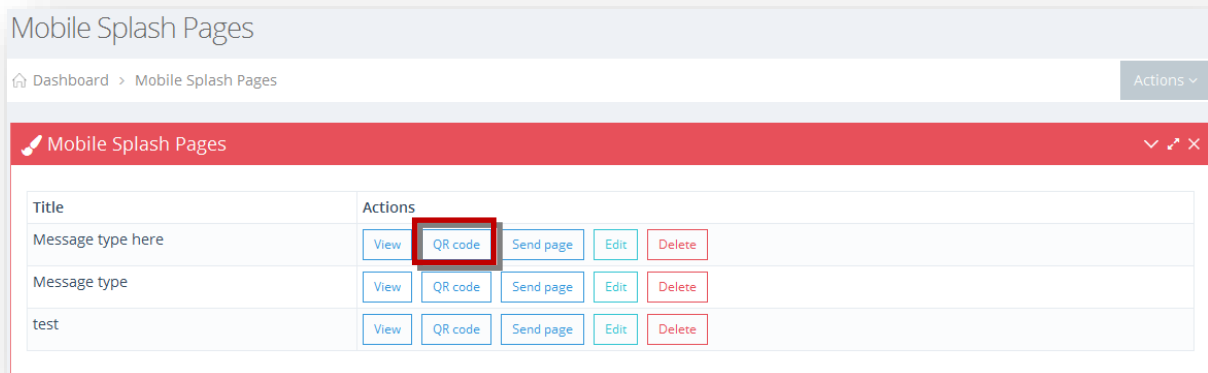
To add or edit mobile splash page, follow the steps given below.

1. Navigate to **Tools > Mobile page Builder**.

The **Mobile Splash Pages** will be displayed.
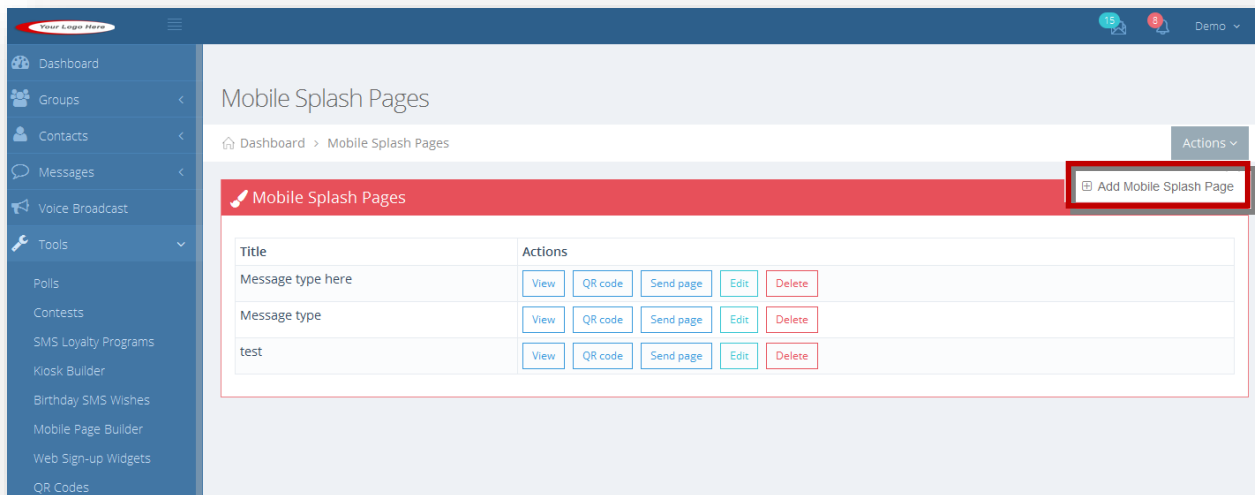
2. Select **Add Mobile Splash Page** from the **Actions** drop down list.

The **Create Mobile Splash** pagewill be displayed.
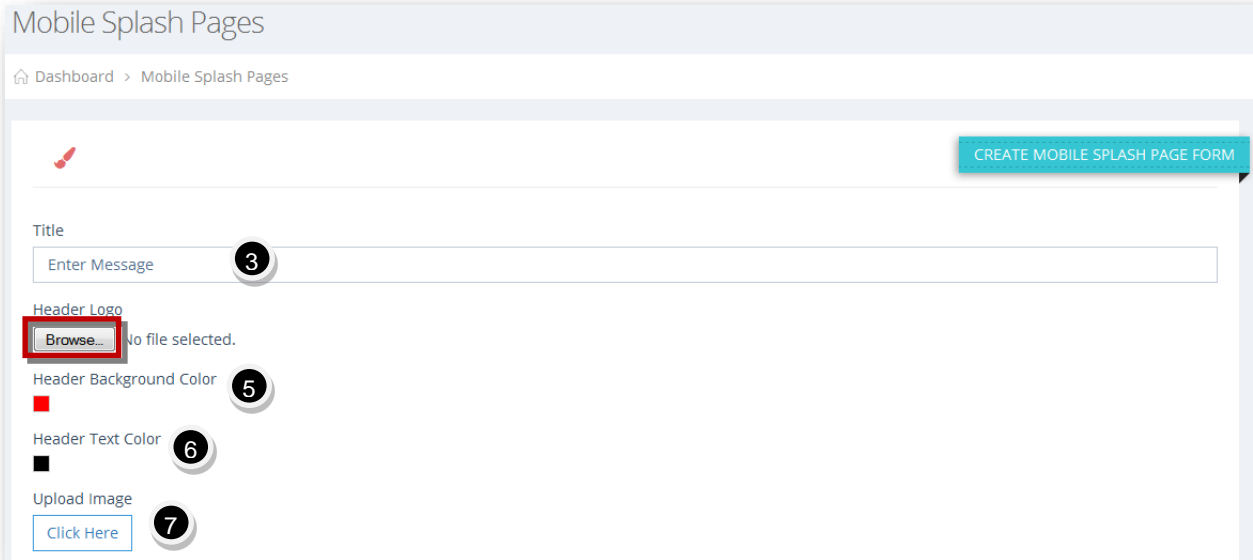
3. Enter the title of the page in the **Title** text entry box.
4. Click **Browse** button to upload the header logo in the **Header Logo** field.
5. Select the **Header Background Color** from the color pallet or enter in a hex color code.
6. Select the **Header Text Color** from the color pallet or enter in a hex color code.
7. Optionally upload animage file from the computer, in the **Upload Image** field. Once you have uploaded an image, it will generate a URL to where it was uploaded. You can then copy/paste this URL in the editor using the image button.

Scroll down for more options.
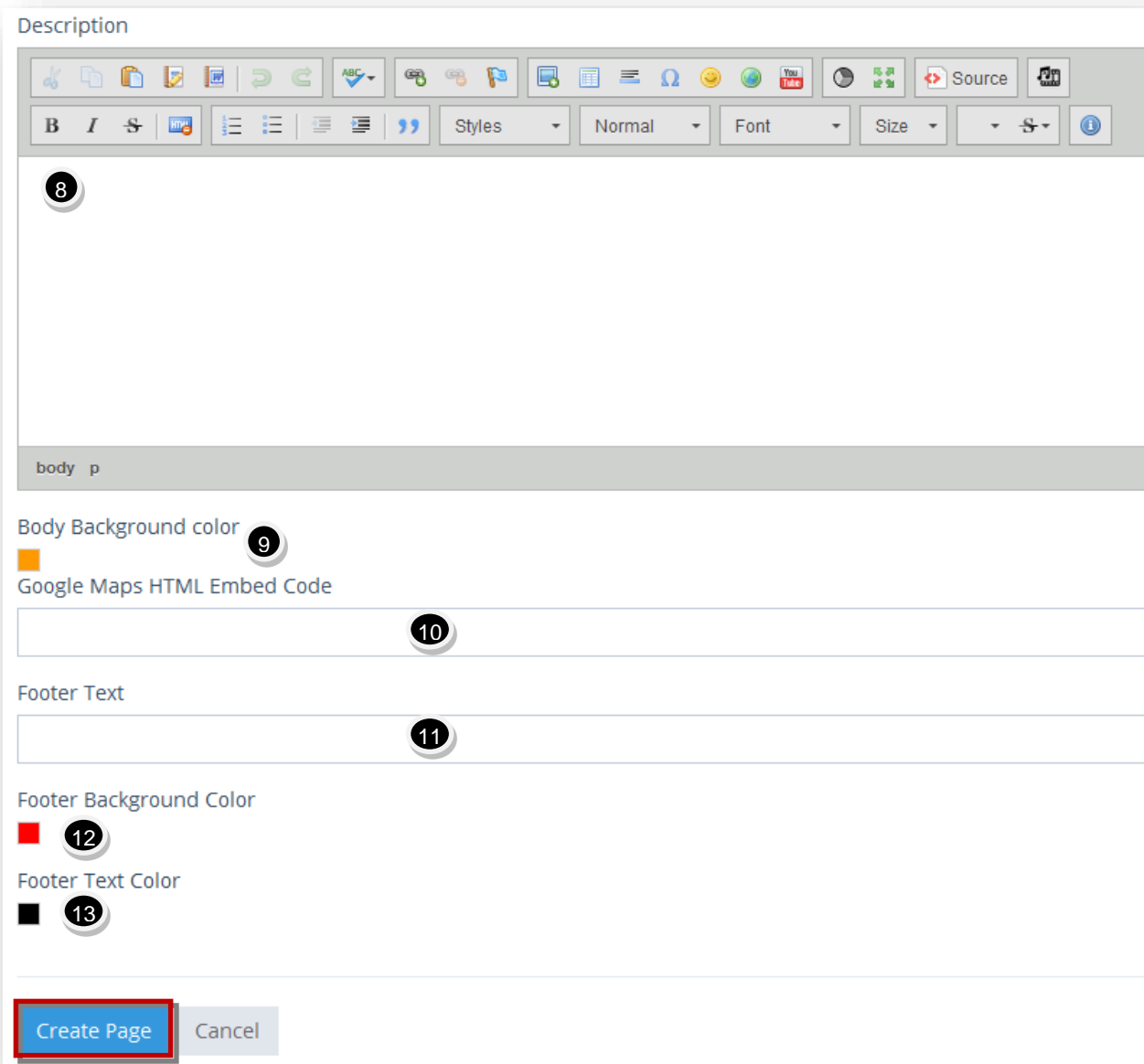
8. Enter the description in the **Description** text entry box. This will contain the majority of your mobile-optimized splash page. This is a full-featured HTML editor which allows uploading images and inserting videos using YouTube embed code or the video URL. Control font colors, styles, and sizes, add bullet points and links.

9. Select the **Body Background Color** from the color pallet or enter in a hex color code.

10. Enter the HTML embedcode for the Google maps in the **Google Maps HTML Embed Code** text entry box. This is optional and is great if sending invites to your subscribers to an event with a flyer or postcard, and include driving directions.

11. Enter the footer text in the **Footer Text** entry box.

12. Select the **Footer Background Color** from the color pallet or enter in a hex color code.

13. Select the **Footer Text Color** from the color pallet or enter in a hex color code.
14. Click **Create Page**.

The new mobile splash page will be created.
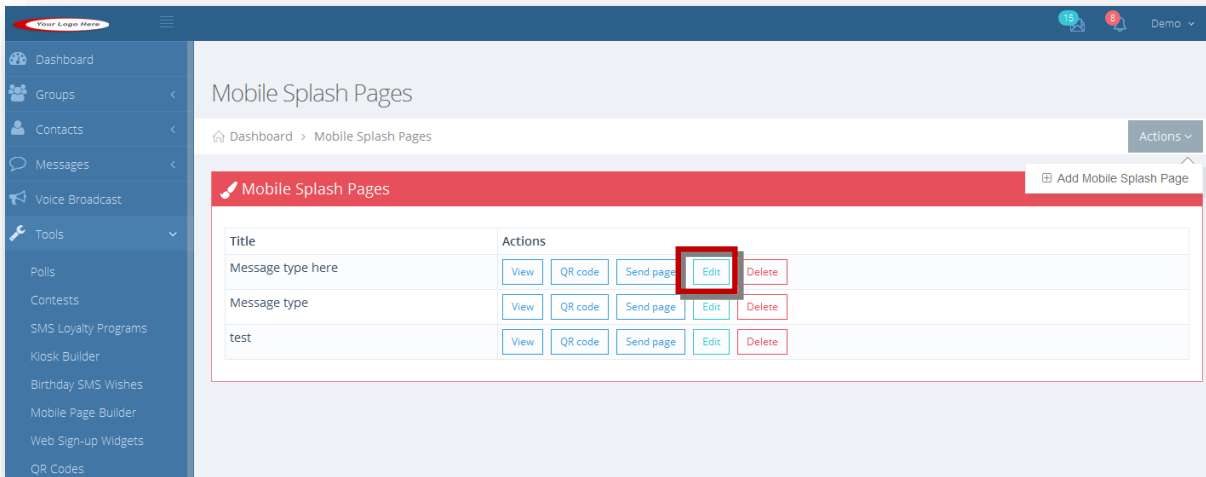
15. Click **Edit** button in the row of the mobile splash page you wish to edit.

The **Edit Mobile Splash** page will be displayed.
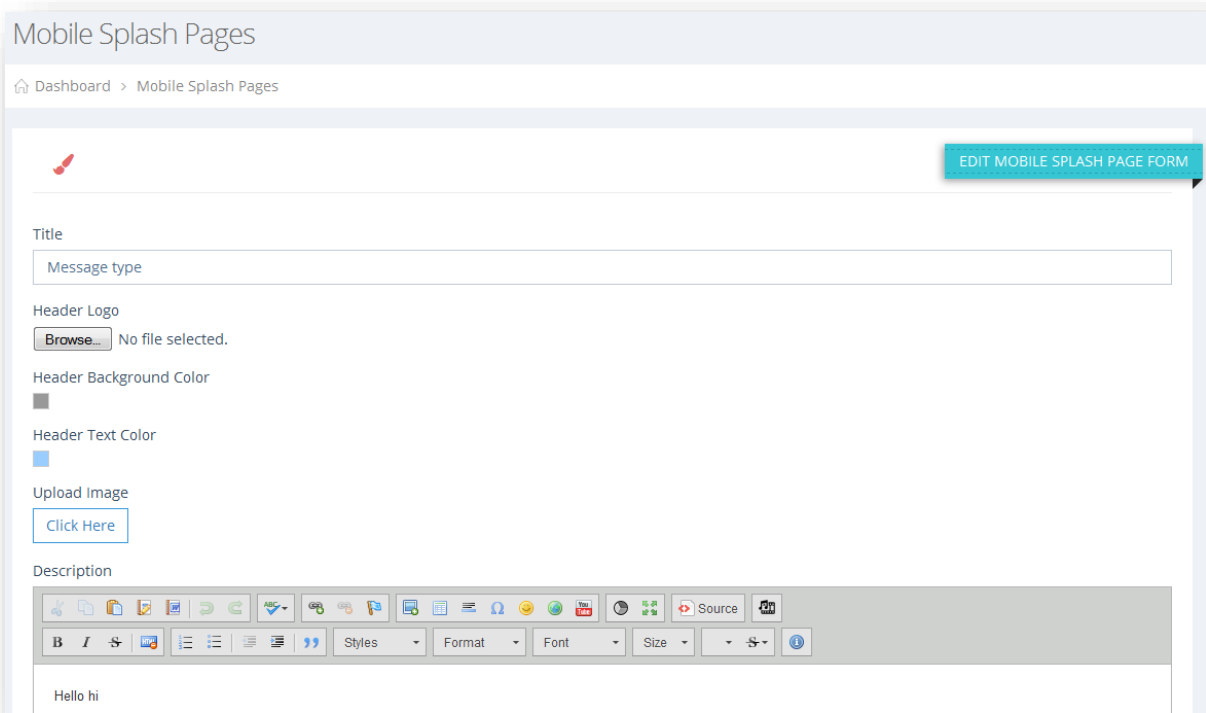
16. Make the necessary changes in the required fields.
17. Click **Save Page**.

The changes made to the mobile splash page will be updated.

9.7.2 Viewing Splash Page

You can view how the Splash page will be displayed.To view splash page, follow the steps given below.

1. Navigate to **Tools > Mobile page Builder**.

The **Mobile Splash** page will be displayed.
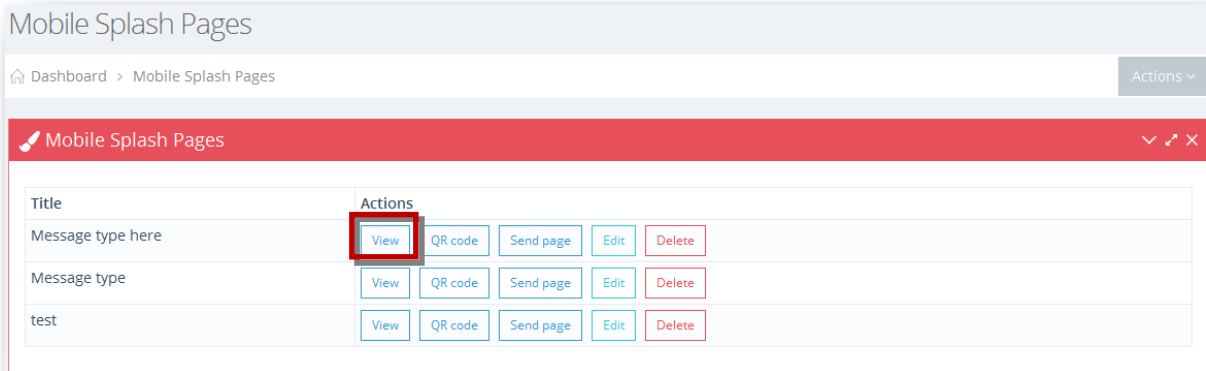
2. Click **View** button in the row of the splash page you wish to view.

The selected splash page will be displayed.
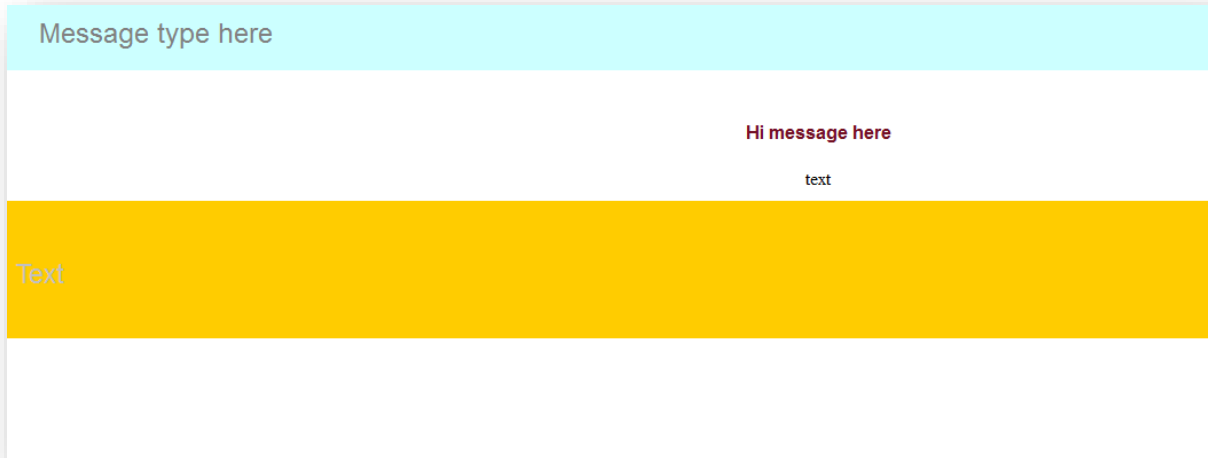
9.7.3 Generating Splash Page QR Code

With each mobile splash page that is created also comes with a QR code! Users can place this QR code anywhere, from an existing website they own, flyer, poster, store front, etc. the list goes on. When someone scans this QR code from their mobile phone, it will take them to the mobile splash page that was created.

To generate splash page QR code, follow the steps given below.

1. Navigate to **Tools > Mobile page Builder**.

The **Mobile Splash** page will be displayed.

2. Click **QR code** button in the row of the splash page you wish to generate QR code.

The QR code for the splash page will be generated.
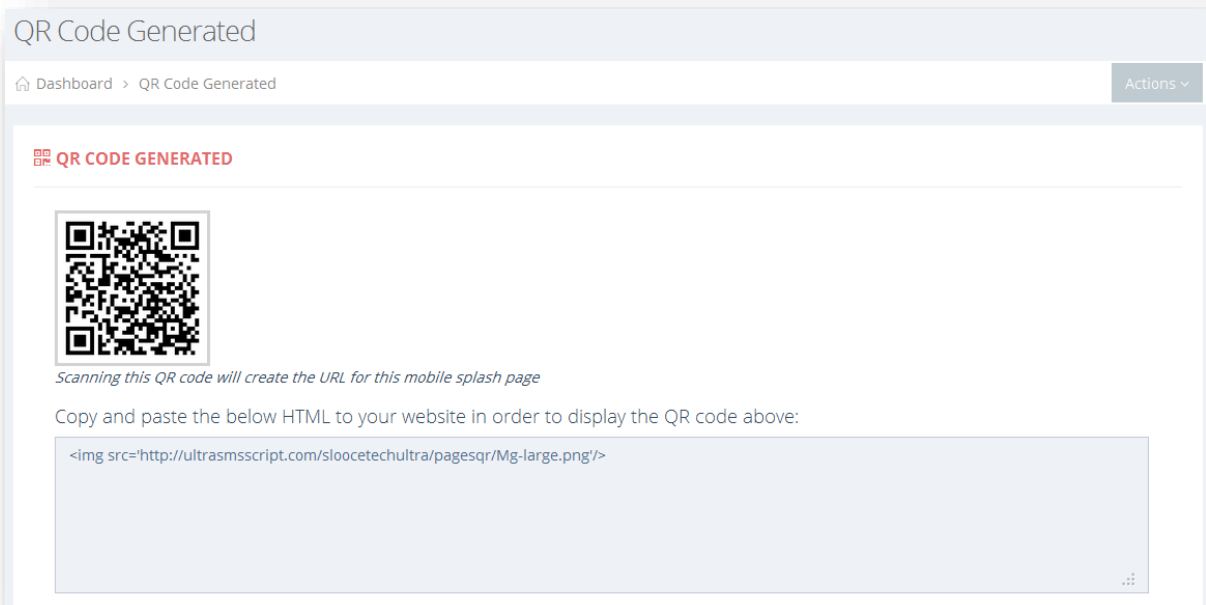
9.7.4 Sending Page

You can send a link to the mobile splash page to various groups or individual contacts.

To send a page, follow the steps given below.

1. Navigate to **Tools > Mobile page Builder**.

The **Mobile Splash** page will be displayed.
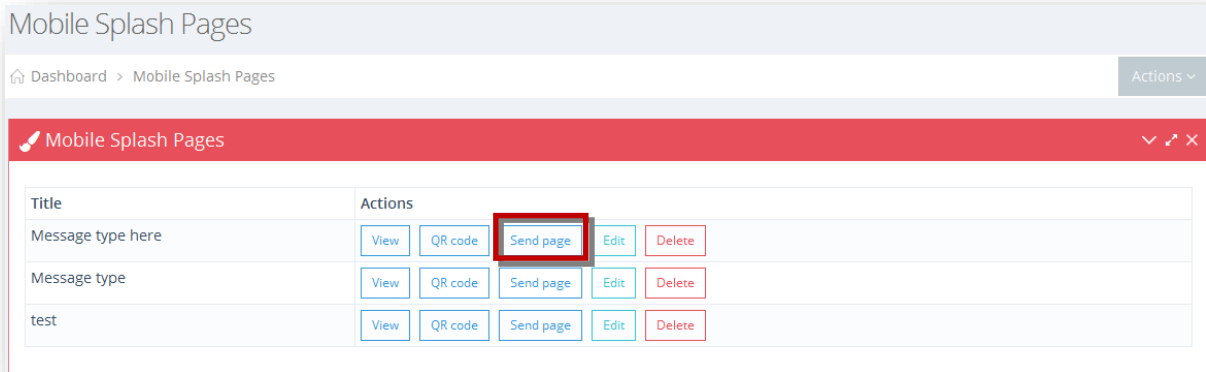
2. Click **Send Page** button in the row of the splash page you wish to send message.

The **Send Messages** page will be generated.
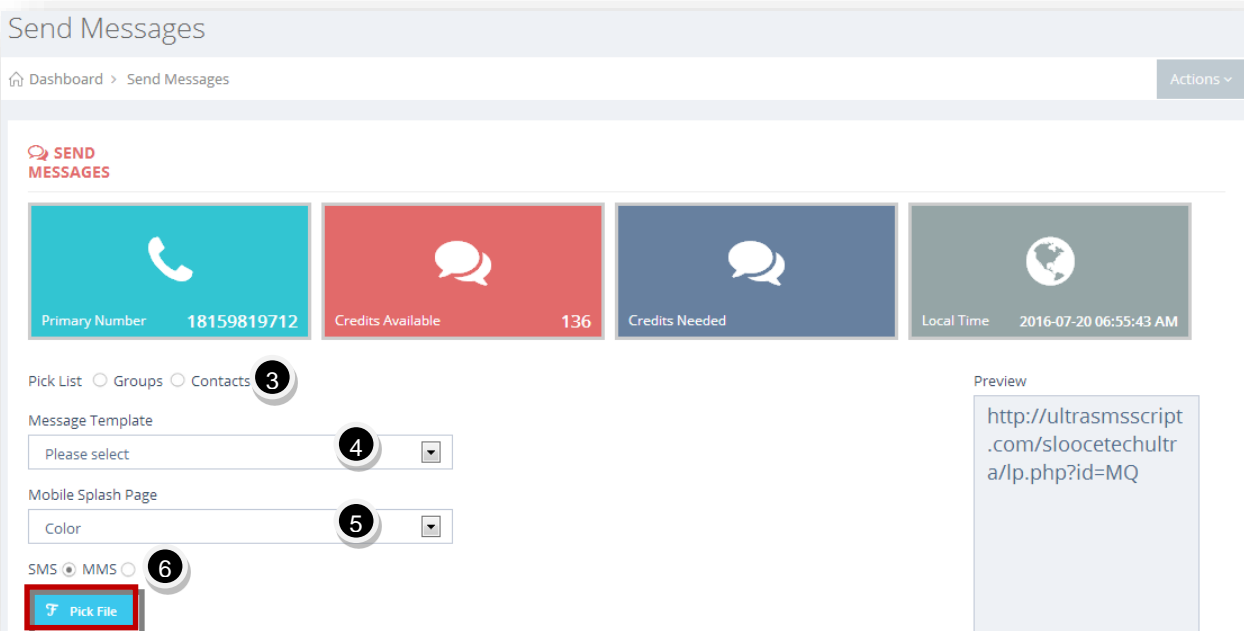
3. Select the pick list to send message by checking the box in the required option in the **Pick List** field. The available options are **Groups** and **Contacts**.
   A. If you select **Groups** in the previous step, select the required group from the available list.
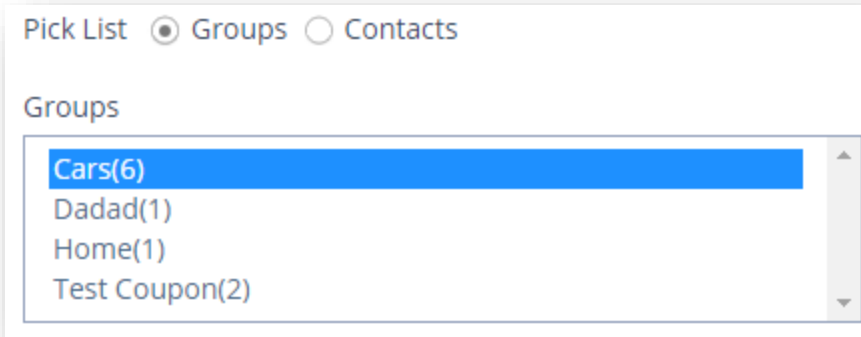
B. If you select **Contacts** in the previous step**,** select the required contact from the available list.

4. If you want to use a message template already created, select the message template you want to use, from the **Message Template** drop down list.

5. The mobile page will be auto selected from the Message Splash Page drop down with its link auto-populated in the message field.

6. Specify whether you wish to send your message via SMS or MMSby checking the radio button in the required field. The available options are **SMS** or **MMS**.

   A. If you select **MMS** option, then choose the image file from your computer.

   Note: Please be aware that mobile carriers are much more restrictive when sending images to many numbers in rapid succession from 1 long code number since there is much more bandwidth to factor in.

   B. If you select **SMS** option, you can also choose to send a link to any image you want by clicking **Pick File**.

   The **Filepicker** dialog will be displayed.

C. Select the required file from any social media option or directly from the computer. You may even drag and drop the file from your computer.
D. Click **Open**.

The selected file will be uploaded.

Scroll down for more options.

7. Enter the message in the **Message** text entry box. 1 credit is charged for each 160 character segment. If you have a message that is 300 characters, and you are sending to 10 people, 20 credits will be deducted (2 credits for each person). You cannot exceed 1588 characters.

Note: Messages containing non-GSM (Unicode) characters will be charged 1 credit for each 70 character segment. Also, special characters such as ~ [ ] ; " are not allowed.

8. Click **Variations** to view the number of message variations possible. This is used when including spintax in your message.
9. You can spin your messages with the use of spintax to create multiple variations of your messages when sending. Mobile carriers are a little more cautious letting someone send thousands of identical SMS messages at 1 time for SPAM reasons. Click **Spin** to see the generated output in the preview box each time you click Spin.
10. The **Mandatory Appended Message** field will be appended to the message when sending.

11. Specify whether or not you want to rotate through your long codes by checking or un-checking the box in the **Rotate through Your Long Codes** field. Useful if you have a large number of option in contacts (>500), you can spread your workload across multiple numbers in your account. If checking, please include your business name in the message. When rotating, the system will automatically rotate through all your numbers assigned to your account, including primary and secondary numbers.
12. Select the rate of sending from the **Sending Throttle** drop down list. In the fastest (default setting), you can send SMS on 1 long code is 1 SMS/second. However, you can slow that down to exercise extra caution. The slowest setting will send at rate of 10 SMS per minute or 1 SMS every 6 seconds.
13. Click **Save or Send Message**.

The new message will be saved/sent based on the selected delivery schedule.

9.8   Building Web Signup Widget

A powerful feature are web based opt-in widgets. These allow potential customers to join a SMS marketing list through a web based form that is placed on a website or through a sign-up link placed in an email campaign. This provides yet another cost-effective avenue to reach and attract new consumers to your product offering and works well in any industry. It's really all about getting exposure through many different channels and web based opt-in widgets just provide a different channel to grow a subscriber list.

To build web signup widget, follow the steps given below.

1.   Navigate to **Tools > Web Sign-up Widgets**.

The **Create Web Sign-up Widget** page will be displayed.
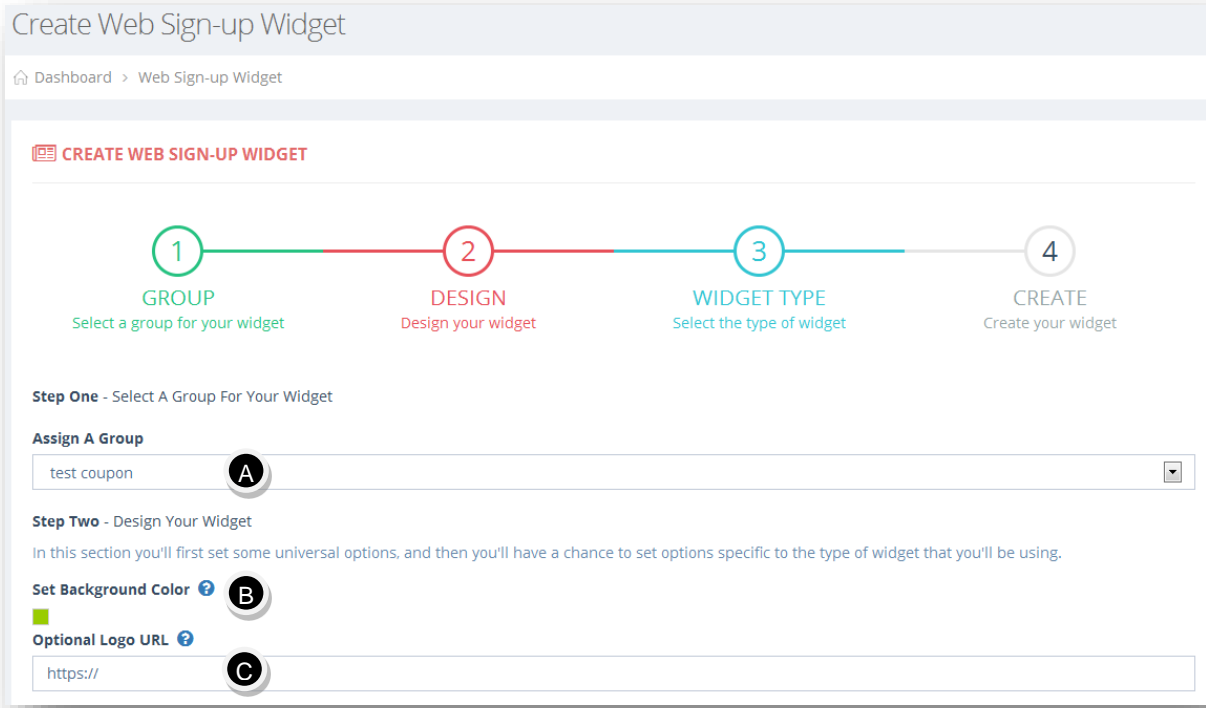
Step One – Select a Group for Your Widget

A. Select the group to assign from the **Assign A Group** drop down list. Any new users that signup through this widget, will be added to this group.

Step Two – Design Your Widget

In this section, you will first set some universal options, and then you will have to set options specific to the type of widget that you will be using.

B. In the **Set Background Color** field, you can choose the background color of the widget. If you are using embeddable widget, this color will appear in the background on your page. If you are using the pop-up widget, this color will appear in the background of the pop-up window.
C. The **Optional Logo URL** field is the URL generated from the logo you upload directly below. After uploading your logo, just copy and paste that URL in this field.

Scroll down for more options.
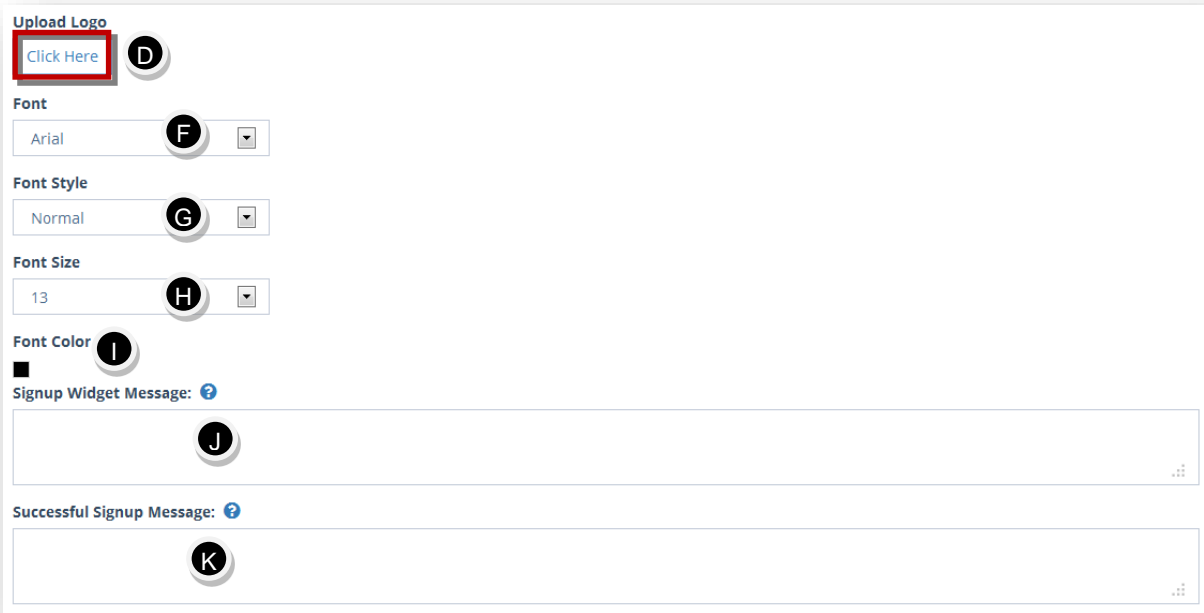
D. **Click Here** button to upload logo.

The standard **Open** dialog will be displayed.

E. Select the logo you wish to upload and click **Open**.

The selected logo will be uploaded.

F. Select the required font from the **Font** drop down list.
G. Select the required font style from the **Font Style** drop down list.
H. Select the required font size from the **Font Size** drop down list.
I. Select the required **Font Color** from the color pallet or enter in a hex color code value.
J. In the **Signup Widget Message,** add a sentence or two to explain to your customers or members what your text messaging list is all about.
K. The **Successful Signup Message** will appear after a customer has successfully been added to your text messaging list.

Scroll down for more options.

L. Enter the redirect URL(if any), if you want the user to be redirected to it, after successful sign-up, in the **Redirect URL** text entry box.

M. Check the box in the **Collect Email** field, if you want to collect email addresses on the sign-up form.

N. Check the box in the **Collect Birthday** field if you want to collect birthdays on the sign-up form.

The **Click to Setup a Customer Auto-Reply Message** is an optional section. If you enable this feature, a message of your choice will be automatically sent to each person who successfully joins your list. If not enabled, the auto-responder message of the group will be sent instead.

O. Specify whether you wish to enable auto reply message or not by checking or un-checking the box in the **Auto-Reply Message** field.
P. If checked, enter the auto-reply message in the **Auto-Reply Message** text entry box.

Step Three – Which Widget(s) will You Be Using?

Note: You may configure both the embeddable and pop-up widgets if you like. If you do not configure one (or both) of these, we will create the widget(s) with default options. You may skip this step if you are using the signup link.

If you are using the embeddable widget, click **To Expand Embeddable Options** link.

Q. Enter the width of the widget in the **Embeddable Widget Width** field.
R. Enter the height of the widget in the **Embeddable Widget Height** field.
S. Specify whether or not you wish to allow scrolling by checking or un-checking the box in the **Allow Scrolling** field.

Scroll down for more options.

Are You Using The Pop-Up Widget? Click To Expand Pop-Up Options

Use Our Default Image (T)

☑ SMS Join Our Txt Msg List Now

Use Your Own Image

https:// (U)

Pop-Up Width

450 (V)

Pop-Up Height

300 (W)

Pop-Up Scrolling

☑ (X)

(Y) **PREVIEW WIDGET**   (Z) **CREATE WIDGET**

Your Customized Widgets

Copy and paste the code below and you're ready to go!

Embeddable Widget (AA)

450

Pop-Up Widget

300

Signup Link For Email Campaigns

To use the pop-up widget, click **To Expand Pop-Up Options** link.

T. Specify whether or not you wish to use default image by checking or un-checking the box in the **UseOur Default Image** field.

U. If not, attach your own image by entering the image URL in the **Use Your Own Image** text entry box.

V. Enter the pop-up width in the **Pop-Up Width** text entry box.

W. Enter the pop-up height in the **Pop-Up Height** text entry box.

X. Specify whether or not you wish to use the pop-up scrolling by checking or un-checking the box in the **Pop-Up Scrolling** field.

Y. To preview the widget, click **Preview Widget**.

The widget will be displayed.

Z. Click **Create Widget**.

AA. In the **Embeddable Widget**, **Pop-Up Widget** and **Signup Link For Email Campaigns** fields, copy and paste the code depending on what type of widget you want to use.

The widget will be created.

Here is an example widget created from the widget builder that will either be displayed as a popup window or an embeddable widget on your own website simply by copying and pasting the pertinent code. In this example, all fields are shown since from the builder, the collect email and collect birthday fields were checked.

9.9   Generating QR Code

A QR code allows the gap between offline and online businesses to be bridged. This means that instead of waiting on a consumer to go home, enter an URL and sign up for a mailing list, they can subscribe their mobile phone to one just by scanning a code. They can also look up more information on a product or service, view landing pages and do even more things that a printed page simply doesn't have room for.

With **UltraSMSScript**, you can create many different types of QR Codes. Previously in the QR codes module, there was the ability to only add "URL" type QR codes, where a QR code when scanned would go to that URL. Now, you can add many more types of QR codes – URL, Location(which is linked to coordinates on Google Maps), E-Mail, Text, Phone, SMS, WI-FI, V-card, and PayPal!

To generate QR code, follow the steps given below.

1. Navigate to **Tools > QR Code**.

The **QR Codes** page will be displayed.
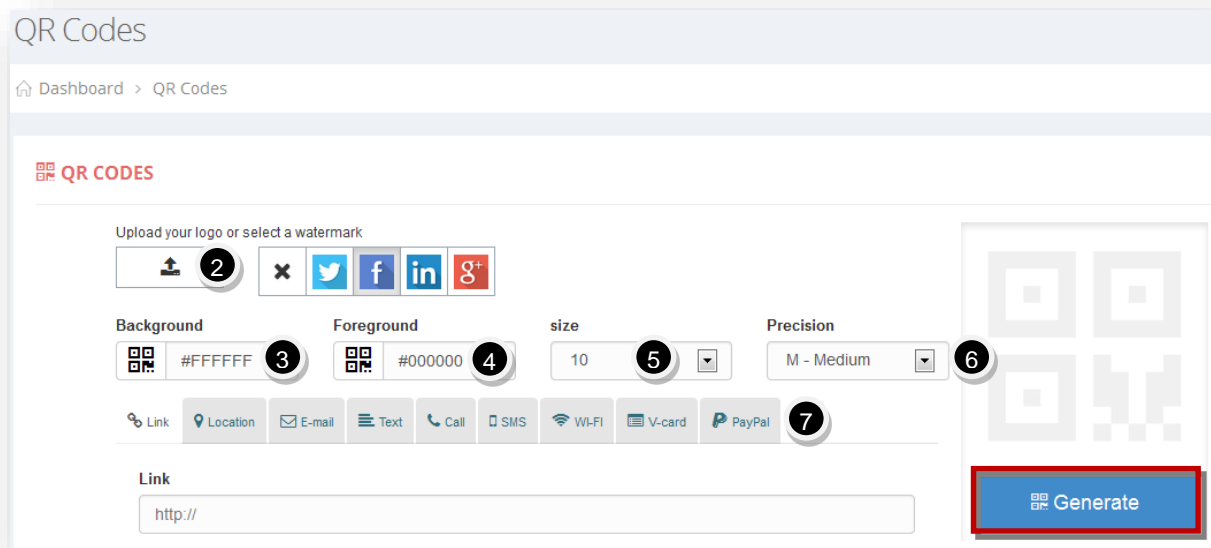
2. Click **Upload** icon, to upload the logo or select a watermark to generate QR code. This logo will display in the middle of the generated QR code.
3. Select the **Background** color from the color pallet or enter in a hex color code.
4. Select the **Foreground** color from the color pallet or enter in a hex color code.
5. Select the required size you want the QR code to be from the **Size** drop down list.
6. Select the precision from the **Precision** drop down list. In most cases, leaving it as medium will work just fine, meaning most mobile devices will be able to scan the QR code. However, if it doesn't you can go with a higher precision.
7. Provide details in the tabs such as **Link, Location, E-mail, Text, Call, SMS, Wi-Fi, V-card** and **PayPal** depending on what type of QR code you want to generate. If you want to take users who scan the code to a website, then enter that website's URL in the link tab. If you want anyone who scans the QR code to call you for more information, then create this code in the call tab.
8. Click **Generate**.

The QR Code will be generated with options to print the generated QR code or open/save the QR code.
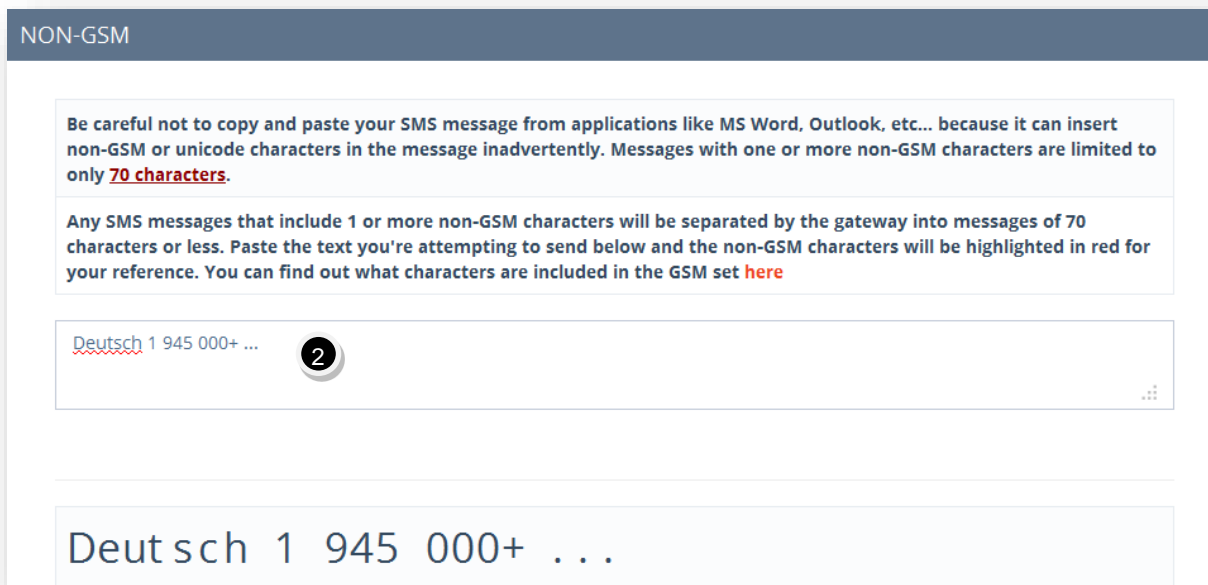
9.10 Checking Non-GSM Character

The Non-GSM character checker will highlight all Unicode characters in red. Any SMS messages that include 1 or more non-GSM characters will be separated by the gateway into messages of 70 characters or less. Paste the text you're attempting to send below and the non-GSM characters will be highlighted in red for your reference.

To check non-GSM character, follow the steps given below.

1. Navigate to **Tools > Non-GSM Character Checker**.

The **NON-GSM** page will be displayed.

2. Copy and paste your message in the box. Any non-GSM or Unicode characters will be highlighted in red.

10. Managing Logs

10.1 Logs Overview

Logs keep track of all the activities performed in the application by users. The details of all SMS that is sent to individual recipients, or groups, incoming SMS received, voice broadcast, voicemail and call forwarding logs with the ability to export all logs to Excel.

To manage logs, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.
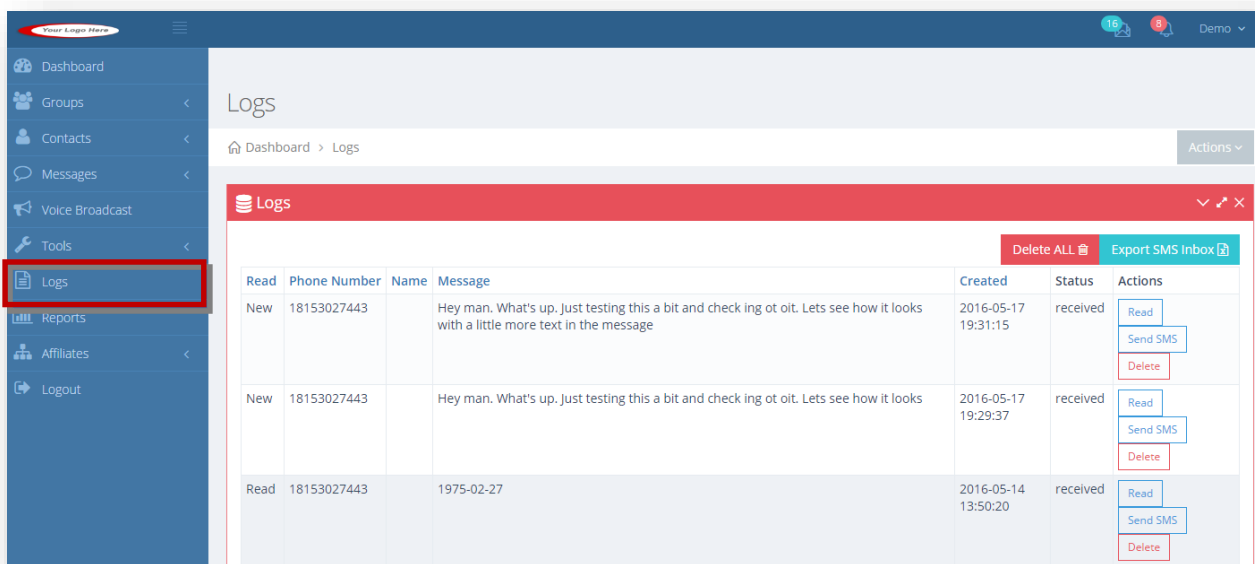
For more information, refer to the following sections.

- [Viewing SMS Inbox Logs](#)
- [Reading SMS](#)
- [Sending SMS](#)

- [Exporting SMS Inbox](#)
- [Viewing Single SMS Outbox](#)
- [Viewing Group SMS Outbox](#)
- [Viewing Sent Statistics](#)
- [Refreshing Statistics](#)
- [Viewing & Downloading Voicemail Logs](#)
- [Listening to Voicemail](#)
- [Viewing Voice Broadcast Logs](#)
- [Viewing Call Forwards](#)

10.2 Viewing SMS Inbox Logs

You can view the contents of all messages received with date/time and perform actions like reading, sending SMS to that number directly from the log record or deleting the message.

To view SMS inbox, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed. It will default to the SMS inbox

2. If navigating to another log and want to go back to the SMS inbox, select **SMS Inbox** option from the **Actions** drop down list.

The **SMS Inbox** page will be displayed.
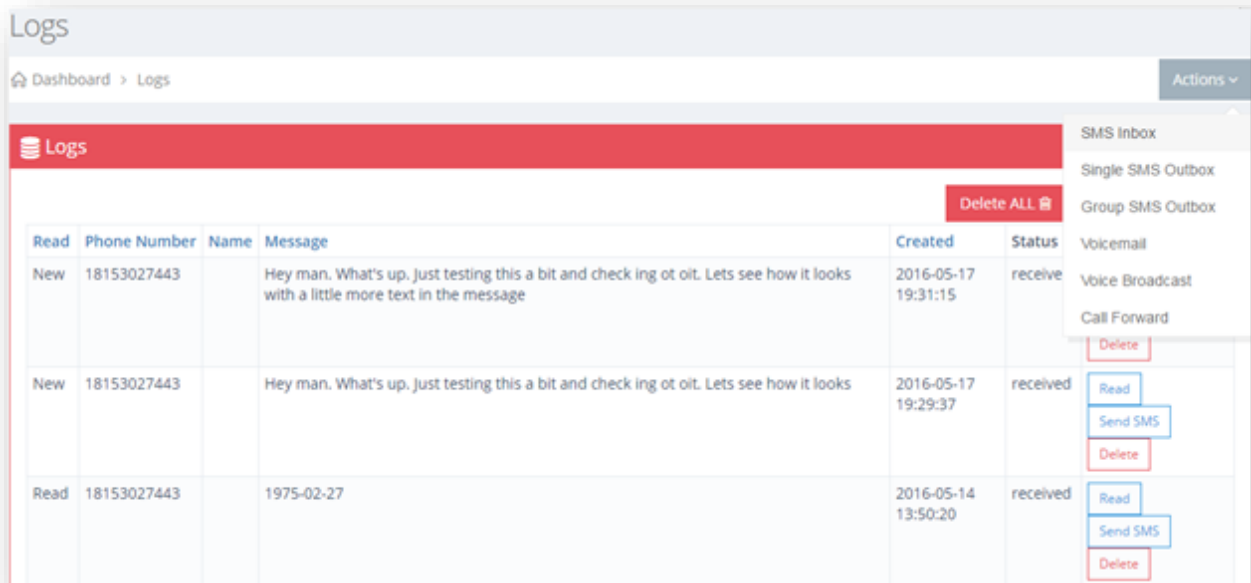
The SMS Inbox log has the following fields.

Field	Description
Read	Specifies whether the message is new or has been read.It will be marked as 'Read' when you click the 'Read' button under the Actions colum.
Phone Number	Refers to the phone number who sent in a message to your primary/secondary number.
Name	If a name is associated with this contact/number, it will display here. A name can be associated if you added one manually for the number, or if you have the Name/Email capture feature turned on and they replied back with their name.
Message	The message that was sent in by the number
Created	Refers to the date/time the message was sent in
Status	Refers to the message status.
Actions	Refers to the various actions that can be performed on incoming messages such as Read, Send SMS and Delete.
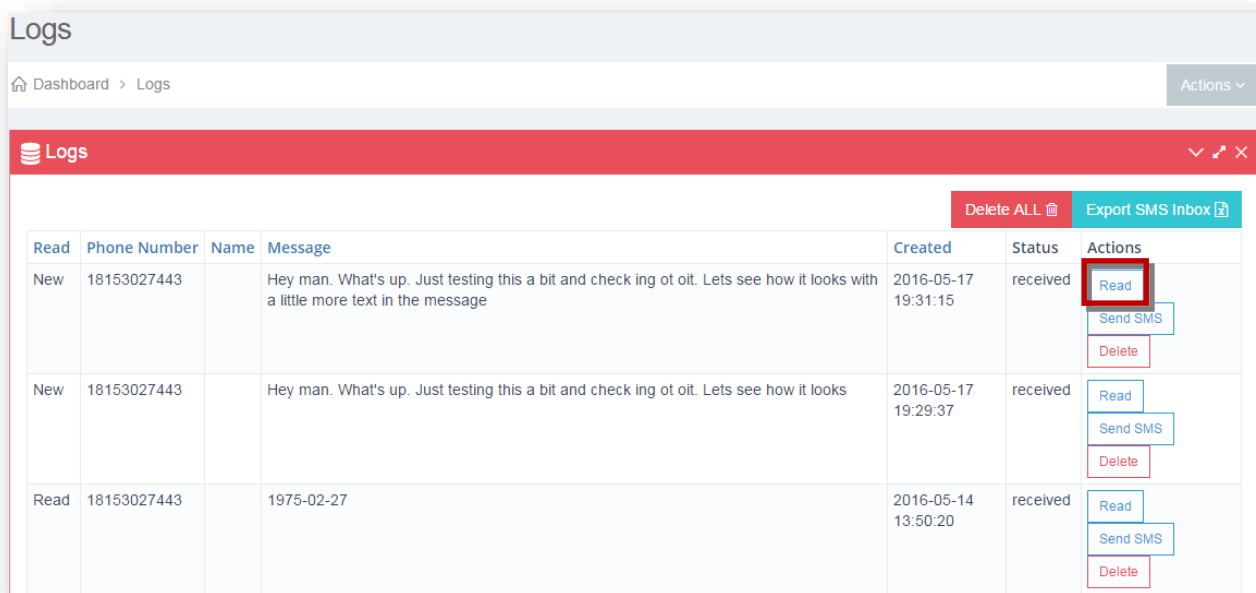
10.3 Reading SMS

To mark the incoming message as **Read**, you can click the **Read** button from the **Actions** section.

To read SMS, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.

2. Click **Read** button in the row of the message log you wish to read.

The **Log** details will be displayed.

10.4 Sending SMS

If you want to reply to anyone who sends you a message directly from the incoming SMS logs, you can send amessage by clicking **Send SMS** button.

To send SMS, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.

2. Click **Send SMS** button in the row of the message for which you wish to send SMS.

The **Send a Single SMS** dialog will be displayed.

3. Select the required contact to send a single SMS from the **Select a Contact** drop down list.
4. Or you can enter the phone number of the contact person in the **Phone Number** text entry box.

Note: This number will be auto-populated depending on what row you clicked the Send SMS button.

5. Enter the message to be sent as SMS in the **Message** text entry box.
6. Click **Send**.

The SMS will be sent to the selected contact.
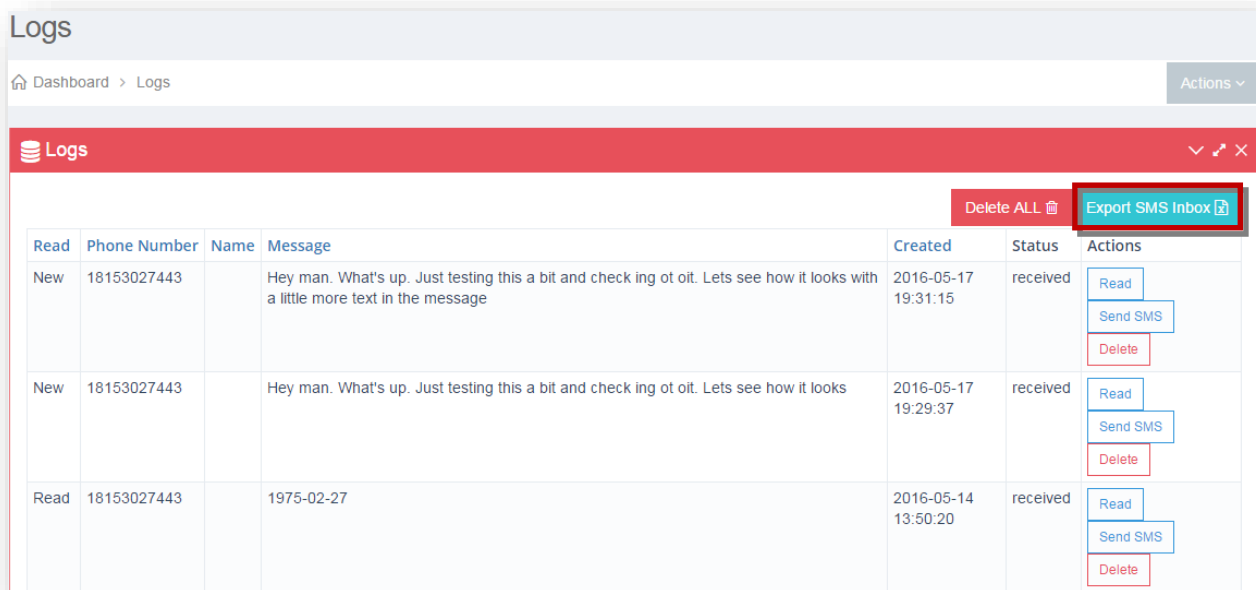
10.5 Exporting SMS Inbox

You can export the log of all incoming messages to excel sheet.

To export SMS inbox, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.

2. Click **Export SMS Inbox (** **)** button.

The message log will be exported to your system.

10.6 Viewing Single SMS Outbox

You can view all messages that have been sent to individual contacts.

To view the single SMS outbox logs, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.
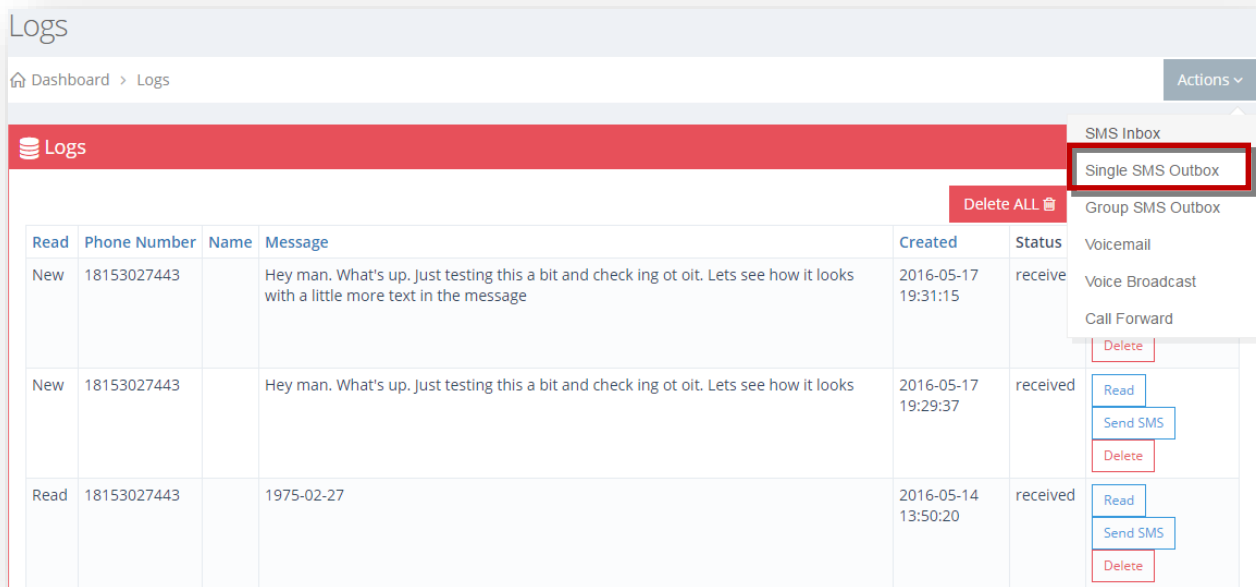
2. Select the **Single SMS Outbox** option from the **Actions** drop down list.

The single SMS outbox list will be displayed.
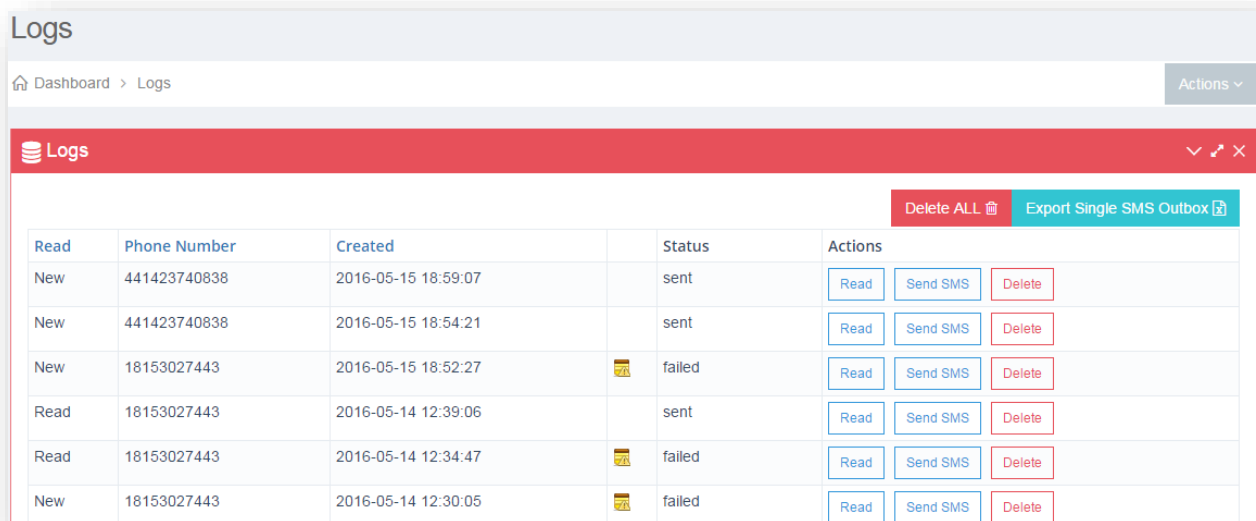
You can read the SMS that was sent and send a SMS to that contact again directly from the log if you choose. For more information, refer to the following sections. .

- Reading SMS
- Sending SMS
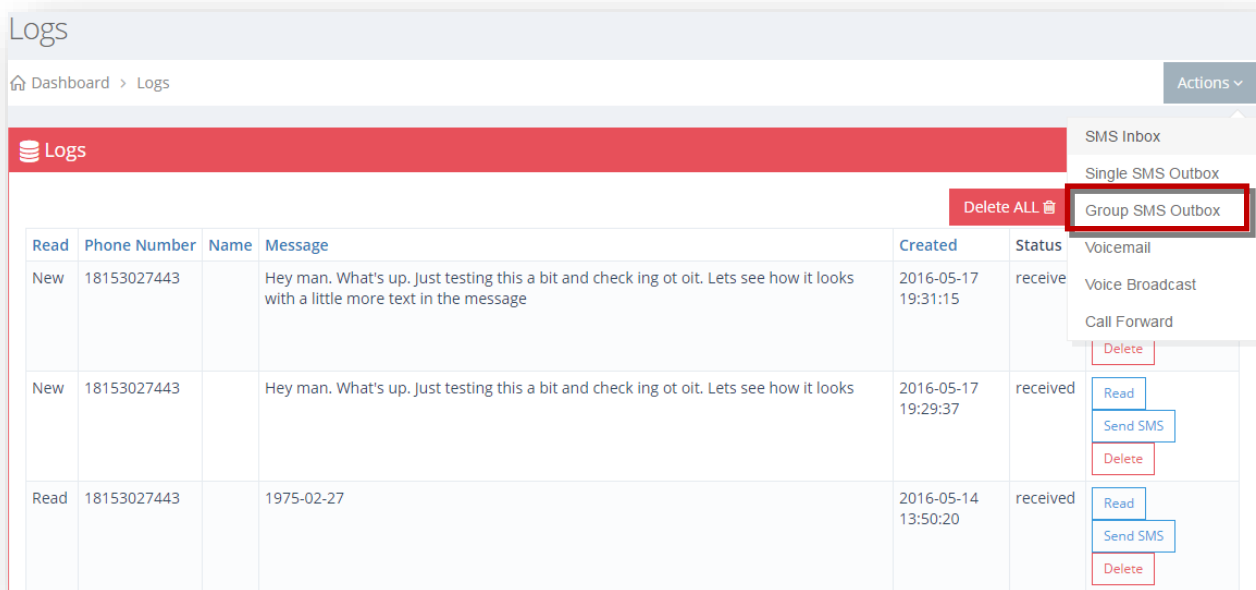
10.7 Viewing Group SMS Outbox

You can view all messages that have been sent to all groups.

To view group SMS outbox, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.

2. Select the **Group SMS Outbox** option from the **Actions** drop down list.

The group SMS outbox list will be displayed.

For more information, refer to the following sections.

- [Viewing Sent Statistics](#)
- [Refreshing Statistics](#)

10.7.1   Viewing Sent Statistics

You can view all sent statistics for each group. View the number of recipients in the group, # of successful messages, # of unsuccessful messages, % of successful messages, and view all individual sent records associated with that group.
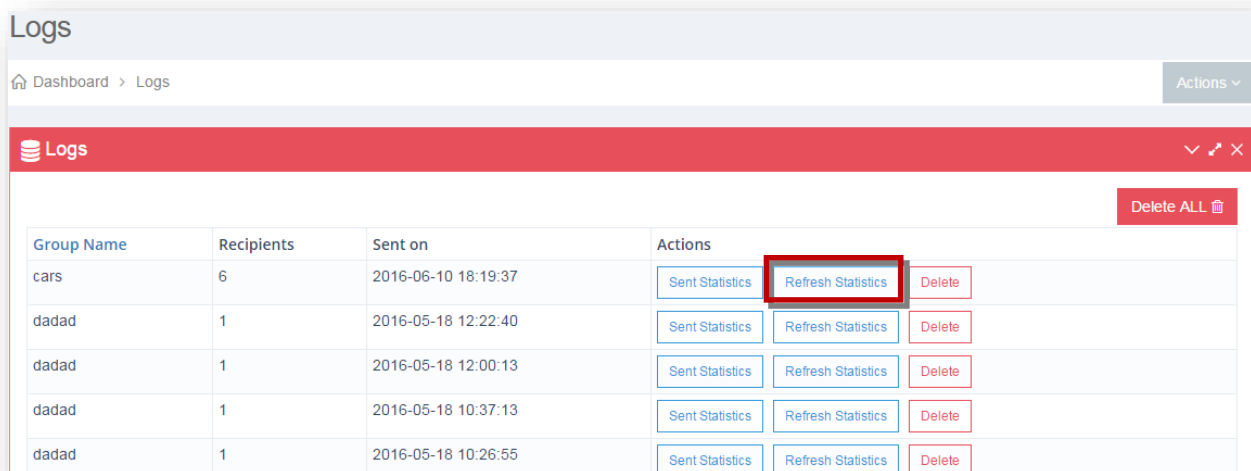
To view sent statistics, follow the steps given below.

1. Navigate to **Log** and select the **Group SMS Outbox** option from the **Actions** drop down list.

The group SMS outbox list will be displayed.

2. Click **Sent Statistics** button in the row of the group for which you wish to view its sent statistics.

The **Sent Statistics** page will be displayed.

View the sent details such as **Group, Sent On, Recipients,** number of **Successful Messages,** number of **Unsuccessful Messages, % of Successful** and **Message**.

You also have the option here to delete any contact from your list that have failed to receive the messages. If the contacts are consistently showing as 'failed', then you could just remove them from your list as they are likely bad numbers.

3. To delete contacts that have the status as "failed", click **Delete Contacts**.
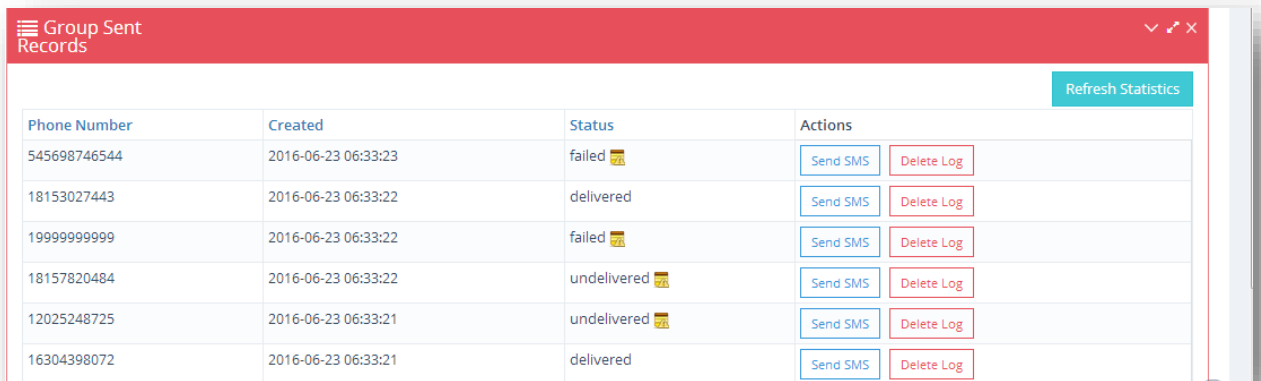
The message box asking you to confirm the deletion of the contacts will be displayed.
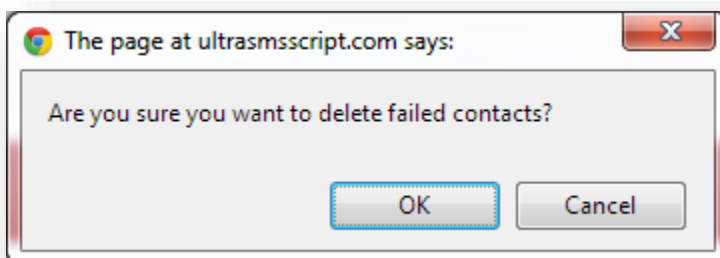
4. Click **OK**.

The contacts with "failed" status will be removed.

You can also view the individual contacts associated with the group and the sent status for each. In the above example, there were 6 recipients, 2 were successful and 4 were unsuccessful, giving a 33.3% success rate for this message send to this group. A table below will show you exactly which ones succeeded and failed, and if they failed, the reason why.

Phone Number	Created	Status	Actions
545698746544	2016-06-23 06:33:23	failed	Send SMS / Delete Log
18153027443	2016-06-23 06:33:22	delivered	Send SMS / Delete Log
19999999999	2016-06-23 06:33:22	failed	Send SMS / Delete Log
18157820484	2016-06-23 06:33:22	undelivered	Send SMS / Delete Log
12025248725	2016-06-23 06:33:21	undelivered	Send SMS / Delete Log
16304398072	2016-06-23 06:33:21	delivered	Send SMS / Delete Log

5. To view the reason of a failed status, click **Error Message** ( ) icon.

The reason why the message sending failed will be displayed.

Error Message

To number: +545698746544, is not a mobile number

You can also view the reason for an un-delivered message by clicking the same icon.

Error Message

Unknown error. In most cases, this is a result of trying to reach a landline number or unreachable carrier.
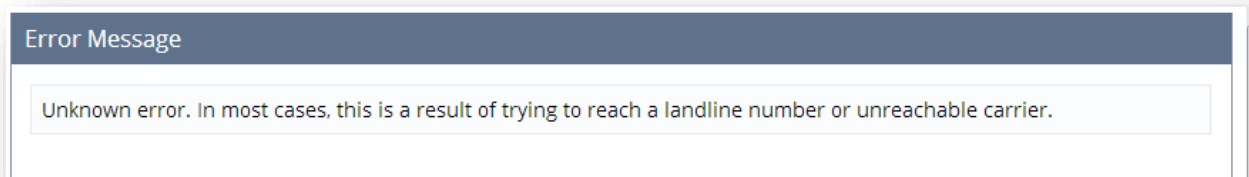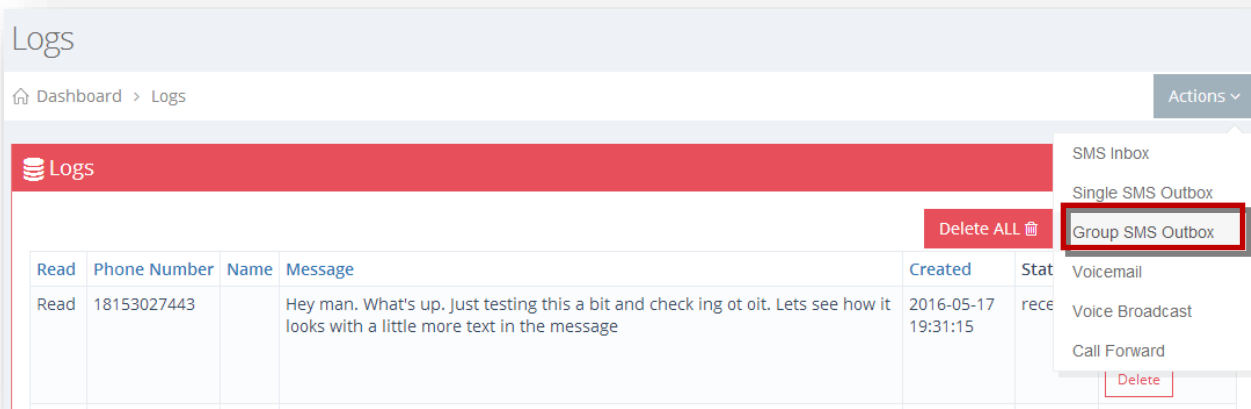
10.7.2   Refreshing Statistics

Delivery stats are updated on a live basis. We update the counts and statuses as soon as we get receipt from the gateway, however there are times we never receive the status update after sending, so to keep all stats accurate, click the **Refresh Statistics** button.

To refresh the statistics, follow the steps given below.

1. Navigate to **Log** and select the **Group SMS Outbox** option from the **Actions** drop down list.

The group SMS outbox list will be displayed.

2. Click **Refresh Statistics** button in the row of the group for which you wish to refresh its statistics.

The statistics will be refreshed for the selected group.

10.8 Viewing and Downloading Voicemail Logs

You can download voicemail and listen to it.To view and download voice mail, follow the steps given below.

1.   Navigate to **Log** and select the **Voicemail** option from the **Actions** drop down list.

The voicemail list will be displayed.

2. Click **Read** button in the row of the voice mail you wish to download.

Note: This button may not show depending on the system as some systems are not equipped with transcription abilities. If you don't see the 'Read' button, no worries you can just listen to the voicemail.

The selected voicemail will be displayed.

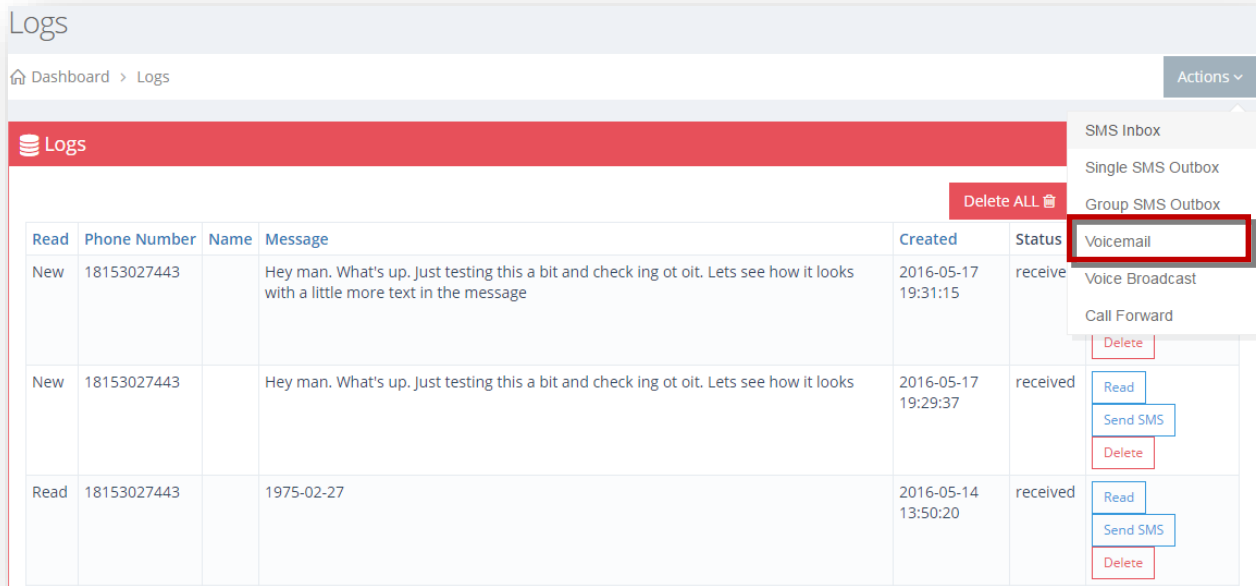3. Click **Download** link to download/listen to the selected voicemail.

The selected voicemail will be played on your system.

10.9 Listening to Voicemail

You can listen to voice mail. To listen to voice mail, follow the steps given below.

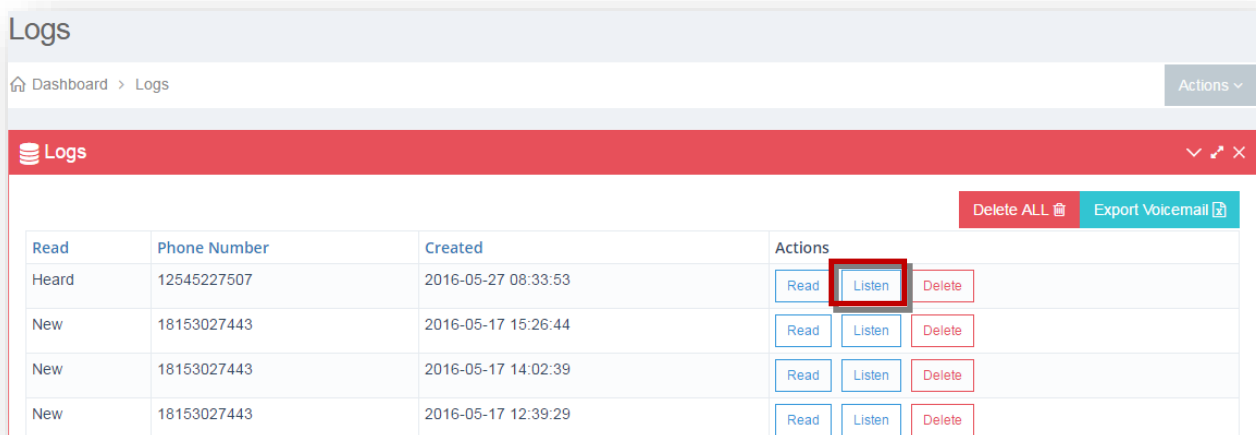1. Navigate to **Logs**.

The **Logs** page will be displayed.

2. Select the **Voicemail** option from the **Actions** drop down list.

The list of voice mail will be displayed.

3. Click **Listen** button in the row of the voice mail you wish to listen.

The voice mail will be played.

10.10   Viewing Voice Broadcast Logs

Here, you can view the details of any voice broadcasts that were sent out to all individuals of a group.

To view voice broadcast logs, follow the steps given below.

1. Navigate to **Logs**.

The **Logs** page will be displayed.

2. Select the **Voice Broadcast** option from the **Actions** drop down list.

The voice broadcast list will be displayed.

You will see all the numbers that the voice broadcast was sent to along with the status of that message to that contact and the date/time it was sent.

10.11   Viewing Call Forwards

You can view the list of phone numbers that called in and are placed in call forwarding state with further details like call duration, created date and time. You may also delete a particular record.

To view call forwards, follow the steps given below.

1.   Navigate to **Logs**.

The **Logs** page will be displayed.
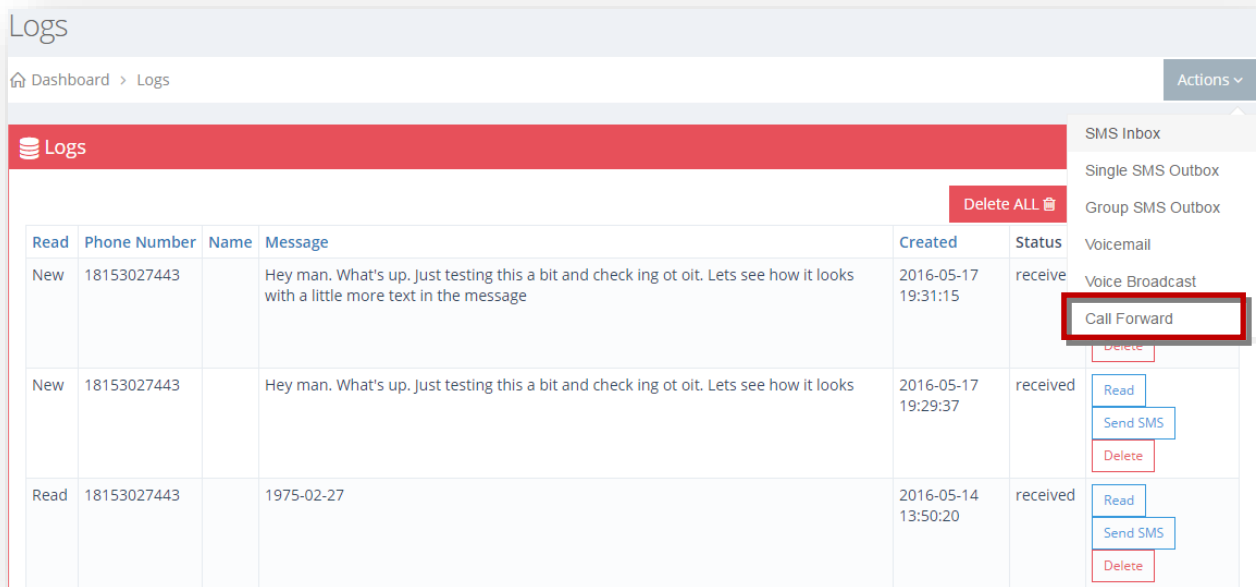
2. Select the **Call Forward** option from the **Actions** drop down list.

The call forward list will be displayed.
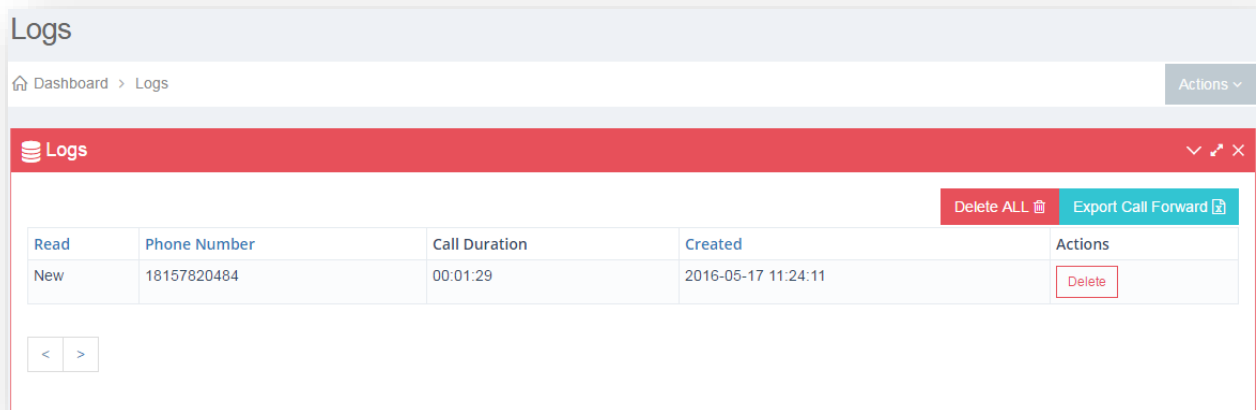
Here you can see the phone number that called, when they called, and how long the call lasted in the call duration field. It's important to note that 2 voice credits will be deducted for each minute since the gateways charge per minute for 2 legs of the call, an inbound leg from the caller to your number and an outbound leg from your number to the number you are forwarding the call to. Each leg is billed separately on a per-minute basis and therefore 2 voice credits will be charged for each minute. In the above example, the call duration is 1 minute and 29 seconds. Therefore, 2 voice credits will have been deducted for that call.

11. Managing Reports

11.1 Reports Overview

The **Reports** section provides you with various types of reports related to subscriptions, SMS logs and keywords. You can also view the statistics in chart format.

To manage reports, follow the steps given below.

1. Navigate to **Reports**.

The **Reports** page will be displayed.
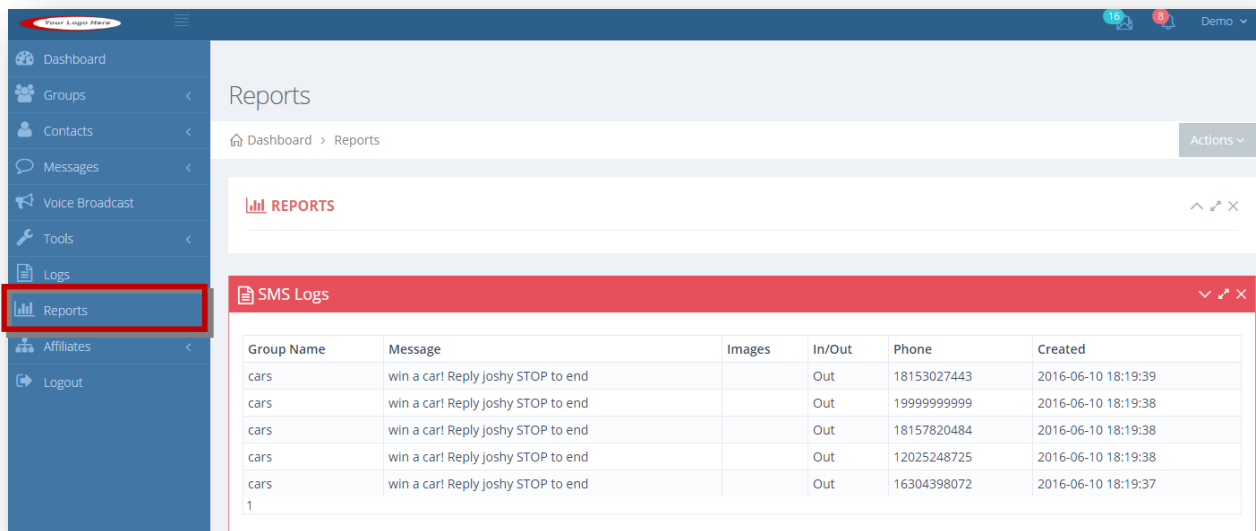
For more information, refer to the following sections.

- Generating Report
- SMS Logs Report
- Subscribers Report
- Un-Subscribers Report
- Keywords Report

11.2 Generating Report

You can generate various types of reports related to SMS Logs, Subscribers, Un-Subscribers and Keywords. The steps to generate all the reports are same. In the following example, the **SMS Logs** report is being generated.

To generate a report, follow the steps given below.

1. Navigate to **Reports**.

The **Reports** page will be displayed.
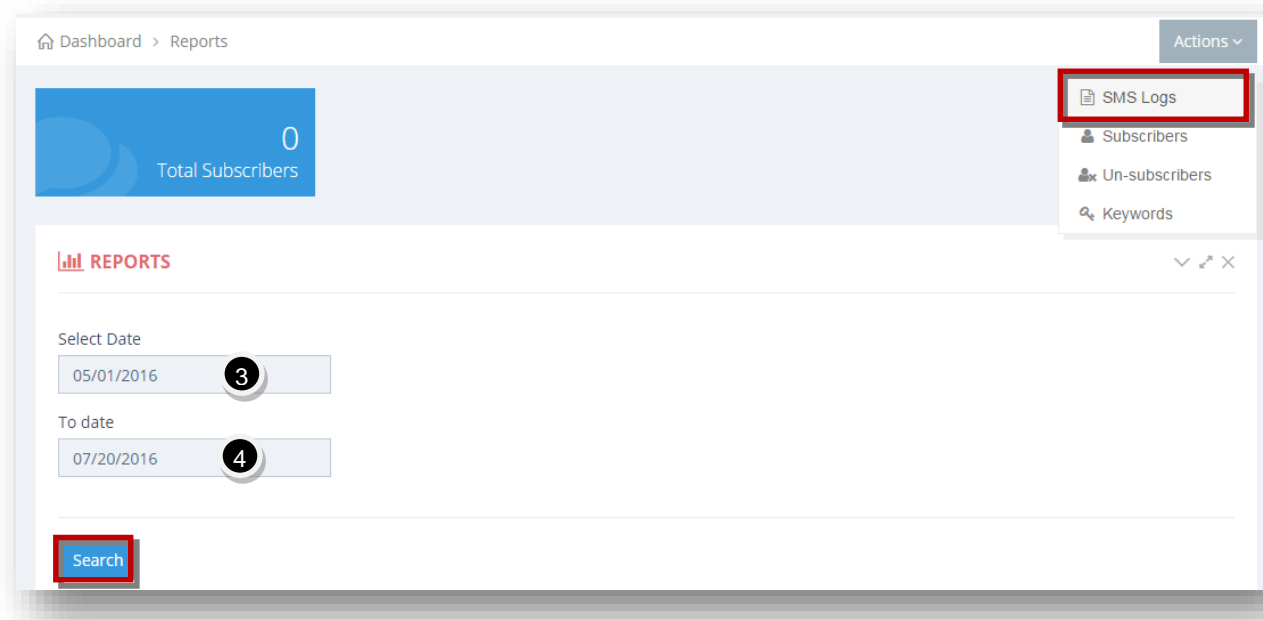
2. Select the type of the report from the **Actions** drop down list. In the example, **SMS Logs** option is selected.
3. Select the starting date range to generate the report from the **Select Date** calendar.
4. Select the ending date range to generate the report from the **To Date** calendar.
5. Click **Search**.

The report for the selected date range will be generated.

11.3 SMS Logs Report

This report provides the details of SMS logs with information such as group name, message, image, in or out status, phone number and created date and time. You can also view the number of SMS in and out for each day of the month in graphical format.

To generate SMS logs report, follow the steps given below.
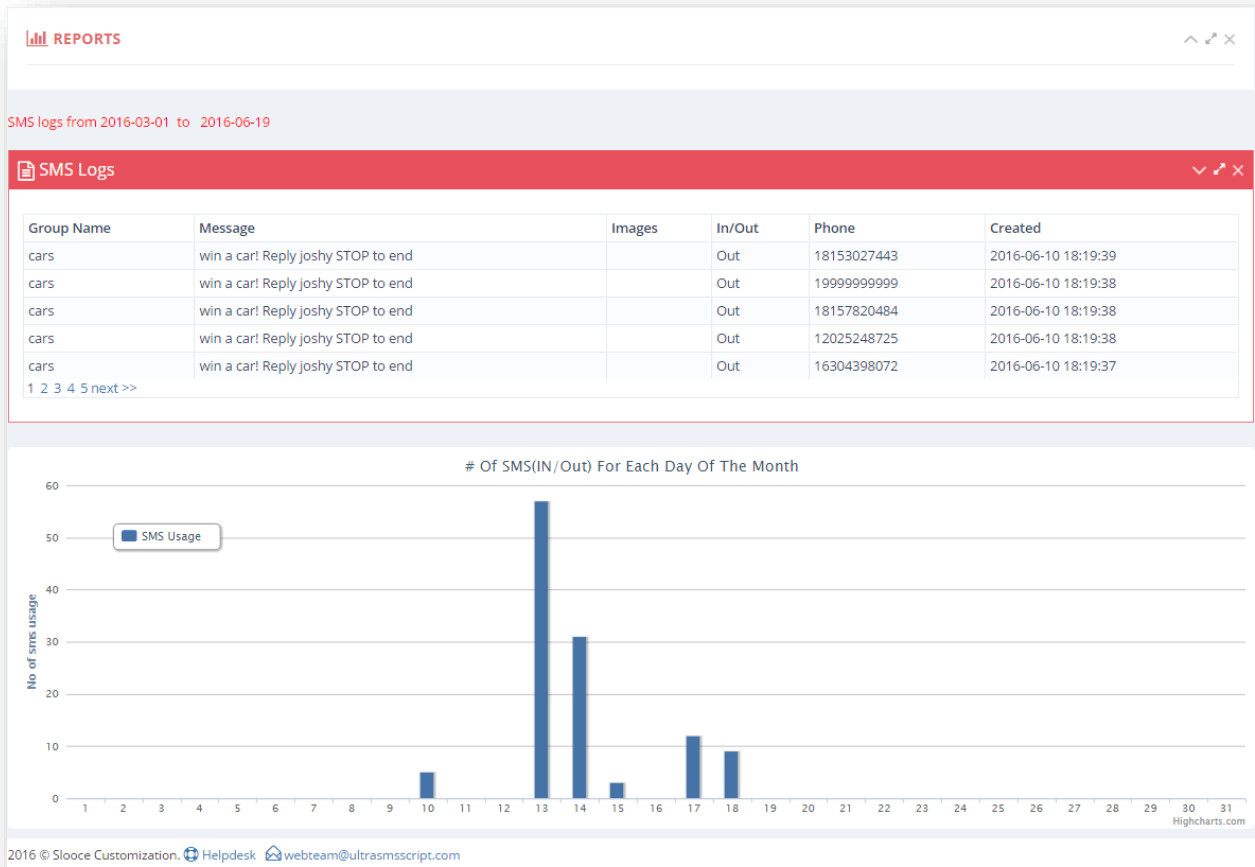
1.   Navigate to **Reports**.

The **Reports** page will be displayed.

2. Select the **SMS Logs ( )** option from the **Actions** drop down list.
3. Select the starting date range of the report from the **Select Date** calendar.
4. Select the ending date range to of the report from the **To Date** calendar.
5. Click **Search**.

The **SMS Logs** report for the selected date range will be generated along with the chart showing the number of SMS (In/Out) for each day of the month.

11.4 Subscribers Report

This report provides the details of new subscribers for the selected date range with information such as subscriber name, group name, phone number, source and subscribed date and time. You can also view the number of subscribers for each day of the month in graphical format.

To generate subscribers report, follow the steps given below.

1.   Navigate to **Reports**.

The **Reports** page will be displayed.
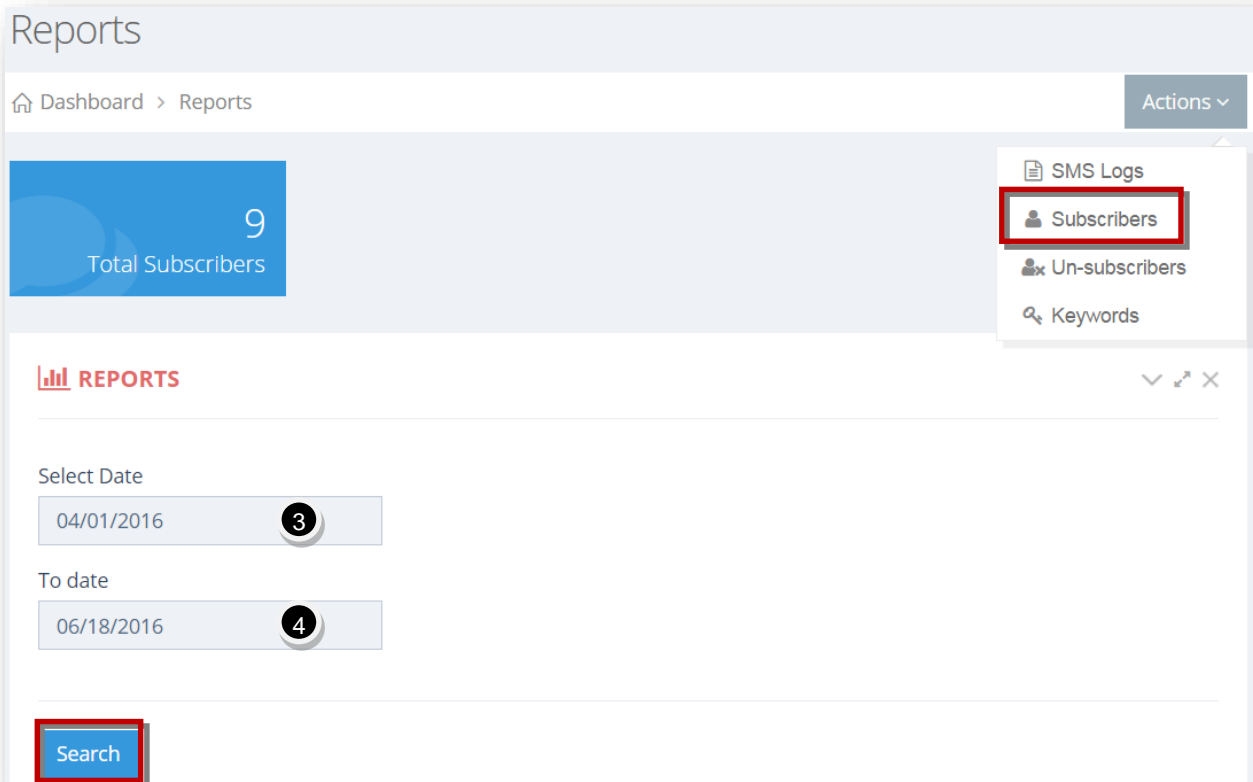
2. Select the **Subscribers ( )** option from the **Actions** drop down list.
3. Select the starting date range to generate the report from the **Select Date** calendar.
4. Select the ending date range to generate the report from the **To Date** calendar.
5. Click **Search**.

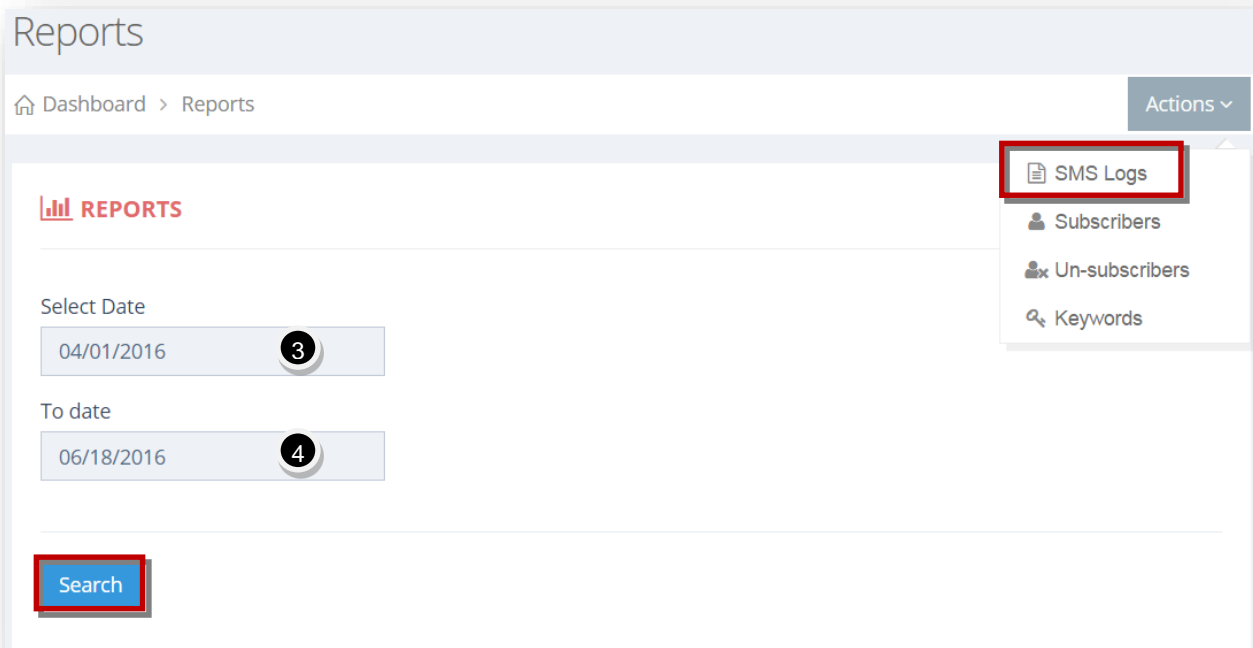The **Subscribers** report for the selected date range will be generated along with the chart showing the number of new subscribers for each day of the month.
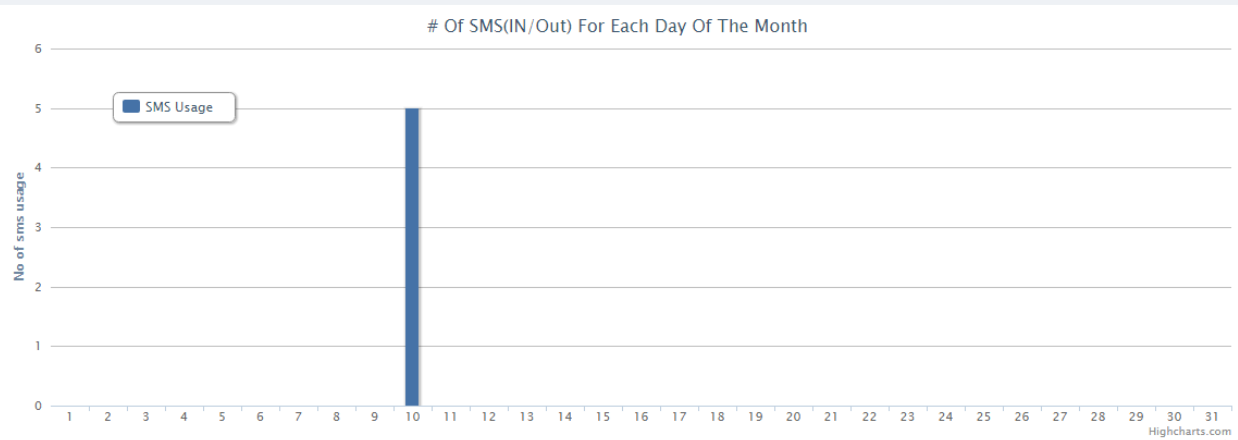
Subscribers from 2016-04-01 to 2016-06-19

Subscribers

Subscriber Name	Group Name	Phone	Source	Subscribed Date
	dadad	18153027443	SMS	2016-05-15 23:34:00
	home	441423740838	Import	2016-05-15 18:54:10
	cars	19999999999	Import	2016-05-13 12:47:30
	test coupon	18155775186	Import	2016-05-13 10:52:35
	test coupon	16784189082	Import	2016-05-13 10:51:19

1 2 next >>

# of Subscribers For Each Day Of The Month

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11.5 Un-Subscribers Report

This report provides the details of all un-subscribers for the selected date range with information such as subscriber name, group name, phone number, source and subscribed date and time. You can also view the number of un-subscribers for each day of the month in graphical format.

To generate un-subscribers report, follow the steps given below.

1.   Navigate to **Reports**.

The **Reports** page will be displayed.

265
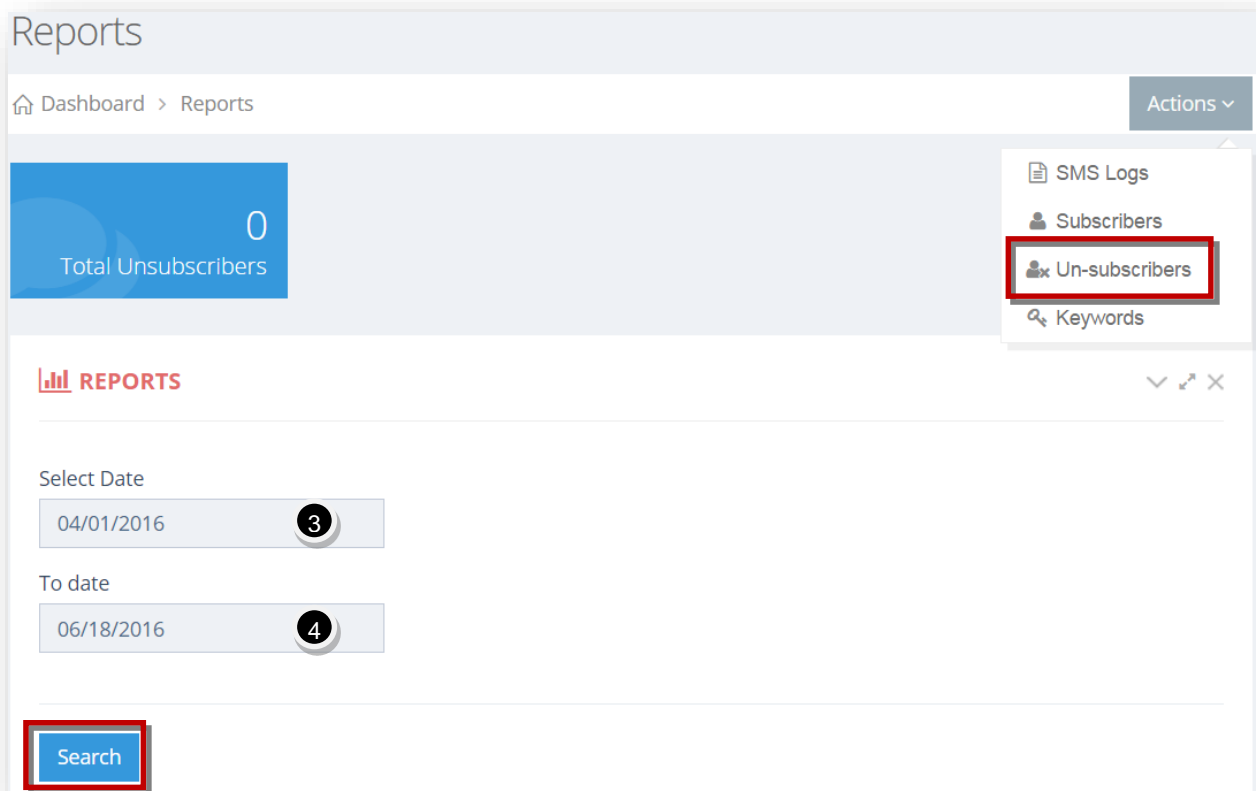
2. Select the **Un-subscribers (** 👤x **)** option from the **Actions** drop down list.
3. Select the starting date range to generate the report from the **Select Date** calendar.
4. Select the ending date range to generate the report from the **To Date** calendar.
5. Click **Search**.

The **Un-Subscribers** report for the selected date range will be generated along with the chart showing the number of un-subscribers for each day of the month.
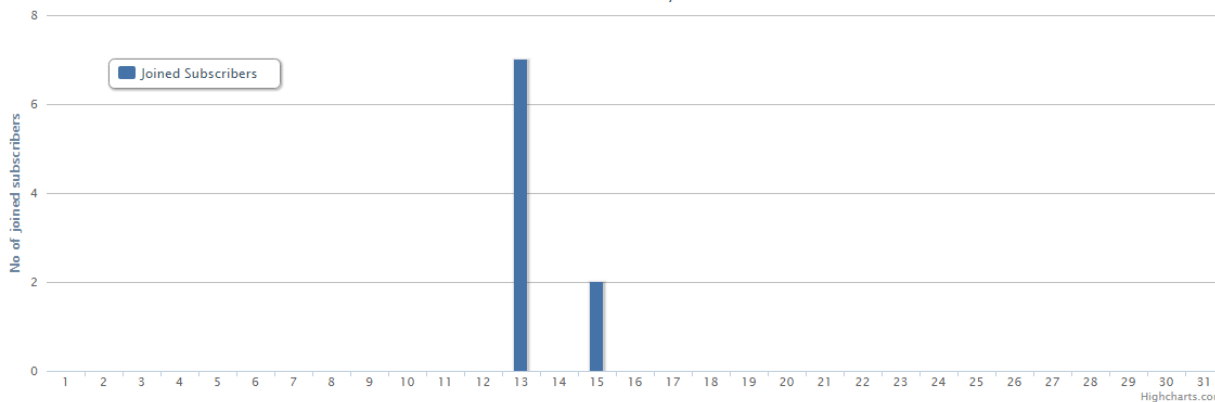
Subscribers from 2016-02-01 to 2016-06-19

Un-subscribers

Subscriber Name	Group Name	Phone	Un-Subscribed Date

Of Unsubscribers For Each Day Of The Month

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11.6 Keywords Report

This report provides the details of new subscribers for specific keywords or the selected date range with information such as subscriber name, group name, phone number, keyword and subscribed date and time. You can also view the number of new subscribers for the keywords for each day of the month in graphical format.

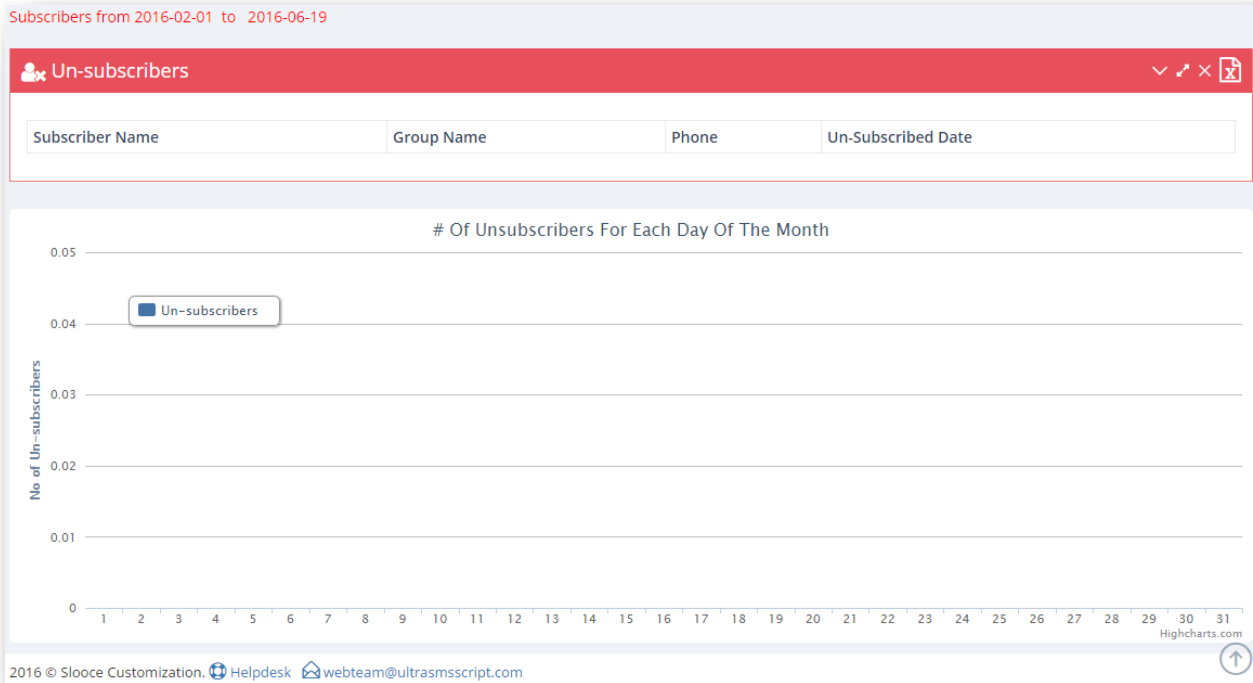To generate keywords report, follow the steps given below.

1.   Navigate to **Reports**.

The **Reports** page will be displayed.

2. Select the **Keywords (🔍)** option from the **Actions** drop down list.
3. Select group to view subscribers from the group for the keywords from the **Please Select Group to List Subscribers** drop down list.

Note: People will not show up in this report if un-subscribed for the selected group.

4. Select a keyword to view the related subscribers from the **Please Select a Keyword** drop down list.

Or

You can also select the date range to view the subscribers.

5. Select the starting date range to generate the report from the **Select Date** calendar.
6. Select the ending date range to generate the report from the **To Date** calendar.
7. Click **Search**.

The total new subscribers for the selected keyword report will be generated along with the chart showing the number of subscribers for each day of the month.

keywords

Subscriber Name	Group Name	Keyword	Phone	Subscribed Date
Milton	cars	car	545698746544	2016-06-20 03:07:40

1

Of Subscribers For Each Day Of The Month

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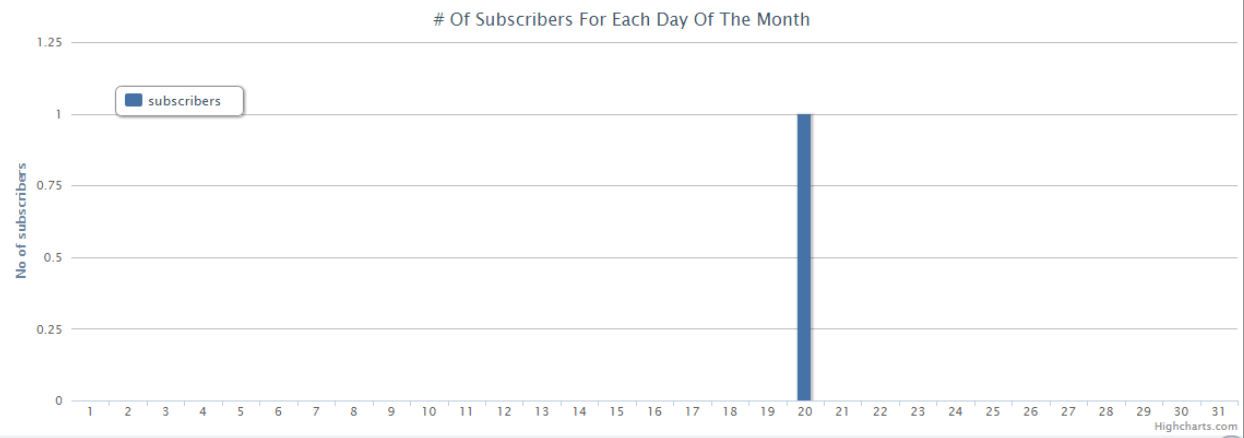
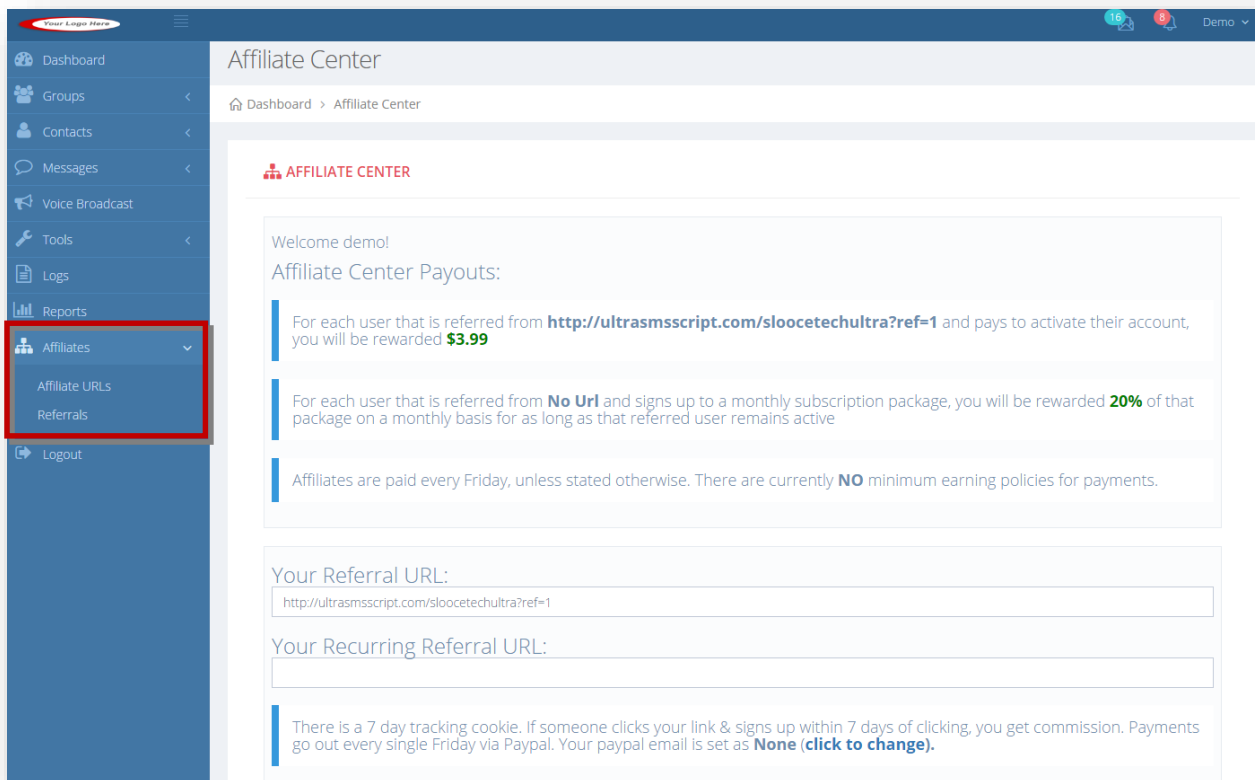# 12. Affiliates

12.1 Affiliates Overview

To see affiliate program details and referrals, follow the steps given below.

1. Navigate to **Affiliates > Affiliate URLs**.

The **Affiliate Center** page will be displayed.

2. From here, you can view the affiliate URLs and payout details of your account, and view your referral and recurring referral URLs. These are the URLs you would use if you wanted to earn commissions by referring users. Any users that are referred through these links and sign up you will earn whatever commission % is setup.

Affiliate Center	Description
Affiliate Center Payouts	- You have 2 optionsor URLs to promote with. 1 is through your referral URL. If a user goes through this URL and pays to activate their account, you will be rewarded whatever price is setup by the admin. The example above is $3.99. This only applies if the admin has the activation fees flag turned on, so when new users register, they must pay an activation fee. If this activation fee is not required, then this URL doesn't apply. - The other option is through the recurring referral URL. For each user that is referred from this URL and signs up to a monthly subscription package, you will awarded a % of that package on a monthly basis for as long as that referred user remains active. This URL will only exist if you also signed up to a monthly package. The system was setup in such a way where you can only promote to people and have them sign up to monthly packages if you also are subscribed to one.
Your Referral URL	This is the unique URL to promote with for option 1 above.
Your Recurring Referral URL	This is the unique URL to promote with for option 2 above. It will be blank if you aren't subscribed to a monthly credit package.

12.2 Viewing Referrals

You can view all the users you referred.

To view all your current referrals, follow the steps given below.

1. Navigate to **Affiliates > Referrals**.

The **Referrals** page will be displayed.