



# MESSAGE MANAGER



## MESSAGE MANAGER PLATFORM

### Corporate Customer Admin Interface Manual

Message Manager Platform

Version 6.0.76.2549

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## **Introduction**

Thank you for choosing the Message Manager Platform — your turnkey solution for building the PC-to-mobile messaging networks. This document is to guide you through the Message Manager Platform Admin interface.

The Message Manager Platform is highly customizable software for ensuring effective mobile communication.

Please note, that due to our ongoing efforts to improve the Message Manager Platform suite, there may be some minor differences between the screenshots in this manual and the actual user interfaces.

Please also remember that the actual Message Manager Platform Admin interface may also depend on the list of features available for the Operator.

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The information contained in this document is believed to be accurate as for release 6.0.76.2549.

## ***Intended Audience for the Message Manager Platform Admin Interface***

This document is intended for the Customer Administrators responsible for the administration of individual Customer Accounts.

## I. Getting started

Message Manager Platform Admin Interface is a web-based control center from which you can administer the backend and the middleware layers of the Message Manager Platform Server.

In order to configure the Message Manager Platform, you must log into your Message Manager Platform Admin Interface using the Internet Explorer browser. To do this, open the browser and type your server address in the URL bar. The configuration interface is accessible in Internet Explorer 8.0 or higher, Chrome, and Firefox.

After you type your server address in the URL bar, the Login form presented in [Figure 1](#) then appears:

Figure 1. The Login form.

Please type in your user name and password, and then click the **Login** button to proceed. Note that due to security reasons, the Message Manager Platform Admin Interface requires you re-enter your password every time you leave the running interface inactive for more than 10 minutes. However, you can override this function if you select the **Remember my password** box.

### I.1. Screen Layout

After logging into the system, you see the **Username and password changing** form (see [Figure 2](#)).

**If you access this page for the first time, please change your Username and Password for security reasons. You should periodically change your Username and Password to properly protect your records.**

**Username and password changing**

You must change password and if you want you can change username

New username	<input type="text" value="dKufwj3C3k"/>
New password	<input type="password"/>
Confirm	<input type="password"/>
<input checked="" type="checkbox"/> Please remind me to change my password in due time.	

Figure 2. The Username and password changing form.

Here you must change your Username and Password for security reasons. You should periodically change your Username and Password to properly protect you records. So this form will be reminding you to change this data from time to time. You can uncheck

the corresponding box at the bottom if you do not want to see this notification each time you access the system.

Also remember to use the **Log off YourUserName** link (in this case it is dKufwj3C3k) in the top right corner of the screen every time you finish working with the Message Manager Platform Admin Interface.

On the left you can find a navigation menu which will help you to move through the available sections. The first in the list is the **Customer Profile** section (see [Figure 3](#)).

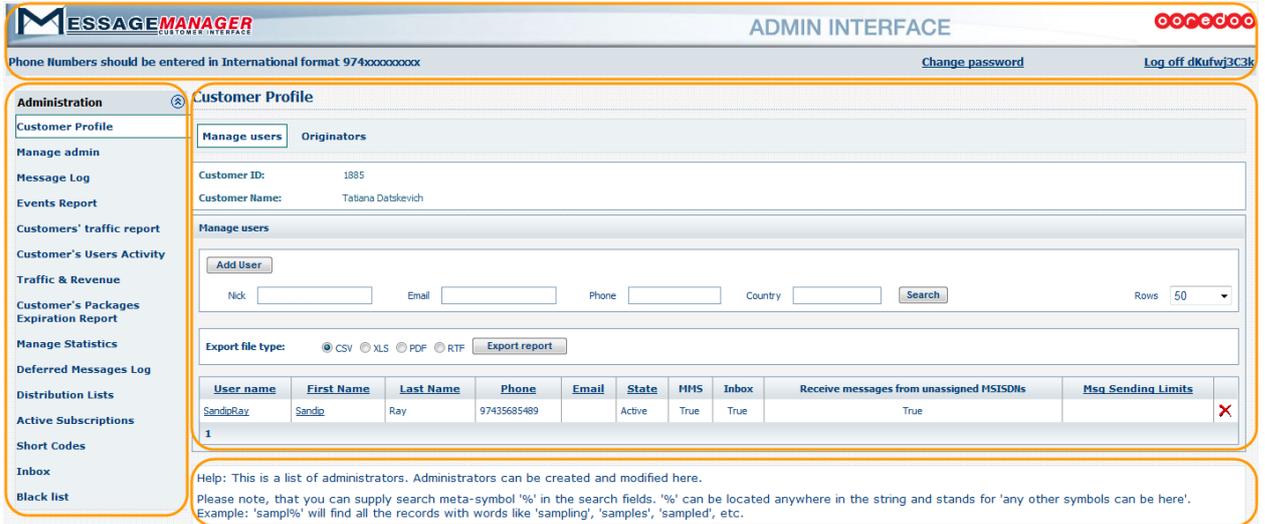


Figure 3. The Administration page.

The biggest part of the page is taken by the work area, where you can set and control the parameters necessary. Below it you can see a small help section to help you deal with the current page. The top part of the page is used to place the Operator logo, the format for entering phone numbers, and the links for changing the password and for logging off the system.

Please note that the menu structure depends on your access permissions. Each menu section is described in a separate chapter of this manual.

## 1.2. Control elements

All Message Manager Platform Admin Interface views have a uniform user interface to make it easier for you to search and manipulate data. Every page has a context help box containing brief user instructions.

The following standard controls are available to the Message Manager Platform Admin Interface Users.

### 1.2.a. Search

To instantly find any item in a list, enter a search term into a Search box (see [Figure 4](#)) and click the **Search** button. The list is filtered to display all matching entries.

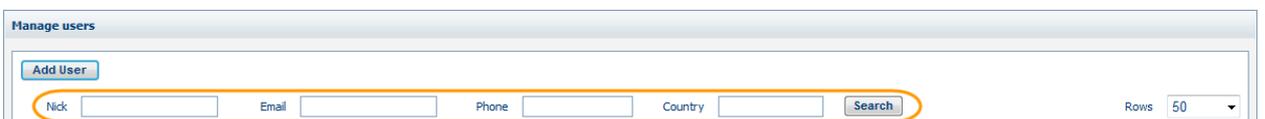


Figure 4. The Search box.

Please note that you can supply search meta-symbol ‘%’ in the search fields. ‘%’ can be located anywhere in the string and stands for ‘any other symbols can be here’. For example, ‘sampl%’ will find all the records with words like ‘sampling’, ‘samples’, ‘sampled’, etc.

### I.2.b. Rows

The **Rows** option (see [Figure 5](#)) allows the User to determine the number of items displayed on one screen. Simply select the required number from the drop-down menu. The following options are available:

- 10 records per page;
- 20 records per page;
- 50 records per page.

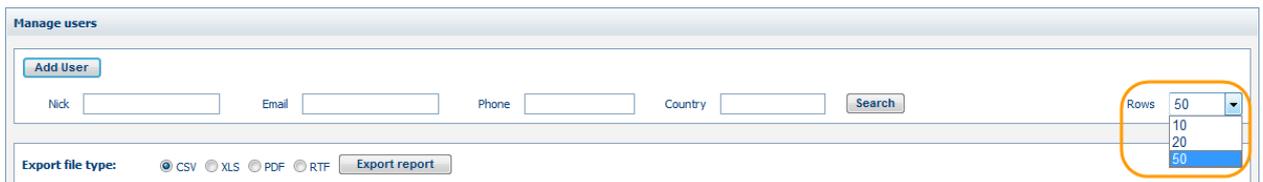


Figure 5. The Rows option.

### I.2.c. Calendar

Some pages may have **Date** or **From** and **To** fields. The Calendar control (see [Figure 6](#) as an example) is used to simplify filling in dates.

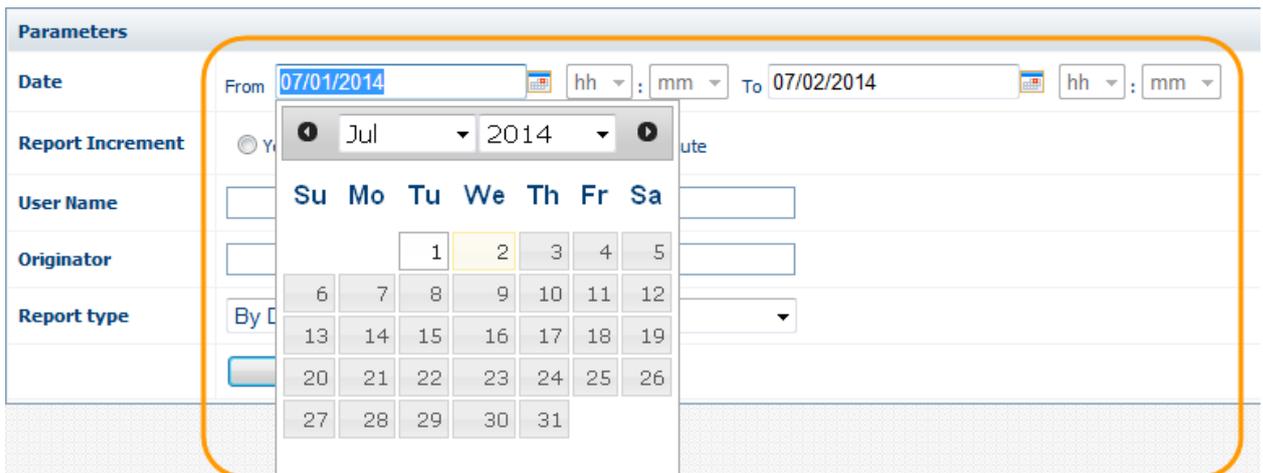


Figure 6. The Calendar control element.

To use this control, click the  icon next to the field. The pop-up window then appears.

Use the  arrow to set a month or a year and you can also use the   arrows to switch between months. Then select the day. The date that you have selected appears in the edited box. Note that you can also set the date by using the manual input.

Please also note that the obligatory fields in the forms, if not filled properly or missed, are marked with the red asterisk (\*). You cannot proceed if you do not fill all the obligatory forms.

## II. Administering your Customers

This level of administration is designed for Administrators of Customers. The Customers and their Administrators are created by Operator Administrators or by Distributor Administrators. You as a Customer Administrator can:

- Manage your own credentials (your name and password);
- Manage users (create, modify, delete user records);
- Manage originators (create, modify, delete originators);
- Get statistical information on the messages sent during the specified period;
- Get statistical information on the packages and subscriptions sold;
- Get reports on how much traffic the customer generates for the specified period;
- Get reports on how active the users of the customer are;
- Monitor your packages and their expiration dates;
- Get batch statistics;
- Manage deferred messages;
- Manage your Distribution Lists;
- Manage currently available subscriptions;
- Get information on available short codes;
- Get reports on inbox messages for the current customer;
- Manage blacklisted phone numbers (create, modify, delete).

Please be aware that the set of forms and links in the forms depends on the features available from your Operator in general, as well as the features your Operator assigned to you as a Customer.

Please remember that for security reasons after some time of inactivity (usually more than 10 minutes) you are automatically logged out.

### ***II.1. Managing Customer profile***

When you log in as a Customer Administrator, the first place to go to is the Manage Customer page **Error! Reference source not found.** Here you can manage your Users and Originators (see the corresponding tabs at the top in [Figure 7](#)).

#### **II.1.a. Managing users**

To create a new user, please click the **Add user** button, highlighted in [Figure 7](#).

Administration Customer Profile

Customer Profile

Manage users Originators

Customer ID: 1885  
Customer Name: Tatiana Datskevich

Manage users

**Add User**

Nick SandipRay Email Phone Country Search Rows 50

Export file type:  CSV  XLS  PDF  RTF **Export report**

User name	First Name	Last Name	Phone	Email	State	MMS	Inbox	Receive messages from unassigned HSTSDNs	Msg Sending Limits
SandipRay	Sandip	Ray	97435685489		Active	True	True	True	X

1

Help: This is a list of administrators. Administrators can be created and modified here.  
Please note, that you can supply search meta-symbol '%' in the search fields. '%' can be located anywhere in the string and stands for 'any other symbols can be here'.  
Example: 'samp%' will find all the records with words like 'sampling', 'samples', 'sampled', etc.

Figure 7. The Customer Profile page.

The **Create new user** form then appears (see [Figure 8](#)). The availability of the fields in this form depends on the privileges given to the Customer by the Administrator who created the Customer.

**Create new customer user**

Manage users | Originators

Customer ID: 1885  
Customer Name: Tabiana Datskevich

Create new user

**User information**

User name:   
 Password:   
 State: Active  
 Inboxes:  Receives messages from MSISDNs not assigned to other users  
 Can send MMS messages:  Any email sent to YOUR\_NUMBER@messaging.ooredoo.qa will be delivered to YOUR\_NUMBER as SMS. Charges will be billed to this Customer's account.  
 Can see inbox sender in user statement:  Any email sent to YOUR\_NUMBER@mms.messaging.ooredoo.qa will be delivered to YOUR\_NUMBER as MMS. Charges will be billed to this Customer's account.  
 Incoming Email to SMS:  Allows to send SMS to the third party phone numbers by sending emails to NNNNNNNNNNN@messaging.ooredoo.qa, where NNNNNNNNNNN is a full mobile phone number in an international format. Charges will be billed to this Customer's account.  
 Outgoing Email to SMS:  Allows to send MMS to the third party phone numbers by sending emails to NNNNNNNNNNN@mms.messaging.ooredoo.qa, where NNNNNNNNNNN is a full mobile phone number in an international format. Charges will be billed to this Customer's account.  
 Outgoing Email to MMS:  Allows to send MMS to the third party phone numbers by sending emails to NNNNNNNNNNN@mms.messaging.ooredoo.qa, where NNNNNNNNNNN is a full mobile phone number in an international format. Charges will be billed to this Customer's account.  
 Email authentication mode: From ADDR: Email must be sent from USER\_EMAIL  
 Allow SMPP TRANSCEIVER access:   
 Allow SMPP TRANSMITTER access:   
 Allow SMPP RECEIVER access:   
 Priority: 1 - High  
 Language:   
 Creation Date:   
 Last Sending Date:

First name:   
 Last name:   
 Mobile phone:   
 E-mail:   
 Country:   
 Company:   
 Occupation:

**Custom 2-Way SMS MSISDNs**

Available:  Added:

**Custom 2-Way MMS MSISDNs**

Available:  Added:

**Message Sending Limits**

	SMS	MMS
Day Limit	<input type="text" value="0"/>	<input type="text" value="0"/>
Week Limit	<input type="text" value="0"/>	<input type="text" value="0"/>
Month Limit	<input type="text" value="0"/>	<input type="text" value="0"/>

0 - means Unlimited

**Input validation**

Mobile phone should have existing coverage.  
 Email should be valid. Something like example@gmail.com or example@mail.google.com.

**User restriction**

Originator Name:  Search Rows: 50

Originator name	Restricted to the user
1	

Save

Figure 8. Creating a new Customer.

The fields to fill in are the following:

**User name:** First of all, the User's name must be unique. Second, we advise you to make it informative enough so that you do not have to make a guess every time you need to contact the Customer. Besides, in order to ensure a proper level of security, the Message Manager platform lets you define a User naming policy. The naming policy is influenced by the following parameters set by your Operator Admin:

- The minimum and maximum number of characters for the user name is 1-20.
- The set of characters allowed to be used in the user name are A..Z, a..z, 0..9.

**Password:** the password policy is the following:

- The minimum and maximum number of characters for the user password is 6-10.
- The set of characters allowed to be used in the user password are A..Z, a..z, 0..9.

**State:** by default the User state is Active. It can also be Blocked (then you can unblock the account), or Deactivated (the Deactivated Accounts cannot be revived).

**Inbox:** if the box is selected, the user can receive messages to the Inbox.

After selecting this box three more options appear (below and on the right of the page):

- **Receives messages from MSISDNs not assigned to other users:** if the user's customer has the Inbox feature on and if there is a general possibility to receive messages from MSISDNs not assigned to other users, the corresponding checkbox also appears.
- **Custom 2-Way SMS MSISDNs:** in the Custom 2-way SMS MSISDNs section you can assign SMS MSISDNs to the current user. Naturally, only the MSISDNs available to the customer can be assigned, and every MSISDN can be used only once.
- **Custom 2-Way MMS MSISDNs:** likewise SMS MSISDNs (see above).

**Can send MMS messages:** if the box is selected, the user can send MMS messages.

**Can see inbox sender in user statement:** if the box is selected the inbox sender is displayed in user statement which can be evoked by clicking the Request Account Statement button on the Inbox page in MM or WebMM application.

**Incoming Email to SMS:** Any email sent to YOUR\_NUMBER@messaging.ooredoo.qa will be delivered to YOUR\_NUMBER as SMS. After selecting this feature you must indicate your Mobile phone on the right (marked \*). Charges will be billed to the current Customer's account.

**Outgoing Email to SMS:** Allows sending SMS to the third party phone numbers by sending emails to NNNNNNNNNN@messaging.ooredoo.qa, where NNNNNNNNNN is a full mobile phone number in an international format. Charges will be billed to this Customer's account. After selecting this feature you must indicate your Email on the right (marked \*).

**Outgoing Emails to MMS:** Allows sending MMS to the third party phone numbers by sending emails to NNNNNNNNNNN@messaging.ooredoo.qa, where NNNNNNNNNNN is a full mobile phone number in an international format. Charges will be billed to this Customer's account. After selecting this feature you must indicate your Email on the right (marked \*). You can also select the Email authentication mode in the corresponding drop-down list that appears after selecting the Outgoing Emails to MMS feature.

- **Email authentication mode:** you can also select the Email authentication mode in the drop-down list which appears after selecting the Incoming Emails to SMS or the Outgoing Emails to SMS feature.

**Allow SMPP TRANSCEIVER access, Allow SMPP TRANSMITTER access, Allow SMMP RECEIVER access:** the user gets an access to SMPP downlinks of the above types. The SMPP options are available only for users of Corporate Postpaid Customers.

**Priority:** defines service priority for this user. The Messages from the user that has the smaller value in this field will be sent quicker during peak times. For example, messages of the user with priority=1 will be sent earlier than those from the user with priority=3. The default value is 1 (High).

**Language:** the user's interface language.

**Message Sending Limits:** if this box is selected, the Message Manager Platform limits the number of SMS and MMS that the Customer User can send per Day, per Week, or per Month.

The fields on the right (First name, Last name, etc.) are the user’s personal information and are optional.

At the bottom of the user form you can find the **User restriction** section, where the list of restricted originators is shown. Here you specify whether the restricted originators are available for the newly created user or not by selecting the **Restricted to the user** checkbox.

Please note that the set of features available to the newly created users is limited by the features available to their customer. If, for example, the customer is not allowed to send MMS messages, the corresponding box is not shown for the newly created user of that customer.

To save the newly created User, you need to click the **Save** button at the bottom of the page.

To modify the already existing user, click the **User Name** or **First Name** link. The **Edit customer user information** form then appears. It is identical to the **Create new customer user** form, shown in [Figure 8](#). To remove existing users, click the **X** icon next to the required user, shown in [Figure 7](#).

After creating a user, you can also reset **Login failures count**, **Password resets count**, **Last password reset timestamp** in the **Policy parameters changing** section at the bottom of the page. In the Password changing section at the bottom you can also specify a new password for the created user.

You can also download the report in different formats by clicking the **Export report** button in [Figure 7](#).

### II.1.b. Managing originators

Originator is the name or number that the Recipients see as the signature for the message received. You can have several Originators.

To see the list of your Originators, click the **Originators** link in your Customer profile (please note that this link availability depends on the rights given to you by the Operator). This results in the table similar to [Figure 9](#).

Name	Status	Use for internal services	Restricted	Description	
4651	Approved	Yes	No	2-Way msisdn	X
4652	Approved	No	No	2-Way msisdn	X
7645	Approved	No	No		X

Figure 9. The list of Originators.

To add a new Originator, click the corresponding button above the table. The form shown in [Figure 10](#) then appears.

The screenshot shows a web form titled "Create new originator". The form is divided into a header section and a main content area. The header section contains the title "Create new originator". The main content area is titled "Originator information" and contains several fields:
 

- Originator:** A text input field.
- Status:** A dropdown menu currently showing "Pending".
- Use for internal services:** An unchecked checkbox.
- Restrict to below users:** An unchecked checkbox.
- Description:** A large text area for entering details.

 At the bottom left of the form is a "Save" button.

**Figure 10. Creating a new originator.**

When filling in the form, please note that every newly created Originator's status is always Pending, because the Originator name is to be approved by your Operator. After that the Originator status is changed to Approved and it can be used.

Tick the **Use for internal services** box if you want this Originator to be a default Originator for the internal services. If the **Restrict to below users** option is selected, the Originator restriction form appears below, where you can specify to which User this Originator will be available (tick the box next to the required user in the Allow column).

To save the newly created Originator, you need to click the **Save** button at the bottom of the page. To remove the originator from the list, click the **X** icon.

You can also download the report in different formats by clicking the **Export report** button.

## **II.2. Changing your Admin name and password**

In the Manage admin section (see [Figure 11](#)) you can change your login name and password if necessary.

The screenshot shows the 'Manage admin' page in the Message Manager Platform Administration Interface. On the left is a navigation menu with options like 'Customer Profile', 'Message Log', and 'Events Report'. The main content area is titled 'Manage admin' and contains a section for 'Administrator information' with a 'Name' field containing 'dKufwj3C3k'. Below this is a 'Save' button. A 'Change password' section follows, with 'Password' and 'Confirm Password' input fields, and a 'Change password' button at the bottom.

Figure 11. Changing your login name and password.

Please note that here the user naming policy and the password naming policy can be applied.

### II.3. Message log

This section is designed for providing statistical information on the messages sent during the specified period (see [Figure 12](#)). Please note that the set of the fields and options available may slightly vary depending on the features the Operator requested from PowerMeMobile Sales.

The screenshot shows the 'Manage users' message reports' page. It features a 'Parameters' section with fields for 'Date' (From: 07/08/2014, To: 07/09/2014), 'Report Increment' (radio buttons for Year, Month, Week, Day, Hour, Minute), 'User Name', 'Originator', and 'Report type' (By Date). There is a 'Search' button and an 'Export file type' section with radio buttons for CSV, XLS, PDF, and RTF, and an 'Export report' button. Below the parameters is a 'Search results' section with a table header containing columns: Date, Customer ID, Customer CRM ID, Description, Number, and Credits. A 'Rows' dropdown is set to 10.

Figure 12. Getting message reports.

Please specify the report period, report increment, provide the user name and originator, and select the report type. There can be the following report types:

- By date;
- Summary;
- Summary with status;
- Summary with user name;
- Summary with user name and status;
- Details;
- Details with status.

Please note the set of search fields can differ depending on the report type selected.

After clicking the **Search** button you get the report. The set of columns depends on the report type.

You can also download the report in different formats by clicking the **Export report** button.

## II.4. Events report

This section is designed for providing statistical information on the packages and subscriptions sold (see [Figure 13](#)). Before getting a report you need to specify the date period and the compression. After clicking the **Get report** button you can sort the resulting data by checking **Subscriptions** and **Packages usage** boxes.

The reports resulting data is represented by Date, Type, Title, and Credits fields.

Figure 13. Getting packages and subscriptions reports.

Please note that if you are trying to get a report, for example, on 06/18/2014 it can be available only the next day, i.e. 06/19/2014, as the data for the current day is not calculated yet (see the red note in [Figure 13](#)).

You can also download the report in different formats by clicking the **Export report** button.

## II.5. Customer traffic report

This section is designed to show how much traffic (in credits) the customer generates for the specified period (see [Figure 14](#)).

Figure 14. The initial page for getting traffic reports.

Please set the report period, the report compression, and select the report type. After clicking the **Get report** button you get the report on screen (see [Figure 15](#)). The set of columns depends on the report type. If you select the **By Period** type, you can further get a graphical report. You can narrow the data displayed in the graphical report with

the **Group by**, **Select data to show**, and **Service Type** filters (see [Figure 15](#)). The graphical report can also be printed (see the Print button in [Figure 16](#)).

**Customers' traffic report**

---

**Parameters**

Period: From 07/01/2014 00:00 to 07/09/2014 23:59

Compression:  Monthly  Daily  Hourly

Customer Creating date: 4/11/2014 3:47:38 PM

Customer Name: Tatiana Datskevich

Report type: By Period

Export file type:  CSV  XLS  PDF  RTF

---

**Graphical Report**

Group by: Service Type

Select data to show: Number

Service Type: All

---

**Report**

Rows: 50

Date	Description	Service	Number	Credits
07/02/2014	Credit Refill	SUBSCRIPTION	2	-4.000
07/01/2014	Check status	MM_CLIENT	0	0.000
07/01/2014	SMS Sending	MM_CLIENT	13	10.400

1

---

Amount spent:	10.400
Credit changes:	-4.000
Total Check status:	0
Total MMS Sending:	0
Total SMS Sending:	13

**Figure 15. The example of the By Period report type.**

Please note that for the **Detailed** report type you can select the time interval not longer than 1 day.



Figure 16. The example of graphical report.

You can also download the report in different formats by clicking the **Export report** button, shown in [Figure 14](#).

## II.6. Customer's Users Activity

This is another informational page showing how active the users of the customer are. After specifying the time period and the report type, you get the outcome report showing the total number of users and the number of active users among them (see [Figure 17](#)), if you selected the default report type (By Active Users). The set of columns displayed depends on the report type. Here you can choose between the following types of reports:

- By Active Users;
- By Active Users Detailed;
- By Service Type Average;
- By message To Recipients;
- By message To Recipients Average;
- By message To Recipients Total;
- By Received To Inbox Average.

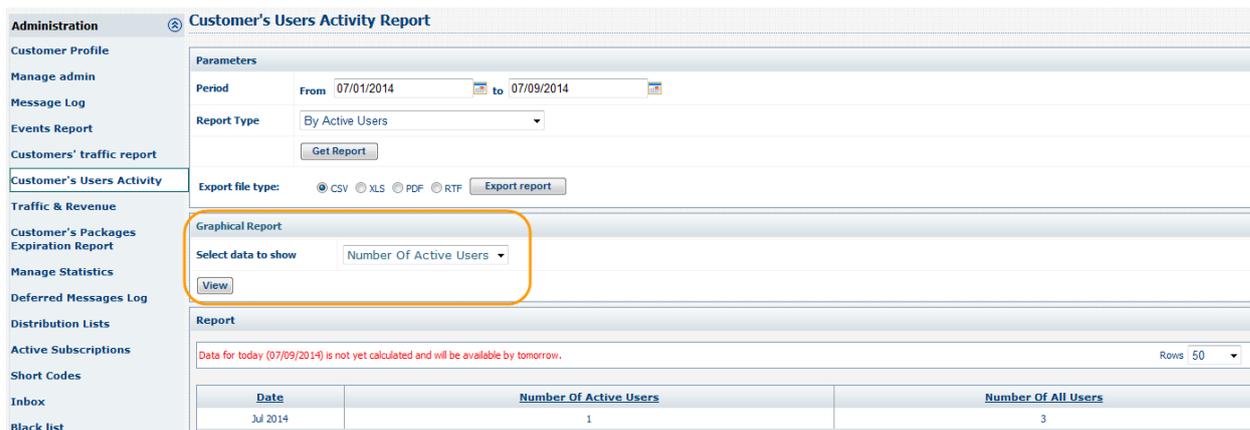


Figure 17. Getting Customer’s Users activity report.

Please note that if you are trying to get a report, for example, on 06/12/2014 it can be available only the next day, i.e. 06/13/2014, as the data for the current day is not calculated yet (see the red note in [Figure 17](#)).

For some of the report types, you can further get a graphical report (see the By Active Users report types selected in [Figure 17](#) as an example).

## II.7. Traffic & Revenue

This section shows the report on messages sent over a certain period and the revenue they generated.

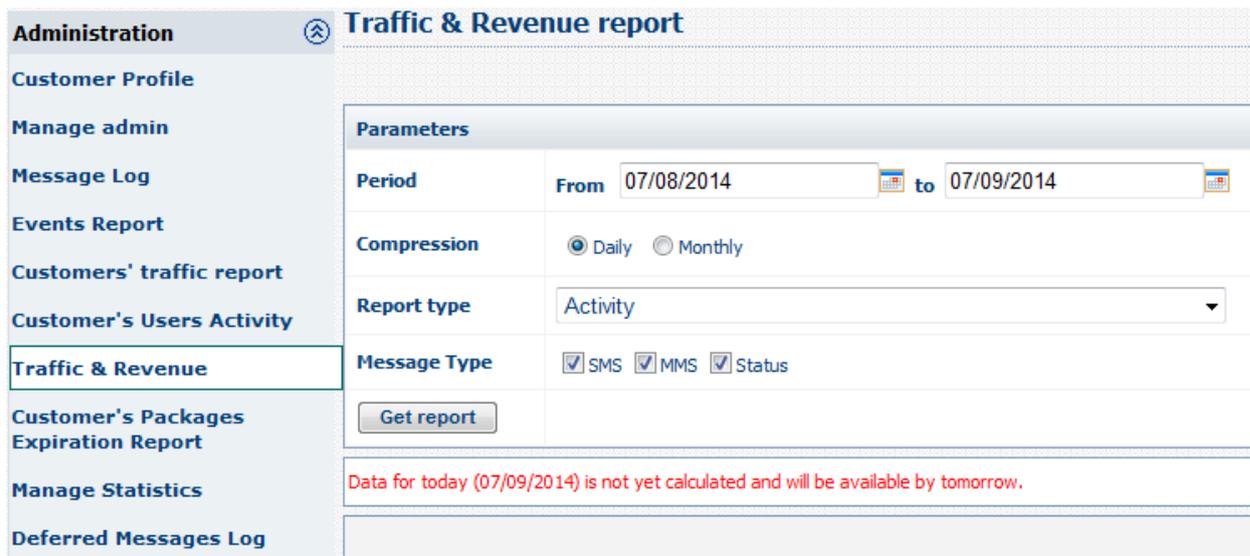


Figure 18. The initial traffic and revenue report page.

The **Report type** field can group the output information in several ways (one of them is shown in [Figure 19](#)). You can also export the data into external formats. The full list of the report types is as follows:

- Traffic;
- Revenue;
- Traffic & Revenue;
- Revenue by packages;
- Revenue by bundles;

- Number of active users;
- Average revenue from active users;
- Traffic & Revenue by Service Type;
- Traffic & Revenue by Service Type and Originator;
- Activity;
- Traffic by Maps.

Please remember that the list of available report types can be configured, so you may not see some of the types.

**Traffic & Revenue report**

**Parameters**

Period: From 01/01/2014 to 07/09/2014

Compression:  Daily  Monthly

Report type: Activity

Message Type:  SMS  MMS  Status

Export file type:  CSV  XLS  PDF  RTF

Data for today (07/09/2014) is not yet calculated and will be available by tomorrow. Rows: 10

**Graphical Report**

Period: All

Select data to show: Total

Select range: 4/14/2014-5/13/2014

Period	Total	Sent Local	Sent Inter	Check Status Local	Check Status Inter	Failed	Expired	BlackListed	Rejected	Optout
07/01/2014	17	10	3	0	0	0	0	4	0	0
06/20/2014	6	0	6	0	0	0	0	0	0	0
06/18/2014	12	4	5	0	0	0	0	3	0	0
05/12/2014	4	0	2	0	0	2	0	0	0	0
05/05/2014	1	0	1	0	0	0	0	0	0	0
05/03/2014	11	0	11	0	0	0	0	0	0	0
05/02/2014	12	0	9	0	0	2	0	1	0	0
04/23/2014	57	0	49	0	0	7	0	0	1	0
04/16/2014	2	1	0	0	0	0	0	1	0	7
04/15/2014	0	0	0	0	0	0	0	0	0	1

1 2

**Total messages:** 122

**Sent Local:** 15

**Sent Inter:** 86

**Check Status Local:** 0

**Check Status Inter:** 0

**Failed:** 11

**Expired:** 0

**Blacklisted:** 9

**Rejected:** 1

**Optout:** 9

Figure 19. The example of the Activity report type on the Traffic & Revenue page.

Please note that if you are trying to get a report, for example, on 05/05/2014 it can be available only the next day, i.e. 05/06/2014, as the data for the current day is not calculated yet (see the red note in [Figure 19](#)).

On this page you can also get the graphical report by clicking the **View** button in the **Graphical Report** section, shown in [Figure 19](#). Then the report similar to [Figure 20](#) appears. Depending on the report type you can narrow the data displayed in the graphical report with the help of the **Period**, **Group by**, **Select data to show**, and **Service Type** filters, shown in [Figure 19](#)).

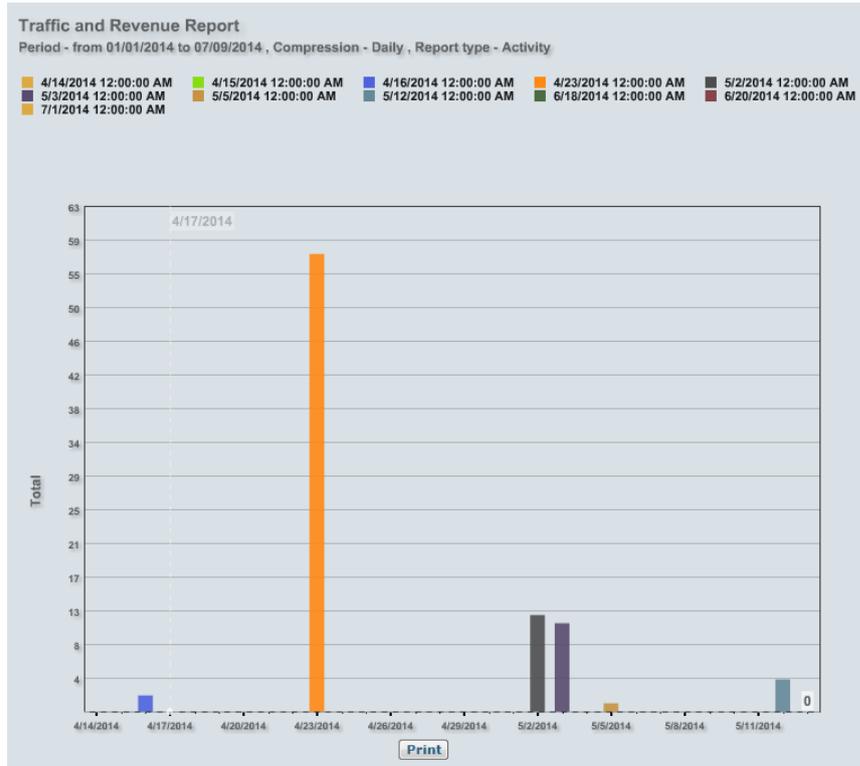


Figure 20. The graphical Traffic & Revenue report.

## II.8. Monitoring your packages and their expiration dates

To monitor your packages and their expiration dates, you can use the **Customer's Packages Expiration Report** page. [Figure 21](#) displays the list of bought packages and their details. This data is represented by Subscription, Package, Package Type (SMS / MMS), Credits in package, Remaining credits, Used items, Package State, Purchase Date, and Expiration Date fields.

Administration **Customers' packages expiration report**

Customer Profile  
 Manage admin  
 Message Log  
 Events Report  
 Customers' traffic report  
 Customer's Users Activity  
 Traffic & Revenue  
**Customer's Packages Expiration Report**  
 Manage Statistics  
 Deferred Messages Log  
 Distribution Lists  
 Active Subscriptions  
 Short Codes

Report

Export file type:  CSV  XLS  PDF  RTF  Rows: 20

Subscription	Package	Package Type	Credits in package	Remaining credits	Used items	Package State	Purchase Date	Expiration Date
01_regular_lm	SMS/MMS	200.000	159.600	28	Active	2014-06-18 14:02:33	2014-07-18 14:02:33	
616_regular500_lm	SMS/MMS	500.000	500.000	0	Active	2014-06-20 11:40:47	2014-09-18 11:40:47	

Total rows: 2

Total Remaining: SMS = 0, MMS = 0  
 Packages with expiration date: Count = 2, Total available balance = 659.60000000  
 Packages without expiration date: Count = 0, Total available balance = 0

Help: This is customer packages facility for searching customer packages.

Figure 21. The list of packages bought.

At the bottom of the page you can find the common information about the available packages such as total SMS / MMS remaining, packages with expiration date (total count and balance), and packages without expiration date (total count and balance).

You can also export the reported data into external formats at the top of the page.

## II.9. Manage statistics

This is another informational page showing aggregated information about customer sending a batch of messages. After specifying the time period, the username, status, and the report type you get the information how many messages the customer sent and how many of them were submitted. Usually processing a batch of messages takes some time, and the delivery results may vary.

Figure 22. Getting the batch statistics.

After specifying the date and time period, the username, status (Pending, In Progress, Stopped, Paused, or all of them), and the report type (Detailed, Grouped by Big Batches, Grouped by Customers) you get the information how many messages were sent and how many of them were submitted.

You can also check the **Use Send Time** box to show the time of message(s) dispatch instead of the time of submission, and the **Autorefresh** box to automatically refresh the report data in 5, 10, 30, or 60 seconds (see [Figure 22](#)).

You can control the batch sending, selecting the necessary batches in the table and then defining what to do with the batch (please see the **Stop**, **Resume**, and **Pause** buttons in the **Message Sending Control** section, as shown in [Figure 23](#)). The date / time control elements appear after you select the **Suspend at** and **Suspend until** checkboxes.

Figure 23. Message sending control.

If there are failed messages, the number of failed messages is hyperlinked. Clicking on this number opens a pop-up window, showing the detailed information grouped by the failure reason.

In this case the **Retry failed items** button becomes visible. Pressing this button resubmits all FAILED items in this batch for reprocessing, and then the Administrator is informed that 'X items were resubmitted for processing'.

You can also export the reported data into external formats (see [Figure 22](#)).

## II.10. Deferred messages managing

This section allows you to manage deferred messages, or the messages which the sender does not want to be sent immediately and for this specifies a certain date and time, mainly to observe the time zone difference.

Date	Deferred Date	Customer	User name	Type	Message	Recipients	Number	Edit
7/9/2014 6:27:18 PM	7/24/2014 6:26:00 PM	Tatiana Datskevich	SandpRay	SMS	Meeting is cancelled	Get Recipients	5	Edit
7/9/2014 6:26:33 PM	7/10/2014 6:26:00 PM	Tatiana Datskevich	SandpRay	SMS	Meeting is at 5 pm	Get Recipients	5	Edit
7/9/2014 6:25:34 PM	7/10/2014 6:25:00 PM	Tatiana Datskevich	SandpRay	SMS	on Monday	Get Recipients	3	Edit
7/9/2014 6:24:34 PM	7/10/2014 6:24:00 PM	Tatiana Datskevich	SandpRay	SMS	no	97435245892	1	Edit
7/9/2014 6:23:11 PM	7/10/2014 6:22:00 PM	Tatiana Datskevich	SandpRay	SMS	yes	97435245893	1	Edit

Figure 24. Deferred messages management page.

When you get to the **Deferred messages management** page, you see a list of deferred messages of all Customer Users (see [Figure 24](#)).

The data on deferred messages is represented by the following fields: Date, Deferred date, Customer, User Name, Type, Message, Recipients, and Number (of recipients).

If the deferred message is sent to a multiple number of recipients, then the **Get Recipients** link (see [Figure 24](#)) is displayed in the Recipients field instead of the phone numbers. By clicking this link you can download a file with the list of all recipients.

The **Edit** links in the list (on the right of the page) let you edit the messages if necessary. After clicking the link, the **Edit deferred message** page appears (see [Figure 25](#)), where you can change the date, time, and details (message text) for your campaign. When done, click the **Save** button. If you do not want to save your changes click the **Discard** button.

Figure 25. Modifying a deferred message.

To delete the message use the **X** icon, shown in [Figure 24](#). You can also export the report to an external file by clicking the **Export report** button.

## II.11. Distribution Lists

A Distribution List is a tool used primarily for promotional purposes. Technically speaking, it is an archived text file with phone numbers (separated by comma, or by semicolon, or by a new line), so that the owners of the phone numbers can receive the promotional materials they may be interested in. The Customer requests the available Distribution Lists from the server to the Message Manager client and then selects the necessary list.

You can perform search of the lists by specifying its Name, Category, and Type.

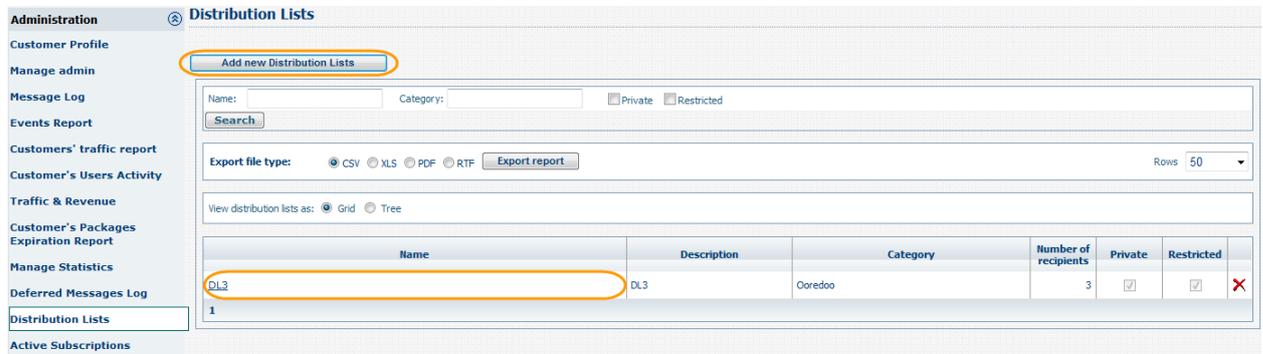


Figure 26. Managing the Distribution lists.

If you want to create a new Distribution List, please click the **Add New Distribution Lists** button. You then get the form shown in [Figure 27](#).

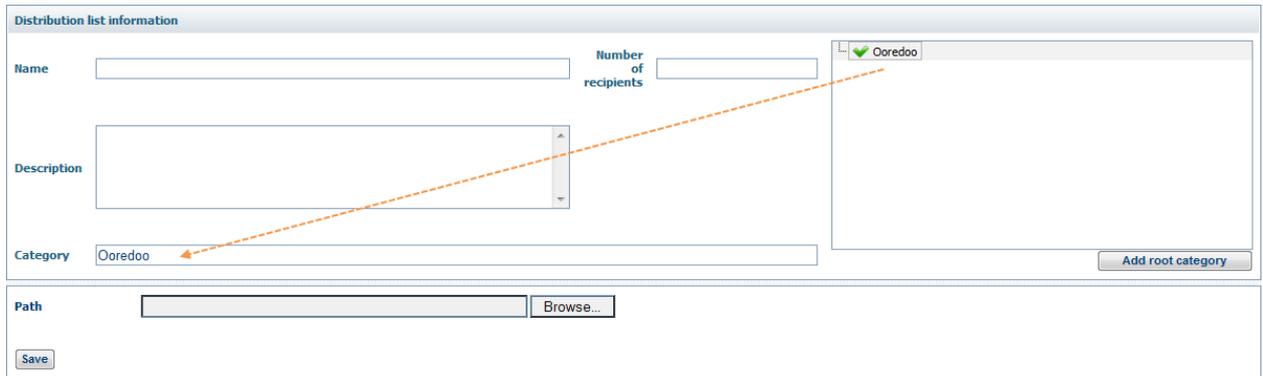


Figure 27. Creating a Distribution list.

Please supply the Name and Description. Then define the Path for the text file containing the phone numbers. Note that the numbers must be digits only, separated by comma, or by semicolon, or by a new line. To specify the Category, see the right side of the page, where you can select one of the available Categories or create a new one by clicking the **Add root category** button (see [Figure 27](#)).

You can also edit a Distribution List if you click its name link on the **Distribution Lists** page, shown in [Figure 26](#). The editing form is similar to [Figure 27](#). The number of recipients in the list is automatically shown on the right. To remove a Distribution List, click the **X** icon, shown in [Figure 26](#).

You can also export the report to an external file by clicking the **Export report** button.

Please note that a Distribution List must be supplied as a ZIPed text file and should not exceed 8.19 Mb.

## II.12. Active subscriptions

This section shows the currently available subscriptions. If a subscription is auto-renewable, you can stop it by clicking the corresponding button. The data on the active subscriptions is represented by Name, Type, Details, Subscribed at, Last renewed at, Duration, Expires at, Renewal Mode, and Period Rental Price fields (see [Figure 28](#)).

Name	Type	Details	Subscribed at	Last Renewed at	Duration	Expires at	Renewal Mode	Period Rental Price	Auto renew actions
<a href="#">orig_hours</a>	Originator	Originator: 7645	4/22/2014 12:42:12 PM	7/2/2014 10:30:01 AM	9 days, 23 hours, 59 minutes	7/12/2014 10:30:00 AM	Auto renew	3.000	Start   Pause   Stop
<a href="#">feature_time</a>	Features / Classes / Editions		4/22/2014 12:43:35 PM	7/2/2014 10:00:11 AM	9 days, 23 hours, 59 minutes	7/12/2014 10:00:00 AM	Auto renew	1.000	Start   Pause   Stop
<a href="#">right</a>	Right of usage		4/22/2014 12:43:56 PM		Unlimited	Does not expire	Do not renew	2.000	
<a href="#">packages_month</a>	Packages / Bundles		4/22/2014 11:48:52 AM		5 months, 27 days, 12 hours, 11 minutes	10/20/2014 12:00:00 AM	Auto renew	700.000	Start   Pause   Stop

Figure 28. Active subscriptions for the customer.

The subscription name is displayed as a link. By clicking it you are directed to the Subscription details page, where you can view all the full information on the current subscription.

In the **Auto renew actions** column of the table you can pause or stop the current subscription by clicking the corresponding links.

You can also export the report to an external file by clicking the **Export report** button.

## II.13. Short codes

This is an informational page which shows you the shortcodes. You can make them available to other mobile phone users in the **User information** form, shown in [Figure 8](#), so that they can send you messages directly to your MMWL account.

The data on short codes (see [Figure 29](#)) is represented by MSISDN, Type (SMS, MMS), and Category (Gold, Silver, Bronze).

Msisdn	Type	Category	Behaviour Type	Redirect URL
4651	MMS	Gold	SMPP/MM/WebMM Inbox	
4652	MMS	Gold	SMPP/MM/WebMM Inbox	
92150	SMS	Gold	SMPP/MM/WebMM Inbox	
92151	SMS	Gold	SMPP/MM/WebMM Inbox	

Figure 29. Short code information table.

A new short code can be added to the main system only, so you have to request it from your Operator Admin.

You can also export the report to an external file by clicking the **Export report** button.

## II.14. Customer Inbox

This informational section shows the inbox messages for the current customer. You can narrow the search by selecting the message status (Read, New, or All) from the drop-down list. The data on the customer inbox messages is represented by Date, From (phone number), To (phone number or MSISDN), Text, and Status (Read or New) fields (see [Figure 30](#)).

The screenshot shows the 'Customer Inbox' interface. On the left is a navigation menu with options like 'Administration', 'Customer Profile', 'Manage admin', etc. The main area has 'Search Details' with fields for Date (From: 07/01/2014, To: 07/09/2014), Status (All), From, To, and Text. Below the search fields is an 'Export file type' section with radio buttons for CSV, XLS, PDF, and RTF, and an 'Export report' button. A table below shows a list of messages with columns: Date, From, To, Text, and Status. The table contains 8 rows of message data.

	Date	From	To	Text	Status
<input checked="" type="checkbox"/>	7/1/2014 2:35:08 PM	97435655945	4651	never	New
<input checked="" type="checkbox"/>	7/1/2014 2:34:55 PM	97435285945	4651	always	New
	7/1/2014 2:34:39 PM	97435685947	4651	sometimes	Read
	7/1/2014 2:34:20 PM	97435685943	4651	never	Read
	7/1/2014 2:34:03 PM	97435685945	4651	always	Read
	7/1/2014 11:46:22 AM	97435685945	4651	No	Read
	7/1/2014 11:45:50 AM	97435685996	4651	Yes	Read

Figure 30. Customer Inbox page.

You can also export the report to an external file by clicking the **Export report** button.

## II.15. Black List

This section shows the blacklisted phone numbers for the current customer. You can narrow the search by typing in the Phone Number or Originator into the corresponding fields at the top. The data on the customer inbox messages is represented by Phone, Originator, Created by, and Created on fields, as shown in [Figure 31](#).

The screenshot shows the 'Manage black list' interface. It includes an 'Add to black list' button, search fields for 'Phone' and 'Originator', and an 'Export report' button. Below is a table with columns: Phone, Originator, Created by, and Created on. The table contains 2 rows of blacklisted phone numbers. A help text block is visible at the bottom of the interface.

Phone	Originator	Created by	Created on
97435245896		dkufwj3C3k	7/9/2014 6:57:37 PM
97435245893	4651	dkufwj3C3k	7/9/2014 6:57:49 PM

Help: This is a black list configuration. Black list records can be created and modified here. A customer on blacklist will never receive an SMS. You can even enforce a special SenderID to be blacklisted on a customer. Please note, that you can supply search meta-symbol '%' in the search fields. '%' can be located anywhere in the string and stands for 'any other symbols can be here'. Example: 'saml%' will find all the records with words like 'sampling', 'samples', 'sampled', etc.

Figure 31. The list of blacklisted phone numbers for the customer.

To block a new phone number, click the **Add to black list** button, highlighted in [Figure 31](#). Then you are directed to the **Create new black list entry** page (see [Figure 32](#)).

**Create new black list entry**

**Black list phone information**

**Block by**  Phone  File with phones

**Originator**

**Save**

**Figure 32. Creating a new black list entry.**

Here you are to specify the way of blocking (by entering phone number or using an external file with phone numbers). You can also assign an originator to the specified phone number. Thus, the Customer will be able to receive all messages from the specified phone number, except for those sent from a certain originator.

If you want to edit the existing phone number, click the phone-link, highlighted in [Figure 31](#). The form similar to [Figure 32](#) then appears. To remove a blacklisted number, click the **X** icon, shown in [Figure 31](#).

You can also export the report to an external file by clicking the **Export report** button.

## Appendix

### Definitions

These are the basic terms and concepts used in this document:

- **Credits** – basic accounting units used to maintain financial relations with the customers. Every operation in the Message Manager Platform environment (including sending the message, checking the message status etc.) costs the Customer a certain number of credits. The Operator can sell credits to Customers and to Distributors allowing those to refill their accounts. Distributors can sell credits to their customers. Credit units are normally set to be equal to the real currency units.
- **Customer** – these are the clients who have their own accounts with Message Manager Platform. There are two types of Customers: those who have accounts in External Charging System billing system, administered directly by the Operator, and those who have their accounts in the Message Manager Platform, administered by the Distributors. A single Customer can have multiple user accounts in the Message Manager Platform, therefore enabling, for example, many employees of a company to access Message Manager Platform services using the same corporate account. The Customer may have one or more users registered with their account.
- **User** – a physical person who is using the service and has the software installed on the computer. The person can be the same as the customer, however, there can be several Users for a given Customer / Customer ID. Each User has access to the service from the computer with a User Name and Password.
- **MSISDN**– a number uniquely identifying a subscription in a GSM mobile network. Simply put, it is the telephone number to the SIM card in a mobile/cellular phone. The abbreviation has several interpretations, most common one being Mobile Subscriber Integrated Services Digital Network Number.
- **Operator** – the corporate body responsible for all aspects of the service provision, from technical maintenance of the Message Manager Platform infrastructure to maintaining relations with messaging uplinks, accounting and cash collection. The Operator has a complete access to all Message Manager Platform administration facilities.
- **Originator** – the name or number that the Recipient sees as the signature for the message received.
- **Phone Numbers** – all phone numbers should be entered in international format in Message Manager Platform. It means that the Country Code must be followed by the Local Code and then by the Phone Number. As an example, numbers should be entered as follows: 974XXXXXXXX.
- **Recipient** – a person receiving a message sent by the service.

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