

# Web Client User Manual

Document Version 1.0



# Login Screen

To access Web Client, enter Username and Password

Ì	witSoftSMS Worldwide SMS Provider	
English تعربية		Login
Españoles		Username Password
ไทย		Login Torgot Password ?
Française		
Việt		Copyrights © Witsoft 2012   All Rights Reserved
Lietuvos		
Portuguese		

# Send SMS

The 'Send Sms' menu provides the ability to send messages through three different ways:-

- 1. Single Sms: Send Sms to any 100 mobile numbers including country code directly.
- 2. Bulk Sms: For sending messages by uploading mobile numbers including country code from a text file at a time.
- 3. Group Sms: For sending messages to already defined groups or the distribution list in the address book.



All the three ways provide facility to schedule message on a particular date and time. We will discuss each in detail in the following sections.

#### Send Single Message:

Single SMS option enables to send messages up to 100 mobile numbers including country code at the same time. Enter the mobile numbers including country code in a comma separated format. To send a message via Single Sms, the user needs to enter the mobile no(s), sender no, message type and message.





- Contact number **should not** be in alphanumeric form but plus(+) sign can be prefixed.
- Sender should be either numeric or alpha numeric. If numeric it could be as long as 18 characters and if alpha numeric it could be as long as 11 characters.
- Supports Long Message and message count indicating number of message formed i.e. Message Count is shown below the Message box.
- In text and flash message
  - 1 message = 160 characters.
- And in Unicode message
  - 1 message = 280 characters.
- As soon as submit button is clicked, message will be send immediately to the end user (destination mobile number).

#### Note:

Some of the special characters are counted as 2 characters (^,(,),Enter key etc.)

## Send Bulk Message:

To send message in bulk form enter sender and message details and choose text file which contain contact numbers as shown below. And numbers should not contain any alphanumeric character. After filling all information correctly click upload and send button to send bulk message.







#### **Personalised Bulk Sms:**

Bulk SMS also provides facility to send personalised SMS by selecting commaseparated (.csv) file in which the mobile numbers including country code must always be the first column followed by the rest of the column, as shown below:

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〕 personalised.csv - Notepad	First column should always be mobile numbers including country code
File Edit Format View Destination, Message, Name 87645215457454, This is a 87646443244444, This is a 87645645454154, This is a	on which sms has to be send. test message from personalised, Derek test message from personalised, Julia test message from personalised, William

For sending Personalised Bulk SMS check the Personalise checkbox and enter sender, select message type and select the tags to compose the personalised message. Using personalised bulk sms user can send sms to maximum 10000 mobile numbers.



Send Bulk SMS	Check here to send		
Personalise :	✓ personalized bulk sms.		
Upload File :	C:\Documents and Settin Browse		
Sender:	Demo		Select the tags which have to
Message Type :	Text		be inserted in
Message :	[Message] by [Name]	Add Field:	the sms.
		Name 🔷 🗠 Message 🔽	
<b>..</b>			
Schedule: 🗹	(GMT+05:30) Calcutta, Chennai, Mumb 🚩		
	06/09/2011 05:46 PM		
	Send Reset		

# Send Group Sms:

Group SMS provides facility to send message to the specific set of contacts. Group SMS works in same manner as Bulk SMS, only difference is that Group SMS takes mobile numbers including country code from Address Book in the form of Group or Distribution list.



Send Group SMS		
Contact Name:	Joe Smith, John, Derek gr Import Contact th	ick here to open the available roups and distribution list of e user
Sender:	Demo	
Message Type :	Text 💌	
Message :	Demo Message !!!	
Characters :	16 : 1 SMS Message(s)	
Schedule : 📃	(GMT+05:30) Calcutta, Chennai, M	umbi 🗸
	—Select Date—	
	Send Reset	

Contact numbers can be selected by clicking the Import Contact Link or by selecting a distribution list and clicking the Import List Link.





### **Scheduling Sms:**

Scheduling SMS facility provides user to schedule message to send on a particular date and time. All the Send Sms modes provide sms scheduling facility.

To Schedule Sms the following step have to be carried out:

Step 1: Check the Schedule checkbox.

Step 2: Select the Time zone.

	Step 2: Select the Time Zone.	
Schedule : 💙	(GMT+05:30) Calcutta, Chennai, Mumb 🕶	
Step 1: Click here to schedule sms sending	Send Re Please Select Date to Schedule.	

Step 3: Select the Time on the pop-up calendar.

Step 4: Select the Month & Year on the pop-up calendar.

Step 5: Select the Date on the pop-up calendar.



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# JOB MANAGEMENT

Job Management option displays details of the jobs uploaded by the user from Send Sms. Along with other information it displays status of the uploaded jobs.

Status can be any one of the following:

- 1) Waiting: Job is ready for execution.
- 2) In Process: Message sending is in progress.
- 3) Partially Completed: Indicates partial completion of Job.
- 4) Scheduled: Indicates job is scheduled for execution.





It provides an option to stop execution of jobs. Only scheduled jobs are allowed to delete.

	Ø	Job Deleted	Successfully		deleting or job.	stoppir
Search Catego	ory					
Message			Sender			
Date From	- Selec	t Date – 🛛 📀	Date to	- Select Date -	•	
		Sear	ch			
anage Scheduled .	Job					ø
o Message Sender	Message Type	Message Length	Sent Total D	estination Sched	uled Time D	elete
		No Record	s Found			



# **ADDRESS BOOK**

Address Book provides facility to save mobile numbers including country code. User can add, edit or delete mobile numbers saved in 'Groups'. User can add or delete mobile numbers saved in 'Distribution List'.



#### **Group Management:**

Using Groups, user can store mobile number including country code along with name. Duplicate mobile numbers including country code within a group are not allowed.

Manage Group		
Group Nam	ne: Add Reset	
Manage Contact		Display all the available Groups of the user.
Group Name:	-SelectGroup -	
Contact Name:		
Contact Number :		
Add	Reset	
Contract List	Display contact num of the selected Grou	bers ip.



#### Add Group:

This section explains the process for creating a group.

Steps to add group:

- 1. Enter the name of the group which is to be created e.g. Office, Customers etc.
- 2. Click the 'Add' Button to save the name for the group.
- 3. 'Manage Contact' section will display success or error message.





# Modify and Delete Group:

This section explains the process for renaming and deleting a group.

Steps to add group:

- 1. Select the Group name from the drop-down box which has to be renamed or removed.
- 2. Click the 'Modify' Button to rename the selected group.
- 3. Enter the new group name.
- 4. Click the 'Modify' Button to save the modified name for the group.
- 5. 'Manage Contact' section will display success or error message.
- 6. To remove the selected group click 'Delete' Button and then click 'Yes' to confirm deleting the group.
- 7. To import contacts to the selected group click 'Import Contacts' this is explained in the next section.





#### **Import Contacts:**

This section will explain the process for importing multiple contacts. If mobile number already exists in a group while importing contacts then duplicate entry will be removed i.e. duplicate contact will be added only once in that group.

Steps to import contacts:

- 1. Enter the name and mobile number in a new line separated format.
- 2. Name and mobile number pair should be in comma-separated format.
- 3. Click 'Import' Button to save the contacts to the selected group.
- 4. 'Contact List' section will display success or error message.



ľ	Contact	List	4. Display messag adding contacts t	4. Display message on adding contacts to the		
2	Contact A	dded Successfully	group.			
		Group	o Name : Friends			
	🔲 All	Contact Name	Contact Number	Edit	Delete	
		Joe Smith	985847554555	Edit	Delete	
		John	8754699555421	Edit	Delete	
	Delete Selected					

# Add Single Contact:

This section will explain the process for adding single contact. Existing mobile number will not be allowed to be saved in the same group.

Steps to import contacts:

- 1. Select the group name in which contact has to be added.
- 2. Enter the name and mobile number for adding single contact.
- 3. Click 'Add' Button to save the contacts to the selected group.
- 4. 'Contact List' section will display success or error message.





#### Edit Contact:

This section will explain the process for editing contact of the selected group.

Steps to editing contacts:

- 1. Select the group name in which contact has to be changed.
- 2. Select the contact by clicking the 'Edit' link beside the contact.
- 3. Edit the contact name.
- 4. Edit the contact mobile number.
- 5. Click 'Save' Button to save the modified contact.
- 6. 'Contact List' section will display the success or error message.











### **Delete Multiple Contacts:**

This section will explain the process for deleting multiple contacts.

Steps to deleting contacts:

- 1. Select the group name in which contact has to be deleted.
- 2. Select the contacts by clicking the checkbox beside the contacts. If all the contacts has to be deleted then click on the 'All' checkbox.
- 3. Click 'Delete Selected' Button to delete the selected contacts of the group.
- 4. Click 'OK' on the Delete Contact confirmation box.





# **Delete Single Contacts:**

This section will explain the process for deleting single contact.

Steps to deleting contact:

- 1. Select the group name in which contact has to be deleted.
- 2. Click the 'Delete' Link beside the contact to be deleted.
- 3. Click 'OK' on the Delete Contact confirmation box.
- 4. 'Contact List' section will display success or error message.

	Manage	Contact	1. Select the gro	oup.	1	
	Group Nar	ne: OldFrie	ends Modify	Delet	e	
		eleteContact				
4		Want to Delete Contac	t?			
3. Click OK to		Cancer	Keset	_	_	
single contacts	Contact	List				
	Contact Upo	lated Successfully				
		Group	Name : OldFriends			
		Contact Name	Contact Number	Edit	Delete	
		Joe Smith	513164647744	Edit	Delete	
		John	547842254544	Edit	Delete	
		De	lete Selected			2. Click here to
						delete single
						contacts.



### **Distribution List:**

Using Distribution List mobile numbers including country code are only stored.

	ion List	
	Add Reset	
Manage List Contact		Display all the available List
List Name:	List Not Found	name of the us
Distribution List Con	tact Displa	y Numbers of the ed List name.



## Add Distribution List:

This section explains the process for creating a distribution list.

Steps to add group:

- 1. Enter the name of the distribution list which is to be created e.g. Clients, Friends etc.
- 2. Click the 'Add' Button to save the name for the distribution list.
- 3. 'Manage List Contact' section will display success or error message.



## Modify and Delete Distribution List:

This section explains the process for renaming and deleting a distribution list.

Steps to add group:

1. Select the distribution list name from the drop-down box which has to be renamed or removed.



- 2. Click the 'Modify' Button to rename the selected distribution list.
- 3. Enter the new distribution list name.
- 4. Click the 'Modify' Button to save the modified name for the distribution list.
- 5. 'Manage List Contact' section will display success or error message.
- 6. To remove the selected distribution list click 'Delete' Button and then click 'Yes' to confirm deleting the group.
- 7. To import mobile numbers including country code to the selected distribution list click 'Import Number' this is explained in the next section.





#### **Importing Mobile Numbers:**

This section will explain the process for importing multiple mobile numbers including country code to selected distribution list. If mobile number already exists in the selected distribution list while importing mobile numbers then duplicate entry will be removed i.e. duplicate mobile number will be added only once in that distribution list.

Invalid mobile numbers will not be saved in the distribution list.

Steps to import contacts:

- 1. Enter the mobile number in a new line separated format.
- 2. Invalid mobile number will be removed while importing to the distribution list.
- 3. Click 'Import' Button to save the mobile numbers to the selected distribution list.
- 4. 'Distribution List Contact' section will display success or error message.

_		
DU List N	umber Import	
Note :En one belo	ter Mobile Number ow the other	
	84357947599 8347 83658597979 34897578457 <u>f</u> 47983499a009	2. Invalid Numbers are removed while adding.
	957897458778 485485094385	1. Enter numbers in new line format i.e. one below the other.
	Import Close it	3. Click 'Import' to save the mobile numbers to the distribution list.



anage List Contact				
st Name: Office	<b>•</b>	Modify De	lete	
stribution List Contact	:		2. Display Mes	sage on
lm 4Number	port Number Added Successful	ly	adding the nur the selected lis	nbers to t.
List	Name : Office			
Mobile Number	Delete	🔲 All		
5487974254575	Delete			
9785424245757	Delete			
5767454545757	Delete			
2457875454545	Delete			
	to Colocted	<b>i</b>		

#### **Delete Multiple Mobile Numbers:**

This section will explain the process for deleting multiple mobile numbers including country code in the selected distribution list.

Steps to deleting contacts:

- 1. Select the distribution list name in which contact has to be deleted.
- 2. Select the contacts by clicking the checkbox beside the mobile numbers. If all the contacts has to be deleted then click on the 'All' checkbox.
- 3. Click 'Delete Selected' Button to delete the selected contacts of the group.
- 4. Click 'OK' on the Delete Contact confirmation box.





Manage List Contact			
List Name: Office1	<b>•</b>	odify Del	ete
Distribution List Contact	:		5. Display Message on
lm Number [	deleting the numbers to the selected list.		
ListN	lame : Office1		
Mobile Number	Delete	🔲 All	
9785424245757	Delete		
2457875454545	Delete		
Dela			

# **Delete Single Mobile Number:**

This section will explain the process for deleting single mobile number.

Steps to deleting mobile number:

- 1. Select the distribution list name in which mobile number has to be deleted.
- 2. Click the 'Delete' Link beside the mobile number to be deleted.
- 3. Click 'OK' on the Delete Contact confirmation box.
- 4. 'Distribution List Contact' section will display success or error message.





Manage List Contact			
List Name: Office1	Modi	fy Delete	
Distribution List Contact	:	4. [	Display Message on
lm Number D	del to t	eting the numbers the selected list.	
ListN	ame : Office1		
Mobile Number	Delete	All	
2457875454545	Delete		
Dele	ete Selected		



# **REPORTS**

Reports enables user to view details of messages sent by User and delivery status of sent messages along with detailed credit usage and current day's statistics. Following reports are available for the users:

- Credit Details.
- Today's Stats.
- Sms Reports.
- Sms Summary.



## **Credit Details:**

Credit Detail report displays the current credit balance and the outstanding Over-Draft. It also displays the credit change log for the selected time interval.

To get the credit change log details select the Start and End Date and then click Search button.



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## Today's Stats:

Today's Stats displays the current day sms sent count details as total message, total message parts and total credit deducted.





#### Sms Report:

Sms Report displays the detailed information of all sent sms and price charged along with delivery status for selected date range. User can search for a particular mobile number, sender or message details by adding search filters.

User can also export sms report in comma-separated value format (.csv).





# **Sms Summary:**

Sms Summary displays the date-wise sent sms count and total price charged along with country-operator details for selected date range.

User can also view summary for particular country and operator by selecting them depending on user preference.

Se	elect country Search Cates		Select Start Date	Select Date	t End		Select operato
	Country	-Select-		Operator	- Selec	t-	· ·
	Date From	2011-05-14		Date to	2011-05	-31	_
	Arrange By	Date	Country Operat	or	Search		
Sum	Summary Reports Click here to arrange by date, country and operator Click here to refresh						
			Total	64		74	€ 3.82600
No	Date	Country	Operator	Message	Message Parts		Charge (€)
1	2011-05-18	India	All India	8		8	0.42400
2	2011-05-17	India	All India	1		1	0.05300
3	2011-05-16	India	All India	17		25	1.32500
4	2011-05-14	India	All India	36		38	2.01400
5	2011-05-14	Iran		1		1	0.00500
6	2011-05-14	null	null	1		1	0.00500
Firs	t Previous 1 Next	Last					
Goto Page Number : 1 🔽							
Page : 1 of 1 .Total Records Found : 6							



#### **USER PROFILE**

User Profile enables to modify user details like password, company, contact person, contact number and email id. All the details are mandatory.

To change password click the checkbox beside the new password field as shown below.



#### Description:

Explanation for the above fields is as follows:

- **Username:** This displays the username for the logged in user.
- **Password:** Enter password, required for validation of the user.
- New Password: If password has to be changed the click the checkbox and enter New Password.



- **Confirm New Password:** Re-type the new password to confirm new password.
- **Company:** Enter the company name.
- **Contact Person:** Enter the contact person name in the company.
- **Mobile Number:** Enter the mobile number for the contact person.
- **Email Id:** Enter the valid email-id for the contact person or company.



# **COVERAGE DETAILS**

Coverage Details provides the coverage information of the user. User can view the default price, the assigned pricing and the special prefix pricing.



User can also view the last seven days routing changed logs and special prefix pricing changed logs.

Recent User Routing Change Log RecentSpecial Prefix Pricing Change Log						
Routing Change Log						
Country	Operator	Old Price (€)	New Price (€)	Status	Date	
South Africa	vodacom	0.10190	0.10190	UPDATED	2011-06-08 11:47:56	
United Kingdom-G-I-J	T-Mobile (UK) Ltd	0.12020	0.12020	DELETED	2011-06-08 11:47:47	
	UK 02 LTD(BT)	0.04540	0.04540	UPDATED	2011-06-08 11:47:47	
	UK Orange	0.02150	0.02150	DELETED	2011-06-08 11:47:47	

Recent User Routing Change Log / RecentSpecial Prefix Pricing Change Log						
Master Routing Change Log						
Country	Operator	Old Price (€)	New Price (€)	Status	Date	
Spain	Vodafone	0.03906	0.03906	UPDATED	2011-06-08 11:48:18	
		0.03919	0.03919	DELETED	2011-06-08 11:48:18	



# **ADDITIONAL FEATURES**

# Language Selector:

On login screen user can select any one of the available language, so that till the time user is using the application, user will be able to see the application in that language.



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