GRAPEVINE INTERACTIVE

SMS InfoLink

User Manual

SMS INFOLINK USER MANUAL
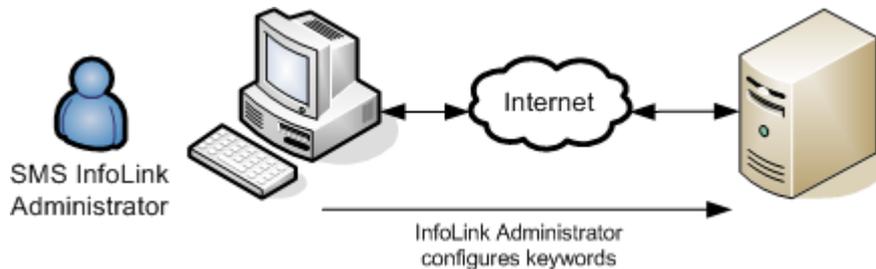
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For support contact the GVI Call Centre on 021 702 3333 or support@vine.co.za.

WELCOME TO SMS INFOLINK!

SMS InfoLink is an SMS-based application that allows you to create your own keyword-based content retrieval services. InfoLink administrators configure keywords with a web-based user interface.

Mobile phone users can request information simply by sending one or more keywords to a designated service number. Content may comprise static (fixed) information or dynamic information generated by one of a number of methods.
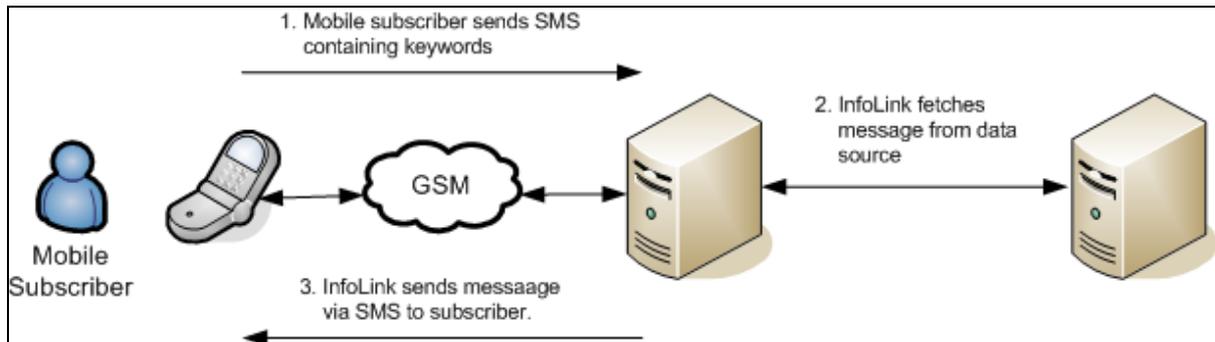
KEYWORD DATA SOURCE TYPES

The following data sources may be configured in InfoLink:

> static (fixed) text
> Dynamic URL
> Dynamic Predefined (random)
> Dynamic Predefined (date related)
> Dynamic Predefined (schedule specific)

KEYWORD HIERARCHY

Services can comprise a hierarchy of keywords some of which return static text; some of which look up text dynamically over the Internet. See *Creating a Keyword with Sub-keywords*.

See also:

> Getting Started
> Creating a static keyword
> Creating a Dynamic keyword using random data
> Creating a Dynamic keyword using date related data
> Creating a Dynamic keyword using a URL
> Creating a Dynamic keyword using schedule related data
> Creating a Dynamic keyword using key specific data

GETTING STARTED

Log into SMS InfoLink with the user name and password that you were given when you were provisioned to use the system. If you don't have a user name and password yet, contact customer care and they will send the details to you.

Having logged into InfoLink, click on My Keywords to see the list of keywords that you have created. If this is the first time that you've logged on, the list will be empty.

ERROR MESSAGES

These top level error messages can only be set by the system administrator. How do they work?
The text entitled "Message" is sent to subscribers who send a blank SMS.
The text entitled "Error Message" is sent to subscribers who send an SMS containing a keyword that isn't recognised.

CREATING A NEW KEYWORD

Click on ADD KEYWORD (Static Text) to create a keyword that sends a static (i.e. fixed) message to the subscriber. See *Creating a Static Keyword* for a detailed explanation.

Click on ADD KEYWORD (Dynamic Text) to create a keyword that sends a dynamic message to the subscriber. The text of a dynamic message depends on factors such as the type of service and any sub-keywords that the subscriber might have sent in his or her SMS.

See the following sections for detailed explanations:

Creating a Dynamic keyword using random data
Creating a Dynamic keyword using date related data
Creating a Dynamic keyword using a URL
Creating a Dynamic keyword using schedule related data

CREATING A STATIC KEYWORD

Use static keyword services for information that doesn't change for example, your company's physical address.

Example:

Create the keyword ADDRESS that will return your company's address.

1. From the Keyword List, click on ADD KEYWORD (Static Text).

   The Static Keyword edit page opens, as shown below.

Keyword

2. Type the keyword that the subscriber must send via SMS to receive the message. NB: The keyword must be a single word - if you want a multiple keyword service, you must use sub-keywords. See *Creating a Keyword with Sub-keywords.*

Message

3. Type the message that the service will send to the subscriber. Note that you are restricted to 160 characters; the length of a single SMS. Note the character counter that tells you how many characters are available for the message.

Error Message

4. Type an error message that will be sent to the subscriber if an invalid keyword is sent in the subscriber's request. In this example if the subscriber sends any additional keywords with ADDRESS, this message will be sent back. However, if the service allows sub-keywords, then the error message will be sent only if the sub-keyword is not recognised. See *Creating a Keyword with Sub-keywords*.

5. Click DONE to finish creating the keyword.

TESTING YOUR KEYWORD

1. Using your mobile phone, send an SMS with the word ADDRESS to the service number that you were given when you were provisioned for SMS InfoLink. (If you don't know which number this is, or have forgotten, contact customer care.)

2. Shortly after sending the keyword you should receive an SMS reply with the message that you created.

CREATING A DYNAMIC KEYWORD USING RANDOM DATA

Use random data with dynamic keywords to create services that return a message selected at random from a set. You have to create and upload a data file containing the set of messages. Typical uses include joke or trivia services. This process is described below.

Example:

Create a service using the keyword TRIVIA. The service returns interesting trivia facts selected at random from a data file.

CREATE THE DATA FILE

1. The data file must be in a special format: XML. XML files may be created using any text processor such as Microsoft Notepad or may be created using special tools such as XML Spy.

   The data file must look something like the text below:

```
<?xml version="1.0" encoding="UTF-8"?>
<Data Error="">
  <Message>Message 1</Message>
  <Message>Message 2</Message>
</Data>
```

2. Copy this file exactly and substitute your messages in place of "Message 1", "Message 2" and so on. It should end up looking something like the text below:

```
<?xml version="1.0" encoding="UTF-8"?>
<Data Error="">
  <Message>A conscience is what hurts when all your other parts feel so
  good.</Message>
  <Message>Taphephobia is the fear of being buried alive!</Message>
  <Message>A crocodile always grows new teeth to replace the old teeth!
  </Message>
  <Message>The sun is 330,330 times larger than the earth!</Message>
  <Message>Clinophobia is the fear of beds!</Message>
  <Message>Porcupines float in water!</Message>
  <Message>The longest recorded flight of a chicken is 13 seconds!
  </Message>
</Data>
```

3. Save the file and call it TRIVIA.XML.

CREATE THE TRIVIA KEYWORD

1. From the Keyword List, click on ADD KEYWORD (Dynamic Text).

2. The Dynamic Keyword edit page opens, as shown below.

Keyword

3. Type TRIVIA for the keyword. Note that keywords are case insensitive and it doesn't matter whether the subscriber sends Trivia or TRIVIA.

   NB: The keyword must be a single word - if you want a multiple keyword service, you must use sub-keywords. See *Creating a Keyword with Sub-keywords*.

Dynamic - Predefined

4. Click on the Dynamic - Predefined option.

5. Select Random for the type.

6. Click on Browse to find the TRIVIA.XML file that you created in step 1 above.

7. Finally, click on CREATE to finish creating the keyword.

TESTING YOUR KEYWORD

Using your mobile phone, send an SMS with the word TRIVIA to the service number that you were given when you were provisioned for SMS InfoLink. (If you don't know which number this is, or have forgotten, contact customer care.)

Shortly after sending the keyword you should receive an SMS reply with the message that you created.

CREATING A DYNAMIC KEYWORD USING DATE RELATED DATA

Use date related data with dynamic keywords to create services that return a message that depend on the date. You have to create and upload a data file containing the set of messages. Typical uses include Tide tables or horoscope services. (Setting up a horoscope service is described in Creating a Keyword with Sub-keywords). This process is described below.

Example:

Create a service using the keyword JOKE. The service returns the joke of the day from a data file.

CREATE THE DATA FILE

1. The data file must be in a special format: XML. XML files may be created using any text processor such as Microsoft Notepad or may be created using special tools such as XML Spy.

   The data file must look something like the text below:

```
<?xml version="1.0" encoding="UTF-8"?>
<Data Error="Error! Data not available for selected date.">
  <Record Year="2004" Month="07" Day="1" Message="Message 1"></Record>
  <Record Year="2004" Month="07" Day="2" Message="Message 2"></Record>
</Data>
```

Data Records

Each record defines a message for a specific date. You can include as much or as little data as you like. For example you might upload records for a whole year.

Error Message

Note the error message defined in the Data tag:

```
<Data Error="Error! Data not available for selected date.">
```

You can type your own error message between the double quotes - the message is sent to the subscriber if a record for the date of the request cannot be found.

2. After you have typed your data file, it should look something like this:

```
<?xml version="1.0" encoding="UTF-8"?>

<!-- Created by Grapevine Interactive, but we are not responsible for the content! -->

<Data Error="Error! Data not available for selected date.">

  <Record Year="2004" Month="07" Day="1" Message="Two blondes were going to Disneyland when
   they reached a fork in the road. The sign read: 'Disneyland Left.' So they went home.."/>

  <Record Year="2004" Month="07" Day="2" Message="Why did the blonde take a ladder into the
   bar? She heard the drinks were on the house."/>

  <Record Year="2004" Month="07" Day="3" Message="What kinds of people don't get invited to
   blonde parties? Women!"/>

  <Record Year="2004" Month="07" Day="4" Message="How did the blonde pilot crash her
   helicopter? It was getting cold, so she turned off the fan!"/>

  <Record Year="2004" Month="07" Day="5" Message="Why did the blonde cross the road? I don't
   know, and neither does she."/>

  <Record Year="2004" Month="07" Day="6" Message="Why do men like blonde jokes? Because they
   can understand them."/>

  <Record Year="2004" Month="07" Day="7" Message="What do you call a blonde with half a brain?
   Gifted!"/>

</Data>
```

3. Save the file, naming it DAILYJOKE.XML.

CREATE THE JOKE KEYWORD

1. From the Keyword List, click on ADD KEYWORD (Dynamic Text).
2. The Dynamic Keyword edit page opens, as shown below.

Keyword

3. Type JOKE for the keyword. Note that keywords are case insensitive and it doesn't matter whether the subscriber sends Joke or JOKE.

   NB: The keyword must be a single word - if you want a multiple keyword service, you must use sub-keywords. See *Creating a Keyword with Sub-keywords.*

Dynamic – Predefined

4. Click on the Dynamic - Predefined option.
5. Select Date Specific for the type.
6. Click on Browse to find the DAILYJOKE.XML file that you created in step 1 above.

7. Finally, click on CREATE to finish creating the keyword.

TESTING YOUR KEYWORD

Using your mobile phone, send an SMS with the word JOKE to the service number that you were given when you were provisioned for SMS InfoLink. (If you don't know which number this is, or have forgotten, contact customer care.)

Shortly after sending the keyword you should receive an SMS reply with the message that you created for today's date.

DAY SUB-KEYWORD

Note that date related services allow for the user to specify a day of the week (by sending MON, TUE, WED, THU, FRI, SAT or SUN) in order to fetch messages up to a week in advance. To see this, send an SMS that reads

JOKE MON

The message that is sent back to you is for the first Monday after today.

CREATING A DYNAMIC KEYWORD USING A URL

The most flexible method of creating a keyword is to associate the keyword with a URL that points to an active web page that resides on the Internet. You have complete control over the processing of the keyword request.

Typical uses are to access corporate information such as sales figures.

Example:

Create a service that accesses corporate sales information via a SALES keyword.

CREATE THE ACTIVE WEB PAGE

1. For our example, we will assume that you are a programmer capable of creating an active web page using ASP.NET called SALES.ASPX. The page will reside at the URL:

> http://www.interswift.com/SALES.ASPX

You (or your programmer) need to know the following information about how InfoLink requests the URL.

Subscriber's msisdn

The subscriber's number is always passed in the request in the form of a parameter, msisdn=<mobilenumber>.

This enables you to perform security checks in your active page. For example you might authenticate the request on the basis of the subscriber's mobile number, or you might use the number to index a search in a database.

Sub-keywords

All the sub-keywords that the user includes in the request are also passed in the form of a parameter, Param0=<subkeyword1>

Sample Request

Example:

A subscriber whose mobile number is 082781234567 sends an SMS:

> SALES JUNE CAPE

The resulting HTTP request will look like:

http://www.myco.com/SALES.ASPX/msisdn=27821234567&Param0=JUNE&Param1=CAPE

Your active page can parse the parameters and respond with the appropriate message.

Response Format

2. Your active page must respond with XML that has the following format:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Services>
  <Message>My message</Message>
  <Error></Error>
</Services>
```

The message to be sent to the subscriber must appear in the `<Message>` tag.

The XML must follow this format exactly with no extra blank lines.

CREATE THE **SALES** KEYWORD

1. From the Keyword List, click on ADD KEYWORD (Dynamic Text).

2. The Dynamic Keyword edit page opens, as shown below.

Keyword

3. Type SALES for the keyword. Note that keywords are case insensitive and it doesn't matter whether the subscriber sends Sales or SALES.

   NB: The keyword must be a single word - if you want a multiple keyword service, you must use sub-keywords. See *Creating a Keyword with Sub-keywords.*

Dynamic – URL

4. Click on the Dynamic - URL option.

5. Type the URL of your active page. In the example this is http://www.myco.com/sales.aspx which is an imaginary URL.

6. Finally, click on CREATE to finish creating the keyword.

TESTING YOUR URL

One of the benefits of using an active page is that you can test it without sending an SMS. Simply open your browser and type the URL, including the msisdn and sub-keyword parameters. The response is displayed in your browser (as shown below) and you can check that it is correct.

TESTING YOUR KEYWORD

Using your mobile phone, send an SMS with the word SALES (followed by any sub-keywords that you have configured your active page to accept) to the service number that you were given when you were provisioned for SMS InfoLink. (If you don't know which number this is, or have forgotten, contact customer care.)

Shortly after sending the keyword you should receive an SMS reply containing the message that was returned by your active page.

CREATING A KEYWORD WITH SUB-KEYWORDS

Services often require sub-keywords that allow a subscriber to qualify the request. SMS InfoLink allows the user to create a hierarchy of keywords and sub-keywords.

SMS InfoLink provides to methods to create sub-keywords. The first, and simpler method, is to create the top level keyword and associate it with a data files that contains the sub keywords and their static messages. To do this, you use a dynamic, key-specific keyword. The second and more complex method, is to create the top level keywords and then create the sub-keywords and associate dynamic or static data with the sub-keywords.

The first method is suited to situations in which

- the reply message text is relatively simple and static
- sub-keywords can all use the same error message

The second method is suited to situations in which

- the reply message is dynamic (URL, date or schedule)
- each sub-keyword needs its own error message

In this section we show examples of both these methods.

CREATING SUB-KEYWORDS AND DATA IN ONE XML FILE

To illustrate this method, we'll create a service that sends a company's branch telephone number depending on the city that the user SMSes to the InfoLink number.

Create the Data File

1. Create an XML data file that contains the branches' keywords and their telephone numbers. An example is shown below: Note that the error message for all keywords is in the <Data Error> section.

```
<?xml version="1.0" encoding="UTF-8"?>
<Data Error="Enter OFFICE and City e.g. OFFICE CT">
  <Record Ref="CT" Message="021-702-3333"/>
  <Record Ref="JHB" Message="011-575-1589"/>
  <Record Ref="Dbn" Message="031-762-6825"/>
</Data>
```

2. Save the file and name it offices.xml.

Create the OFFICE keyword

1. From the Keyword List, click on ADD KEYWORD (Dynamic Text).

2. The Dynamic Keyword edit page opens, as shown below.

Keyword

3. Type OFFICE for the keyword.

Type

4. Select Key specific from the Type drop-down list.

File

5. Click BROWSE and locate the offices.xml file that you created to place its path and file name in the FILE text box.

6. Click CREATE to finish creating the keyword.

Testing the service

Using your mobile phone, send an SMS that reads OFFICE CT to the service number that you were given when you were provisioned for SMS InfoLink. (If you don't know which number this is, or have forgotten, contact customer care.)

Shortly after sending the SMS you should receive a reply with the Cape Town telephone number that you specified in offices.xml.

CREATING SUB-KEYWORDS SEPARATELY

To illustrate this method, we'll create a horoscope service, which uses dynamic date keywords. Subscribers must send SMS messages that contain the top level keyword HORO followed by the first three letters of their birth sign. To fetch today's horoscope for Aries, for example, the subscriber must send HORO ARI.

There are two ways to accomplish this. The first is to write an active page and simply set up a dynamic keyword using a URL. However, the same result may be accomplished without programming, by creating a hierarchy of keywords, the bottom level of which are linked to date-related data files.

Create the Data Files

1. Create an XML data file for each of the 12 star signs. Each file must be formatted correctly. An example for the Aries star sign is shown below:

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- Created by Grapevine Interactive, forecasts not guaranteed to be
 accurate! -->
<Data Error="Error! No horoscope available for selected date.">
  <Record Year="2004" Month="07" Day="1" Message="An effortless gesture on
   your part means a lot to someone else. You get better and better at what
   you do. Consider commanding your true price."/>
  <Record Year="2004" Month="07" Day="2" Message="You prefer to spend your
   time in the company of thinkers. The Capricorn Moon unlocks new ideas
   and theories about your work ambitions. Love life suffers."/>
  <Record Year="2004" Month="07" Day="3" Message="Move slowly and
   cautiously, if you must move at all. The lack of choices actually makes
   life much easier now. Ensure that confidence doesn't fall to pride."/>
  <Record Year="2004" Month="07" Day="4" Message="Something is preying on
   your mind and it's got to do with a minor mistake you made, years ago.
   You can still laugh as your inner strength is always with you."/>
  <Record Year="2004" Month="07" Day="5" Message="Leaders should push from
   behind, not beckon from the front! If you sense a problem, fix it at
   once. The slow and the weak will appreciate your extra attention."/>
  <Record Year="2004" Month="07" Day="6" Message="Give in to the demands of
   your friends! You will enjoy yourself as the evening turns into the wee
   hours of the morning! Boast a bit, if you like."/>
  <Record Year="2004" Month="07" Day="7" Message="When offered a choice, go
   for the very best. Dress smart and keep your shoes polished. Negative
   comments and dark predictions bounce off you like toy arrows."/>
</Data>
```

2. Save the file and name it Aries.xml. Create a similar file for all the other star signs.

Create the HORO keyword

   3. From the Keyword List, click on ADD KEYWORD (Static Text).

   4. The Static Keyword edit page opens, as shown below.

Keyword

   5. Type HORO for the keyword.

Message

   6. The subscriber is required to send the three letter sub-keyword in order to receive a horoscope. This message will be sent if the subscriber failed to send a sub-keyword, and it should include a useful explanation that will enable the subscriber to correct the mistake.

Error Message

   7. Type an error message that will be sent to the subscriber if an invalid sub-keyword is sent. If the subscriber sends a misspelt sub-keyword like SAGG, for example, this message should describe the problem and should tell the subscriber as far as possible how to send a correct message.

   8. Click DONE to finish creating the keyword.

Create the ARI sub-keyword

Now you will create the ARI sub-keyword that is linked to the Aries.xml data file.

Note that the HORO page now looks like this:

1. Click ADD KEYWORD (Dynamic Text).
2. The Dynamic Keyword edit page opens, as shown below.

Keyword

3. Type ARI for the keyword. Note that keywords are case insensitive and it doesn't matter whether the subscriber sends ari or ARI.

   NB: The keyword must be a single word - if you want a multiple keyword service, you must use sub-keywords. See *Creating a Keyword with Sub-keywords.*

Dynamic - Predefined

4. Click on the Dynamic - Predefined option.
5. Select Date Specific for the type.
6. Click on Browse to find the Aries.xml file that you created in step 1 above.

7. Finally, click on CREATE to finish creating the keyword. The page looks like this:

Note that you can navigate to either of the keyword pages by clicking on the links. Click on the HORO link.

The HORO page now lists the ARI sub-keyword as shown below:

To edit the ARI keyword, click on MANAGE.

To complete the Horoscope service, you must create an xml data file and then create a sub-keyword for each star sign.

Testing the service

Using your mobile phone, send an SMS that reads HORO ARI to the service number that you were given when you were provisioned for SMS InfoLink. (If you don't know which number this is, or have forgotten, contact customer care.)

Shortly after sending the SMS you should receive a reply with the message that you created for today's Aries horoscope.

Day Sub-keyword

Note that date related services allow for the user to specify a day of the week (by sending MON, TUE, WED, THU, FRI, SAT or SUN) in order to fetch messages up to a week in advance. To see this, send an SMS that reads

> HORO ARI MON

The message that is sent back to you is the horoscope for Aries for the first Monday after today.

CREATING A DYNAMIC KEYWORD USING SCHEDULE RELATED DATA

A special type of dynamic keyword data source allows for timetable information to be requested. Typical uses are airline, bus and ferry timetables.

Example:

Create an airline schedule based on the keyword AIR.

To request the schedule for the day, the subscriber sends an SMS with following keywords:

AIR <place> <DEP or ARR> <day>

where:

place: specifies for which place the subscriber is requesting arrivals or departures

DEP or ARR: specifies whether the subscriber is requesting arrival or departure times

day: (optional) specifies the day of the week for which the subscriber is requesting the schedule. If omitted, the schedule for today is returned.

If there is too much information in the schedule to fit in one return SMS, the subscriber can request more by sending an SMS of the form:

AIR <place> <DEP or ARR> <day> <number>

where:

number: is the page number being requested.

CREATE THE DATA FILE

1. The data file must be in a special format: XML. XML files may be created using any text processor such as Microsoft Notepad or may be created using special tools such as XML Spy.

   The data file must look like the text below:

```
<?xml version="1.0" encoding="UTF-8"?>
<Data Error="">
  <Event day="Monday" direction="Departure" flightNo="SA567" id="1" place="CPT" time="0900" />
  <Event day="Monday" direction="Arrival" flightNo="SA567" id="1" place="JHB" time="1100" />
  <Event day="Tuesday" direction="Departure" flightNo="SA569" id="31" place="CPT"
   time="0900" />
  <Event day="Tuesday" direction="Arrival" flightNo="SA569" id="31" place="JHB" time="1100" />
  <Event day="Wednesday" direction="Departure" flightNo="SA571" id="68" place="CPT"
   time="0900"/>
  <Event day="Wednesday" direction="Arrival" flightNo="SA571" id="68" place="JHB"
   time="1100" />
  <Event day="Thursday" direction="Departure" flightNo="SA569" id="96" place="CPT"
   time="0900"/>
  <Event day="Thursday" direction="Arrival" flightNo="SA569" id="96" place="JHB"
   time="1100" />
  <Event day="Friday" direction="Departure" flightNo="SA571" id="125" place="CPT"
   time="0900" />
  <Event day="Friday" direction="Arrival" flightNo="SA571" id="125" place="JHB" time="1100" />
  <Event day="Saturday" direction="Departure" flightNo="SA569" id="155" place="CPT"
   time="0900" />
  <Event day="Saturday" direction="Arrival" flightNo="SA569" id="155" place="JHB"
   time="1100" />
  <Event day="Sunday" direction="Departure" flightNo="SA571" id="191" place="CPT"
   time="0900" />
  <Event day="Sunday" direction="Arrival" flightNo="SA571" id="191" place="JHB" time="1100" />
</Data>
```

Event

Each event record represents an arrival or a departure of a flight from a specified city.

Example: consider the event record:

```
<Event day="Monday" direction="Departure" flightNo="SA567"
id="1"
 place="CPT" time="0900" />
```

day: specifies the day of the week.

direction: specifies whether the flight is an arrival or a departure

flightno: specifies the flight number

id:

place: specifies the place to which the flight arrives or departs

time: specifies the time of the arrival or departure

This example event specifies that flight SA567 arrives in Cape Town every Monday at 0900.

Multiple Events per day

The service handles many events per day and returns all relevant events to the subscriber. If there is too much information for one SMS, the user can fetch more by sending another request specifying the page number required (as described above).

2. Save the file and name it air.xml.

CREATE THE AIR KEYWORD

1. From the Keyword List, click on ADD KEYWORD Dynamic Text).

2. The Dynamic Keyword edit page opens, as shown below.

Keyword

3. Type AIR for the keyword. Note that keywords are case insensitive and it doesn't matter whether the subscriber sends air or AIR.

   NB: The keyword must be a single word - if you want a multiple keyword service, you must use sub-keywords. See *Creating a Keyword with Sub-keywords.*

Dynamic - Predefined

4. Click on the Dynamic - Predefined option.

5. Select Schedule Specific for the type.

6. Click on Browse to find the air.xml file that you created in step 1 above.

7. Finally, click on CREATE to finish creating the keyword.

TESTING YOUR KEYWORD

Using your mobile phone, send an SMS with the content AIR CPT ARR to the service number that you were given when you were provisioned for SMS InfoLink. (If you don't know which number this is, or have forgotten, contact customer care.)

Shortly after sending the keyword you should receive an SMS reply listing the Cape Town flight arrivals for today.

USER ROLES

Note that the user interface changes according to the role that your user name has been allocated. The user roles are:

Affiliate Administrator
Affiliate User

AFFILIATE ADMINISTRATOR

If you are an affiliate administrator you will be able to list and modify all the keywords that have been created by users who belong to your affiliate (which is simply another term for organisation).

AFFILIATE USER

If you are not an administrator, you have the "Affiliate User" role. You can see and edit only the keywords that you have created yourself.

FAQ

To which number must subscribers send keywords?

You should have been told which service numbers to use when you were provisioned to use SMS InfoLink. If you weren't, contact customer care.

I sent the keyword to the service number but no message came back. What happened?

If you sent an incorrect keyword, you should have received an error message. The fact that no message came back indicates a problem with the service or with the cellular network. Contact customer care.

Can I use SMS InfoLink with Premium Rate service numbers?

Yes, contact us for details.

When I try to create a keyword, the system says that it has already been used. Why can't I list it?

Keywords are unique across the whole system. Other users may have already created services using the keyword that you wanted. Try a different one.

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