



sendQuick[®] ASP

Licensing Agreement And Administrator Manual

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For any clarifications, please contact:

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SENDQUICKASP ADMINISTRATOR MANUAL

1.0 INTRODUCTION

Welcome to sendQuickASP service. SendQuickASP is a hosted SMS messaging service, allowing companies to have a low cost, yet efficient messaging service for all SMS communications. SendQuickASP supports 1-way broadcast or 2-way SMS service (with optional upgrade) to allow companies to conduct all types of messaging services for the companies' need.

In order to assist the usage of the services, the manual serves as a guide for the usage of the sendQuickASP service to send and receive messages.

The service is pre-activated and configured before the user can use the service. The configuration by the system administrator can be done at the following address:

<http://www.sendquickasp.com/corporate/index.html>

For more information, please contact TalariaX via email or phone.

2.0 INITIAL PREPARATION

Before accessing the SendQuickASP service, the user need to have a computer with Internet access (or LAN) and a web browser.

Once the user are ready, perform the following steps to access the service.

1. Power up the computer and access to the Internet or office network
2. Open the web browser
3. Type in the URL (address) as provided by TalariaX in the format as shown in section 1.0 above
4. The administrator will see a login page as shown in Figure 1. Enter the **Administrator ID** and **Password** as provided and click **Login**
5. Once the correct details are entered, the administrator will see the interface as shown in Figure 2 below.

3.0 ADMINISTRATOR ACCESS

3.1 Administrator Login

The initial process for administrator **Login** is explained in section 2.0 above. Please perform the steps for URL address, **Administrator ID** and **Password**.

<http://www.sendquickasp.com/corporate/index.html>

Once successful, the interfaces are as shown in Figures 1 and 2 below:



Figure 1: Administrator Login Page

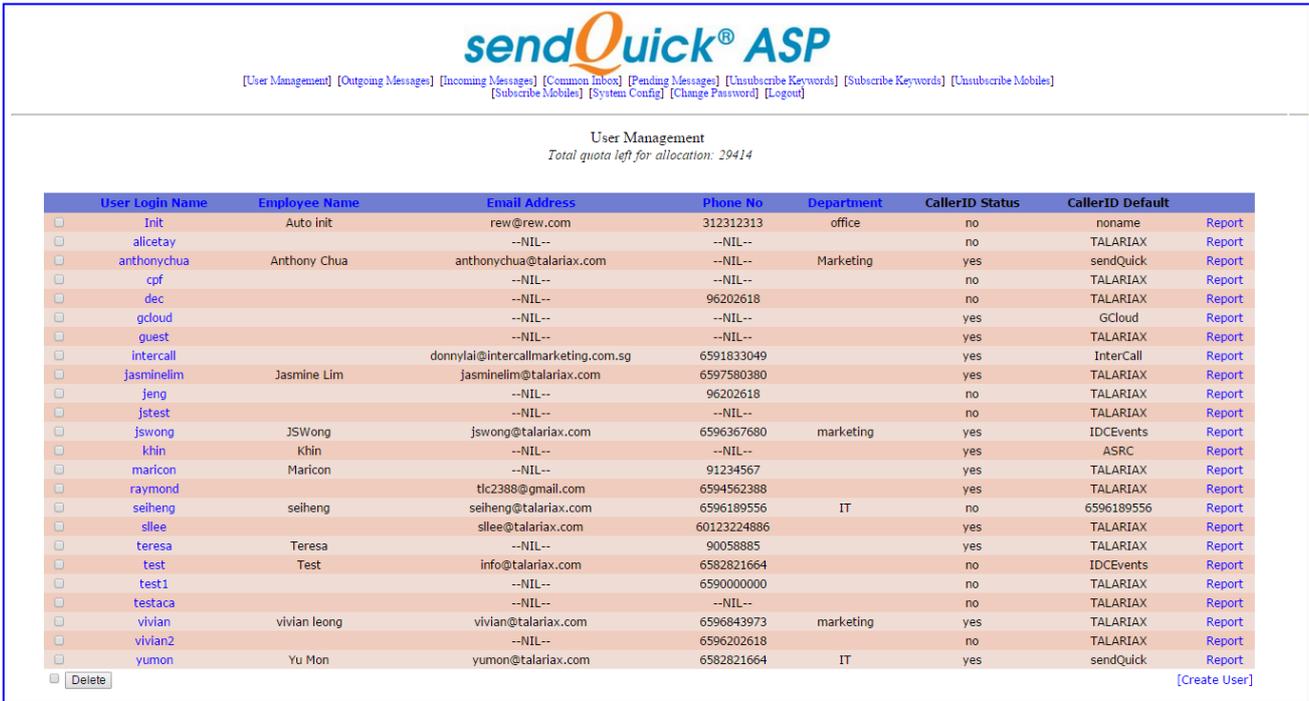


Figure 2: User Management

3.2 User Management

The administrator is able to see the **Total quota left for allocation** at the top of the **User Management** page as shown in Figure 2 above and be able to take action (i.e. to top-up by informing TalariaX Pte Ltd) when the administrator finds that this balance SMS credit amount is low.

The administrator can click on any of the **User Login Name** listed to edit the User Account details, which is very much similar to the ones shown in Figure 3, just that the **User Login Name** cannot be changed. Click on **Submit** to save the change(s) made and **Reset** to revert back to what was originally recorded.

As shown in Figure 3, the administrator can control SMS usage, and indirectly SMSes cost incurred by the company, by allocating a quantitative figure in **SMS Quota** to a **User**. Also, **Autoreply**, with specific message content in **Autoreply Message** can be enabled to auto-reply to incoming message(s) directed to the **User**. Furthermore, incoming message(s) to the User can be forwarded to **User** via **SMS**, **Email** or **Both** ways.

Moreover, the administrator can click on **Report** button on each of the **User Login Name** to browse through the **SMS Usage** of the week, with a breakdown on daily basis. Besides, it provides the administrator the information on the **SMS quota left** of the selected user. These are shown in Figure 4 below.

Figure 3: Create User under User Management

SMS Usage Rate This Week
(Mon 6/7/2015 - Sun 12/7/2015)
User: jasminelim (SMS Quota Left : 499)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Total Messages:	0	0	1	0	0	0	0

Sent Messages		
Date	Receiver	Content
08/07/2015	6597580380	testing, to unsubscribe, reply SendQuick jasminelim unsubscribe.

Figure 4: SMS Usage Rate This Week's Report

3.3 Outgoing Messages

This feature allows the administrator to gain access to the log report of all **Outgoing Messages** of all **Senders / Users** as shown in Figure 5. The administrator is able to conduct **User Search** or search by time period (i.e. **Search From...To...GO**).

The administrator may select the record(s) to delete by ticking on the box (es), then click on **Delete** button. Moreover, if the administrator would like to generate report(s), click on **Generate** button. Then, there will be two options for selection – either **Send Report Via Email** or **Download Report** as shown in Figure 6.

Outgoing Messages

User Search: All Search From: 29 July 2015 To: 29 July 2015 GO

No	Date	Sender	CallerID	Receiver	Messages	Status	Delivered Status	Count SMS	Delete
1	29/07/2015 12:04:36	seiheng	6596189556	60127800569	test	Y	SENT	1	<input type="checkbox"/>
2	29/07/2015 09:29:08	js Wong	6596367680	14152546453	test 2 from JS. reply my email and let me know the time and From number/text	Y	DELIVERED	1	<input type="checkbox"/>
3	29/07/2015 09:28:21	js Wong	Talariax	14152546453	test 1 from JS. reply my email and let me know the time and From number/text	Y	DELIVERED	1	<input type="checkbox"/>

Select all messages

Total Record sent: Total SMS sent:

Figure 5: Outgoing Messages

<p>System Message:</p> <p>Report has been generated.</p> <p>[Send Report Via Email] [Download Report]</p> <p>Click here to go back</p>	<p style="text-align: center;">Send Email</p> <p>To: <input type="text"/></p> <p>Subject: <input type="text"/></p> <p>Message: <input style="width: 100%; height: 60px;" type="text"/></p> <p style="text-align: center;"> <input type="button" value="Submit"/> <input type="button" value="Reset"/> </p>
---	---

Figure 6: Generate Report

3.4 Incoming Messages

This feature allows the administrator to gain access to the log report of all **Incoming Messages** to all users as shown in Figure 7. These SMSes are only captured here when the right **User keywords** are used by the senders (in their replies back) to the **Users** as the first word(s) in their message content. The administrator is able to conduct **User Search** or search by time period (i.e. **Search From...To...GO**). Besides, the administrator may select the record(s) to delete by ticking on the box (es), then click on **Delete** button.

Incoming Messages						
User Search: <input type="text" value="All"/> Search From: <input type="text" value="8"/> <input type="text" value="January"/> <input type="text" value="2015"/> To: <input type="text" value="8"/> <input type="text" value="July"/> <input type="text" value="2015"/> <input type="button" value="GO"/>						
No	Date	Receiver	Sender	Messages	Delete	
<input type="checkbox"/>					<input type="checkbox"/> Select all messages <input type="button" value="Delete"/>	

Figure 7: Incoming Messages

3.5 Common Inbox

This feature allows the administrator to gain access to the log report of **Incoming Messages** to all users as well as show in Figure 8. However, these SMSes are captured here in two scenarios. Firstly, this happens when the senders reply back to the **Users** with the **Unsubscribe Keywords** and/or **Subscribe Keywords** only. Next, this can also happen when the senders reply back to the **Users** without the **User keywords** at the start of their message content. The administrator may select the record(s) to delete by ticking on the box (es), then click on **Delete** button.

Common Inbox			
No	Sender	Message	Date
<input type="checkbox"/>	1	+6597525363	Test Hello!!!
			28/07/2015 12:28:14
Select all message: <input type="checkbox"/> <input type="button" value="Delete"/>			

Figure 8: Common Inbox

3.6 Pending Messages

SMS messages from all the **Users** that are either scheduled to be sent out from the system or in queue, preparing to be sent out, will fall under the **Pending Messages** feature. The administrator is able to conduct

User Search or search by time period (i.e. **Search From...To...GO**). Besides, the administrator may select the record(s) to delete by ticking on the box (es), then click on **Delete** button.

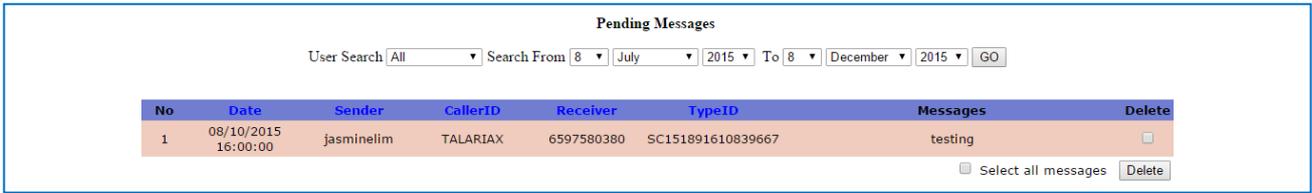


Figure 9: Pending Messages

3.7 Unsubscribe Keywords

To allow the recipients of the SMSes sent to have a choice not to continue receiving SMSes from the **Users**, the administrator may unify the **Unsubscribe Keywords** that are case insensitive and applicable across all **Users** of the same account. The administrator may create **New Unsub Keyword** with an optional (i.e. **Enable** or **Disable**) **Auto-reply Status** via SMS as acknowledgement back to the recipient(s) who has/have raised the unsubscribe request through sending SMS with any of the configured **Unsubscribe Keywords** only back to the **Users** directly, as illustrated in Figures 10 and 11 below. And, the numbers of the **Unsubscribe Mobiles** will be reflected in the system too, as shown Figure 14. The administrator may select the record(s) to delete by ticking on the box (es), then click on **Delete** button, as shown in Figure 10.

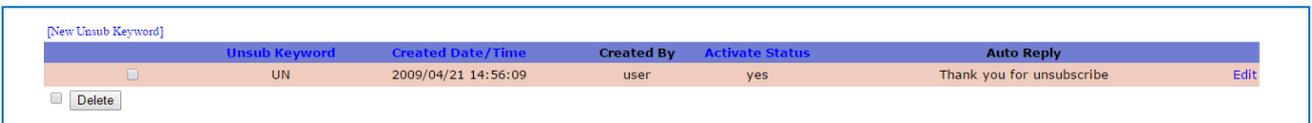


Figure 10: Unsubscribe Keywords

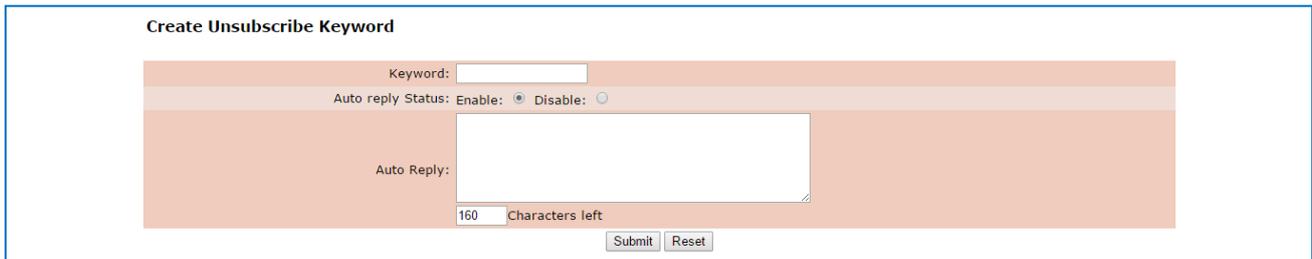


Figure 11: Create Unsubscribe Keyword

3.8 Subscribe Keywords

To allow a person to have a choice to opt in to receive SMSes from the **Users**, the administrator may unify the **Subscribe Keywords** that are case insensitive and applicable across all **Users** of the same account. The administrator may create **New Sub Keyword** with an optional (i.e. **Enable** or **Disable**) **Auto-reply Status** via SMS as acknowledgement back to the person(s) who has/have raised the subscribe request through sending SMS with any of the configured **Subscribe Keywords** only back to the **Users** directly, as illustrated in Figures 12 and 13 below. And, the numbers of the **Subscribe Mobiles** will be reflected in the system too, as shown Figure 16. The administrator may select the record(s) to delete by ticking on the box (es), then click on **Delete** button, as shown in Figure 12.

[New Sub Keyword]						
	Sub Keyword	Created Date/Time	Created By	Activate Status	Auto Reply	
<input type="checkbox"/>	1	2015/04/10 16:09:38	user	yes	Thank you for your reply!	Edit
<input type="checkbox"/>	Delete					

Figure 12: Subscribe Keywords

Create Subscribe Keyword

Keyword:

Auto reply Status: Enable: Disable:

Auto Reply:

160 Characters left

Figure 13: Create Subscribe Keyword

3.9 Unsubscribe Mobiles

Here is an option available for the administrator to manually add in **New Unsub mobile** into the system, which will be applied across all **Users** of the same account as shown in Figures 14 & 15. The other way of including **Unsubscribe Mobiles** is to reply back to the sender with **Unsubscribe Keywords** so to be captured automatically in this section as shown in Figure 14. This has already been explained in section 3.7 **Unsubscribe Keywords** earlier on.

[New Unsub mobile]				
	Unsubscribe mobile	Keyword	Added Date/Time	Created By
<input type="checkbox"/>	6593434343		2012/03/19 17:26:43	
<input type="checkbox"/>	Delete			

Figure 14: Unsubscribe Mobiles

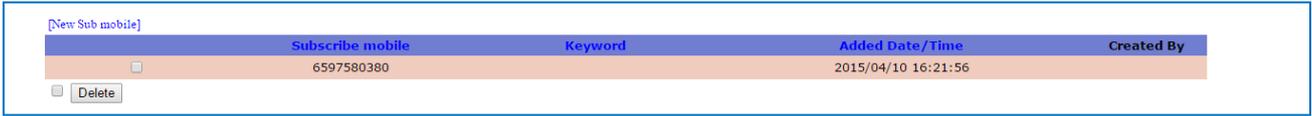
Add Unsubscribe Mobile

Mobile: **Mobile no without a '+' character.

Figure 15: Add Unsubscribe Mobile

3.10 Subscribe Mobiles

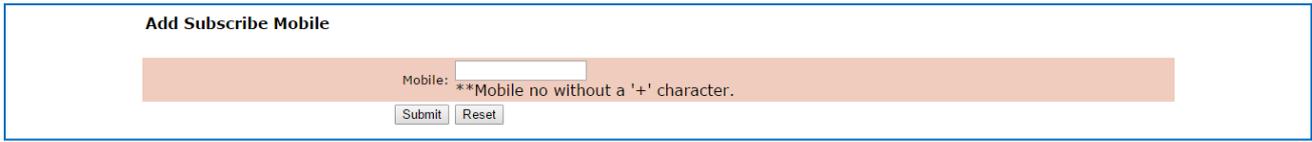
This is an option for the administrator to manually add in **New Sub mobile** into the system, which will be applied across all **Users** of the same account as shown in Figures 16 & 17. The other way of including **Subscribe Mobiles** is to reply back to the sender with **Subscribe Keywords** so to be captured automatically in this section as shown in Figure 16. This has already been explained in section 3.8 **Subscribe Keywords** earlier on.



[New Sub mobile]			
Subscribe mobile	Keyword	Added Date/Time	Created By
<input type="checkbox"/>	6597580380	2015/04/10 16:21:56	

Delete

Figure 16: Subscribe Mobiles



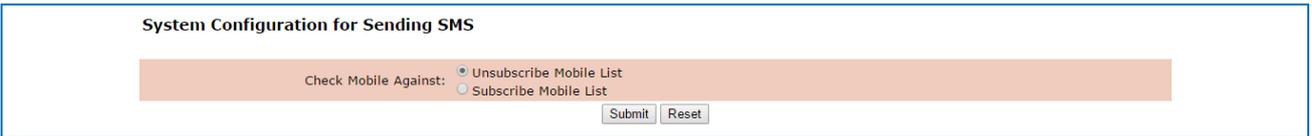
Add Subscribe Mobile

Mobile: **Mobile no without a '+' character.

Figure 17: Add Subscribe Mobile

3.11 System Configuration (i.e. System Config)

The administrator can configure in the System configuration (i.e. **System Config**) feature that allows the **Users** to broadcast SMSes, with the mobile numbers automatically be checked against the **Unsubscribe Mobile List / Subscribe Mobile List** prior to send-out, as show in Figure 18. Hence, those who have unsubscribed will not receive the SMSes eventually even though the **Users** might have included them when broadcasting messages because the system will automatically filter them out when **Unsubscribe Mobile List** is chosen by the administrator to be checked against when sending SMSes. Likewise, those who have chosen to subscribe for the SMSes will be included eventually even though the **Users** might have missed them during broadcasting messages because the system will automatically add them in when **Subscribe Mobile List** is chosen by the administrator to be checked against when sending SMSes.



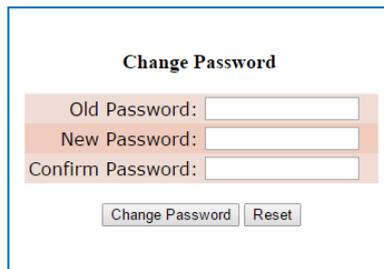
System Configuration for Sending SMS

Check Mobile Against: Unsubscribe Mobile List Subscribe Mobile List

Figure 18: System Configuration for Sending SMS

3.12 Change Password

If there is a need to change the administrator’s password, key in the **Old Password** and insert in the **New Password**. Before the **New Password** can be officially used, key in the **New Password** into **Confirm Password**, then click on **Change Password**.



Change Password

Old Password:

New Password:

Confirm Password:

Figure 19: Change Password

3.13 Logout

To end the session, the administrator may choose to click on **Logout** to exit from SendQuickASP.