sendQuick® ASP

Licensing Agreement

And

User Manual

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Prepared by

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For any clarifications, please contact:

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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 service will be available at the following address:

<u>http://www.sendquickasp.com/company/**companyname**</u>

The **companyname** is the name chosen and approved for usage. The user can also specify the Caller ID, which is the name or code that will appear on the FROM field of the SMS. The Caller ID service can be fixed (only one ID) or changed (as and when required, with granted access right from the system administrator). 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 user will see a login page as shown in Figure 1. Enter the **username** and **password** as provided by the administrator, and click **Submit**
5. Once the user had enter the correct username and password, the user will see the interface as shown in Figure 2 below.

> **Note:** Get assistance from the system administrator if the user do not have the URL address for the SendQuickASP

3.0 USER ACCESS

3.1   User Login

The initial process for user login is explained in section 2.0 above. Please perform the steps for URL address and username and password.

http://www.sendquickasp.com/company/*companyname*

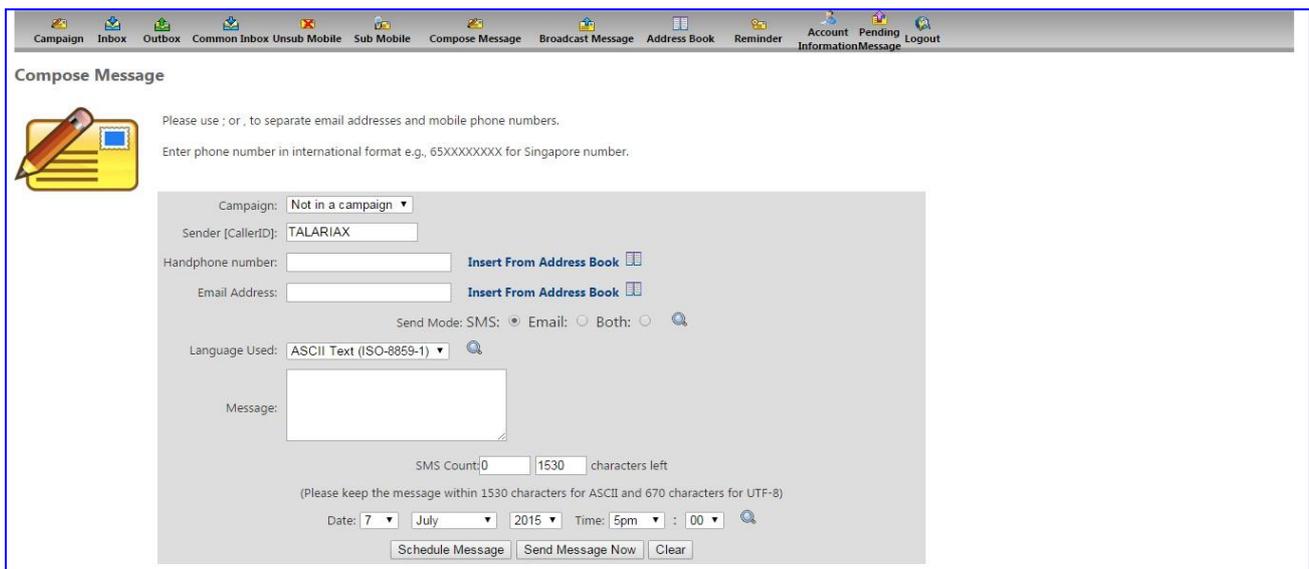Once successful, the interfaces are as shown in Figures 1 and 2 below:

Figure 1: User Login

Figure 2: Compose Message

3.2   Campaign

This feature helps in better managing the user's SMS broadcast for different campaigns on hand concurrently. The user may add a new campaign by clicking **Create New Campaign** and give a name it as shown in Figure

3. Then, when executing this said campaign, the user may mass send SMS via **Compose Message** (section 3.8) and/or **Broadcast Message** (section 3.9), selecting the said campaign name in the campaign field.

After the (mass) SMS (schedule to) send-out, the user may like to obtain the SMS log reports per campaign. For this, the user may click on the "Campaign Name" found under **Campaign** in the **List of Campaigns** as shown in Figure 4. Furthermore, the user are able to export the different types of reports (e.g. **All**, **Sent**, **Unsent**, **Scheduled**) to **CSV File** for analysis and/or recording purposes as shown in Figure 5.

In addition, the user can have a quick summary under Campaign Management and the user may search campaign by name, create date and/or schedule date as shown in Figure 4. If the user would like to see a list of campaigns created in the user account, kindly remove the dates in the search bar and click **Search**.

Figure 3: Add New Campaign
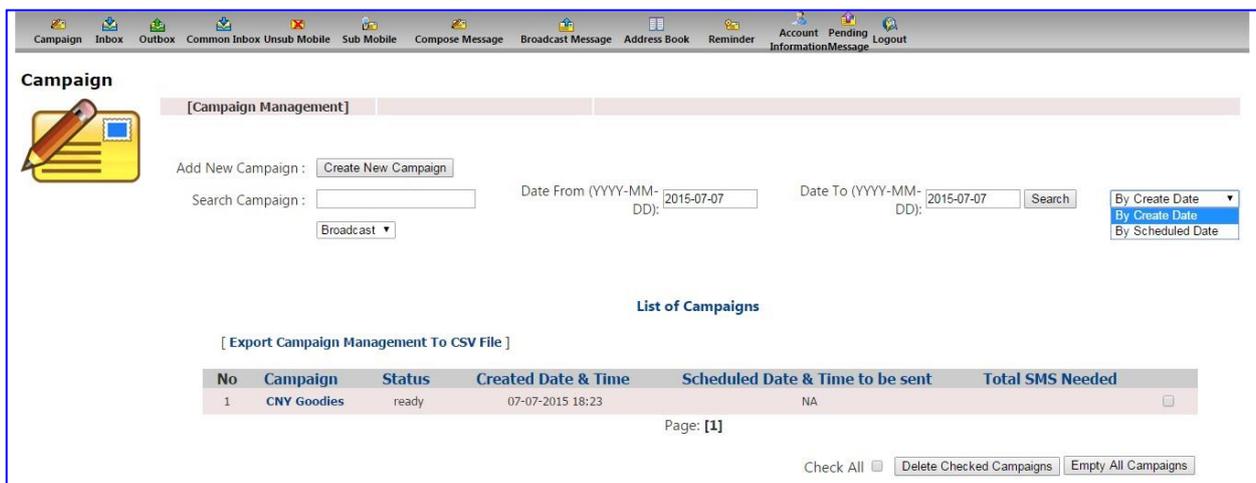
Figure 4: Campaign Management

Figure 5: Campaign Name – Messages Log

3.3   Inbox

This service is only available if the 2-way messaging service is selected. The Inbox is for logging all the incoming SMS that is designated to the user account (under **Account Information** in section 3.12).

The incoming SMS will be routed via a 3G modem (SIM card) and the messages with the designated keyword for the user (e.g. if the user's keyword is 'sales', all messages starting with 'sales', followed by a space, will be routed to the user's **Inbox** as shown in Figure 6). The **User Keyword** is defined as the first word in a SMS message, followed by a space.   This keyword can be specified by "User Administrator" under "SendQuickASP Admin Manual" as shown in Figure 7.
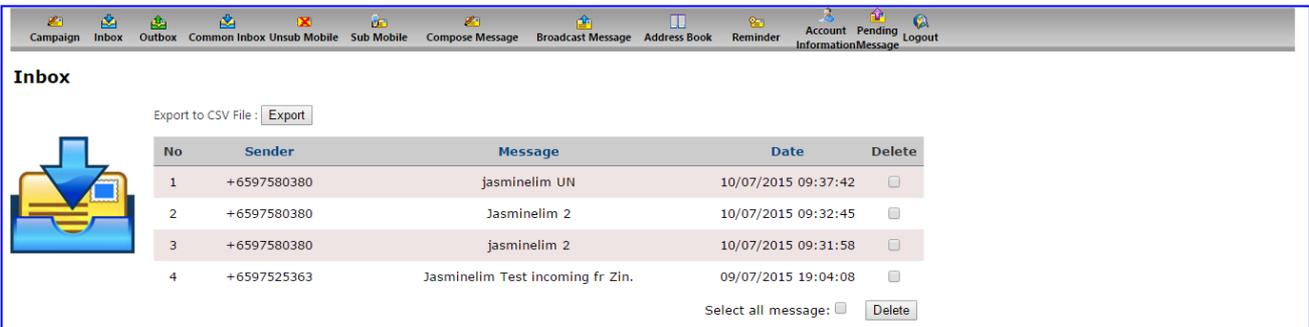
Figure 6: Inbox
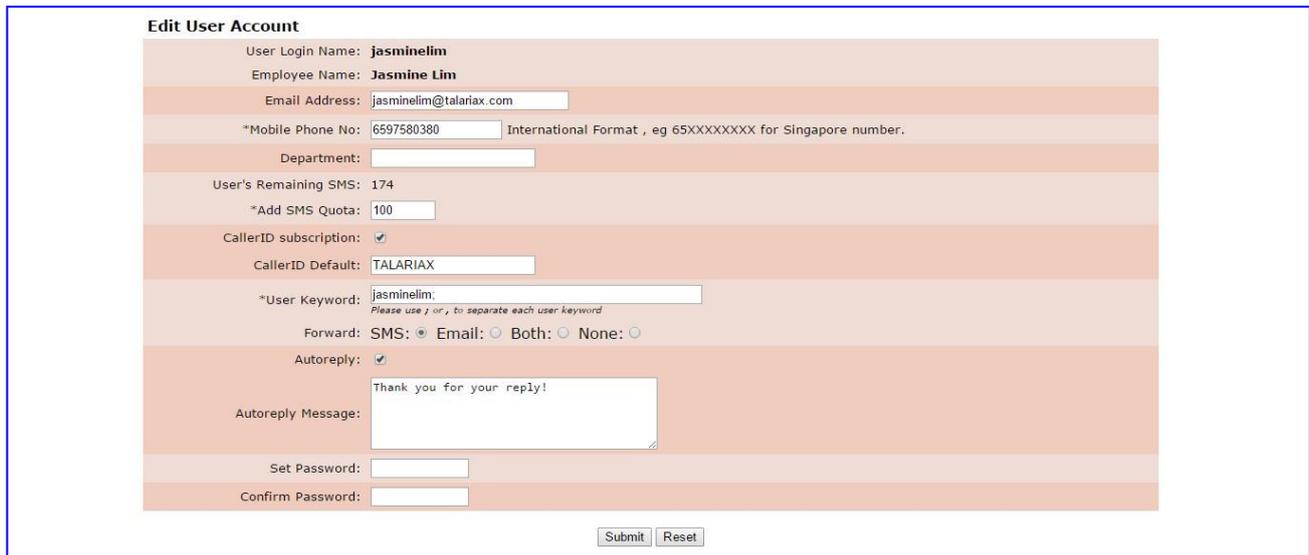
Figure 7: User Account @ SendQuickASP Admin Account

3.4 Outbox

The **Outbox** contains the list of all message(s) that is (are) sent by the user. There is a table that provides a summary of these message(s) as shown in Figure 8.

The **Status** shows outcome of the sent message(s). If it is **Y**, it means that SendQuickASP has already sent out the message from the gateway. If it is **N**, it means that SendQuickASP has not sent out the message from the gateway. Then, if it is **NEW**, it means that the message is new to SendQuickASP, queuing up to be processed the soonest possible.

The **Delivered Status** shows an acknowledgement of the sent message(s) directly from the telecom operators. Some of the possible words seen can be as followed: **Delivered** – the message has been delivered by the telecom operator to recipient, **Sent** / **Accepted** – the telecom operator has received/accepted the sent message from SendQuickASP gateway, **Undelivered** – the message has not been delivered by telecom operator or [**blank**] – the telecom operator has not come back to TalariaX on the delivery status to relay in the SendQuickASP system and it does not necessary mean the recipient has not received the message physically.

The user can also search the message(s) by a range of dates, and **Export to file [CSV]** these message(s).
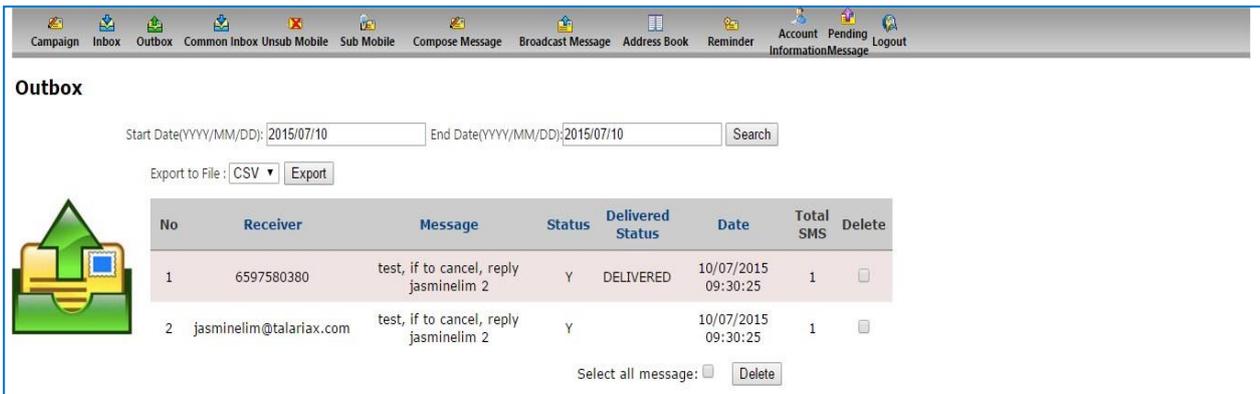
Figure 8: Outbox

3.5 Common Inbox

This feature is very similar to **Inbox**. For **inbox**, all incoming messages are intended to a user. For **Common Inbox**, all the incoming messages do not belong to any specific user, all users can see the messages found here. This feature is accessible by all users with the rights. This is shown in Figure 9 below. The messages log can, again, **Export to CSV File**.
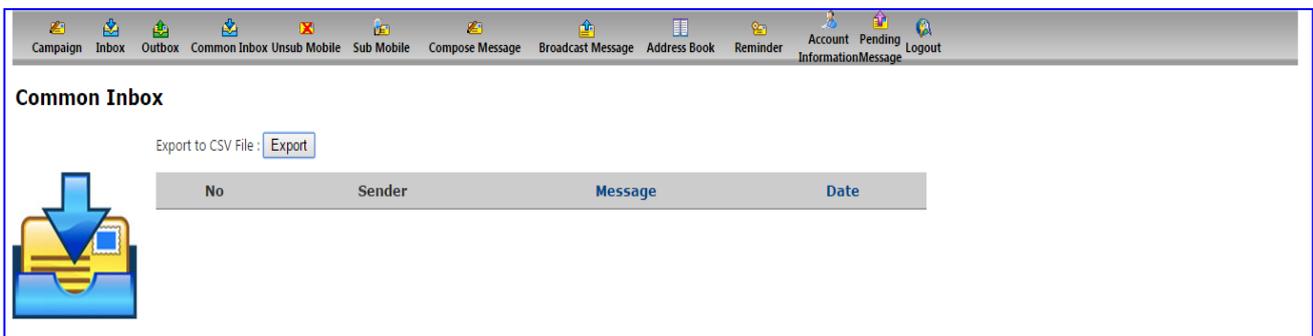
Figure 9: Common Inbox

3.6 Unsubscribe Mobile (i.e. Unsub Mobile)

This feature provides the user a list of mobile number(s) that unsubscribe to (i.e. opt out of) the messaging service within the specific, selected time period. These mobile number(s) are captured here through SMS reply-back by the recipient(s) to the sender using the stipulated "Unsubscribe Keywords" and format as illustrated in "SendQuickASP Admin Manual". The user may also choose to have these information **Export to CSV** file. These are as shown in Figure 10.
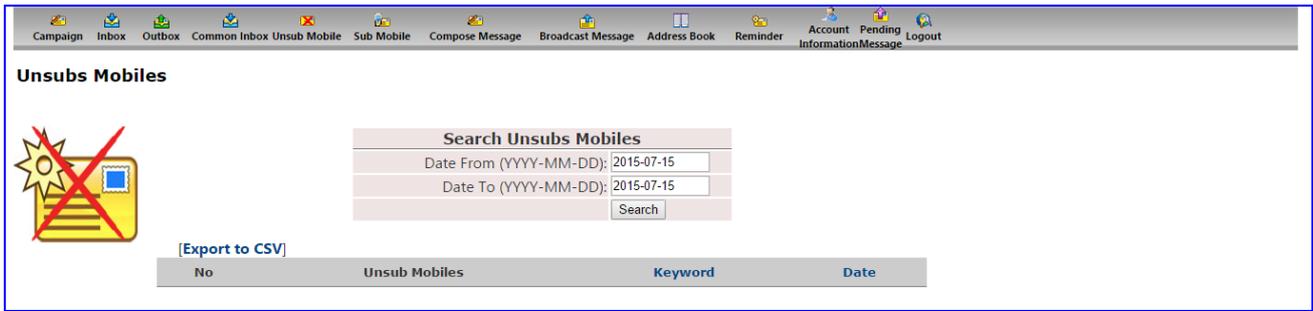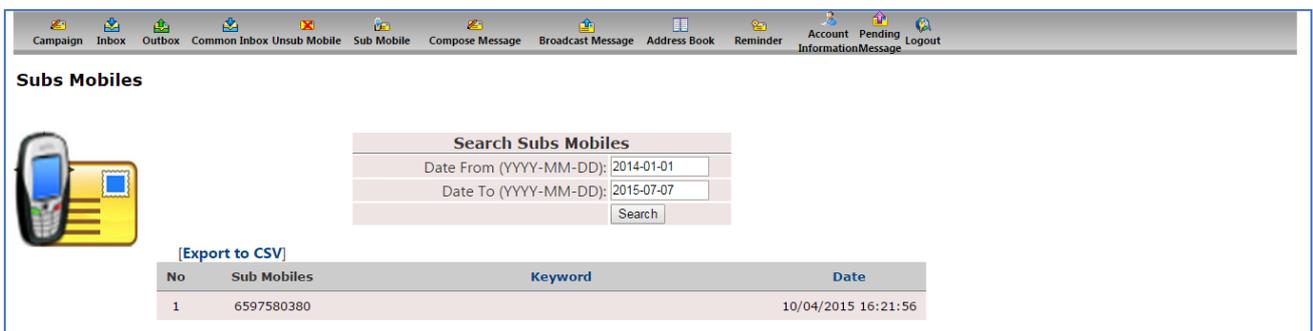
Figure 10: Unsubs Mobiles

3.7 Subscribe Mobile (i.e. Sub Mobile)

This feature provides the user a list of mobile number(s) that subscribe (i.e. opt in) to the messaging service within the specific, selected time period. These mobile number(s) are captured here through SMS reply-back by the recipient(s) to the sender using the stipulated "Subscribe Keywords" and format as illustrated in "SendQuickASP Admin Manual". The user may also choose to have these information **Export to CSV** file. These are as shown in Figure 11.

Figure 11: Subs Mobiles

3.8 Compose Message

The user may schedule (at a pre-determined date and time and appear in **Pending Message** in section 3.13) or send message(s) immediately here by entering the mobile number and/or email address into the **Handphone number** and/or **Email Address** respectively. The user can also enter these details by selecting them from the **Address Book** (as shown in Figure 12) with the addresses being stored beforehand. Do note that the email function only enables the user to send email in plain text only, no attachment is allowed.

The mobile phone number(s) to insert in has (have) to be in international format (with country code). However, the '+' sign needs to be omitted. For example, for sending to Singapore and Malaysia, the numbers will be **'6591234567'** and '**60123456789**' where the '**65'** and '**60**' are the country codes for Singapore and Malaysia respectively. If there is no country code, the first 2 digits are considered as country code.

SendQuickASP supports all the standard SMS messaging formats:
- Message length of 160 characters, including space and special characters, in single-byte messages, when ASCII Text (ISO-8859-1) is chosen (e.g. English)
- Message length of 70 characters, including space and special characters, in double-byte messages, when UTF-8 (Unicode) is chosen (e.g. Chinese) – applicable to text content with a mix of English and Chinese characters as well

- Support long (concatenated) SMS for easy reading, with each message length of 153 characters, including space and special characters when ASCII Text (ISO-8859-1) is chosen (e.g. English) / 67 characters, including space and special characters when UTF-8 (Unicode) is chosen (e.g. Chinese)
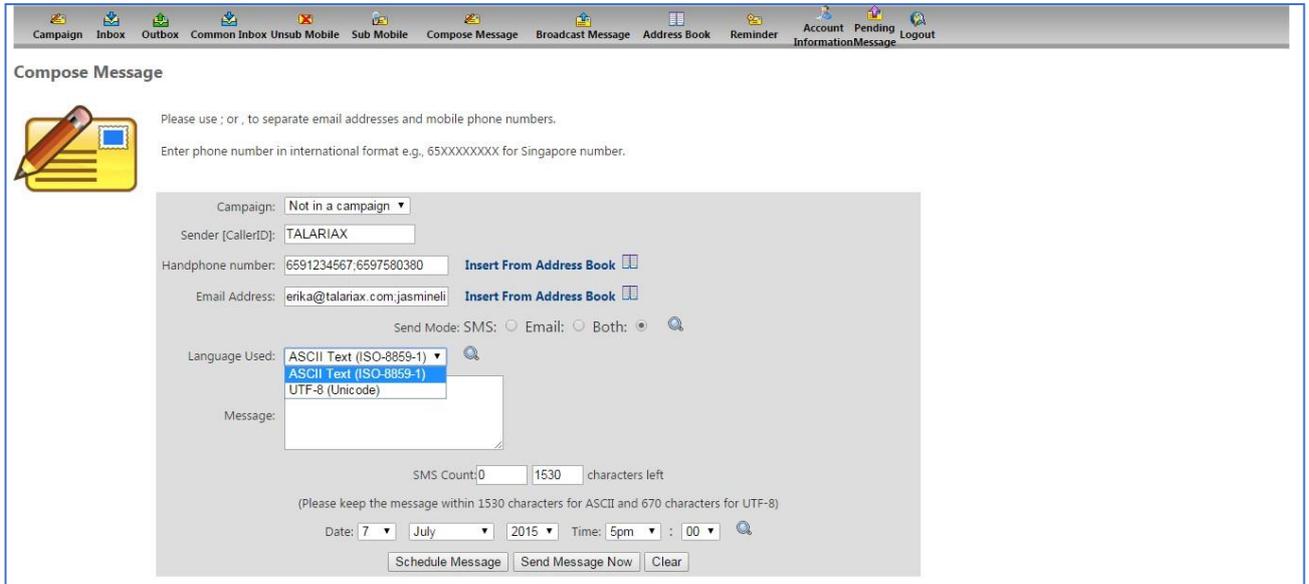- Delivered to most mobile networks (but non-guaranteed)

Figure 12: Compose Message

3.9 Broadcast Message

Apart from sending SMS via the **Compose Message** method, the user can also perform one-time upload of contact list (3 types as shown in points A to C below), with chosen template pre-created (see **Create, View and Insert Template** paragraphs within this section below) to send SMS as a **Broadcast Message**. This is done by uploading a file (**Tab Delimited** / **Comma Delimited**), selecting the language [**ASCII Text (ISO-8859-1)** / **UTF-8 (Unicode)**] and sending the message(s) by clicking the **Upload** button. However, before the actual send-out, preview would automatically be provided for the user to check through. If the information is correct, the user can choose to **Send Now** or **Schedule SMS**. Otherwise, the user may choose to go **Back** and revise the content. If there is a need to re-do, simply click on **Reset** button. Kindly see Figure 16 after points A to C for illustration.

A) **Upload File Contains Phone No**
File Format contains **Phone No** only - see Figure 13.
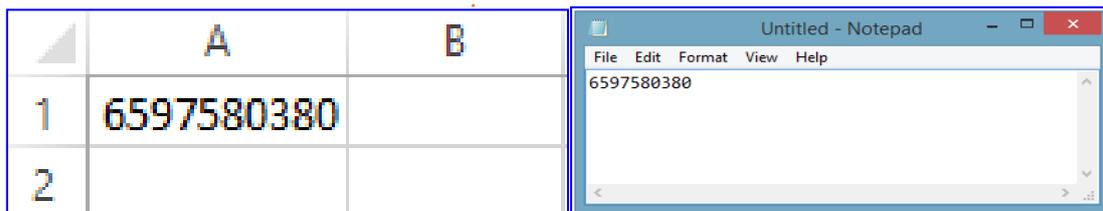
Figure 13: File Content (phone number only)

B) **Upload File Contains Phone No & Data**
File format contains **Phone No & Data** with first column being phone number, the other columns being data. For example, we take the first row contain 2 data fields: 6597580380 (phone number), Mary (x1x), 21/7/2015 (x2x) and 3pm (x4x) – see Figure 14.
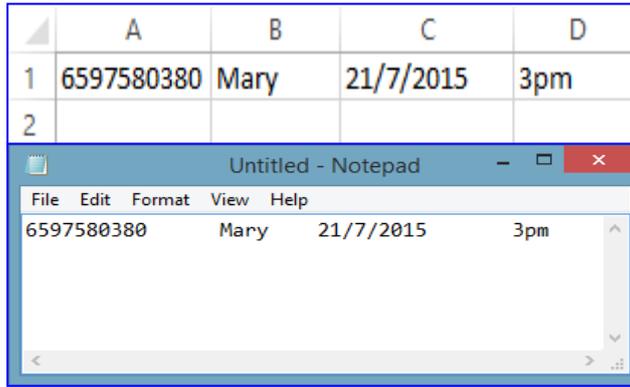
Figure 14: File content (phone number and data fields)

On Broadcast Message type, for example, "Hi x1x, see you on x2x @ x3x." will have its data fields' variables being mail-merged to become "Hi Mary, see you on 21/7/2015 @ 3pm."

C) **Upload File Contains Phone No & Text Msg**

File format contains **Phone No & Text Msg**, first column is phone number, and second column is message, see Figure 15.
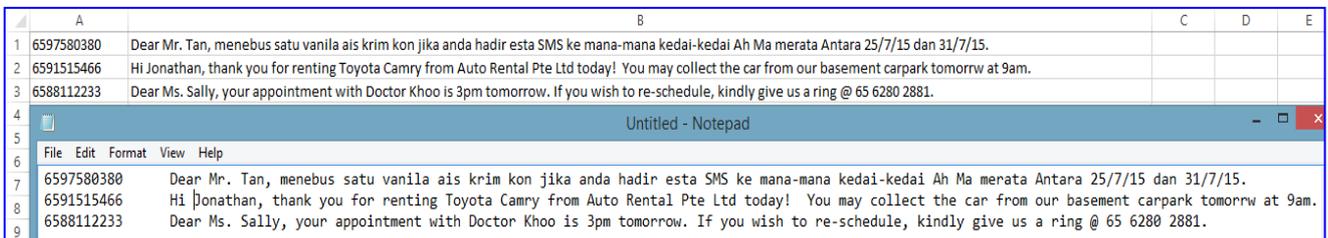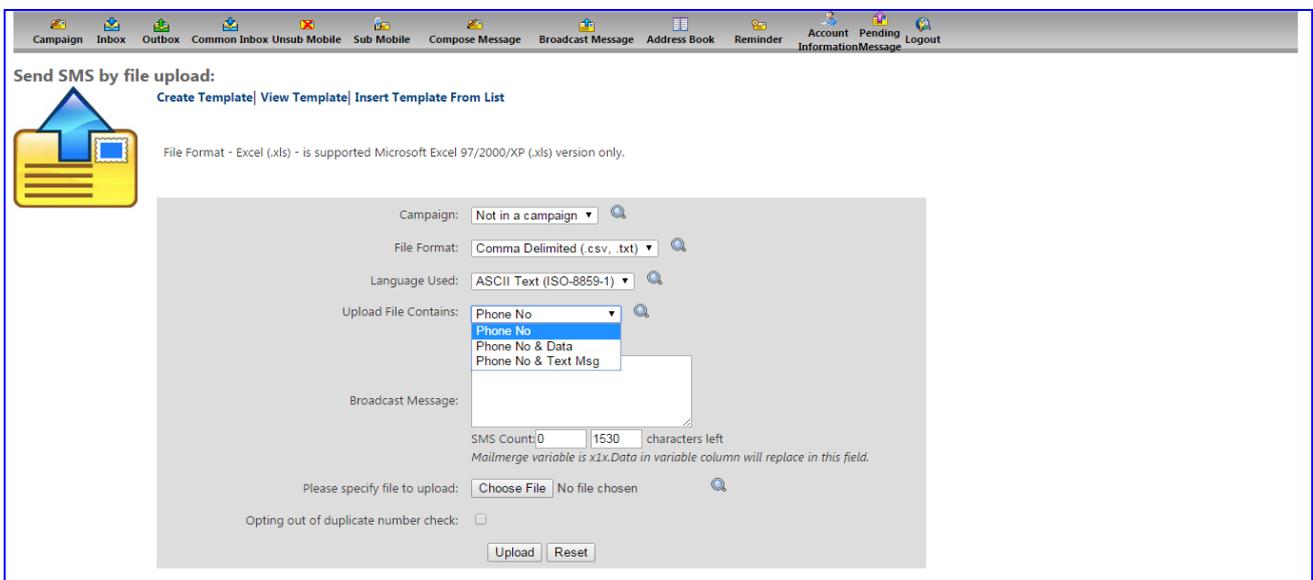

Figure 15: File content (phone and message)

In summary, the file format consists of 2 columns. The first column is the mobile phone number (in international format, without the '+' sign) while the second column is the message. This format applies to both **CSV** and **TAB**.
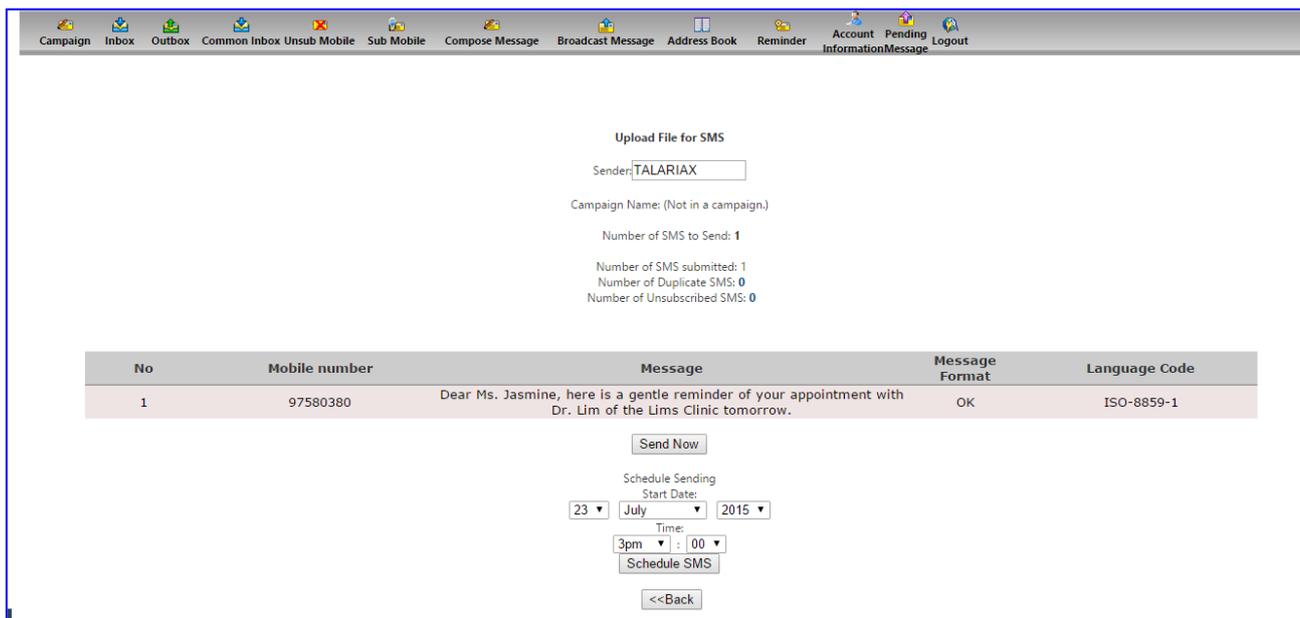
Figure 16: Send SMS by File Upload and Preview

NOTE

#1: There is no need to spell out the names of the fields in the spreadsheet, otherwise, the mail-merge results would be wrong.

#2: Phone numbers inserted in the first column of the spreadsheet is never considered a data field column for mail-merging.

Broadcast message template: Dear x1x, your appointment is on x2x, @ x3x.

Create Template

This feature is used to create message template(s) to ease the process of sending SMS – see Figure 17.
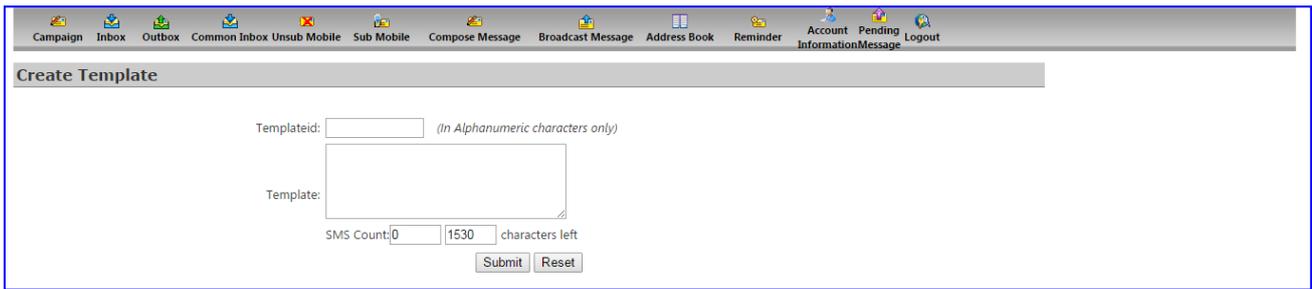
Figure 17: Create Template

View Template

This feature allows the user to go through the created templates that are available for selection to broadcast SMS - see Figure 18.
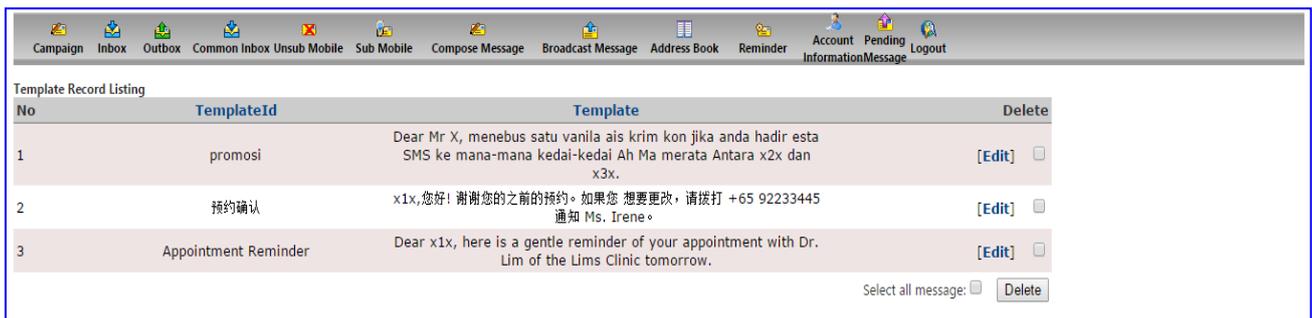
Figure 18: View Template – Template Record Listing

Insert Template From List

The selected template (to choose by ticking against its corresponding box) will be inserted to **Broadcast Message** by clicking the Insert button to mail-merge with the Upload File before (scheduled for) send-out – see Figure 19.
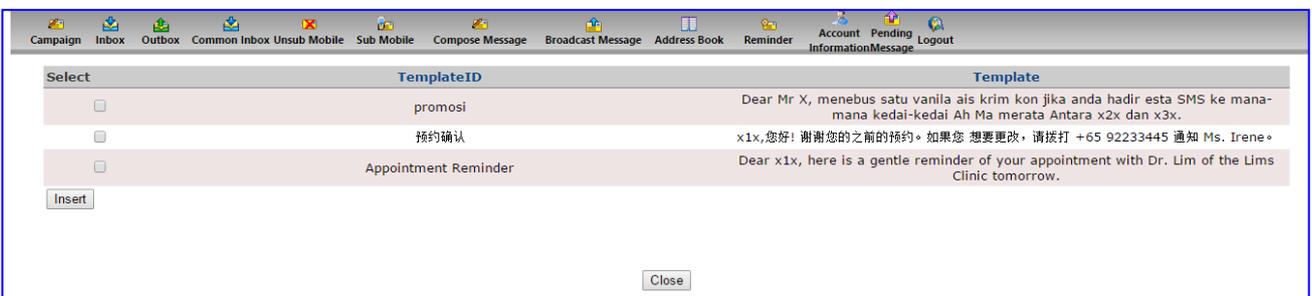
Figure 19: Insert Template

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3.10 Address Book

This is an **Address Book** for every user. The user can create **New Contact** and **New Group**, Search, D**elete** and **Group** the addresses. The user can also **Import** and **Export** addresses from the system. Besides, the user can **Sync** contacts from **Google** and/or **Salesforce**. The interface for the Address Book is show in Figure 20 below.
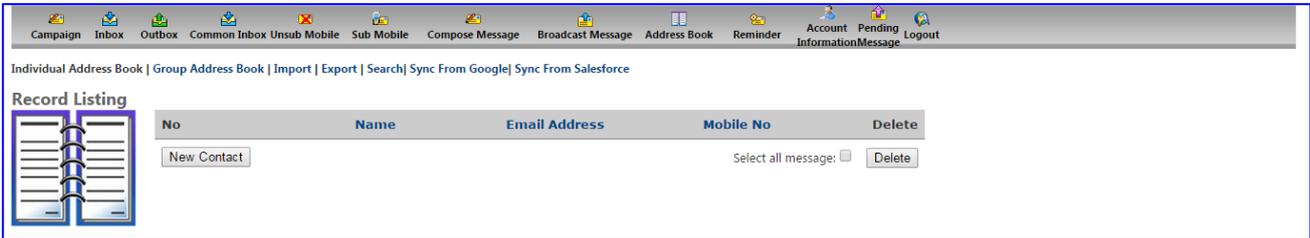

Figure 20: Address Book

Select the **New Contact** button to create a new contact. The new contact's information is shown in Figure 21. Once ready, select the **Submit** button and the contact is created in the system as seen in Figure 22.
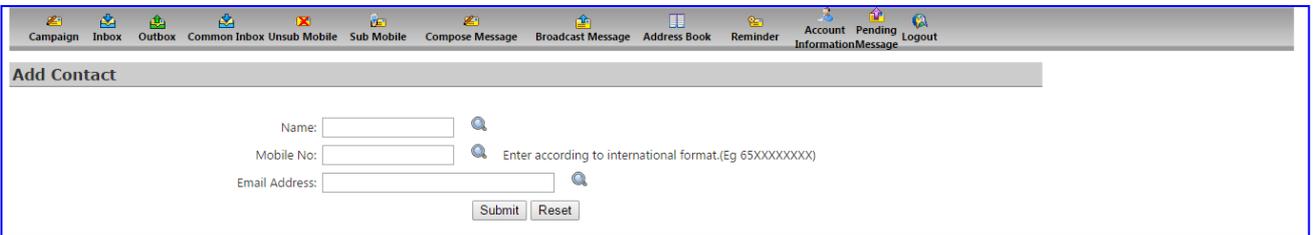
Figure 21: Add Contact

Figure 22: Record Listing in Individual Address Book

Select the **Group Address Book** and the user can see various groups for the addresses as seen in Figure 23.

To create a group as shown in Figure 24, select **New Group** and fill up the **Group Name** and **Group Description**. After that, the user can start to sort the **Available Contacts** into the said Group by clicking on the contact and then, **Add**. The user may also choose to add a few contacts at one go by pressing and holding on to [Shift] button on keyboard and click on the wanted contacts before releasing the [Shift] button and click on **Add**.

If the user chooses the wrong contact(s) by accident, the user may **Remove** the Selected Contacts by clicking on the contact and then, **Remove**. If there are a few contacts to be removed at one go, the user can press and hold on to the [Shift] button on keyboard and click on the unwanted contacts before releasing the button and click on **Remove**.

After finalizing the contacts for the Group, click on **Submit**. To re-do everything under **Add Group**, simply click on **Reset**.
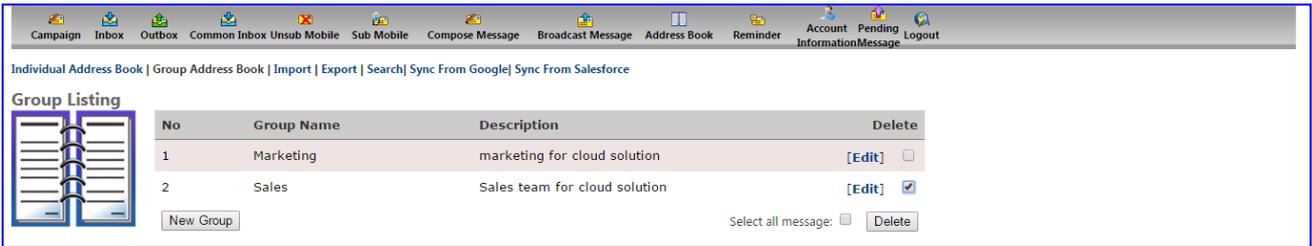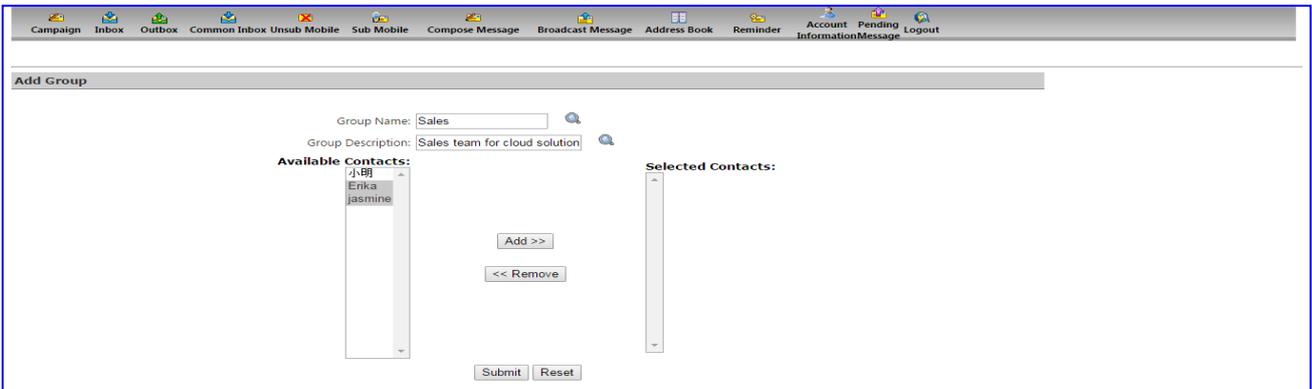

Figure 23: Group Listing

Figure 24: Add Group

Apart from creating and grouping, the user can also **Import** (Figure 25) or **Export** the address book, where the file format supported is **Comma Delimited (csv)**. This will allow users to easily transfer addresses in bulk and simplify the creation of addresses.

The **File Format** to be imported to the Address Book is as followed, also shown in Figures 26-27:
Name[delimiter]mobilenumber[delimiter]emailaddress

The delimiter is either a comma or TAB. The email address field is compulsory. If there is no email required, just insert the word **NA** or any value to complete the field for easy **Import** of the list. The user can create the address list in the Excel or any database and export as **TAB Delimited (txt)** or **Comma Delimited (csv)** to upload to the **Address Book**.

Once the specified file has been uploaded through **Choose File**, the user may click on **Upload to Individual Record** to preview before the actual upload into the **Address Book**. The user may also include new **Group Name** and click on **Upload to Group** to preview before the actual upload into the **Address Book**.

If there is a need to re-do, simply click on **Reset**.
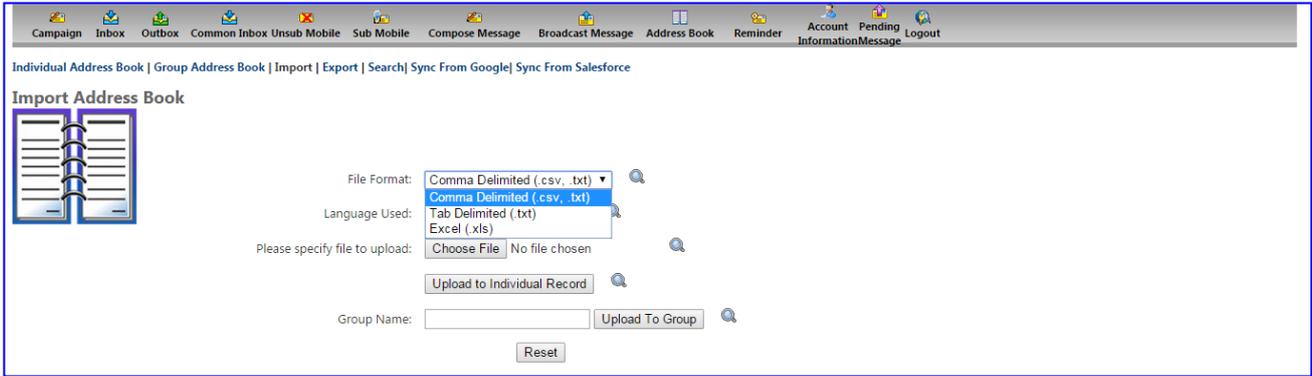
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Figure 25: Import Address Book
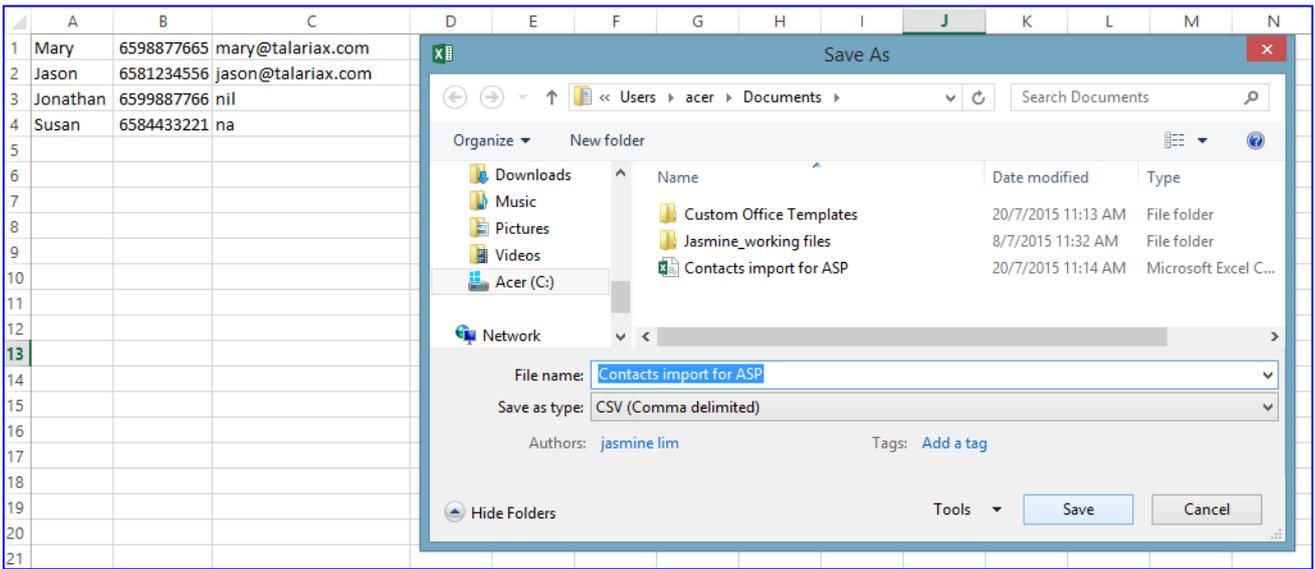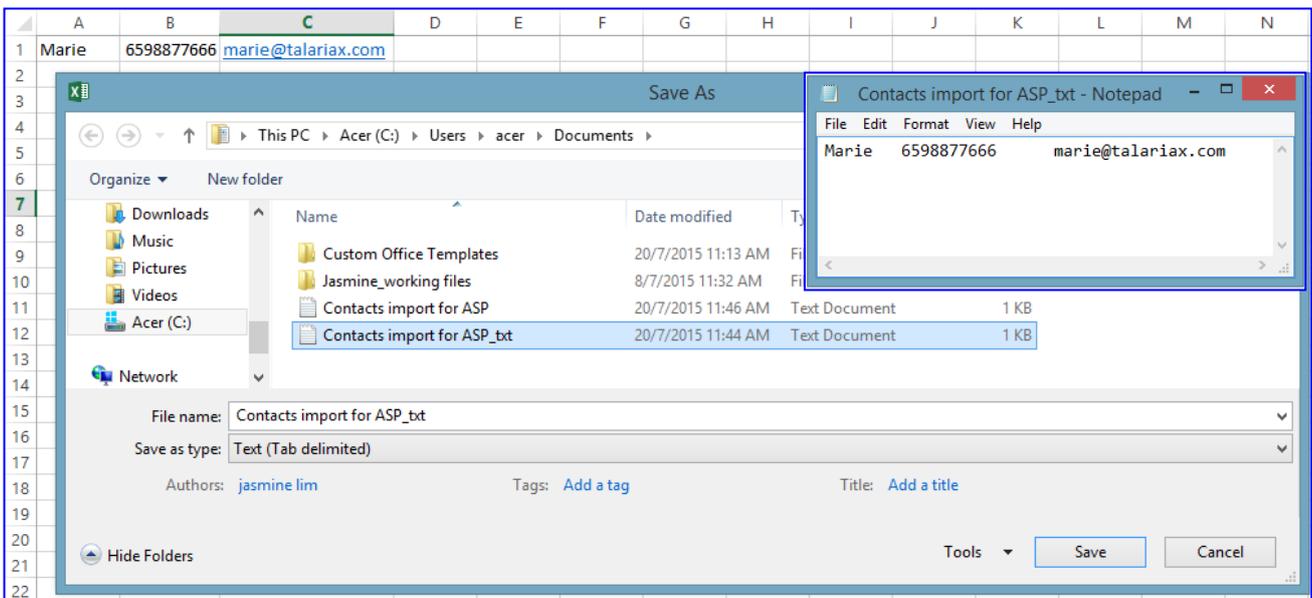

Figure 26: CSV File Format

Figure 27: Txt File Format

Apart from importing contacts to Address Book, the user can **Export** the contacts **to CSV** by **Groups** or simply export all, as shown in Figure 28.
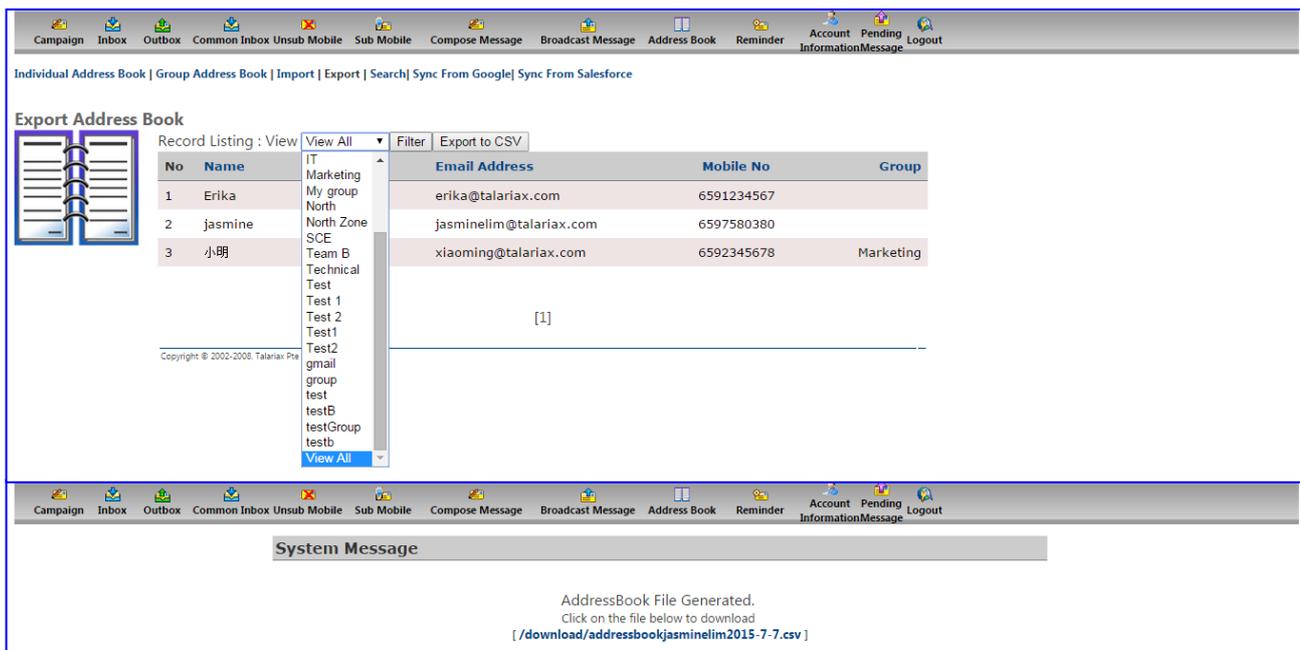
Figure 28: Export Address Book

The user may also **Search** for contacts by **Name** and/or **Mobile No** as shown in Figure 29. If **Edit** is required, simply click on the word **Edit** and the details can be updated.
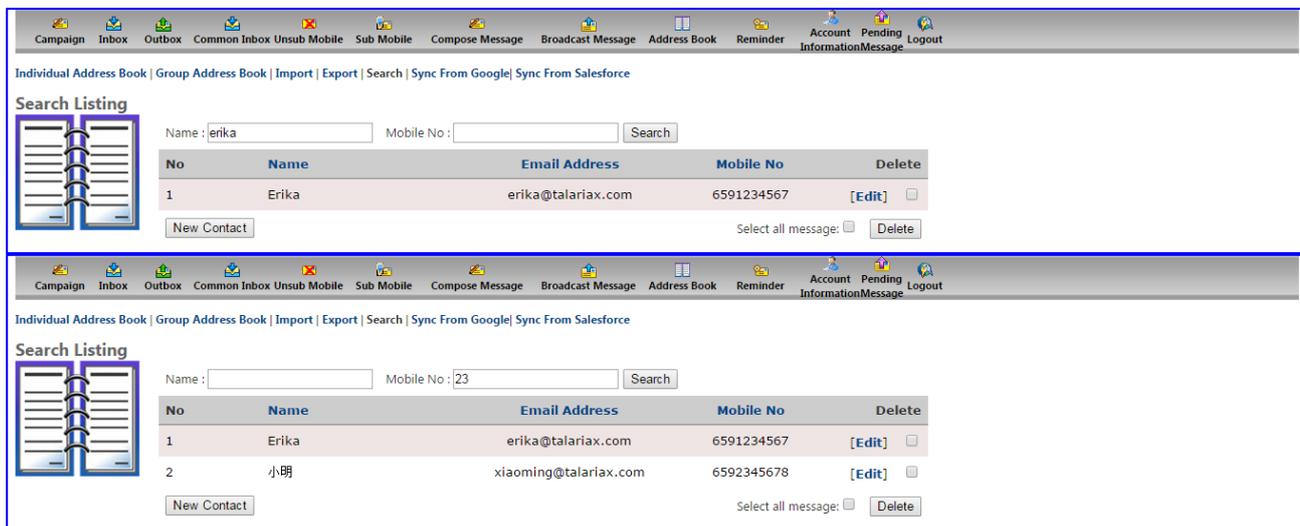

Figure 29: Search Listing

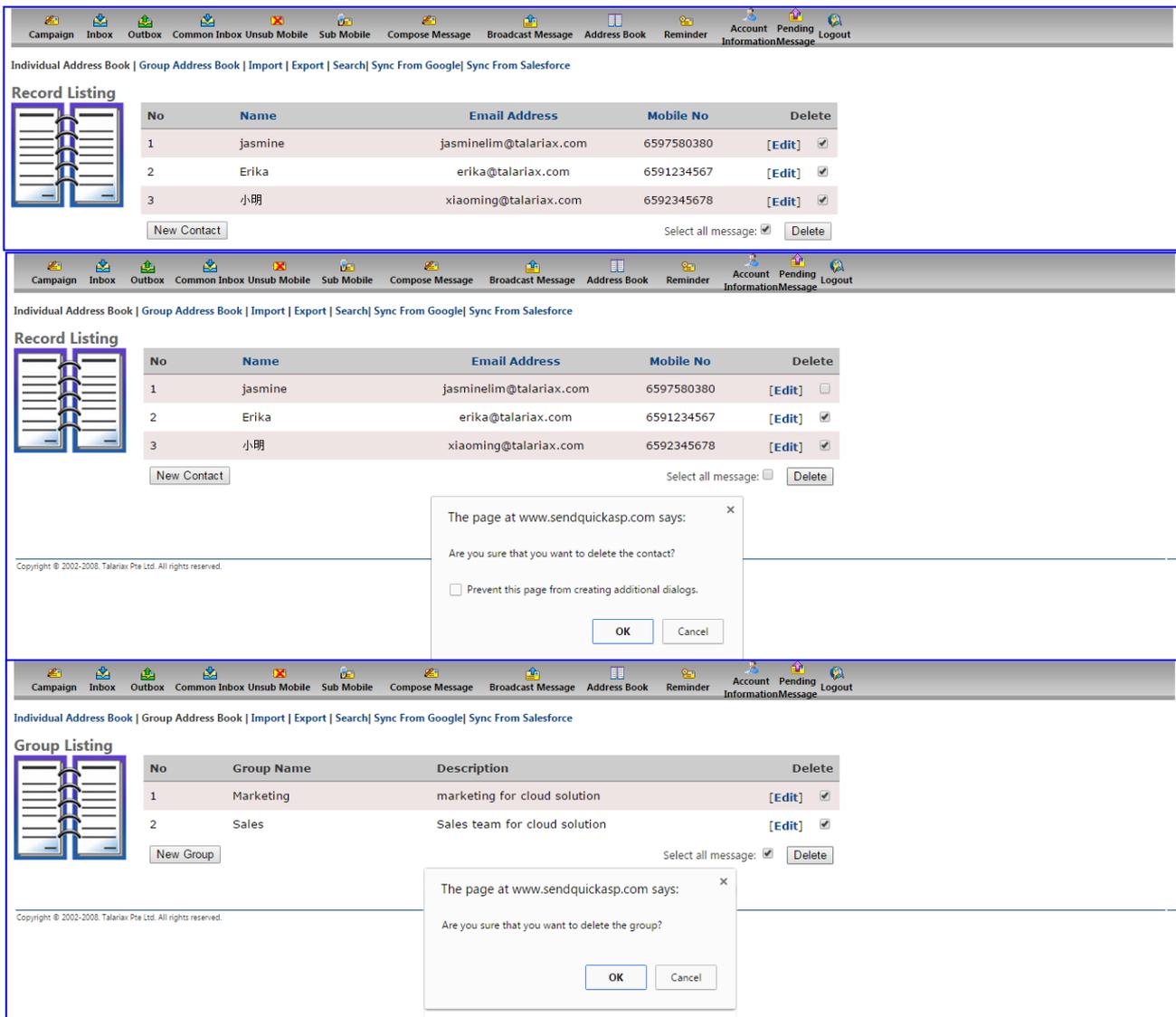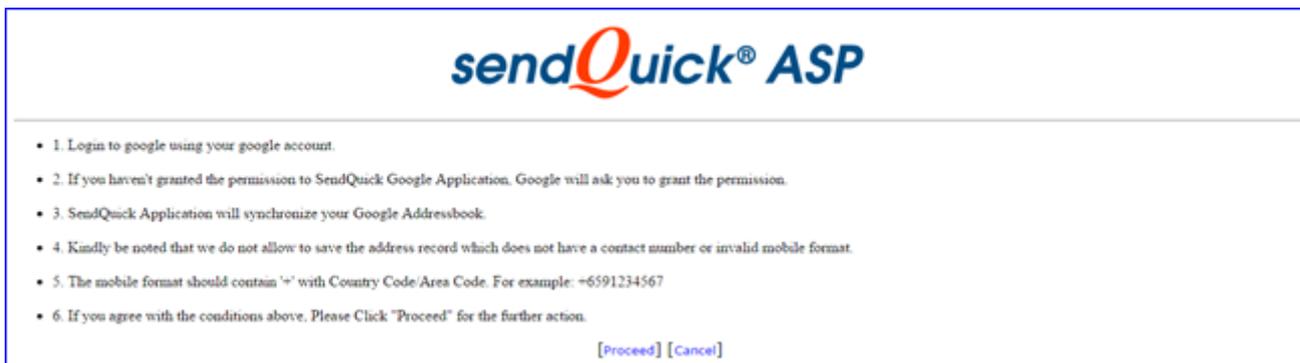In addition, the user may delete the contact(s) and/or group(s) as shown in Figure 30 below.

Figure 30: Deletion of contact(s) and group(s)

Lastly for this section, the user may Sync From Google/Salesforce for contacts management as shown in Figure 31 below.

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- 1. You need to register you SalesForce account with us.
- 2. Login User Name and Password credentials are mandatory.
- 3. You need to put the security token information together with your password.
- 4. For example, if your password is "myPassword" and your security token is "XXXXXXX", you will enter "myPasswordXXXXXXX" into our system.
- 5. You can get your security token at Salesforce.com. Login to your account then Seup > My Personal Information > Reset your security token
- 6. The mobile format should contain '+' with Country Code/Area Code. For example: +6591234567
- 7. If you are agree with the conditions above, Please Click "Proceed" for the further action.

[Register SaleForce Info] [Proceed] [Cancel]

Figure 31: Sync From Google & Sync From Salesforce

3.11 Reminder

The user can create SMS reminders with this feature. To create a new reminder, select **Add Reminder** and the details of the **Reminder** can be inserted as shown on Figure 32 below.

Figure 32: Reminder Message

3.12 Account Information

This feature enables the user to update **Email Address** and/or **Mobile No.** whenever there is a change required as shown in Figure 33. The user can also **Change Password** by clicking on the word in blue "**here**" as shown in the same Figure and Figure 34. This interface allows the user to manage the private information and will free the resources of the User Administrator.

If there is a need to manage **User Keyword**, **Autoreply Message** (where applicable), **Forward** message (where applicable), **Caller ID**, and **Add SMS Quota** if the remaining is low, please approach the administrator for the updates required, as shown in "User Management" section under "SendQuickASP Admin Manual".
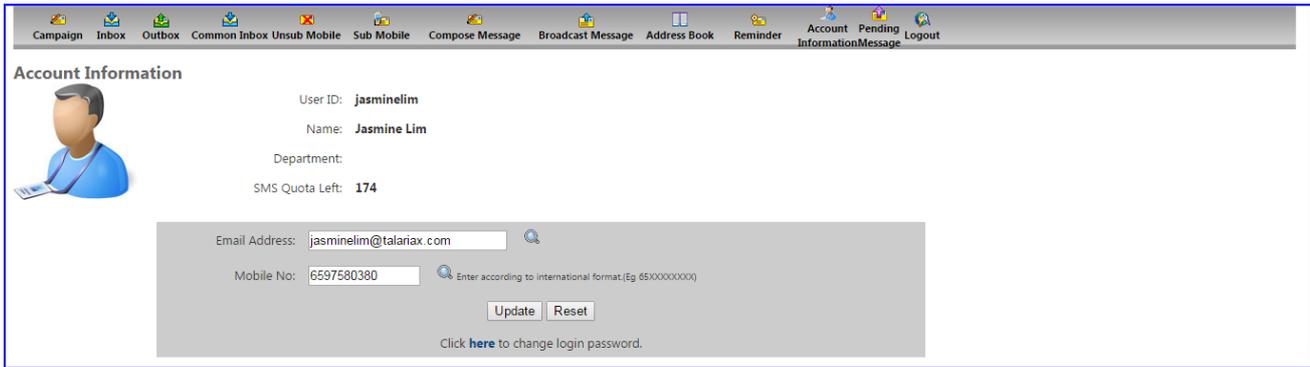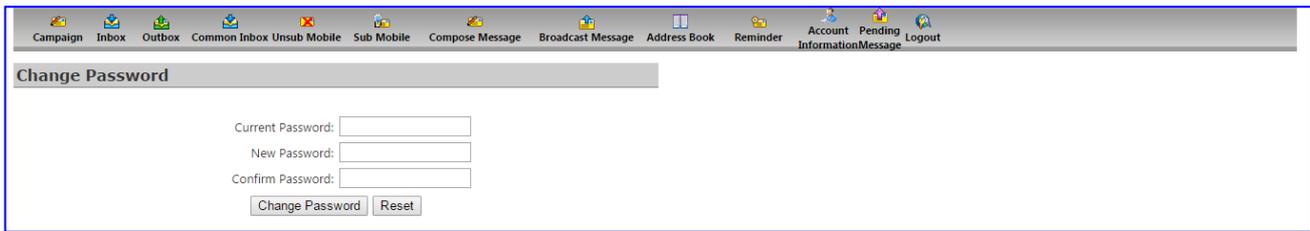
Figure 33: User Account Information

Figure 34: Change Password

3.13 Pending Messages

As explained in section 3.8, the messages can be prepared and queued for sending later at stipulated date and time. This allow the user to schedule the messages and plan the SMS-sending exercise. All the messages pending for sending are logged in this feature.

The **Pending Messages** and schedules will be displayed in the log. User can choose to delete all or selected messages, as long as they are still in this pending log. Select the relevant message(s) or **Select all message**, whichever appropriate, then select the **Delete** button to remove from the pending log. Alternatively, if were to delete all pending messages in the log, simply click on **Delete All Messages** will do. All these are shown in Figure 35 below.
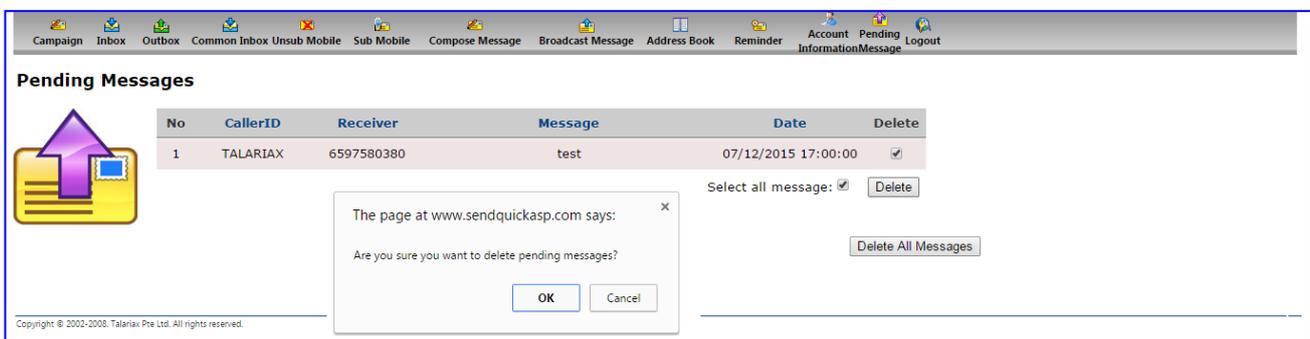

Figure 35: Pending Messages Log

3.14 Logout

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