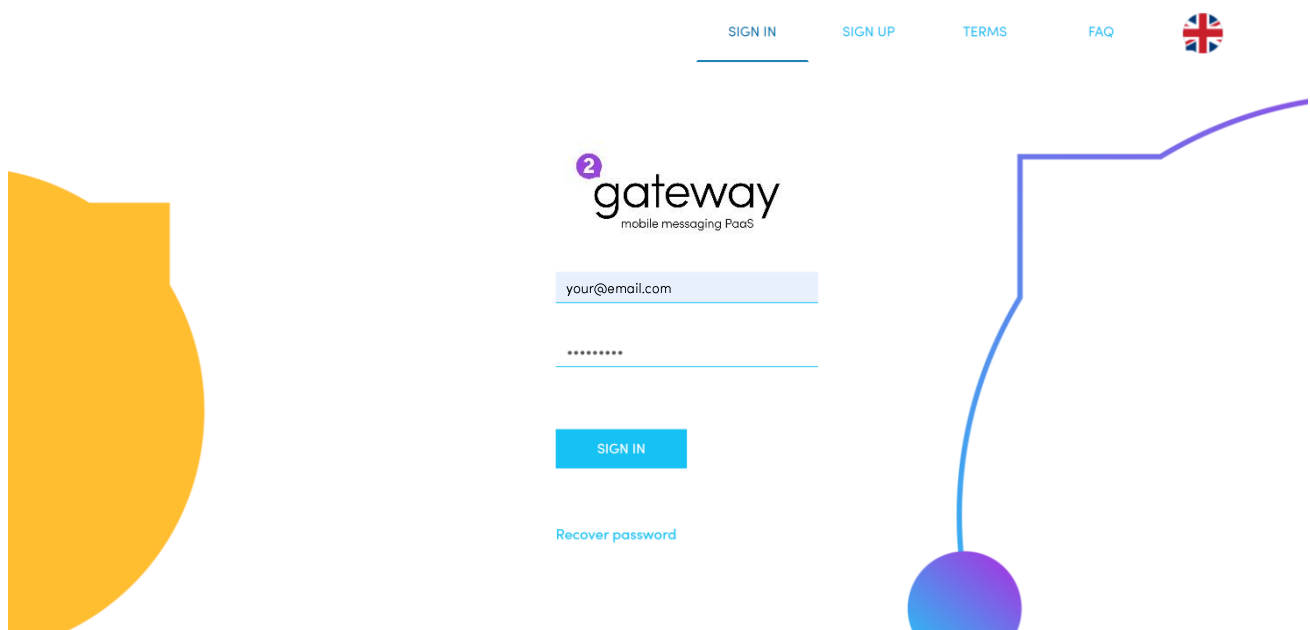


## 2gateway Mobile Messaging platform`s Enterprise Messaging module end user manual

*Aggregators are using 2gateway platform also for Enterprise Messaging. This module can be branded to serve Enterprise customers.*

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### ENTERPRISE CUSTOMER - LOG IN:



## PROFILE SETTINGS:

Enterprise messaging web interface (#5228/5597) BALANCE: 19.60911 €

SEND SMS CONTACTS REPORTS API PRICES

Profile Reports Terms Manual LOGOUT

TO Select group MANUAL

FROM 2gateway MANAGE

WHAT Message text

Left 160/160 symbols Messages: 1

WHEN Immediately

Settings Templates Custom fields Short-link

- Use Blacklist filter
- Allow unicode characters
- Multipart message (up to 7 parts)
- Use text from uploaded file

Default country – if you have added phone numbers without country code, then this particular country code will be added automatically by the system.

E-Mail

Language: English

Timezone: +03:00 Riga

Latvia (Republic of) (+371)

Custom field enclosure type: {..}

Change password:

New password

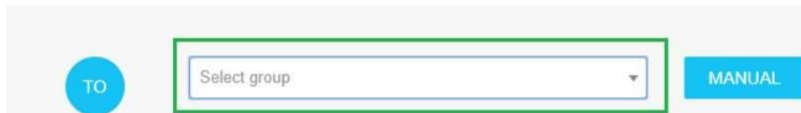
Confirm

SAVE PROFILE

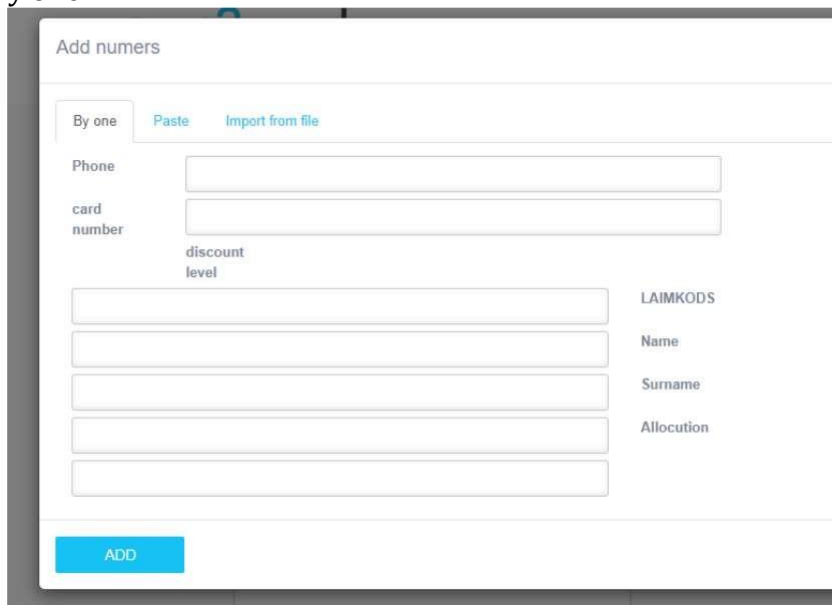
## SEND SMS

**TO** - recipients, phone numbers.

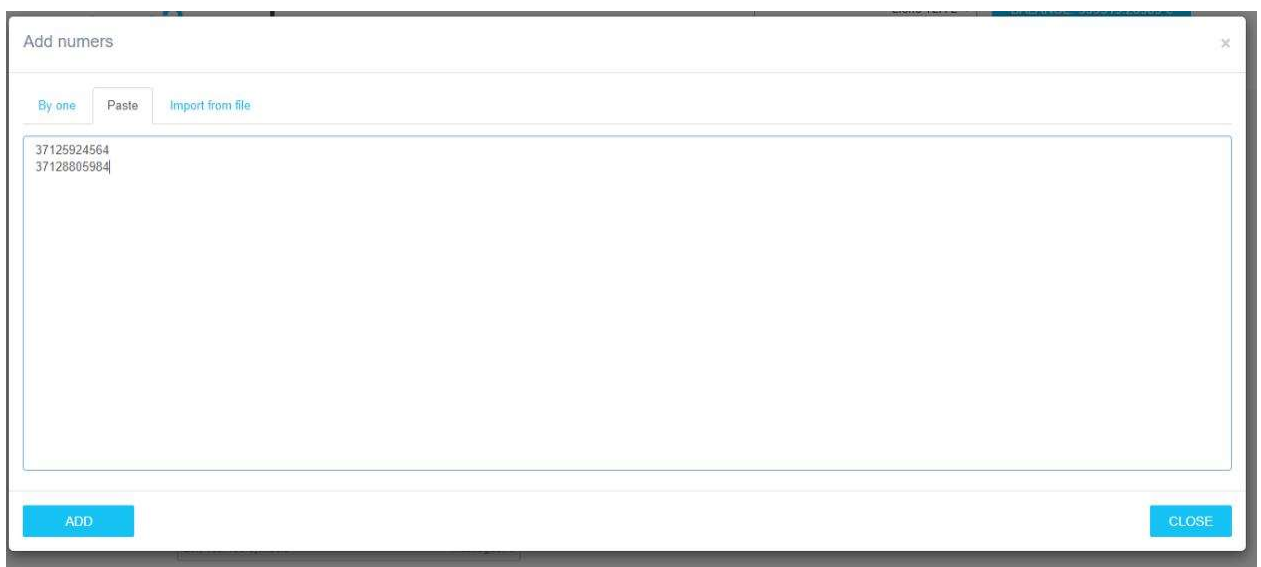
1) Can be added from previously made Contact group – select group:



2) Manual  
a. By one



b. Paste - Copied list – each number in separate line for small counts;



c. Importing from file - Adding list - excel (.xls, xlsx, .txt, .csv files)

The system has read first rows of your file, please specify in which column are phone numbers provided.

The screenshot shows a web interface for adding numbers. At the top, there are three tabs: 'By one', 'Paste', and 'Import from file'. Below the tabs is a blue 'UPLOAD FILE' button. Underneath is a table with several columns, each with a dropdown menu. The first column is labeled 'Phone n'. The table contains two rows of data:

	Phone n						
Liene	25924564						
Kristaps	29127172						

At the bottom of the interface is a blue 'ADD' button. The footer of the interface shows 'Left 160/160 symbols' and 'Messages: 1'.

If you are adding phone numbers without country codes, the system will add country which is specified by default in your profile settings.

Numbers can be added in all ways simultaneously for one campaign. Below is an example of how the added contacts are displayed:

The screenshot shows a 'TO' field in a messaging interface. On the left is a blue circle with 'TO' inside. To the right is a 'Select group' dropdown menu. Below the dropdown is a list of phone numbers: '37125924564,37128805984 (2)'. Below that is a file icon and 'tests.xlsx (2)'. To the right of the list are two trash icons. At the bottom right is a blue 'MANUAL' button.

**FROM** – sender’s name, usually company name or brand name. Max. length -11 symbols, no special characters, space is also considered a character.

iPhone automatically removes space in sender’s name.

Under Manage – new sender’s names can be added, and it can be specified in web interface, which is the default sender’s name.

The screenshot shows a message composition interface with four main sections: TO, FROM, WHAT, and WHEN. The TO field has a dropdown menu with 'Select group' and a 'MANUAL' button. The FROM field contains 'Text2' and has a 'MANAGE' button highlighted with a green box. The WHAT field is a large text area with 'Message text' as a placeholder and a character count 'Left 160/160 symbols'. The WHEN field has a dropdown menu with 'Immediately' and a calendar icon. On the right side, there are tabs for 'Settings', 'Templates', and 'Custom field', and a list of settings including 'Use Blacklist filter', 'Allow unicode characters', 'Multipart message (up to 7 parts)', and 'Use text from uploaded file'.

Sendername ADD

---

User shall not transmit any messages and data using the Service which contain copyright trademarks or other intellectual property without the written permission of the holder of these rights.

Default	Sendername	Created	
<input type="radio"/>	Atgadinu	21.06.2016 11:58	
<input type="radio"/>	STATEMENT	10.05.2019 18:09	
<input checked="" type="radio"/>	Text2	30.10.2018 09:50	

Showing 1 to 3 of 3 entries Previous **1** Next

**default sender name**

CLOSE

**WHAT** – message text, content.

Standard message length is 160 symbols with Latin letters. In our web interface, if you try to compose a message using special characters, for example: "ãěš", which are available in some languages, those will be removed automatically.

If you would like to compose messages with special characters, please mark field **Allow Unicode characters**.

Please note that if a message contains special characters, the message length is 70 symbols for the first part and 63 symbols for the following parts.

Message can be composed of up to 7 parts, and the user's phone will combine all parts in one message; costs will be charged for each part individually.

For sending multipart messages, please mark down field: **Multipart message (up to 7 parts)**

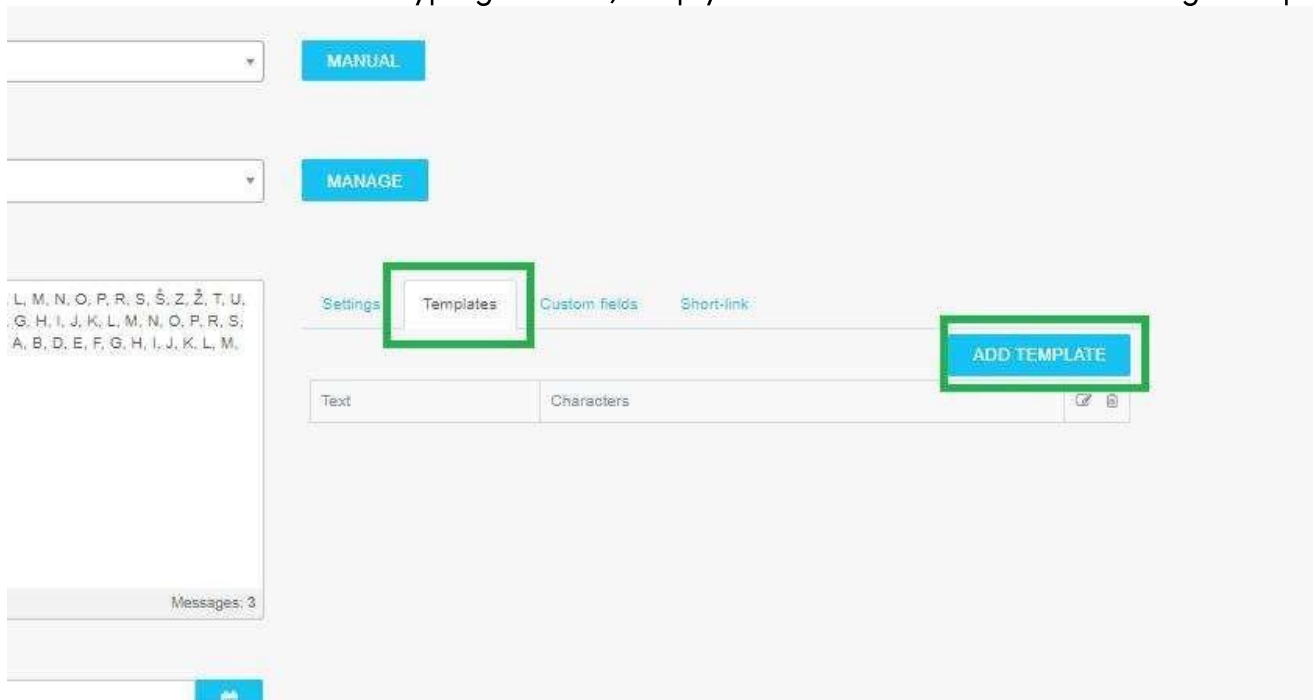
**!!! Please note that costs are charged for each message part.**

If you would like to send a different text to each user, then it is possible to prepare a file with numbers and texts and send it all in one campaign. In such case, when adding file, please specify, in which column are phone numbers provided and which – the texts. For near text field please mark: **Use text from uploaded file**

The screenshot shows the 'SEND SMS' configuration page. On the left, there are sections for 'TO' (Select group), 'FROM' (Text), 'WHEN' (Immediately), 'RATE' (1 sms/min to Unlimited), and 'TEST' (Phone for test). The main 'WHAT' section contains a character set and a 'Messages: 6' indicator. On the right, a 'Settings' panel includes: 'Use Blacklist filter' (checked), 'Allow unicode characters' (checked), 'Multipart message (up to 7 parts)' (checked), and 'Use text from uploaded file' (unchecked). Annotations in green boxes explain: 'This is always marked by default, that means that messages to numbers from blacklist wouldn't be sent.' (pointing to 'Use Blacklist filter'); 'Allow messages with special characters.' (pointing to 'Allow unicode characters'); 'If you gone use message texts from file and have them uploaded, please mark there.' (pointing to 'Use text from uploaded file'). A red box at the bottom right states: '!!! Please note that costs are for each message part. Please follow part count there.' (pointing to the 'Messages: 6' indicator).

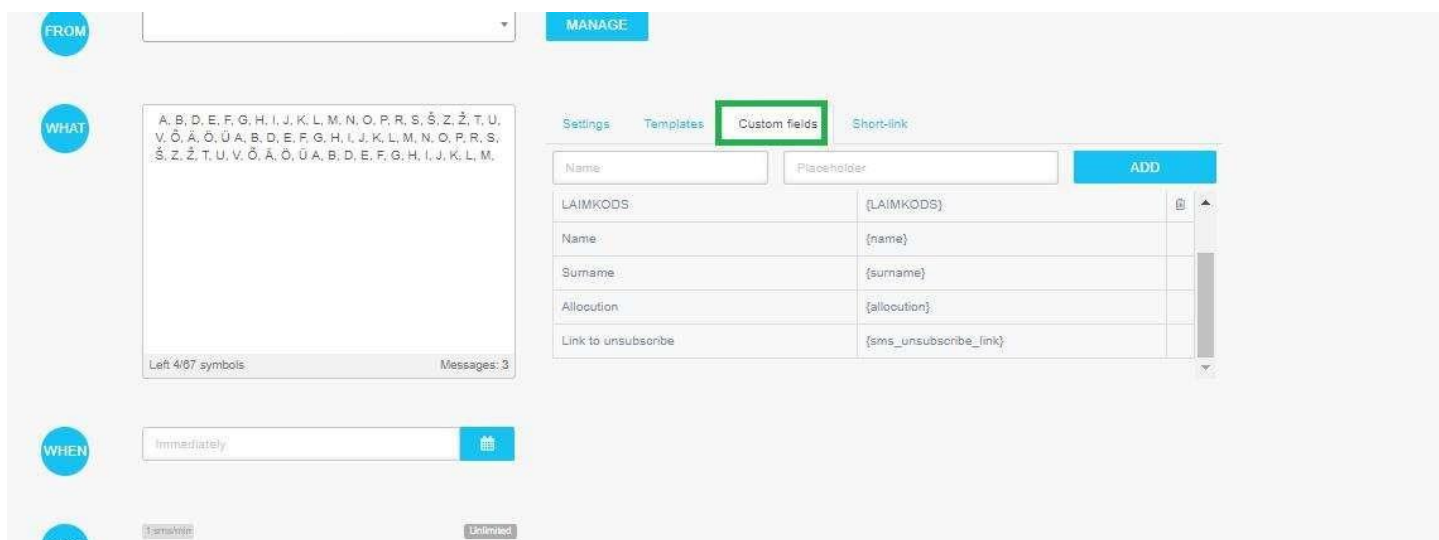
## Templates

- If you often use the same text quite, there is an option to make Message text templates.
- Next time instead of typing the text, simply choose one of the saved message templates.



## Custom fields:

If you need to compose message texts with individual information, like customer number, cardnumber, this can be done in custom field section. Before you should uploaded a file with specific parameter data. You can create your own custom fields.







## WHEN

Send-out time. If you don't specify any date & time, send-out time is immediate. Campaigns can be scheduled up to a month in advance.

## RATE

Message send-out speed. If users after receiving a message will call you back. This is an option to specify slower message send-out speed to avoid overloading call centers. Approximate calculated message send-out end time is shown, if you **move** with mouse cursor to the "SEND" button.

The screenshot displays the 'SEND SMS' interface of the gateway mobile messaging PaaS. It includes several configuration sections:

- TO:** A dropdown menu for selecting a group, currently showing 'Outlet\_Sigulda\_LV.txt (5167)'. A 'MANUAL' button is next to it.
- FROM:** A dropdown menu for selecting a sender, with a 'MANAGE' button next to it.
- WHAT:** A text input area for the message content. It includes a character count 'Left: 4/67 symbols' and a message count 'Messages: 3'. To the right are tabs for 'Settings', 'Templates', 'Custom fields', and 'Short-link'. The 'Settings' tab is active, showing options: 'Use Blacklist filter' (checked), 'Allow unicode characters' (checked), 'Multipart message (up to 7 parts)' (checked), and 'Use text from uploaded file' (unchecked).
- WHEN:** A date and time selector showing '18.09.2019 13:10'.
- RATE:** A slider control for message send-out speed, ranging from '1 sms/min' to 'Unlimited'. The current setting is '64 sms/min'. This section is highlighted with a green box.
- TEST:** A field for 'Phone for test' and a 'SEND' button.

At the bottom, a blue summary box (highlighted with a green box) displays the following information:

```
FROM: TEXT2
RECIPIENTS: 5167, MESSAGES: 15501
SENDOUT: 18.09.2019 13:10 ~ 18.09.2019 16:14
```

## TEST

- An option to send a test message before launching the campaign and checking if all info is correct.
- Are the sender's name and content correct.
- **We suggest testing always to make sure that everything is as it should be.**

**CONTACTS** – in this section contacts can be stored in contact groups. Available blacklist – to add, remove contacts, download blacklist.

gateway mobile messaging PaaS

SEND SMS CONTACTS REPORTS

Name for new group

Search groups by phone:

Name	Created
test / 1	18.09.2019 14:19

BlackList / ~ 1

- Export to file
- Add contacts
- Clear black list

**REPORTS** – sent message/campaign reports. Search by number, report download in xls, csv formats.

gateway mobile messaging PaaS

SEND SMS CONTACTS REPORTS

09/2019

all users

Search by nr

Total 10 sms

WEB-interface	10 sms	Delivered	Undelivered	Rejected	No status
18.09.2019 13:46	Text2	100%			
18.09.2019 13:29	Text2	100%			
10.09.2019 14:42	Text2	100%			
10.09.2019 14:40	Text2	100%			

Option to download full month report

Option to download particular campaign report