



**SmsDome – SMSBOX**

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# Introduction to SmsBox

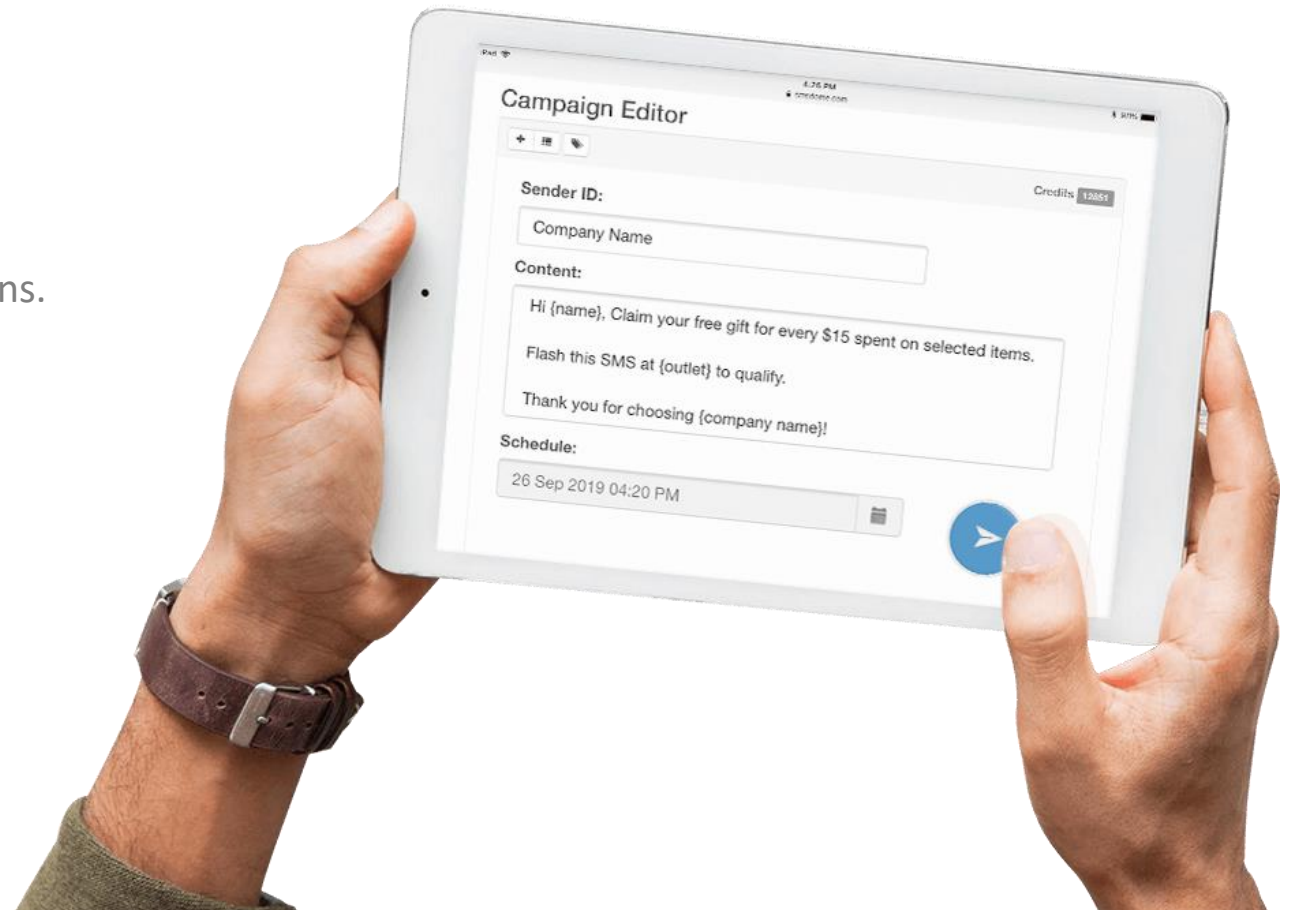
## Broadcast high-performance SMS & Push Messages

SmsBox is a Cloud based SMS Marketing & Communications Solution that is used by businesses and government agencies to launch two-way SMS between web browsers and mobile phones.

### Use SmsBox to:

- Build customer relations by creating vital touch-points.
- Engage audiences with updates, greetings & notifications.
- Retain customer loyalty by staying in-touch.

1. Highest Quality SMS Gateway (Direct SMS route).
2. Super Fast SMS Broadcasts (240,000 SMS per hour).
3. Reliable track record of [99% Service Level Agreement](#)



# User-friendly Interface



Navigate through 6 essential sections:

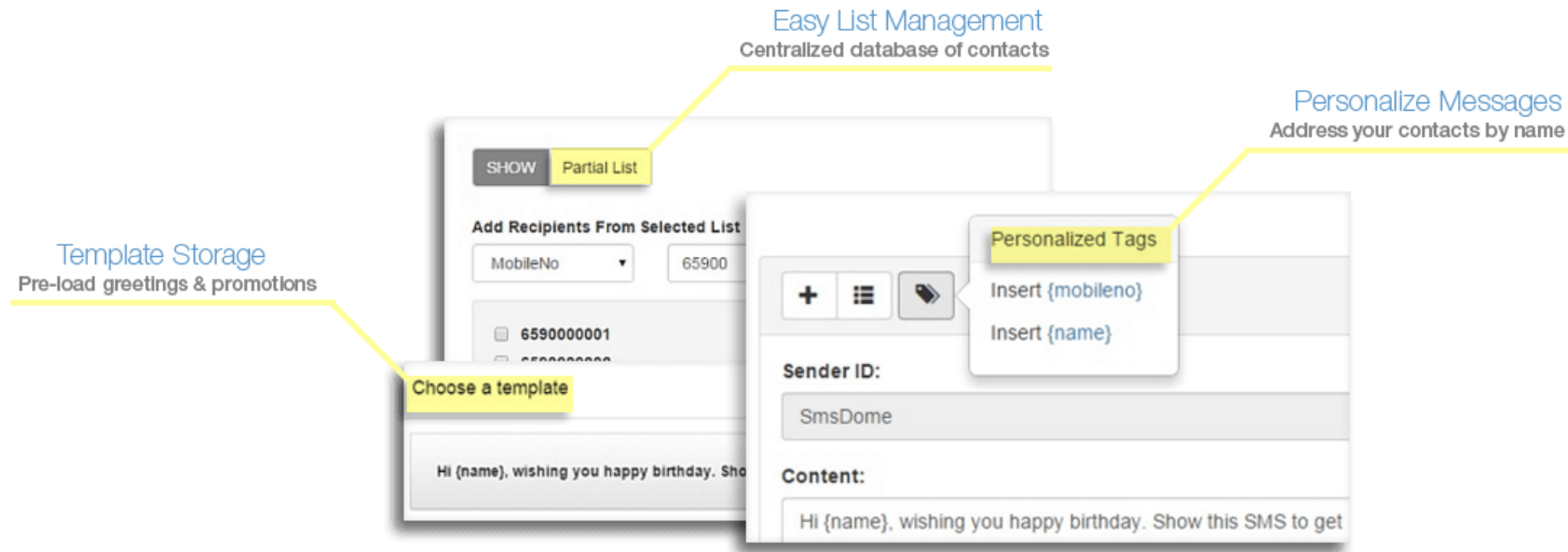
1. **Home:** Overview of recent broadcasts and credit balance
2. **Campaigns:** View your scheduled and past campaigns.
3. **Inbox:** View all incoming messages.
4. **Outbox:** View all broadcasted messages.
5. **Blacklist:** View all un-subscriptions.

## Multi Platform Accessibility

Access SmsBox via your laptop or your smartphone. You will be able to send SMS broadcasts on the go.



# Smart Message Composer



## 1. Template Storage:

Prepare and store templates for different purposes and occasions.

- Festive greetings / Promotions
- Reminders / Notifications
- Emergency alerts

## 2. Easy List Management

Save multiple lists of contacts and easily select broadcast recipients.

- Staff / Volunteers
- Members / Customers
- Students / Teachers / parents

## 3. Personalize Messages

Broadcast mass SMS messages with personalized tags:

- Greet recipients by name
- Indicate time slots
- Include birth dates

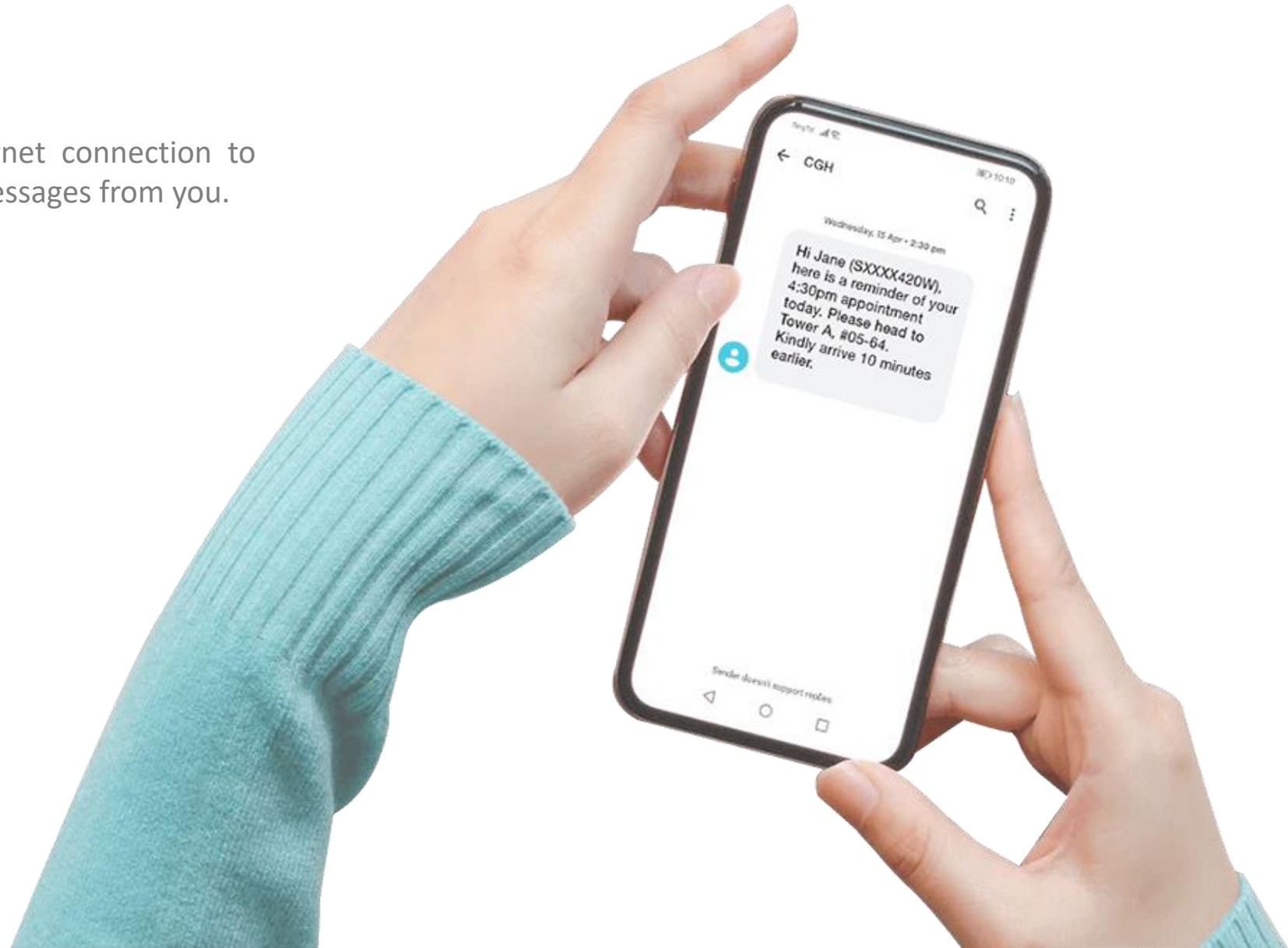
# Superior SMS Delivery Rates

## Wi-Fi or Internet not required

Your recipients do not require an Internet connection to receive vital notifications or important messages from you.

### Use SmsBox for:

- ✓ Personalized alerts
- ✓ Notifications
- ✓ Confirmations
- ✓ Event reminders
- ✓ Information requests
- ✓ Attendance tracking
- ✓ Managing reservations
- ✓ Logistic communication
- ✓ Surveys
- ✓ Member authentication



# PDPC Compliant Marketing

## Un-subscription management:

SmsBox comes with an auto-blacklist feature which ensures that your SMS broadcasts only reach the correct crowds of people.

## 2. Black List Deactivation Option:

You may also disable the automated removal of blacklisted numbers while creating your SMS campaign.

Unsubscriptions

<input type="checkbox"/> Date	Sender	Remark
<input type="checkbox"/> 19 Apr 2018 10:59 AM	65811	un
<input type="checkbox"/> 17 Oct 2017 11:11 PM	65978	UN
<input type="checkbox"/> 9 Sep 2017 12:33 PM	65975	UN

1. Test Blast Numbers

Partial List

HIDE

Allow Duplicates

OFF

ON

Remove Unsubs

## Approved for Government agency use

Previously listed on Singapore's Govtech Cloudstore, SmsBox is approved for government agency use too!



# Why Use SmsBox

1. Your recipients do not require an Internet connection to receive your messages.
2. Enhance your customer's experience with faster, real-time responses.
3. Increase in productivity with automated scheduling notifications.
4. Ability to track your communications history.
5. Cost savings, without the need for Hardware or Software.
6. Reliable Gateway with a track record of 99% Service Level Agreement.
7. Cloud-Based technology ensures that your Data is secured and accessible anywhere you go.
8. Direct Connection with ASEAN telcos ensures reliable delivery of your SMS broadcasts.
9. Secured network: Upgraded to TLS v1.2 in accordance with government guidelines.
10. Highly trained and responsive staff providing 24/7 support.

## Made by an Award-Winning Team - ISO 9001:2015 Certified

Fortify your business with the best and fastest SMS delivery system. With a sending speed of **240,000 SMS per hour** you can notify buildings and networks of people with vital information within moments.

Register for a trial account [here](#) – 50 Free credits included.



## Pricing: Self-managed Biz Route

DESCRIPTION	DIRECT ROUTE
Set-up fee	No setup fee
2,000 – 24,999 vol	\$0.052
25,000 – 49,999 vol	\$0.049
50,000 – 99,999 vol	\$0.047
100,000 – 199,999 vol	\$0.045
200,000 – 499,999 vol	\$0.043
500,000 – 999,999 vol	\$0.040
Above 1 million vol	\$0.038
Unsub Report (Optional)	\$50 / month
Dedicated Line Hosting (Optional)	\$200 / month
2-way shared service + Email Routing (Optional)	\$100 / month
Delivery Status Update	Complimentary
Others	DNC check \$0.015 / number (\$30 admin fee)



## Pricing: Self-managed SIM Card (Broadcasts via SIM Card)

DESCRIPTION	DIRECT ROUTE
Set-up fee	No Setup Fee. Client to provide SIM CARD No Hardware/Software required
SMS sending Charges	Unlimited local SMS
Dedicated line Hosting	\$150 / month
Auto Unsub (Optional)	\$50 / month
Email Routing (Optional)	\$100 / month
Others	DNC check \$0.015 / number (\$30 admin fee)

# Frequently Asked Questions

## 1. Where will all un-subscriptions be reflected on in SmsBox?

If an SMS or API account has the Auto-Blacklist feature enabled, the incoming unsub text (eg: U15) will be reflected in both the Inbox as well, as the blacklist.

## 2. Does Auto-Blacklist work the same for Shared and Dedicated incoming numbers?

Auto-blacklist will work the same for both Shared, and Dedicated incoming number

## 3. How do I allow for a 'Call Back URL'?

Enable the IP on your firewall to allow us to call your 'Call Back URL'. (More info of our IP in our [API document](#))

## 4. What is the password strength requirement for SmsBox?

1 uppercase, 1 lowercase, 1 number, 1 special char, min 8 chars.

## 5. Can I upload large lists of contacts?

Yes. Large lists of contacts can be uploaded in CSV format. The maximum file size per upload is 10MB – files larger than 10MB will have to be split and uploaded separately to optimize processing speed.



## Important Reminder

- Malaysian telecom company: Maxis, has imposed a regulation effective 1st October 2018 for messages sent from them in Malaysia.
- Companies are required to include the brand name/name of the party providing the content in each SMS message.
- Messages without the company brand name / name will be deemed as a message from an international brand which costs RM0.30 per message.

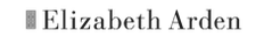
# Clientele

Ever since SmsDome's inception in 2007, we have amassed approximately 1500 clients.

Many of whom continue to place their trust in us throughout our ten years of service in the industry.



ESTÉE LAUDER



"Campaigns which turned out to be a success each time"

**Jaden Lee**

Senior Marcom Executive  
Bioskin Holdings Pte Ltd

"high level of service and commitment to delivery"

**Sandy Goh**

Director, Regional Agent Trade Marketing  
PropertyGuru Pte Ltd

"SmsDome proved to be trustworthy and speedy."

**Aileen Seet**

Marketing Manager  
Triumph International

# Thank you!

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