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simplyblast
whatsapp marketing for business made simple

SimplyBlast – User Guide

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DATA PROTECTION ASSURED
bsi ISO 22301 Business Continuity Management CERTIFIED ISO/IEC 27001 Information Security Management CERTIFIED

Contents

1. Sign In
- a. Change Password / Logout

2. Dashboard

3. Contacts
- a. Add Personalised Fields
- b. Edit Personalised Fields
- c. Delete Personalised Fields
- d. Create Tags
- e. Tag/Untag Contacts
- f. Delete Tags
- g. Import Contacts
- h. Export Contacts
- i. Delete Contacts
- j. Edit Status

4. Campaigns
- a. Create a New Campaign
- b. Duplicate Campaigns
- c. Delete Campaigns
- d. View Campaign Details
- e. Export Campaign Reports

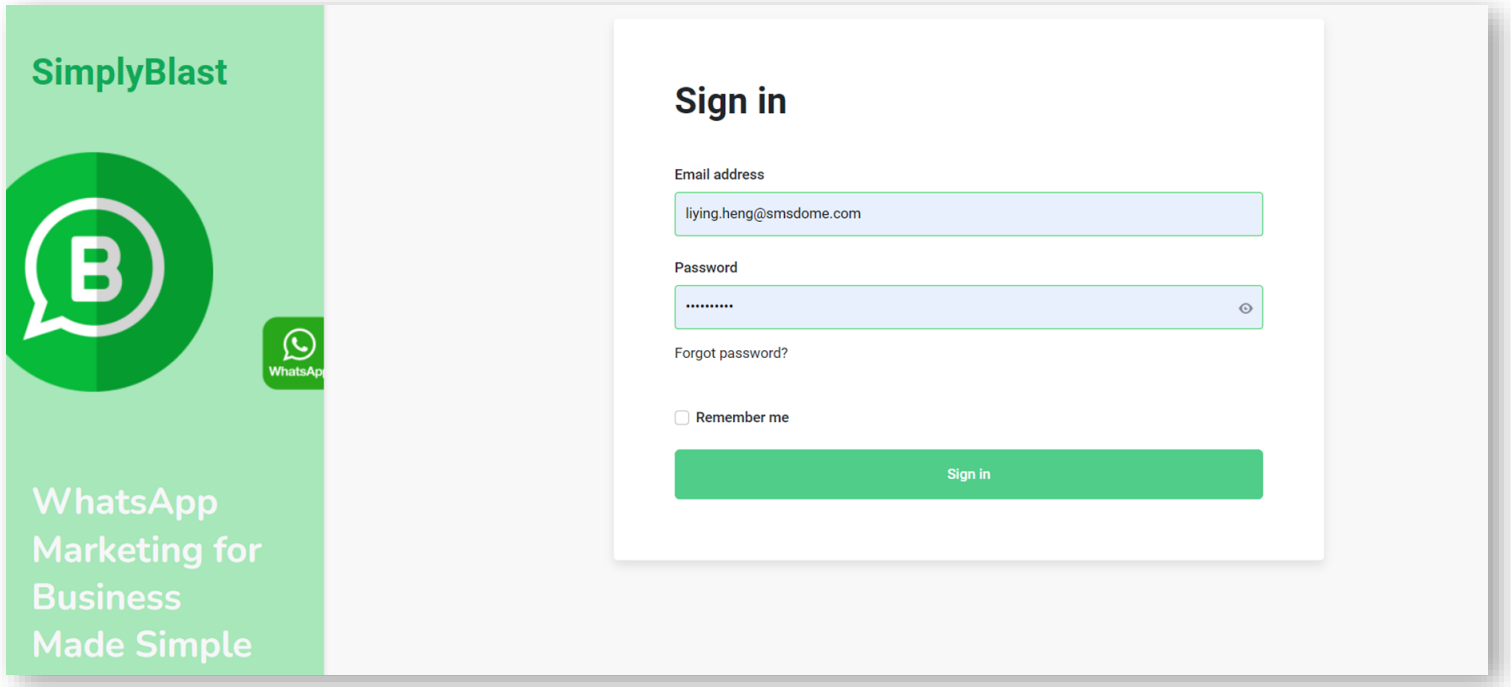
5. Keyword Responder
- a. Create a New Keyword Responder
- b. Delete Keyword Responder

6. Inbox
- a. View Conversation Details
- b. Quick Reply

7. Outbox
- a. View Conversation Details

8. Settings
- a. Manage Account
- b. Transfer Credits
- c. Create New Template
- d. Delete Templates
- e. Subscription Tier
- f. Add Users
- g. Delete Users

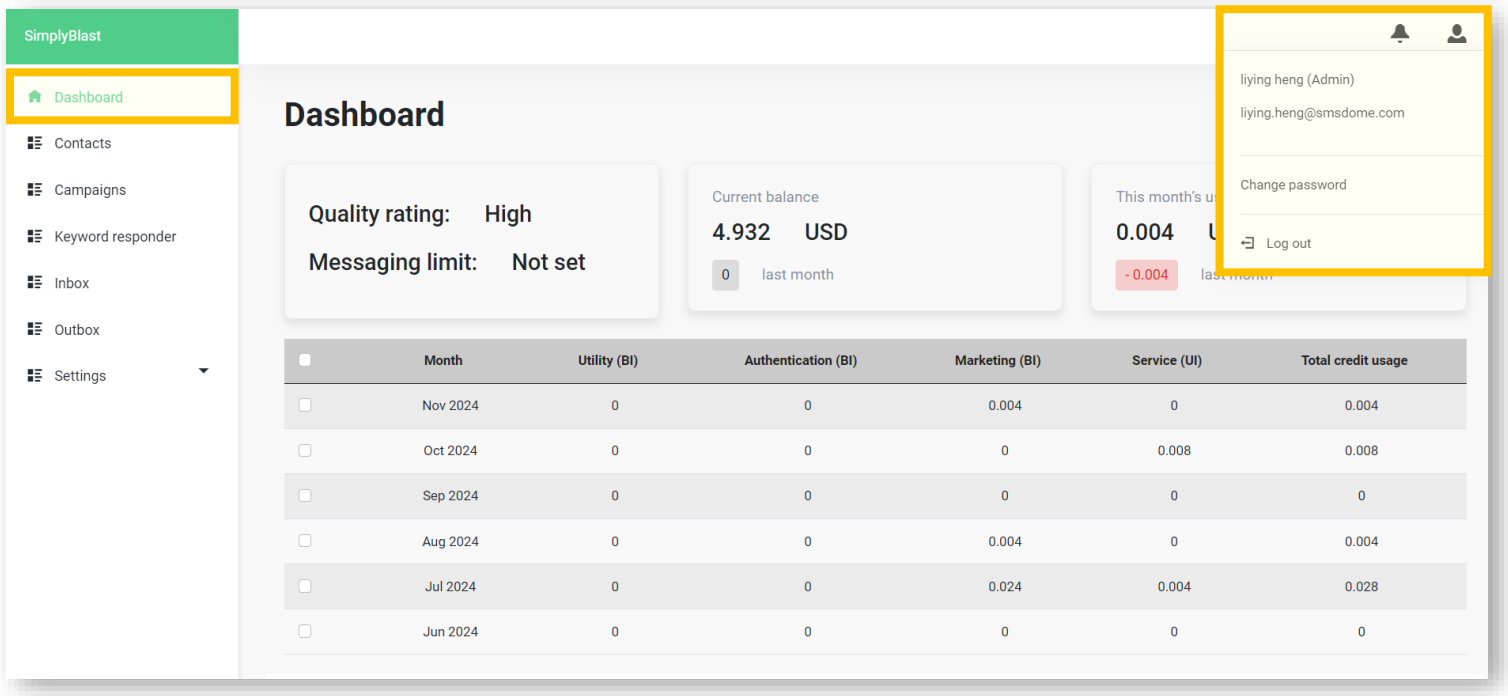
1. Sign In



To Sign in:

1. Click here to visit the login page
2. Enter your Email address
3. Enter your Password
4. Click on Sign in

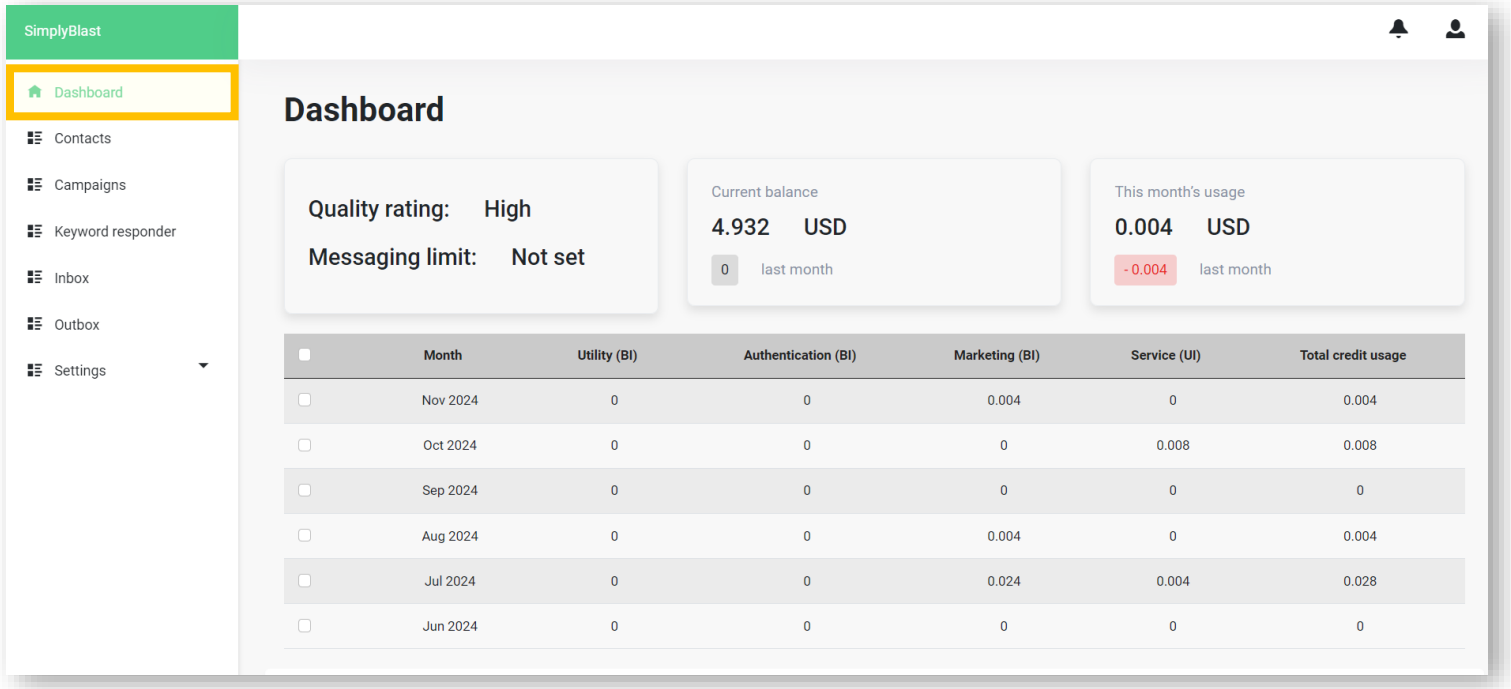
1a. Change Password / Log out



To Change Password / Log out:

1. Click on the user icon in the top right corner

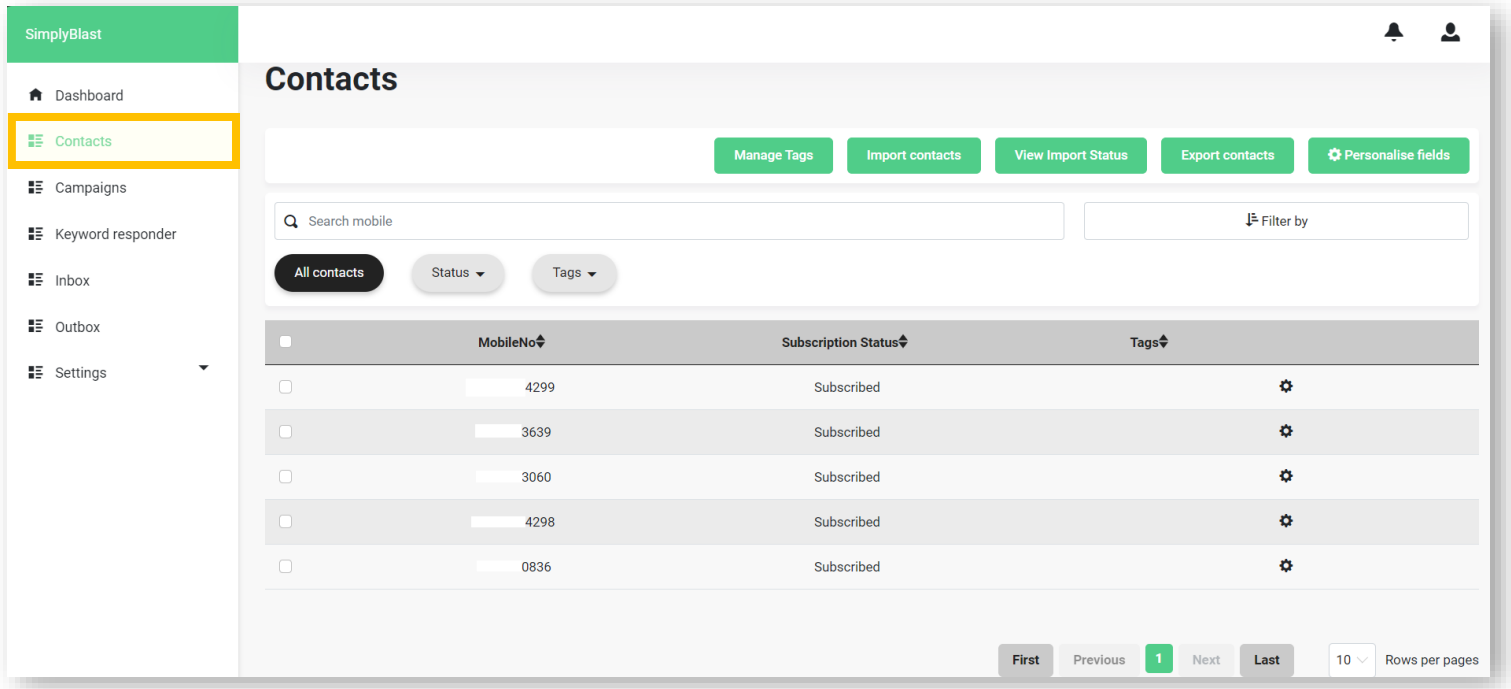
2. Dashboard



To Access the Dashboard:

1. Click on Dashboard

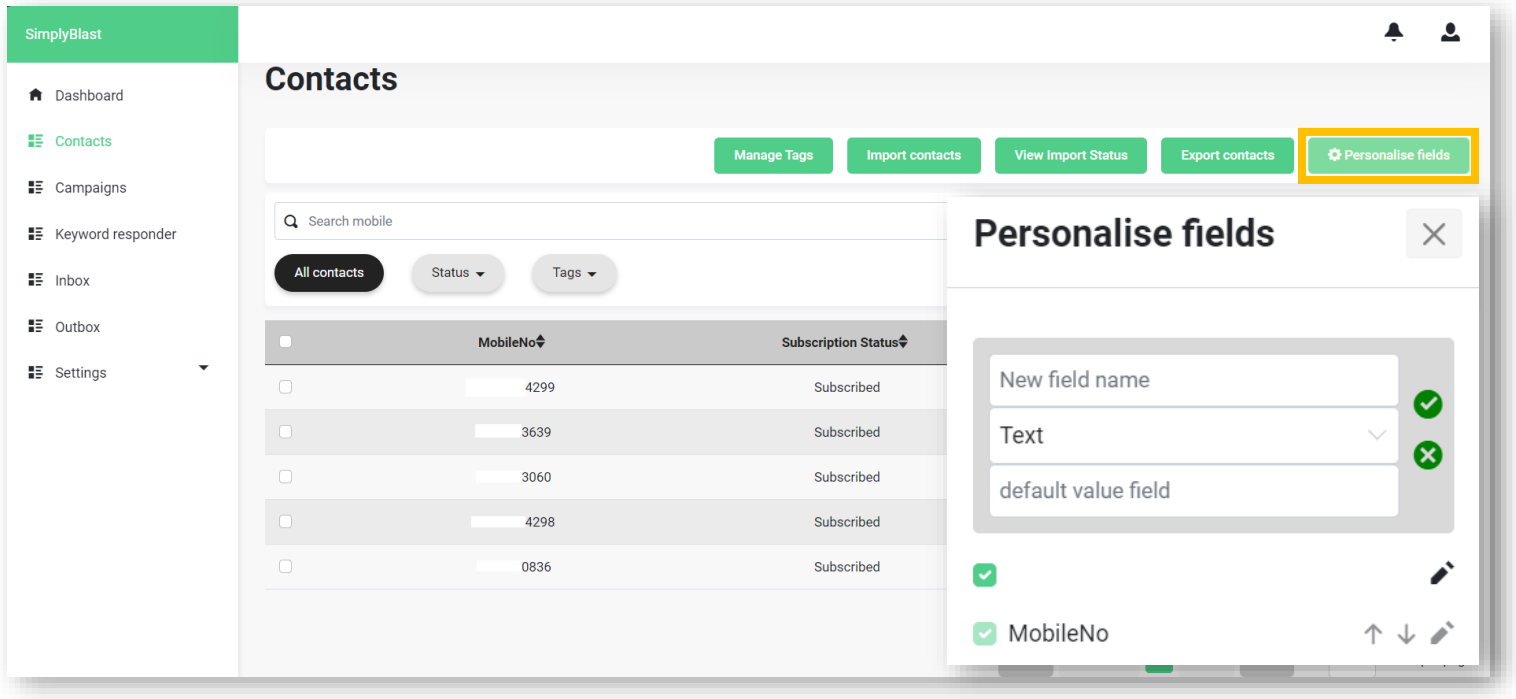
3. Contacts



To View your Contacts:

1. Click on the Contacts section

3a. Add Personalised Fields

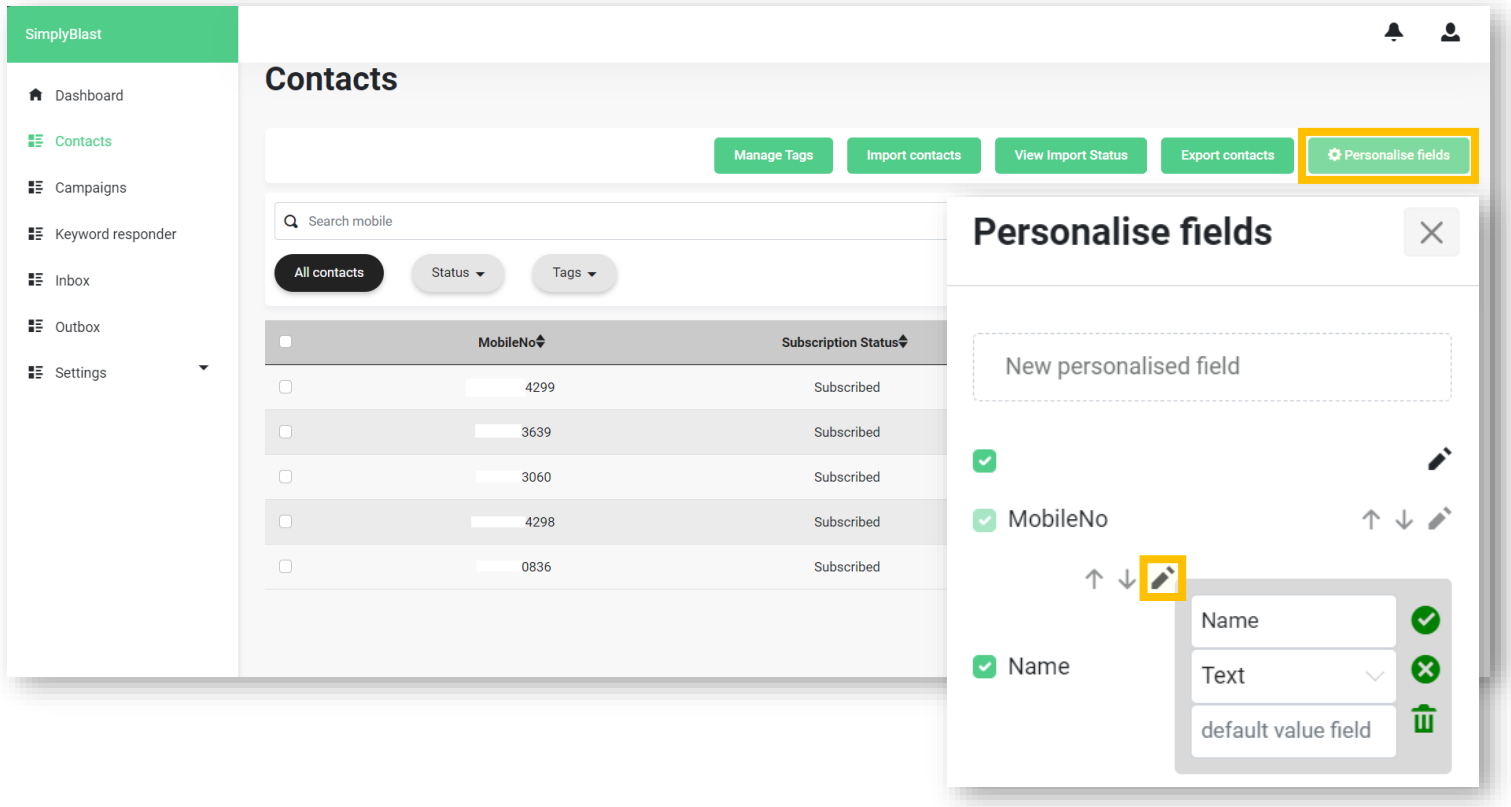


To Add a Personalised Field:

1. Click on Personalise fields
2. Click on New personalised field
3. Enter Field name
4. Select a Field type
5. Optional: Input a Default value
6. Click on ✔

Note: Default value is the value that appears if the imported field is blank

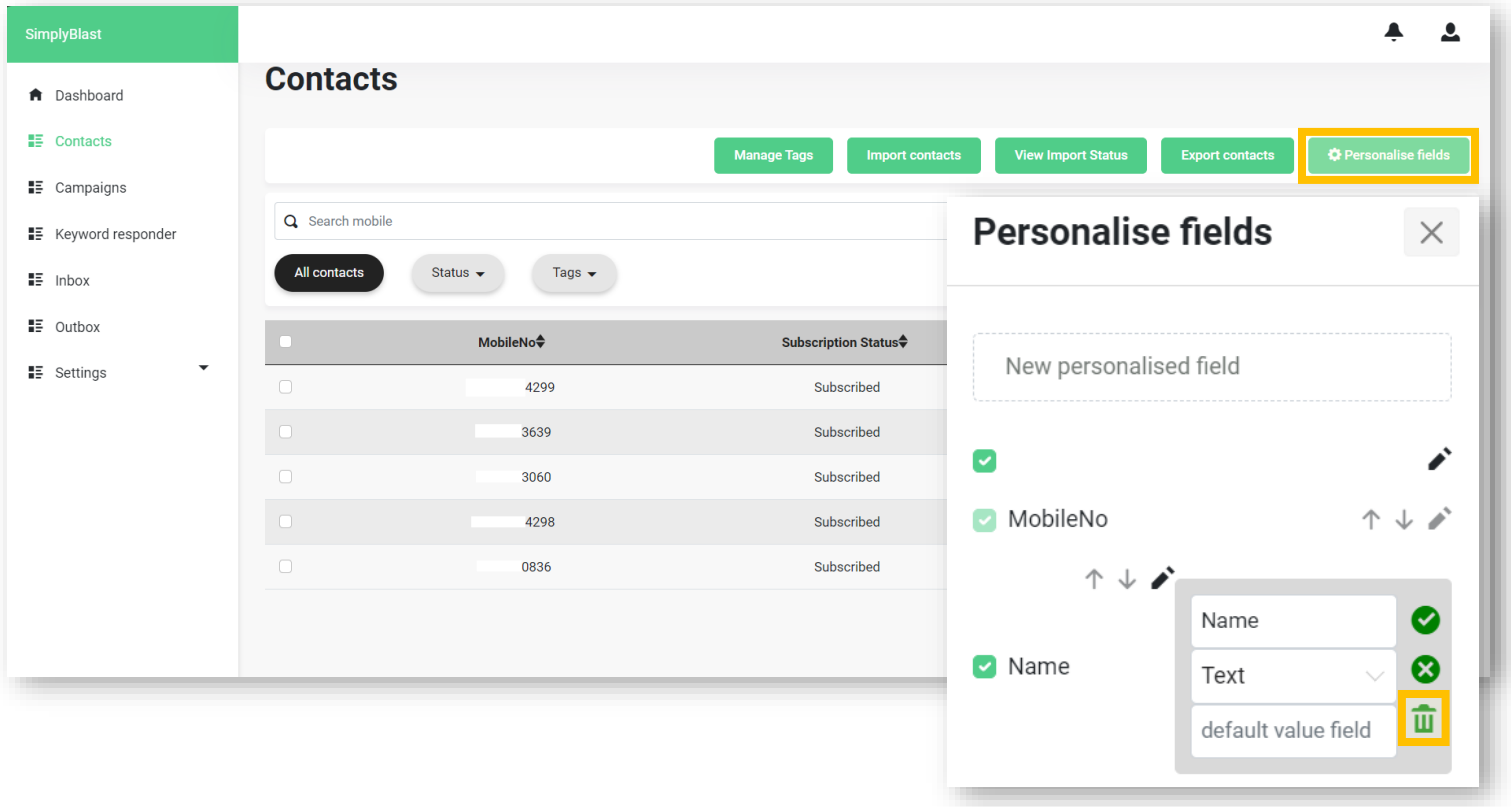
3b. Edit Personalised Fields



To Edit a Personalised Field:

1. Click on Personalise fields
2. Click on ✏
3. Edit Field details
4. Click on ✔

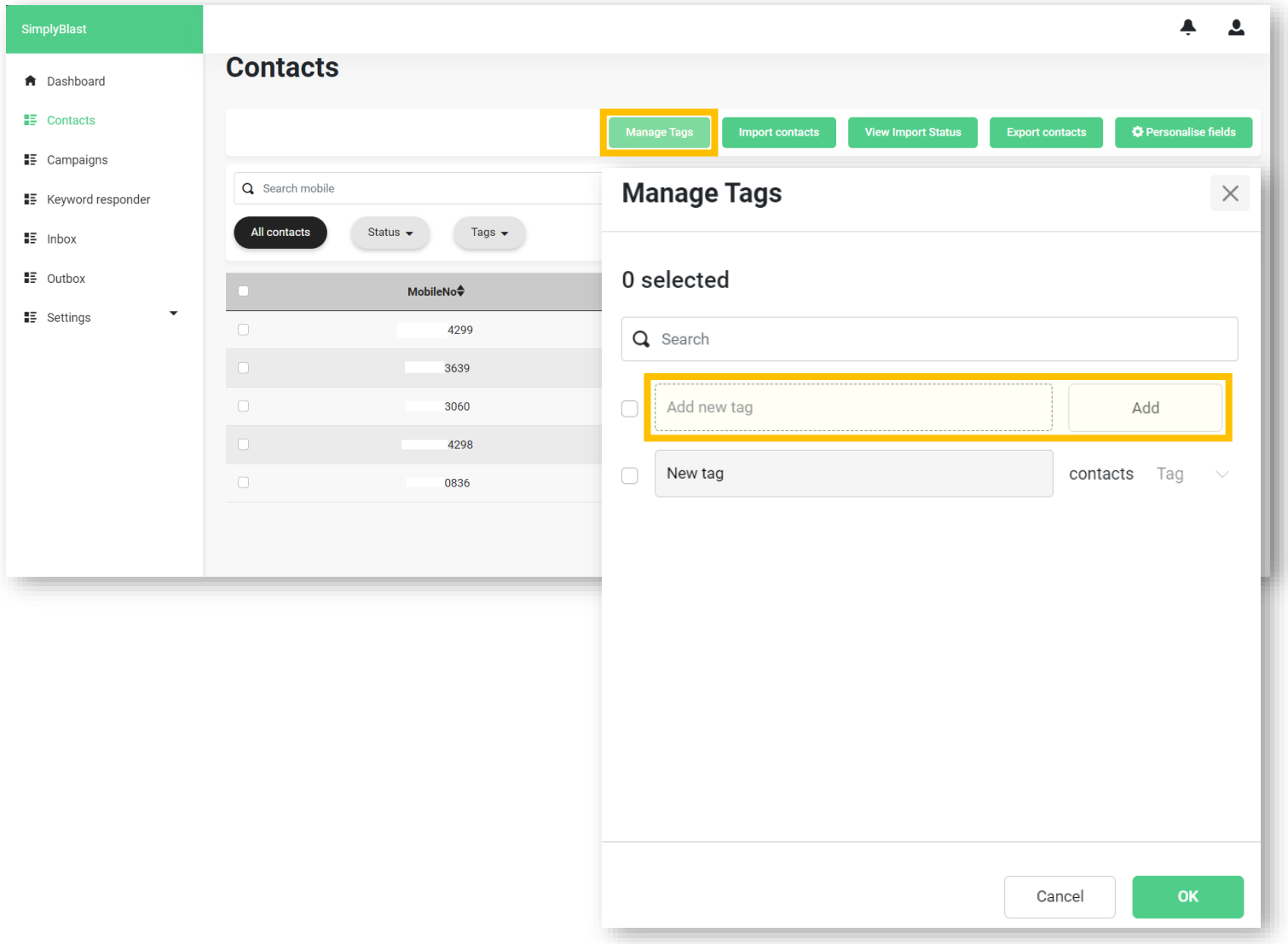
3c. Delete Personalised Fields



To Delete a Personalised Field:

1. Click on Personalise fields
2. Click on
3. Click on
4. Click on Ok

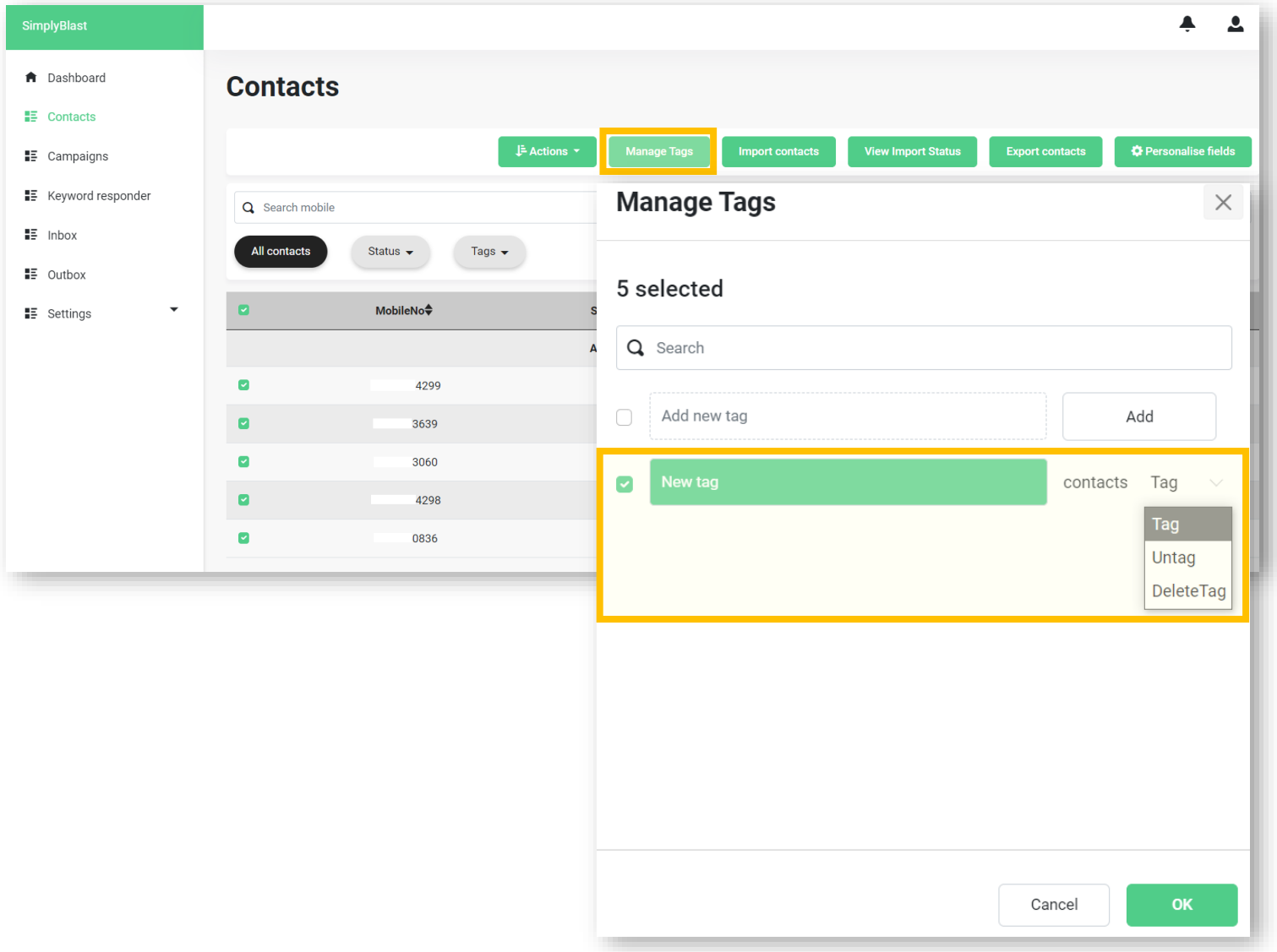
3d. Create Tags



To Create a Tag:

1. Click on Manage Tags
2. Click on the Add new Tag field
3. Enter Tag name
4. Click on Add
5. Click on Ok

3e. Tag/Untag Contacts

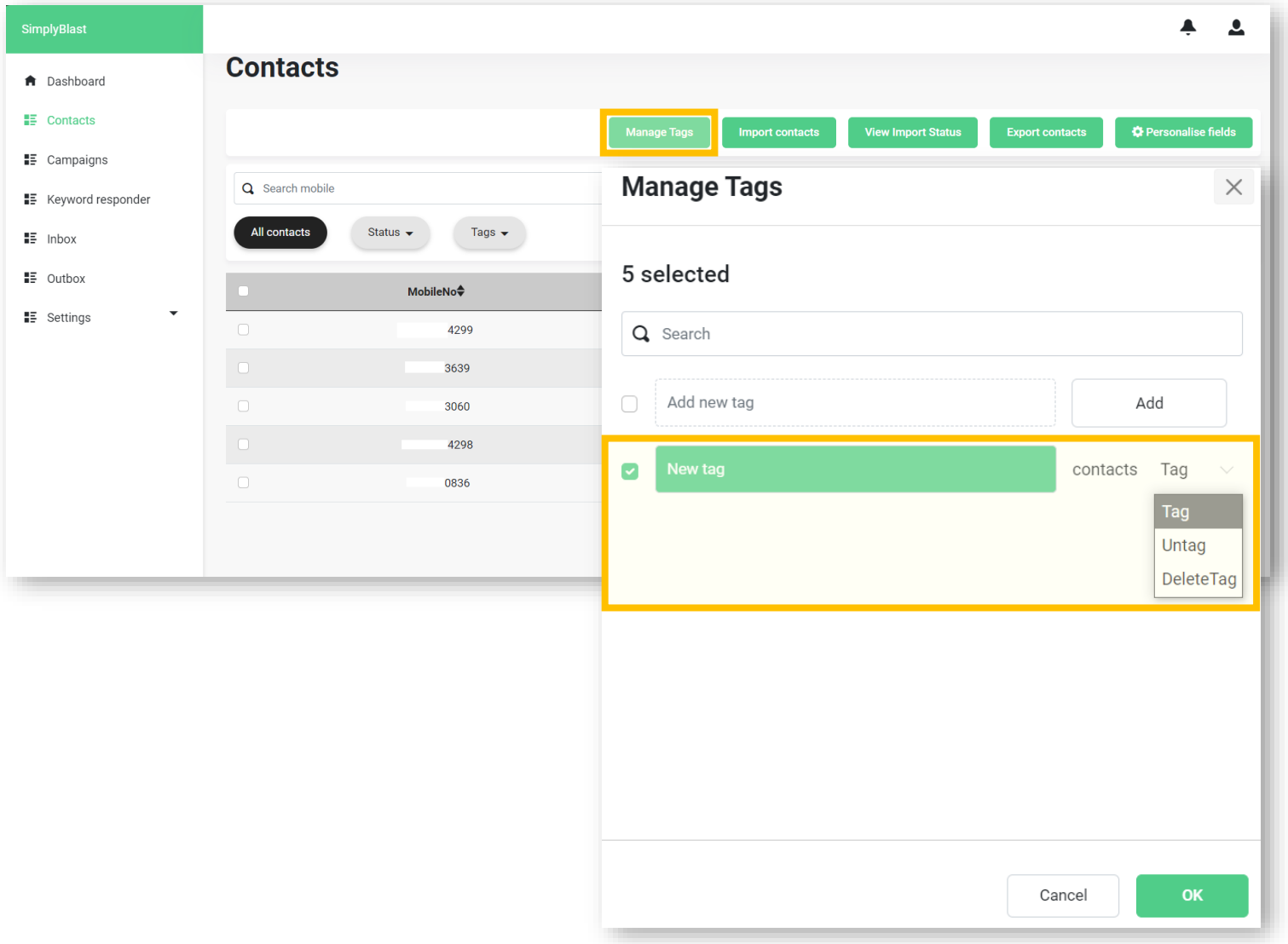


To Tag/Untag your Contacts:

1. Select your Contacts
2. Click on Manage Tags
3. Click on the checkbox beside the Tag
4. Select Tag or Untag
5. Click on Ok

Note: You can manage multiple Tags at a time

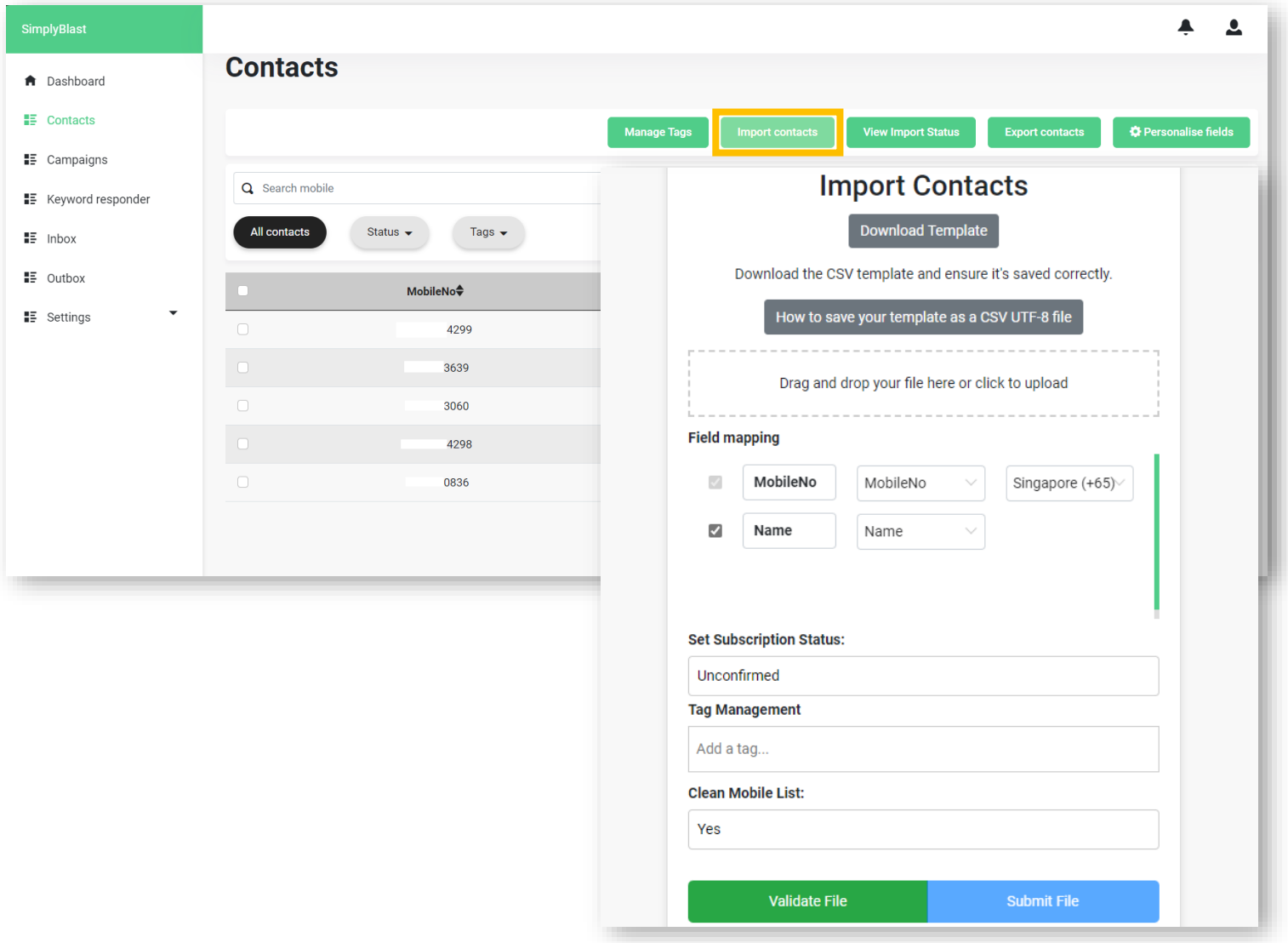
3f. Delete Tags



To Delete Tags:

1. Click on Manage Tags
2. Click on the checkbox beside the Tag
3. Select Delete Tag
4. Click on Ok

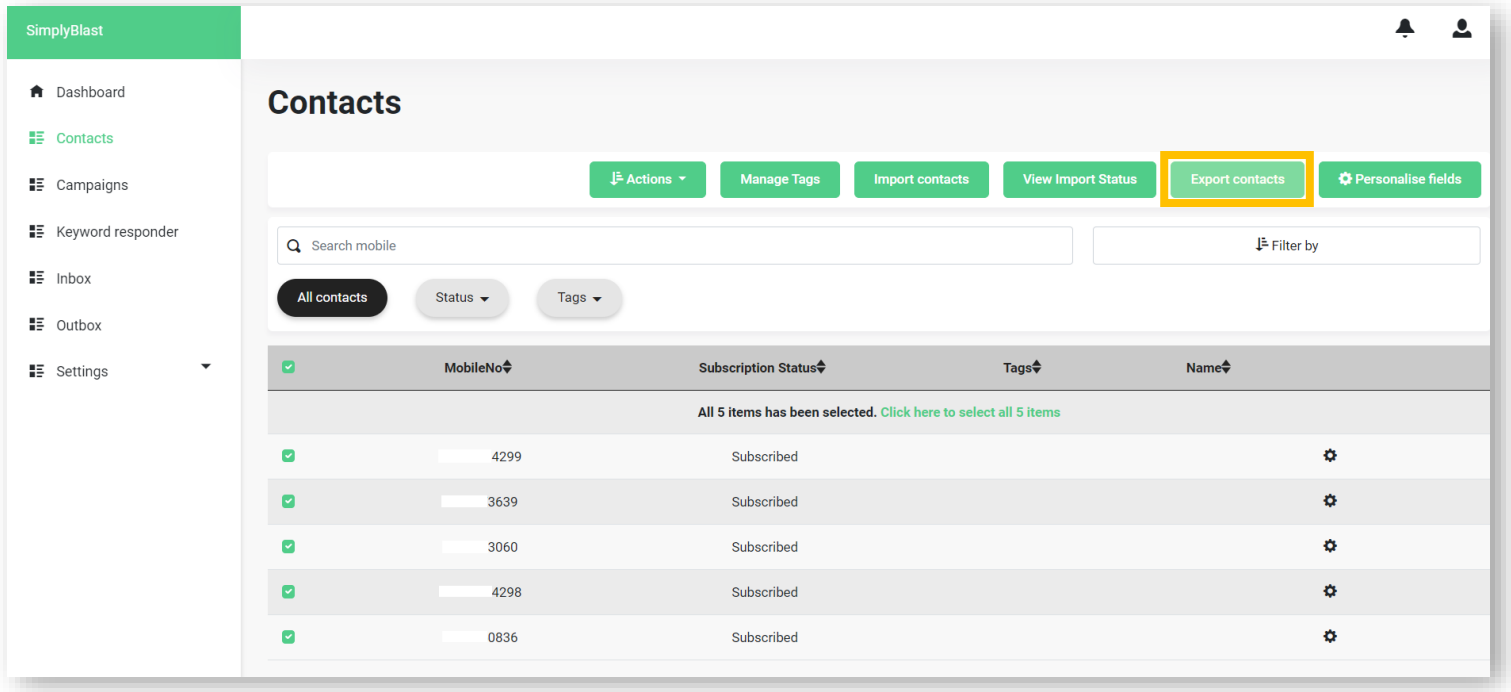
3g. Import Contacts



To Import Contacts:

1. Click on Import contacts
2. Download Template and enter the mobile numbers of your contact list in the MobileNo column, along with other personalised fields
3. Save the template as a CSV UTF-8 file
4. Upload the file
5. Optional: Select a country to prefix its country code to the numbers
6. Match the imported fields to the personalised fields
7. Select Subscription Status
8. Optional: Add Tag
9. Optional: Clean Mobile List
10. Click on Submit File to import

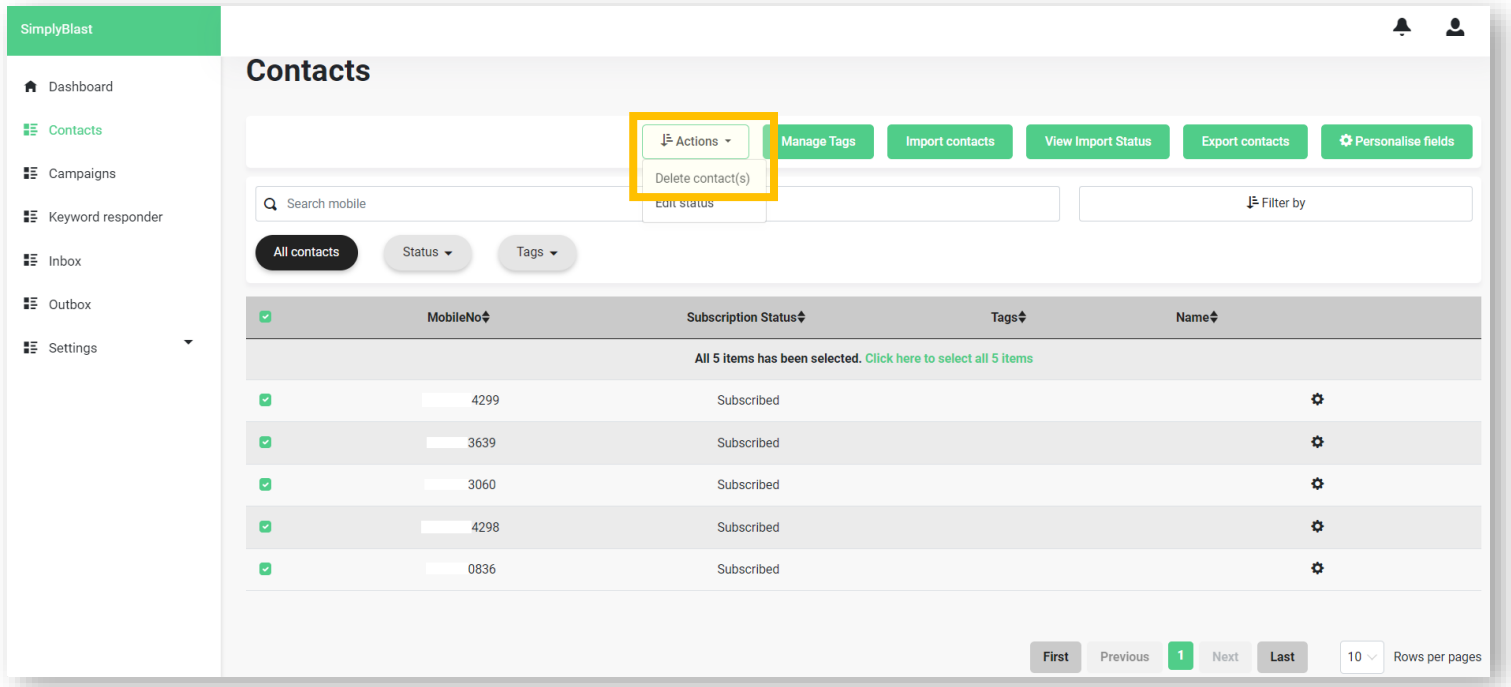
3h. Export Contacts



To Export Contacts:

1. Select Contacts
2. Click on Export Contacts

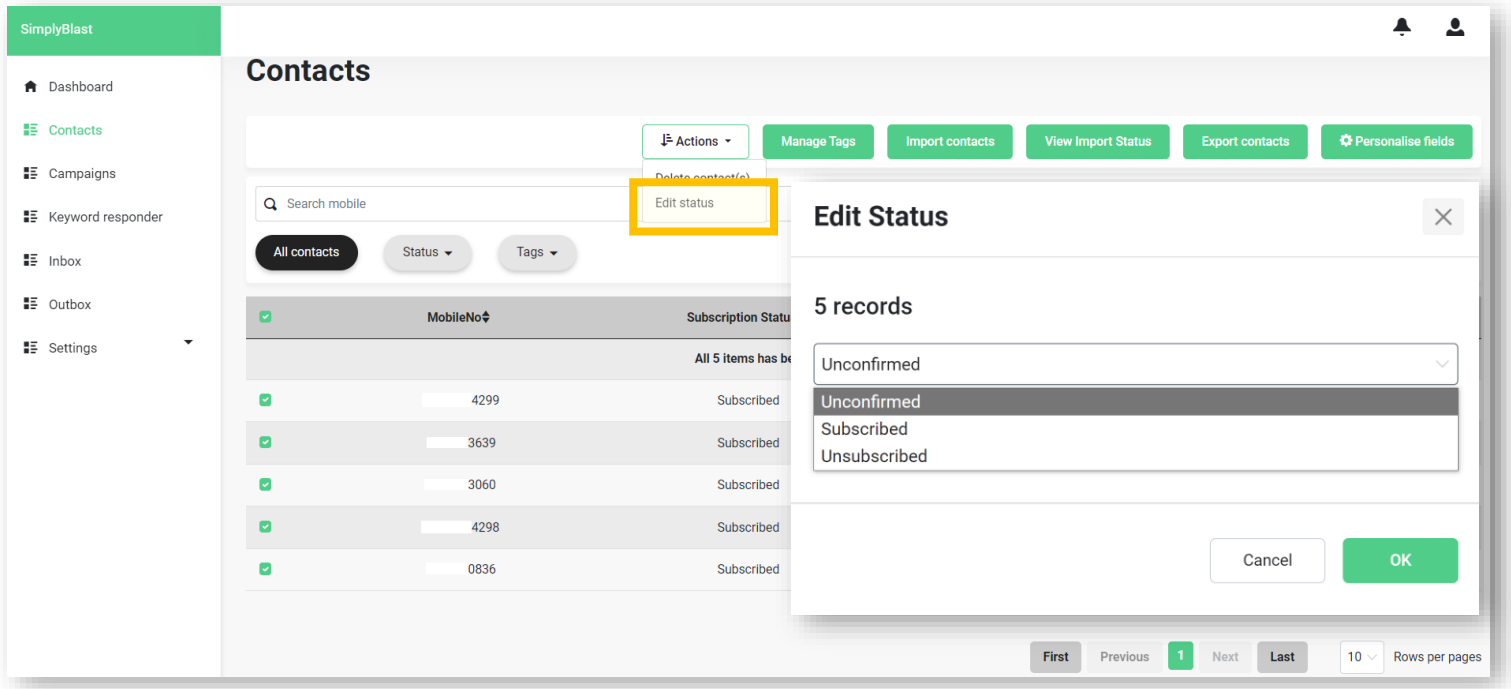
3i. Delete Contacts



To Delete Contacts:

1. Select Contacts
2. Click on Actions
3. Delete contact(s)

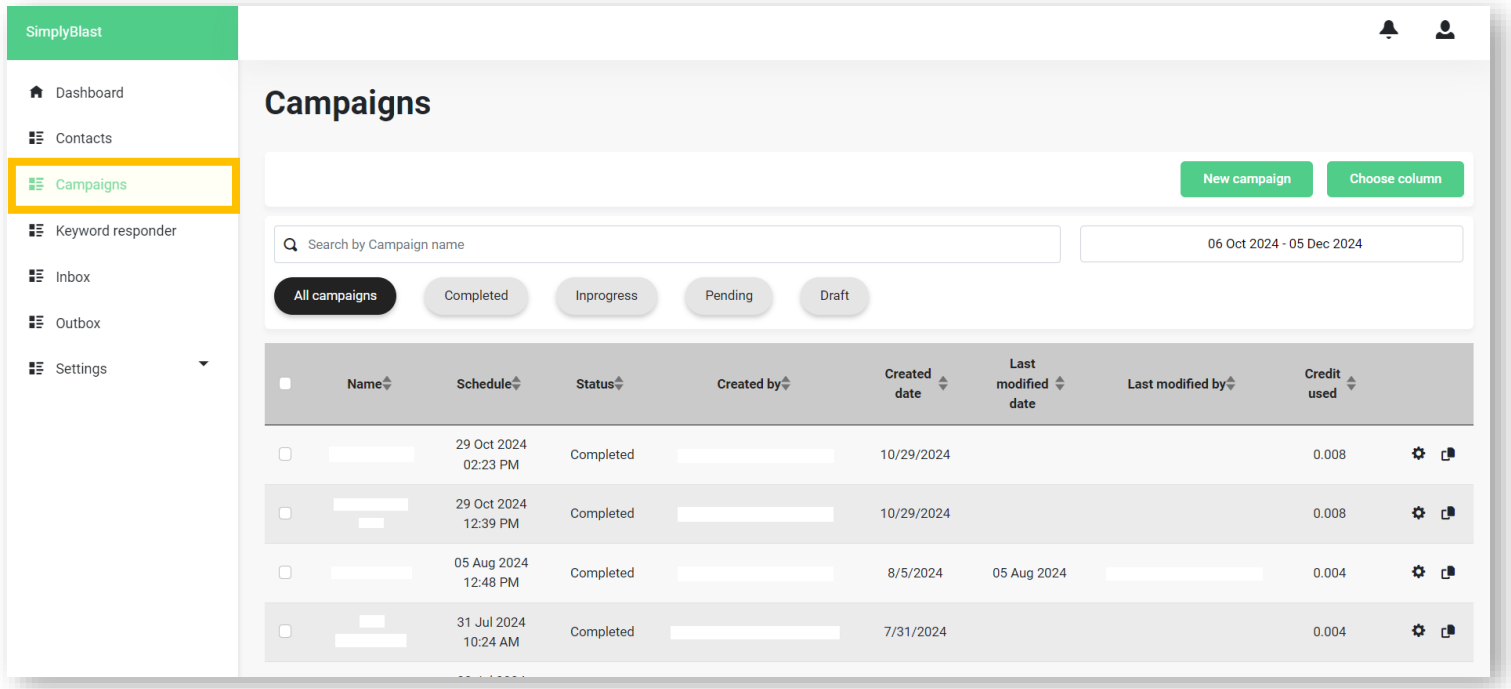
3j. Edit Status



To Edit Status of Contacts:

1. Select Contacts
2. Click on Actions
3. Edit status
4. Select updated status
5. Click on Ok

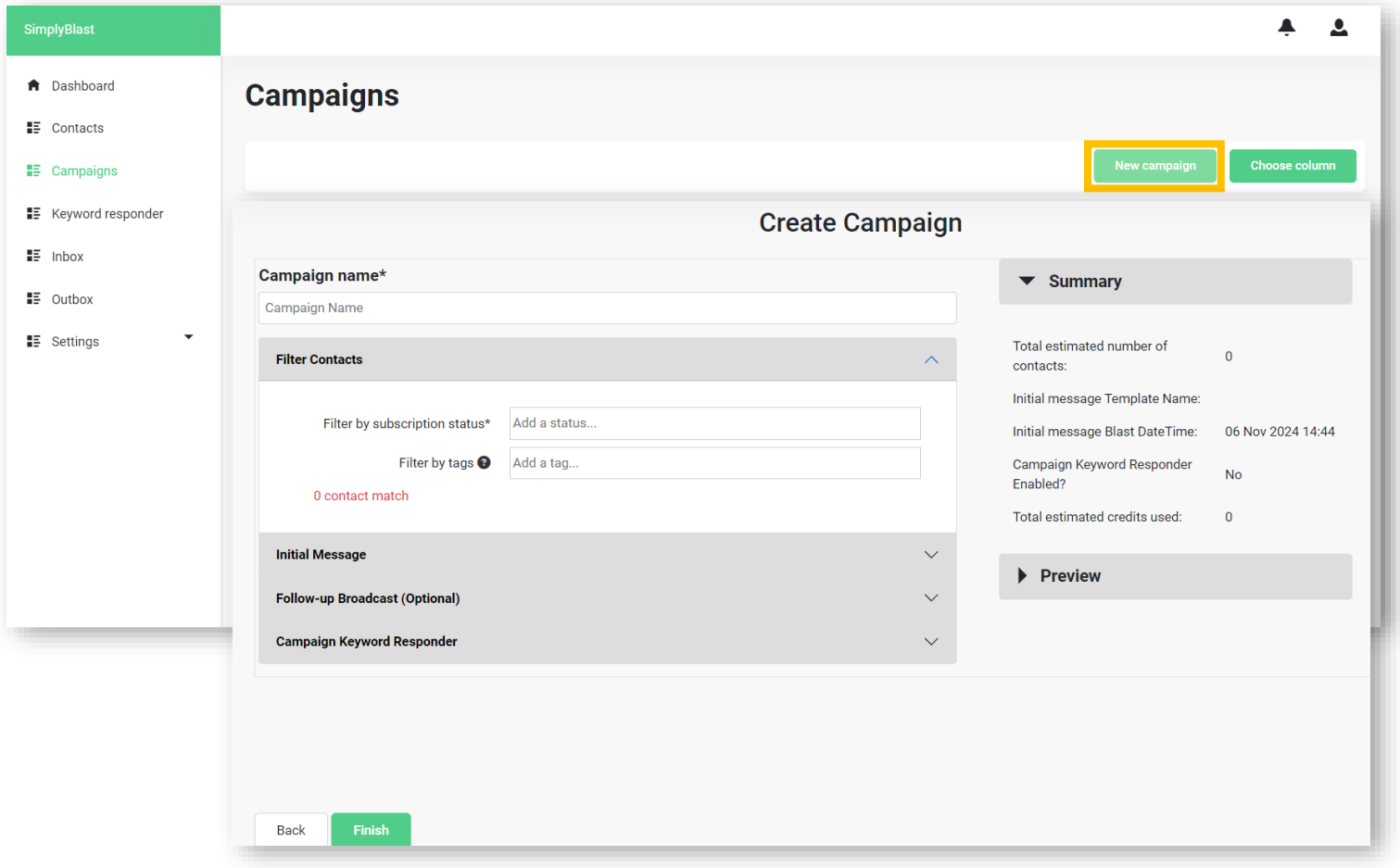
4. Campaigns



To View your Campaigns:

1. Click on the Campaigns section

4a. Create a New Campaign

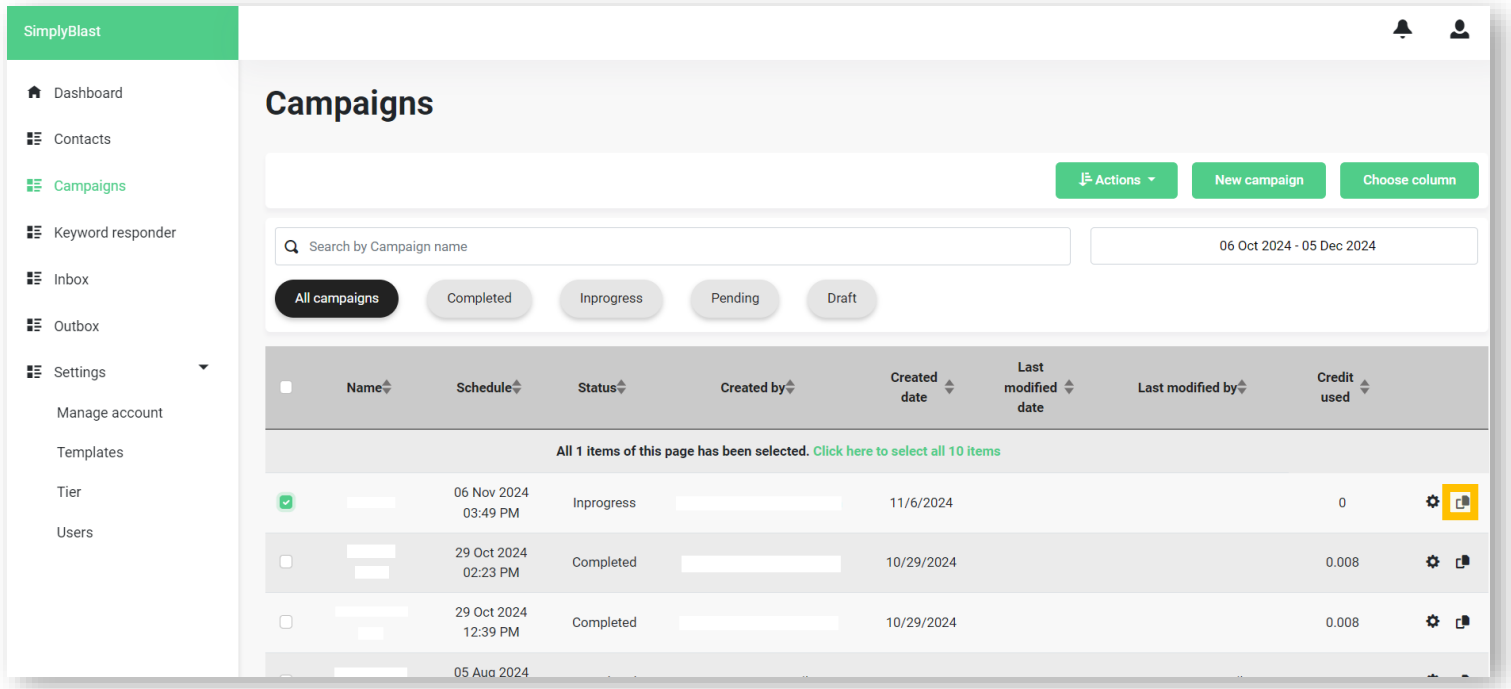


Note: See 8c for creating a new template before sending your first campaign

To Create a New Campaign:

1. Click on New Campaign
2. Enter Campaign Name
3. Select the subscription status and/or Tags of your recipients
4. Select the Initial Message template and Broadcast date & time
5. Optional: Select the Follow-up message template and Broadcast date & time
6. Optional: Enter the Campaign Keyword Responder message and keyword(s)
7. Click on Finish

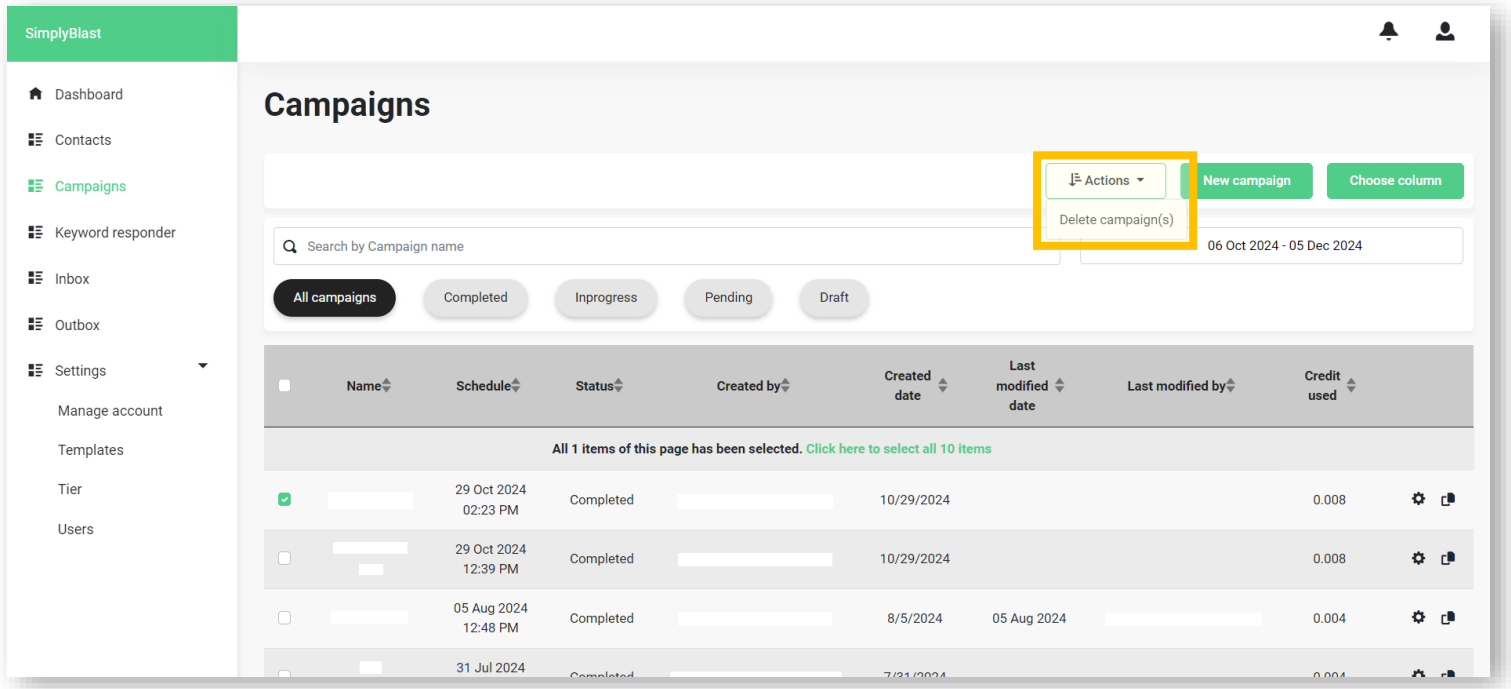
4b. Duplicate Campaigns



To Duplicate Campaigns:

1. Select Campaigns
2. Click on

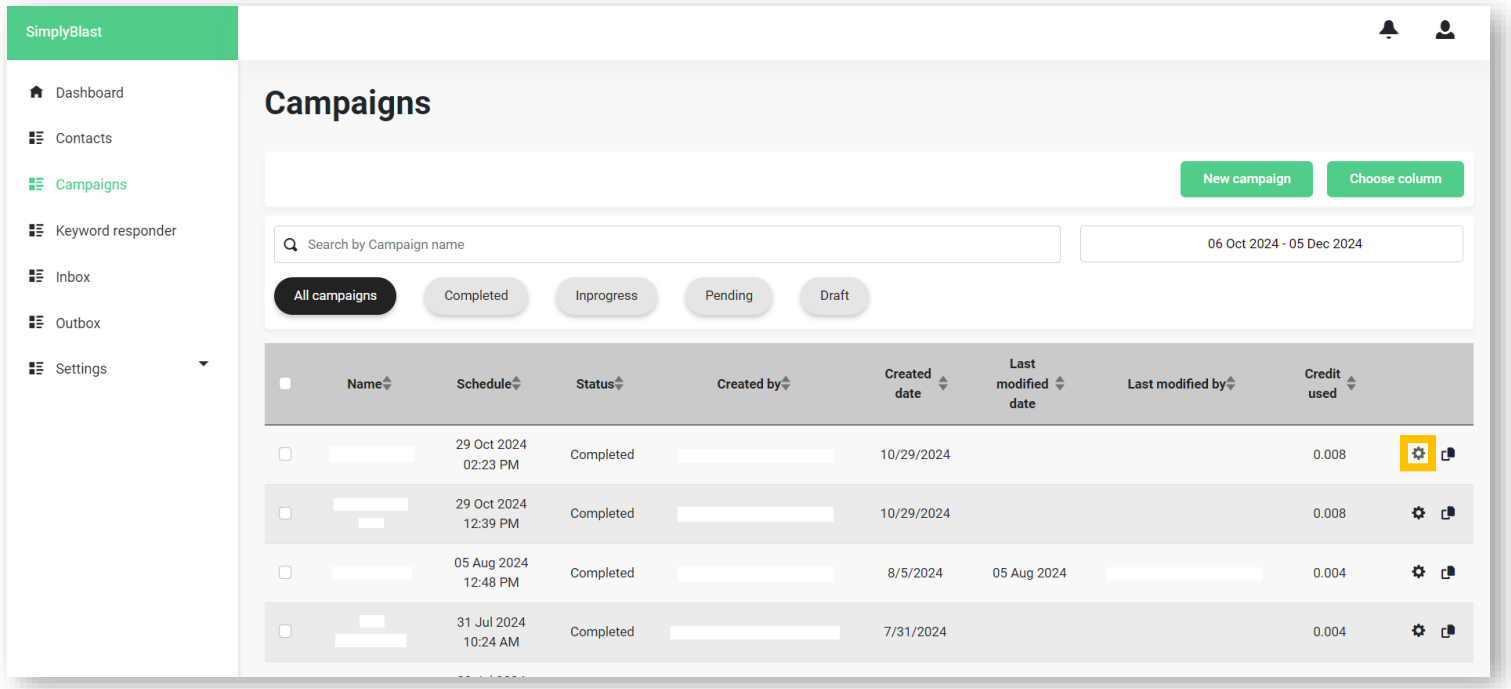
4c. Delete Campaigns



To Delete Campaigns:

1. Select Campaigns
2. Click on Actions
3. Delete Campaign(s)

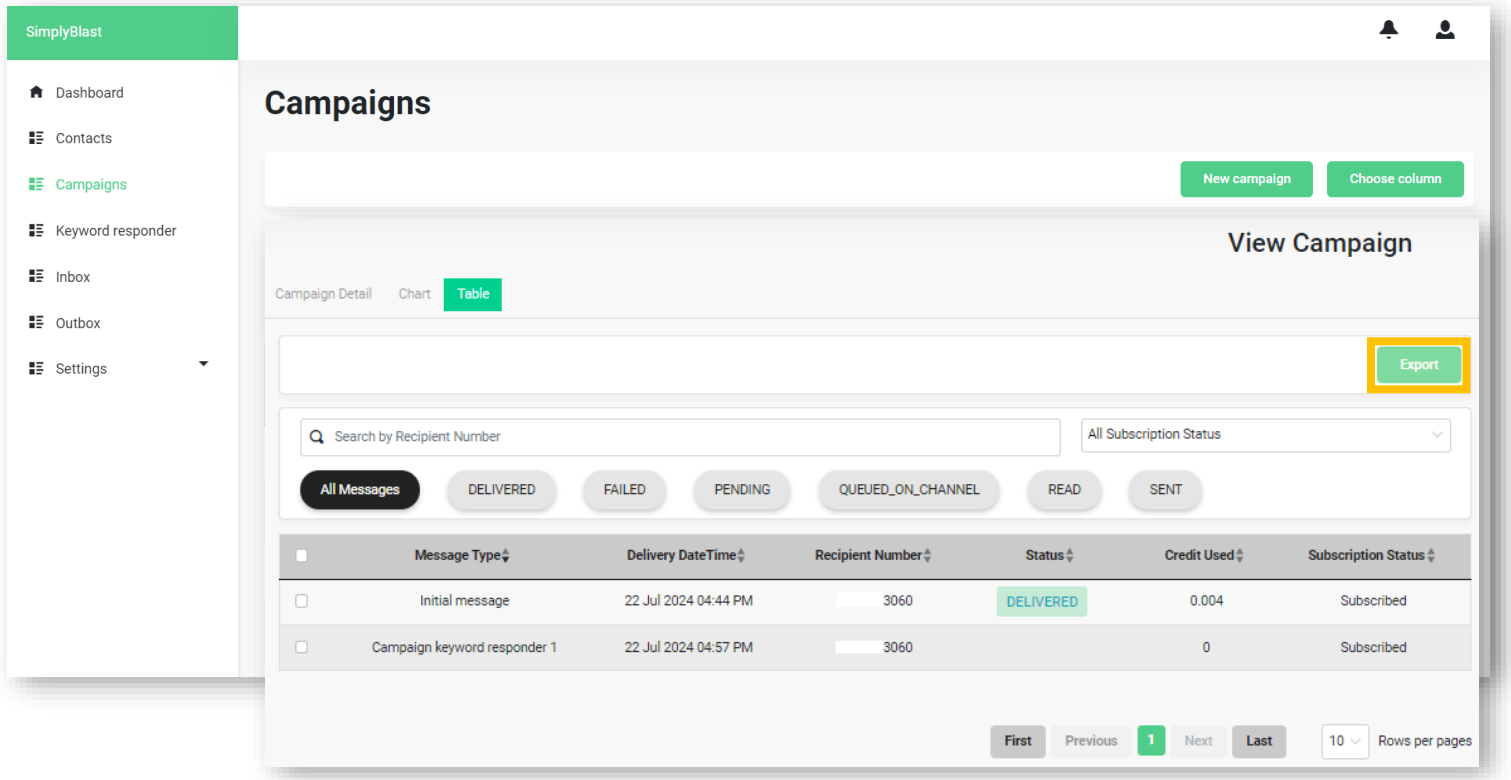
4d. View Campaign Details



To View your Campaign Details:

1. Click on ⚙

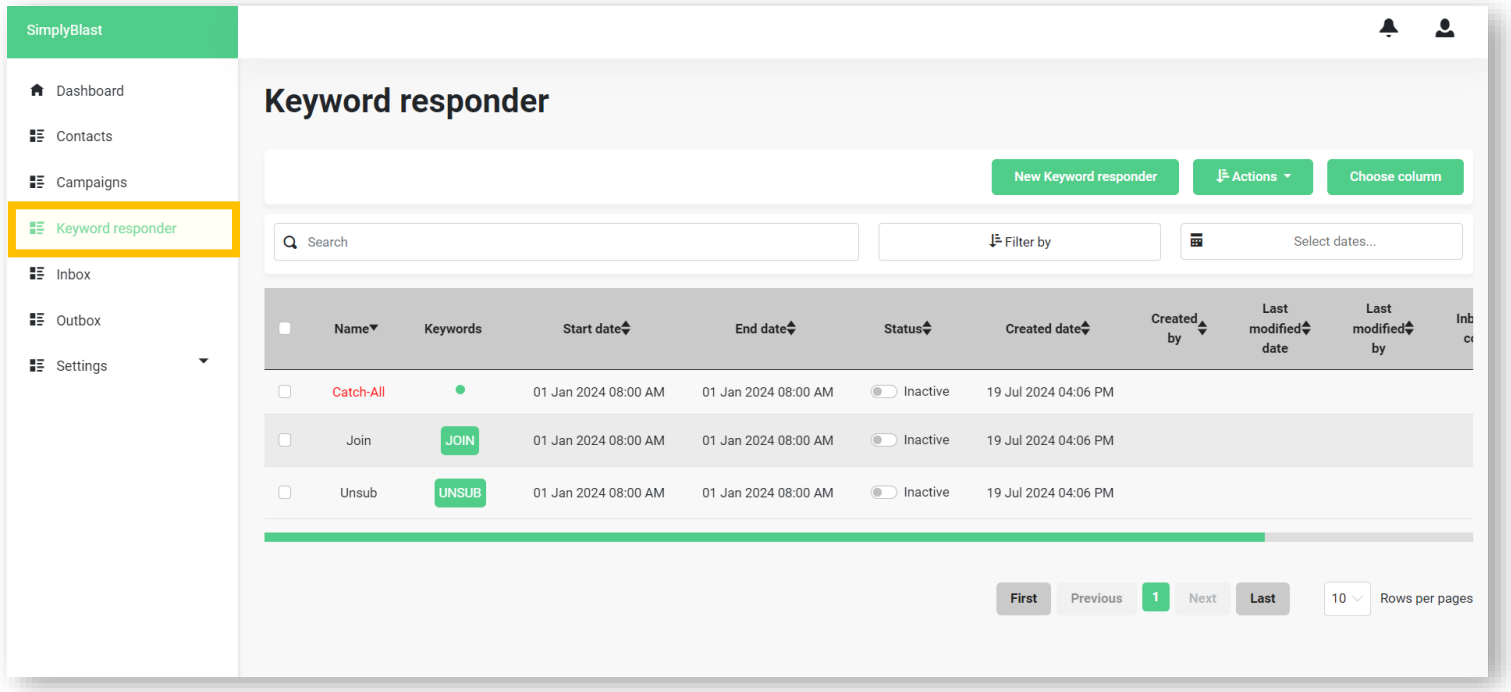
4e. Export Campaign Reports



To Export your Campaign Reports:

1. Click on ⚙
2. Click on Table
3. Click on Export

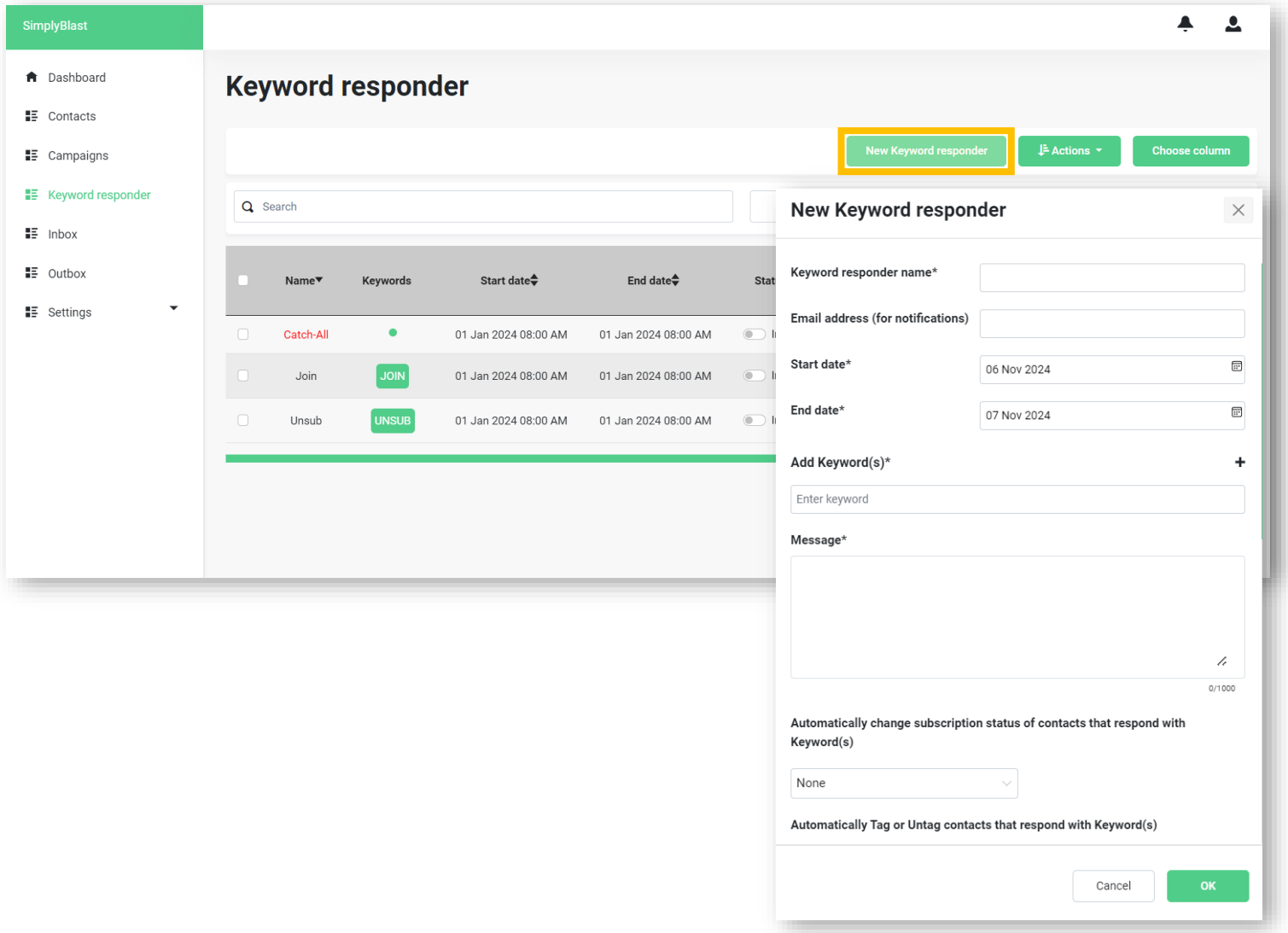
5. Keyword Responder



To View your Keyword Responders:

1. Click on the Keyword responder section

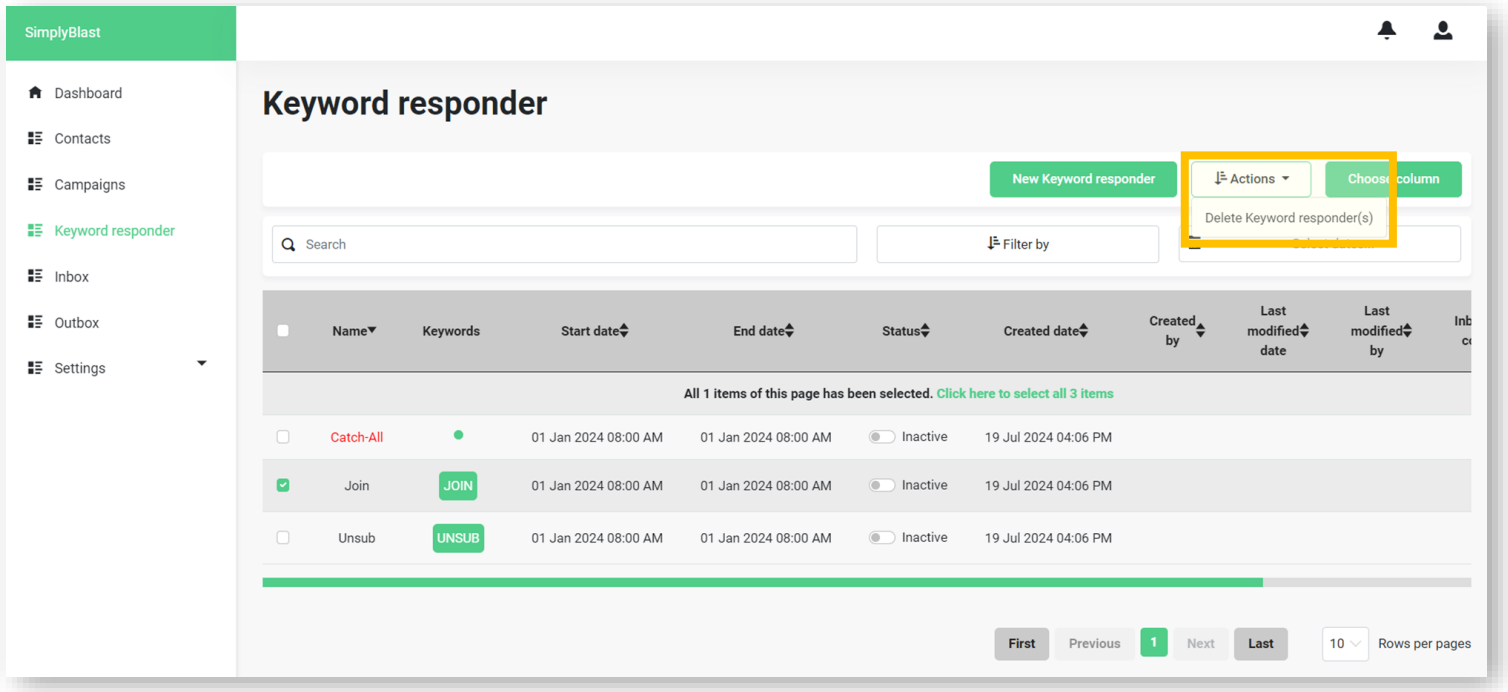
5a. Create a New Keyword Responder



To Create a New Keyword Responder:

1. Click on New Keyword responder
2. Enter Keyword responder name
3. Optional: Enter Email address
4. Enter the Start and End dates
5. Add Keywords
6. Enter the Message to be sent
7. Optional: Select a Subscription status
8. Optional: Add/Remove tags
9. Click on Ok

5b. Delete Keyword Responder

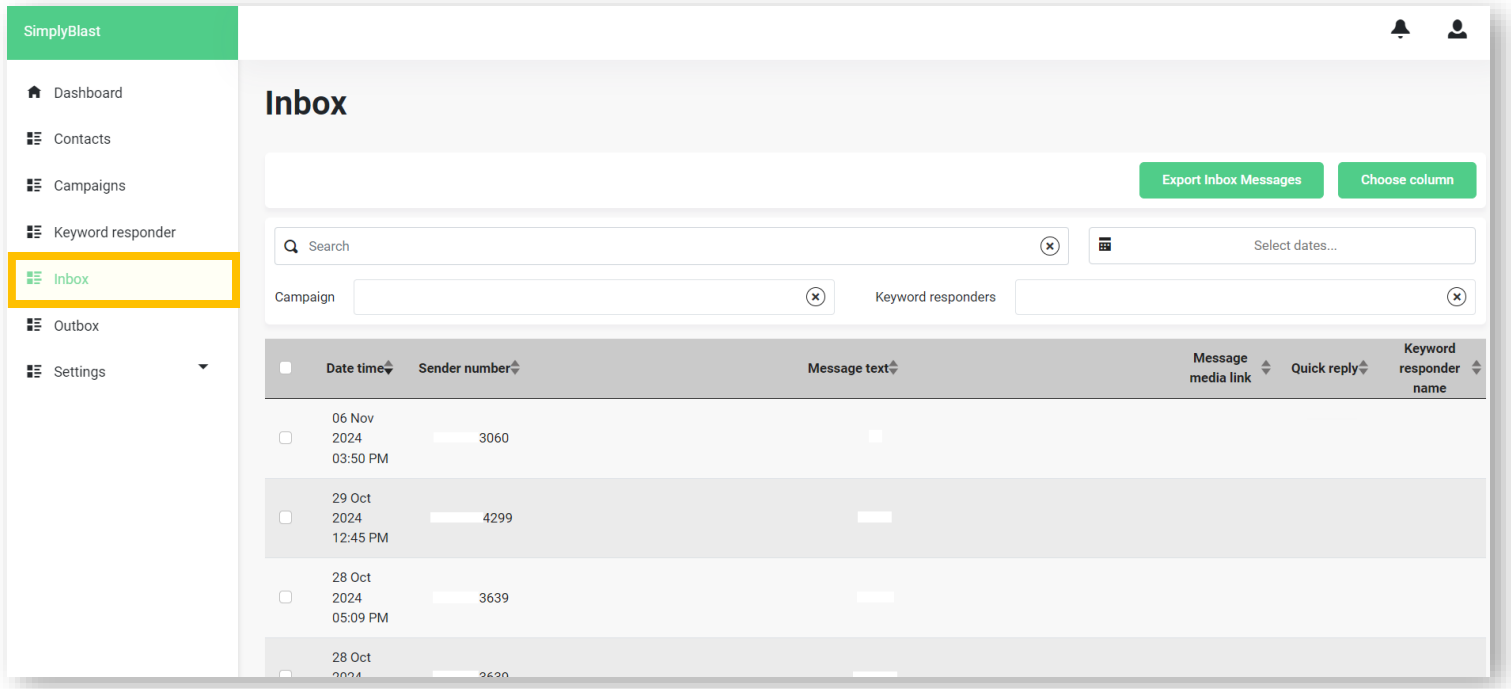


To Delete a Keyword Responder:

1. Select Keyword Responders
2. Click on Actions
3. Delete Keyword responder(s)

Note: Catch-All cannot be deleted!

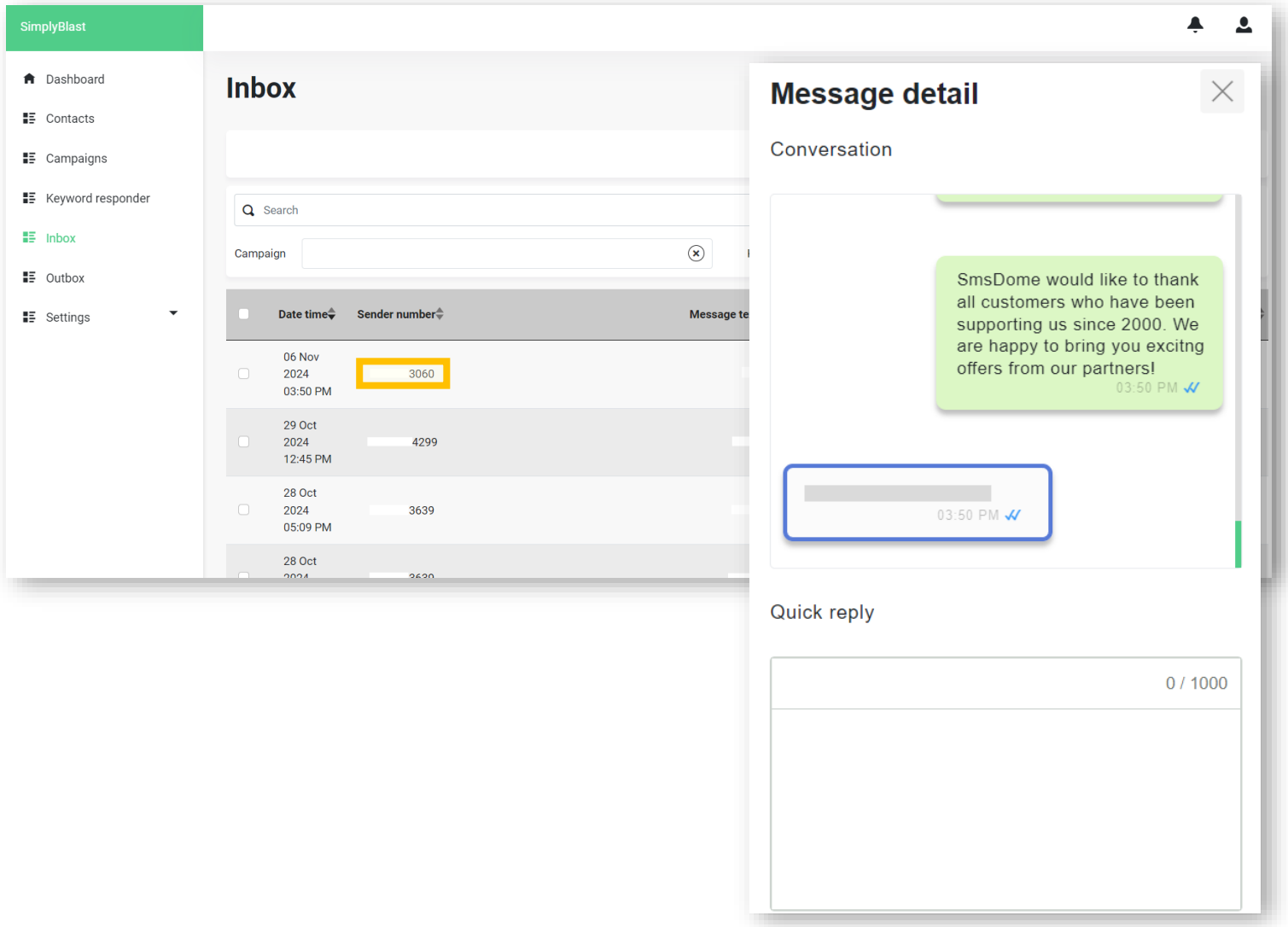
6. Inbox



To View your Inbox:

1. Click on the Inbox section

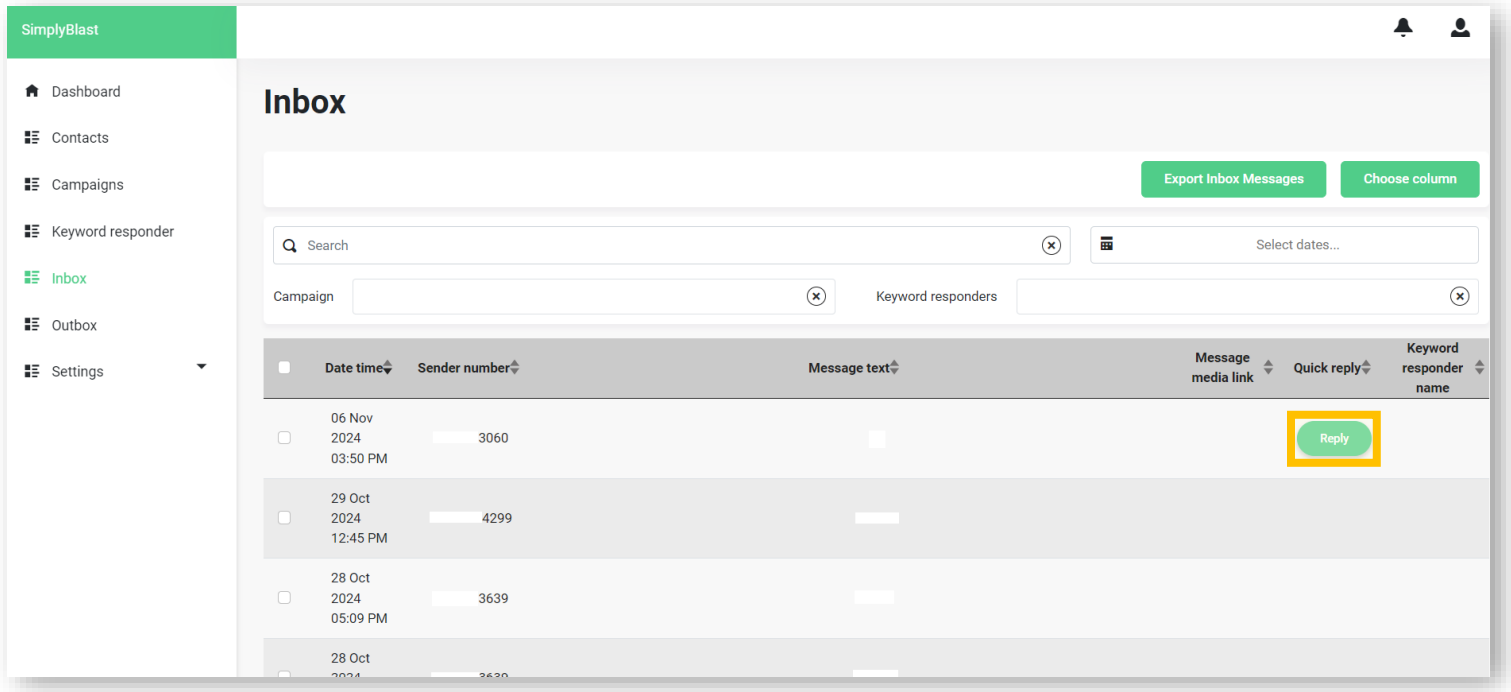
6a. View Conversation Details



To View Conversation Details:

1. Click on Sender number

6b. Quick Reply

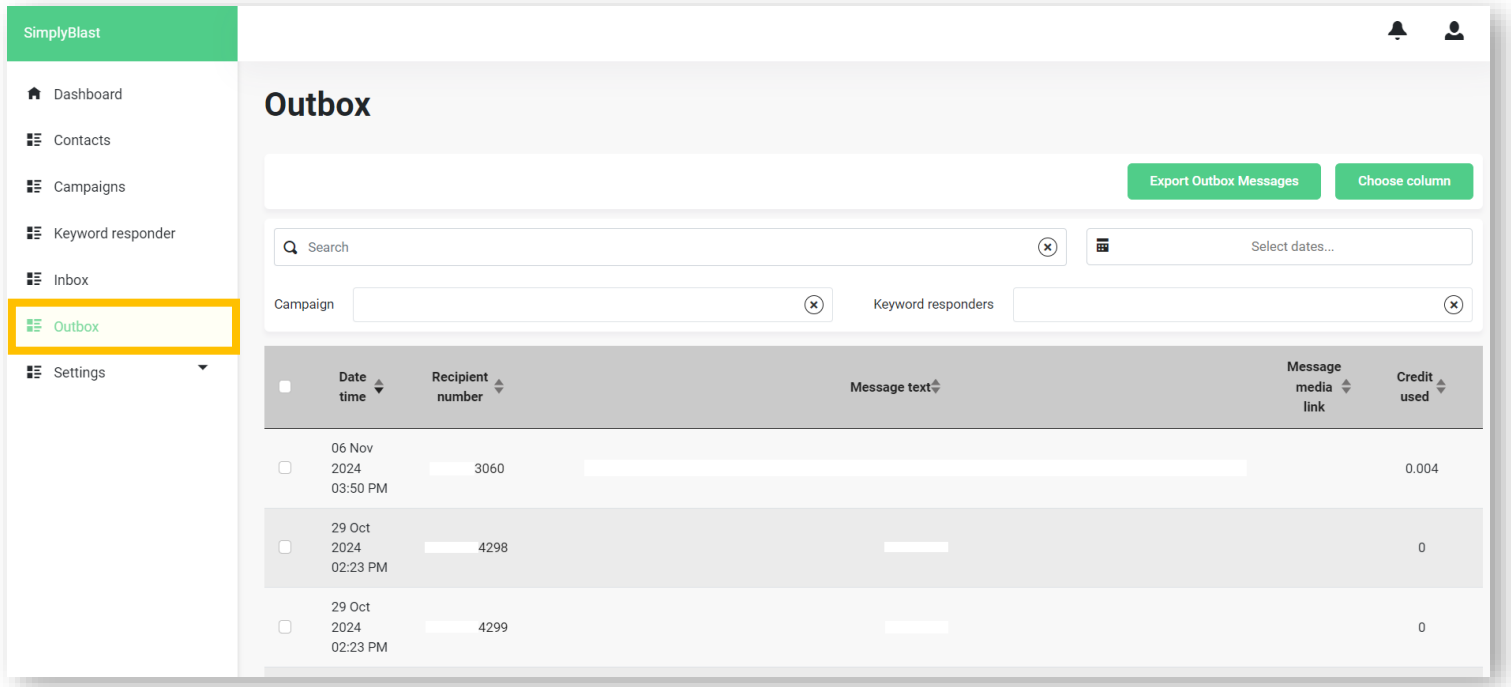


To Reply to a Message:

1. Under Quick reply, click on Reply

Note: You can only reply to messages within 23 hours of receiving it

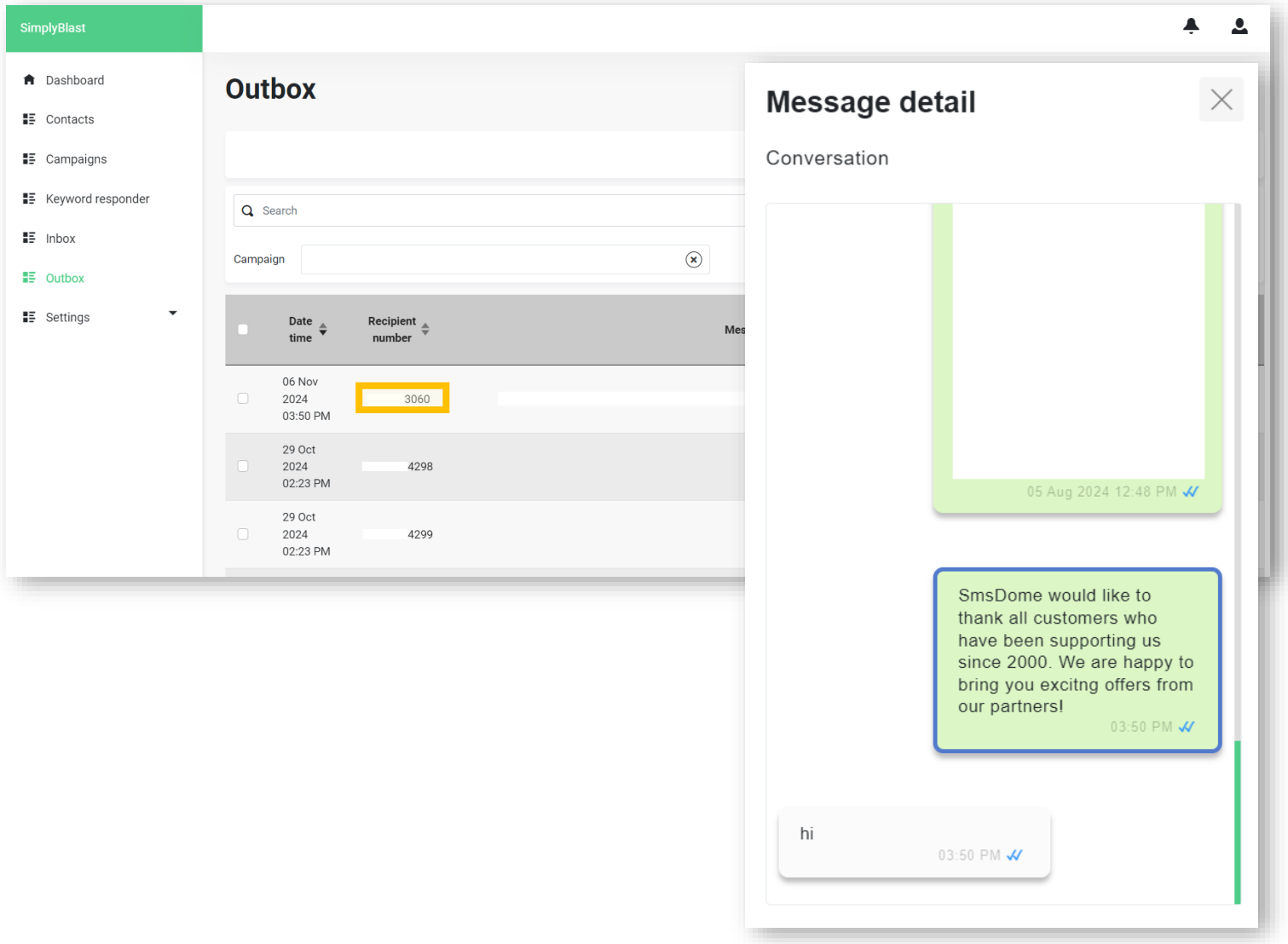
7. Outbox



To View your Outbox:

1. Click on the Outbox section

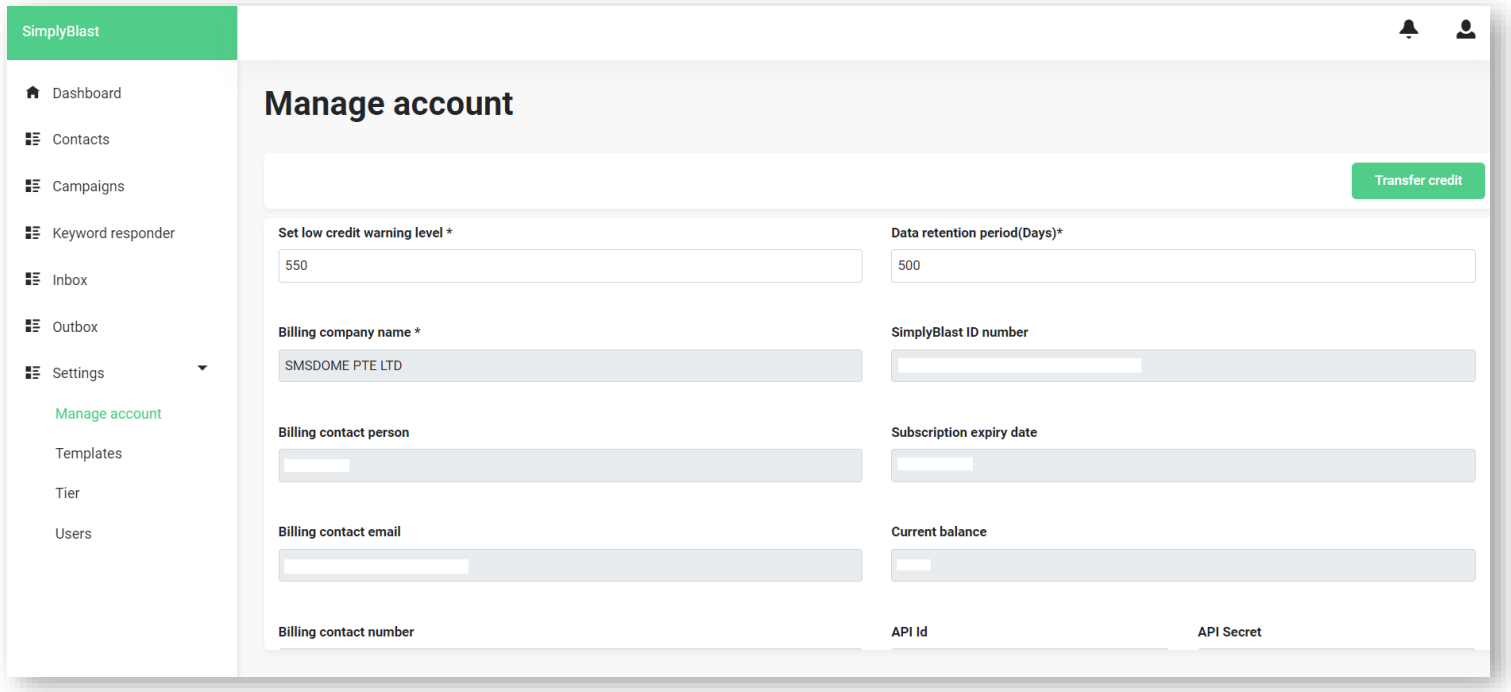
7a. View Conversation Details



To View Conversation Details:

1. Click on Recipient Number

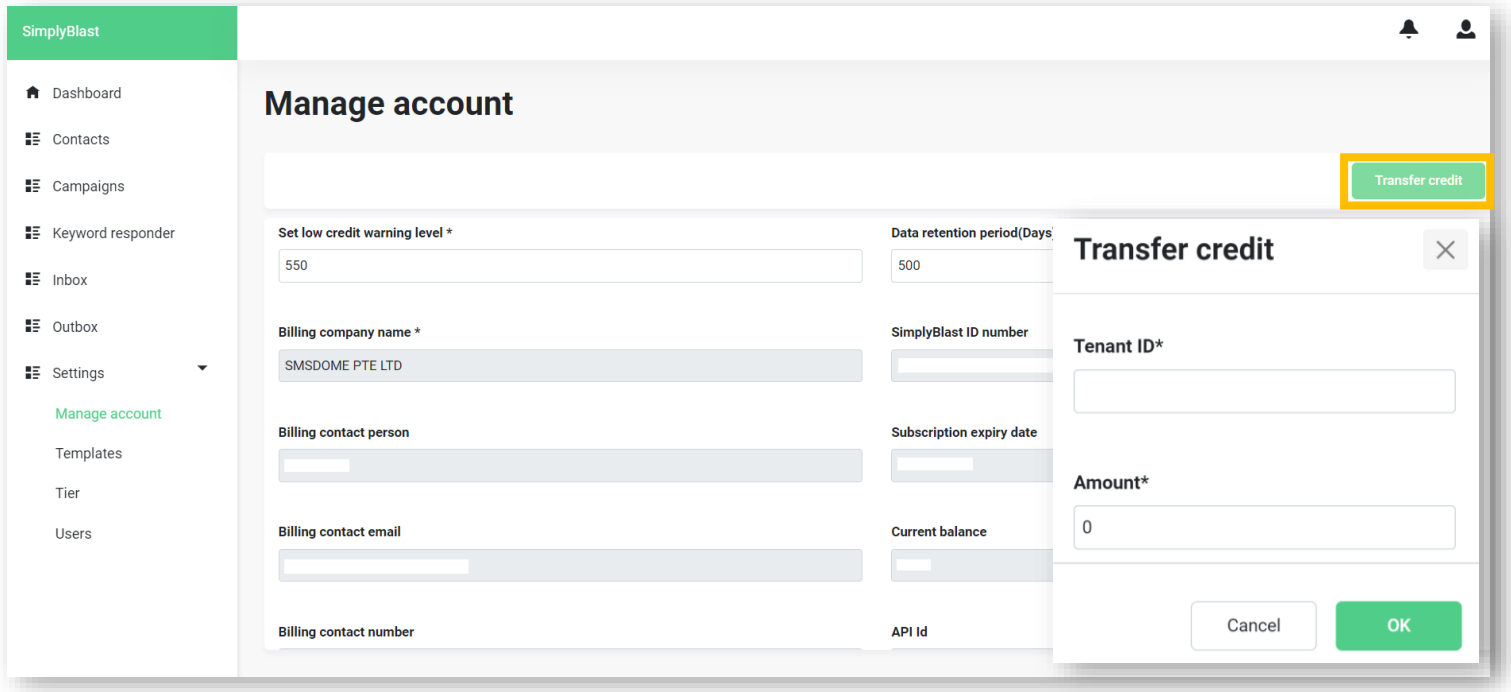
8a. Manage Account



Under Manage Account, you may:

1. Set Low credit warning level: Receive email notifications when your credits falls below the set balance
2. Set Data retention period: How long your data is stored before it is deleted from the system
3. Click on Update to apply changes

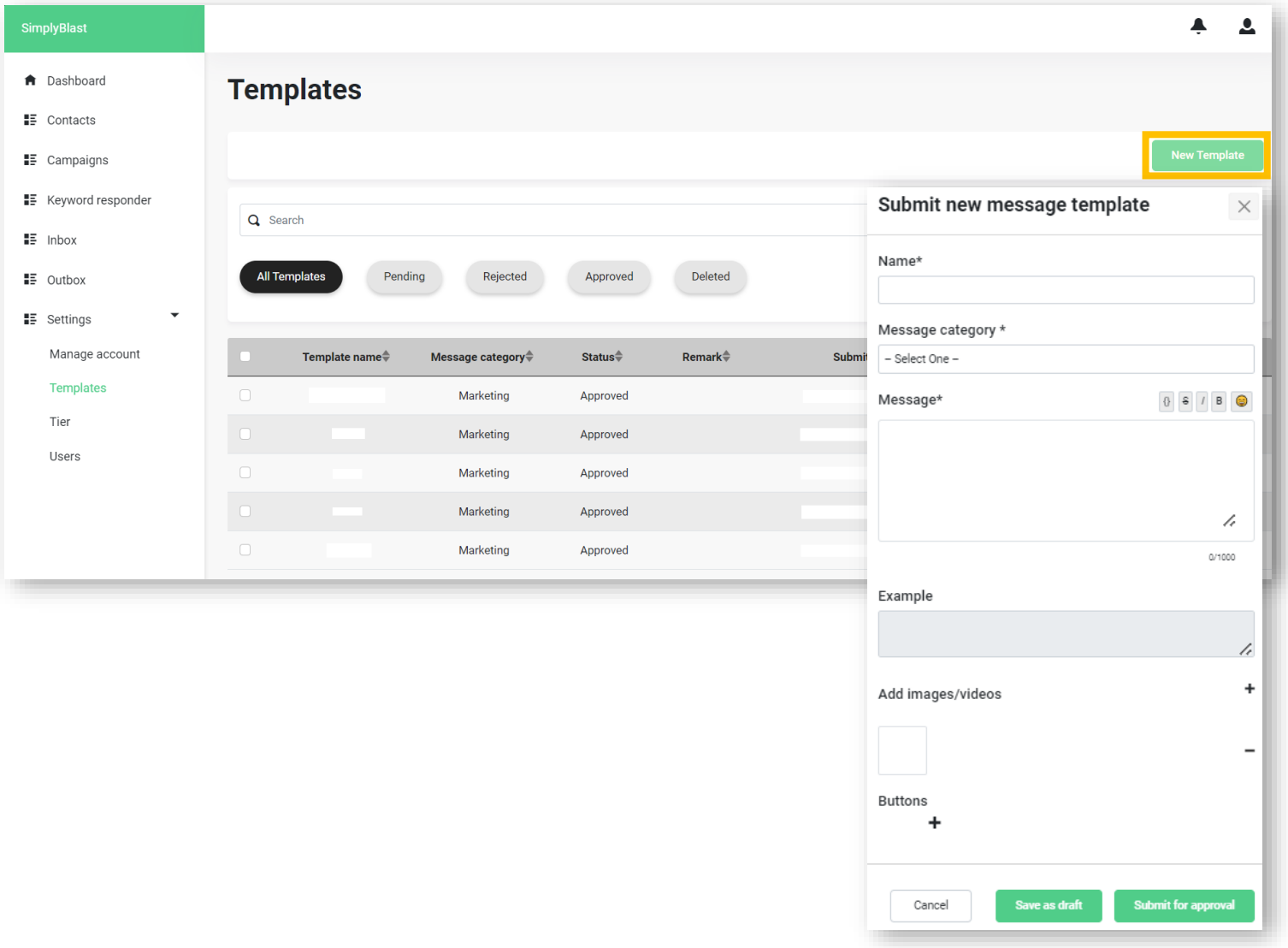
8b. Transfer Credits



To Transfer Credits:

1. Click on Transfer credit
2. Enter the SimplyBlast ID number of the recipient
3. Enter the Amount to transfer
4. Click on Ok

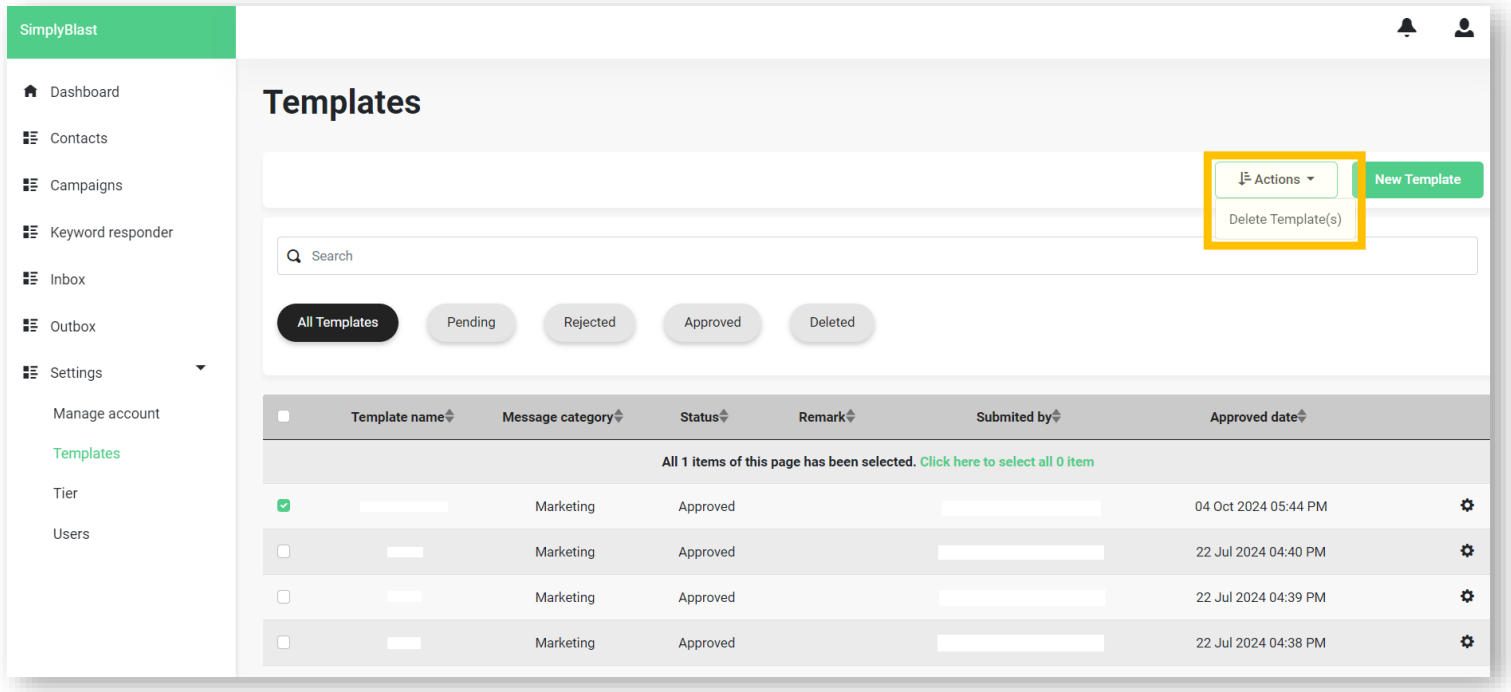
8c. Create New Template



To Create a New Template:

1. Click on New Template
2. Enter the Template Name
3. Select the Template Category
4. Enter the Template Message
5. Optional: Add Images/Videos
6. Optional: Add Buttons
7. Click on Submit for approval

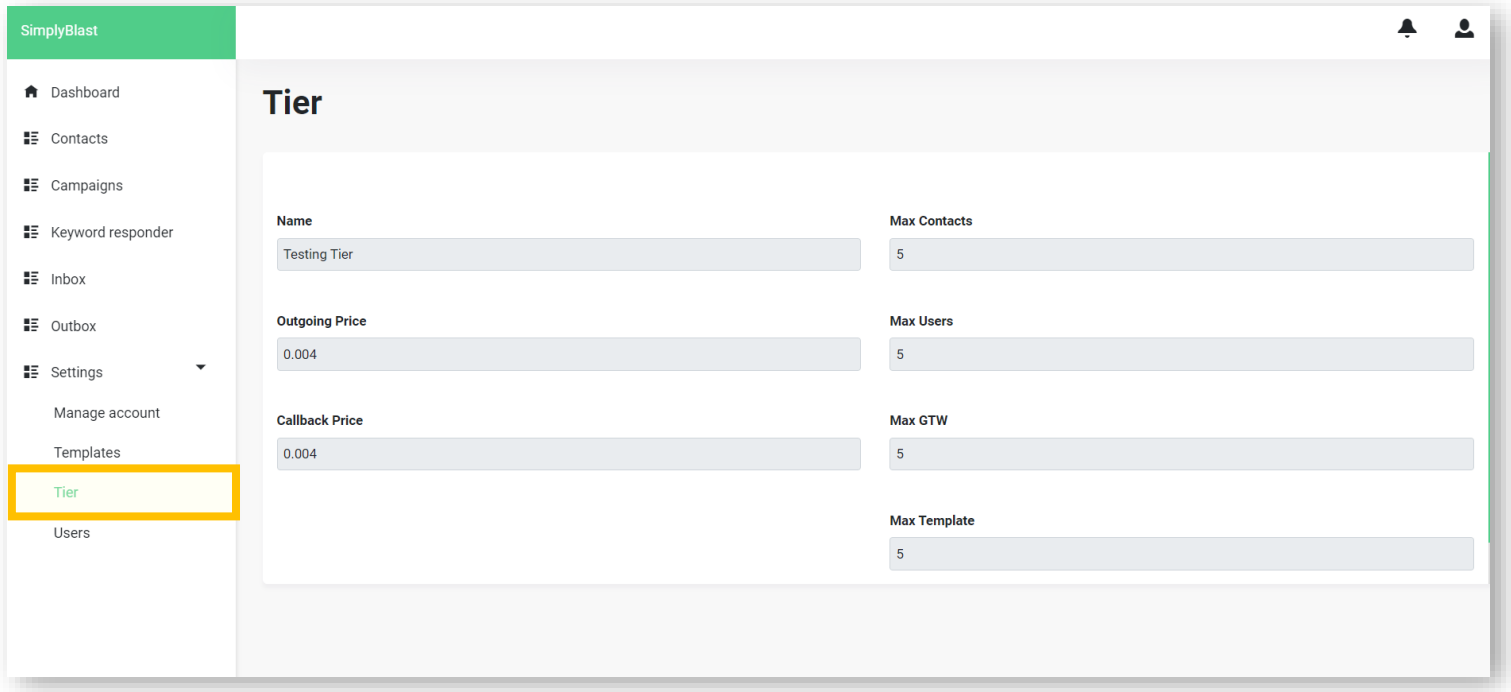
8d. Delete Templates



To Delete Templates:

1. Select Templates
2. Click on Actions
3. Delete Template(s)

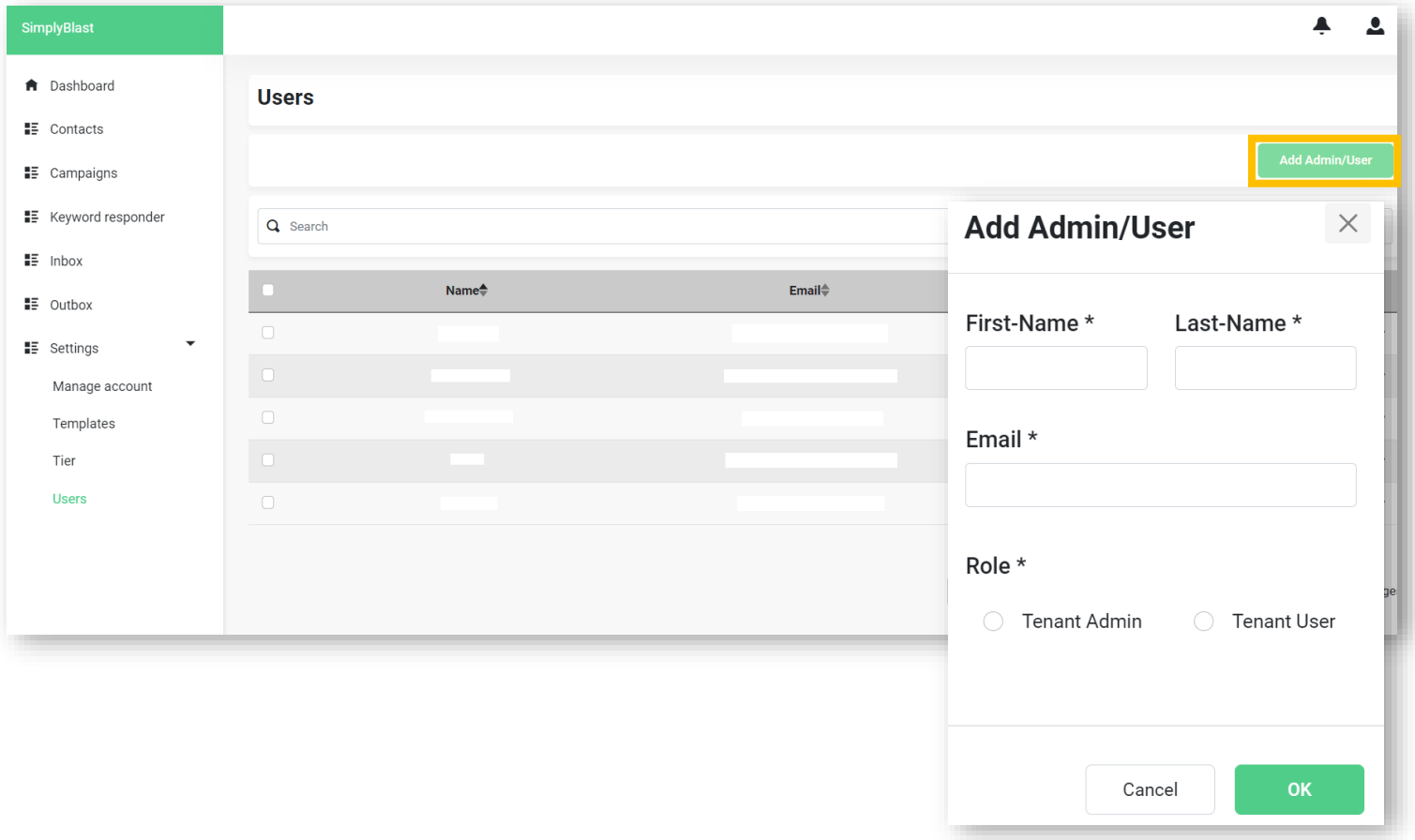
8e. Subscription Tier



To View Subscription Tier:

1. Click on Tier

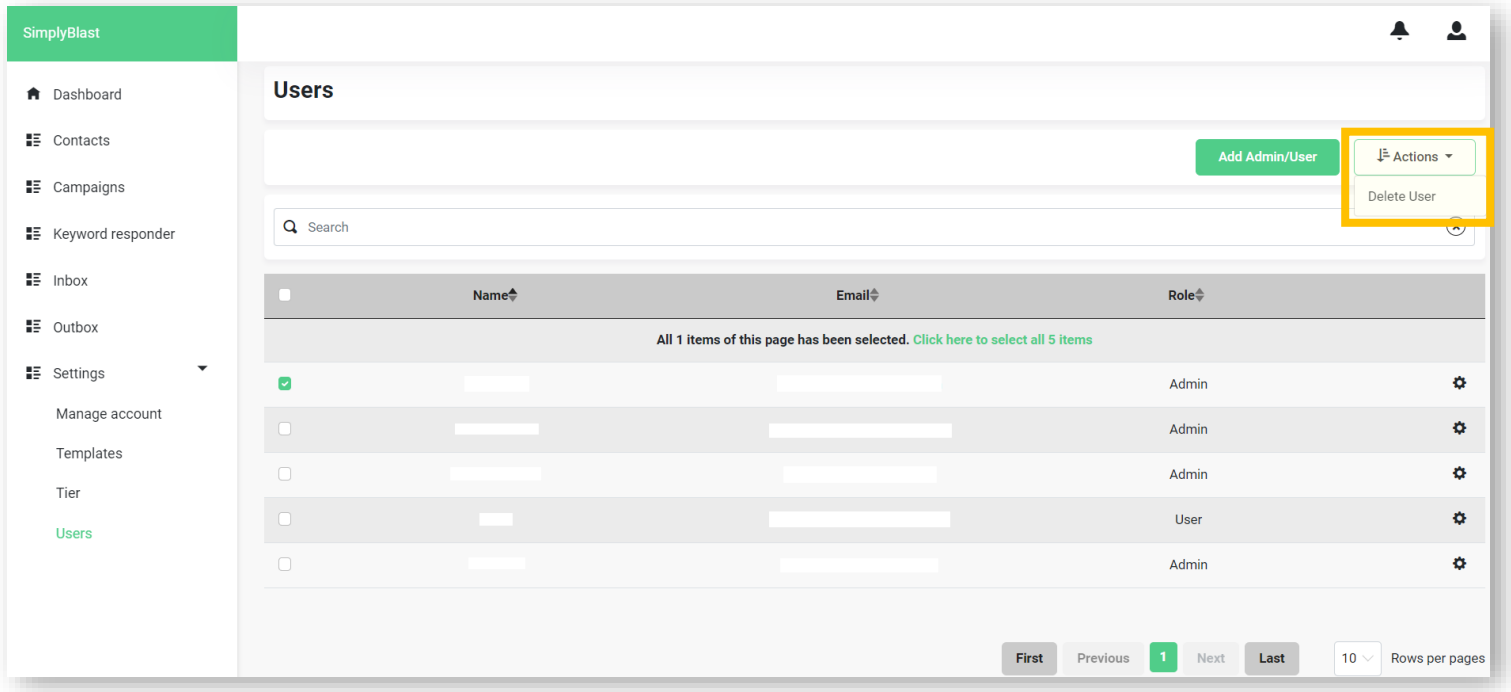
8f. Add Users



To Add Users:

1. Click on Add Admin/User
2. Enter the user's First Name and Last Name
3. Enter the user's Email
4. Select Role
5. Click on Ok

8g. Delete Users



To Delete Users:

1. Select Users
2. Click on Actions
3. Delete User

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Thank you!

SmsDome Help Desk
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