

## MoceanAPI Broadcast Add-On

MoceanAPI Broadcast module allows sending of text messages in bulk to frontend users by using MoceanAPI service.

### Account Configuration

In the Account Configuration page, users can configure their API Key, API Secret and Sender. To find API Key and API Secret, go to <https://dashboard.moceanapi.com/>. For new users, register at <https://dashboard.moceanapi.com/register?fr=bigcommerce>.

Account Configuration

Credit Balance  
EUR 6.4448

API Key  
Your [Mocean](#) account API key.

API Secret  
Your [Mocean](#) account API secret.

Message From  
Sender of the SMS when the message is received at a mobile phone.

If correct credentials are given, your credit balance will appear at the top.

Users can also select a default country to check for country code and format of phone numbers for both admin and customers. If the number is considered invalid format for the default country, no SMS will be sent. If no default country is selected, no checking is done.

**Admin Country**

Optional: Select a default country to check for country code of admin phone numbers, if phone number has invalid format for selected country, no SMS will be sent.

Select Country ▾

**Customer Country**

Optional: Select a default country to check for country code of customer phone numbers, if phone number has invalid format for selected country, no SMS will be sent.

Select Country ▾

**Export Log**

Export

Save configuration

## SMS Notification for Admins

Users can set whether to send SMS notifications to admins on these events:

- Cart abandoned
- Order archived
- Order created
- Order updated
- Order message created
- Order refund created
- Shipment created
- Shipment deleted
- Shipment updated

Specify which mobile numbers should be sent these SMS notifications at the 'Mobile Number' field, use space as delimiter.

Account Configuration   Admin Notification Settings   Customer Notification Settings   SMS Broadcast   SMS Transaction History

## Admin Notification Settings

**Send Notification On**

☒ Cart abandoned Fires when a cart has no changes made for at least one hour after the last modified property.

☐ Order archived

☐ Order created

☐ Order updated

☐ Order message created

☐ Order refund created

☐ Shipment created

☐ Shipment deleted

☐ Shipment updated

**Mobile Number**

Mobile number to receive SMS notifications. For multiple receivers, use space as delimiter.  
(e.g. 60123456789 60123456666)

☐ Order archived

☐ Order created

☐ Order updated

☐ Order message created

☐ Order refund created

☐ Shipment created

☐ Shipment deleted

☐ Shipment updated

**Mobile Number**

Mobile number to receive SMS notifications. For multiple receivers, use space as delimiter.  
(e.g. 60123456789 60123456666)

**Message for** Shipment created

Customize SMS messages for different events with available [keywords](#).

Shipment {shipments.id} created for order {shipments.id} created at {shipments.created\_at}.

[Customize SMS with keywords](#)

Customize SMS message

shipments.store\_id   shipments.id   shipments.orderId

shipments.created\_at

Shipment {shipments.id} created for order {shipments.id} created at {shipments.created\_at}.

Close   Save changes

[Keyword modal form](#)

Save Configuration

## SMS Notification for Customers

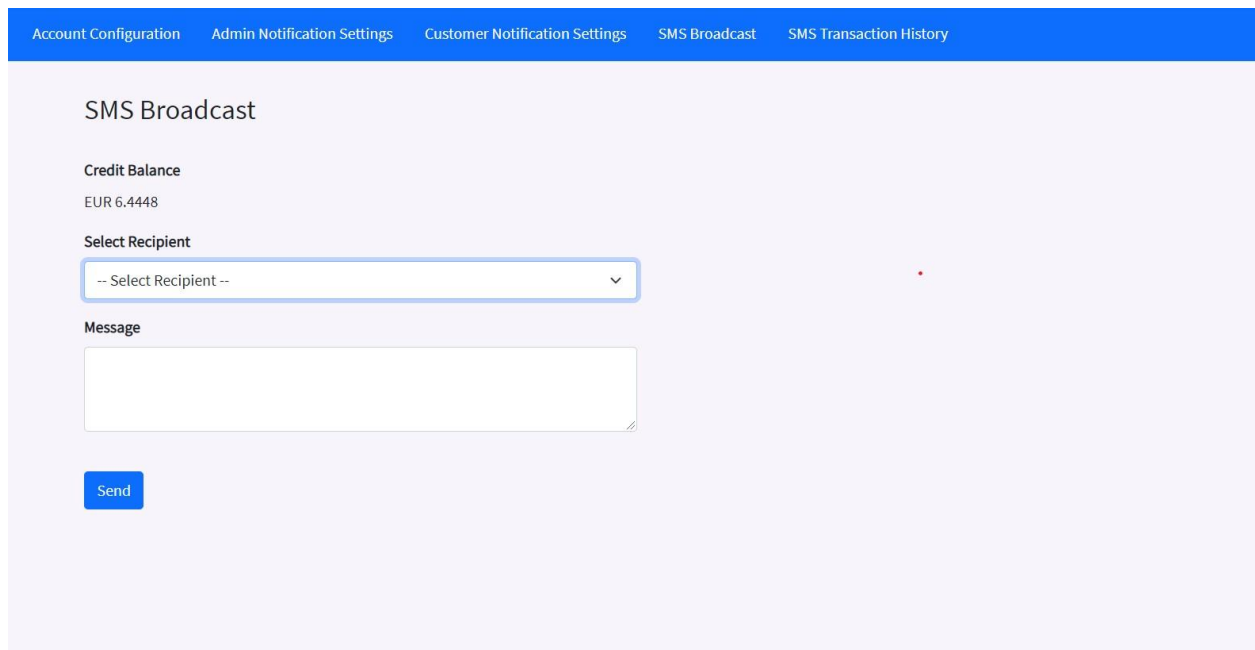
Users can set whether to send SMS notifications to customers on the same events as admin notification.

## SMS Broadcast

Users can send SMS to:

- All users
- Specific customers
- Specific phone numbers

To send SMS to specific phone numbers, users are required to enter the phone numbers with space as delimiter (e.g. 60123456789 60123456666), country code is required :



The screenshot displays the 'SMS Broadcast' interface within a web application. At the top, a blue navigation bar contains the following links: 'Account Configuration', 'Admin Notification Settings', 'Customer Notification Settings', 'SMS Broadcast' (which is the active page), and 'SMS Transaction History'. The main content area has a light purple background. It features a section titled 'SMS Broadcast' with a 'Credit Balance' of 'EUR 6.4448'. Below this is a 'Select Recipient' dropdown menu with the placeholder text '-- Select Recipient --'. Underneath the dropdown is a 'Message' input field. At the bottom left of the form is a blue 'Send' button.

Customers without phone number will not be sent SMS and recorded in SMS History Transaction.

## History of SMS Transactions

All past SMS transactions can be viewed from MoceanSMS Transaction History page:

Account ConfigurationAdmin Notification SettingsCustomer Notification SettingsSMS BroadcastSMS Transaction History											
SMS Transaction History											
Show		10	▼		entries		Search:				
Event ID	Order ID	Event type	Sender	Datetime	Message	Recipient	Response	Status			
None	None	SMS Broadcast	Test	2021-09-20 06:39:16.493Z	testing	0103333933	Message sent	Success			
1	102	store/shipment/updated	Test	2021-09-20 05:08:11.495Z	Shipment 1 created for order 102 updated at 2021-09-20 05:08:09.000Z. admin	0103333933	Message sent	Success			
1	102	store/shipment/updated	Test	2021-09-20 05:08:11.455Z	Shipment 1 created for order 102 updated at 2021-09-20 05:08:09.000Z. admin	60103333933	Authorization failed	Fail			
102	102	store/order/refund/created	Test	2021-09-20 03:59:00.916Z	Order refund 29 created for order 102 created at 2021-09-20 03:58:58.000Z.	0103333933	Message sent	Success			
Showing 1 to 4 of 4 entries						Previous	1	Next			