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.

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.
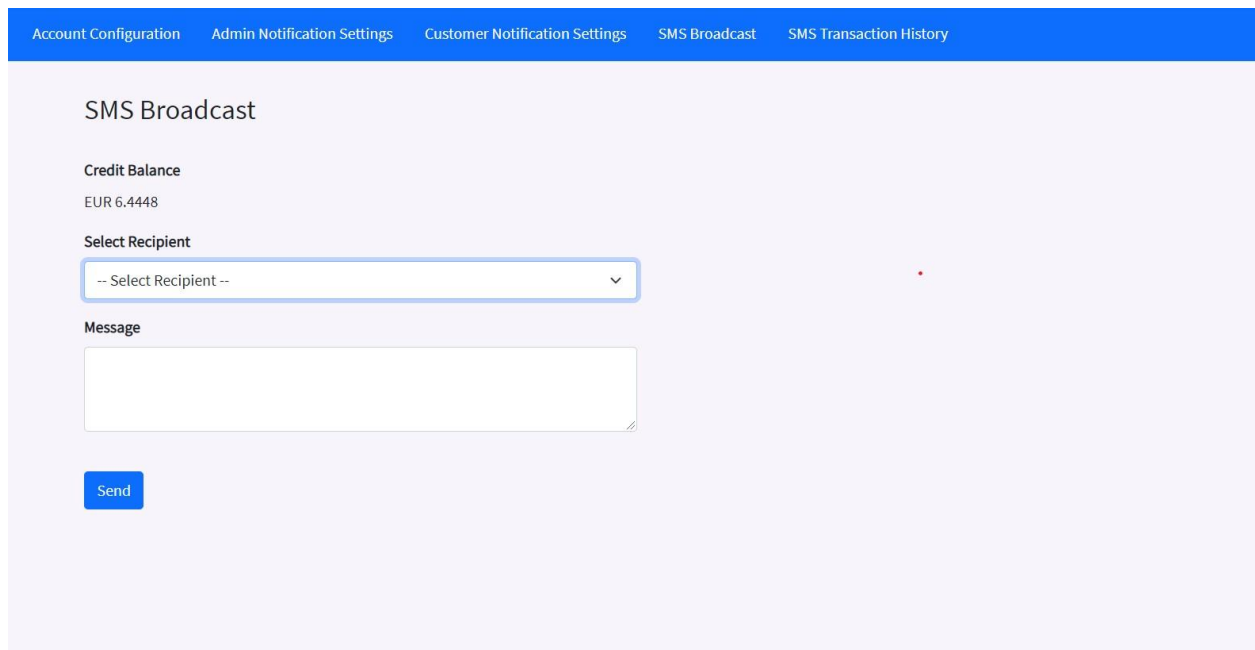
SMS Notification for Customers

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 :

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 Configuration	Admin Notification Settings	Customer Notification Settings	SMS Broadcast	SMS 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

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