

Sematel SMS Gateway (SSG)

User Guide

June 2015

Version 0.1

| | |
|-----------------|--|
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| Prepared for: | Sematel |
| Date submitted: | 23 rd June 2015 |
| Last edit: | 23 rd June 2015 by Samuel Kamochu |

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1 Document History

| Version | Date | Prepared By | Comments |
|---------|----------------------------|----------------|--|
| 0.1 | 23 rd June 2015 | Samuel Kamochu | Draft release for review by Sematel team |

2 Document Approval

| Name | Title | Date | Signature |
|-----------------|-----------------------------------|------|-----------|
| Samuel Kamochu | Software Engineer, Independent | | |
| Thaddeus Masika | IT, Sematel | | |
| Daniel Kimoro | CEO, Sematel | | |

3 Introduction

This document is meant for the administrative user of the SSG solution. The document highlights all operations that can be carried out on the web portal.

The document is divided into the following sections:

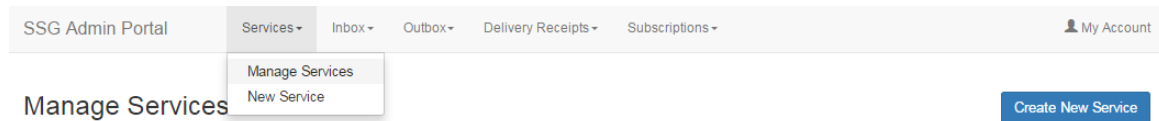
- Service management functions – add, edit, delete, view, enable and disable services on the system
- Inbox management functions – query inbound messages, generate inbound messages report
- Outbox management functions – query outbound messages, and generate outbound report
- Delivery receipts management functions – query delivery receipt messages, and generate delivery receipt report
- Subscription management functions – query subscriptions requests, and generate subscription requests report
- My account management functions – login and change of password

4 Service Management

4.1 Add Service

Step 1: Login to SSG Admin Portal

Step 2: Visit **Services >> New Service** menu or **Services >> Manage Service** and click on the **Create New Service** button on the right



Step 3: Configure the service parameters as indicated in the form below

The screenshot displays the 'Add Service' form in the SSG Admin Portal. The form is titled 'Add Service' and has an 'All Services' button on the right. Below the title is the 'New Service Form' section. It contains several input fields with labels and descriptions: 'Service ID' (Service ID, SDP Service ID e.g. 6013202000002998), 'Service Name' (Service Name, Service Instance Name e.g. Bulk_22652_Global), 'Service Type' (Service Type, 1 - On Demand Service, 2 - Bulk Service, 3 - Subscription Service), 'Short Code' (Short Code, Service Access Code e.g. 22652), 'Criteria' (Criteria, Service Instance Criteria e.g. Love (all messages meeting criteria Love will be sent by SDP to service endpoint below)), 'Service URL' (Service URL, Service URL used by SDP to forward all messages that meet above criteria e.g. http://41.222.9.250:49200/ssg/notify/sms/), 'Delivery Notification URL' (Delivery Notification URL, Delivery Receipt Notification URL used by SDP to delivery receipts e.g. http://41.222.9.250:49200/ssg/delivery/receipt/), and 'Interface Name' (Interface Name, This applies for on demand service only. Use notifySmsReception). A 'Submit' button is located at the bottom of the form. At the bottom of the page, there is a copyright notice '© 2015 SSG. All rights reserved.' and a version number 'Version: SSG_v1.0.3'.

Step 4: Submit

4.2 Edit Service

Step 1: Login to SSG Admin Portal

Step 2: Visit **Services >> Manage Service**

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Manage Services

New Service

Create New Service

Step 3: Search for Service you want to edit using query filter or manually navigating using pagination

Using query filter:

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Manage Services

Create New Service

Query Filter:

6013992000001445

Service Type

Short Code

Query

| # | Service Name | Service ID | Service Type | Short Code | Criteria | Status | Creation Date | Manage Service |
|----|--|------------------|--------------|------------|----------|--------|---------------------|---------------------------------|
| 17 | SubscriptionDummy_1445_AllEdited | 6013992000001445 | 3 | 1445 | | On | 2015-06-23 09:31:13 | Disable Service |

Using pagination:

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Manage Services

Create New Service

Query Filter:

Service ID

Service Type

Short Code

Query

| # | Service Name | Service ID | Service Type | Short Code | Criteria | Status | Creation Date | Manage Service |
|----|--|------------------|--------------|------------|----------|--------|---------------------|---------------------------------|
| 17 | SubscriptionDummy_1445_AllEdited | 6013992000001445 | 3 | 1445 | | On | 2015-06-23 09:31:13 | Disable Service |
| 16 | SubscriptionDummy_1444_All | 6013992000001444 | 3 | 1444 | | Off | 2015-06-23 09:30:32 | Enable Service |
| 15 | SubscriptionDummy_1443_All | 6013992000001443 | 3 | 1443 | | Off | 2015-06-23 09:29:51 | Enable Service |
| 14 | SubscriptionDummy_26565_All | 6013992000001442 | 3 | 26565 | | Off | 2015-06-23 09:27:24 | Enable Service |
| 13 | Subscription_877_test | 6013202000002995 | 2 | 22652 | test | Off | 2015-06-21 14:36:46 | Enable Service |
| 12 | Subscription_877_Null | 6013992000001499 | 3 | 886 | | On | 2015-06-19 14:36:08 | Disable Service |
| 11 | Subscription_888_Null | 6013992000001493 | 3 | 887 | | Off | 2015-06-19 14:35:28 | Enable Service |

« Previous

1

2

Next »

Step 4: Click on the service name link to view more management options

View Service

Service Information

All Services

Disable Service

Edit Service

Delete Service

| Service Parameter | Value |
|---------------------------|--|
| Status | ON |
| ID | 17 |
| Service ID | 6013992000001445 |
| Service Name | SubscriptionDummy_1445_AllEdited |
| Service Type | 3 |
| Short Code | 1445 |
| Service URL | http://41.222.9.250:49200/ssg/subscriptions/request/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 09:31:13 |
| Last Updated On | 2015-06-23 11:07:10 |
| Last Updated By | 0 |

Step 5: Select Edit button on the top right menu and edit the service using the form below

Edit Service

All Services

Edit Service Form

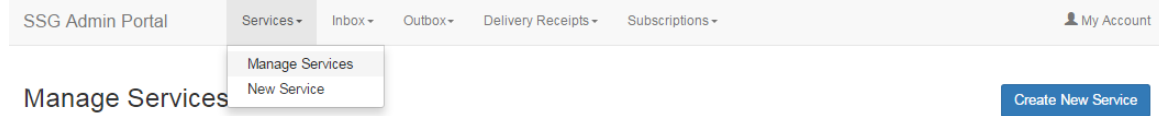
| | | |
|---------------------------|---|---|
| Service ID | <input type="text" value="6013992000001445"/> | SDP Service ID e.g. 6013202000002998 |
| Service Name | <input type="text" value="SubscriptionDummy_1445_AllEdited"/> | Service Instance Name e.g. Bulk_22652_Global |
| Service Type | <input type="text" value="3"/> | 1 - On Demand Service, 2 - Bulk Service, 3 - Subscription Service |
| Short Code | <input type="text" value="1445"/> | Service Access Code e.g. 22652 |
| Criteria | <input type="text" value="Criteria"/> | Service Instance Criteria e.g. Love (all messages meeting criteria Love will be sent by SDP to service endpoint below) |
| Service URL | <input type="text" value="http://41.222.9.250:49200/ssg/subscriptions/request/"/> | Service URL used by SDP to forward all messages that meet above criteria e.g. http://41.222.9.250:49200/ssg/notify/sms/ |
| Delivery Notification URL | <input type="text" value="http://41.222.9.250:49200/ssg/delivery/receipt/"/> | Delivery Receipt Notification URL used by SDP to delivery receipts e.g. http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | <input type="text" value="Interface Name"/> | This applies for on demand service only. Use notifySmsReception |
| | <input type="button" value="Submit"/> | |

Step 6: Edit the service details and click submit

4.3 Delete Service

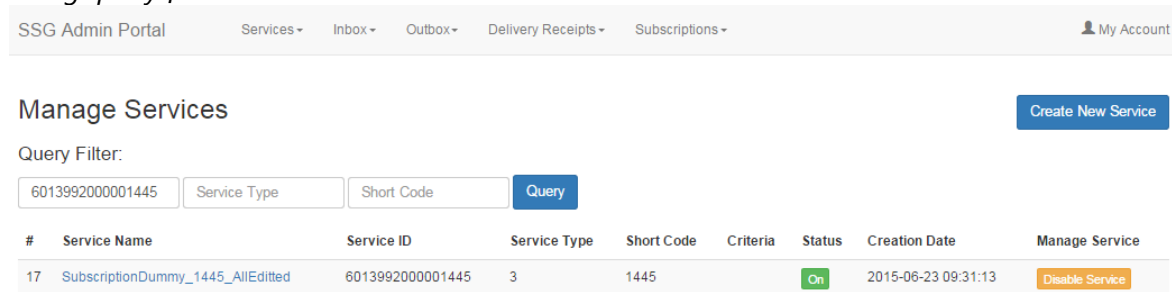
Step 1: Login to SSG Admin Portal

Step 2: Visit **Services >> Manage Service**

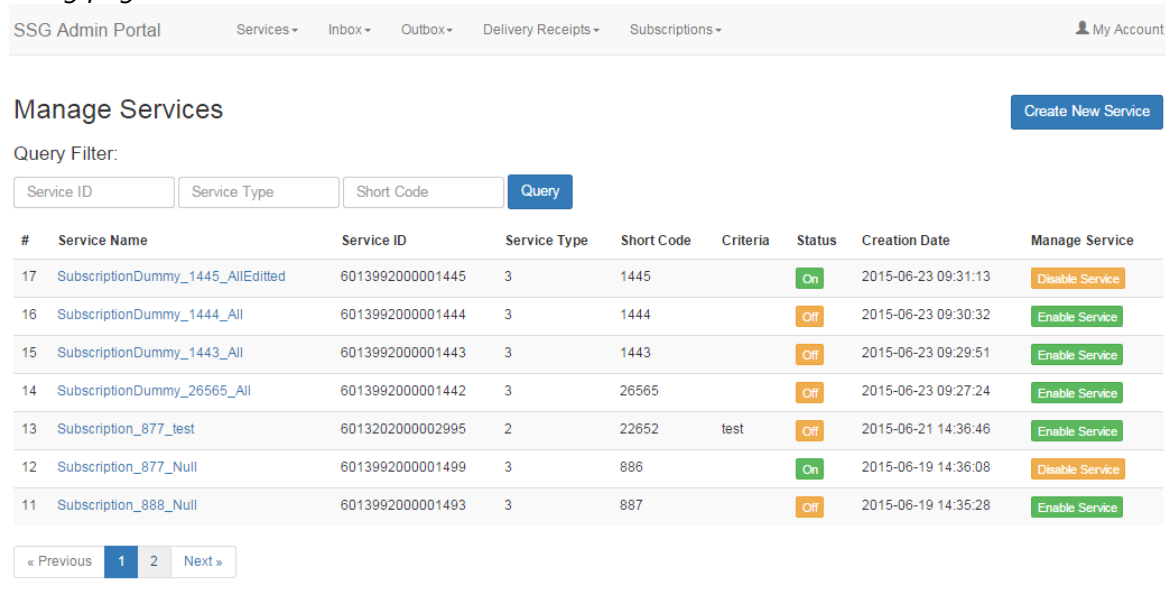


Step 3: Search for Service you want to edit using **Query Filter** or navigate manually using **Pagination**

Using query filter:



Using pagination:



Step 4: Click on the **Service Name** link to view more management options

View Service

Service Information

All Services

Disable Service

Edit Service

Delete Service

| Service Parameter | Value |
|---------------------------|--|
| Status | ON |
| ID | 17 |
| Service ID | 6013992000001445 |
| Service Name | SubscriptionDummy_1445_AllEdited |
| Service Type | 3 |
| Short Code | 1445 |
| Service URL | http://41.222.9.250:49200/ssg/subscriptions/request/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 09:31:13 |
| Last Updated On | 2015-06-23 11:07:10 |
| Last Updated By | 0 |

Step 5: Click **Delete** button shown below (top right menu)

View Service

Service Information

All Services

Enable Service

Edit Service

Delete Service

| Service Parameter | Value |
|---------------------------|---|
| Status | OFF |
| ID | 21 |
| Service ID | 6013202000002998123 |
| Service Name | Test Service |
| Service Type | 3 |
| Short Code | 22653 |
| Service URL | http://41.222.9.250:49200/ssg/notify/sms/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 11:37:04 |
| Last Updated On | 2015-06-23 11:37:04 |
| Last Updated By | 0 |

Step 6: Click **Confirm Delete** button shown below

Delete Service

Delete Service Form

[All Services](#)
[Edit Service](#)
[Delete Service](#)

Service ID [Confirm Deletion](#)

Service Information

| Service Parameter | Value |
|---------------------------|---|
| Status | OFF |
| ID | 21 |
| Service ID | 601320200002998123 |
| Service Name | Test Service |
| Service Type | 3 |
| Short Code | 22653 |
| Service URL | http://41.222.9.250:49200/ssg/notify/sms/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |

Step 7: Deletion operation result displayed as shown below.

Delete Service

Service deleted successfully

[All Services](#)
[Edit Service](#)
[Delete Service](#)

4.4 Enable Service

Step 1: Login to SSG Admin Portal

Step 2: Visit **Services >> Manage Service**

Manage Services

[Manage Services](#)
[New Service](#)
[Create New Service](#)

Step 3: Search for Service you want to edit using **Query Filter** or navigate manually using **Pagination**

Using query filter:

Manage Services

Create New Service

Query Filter:

| # | Service Name | Service ID | Service Type | Short Code | Criteria | Status | Creation Date | Manage Service |
|----|--|------------------|--------------|------------|----------|--------|---------------------|---------------------------------|
| 17 | SubscriptionDummy_1445_AllEdited | 6013992000001445 | 3 | 1445 | | On | 2015-06-23 09:31:13 | Disable Service |

Using pagination:

Manage Services

Create New Service

Query Filter:

| # | Service Name | Service ID | Service Type | Short Code | Criteria | Status | Creation Date | Manage Service |
|----|--|------------------|--------------|------------|----------|--------|---------------------|---------------------------------|
| 17 | SubscriptionDummy_1445_AllEdited | 6013992000001445 | 3 | 1445 | | On | 2015-06-23 09:31:13 | Disable Service |
| 16 | SubscriptionDummy_1444_All | 6013992000001444 | 3 | 1444 | | Off | 2015-06-23 09:30:32 | Enable Service |
| 15 | SubscriptionDummy_1443_All | 6013992000001443 | 3 | 1443 | | Off | 2015-06-23 09:29:51 | Enable Service |
| 14 | SubscriptionDummy_26565_All | 6013992000001442 | 3 | 26565 | | Off | 2015-06-23 09:27:24 | Enable Service |
| 13 | Subscription_877_test | 6013202000002995 | 2 | 22652 | test | Off | 2015-06-21 14:36:46 | Enable Service |
| 12 | Subscription_877_Null | 6013992000001499 | 3 | 886 | | On | 2015-06-19 14:36:08 | Disable Service |
| 11 | Subscription_888_Null | 6013992000001493 | 3 | 887 | | Off | 2015-06-19 14:35:28 | Enable Service |

[« Previous](#)
[1](#)
[2](#)
[Next »](#)

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Step 4: Click on the **Service Name** link to view more management options

View Service

Service Information

All Services

Enable Service

Edit Service

Delete Service

| Service Parameter | Value |
|---------------------------|--|
| Status | OFF |
| ID | 16 |
| Service ID | 6013992000001444 |
| Service Name | SubscriptionDummy_1444_All |
| Service Type | 3 |
| Short Code | 1444 |
| Service URL | http://41.222.9.250:49200/ssg/subscriptions/request/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 09:30:32 |
| Last Updated On | 2015-06-23 09:30:32 |
| Last Updated By | 0 |

Step 5: Click **Enable Service** button shown below (top right menu)

View Service

Service Information

All Services

Enable Service

Edit Service

Delete Service

| Service Parameter | Value |
|---------------------------|---|
| Status | OFF |
| ID | 21 |
| Service ID | 6013202000002998123 |
| Service Name | Test Service |
| Service Type | 3 |
| Short Code | 22653 |
| Service URL | http://41.222.9.250:49200/ssg/notify/sms/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 11:37:04 |
| Last Updated On | 2015-06-23 11:37:04 |
| Last Updated By | 0 |

Step 6: Enable Service processing result is displayed below

Enable Service

Processing Outcome

[All Services](#)
[Disable Service](#)
[Edit Service](#)

The service 6013992000001444 has been enabled successfully.

Service Information

| Service Parameter | Value |
|---------------------------|--|
| Status | ON |
| ID | 16 |
| Service ID | 6013992000001444 |
| Service Name | SubscriptionDummy_1444_All |
| Service Type | 3 |
| Short Code | 1444 |
| Service URL | http://41.222.9.250:49200/ssg/subscriptions/request/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |

4.5 Disable Service

Step 1: Login to SSG Admin Portal

Step 2: Visit **Services >> Manage Service**

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Manage Services

[Manage Services](#)
[New Service](#)

Create New Service

Step 3: Search for Service you want to edit using **Query Filter** or navigate manually using **Pagination**

Using query filter:

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Manage Services

Create New Service

Query Filter:

| # | Service Name | Service ID | Service Type | Short Code | Criteria | Status | Creation Date | Manage Service |
|----|--|------------------|--------------|------------|----------|--------|---------------------|---------------------------------|
| 17 | SubscriptionDummy_1445_AllEdited | 6013992000001445 | 3 | 1445 | | On | 2015-06-23 09:31:13 | Disable Service |

Using pagination:

Manage Services

[Create New Service](#)

Query Filter:

Service ID

Service Type

Short Code

Query

| # | Service Name | Service ID | Service Type | Short Code | Criteria | Status | Creation Date | Manage Service |
|----|--|------------------|--------------|------------|----------|--------|---------------------|---------------------------------|
| 17 | SubscriptionDummy_1445_AllEdited | 6013992000001445 | 3 | 1445 | | On | 2015-06-23 09:31:13 | Disable Service |
| 16 | SubscriptionDummy_1444_All | 6013992000001444 | 3 | 1444 | | Off | 2015-06-23 09:30:32 | Enable Service |
| 15 | SubscriptionDummy_1443_All | 6013992000001443 | 3 | 1443 | | Off | 2015-06-23 09:29:51 | Enable Service |
| 14 | SubscriptionDummy_26565_All | 6013992000001442 | 3 | 26565 | | Off | 2015-06-23 09:27:24 | Enable Service |
| 13 | Subscription_877_test | 6013202000002995 | 2 | 22652 | test | Off | 2015-06-21 14:36:46 | Enable Service |
| 12 | Subscription_877_Null | 6013992000001499 | 3 | 886 | | On | 2015-06-19 14:36:08 | Disable Service |
| 11 | Subscription_888_Null | 6013992000001493 | 3 | 887 | | Off | 2015-06-19 14:35:28 | Enable Service |

Step 4: Click on the **Service Name** link to view more management options

View Service

Service Information

All Services

Enable Service

Edit Service

Delete Service

| Service Parameter | Value |
|---------------------------|--|
| Status | OFF |
| ID | 16 |
| Service ID | 6013992000001444 |
| Service Name | SubscriptionDummy_1444_All |
| Service Type | 3 |
| Short Code | 1444 |
| Service URL | http://41.222.9.250:49200/ssg/subscriptions/request/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 09:30:32 |
| Last Updated On | 2015-06-23 09:30:32 |
| Last Updated By | 0 |

Step 5: Click **Disable Service** button shown below (top right menu)

View Service

Service Information

[All Services](#)[Disable Service](#)[Edit Service](#)[Delete Service](#)

| Service Parameter | Value |
|---------------------------|--|
| Status | ON |
| ID | 16 |
| Service ID | 6013992000001444 |
| Service Name | SubscriptionDummy_1444_All |
| Service Type | 3 |
| Short Code | 1444 |
| Service URL | http://41.222.9.250:49200/ssg/subscriptions/request/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 09:30:32 |
| Last Updated On | 2015-06-23 11:44:38 |
| Last Updated By | 0 |

Step 6: Disable Service procesing result is displayed below

Disable Service

Processing Outcome

[All Services](#)[Enable Service](#)[Edit Service](#)

The service 6013992000001444 has been disabled successfully.



Service Information

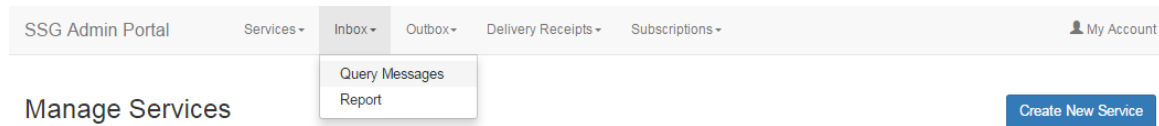
| Service Parameter | Value |
|---------------------------|--|
| Status | OFF |
| ID | 16 |
| Service ID | 6013992000001444 |
| Service Name | SubscriptionDummy_1444_All |
| Service Type | 3 |
| Short Code | 1444 |
| Service URL | http://41.222.9.250:49200/ssg/subscriptions/request/ |
| Criteria | |
| Delivery Notification URL | http://41.222.9.250:49200/ssg/delivery/receipt/ |
| Interface Name | |
| Correlator | |
| Creation Date | 2015-06-23 09:30:32 |

5 Inbox (Inbound Messages) Management

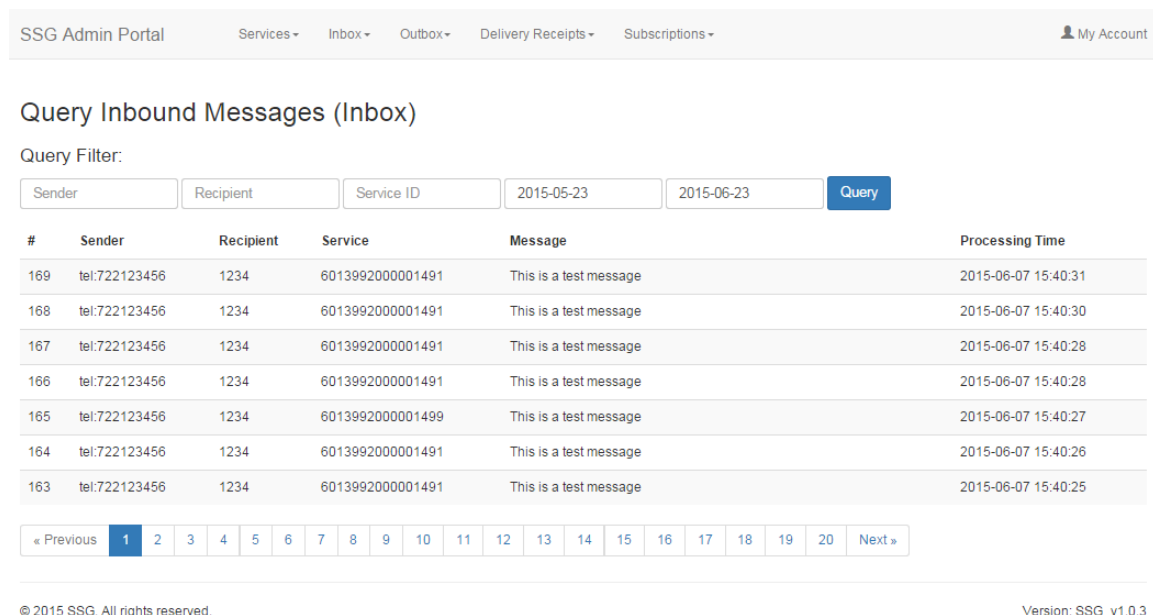
5.1 Query Inbound Messages


Step 1: Login to SSG Admin Portal

Step 2: Visit **Inbox >> Query Messages** menu



Step 3: Filter the messages using the query filter shown below



SSG Admin Portal Services ▾ **Inbox ▾** Outbox ▾ Delivery Receipts ▾ Subscriptions ▾  My Account

Manage Services **Query Messages** Report [Create New Service](#)

Query Filter:

Sender Recipient Service ID 2015-05-23 2015-06-23 [Query](#)

| # | Sender | Recipient | Service | Message | Processing Time |
|-----|---------------|-----------|------------------|------------------------|---------------------|
| 169 | tel:722123456 | 1234 | 6013992000001491 | This is a test message | 2015-06-07 15:40:31 |
| 168 | tel:722123456 | 1234 | 6013992000001491 | This is a test message | 2015-06-07 15:40:30 |
| 167 | tel:722123456 | 1234 | 6013992000001491 | This is a test message | 2015-06-07 15:40:28 |
| 166 | tel:722123456 | 1234 | 6013992000001491 | This is a test message | 2015-06-07 15:40:28 |
| 165 | tel:722123456 | 1234 | 6013992000001499 | This is a test message | 2015-06-07 15:40:27 |
| 164 | tel:722123456 | 1234 | 6013992000001491 | This is a test message | 2015-06-07 15:40:26 |
| 163 | tel:722123456 | 1234 | 6013992000001491 | This is a test message | 2015-06-07 15:40:25 |

« Previous **1** 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 Next »

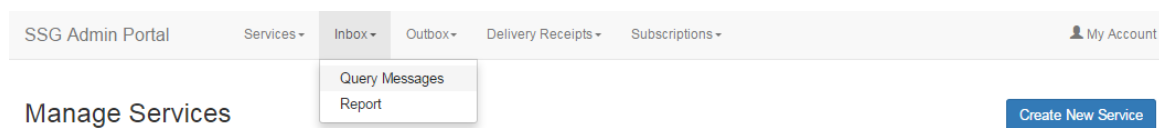
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Step 4: Navigate to the desired message using the pagination

5.2 Generate Inbound Messages Report

Step 1: Login to SSG Admin Portal

Step 2: Visit **Inbox >> Report** menu



Step 3: Filter the messages using the query filter shown below

All services

SSG Admin Portal

Services ▾Inbox ▾Outbox ▾Delivery Receipts ▾Subscriptions ▾

My Account

Inbound Messages (Inbox) Report

Report Filter:

Service ID

2015-05-23

2015-06-23

Query

| Service ID | Service Name | Short Code | Date | Message Count | Percentage (%) |
|------------------|-----------------------|------------|------|---------------|----------------|
| 6013992000001491 | Bulk_903 | 1234 | N/A | 160 | 94.67 % |
| 6013992000001497 | Subscription_901_All | 1234 | N/A | 4 | 2.37 % |
| 6013992000001493 | Subscription_888_Null | 1234 | N/A | 2 | 1.18 % |
| 6013992000001492 | Subscription_899_All | 1234 | N/A | 2 | 1.18 % |
| 6013992000001499 | Subscription_877_Null | 1234 | N/A | 1 | 0.59 % |

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Version: SSG_v1.0.3

Specific service showing messages received daily

SSG Admin Portal

Services ▾Inbox ▾Outbox ▾Delivery Receipts ▾Subscriptions ▾

My Account

Inbound Messages (Inbox) Report

Report Filter:

6013992000001491

2015-05-23

2015-06-23

Query

| Service ID | Service Name | Short Code | Date | Message Count | Percentage (%) |
|------------------|--------------|------------|------------|---------------|----------------|
| 6013992000001491 | Bulk_903 | 1234 | 2015-06-07 | 156 | 97.5 % |
| 6013992000001491 | Bulk_903 | 1234 | 2015-06-17 | 1 | 0.63 % |
| 6013992000001491 | Bulk_903 | 1234 | 2015-06-04 | 1 | 0.63 % |
| 6013992000001491 | Bulk_903 | 1234 | 2015-06-10 | 1 | 0.63 % |
| 6013992000001491 | Bulk_903 | 1234 | 2015-06-11 | 1 | 0.63 % |

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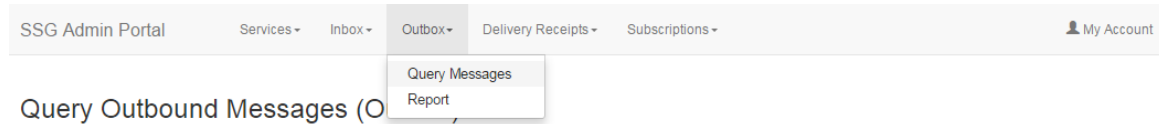
Version: SSG_v1.0.3

6 Outbox (Outbound Messages) Management

6.1 Query Inbound Messages

Step 1: Login to SSG Admin Portal

Step 2: Visit **Outbox >> Query Messages** menu



Step 3: Filter the messages using the query filter shown below

SSG Admin Portal Services ▾ Inbox ▾ Outbox ▾ Delivery Receipts ▾ Subscriptions ▾ My Account

Query Outbound Messages (Outbox)

Query Filter:

Sender Recipient Service ID Batch ID 2015-05-23 2015-06-23 **Query**

| # | Sender | Recipient | Service | Batch ID | Message | Send Status | Delivery Status | Processing Time |
|-----|--------|------------------|------------------|----------|---|--------------------|-----------------|---------------------|
| 161 | 901 | tel:254723624727 | 6013202000002998 | 2222 | Thank you for subscribing to our service. | SENT[Message sent] | | 2015-06-21 14:30:21 |
| 160 | 901 | tel:254723624727 | 6013202000002998 | 2222 | Thank you for subscribing to our service. | SENT[Message sent] | | 2015-06-21 14:27:29 |
| 159 | 901 | tel:254723624727 | 6013202000002998 | 2222 | Thank you for subscribing to our service. | SENT[Message sent] | | 2015-06-21 14:27:26 |
| 158 | 901 | tel:254723624727 | 6013202000002998 | 2222 | Thank you for subscribing to our service. | SENT[Message sent] | | 2015-06-21 14:27:25 |
| 157 | 901 | tel:254723624727 | 6013202000002998 | 2222 | Thank you for subscribing to our service. | SENT[Message sent] | | 2015-06-21 14:27:25 |
| 156 | 901 | tel:254723624727 | 6013202000002998 | 2222 | Thank you for subscribing to our service. | SENT[Message sent] | | 2015-06-21 14:27:24 |
| 155 | 901 | tel:254723624727 | 6013202000002998 | 2222 | Thank you for subscribing to our service. | SENT[Message sent] | | 2015-06-21 14:27:23 |

« Previous 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 Next »

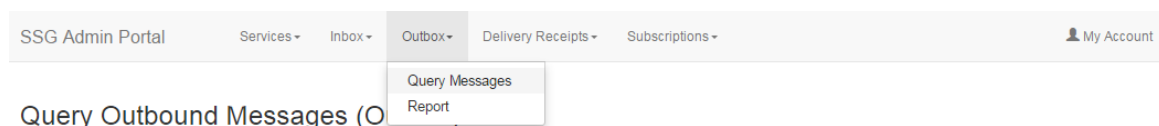
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Step 4: Navigate to the desired message using the pagination

6.2 Generate Outbound Messages Report

Step 1: Login to SSG Admin Portal

Step 2: Visit **Outbox >> Report** menu



Step 3: Filter the messages using the query filter shown below

All services

SSG Admin Portal

Services ▾Inbox ▾Outbox ▾Delivery Receipts ▾Subscriptions ▾

My Account

Outbound Messages (Outbox) Report

Report Filter:

| Service ID | Service Name | Short Code | Batch ID | Send Status | Date | Percentage (%) |
|------------------|----------------------|------------|----------|-------------|------|----------------|
| 6013202000002998 | Bulk_901 | 901 | | SENT | 19 | 11.8 % |
| 6013202000002998 | Bulk_901 | 901 | | FAILED | 2 | 1.24 % |
| 6013202000002998 | Bulk_901 | 901 | 2222 | SENT | 110 | 68.32 % |
| 6013202000002998 | Bulk_901 | 901 | 2222 | FAILED | 6 | 3.73 % |
| 6013992000001491 | Bulk_903 | 901 | | SENT | 2 | 1.24 % |
| 6013992000001491 | Bulk_903 | 901 | | FAILED | 2 | 1.24 % |
| 6013992000001492 | Subscription_899_All | 901 | | SENT | 10 | 6.21 % |
| 6013992000001492 | Subscription_899_All | 901 | | FAILED | 1 | 0.62 % |
| 6013992000001497 | Subscription_901_All | 901 | | SENT | 9 | 5.59 % |

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Using filter condition

SSG Admin Portal

Services ▾Inbox ▾Outbox ▾Delivery Receipts ▾Subscriptions ▾

My Account

Outbound Messages (Outbox) Report

Report Filter:

| Service ID | Service Name | Short Code | Batch ID | Send Status | Date | Percentage (%) |
|------------------|--------------|------------|----------|-------------|------|----------------|
| 6013202000002998 | Bulk_901 | 901 | 2222 | SENT | 110 | 94.83 % |
| 6013202000002998 | Bulk_901 | 901 | 2222 | FAILED | 6 | 5.17 % |

7 Delivery Receipt Management

7.1 Query Delivery Receipts

Step 1: Login to SSG Admin Portal

Step 2: Visit **Delivery Receipts >> Query Delivery Receipts** menu

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Query Delivery Receipts Report

Step 3: Filter the receipts using the query filter shown below

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Query Delivery Receipts

Query Filter:

Recipient

Correlator

2015-05-23

2015-06-23

Query

| # | Recipient | Correlator | Delivery Status | SDP Timestamp | Trace Unique ID | Processing Time |
|----|------------------|------------|---------------------|----------------|--------------------------------|---------------------|
| 22 | tel:254722123456 | 123456796 | DeliveredToTerminal | 20100904042855 | 504021503311009040428550001003 | 2015-06-17 16:01:20 |
| 21 | tel:254722123455 | 123456795 | DeliveredToTerminal | 20100904042855 | 504021503311009040428550001003 | 2015-06-17 16:01:14 |
| 20 | tel:254722123457 | 123456794 | DeliveredToTerminal | 20100904042855 | 504021503311009040428550001003 | 2015-06-17 15:54:14 |
| 19 | tel:254722123456 | 123456791 | DeliveredToTerminal | 20100904042855 | 504021503311009040428550001002 | 2015-06-07 03:17:28 |
| 18 | tel:254722123456 | 123456791 | DeliveredToTerminal | 20100904042855 | 504021503311009040428550001002 | 2015-06-07 02:54:47 |
| 17 | tel:254722123456 | 123456791 | DeliveredToTerminal | 20100904042855 | 504021503311009040428550001002 | 2015-06-05 19:41:19 |
| 16 | tel:254722123456 | 123456791 | DeliveredToTerminal | 20100904042855 | 504021503311009040428550001002 | 2015-06-05 19:39:33 |

« Previous

1

2

3

4

Next »

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Version: SSG_v1.0.3

Step 4: Navigate to the desired record using the pagination

7.2 Generate Delivery Receipts Report

Step 1: Login to SSG Admin Portal

Step 2: Visit **Delivery Receipts >> Report** menu

SSG Admin Portal

Services ▾

Inbox ▾

Outbox ▾

Delivery Receipts ▾

Subscriptions ▾

My Account

Query Delivery Receipts Report

Step 3: Filter the messages using the query filter shown below

Delivery Receipts Report

Report Filter:

Delivery Status

2015-05-23

2015-06-23

Query

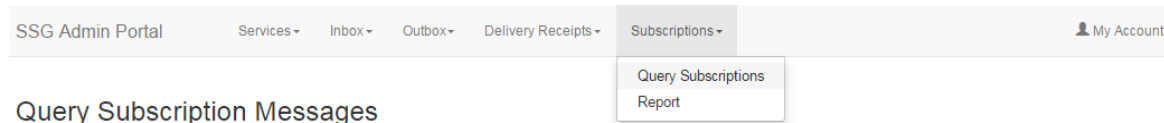
| Date | Delivery Status | Message Count | Percentage (%) |
|------------|-------------------------------------|---------------|----------------|
| 2015-06-17 | DeliveredToTerminal | 3 | 13.64 % |
| 2015-06-07 | DeliveredToTerminal | 2 | 9.09 % |
| 2015-06-05 | DeliveredToTerminal | 15 | 68.18 % |
| 2015-06-04 | DeliveredToTerminal | 2 | 9.09 % |

8 Subscriptions Management

8.1 Query Subscription Requests

Step 1: Login to SSG Admin Portal

Step 2: Visit **Subscriptions >> Query Subscriptions** menu



Step 3: Filter the requests using the query filter shown below

SSG Admin Portal Services ▾ Inbox ▾ Outbox ▾ Delivery Receipts ▾ Subscriptions ▾ My Account

Query Subscription Messages

Query Filter:

Subscriber Service ID Product ID Update Type 2015-05-23 2015-06-23 Query

| # | Subscriber | Service ID | Product ID | Update Type | Effective Time | Expiry Time | Processing Time |
|----|--------------|------------------|----------------|-------------|----------------|----------------|---------------------|
| 25 | 254721214851 | 6013992000001445 | MDSP2000052895 | Modified | 20120622001311 | 20120822001311 | 2015-06-17 17:04:04 |
| 24 | 254721214851 | 6013992000001445 | MDSP2000052895 | Modified | 20120622001311 | 20120822001311 | 2015-06-17 16:25:43 |
| 23 | 254721214851 | 6013992000001445 | MDSP2000052895 | Addition | 20120622001311 | 20120822001311 | 2015-06-17 16:24:46 |
| 22 | 254721214850 | 6013992000001444 | MDSP2000052894 | Addition | 20120622001311 | 20120822001311 | 2015-06-17 16:22:21 |
| 21 | 254721214849 | 6013992000001443 | MDSP2000052893 | Addition | 20120622001311 | 20120822001311 | 2015-06-17 16:22:02 |
| 20 | 254721214848 | 6013992000001442 | MDSP2000052892 | Addition | 20120622001311 | 20120822001311 | 2015-06-07 03:17:24 |
| 19 | 254721214848 | 6013992000001442 | MDSP2000052892 | Addition | 20120622001311 | 20120822001311 | 2015-06-07 03:16:08 |

« Previous 1 2 3 4 Next »

Step 4: Navigate to the desired record using the pagination

8.2 Generate Subscriptions Report

Step 1: Login to SSG Admin Portal

Step 2: Visit **Subscriptions >> Report** menu

Step 3: Filter the messages using the query filter shown below

SSG Admin Portal

Services ▾Inbox ▾Outbox ▾Delivery Receipts ▾Subscriptions ▾

My Account

Subscriptions Report

Report Filter:

Service ID

Product ID

Update Type

2015-05-23

2015-06-23

Query

| Service ID | Service Name | Product ID | Update Type | Update Description | Message Count | Percentage (%) |
|------------------|----------------------------------|----------------|-------------|--------------------|---------------|----------------|
| 6013992000001442 | SubscriptionDummy_26565_All | MDSP2000052892 | 1 | Addition | 20 | 80 % |
| 6013992000001443 | SubscriptionDummy_1443_All | MDSP2000052893 | 1 | Addition | 1 | 4 % |
| 6013992000001444 | SubscriptionDummy_1444_All | MDSP2000052894 | 1 | Addition | 1 | 4 % |
| 6013992000001445 | SubscriptionDummy_1445_AllEdited | MDSP2000052895 | 2 | Modified | 2 | 8 % |
| 6013992000001445 | SubscriptionDummy_1445_AllEdited | MDSP2000052895 | 1 | Addition | 1 | 4 % |

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9 Appendixes

9.1 References

| Reference | Description |
|-----------|-------------|
| | |

9.2 Glossary

| Term | Description |
|------|---------------------------|
| SSG | Sematel SMS Gateway |
| SDP | Service Delivery Platform |