WebSprix

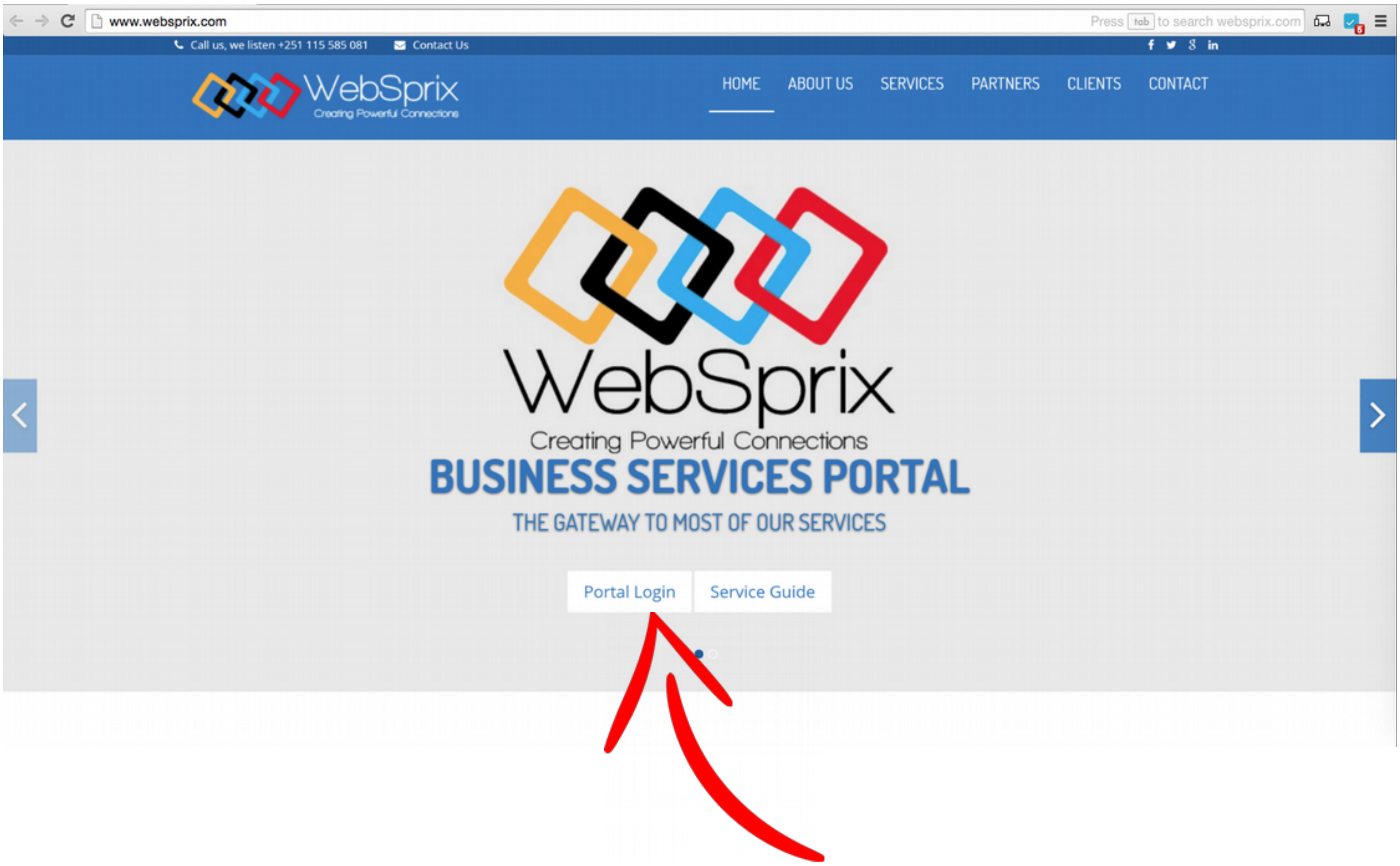
Creating Powerful Connections

Service Use Guide

Table of Contents

I. Login to Your Account

To start using WebSprix's services first go to http://www.websprix.com and click on the link Portal Login



Or enter http://portal.websprix.com on your browser. Click on login and you will see the login panel expand for you to enter your user name and password. Enter user name (this is your email address) and password and click on login.

Once logged in you will be able to use all of our services including Bulk SMS, Personalized Bulk SMS, Voice Broadcasting, and teleconferencing (audio conferencing).

II. Creating Users and Groups

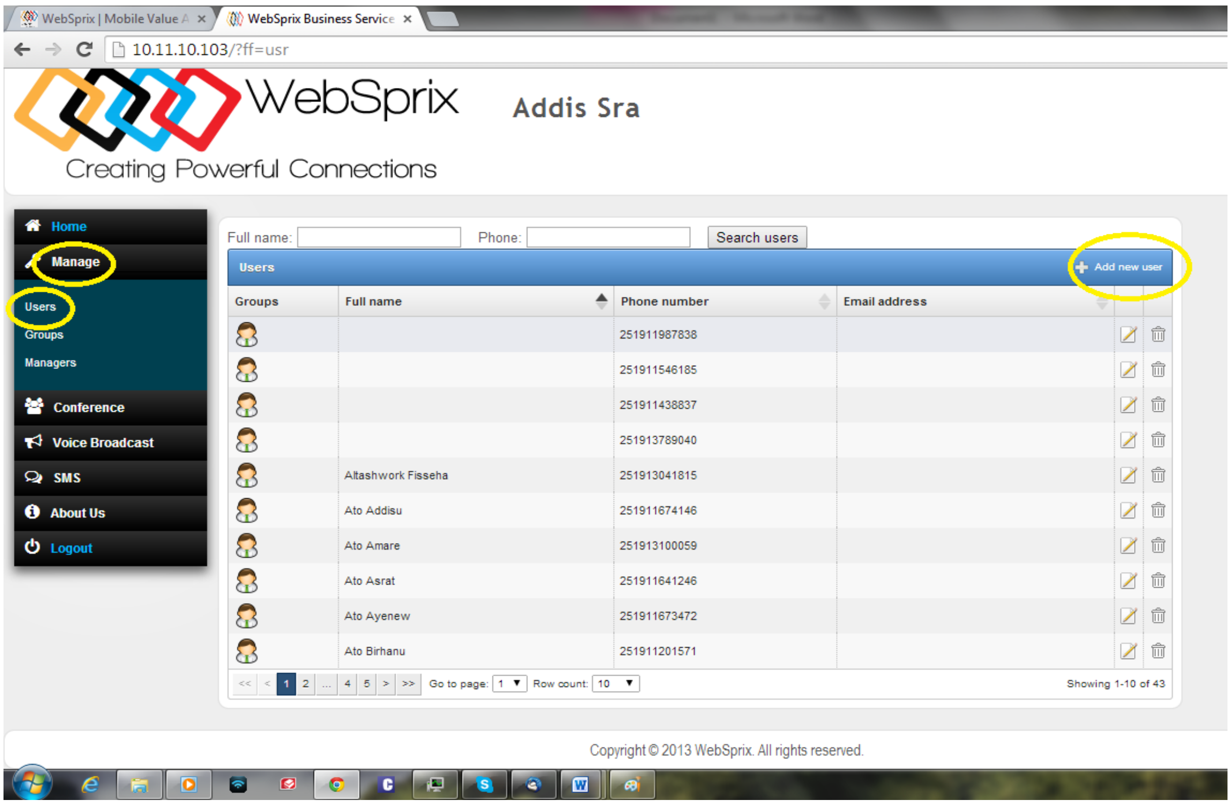
In order to send bulk SMS, broadcast voice messages and setup conference calls, first you need to:

- Add Users
- Create Groups
- Insert Users to Groups

a. Create Users

Before you start using the WebSprix's services, first you need add users. Users are people to whom you send SMS or Voice Broadcast.

To add users, from the menu on the left click on **Manage** >> **Users >> Add New User**



Enter the name and phone number of the user on the form and click **Save.** Add as many users as you like manually if you have few users. If you have too many users and is tedious to add them one by one manually, we can help you upload them at once when you provide us your users list in an Excel spreadsheet.

b. Create Groups

Groups must also be set after adding users as they help to organize and manage users. To create groups

Go to **Manage >> Groups >> Add New Group**

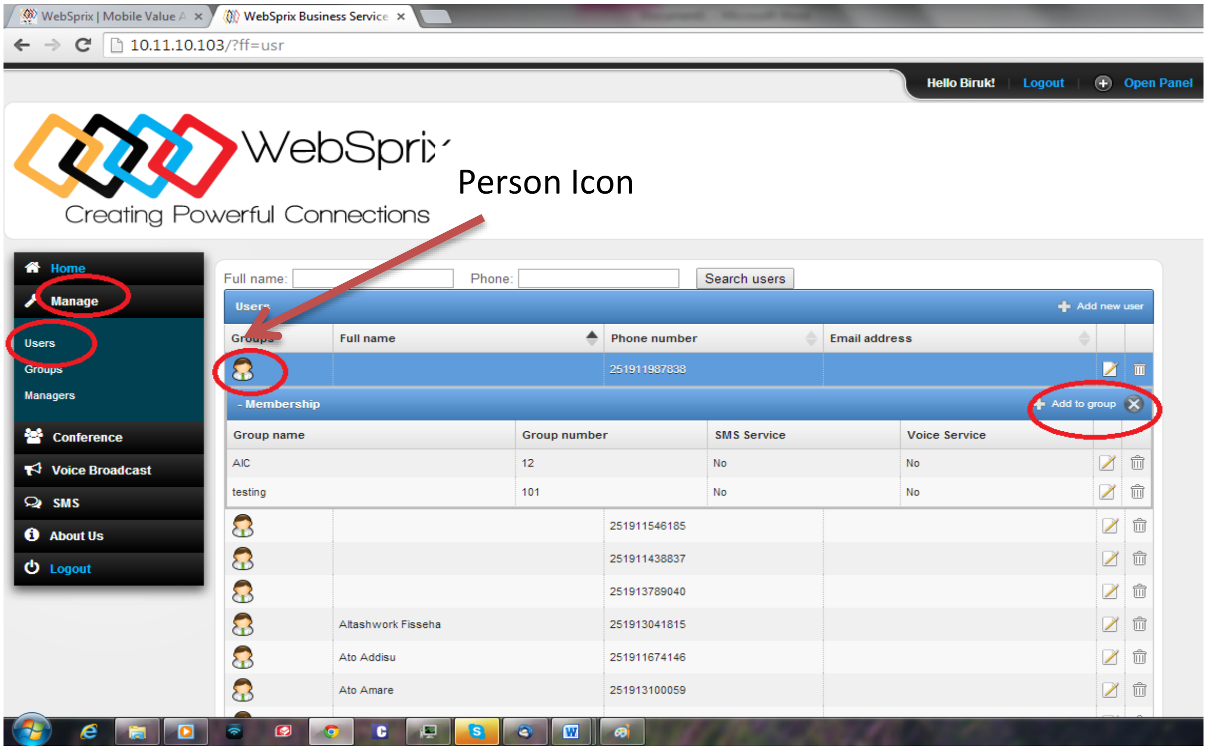
Insert the group name and group number (group description is optional) then click **Save**. The group number should be unique (you can't have two groups with the same group number).

c. Add Users to Groups

Once you have created users and groups you have to select each user and insert it to a specific group. To do this

Go to **Manage >> Users** then select the user you want to add to a group (you can search by name or phone number).

Once you have selected the user click on person icon adjacent to the name of the user under the **Member** column. From the expanding column click on **Add to Group.**



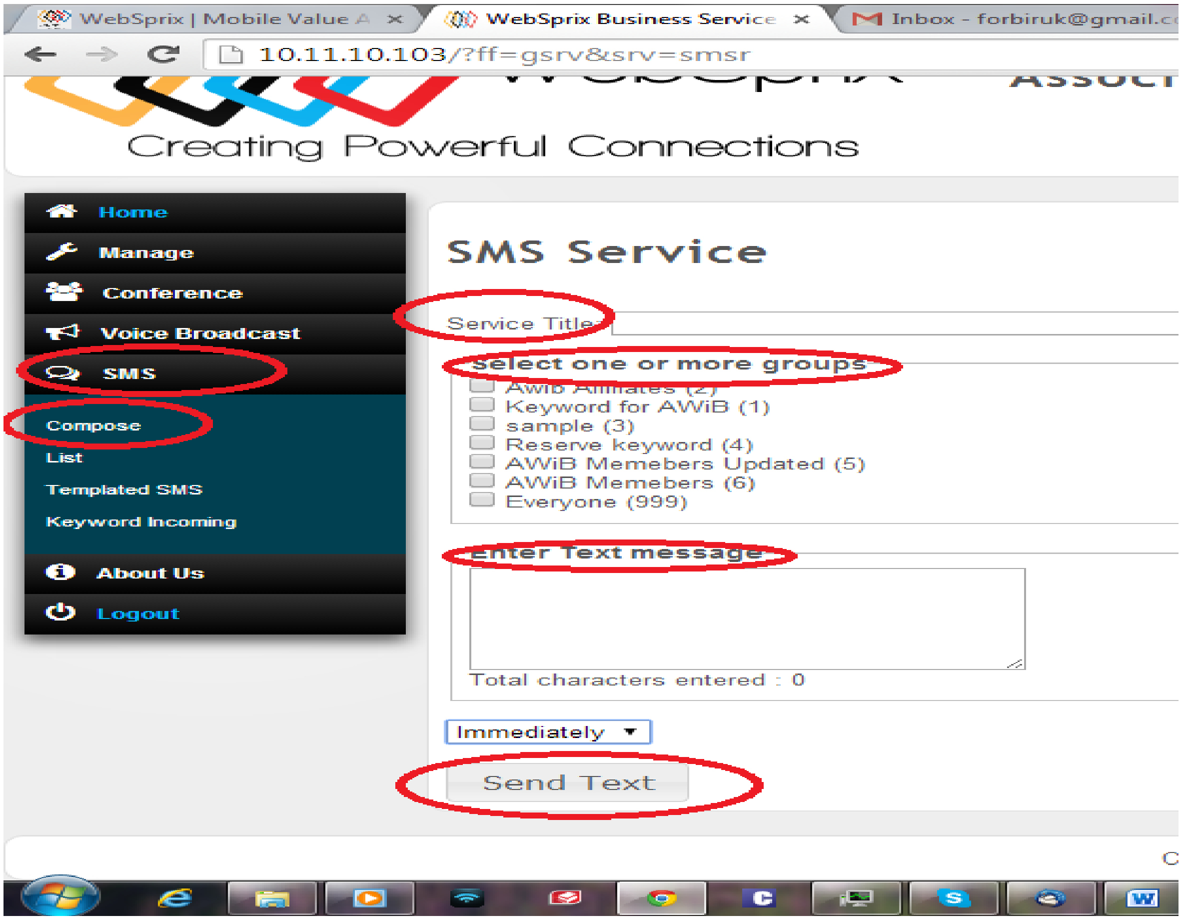
III. Sending Bulk SMS

a. Sending SMS from PC

On the left side menu

Go to **SMS >> Compose >> Insert the Service title** (the service title is used to help you track your message history and can be anything related to message you are sending out) **>> Select the Group you want to send to >> Compose the message >> Send Text >> Confirm Send Text**

If you want to schedule the message select schedule from the drop down menu right above the send button. Then enter the specific date and time at which you want the message sent out. (The time should be provided in a 24-hour format, for example, if the time you select is 3:00PM then you should set the time like this 15:00).



b. **Sending SMS from Mobile Phone**

You can also send Bulk SMS from your phone (if you don't have internet connection) just by sending a text message to 8845 with the following format "TG Group # Message"

For example if you want to send a Happy New Year to group 2 of your contacts, all you have to do is send a text to 8845 as follows **TG 2 Happy New Year**. For instance, the picture shows Berhan Bank sending a New Year wish to their customers listed under group 2.

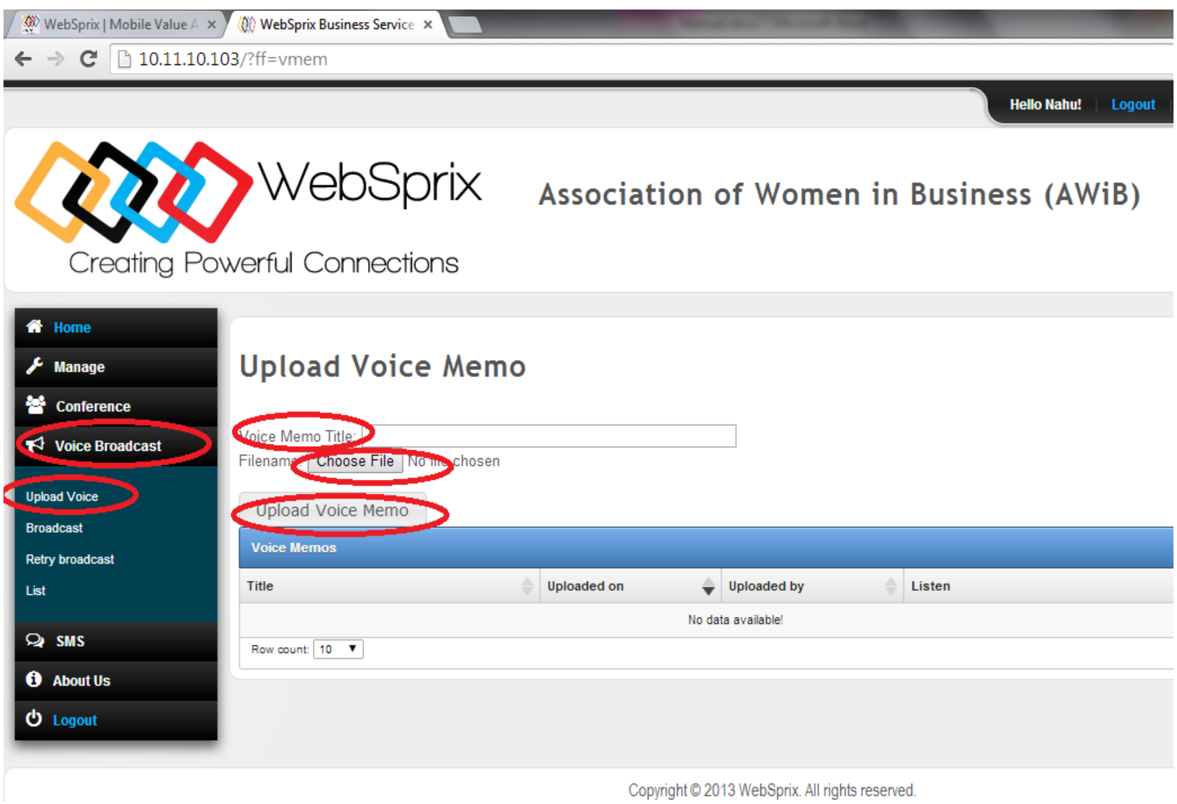
IV. Sending Voice Broadcasts

Broadcasting voice has 2 steps. The first one is **uploading** the voice to the portal and the second one is **broadcasting** the voice.

a. Uploading the Voice

On the left side menu

Go to **Voice Broadcast >> Upload Voice >> Insert Voice memo (**to keep track of uploaded sounds**) >> Choose the audio file from your computer (**audio format should be in mp3 or WAV**) >> Upload Voice Memo.**



b. Broadcasting Voice Memo

After having uploaded your voice memo, you can now broadcast to your target groups.

Go to **Voice Broadcast >> Broadcast >> Insert the service title >> Select the Group you want to broadcast to >> Broadcast Voice Memo**

As in the case of the bulk SMS, if you want to schedule the voice broadcast, make sure you schedule it by selecting Schedule from the drop down list under **Broadcast Your Memo**. Then enter the date and time at which you want to broadcast your voice memo.

Broadcasting voice message from a phone without involving a computer is also possible.

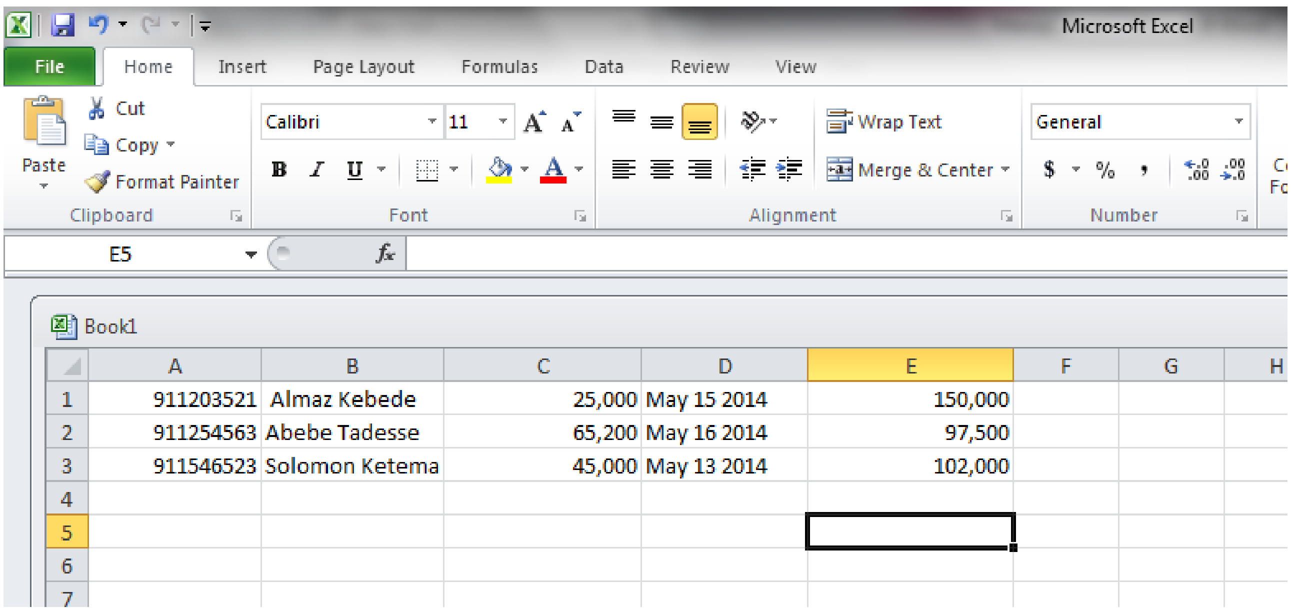
First call 8856 and press 1 for Amharic or 2 for English. Then press 3 and listen to the menu. The process is simple. First you record your voice over the phone, then you review your recorded message and then you enter the group number to which you want to broadcast.

V. Sending Personalized Bulk SMS

First prepare the data on an Excel spreadsheet. The first column of the Excel spreadsheet must always be phone numbers or recipients. The other columns can be filled with any other data. Let us see an example on how a bank can send transaction alert SMS using Templated SMS. The SMS contains the name of the person, the amount deposited, the account balance and date of transaction.

A sample message can be

Dear **Ato Abebe**, you have deposited **1500** Birr on **May 20 2014** and your account balance is now **20000** Birr. The data can be prepared on excel sheet as follows



	A	B	C	D	E
1	911203521	Almaz Kebede	25,000	May 15 2014	150,000
2	911254563	Abebe Tadesse	65,200	May 16 2014	97,500
3	911546523	Solomon Ketema	45,000	May 13 2014	102,000

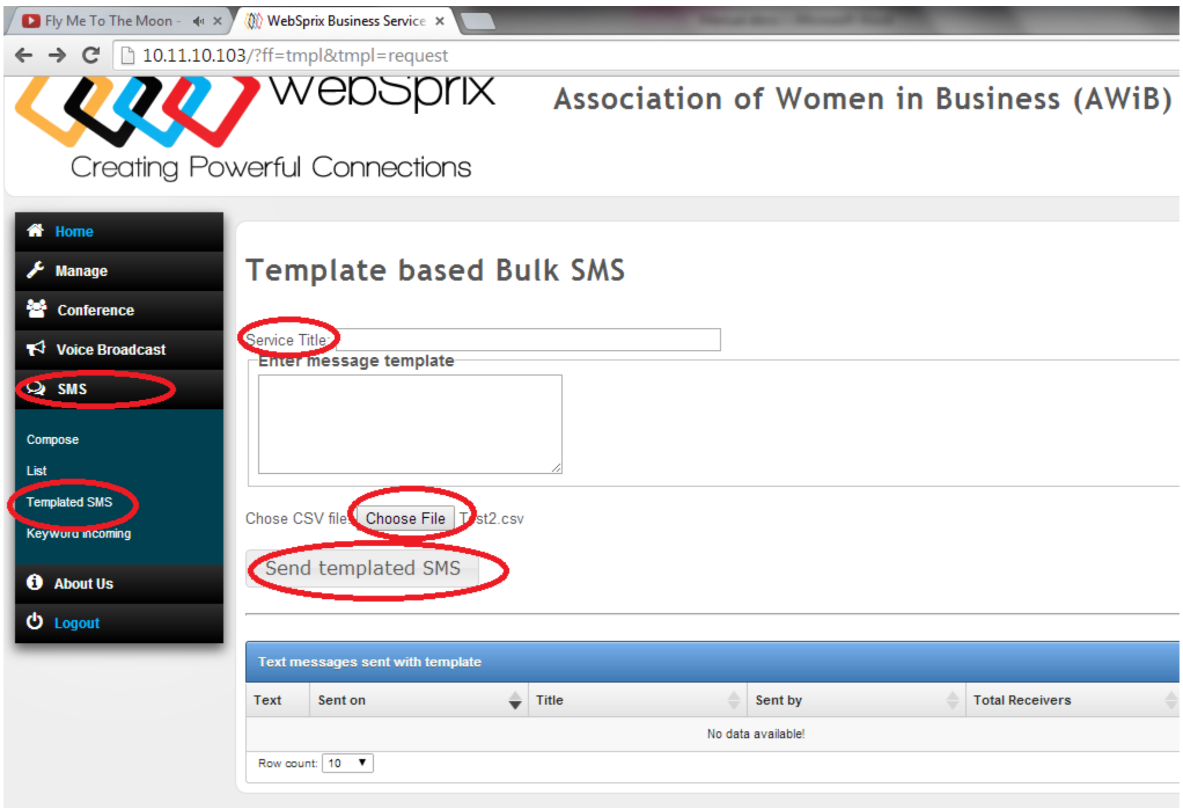
The Excel file should be saved as a **CSV (Comma delimited).** Now it is time to prepare a template of the message. On the Excel sheet (shown above) the name of the recipients is saved on the 2nd column, the amount deposited on the 3rd column, the date on the 4th column, and the current balance on the 5th column. So a sample template message would be:

Dear {2} you have deposited {3} Birr on {4} and your account balance is now {5}.

This template is telling our system merge the message by fetching the names from the 2nd column, the amount deposited from the 3rd column and the date from the 4th column and the current balance from the 5th column of the excel sheet.

After preparing the data on an Excel file and saving it as CSV file, it is time to create your message template and send the message.

On the portal Go to **SMS >> Templated SMS >>** fill in the **Service Title >>** Copy the **template message** on the **Enter Message Template** text box **>> choose and upload the CSV file you had saved >> Send Templated SMS >> Confirm Template Send** (Click on **Sample Message** to see a sample of a message before sending it.)

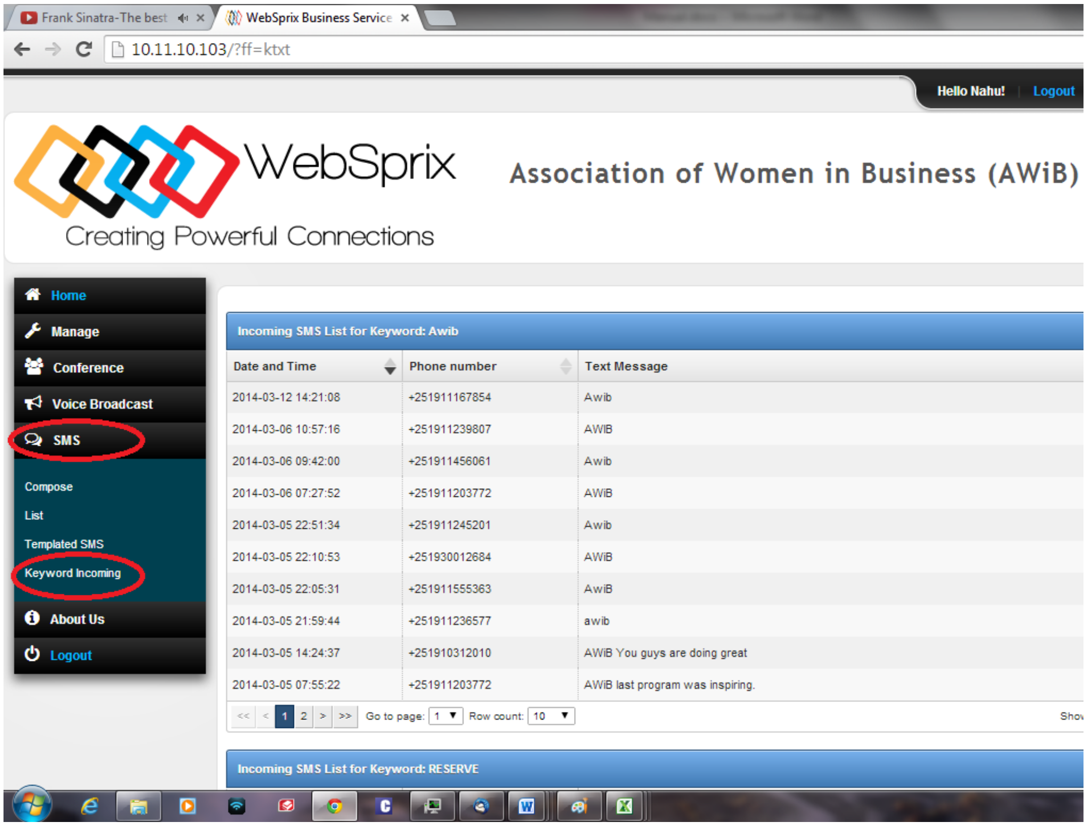


VI. Viewing Incoming Messages (Two-Way SMS)

Once you have reserved a keyword for your business with us, you can see all incoming messages when people send messaged using your keyword. For example, Association of Women in Business has a keyword called AWIB. People send SMS messages to AWiB by texting AWIB followed by their messages to 8845. AWiB can then see all incoming messages like this:

Go to **SMS >> Keyword Incoming**

Now you can view incoming messages sorted by date and time.



VII. Conferencing

Before scheduling a conference the conference attendants (users) must be inserted in to a group. The moderator then sends an SMS to 8845 kick off the conference. The message must be in such a format **CNOW Group #r Meeting Agenda**.

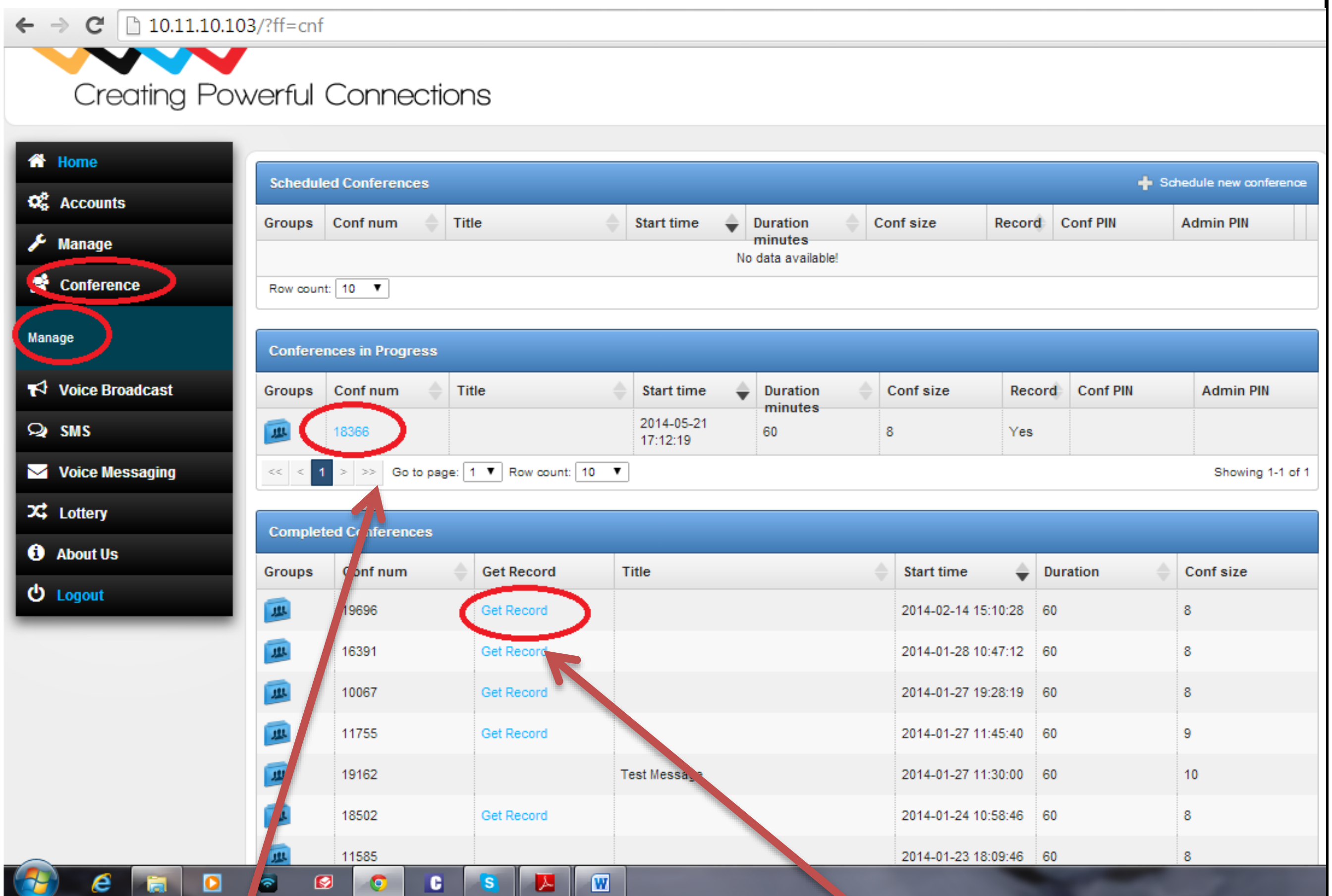
CNOW is the keyword to start the conference, **Group #** is the group number which is holds users participating in the conference, **r** is an option to record the conference (it must be omitted if the conference isn't going to be recorded) and the **Meeting Agenda** is the agenda of the meeting.

Our system first sends SMS to the conference attendants alerting them about conference kick off. It also sends them a conference bridge number then every conference attendant will get a call in about a minute. In case they don't get a call from the system attendants can call in and join the conference by inserting the conference bridge number they received on SMS.

The portal allows monitoring the conference. The moderator is able to see who is in the conference and can also mute, unmute and eject participants. The moderator can also call and join someone to the conference who wasn't on the conference group.

To start monitoring the conference

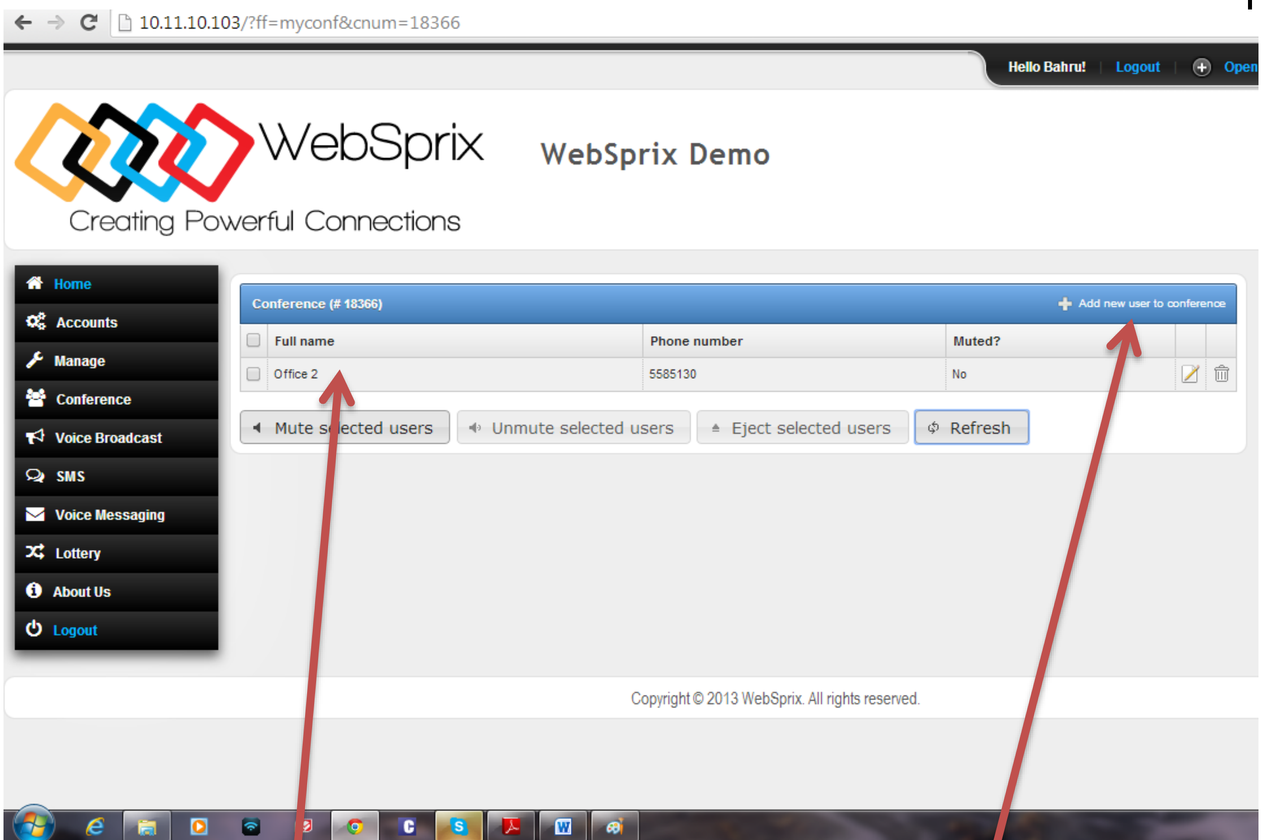
Go to **Conference >>Manage >>** Click on **the number under conf num** from **conference in progress** table



Click on this link to start monitoring Conference

Click here to retrieve Recorded Conference

The interface to manage the conference looks like the picture below



Users inside the conference

Button to dial out and join someone to the conference