



# AT&T Toolkit for Salesforce Platform

User Guide for Demos



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### 1. AT&T SMS

The AT&T SMS demo allows sending SMS, getting SMS status, and receiving SMS in your Inbox. This functionality is enabled in the following sections:

- Send SMS
- Get SMS Status
- Get Inbox

To access any of the sections, you must be successfully logged in the application and have the AT&T SMS tab selected.

### 1.1. Sending SMS

In order to send an SMS:

- 1. Fill in the following two fields:
  - Phone number (for entering the phone number)
  - SMS text (for entering the text of the message)
- 2. Click on the **Send message** button.



*Figure 1 – Send SMS Section* 

**NOTE**: It's obligatory to enter both the valid phone number and the text of the message. Besides, message length should not be more than 4096 characters. Otherwise, your SMS will not be sent.



If your SMS has been sent successfully, two grayed out input areas will be populated automatically. These areas include:

- SMS ID (specifies the unique ID for the message)
- Resource URL (specifies the URI for delivery status of the sent message)

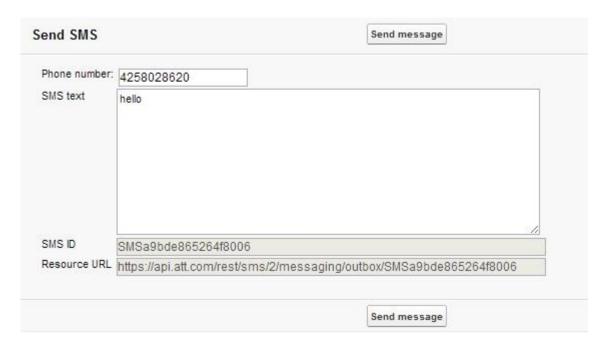


Figure 2 – SMS ID and Resource URL

## 1.2. Receiving SMS Status

The **Get SMS Status** section is placed right below the **Send SMS** section. By entering the required ID of the sent SMS, you can request its status.

By default, the **SMS ID** area is populated with the ID of the message sent currently.

When you click on the **Get message status** button, the **Delivery info list** table is displayed. It contains the following information:

- ID (specifies the unique ID for the sent message. If an SMS I sent to several numbers, the ID is returned for each number)
- Phone number (specifies the number of the receiver)
- Delivery status (specifies the delivery status of the SMS as DeliveredToNetwork when the message is delivered to network, or DeliveredToTerminal when the message is delivered to the mobile handset, or DeliveryImpossible when the message cannot be delivered)



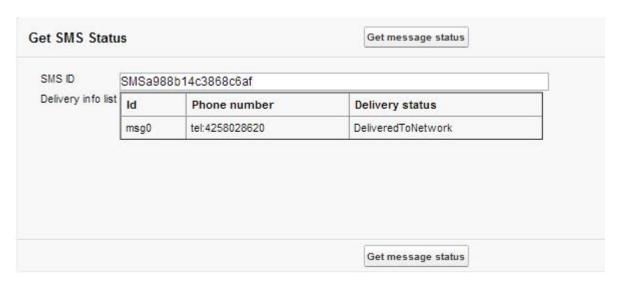


Figure 3 – Get SMS Status Section

**NOTE**: Messages are automatically removed from the server every 30 minutes. It means that if you request the SMS status in 30 minutes, an error will occur.

### 1.3. Receiving SMS

The **Get Inbox** section enables receiving SMS sent to your short code (marked blue in the figure below).

**NOTE**: The short code is unique as it's given to you with the account at AT&T.

By clicking on the **Get my inbox** button, the following fields will be populated:

- Number of messages in the batch (specifies the number of messages sent in the batch)
- Total number of pending messages (specifies the number of pending messages that will be retrieved from the server for the given short code)
- Inbound SMS Messages with the following information:
  - Message ID (specifies the message ID)
  - Message (specifies the message text)
  - *Phone number* (specifies the sender's phone number)



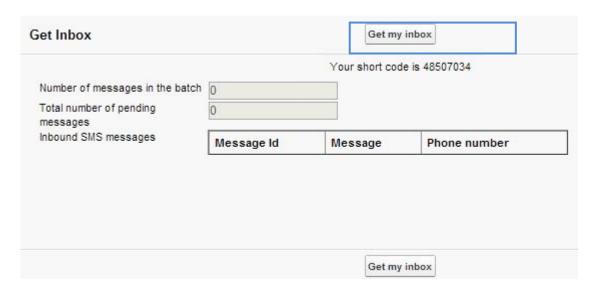


Figure 4 – Get Inbox Section

**NOTE**: Messages are automatically removed from the server every 30 minutes. It means that if you request the incoming SMS 30 minutes after they were sent, you won't be able to read the messages.



### 2. AT&T MMS

The AT&T MMS demo allows sending MMS and checking MMS delivery status. This functionality is enabled in the following sections:

- Send MMS
- Check MMS Delivery Status

To access any of the sections, you must be successfully logged in the application and have the AT&T MMS tab selected.

### 2.1. Sending MMS

In order to send an MMS:

- 1. Fill in the following two fields:
  - Phone number (for entering the phone number)
  - MMS subject (for entering the subject of the MMS)
- 2. Select the required file for sending via *Attachments*.
- Click on the Send message button.

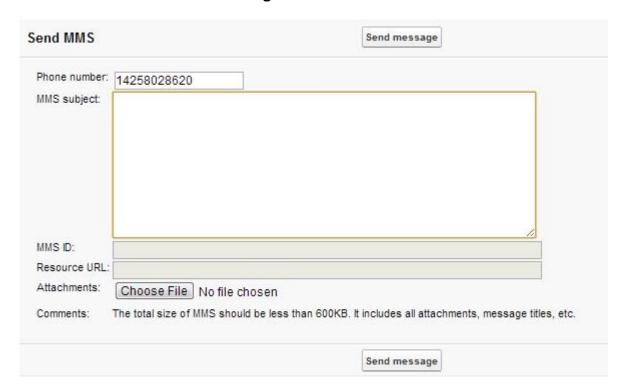


Figure 5 – Send MMS Section

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NOTE: It's obligatory to enter both the valid phone number and the subject of the



message and attach a file. Besides, the total size of the MMS with the title should not be more than 600 kilobyte. Otherwise, your MMS will not be sent.

If your MMS has been sent successfully, two grayed out input areas will be populated automatically. These areas include:

- MMS ID (specifies the ID of the MMS)
- Resource URL (specifies the URI for delivery status of the sent message)

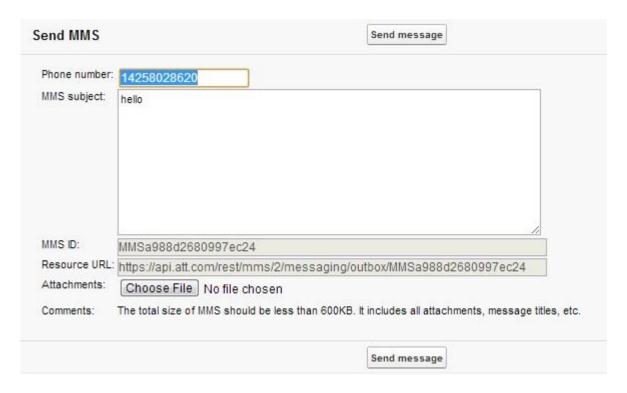


Figure 6 – MMS ID and Resource URL

# 2.2. Checking MMS Status

The **Check MMS Delivery Status** section is placed right below the **Send MMS** section. It contains the following information about sent MMS:

- ID (contains the message ID)
- Subject (contains the message subject)



Figure 7 – Check MMS Delivery Status Section



By default, the ID and the subject are displayed for all the messages sent from this account. However, all the information may be removed by clicking on the **Remove all** button.

In order to get the status of the required MMS, click on the **Get message status** link. The new data will include:

- ID (specifies the message ID)
- Phone number (specifies the sender's phone number)
- Delivery Status (specifies the delivery status of the MMS as DeliveredToNetwork when the message is delivered to network, or DeliveredToTerminal when the message is delivered to the mobile handset, or DeliveryImpossible when the message cannot be delivered, or MessageWaiting when the message is queued for delivery)

elivery info list	ld	Phone number		elivery Status
esource URL	https://api.att.com/rest/mms/2/messaging/outbox/MMSa988d2680997ec24			
MS ID	MMSa988	d2680997ec24		
	Remove a			
	MMSa9bd8389662e58ad		sub-img	Get message status
	MMSa9bd8	3389662e53f3	mms	Get message status
	MMSa9bd8389662e4fd6		mms with audio/img	Get message status
	MMSa9bd8389662e4fce		mms with audio/img	g <u>Get message status</u>
	MMSa988d2680997d4d5		txt	Get message status
	MMSa9886	MMSa988d2680997ec24 hello <u>Get message sta</u>		Get message status
ent MMS	ID		Subject	

Figure 8 – Receiving MMS Status



# 3. AT&T Speech

The AT&T Speech demo provides the ability to convert speech to text.

### 3.1. Converting Speech to Text

Before uploading the required file, check that it matches the following requirements:

- Format (should be .amr, .amr-wb, .wav, .x-wav, or .x-speex)
- Size and length (should not exceed 10 megabytes and 4 minutes)
- Quality (the file should not be broken or damaged)

In order to convert speech to text:

- 1. Click on the **Choose File** button and select the required file.
- 2. Click on the **Send request** button.

As a result, the following fields will be populated with values:

- Grade (specifies the result quality as accept, confirm or reject according to confidence)
- Confidence (specifies the confidence value of the audio from 0.0 through 1.0)
- Language ID (specifies the language used to decode the audio)
- Hypothesis (specifies the transcription of the audio)
- Result text (specifies the resulting text)
- Word scores (specifies the confidence score for each word value from 0.0 through 1.0)



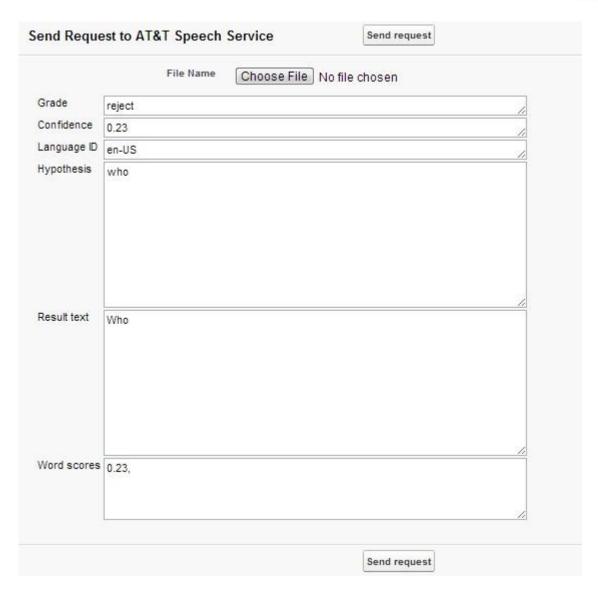


Figure 9 – Sending Speech to Text Request



### 4. AT&T WAP Push

The AT&T WAP Push demo provides the ability to send WAP Push messages from the network to a mobile device that supports WAP Push messaging. WAP Push allows sending SMS with URL links that can be opened directly via mobile WAP browser.

### 4.1. Sending WAP Push

In order to send WAP Push:

1. In the **Phone numbers** field, enter the required phone number and click on the **Add** button.

**NOTE**: You can add as many phone numbers as you need.

- 2. In the **URL** field, enter the URL to be sent.
- 3. In the **Message body** field, enter the message.
- 4. Click on the **Send message** button.

As a result, if the message has been sent successfully, the **Message ID** field will be populated.

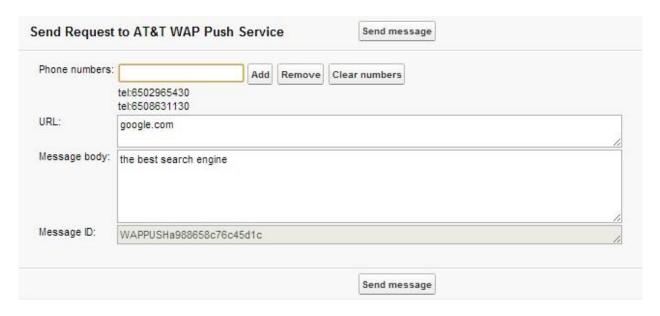


Figure 10 – Sending Request to AT&T WAP Push Service

You are also enabled to remove the required phone numbers from the list:

- 1. To remove all the numbers, click on the **Clear numbers** button.
- 2. To remove the specific number, enter the number in the **Phone numbers** field and click on the **Remove** button.

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# 5. AT&T Speech to Email/SMS

The AT&T Speech to Email/SMS demo provides the ability to convert speech to text and send it to the required email or a mobile number as SMS.

## 5.1. Sending Speech to Email/SMS

Before uploading the required file, check that it matches the following requirements:

- Format (should be .amr, .amr-wb, .wav, .x-wav, or .x-speex)
- Size and length (should not exceed 10 megabytes and 4 minutes)
- Quality (the file should not be broken or damaged)

In order to convert speech to text and send it to Email or SMS:

- 1. Click on the **Choose File** button and select the required file.
- 2. Enter the email address or phone number where the text will be sent.
- 3. Click on the **Recognize and send** button.

As a result, the message with the following information will be displayed:

- The recognized text
- The email address or phone number where the text has been sent



Figure 11 – Sending Speech to Email/SMS



# 6. AT&T Device Capabilities

The AT&T Device Capabilities demo provides the ability to identify the mobile device and its capabilities.

### 6.1. Receiving Device Capabilities

In order to receive device capabilities:

1. Log in to Salesforce and open the Device Capabilities demo via the mobile device.

**NOTE**: You won't be able to retrieve the data when logged in from a laptop or desktop computer.

2. Click on the **Get device capabilities** button.

As a result, the following fields will be populated with values:

- Type allocation code (specifies the first 8 digits of the IMEI of the mobile device)
- Name (specifies the abbreviated code for the general information about the mobile device)
- Vendor (specifies the abbreviated code for the manufacturer of the mobile device)
- Model (specifies the model of the mobile device)
- Firmware version (specifies the release number of the mobile device)
- UA profile (specifies the User Agent Profile as a URL to the website of the device manufacturer)
- MMS capable (specifies the capability of sending/receiving MMS in values Y standing for "yes" and N standing for "no")
- Assisted GPS (specifies the capability of GPS assistance in values Y standing for "yes" and N standing for "no")
- Location technology (specifies the location technology network supported by the device)
- Device browser (specifies the name of the browser resident on the mobile device)
- WAP Push capable (specifies the capability of WAP Push in values Y standing for "yes" and N standing for "no")





Figure 12 – Receiving Device Capabilities



### 7. AT&T Location

The AT&T Location demo provides the ability to access a resource that returns latitude, longitude and accuracy parameters for an AT&T mobile device. In addition to that, AT&T Location also supports Assisted Geo-Positioning System (A-GPS) for AT&T Mobile Network devices that support A-GPS technology.

### 7.1. Receiving Location Coordinates

Before sending the request to the location service, enter the required values for the following parameters (see the figure below):

- Requested accuracy (specifies the accuracy of the request from 0 to 20000 meters)
- Acceptable accuracy (specifies the acceptable accuracy which influences the location service)
- Delay tolerance (specifies the priority of response time against the requested accuracy):
  - No delay (when the response time is not compromised over accuracy)
  - Low delay (the value set by default when the response time may have a minimum delay for better accuracy)
  - Delay tolerant (when the response time may be compromised or have a high delay for better accuracy)
- Service Type
  - Device location of AT&T phone numbers
  - Terminal location supporting A-GPS



Figure 13 – Entering Values for AT&T Location

In order to receive the location coordinates:



- 1. Select the required values for the parameters mentioned above.
- 2. Click on the **Get location** button.
- 3. In the opened **Consent Request** page, enter the device number.





Figure 14 – Consent Request Page

**NOTE**: The device number should not contain the first number "1".

4. In the opened **Verifying** page, enter the PIN code that has been sent via SMS to the device number.





Figure 15 – Verifying Page

5. In the opened **Thank You** page, click on the **Close window** button.

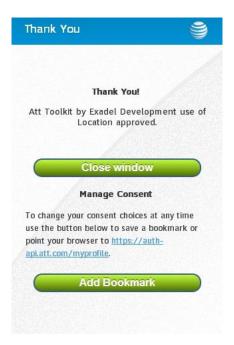


Figure 16 – Thank You Page

As a result, you will see the map with the following data:

- Accuracy (specifies the accuracy of the AT&T MSISDN)
- Latitude (specifies the current latitude for the mobile device)
- Longitude (specifies the current longitude for the mobile device)

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Timestamp (specifies the time for the location data)

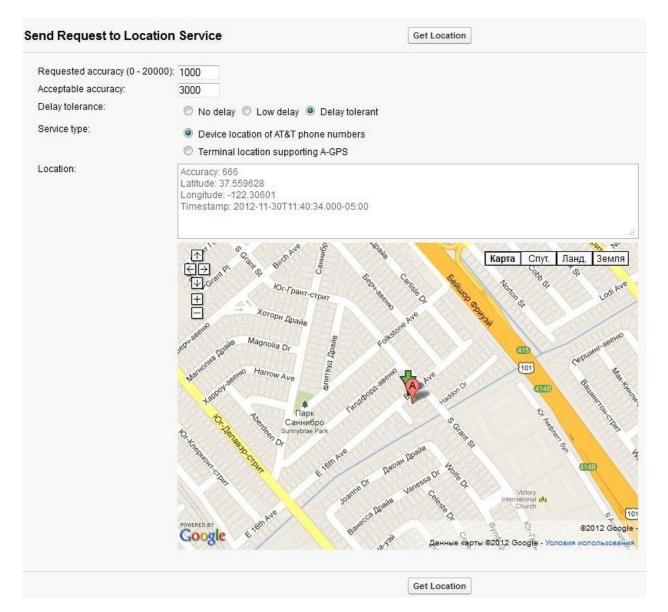


Figure 17 – Receiving Location Request Results

NOTE: You are enabled to change the map's scale and select the kind of view.



# 8. AT&T Payment

The AT&T Payment demo provides the ability to charge for digital service directly to the AT&T subscriber bill. You are enabled to create new transactions and subscriptions, request the status of the required transcription and subscription, as well as authorize refunds. This functionality is implemented in the following two demos:

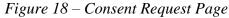
- AT&T Single Payment (used for single purchases)
- AT&T Subscription Payment (used for periodical purchases)

### 8.1. Single Payment

In order to buy the required product:

- 1. Click on the **Buy** link.
- In the opened Consent Request page, enter the mobile number and click on the Charge my account button. SMS with the PIN number will be sent to the indicated mobile number.





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NOTE: You are enabled to sign in to another account or manage account consent

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by means of the corresponding buttons placed at the bottom of the **Consent Request** page.

3. In the opened **Verifying** page, enter the PIN sent via SMS to the mobile device and click on the **OK** button.



Figure 19 – Verifying Page



**NOTE**: You are enabled to resend PIN to your mobile device by means of the corresponding button **Resend PIN**.

4. In the opened **Thank You** page, click on the **Close Window** button.

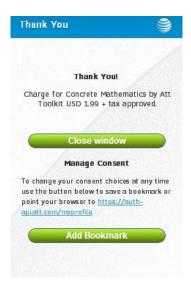


Figure 20 – Thank You Page





**NOTE**: You can bookmark the page to change your consent later.

After the transaction, you will be redirected to the initial page.

To view your order, click on the **Your Order History** link in the upper left corner of the page. You will see the page with the following columns:

- Product (indicates the name of the purchase)
- Refund Transaction (specifies refunding information about the purchase. If the purchase is not refunded, provides with the Refund link which allows making refunds)
- Purchase Date (indicates the date of the purchase)
- Price (indicates the price of the purchase)

Product	Refund Transaction	Purchase Date	Pric
Concrete Mathematics: A Foundation for Computer Science (2nd Edition)	Refunded	Fri Nov 02 13:05:36 GMT 2012	\$1.9
Art of Computer Programming, Volume 1: Fundamental Algorithms (3rd Edition)	Refunded	Fri Nov 02 13:10:14 GMT 2012	\$0.5
Selected Papers on the Analysis of Algorithms	Refunded	Fri Nov 02 13:11:06 GMT 2012	\$3.5
rt of Computer Programming, Volume 1: Fundamental Algorithms (3rd Edition)	Refunded	Wed Nov 07 11:40:18 GMT 2012	\$0.5
rt of Computer Programming, Volume 1: Fundamental Algorithms (3rd Edition)	Refunded	Thu Nov 08 13:45:19 GMT 2012	\$0.
oncrete Mathematics: A Foundation for Computer Science (2nd Edition)	Refunded	Thu Nov 08 14:17:25 GMT 2012	\$1.
Concrete Mathematics: A Foundation for Computer Science (2nd Edition)	Refunded	Tue Nov 13 09:51:38 GMT 2012	\$1.
oncrete Mathematics: A Foundation for Computer Science (2nd Edition)	Refunded	Wed Nov 14 10:45:50 GMT 2012	\$1.
rt of Computer Programming, Volume 1: Fundamental Algorithms (3rd Edition)	Refunded	Wed Nov 14 11:34:42 GMT 2012	\$0.
rt of Computer Programming, Volume 1: Fundamental Algorithms (3rd Edition)	Refunded	Wed Nov 14 12:11:23 GMT 2012	\$0.
oncrete Mathematics: A Foundation for Computer Science (2nd Edition)	Refunded	Mon Nov 19 10:55:12 GMT 2012	\$1.
oncrete Mathematics: A Foundation for Computer Science (2nd Edition)	Refunded	Mon Nov 26 22:16:44 GMT 2012	\$1.
rt of Computer Programming, Volume 1: Fundamental Algorithms (3rd Edition)	Refunded	Fri Nov 30 10:04:00 GMT 2012	\$0.
rt of Computer Programming, Volume 1: Fundamental Algorithms (3rd Edition)	Refunded	Fri Nov 30 10:22:08 GMT 2012	\$0.
Concrete Mathematics: A Foundation for Computer Science (2nd Edition)	Refund	Fri Nov 30 11:02:19 GMT 2012	\$1.5



Figure 21 – Your Order History Page for Single Payment

**NOTE**: The latest orders are placed at the end of the list.

If you click on the name of the product, a transaction pop-up window will be displayed. It will contain the following details on the purchase:

- Channel (can only be MOBILE\_WEB)
- Description (provides with a short description of the purchase)
- Transaction currency (specifies the currency of the transaction)
- Transaction type (specifies the type of transaction as SINGLEPAY or SUBSCRIPTION)
- Transaction status (specifies the current status of the operation)
- Consumer ID (specifies the customer ID)
- Merchant transaction ID (specifies the original operation ID sent by the merchant application)
- Merchant application ID (specifies the merchant application ID)
- Transaction ID (specifies the operation ID for each purchase)
- Content category (specifies the content category)
- Merchant Product ID (specifies the ID of the purchase)
- Merchant ID (specifies the merchant ID from the system)
- Version (specifies the version of the release)

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- Transaction success (specifies the status of the operation as true or false)
- Auto committed
- Amount (specifies the amount of money paid for the purchase)

### **Transaction Status**

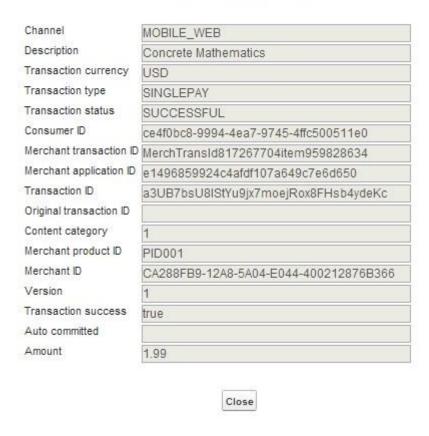


Figure 22 – Transaction Status Window

### To refund the product:



1. Check the transaction status as described above.

**NOTE:** Refunding will not be possible if you do not check the transaction status.

- 2. Click on the **Refund** link.
- In the opened **Refund Transaction** pop-up window, indicate the reason for refunding.
- 4. Click on the **Refund** button.

As a result, the following fields will be populated:

- Transaction ID (specifies the transaction ID for the refunding operation)
- Transaction status (specifies the status of the transaction)

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- Original purchase amount (specifies the amount of money paid for the purchase)
- Commit confirmation ID ()
- Version (specifies the version of the API signature)
- Success (specifies the success of the operation)

# Refund Transaction Refund reason got it already Transaction ID XDKwztF8LbiLrw9coAFBdi41cysgyc8ZUfXp Transaction status Original purchase amount Commit confirmation ID Version Transaction success Refund Close

Figure 23 – Refund Transaction Window

# 8.2. Subscription Payment

In order to buy the required product each month:

- 1. Click on the **Buy** link.
- In the opened Consent Request page, enter the mobile number and click on the Charge my account button. SMS with the PIN number will be sent to the indicated mobile number.



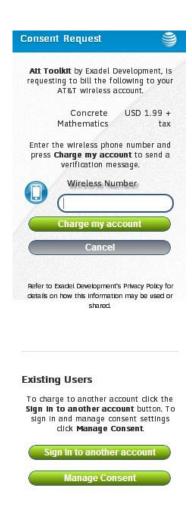


Figure 24 – Consent Request Page

**NOTE**: You are enabled to sign in to another account or manage account consent by means of the corresponding buttons placed at the bottom of the **Consent Request** page.

3. In the opened **Verifying** page, enter the PIN sent via SMS to the mobile device and click on the **OK** button.







Figure 25 – Verifying Page

**NOTE**: You are enabled to resend PIN to your mobile device by means of the corresponding button **Resend PIN**.

4. In the opened **Thank You** page, click on the **Close Window** button.

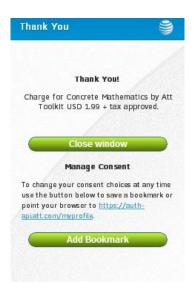




Figure 26 – Thank You Page

**NOTE**: You can bookmark the page to change your consent later.

After the transaction you will be redirected to the initial page.

To view your order, click on the **Your Order History** link in the upper left corner of the page. You will see the page with the following columns:

- Product (indicates the name of the subscription)
- Details (provides with a link for subscription details)

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- Refund Subscription (specifies refunding information about the subscription. If the subscription is not refunded, provides with the Refund link which allows making refunds)
- Subscription Date (indicates the date of the subscription)
- Price (indicates the price of a single subscription)

Product	Details	Refund Subscription	Subscription Date	Price
PC World	Get details	Refunded	Tue Oct 30 16:22:55 GMT 2012	\$1
Popular Science	Get details	Refunded	Fri Nov 02 13:39:14 GMT 2012	\$1.29
National Geographic	Get details	Refunded	Mon Nov 05 10:34:20 GMT 2012	\$1.99
National Geographic	Get details	Refunded	Mon Nov 05 10:37:50 GMT 2012	\$1.99
PC World	Get details	Refunded	Wed Nov 07 11:41:46 GMT 2012	\$1
PC World	Get details	Refunded	Thu Nov 08 14:00:05 GMT 2012	\$1
Car and Driver	Get details	Refund	Thu Nov 08 14:11:51 GMT 2012	\$3.49
National Geographic	Get details	Refunded	Tue Nov 13 10:18:27 GMT 2012	\$1.99
Popular Science	Get details	Refund	Wed Nov 14 12:29:28 GMT 2012	\$1.29
Linux Format	Get details	Refunded	Mon Nov 19 11:07:22 GMT 2012	\$1.2
Popular Science	Get details	Refunded	Thu Nov 22 13:16:43 GMT 2012	\$1.29
Linux Format	Get details	Refunded	Fri Nov 23 14:06:10 GMT 2012	\$1.2
PC World	Get details	Refunded	Mon Nov 26 14:12:42 GMT 2012	\$1
Popular Science	Get details	Refund	Tue Nov 27 12:18:39 GMT 2012	\$1.29
National Geographic	Get details	Refund	Tue Nov 27 12:27:33 GMT 2012	\$1.99
Linux Format	Get details	Refund	Tue Nov 27 12:45:44 GMT 2012	\$1.2
Linux Format	Get details	Refund	Fri Nov 30 10:31:23 GMT 2012	\$1.2
Popular Science	Get details	Refund	Tue Dec 04 12:57:53 GMT 2012	\$1.29
PC World	Get details	Refund	Thu Dec 06 15:00:34 GMT 2012	\$1



Figure 27 – Your Order History Page for Subscription Payment

**NOTE**: The latest orders are placed at the end of the list.

If you click on the name of the product, a pop-up window will be displayed. It will contain the following details on the subscription:

- Channel (can only be MOBILE\_WEB)
- Description (specifies a short description of the subscription)
- Subscription currency (specifies the currency of the operation)
- Subscription type (specifies the type of transaction as SUBSCRIPTION or SINGLEPAY)
- Subscription status (specifies the current status of the subscription)
- Consumer ID (specifies the user ID generated by the system)
- Merchant transaction ID (specifies the original transaction ID sent by the merchant application)
- Merchant application ID (specifies the merchant application ID)
- Subscription ID (specifies the unique subscription ID for each purchase)
- Original subscription ID
- Content category (specifies the content category)
- Merchant product ID (specifies the ID of the product)

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- Merchant ID (specifies the merchant ID from the system)
- Merchant subscription ID (specifies the original subscription ID)
- Subscription period amount (specifies the number of times the subscription is renewed)
- Subscription recurrences (specifies the number of times the subscription is renewed)
- Subscription period (specifies the regularity of subscription)
- Version (specifies the version of the release)
- Success (specifies the success of the subscription as true or false)
- Auto committed
- Amount (specifies the amount of money paid for the single subscription)

### Status

Channel	MOBILE_WEB
Description	Subscription for PC World
Subscription currency	USD
Subscription type	SUBSCRIPTION
Subscription status	SUCCESSFUL
Consumer ID	ce4f0bc8-9994-4ea7-9745-4ffc500511e0
Merchant transaction ID	MerchTransId499552417subscr329879056
Merchant application ID	e1496859924c4afdf107a649c7e6d650
Subscription ID	JjF2qzWmZtqHvCoYm8HEZ81hDJgZZf1Li056
Original subscription ID	
Content category	1
Merchant product ID	MagID001
Merchant ID	CA288FB9-12A8-5A04-E044-400212876B366
Merchant subscription ID	351614175035
Subscription period amount	1
Subscription recurrences	99999
Subscription period	MONTHLY
Version	1
Success	true
Auto committed	
Amount	1.00

Figure 28 – Subscription Status Window

If you want to get transaction details, click on the **Get details** link. The following data will be displayed:

Subscription currency (specifies the currency of the subscription)

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- Subscription status (specifies the status for the subscription. The ACTIVE value stands for the subscription that is consumed)
- Creation date (specifies the date when the subscription is created)
- Gross amount (specifies the subscription renewal charge)
- Subscription recurrences (specifies the number of subscription renewals)
- Active subscription (indicates whether the subscription is active and can be consumed)
- Current start Date (specifies the date when the current subscription started)
- Current end Date (specifies the date when the current subscription period ends)
- Subscription remaining ()
- Version (specifies the version of the API signature)
- Success (specifies the success of the operation as true or false)

### Subscription Details



Figure 29 – Subscription Details Window

### To cancel the subscription:

- 1. Click on the **Refund** link.
- 2. In the opened **Refund Transaction** pop-up window, indicate the reason for refunding.
- 3. Click on the **Refund** button.

As a result, the following fields will be populated:

- Subscription ID (specifies the subscription ID for the refunding operation)
- Status (specifies the current status of the subscription)
- Original purchase amount (specifies the amount of money paid for the original subscription)

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- Commit confirmation ID ()
- Version (specifies the version of the API signature)
- Subscription success (specifies the success of the operation)

# Refund reason no need for more Subscription ID GwDXsPIT9Ug5YKxYqJfmoJ99trNNjrt11FdL Subscription status SUCCESSFUL Original purchase amount 1.29 Commit confirmation ID Version 1 Subscription success true

Figure 30 – Refund Subscription Window